

Disability Services Commission

Annual Report 2012–2013



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.

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The Hon. Helen Morton MLC

Annual Report 2012–2013

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 2013.

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

A handwritten signature in black ink, appearing to be 'B. Langoulant'.

Bruce Langoulant
Chairperson
Disability Services Commission Board

A handwritten signature in black ink, appearing to be 'T. Curry'.

Dr Tony Curry
Deputy Chairperson
Disability Services Commission Board

6 September 2013

Table of contents

1.0 Overview 2012–2013	5
1.1 Executive summary	6
1.2 Operational structure	11
1.3 Performance Management Framework	17
2.0 Performance of the Commission	21
2.1 Overview of operations	22
2.2 Service reports	28
2.3 Quality of services	45
2.4 Implementing the Carers Charter	53
2.5 Profile of service users	55
3.0 Significant issues	57
4.0 Disclosures and Legal Compliance	61
4.1 Financial Statements	62
4.2 Performance indicators	119
4.3 Other financial disclosures	136
4.4 Governance disclosures	144
4.5 Other legal requirements	145
4.6 Government policy requirements	150
Appendix: Funding to disability sector organisations	157



1.1 Executive summary	6
1.1.1 Chairperson's report.....	9
1.1.2 Director General's report	10
1.2 Operational structure	11
1.2.1 Disability Services Commission Board.....	14
1.2.2 Legislative functions.....	16
1.2.3 Compliance with other key legislation.....	16
1.3 Performance Management Framework.....	17
1.3.1 Shared responsibilities with other agencies	18
1.3.2 Disability Services Commission Strategic Plan 2011 to 2015....	18



1.1 Executive summary

The majority of Commission work is occurring in three main areas: supports and services, community inclusion and justice.

Supports and services

Western Australia is moving away from a program-driven transactional system to one where the individual with disability, their family and carers can have an increased level of control over determining what support or service they need, when they need it and which organisation they will use.

In the past, while service providers offered a comprehensive range of services aimed at achieving outcomes for individuals, the contracting process requested and recorded 'units' of service, such as hours, rather than outcomes for people with disability. This is changing.

The Commission has long promoted that better outcomes are achieved when people are involved in decision-making and have genuine choice and control over accessing supports and services.

As such, the Commission has been adjusting and adapting its business processes and systems to make this possible.

The [National Disability Insurance Scheme](#) (NDIS) came into effect on July 1 2013. During the first half of the year, the Commission began to align with the developing NDIS rules and principles while ongoing negotiations were conducted between the WA and Australian Government about a WA launch site.

While some of the features of the national system are based on the Western Australian approach such as Local Area Coordination, other parts of the Commission's business have been working towards mirroring relevant processes, planning and services of the NDIS.

My Way enables people with disability, their families and carers

to have genuine choice and control over the planning, design and implementation of the supports and services they require. This includes relationship-based support, local decision-making and early engagement in good planning processes. My Way is offered in four locations in Western Australia: the Perth Hills, Cockburn-Kwinana, Goldfields and Lower South West.

In May, the Disability Services Minister announced that from 1 July 2013, the Commission would be accelerating the rollout of [My Way in the Lower South West](#) to explore the full potential and strengths of the model. My Way in the Lower South West area will focus on best practice in Western Australia, while ensuring a consistent approach with the emerging national system. National launch sites will be established in WA over the coming year with commencement of launch sites in July 2014.

The key role of individualised planning is an important feature of the WA system.

Across a range of service areas individuals, families and carers are encouraged and supported to document their goals and aspirations and put in place an action plan. These service areas include Local Area Coordination, My Way and Family and Community Living. In all cases, the planning process is always focused on the individual and tailored to their needs.

Working with service providers and other disability organisations, the Commission is actively pursuing this contemporary approach. It is one that maximises our existing relationship-based disability services systems in addition to providing certainty and consistency of service.

Western Australia is the nation's largest state and has numerous remote and regional communities. Consequently, there are specific issues that need to be addressed for particular regions. This will require an integrated approach with mainstream services.

The Commission is developing its first ever state-wide Disability [Sector Development Plan](#). A dedicated team gathered on-ground information from local and state governments, service providers and most importantly, the people who use disability services and supports. Local information and data were collected to develop 15 area-specific profiles of disability supports and services across the state. The Plan's research phase has already produced noteworthy information about trends in service use and delivery.

In due course, the Plan will become part of the Commission's and service providers' business intelligence, guiding where and when services are needed. It will also be a useful resource for people seeking to know what services are currently available in their area.

In 2012–2013, for the first time, the Commission sought tenders from existing service providers to provide services with individual funding and/or family support services. It requires contracted agencies to ensure their services are person-centred and focused on outcomes for individuals rather than being contracted to provide an annual number of service-hours. The Commission continues to collaborate with service providers to ensure effective risk management, quality assurance and performance evaluation processes are in place.

The introduction of outcome-based contracting represents a move away from program funding to allow greater flexibility and innovation. It is also part of the State Government's Procurement Reform initiative. This reform included the roll-out of a 15 per cent upfront across-the-board price adjustment for eligible not-for-profit community service contracts. This price increase is called Component I. The funding is intended to improve outcomes for people with disability and increase the sustainability of the disability sector which historically, has faced shortfalls in funding. A second funding injection, Component II will be rolled-out over the next two years.



Community inclusion

The key driver for community inclusion in WA is the State Government's [Count Me In](#) strategy, launched in 2009.

Over the past 12 months the Commission has primarily focused on health, employment and housing. A disability health network was established with mainstream health services and a public sector employment strategy was drafted. The availability of social housing has increased through the purchase and renovation of a number of properties and the construction of others.

At a community level, the Commission appoints [Count Me In Ambassadors](#) to work within their local areas to promote access, inclusion and participation. This year the number of ambassadors increased by more than 50 per cent to 33 and now includes regional representatives.

Justice

The third key area of activity over the past 12 months is justice for people with disability. In June, the locations for two [disability justice centres](#) were announced. One will be built on an existing Commission site on Lord St, Caversham and the other on vacant land in Altone Road, Kiara.

The centres will provide secure accommodation for people with intellectual disability who are charged with an offence but are unable to plead because of their disability and are considered suitable to reside in a community-based centre. The first centre is expected to be operational in early 2015.

For people in this category that are not considered suitable to be either released back into the community or reside in a disability justice centre, a prison in-reach service has been established to provide disability related services and supports on a case-by-

case basis. The Commission continues to work closely with other government departments to support people with disability within the justice system.



1.1.1 Chairperson's report



The Count Me In: Disability Future Directions strategy continues to raise awareness of the major issues faced by people with disability living in our community. The strategy also outlines the long-term planning needed to ensure all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

The Commission has been working very hard over the past year on a number of Count Me In initiatives to foster improved

access and inclusion for people with disability across all aspects of community life.

The Count Me In Ambassador program is a major initiative to disseminate key Count Me In messages across Western Australia. As the program's patron, I have been eager to see an increase in the number of Ambassadors who can take these messages beyond the metropolitan area. Eight of the ten new Ambassadors appointed this year live in rural and regional areas.

“...to ensure all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.”

Another key area of focus has been to try and improve employment opportunities for people with disability within the community. As a starting point, the Commission is piloting a project with five Local Government Authorities and the WA Local Government Association to improve employment opportunities for people with disability in local government.

Meanwhile, a Public Sector Employment Strategy developed in partnership with the Disability Services Commission will improve employment opportunities for people with disability in the public sector.

Housing design continues to be an important issue. Through the [Liveable Homes](#) project the Commission has partnered with the Housing Industry Association (HIA) and Master Builders Australia (MBA) to increase the number of private and public housing in Western Australia that are built according to universal access designs.

As part of improved inclusion in the community for people with disability, the Commission has signed a second agreement with the Department of Culture and the Arts. This document formalises the collaborative effort between the two agencies to work towards achieving a creative, inclusive and welcoming community offering opportunities for people of all abilities to participate in everyday arts and cultural activities.

It's been wonderful to see Count Me In continue to be a major driver of community change and that across the state, people are embracing the strategy and creating a more inclusive and accessible environment for people with disability.

1.1.2 Director General's report



The past year has produced significant changes within the Western Australian disability sector as part of a deliberate and conscious effort to transform disability services. Key drivers for change are the State Government's Delivering Community Services in Partnership Policy and social policy Count Me In as well as the National Disability Insurance Scheme.

It is vital that we ensure future services and supports to people with disability within Western Australia are individualised

and they are at the heart of any decision-making.

The demand for this change is mostly coming from people with disability, their families and carers and their advocates. The people who are using the services and supports want to be in the driver's seat with increased choice and control over what they choose.

Across the nation and particularly here in Western Australia, the focus of disability reform is on contemporary services that are person-centred, flexible and support a person to achieve their goals.

In this regard, Western Australia is leading the way. My Way offers an innovative approach that builds on the best of the existing system. This locally-focused reform strategy has been rolled out in four locations across the state. The Lower South West region is spearheading the alignment of WA's disability services to the National Disability Insurance Scheme.

There is still a great deal of work to be done to truly transform disability services and the way they are delivered. Disability sector

organisations and service providers are long-term partners with the Commission in this journey that will take some years to realise. Learning as we go, there is no doubt we will also be constantly adapting and modifying in order to continuously improve services and outcomes.

While this is a busy time in the disability sector and there is a lot going on, it is important to remember there are also some things that remain constant. The commitment of the Commission and its staff to making a difference in people's lives is unswerving. Our vision, mission and values motivate us to remain focused on creating and supporting better futures for everyone.

I would like to take this opportunity to acknowledge the Commission's dedicated workforce, who are seizing the many opportunities to contribute to this transformation of disability services. At the same time these people continue to provide excellent services and support to our clients. The same can be said for those people who work in disability sector organisations who are an important part of this journey.

Many of the key projects and significant issues presented in this year's annual report represent ongoing challenges and with that, great opportunities to forge a continuously improving system. The result will be an approach that is more responsive to the needs of people with disability and supports them in living a good life.

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.

Regular state-wide Reference Networks are held with people with disability, their families and carers as well as sector organisations. Their views and concerns can be raised directly with Board members for appropriate follow-up by the Commission's Corporate Executive. During 2012–2013, three metropolitan meetings and three rural meetings were held.

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.

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 with a home and necessary supports based on individual needs.

Community and Sector Development promotes and influences the ongoing development of the disability services sector consistent with State Government policy. These functions are being embedded across the organisation.

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.

Policy and Strategy provides strategic policy, program, funding and planning advice to government and the sector. It coordinates the Commission's public information, manages non-financial performance reporting requirements and coordinates evaluation.

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 person/family centred therapy, professional and consultancy services to people with disability, their families, carers, agencies and the community.

Executive Projects

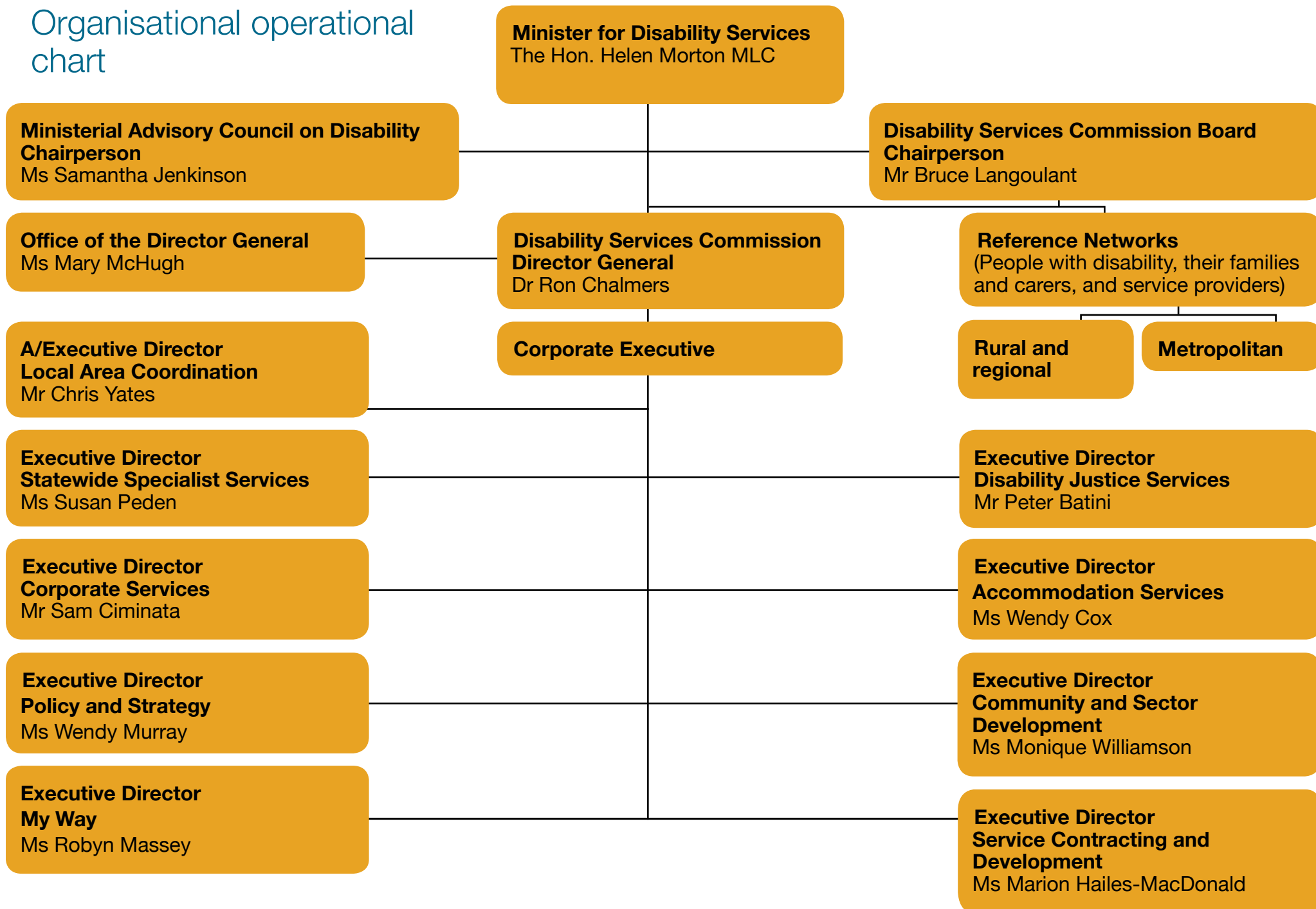
The Commission is also undertaking two executive projects to progress State Government priorities. The projects are:

Disability Justice Services manages the development of 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. The Commission has also developed a prison in-reach program.

My Way builds on the strengths of the Local Area Coordination program. It is based on flexible, responsive and person-centred approaches and aims to increase the level of control that people with disability, their families and carers have over their supports and services. My Way is closely aligned with the rules and principles of the National Disability Insurance Scheme.



Organisational operational chart



1.2.1 Disability Services Commission Board

The Disability Services Commission is governed by a nine-member board. At least five members either have a disability, have a relative with a disability, or have recent experience as a carer or an advocate for people with disability.

Board Members

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 2015.

Dr Tony Curry (Deputy Chairperson) 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. Tony 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.

Dr Shayne Silcox (retired Deputy Chairperson) is the Chief Executive Officer of the City of Melville. Shayne's career spans the private and public sector in various industries including transport, energy research, electricity and gas, business development and maintenance. Shayne is committed to inclusion and pursues service improvements within local government authorities. Term expired November 2012.

Mr Russell Aubrey is the Mayor of the City of Melville. He was first elected as a member of the council in 1993 and was elected Mayor in 2007 and 2011. Russell has a Bachelor of Science (Economics) and a postgraduate Diploma of Teaching. Accessibility has been a focus of the council for a number of years. Term expires November 2015.

Ms Kathy Hough is the Chief Executive Officer of EPIC (Empowering People In Communities), a not-for-profit organisation that provides support for people with disability and their families. Kathy has a Bachelor of Social Science (Human Services) and a Masters in Regional Development. Kathy and her family have cared for a person with an intellectual disability for more than 13 years. Kathy is a strong advocate for small regional disability service organisations. Term expires May 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 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. Term expires December 2013.

Ms Sandra Jensen has two daughters, one of whom has a disability. Sandra has a Bachelor of Social Work. Sandra's background is in children's services, having operated a family day care centre and serving on the management committee of Geographe Community Inc. in the state's South West. Sandra is on the steering committee of Nurtureworks, an organisation that builds children's resilience and is a board member of the Parents Learning and Educational Development Group (PLEDG). Term expires August 2015.

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 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.

Mr Phillip 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. Phillip is the Chief Executive Officer of Coogee Chemicals and Chairman of Perth Home Care Services, a large not-for-profit community sector organisation. Term expires November 2014.

Mr Mike Tidy is the Director of Corporate Services at the City of Joondalup. He has three children, one of whom has spina bifida. Mike has coached his children's T-ball and baseball teams as well as assisting at football and swimming. He is a long-term supporter of the Spina Bifida Association. Mike strongly advocates inclusion for people with disability in all aspects of the community. Term expires December 2013.



1.2.2 Legislative functions

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

- **policy development** – including advice, research and evaluation
- **service provision** – both directly and by encouraging the development of services by other appropriate entities
- **funding and accountability** – enabling non-government entities 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.

1.2.3 Compliance with other key legislation

The Commission administers the Disability Services Act 1993 and its associated Regulations. In the conduct of its business, the Commission 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, State Superannuation Act 2000 and the Government Employees Housing Act 1964.

In the performance of its functions, the Commission complies with all applicable 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 Safety and Health Act 1984
- Public Interest Disclosure Act 2003
- Public Sector Management Act 1994
- State Records Act 2000
- State Supply Commission Act 1991
- Workers' Compensation and Injury Management Act 1981.

1.3 Performance Management Framework

The Commission's Performance Management Framework outlines the link between the State Government goal and the Commission-desired outcomes and services. This is shown in the table below.

State Government goal	Commission outcomes	Services
Results-based Service Delivery—greater focus on achieving results in key service delivery areas for the benefit of all West Australians.	People with disability access quality services and supports that enhance their personal independence and community participation.	Service 1: Accommodation support (includes hostel and community residential, and supported community living)
		Service 2: Individual support (includes disability professional services and day options)
		Service 3: Individual coordination (includes the local area coordination service and My Way, which provides information, advocacy, referral and support)
	The role of family, friends and carers is actively supported and the importance of their role is recognised.	Service 4: Family and carer support (includes respite)
	The West Australian community's understanding and inclusion of people with disability is enhanced.	Service 5: Community access and inclusion (includes community education)

There are five government goals that guide the development of policies, programs and services within Western Australian government agencies. The government goal that best reflects the core work of the Commission is 'Results-based Service Delivery'.

The Commission delivers on the State Government goal by providing services that contribute to the achievement of three Commission-desired outcomes. The Commission is allocated funding to provide five types of services. The Commission's performance and achievements for each service are reported in Chapters 2.1.5, 2.2 and 4.2 of this report.

The Commission did not change its Performance Management Framework and Key Performance Indicators in 2012–2013. However, the Framework was reviewed and the amendments will be reflected in the 2013–2014 Budget Statements and Annual Report.

1.3.1 Shared responsibilities with other agencies

The Commission works in partnership with other government and non-government organisations to provide and promote services and supports to people with disability.

The Commission acknowledges shared accountability for successful implementation of several high-level initiatives in 2012–2013. Accordingly, the Commission has various memorandums of understanding (MOU), service level agreements and shared protocols with other government agencies.

These include:

- support for children from birth to aged 18, who are dependent on technology to maintain respiratory function, and are cared for by their families while at home. This is an ongoing initiative with the Departments of Health, Child Protection and Family Support, and Education
- provision of therapy services for people with disability in regional Western Australia through collaboration with the WA Country Health Service
- support for people with exceptional and complex needs through joint funding with the Mental Health Commission and high-level partnerships between multiple agencies
- protocols with the Department of Corrective Services in relation to people with intellectual disability in adult custodial care
- delivery of the Continence Management and Support Scheme with the Department of Health

- delivery of the Community Aids and Equipment Program through service level agreements with Health Services
- support for children and young people with disability enrolled in public schools in partnership with the Department of Education
- delivery and maintenance of respite facilities across Western Australia through head lease agreement with the Department of Housing.

1.3.2 Disability Services Commission Strategic Plan 2011 to 2015

The Disability Services Commission's fourth strategic plan sets the directions for disability services in Western Australia from 2011–2015.

There are five strategic directions:

- people with disability, their families and carers are at the centre of decision-making about disability issues 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 disability services sector fosters the best blend of supports and services.





2.1 Overview of operations	22
2.1.1 Funding	23
2.1.2 Commission funding to disability sector organisations	23
2.1.3 Commission funding to individuals	25
2.1.4 Summary of results against financial targets	25
2.1.5 Summary of results against performance targets	26
2.2 Service reports	28
2.2.1 Accommodation support	28
2.2.2 Individual support	30
2.2.3 Total individual coordination	36
2.2.4 Family and carers support	40
2.2.5 Community access and inclusion	42
2.3 Quality of services	45
2.3.1 Quality Management Framework	45
2.3.2 Complaints handling	46
2.3.3 Consumer satisfaction survey	51
2.4 Implementing the Carers Charter	53
2.5 Profile of Commission service users	55
2.5.1 Annual client and service data collection	56



2.1 Overview of operations

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

This section provides an overview of the Commission's operations in 2012–2013.

In brief...

In 2012–2013, 22,808 West Australians accessed a disability support service.

The Commission's total expenditure was \$717.88million and averaged \$31,475 per person in receipt of funded services.

The Commission's funding to disability sector organisations was \$496.85million, accounting for 69 per cent of the Commission's total expenditure.

The table below depicts a 2.6 per cent decrease in the total number of service users between 2011–2012 and 2012–2013. This decrease can be attributed to two factors. Firstly a reduction in the number of service users accessing the Community Aids and Equipment Program (CAEP) and secondly the cessation of reporting on services which were previously provided through a memorandum of understanding with the Department of Health. Reporting ceased when responsibility for funding for these services were transferred to the Department of Health. The number of service users has increased since 2010–2011. The average cost per service user has increased from year to year over the past three years from 2010–2011.

Three years at a glance

Measure	2010 –2011	2011 –2012	2012 –2013	Change from 2011 –2012
Disability support services				
Total number of service users (see note a)	22,207	23,412	22,808	-2.6%
Average cost per service user	\$24,368	\$28,083	\$31,475	12.1%

Note a) Includes users of both Commission provided services and services provided by disability sector organisations.

2.1.1 Funding

The Commission's expenditure increased by 9.2 per cent in 2012–2013.

Funding received from the State and Commonwealth Governments also increased in 2012–2013 as a result of the National Disability Agreement. State funding increased by 8.5 per cent and Commonwealth funding increased by 14.9 per cent. See table below.

Measure	2010 –2011	2011 –2012	2012 –2013	Change from 2011–2012
Funding (\$millions)				
Total Disability Services Commission expenditure	\$541.15	\$657.47	\$717.88	\$60.41
Commonwealth funding received	\$94.41	\$110.33	\$126.75	\$16.42
State funding received	\$434.38	\$533.62	\$579.20	\$45.58
Funding received from other sources	\$12.43	\$13.89	\$14.49	\$0.60

2.1.2 Commission funding to disability sector organisations

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

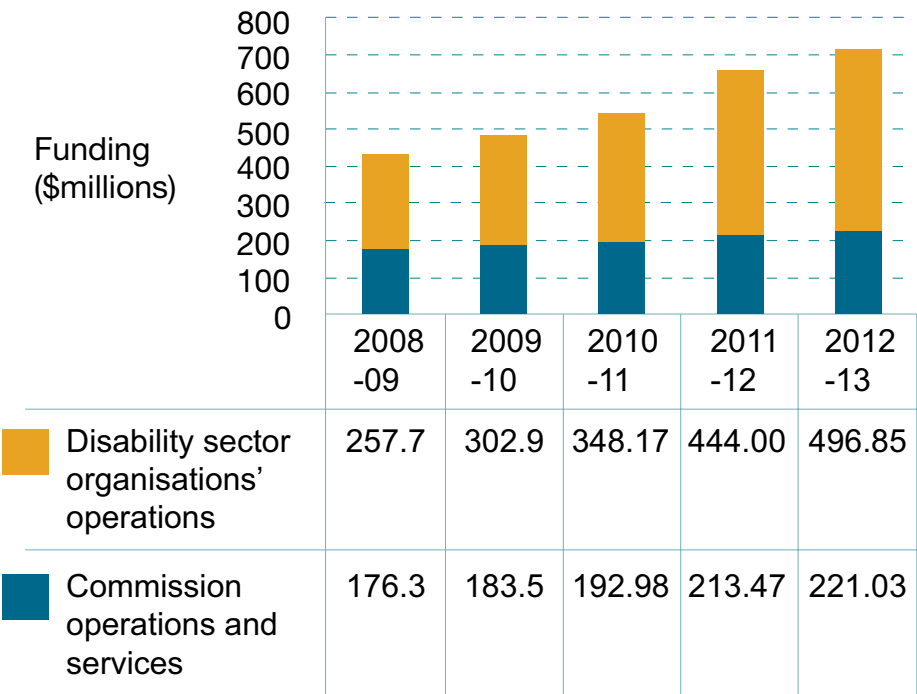
The Commission uses standard contract management practices to closely monitor the financial sustainability of all funded service providers.

In 2012–2013, the Commission funded 120 disability sector organisations, the same as the previous year. See table below.

Disability sector organisation funding	Number of organisations in 2011–2012	Number of organisations in 2012–2013
Funded Less than \$50,000	6	6
Funded \$50,001–\$1million	53	50
Funded \$1,000,001–\$5million	38	40
Funded More than \$5million	23	24
Total	120	120

Figure 1 below illustrates an increase of 11.9 per cent in funding for disability sector organisations between 2011–2012 and 2012–2013, compared to an increase of 3.5 per cent in operational spending between 2011–2012 and 2012–2013.

Figure 1: Total cost of services 2008–2009 to 2012–2013



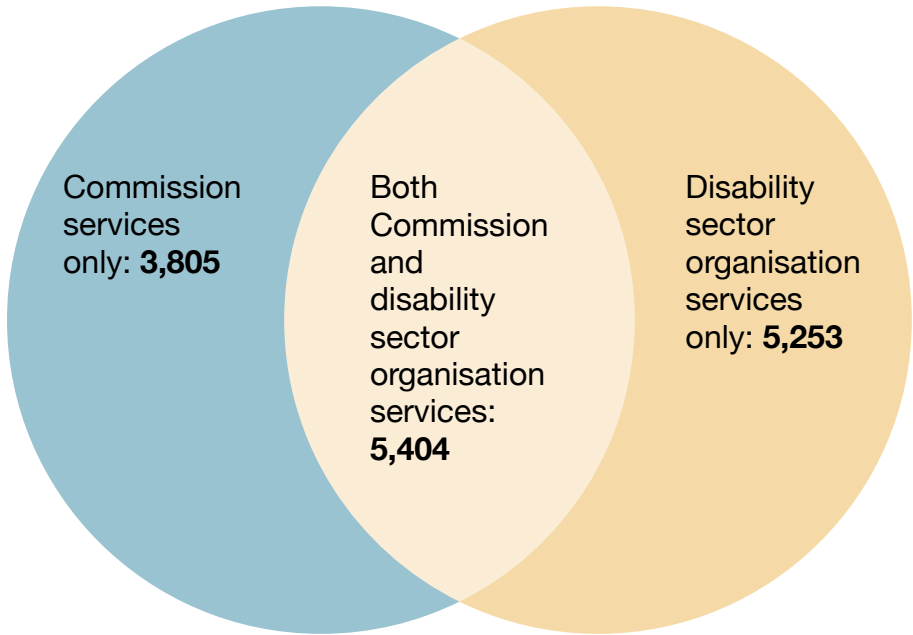
Service distribution

Figure 2 illustrates that the number of people who received services provided only by the Commission in 2012–2013 was 3,805. The number of people who received services only from disability sector organisations in 2012–2013 was 5,253. The number of people who

received services from both the Commission and disability sector organisations in 2012–2013 was 5,404.

There is large variability in the resources required for services, from complex 24-hour care and support to hourly sessions of therapy services.

Figure 2: Service distribution



- Diagram notes:
- a) This diagram shows a basic picture of the services delivered. No distinction has been made between service intensity.
 - b) Service users that received Community Aids and Equipment and are not included in the total count of service users presented here.

2.1.3 Commission funding to individuals

Individuals use the Combined Application Process to access the following types of services and supports:

- Accommodation support services
- Alternative to Employment services
- Intensive Family Support services.

The Disability Services Commission engages an Independent Priority Assessment Panel to ensure that funding for these supports are provided in a fair and equitable manner to people considered having the highest priority of need through the Combined Application Process (CAP).

In 2012–2013, a total of 294 individual support packages were provided to people with disability, their families and carers across the three service and support areas. This included:

- Ninety-nine packages for accommodation support to support people with disability to live in a range of different environments including hostels, group homes or supported community living in their own homes. This included 12 top-up packages of support to individuals who required additional funding to meet their increased support needs.
- One hundred and thirty two packages for Intensive Family Support to support families and carers in their primary care-giving role. This included 20 top-up packages of support to individuals who required additional funding to meet their increased support needs.
- Sixty-three packages for Alternatives to Employment to support people with disability to access positive and constructive day activities that maintain health and develop individual skills and abilities.

2.1.4 Summary of results against financial targets

	2012–2013 Target \$'000 (see note a)	2012–2013 Actual \$'000	Variation \$'000 (see note b)	Reference page
Total cost of services (expense limit)	\$722,594	\$717,879	(\$4,715)	63
Operating surplus	\$148	\$2,567	\$2,419	64
Total equity	\$64,018	\$66,134	\$2,116	66
Net increase / (decrease) in cash held	\$780	\$2,716	\$1,936	69
Approved full-time equivalent (FTE) staff level	1,723 (see note c)	1,677	(46)	137

Table notes:

a) As specified in the Budget Statements.

b) Further explanations are contained in Note 30 'Explanatory statements' to the financial statements in chapter 4.1 .

c) The State Government announced budget corrective measures during 2012–2013 which resulted in the Commission's FTE ceiling reduced from 1,723 to 1,681 FTE. More detailed information is included in chapter 4.3.3 .

2.1.5 Summary of results against performance targets

Key Effectiveness Indicator(s)	2012–2013 Target (see note a)	2012–2013 Actual	Variation (see note b)	Reference page
Outcome 1: People with disability access quality services and supports that enhance their personal independence and community participation				
Take-up rate per 1,000	380	378	–0.5%	126
Percentage of service users who are satisfied with the service and level and quality of support (services 1 to 3)	89%	78%	–11%	127
Percentage of service points that met independently-assessed quality assurance standards	70%	68.5%	–1.5%	130
Ratio of service users in hostels to other community accommodation	1:8	1:16	+100%	131
Percentage of service users in receipt of more than three months of full coordination services who have a shared agreement	91%	93%	+2%	132
Outcome 2: The role of family, friends and carers is actively supported and the importance of their role is recognised				
Percentage of service users who are satisfied with the service and level and quality of support (service 4)	89%	86%	–3%	127
Outcome 3: The Western Australian community's understanding and inclusion of people with disability is enhanced				
Percentage of service users who are satisfied with the service and level and quality of support (service 5)	75%	75%	nil	127
Percentage of government departments that have lodged Disability Access and Inclusion Plans with the Commission	100%	88.5%	–11.5%	129

Table notes:

a) As specified in the Budget Statements.

b) Explanations for the variations between target and actual results are presented in chapter 4.2 of this report.

2.1.5 Summary of results against performance targets (continued)

Key Efficiency Indicator(s)	2012–2013 Target (see note a)	2012–2013 Actual	Variation (see note b)	Reference page
Service 1: Accommodation support				
Average cost per service user	\$120,519	\$120,585	+0.1%	133
Percentage of services within hourly funding benchmark	90%	94%	+4%	135
Service 2: Individual support				
Average cost per service user	\$9,727	\$10,790	+10.9%	133
Percentage of services within hourly funding benchmark	85%	64%	–21%	135
Service 3: Individual coordination				
Average cost per service user	\$2,692	\$2,835	+5.3%	133
Average cost per service contact	\$69	\$59	–14%	135
Service 4: Family and carer support				
Average cost per service user	\$13,607	\$17,826	+31.0%	133
Percentage of services within hourly funding benchmark	90%	93%	+3%	135
Service 5: Community access and inclusion				
Average cost per project	\$15,247	\$10,947	–28.2%	133

Table notes:

a) As specified in the Budget Statements.

b) Explanations for the variations between target and actual results are presented in chapter 4.2 of this report.

2.2 Service reports

There are five key service areas aimed at enhancing the environment and wellbeing of people with disability and their carers. They 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. Sixty-eight 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 settings including hostels, group homes or supported community living in their own homes. This includes assistance 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...

3,461 people accessed accommodation, an increase of 3.6 per cent.

The total cost for accommodation support services in 2012–2013 was \$417.3million, averaging \$120,585 per person.

The following table shows the number of people who accessed different types of accommodation support in 2012–2013.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Total cost (\$millions)	\$327.6	\$391.3	\$417.3
Total service users	3,123	3,340	3,461
Total service users by accommodation support type			
Hostel	336	312	213
Community residential	1,525	1,579	1,597
Supported community living	1,366	1,563	1,751

Table note: The subtotals do not add up to the total because some people received multiple services.

Service 1 – Accommodation support major achievements 2012–2013

Project or initiative	Outcome for people with disability
<p>Streamlining Variation to Service Agreement processing – a pilot study</p> <p>A sample of disability sector organisations participated in a four-month trial to process Variations to Service Agreements more efficiently. This was achieved by moving from a manual to computerised approach. Evaluation identified significant benefits in timeliness and resource efficiencies.</p>	<p>Quicker payments and improved service provider cash-flows resulting in greater sustainability of disability sector organisations to deliver supports and services.</p>
<p>Safeguarding Vulnerable People Project</p> <p>This explores how to support and safeguard the decisions and choices of people living in supported accommodation by increasing or developing their relationships with people independent to the organisation. This project is ongoing.</p>	<p>Strategies, resources and models of support that can be used by accommodation service providers will be identified and promoted. These relationships will help ensure that vulnerable people with disability have independent support to make decisions about their lives.</p>
<p>stARTSPEAK</p> <p>In collaboration with other agencies, this ongoing project is developing a smart device application to enable people with an intellectual disability to express themselves artistically.</p>	<p>People with an intellectual disability are able to use the application to engage with their community through arts and cultural development. People with intellectual disability have been able to contribute to the development of the smart device application through paid employment opportunities.</p>
<p>Cookbook</p> <p>This involves adapting an illustrated book to show a step-by-step guide to ingredients, food preparation and cooking for use as a training tool.</p>	<p>People with an intellectual disability prepare and cook meals in their own home environment.</p>

2.2.2 Service 2 — Individual support

Individual support includes assistance for people with disability to access positive and constructive day activities, maintain health and develop individual skills and abilities. Seventy-eight per cent of the budget for individual support is provided to disability sector organisations.

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 communities and 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.

In brief...

16,935 people accessed individual support, an increase of 4.8 per cent.

The total cost for individual support services in 2012–2013 was \$182.72million, averaging \$10,790 per person.

The following table depicts the number of people who accessed individual supports in 2012–2013.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Total cost (\$millions)	\$135.60	\$174.61	\$182.72
Total service users	16,655	17,790	16,935
Total service users by individual support type			
Disability professional services	7,904	7,891	7,948
Day options	4,222	4,445	4,404
Community Aids and Equipment Program	7,618	8,834	8,325

Table note: The subtotals do not add up to the total because some people received multiple services.

Service 2 – Individual support major achievements 2012–2013

Project or initiative	Outcome for people with disability
Early Childhood Development program Evaluated home and community-based services to families of children who have global developmental delay.	Eighty-four per cent of families or carers were satisfied with their involvement in the program.
CORDS CEO Manual Provided executive support to Council of Regional Disability Services (CORDS) to develop a resource for new and existing Chief Executive Officers in the disability sector.	The manual includes information about contemporary practice, values, leadership and governance. Organisations use the resource to provide more contemporary, person-centred services to people with disability.
Voluntary Code of Practice for the Elimination of Restrictive Practices Developed the code to support the elimination of restrictive practices. This was jointly developed by people with disability, their families and carers, and disability sector organisations, peak bodies and the Commission.	The human rights of people with disability receiving services from disability sector organisations are protected as a direct result from the implementation of this Code of Practice.
Metropolitan Sector and Workforce Development Project More than \$500,000 was spent on implementing and evaluating the evidence-based Positive Behaviour Support (PBS) approach across three metropolitan organisations. PBS can increase a person's quality of life and decrease their challenging behaviours.	This project resulted in collaborative partnerships, systems, products and tools which in turn, reduced the use of restrictive practices.
Sector workforce planning and development Developed a \$300,000 grants scheme in partnership with National Disability Services WA to support training and orientation initiatives in the sector. A website has also been developed aimed at improving the recruitment and retention of staff in the disability sector in WA.	Development of a well-trained and sustainable workforce within the disability sector which provides consistent support and effective care for people with disability.

Service 2 – Individual support major achievements 2012–2013 (continued)

Project or initiative	Outcome for people with disability
<p>Disability Professional Services tender</p> <p>Facilitated the sector to review service models to ensure they are sustainable, align with the strategic direction of the Commission and incorporate service improvements identified in the Disability Professional Services Review.</p>	<p>\$32.4million will be spent on services to deliver support that is flexible and innovative to the needs of people with disability, their families and carers.</p>
<p>Individualised Funding tender</p> <p>Guidelines for individual funding packages were revised and implemented as part of the Commission's commitment to significant procurement reform.</p>	<p>Over the next five years, \$1.7billion will be spent on enabling more flexible, innovative and responsive service delivery. People will have more choice and control over supports and services because they will be less constrained by program boundaries.</p>
<p>People with Exceptionally Complex Needs</p> <p>An across-agency initiative between the Disability Services and Mental Health Commissions, Departments of Housing and Corrective Services, Office of the Public Advocate, Mental Health Services and Drug and Alcohol Office. It provides a coordinated service for people who have two or more of the following: a mental illness, acquired brain injury, intellectual disability or significant substance use problem and pose a significant risk of harm to themselves or others. About \$700,000 will be spent over three years.</p>	<p>An additional 10 people with exceptionally complex needs were supported as a result of a second Program Coordinator being appointed.</p>
<p>Autism Assessors</p> <p>A statewide contract for autism assessors was established with the State Child Development Centre to increase the pool of assessors and the number of assessments completed.</p>	<p>\$500,000 was spent in 2012–2013 to reduce waiting times for autism assessment by increasing the number of assessors.</p>
<p>Partners in Change</p> <p>A training program where participants develop their capacity to work in partnership with families to plan and manage the resources they need to support their family member to lead a good life and for the family to be supported in their caring role.</p>	<p>\$150,000 was spent in 2012–2013 to assist disability sector organisations to implement cultural change and person-centred values to ensure their practice is consistent with an individualised supports and services approach.</p>

Service 2 – Individual support major achievements 2012–2013 (continued)

Project or initiative	Outcome for people with disability
<p>Quality Service Improvement Grants</p> <p>\$500,000 is being spent over three years to help disability sector organisations move towards self-directed supports and services. Coordinated by National Disability Services WA on behalf of the Commission.</p>	<p>Projects developed with Quality Service Improvement Grants had a specific focus on advancing self-direction, service design, and improving services provided to people in rural and remote areas.</p>
<p>Supporting sector development of shared management approaches</p> <p>Guidelines for individual funding packages were revised and implemented as part of the Commission's commitment to significant procurement reform.</p>	<p>Increased capacity to offer and provide shared management and/or self-directed services has resulted in some people having greater choice and control over services and supports they receive.</p>
<p>Sector Development Plan</p> <p>The Sector Development Plan will identify services and supports available in communities and define concerns and areas of future development. It is the first comprehensive publicly available analysis of the sector. More than \$400,000 will be spent over three years.</p>	<p>Developed and published a number of comprehensive reports for consultation about the sector development needs in WA. This consultation will inform how the Commission supports the sector to provide quality and sustainable services that meet the needs of people with disability.</p>
<p>Early Childhood Intervention fast track assessment</p> <p>New fast track assessment process for families entering the program was implemented in January 2013.</p>	<p>Families have greater choice and control at an earlier stage of their child's intervention.</p>
<p>Positive Behaviour Support Expansion Project</p> <p>Statewide Specialist Services partnered with local service providers in three regional locations to introduce the evidence-based positive behaviour support approach. The project is in its second year.</p>	<p>Increased the capacity of regional disability sector organisations to provide positive behaviour support to people with disability, their families and carers.</p>

Case study

The Disability Services Commission is committed to living its vision. One way we do this is by ensuring our directions are guided by contemporary thinking and evidence-based practice. Below is Eli's story which is a powerful and honest story about the issues a family faces in supporting someone who sometimes displays challenging behaviours.

As a parent of a young man with Angelman syndrome, I have had a lifetime helping other people to better understand what it is that my son Eli is communicating to them through his behaviour.

Eli is 22 and he lives in his own house now with people who freely share his life. He makes decisions about what he wants to do and with whom he does it. He uses a variety of different ways to make his voice heard and wishes known, and he has his own business based on his great love of Information Technology. However, it wasn't always like this.

As a person who is uniquely verbal, Eli sometimes relies on the ability of others to interpret his behaviour and when this doesn't go well (and this has happened to Eli a lot) he has been treated in ways that are controlling and restrictive of his freedom. I have to admit that often I have been guilty of doing this myself.

As a family there are often times when we just can't support Eli to do the things he wants to do. When this happens, you can guarantee that this causes a reaction from Eli who will let people know the resentment and frustration he feels when he is not being understood and his decisions not respected.

When I think back to the times when things have not gone so well, I can see that the way Eli has been treated reflected a general lack of understanding about why a person with a disability might sometimes display behaviours that other people may find challenging.

We know now, for example, that Eli has a strong internal desire to learn, and that when his need for ongoing development isn't met he will express great frustration through his behaviour. For us it is a challenge which is never 'fixed' - the truth is it is still hard to keep up with what Eli needs and to make it happen. We struggled through last year as a result of untreated pain and boredom, and luckily this year one of his friends suggested studying music at Cyril Jackson Senior Campus. It was hard work getting him into the course, and harder work to figure out how to include him, but well worth the effort. Studying music fills Eli with joy and purpose and keeps challenging behaviour to a minimum.

As Eli was growing up there was little anyone was able to talk to us about in terms of what would work to support Eli to achieve a better quality of life. We certainly experienced the social isolation which sadly becomes the norm for many families who can't easily take their child out. In fact I often assumed a lot of the blame myself for the things Eli did - I had no concept of 'challenging behaviour' or the reality that it might not be either of us to blame for the way Eli behaved. His school tried very hard but even they struggled as he headed towards teenage years with Eli having to leave the school of our choice for a period because they couldn't manage his aggression. There was no agreed approach across school and respite providers who were supporting Eli about how best to meet his needs. Shame became a very familiar emotion to me.

My own journey of discovery in how best to support Eli has helped me to realise the power of communication, and the importance of freely given relationships. Eli's same age peers have been remarkable influences upon him and in fact since he stopped living with us and started sharing with other young people his behaviour has improved exponentially. Like most young men, Eli cares way more about what his mates think than he does his Mum!

It was against this broad background of lack of skills, leadership and collaboration that led me to accept the opportunity to start work with the Positive Behaviour Framework. I chair a 45 member cross-sector Guiding Committee and I am currently involved in providing training across the state to support everyone to get on board with the Voluntary Code of Practice for the Elimination of Restrictive Practices. I love that we are all talking about challenging behaviour and getting the challenges out in the open. My hope is that we can all look to a future where we concentrate on getting supports right and learning to be more effective communication partners when we are supporting a person who might display behaviours that we can find tricky to understand.

I know for Eli, that getting it right in the first place is the secret to supporting him well. He inspires and engages others to share this amazing journey in his life and through the conversations I will be having with service providers and families around the state, I hope that they will also catch the vision of a life for their loved one that might eventually be free of restrictive practices.



2.2.3 Service 3 — Total individual coordination

Total individual coordination includes supports provided under Local Area Coordination and My Way.

Local Area Coordination

Local Area Coordinators assist people with disability, their families and 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 communities more inclusive and welcoming.

My Way

My Way is the State Government's disability services reform strategy for the Western Australian community and builds on the strengths of the Local Area Coordination program. My Way was launched in November 2012 in four regions: the Perth Hills, Cockburn-Kwinana, Goldfields and Lower South West.

In brief...

9,993 people accessed total individual coordination, an increase of 5.8 per cent.

The total cost for supports provided under total individual coordination in 2012–2013 was \$28.33million, averaging \$2,835 per person.

My Way has three key objectives:

- individualised, self-directed supports and services: increased choice and control for people with disability, their families and carers over their supports and services to ensure their identified needs are met
- good life planning: increased engagement in planning with people with disability, their families and carers with a focus on a good life rather than funding
- stronger connections with community and generic services: enhanced community belonging for people with disability in their local area.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Total cost (\$millions)	\$22.80	\$26.04	\$28.33
Total service users	9,267	9,445	9,993
Total service users by type of individual coordination (see note a)			
Local Area Coordination	9,267	9,445	9,817
My Way (see note b)	-	-	1,543
Service users who accessed direct consumer funding through Local Area Coordination	1,325	1,280	1,348

Table notes:

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

b) Data not available for years prior to 2012–2013 because My Way was launched in November 2012.

Service 3 – Total individual coordination major achievements 2012–2013

Project or initiative	Outcome for people with disability
<p>My Way</p> <p>Established in four locations across WA to enable people with disability, their families and carers to design, plan and implement their own supports and services.</p>	<p>More than 1,500 people participated. Seven new My Way Coordinators were appointed within non-government community organisations. Planning framework developed in partnership with the sector and people with disability.</p>
<p>Remote Area strategy</p> <p>Strategy to improve supports and services available to people with disability, their families and carers in remote areas of Western Australia by implementing or expanding local projects in partnership with local service providers.</p>	<p>Much needed services and connections were provided for 18 people with disability in Halls Creek and the Murchison region by formalising new partnership arrangements between the Local Area Coordination directorate and local service providers in those areas.</p>
<p>Community Living initiative</p> <p>Nearly \$1million was spent in 2012–2013 to establish a broader range of community living arrangements for adults – that were sustainable, culturally appropriate and outside traditional models of accommodation support services. These community living arrangements are person-centred and emphasise key elements of having a home and a good life.</p>	<p>Seventy-one adults with disability received an average of \$19,926 each in additional funding to support them to live independently in their chosen community. The number of adults supported since the program started in 2009 is 284.</p>
<p>Family Living initiative</p> <p>More than \$1.5million was spent in 2012–2013 to assist people with disability to live good lives at home by supporting families before circumstances reach a critical stage.</p>	<p>There were 170 families who received an average of \$16,220 each to support a family member with disability to continue living in their family home. The number of families supported since the program started in 2011 is 381.</p>
<p>Values based training</p> <p>Stage one of a strategic training program for Commission staff to integrate organisational values into practice.</p>	<p>Commission staff will have a shared understanding of the values that drive the Commission's work in order to deliver quality services.</p>

The Disability Services Commission is committed to living its vision. One way we do this is by ensuring the strong and central involvement of people with disability, their families and carers in advising and leading strategic developments. This is particularly the case for the My Way reform strategy that is offered in four areas of the state to determine how to improve choice, control and outcomes through locally developed and delivered solutions.

Thanks to My Way planning and support identified through this process, 29-year-old Teneal Duggan enjoys a range of social, recreational and employment-related activities in her local community.

Teneal's mother Trina Duggan said planning was crucial because it helped ensure Teneal had choices, options and opportunities in life.

"These opportunities help ensure she is included in our local community and has an active role," Trina said.

When Teneal left school in 2001, the Post School Options program provided ways for her to participate in alternative activities rather than employment.

However, as there were no local service providers, Trina chose to manage Teneal's funding arrangements. Over time Trina has been able to apply the funding flexibility to increase and vary the activities required as part of Teneal's planned transition from high school into work.

"Teneal now works part-time at the Augusta Margaret River Shire Council," Trina said.

"She also helps out at a local travel agent and real estate agency.

"Having a healthy lifestyle is important and Teneal's interests include attending the Count Me In gym and dance sessions held at the local recreation centre."

My Way Coordinator Valerie Mansfield added that Trina was well aware of the need for young people to have social opportunities to engage with their peers.

"Trina was one of the driving forces behind Margaret River's highly successful Artzability program that was established four years ago," Valerie said.

"Teneal still meets up with her friends at the Monday art sessions."

Valerie said that with flexible funding, as well as activities and opportunities that reflect Teneal's interests, My Way support planning was paying dividends for the entire family.

"For example, the funding contributed towards the costs of Teneal's tandem bike and the whole family now enjoy riding activities together," Valerie said.

"My Way planning has also enabled Teneal to have regular weekend visits with friends in Busselton."

As part of building on Teneal's independent living skills, cooking sessions help ensure she can contribute to the family's meal planning and preparation.

Trina said the next big step in Teneal's transition planning was looking at longer-term sustainable housing options.

"Teneal is a young woman now and when the time is right, the family want to make sure that she is safe and secure, living happily and independently in her own home."



Teneal (right), helping out at a local travel agent, with her My Way Coordinator, Valerie.

2.2.4 Service 4 — Family and carers support

Family and carers support includes the provision of a range of flexible family support and respite services to assist families and carers in their primary care-giving role. Eighty-three per cent of the budget for family and carer support is provided to disability sector organisations.

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.

In brief...

4,938 people received family and carer support, an increase of 6.2 per cent.

The total cost for family and carer support in 2012–2013 was \$88.02million, averaging \$17,826 per person.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Total cost (\$millions)	\$53.31	\$64.13	\$88.02
Total service users	4,839	4,648	4,938
Total service users by family and carer support type			
Respite	3,291	3,488	3,797
Family Support	2,147	1,713	1,790

Table note: The subtotals do not add up to the total because some people received multiple services.

Service 4 – Family and carers support major achievements 2012–2013

Project or initiative	Outcome for people with disability
<p>Family Leadership</p> <p>Supported family leadership in WA by encouraging dialogue between families. Grants were made available to develop family-to-family support and family leadership models.</p>	<p>About \$350,000 was spent in 2012–2013 to benefit 150 families. They have acquired skills, developed partnerships and actively participated in policy development and decision making.</p>
<p>Sibling Support Grants</p> <p>A \$250,000 grant provided to an organisation to develop a range of contemporary services and supports to address the needs of siblings of people with developmental or acquired disability.</p>	<p>Siblings aged five to 24 years reduce their risk of developing long-term mental health issues through networks of support, understanding disability, resilience and self-esteem.</p>
<p>Family Support tender</p> <p>A tender was conducted for existing service providers to demonstrate how they will deliver more flexible, responsive and innovative services to support families in their caring role. About \$73.5million will be spent over five years.</p>	<p>People with disability, their families and carers will receive services that are more innovative and flexible to help them achieve their desired goals.</p>

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.

Key strategies

- To support state and local government public authorities to enact their Disability Access and Inclusion Plans (DAIPs).
- Develop the role of Count Me In Ambassadors in promoting the priorities and messages of community inclusion.
- Promote universal housing design and engage, influence and educate the building sector.

In brief...

133 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 2012–2013 was \$1.46million, averaging \$10,947 per project.

The number of projects supported by the Commission to raise awareness of and facilitate community access and inclusion for people with disability and their families in 2012–2013 decreased by 2.2 per cent from the previous year. See table below.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Total cost (\$millions)	\$1.74	\$1.39	\$1.46
Total projects	145	136	133

Table note: The subtotals do not add up to the total because some people received multiple services.

Service 5 – Community access and inclusion major achievements 2012–2013

Project or initiative	Outcome for people with disability
<p>Count Me In initiatives</p> <p>A long-term strategy to increase opportunities for people with disability to participate and contribute in all aspects of life. Key initiatives this year included Local Government Inclusion Grants, emerging technology, supporting employment and appointing new Ambassadors, particularly in regional areas.</p>	<p>People with disability have opportunities to participate in decision-making and leadership, receive information about technologies and have increased opportunities to develop their interests and talents in the arts and engage in mainstream sports and recreation.</p>
<p>Disability Employment Strategy</p> <p>Aims to improve and increase employment opportunities for people with disability by supporting young people to use their existing funding more flexibly, improving options for school leavers, supporting recruitment and retention practices within local governments and partnering with Public Sector Commission to increase employment options in the public sector.</p>	<p>\$230,000 was spent in 2012–2013 to increase employment opportunities of people with disability through development of pivotal relationships with state and local government and sector organisations. More than 220 school leavers with disability who are not able to work full-time were supported to develop links with their community, develop independence and learn skills to participate in activities of their choice. A further 132 adults were supported with Alternatives to Employment.</p>
<p>Disability Access and Inclusion Plans</p> <p>\$300,000 was spent in 2012–2013 to receive, review and check the legislative compliance of more than 300 local and state government Disability Access and Inclusion Plans (DAIPs).</p>	<p>The development of DAIPs has benefited people with disability, the elderly, parents and people from culturally and linguistically diverse backgrounds.</p>
<p>You're Welcome</p> <p>The You're Welcome Access WA website provided detailed, accurate and easy-to-understand information about the accessibility of facilities and services in Western Australia.</p>	<p>\$150,000 was spent in 2012–2013 to provide information about accessible businesses, venues and organisations in WA. Businesses and organisations also accessed resources and training to improve customer service and accessibility.</p>

Service 5 – Community access and inclusion major achievements 2012–2013 (continued)

Project or initiative	Outcome for people with disability
Liveable Homes A partnership project with senior housing industry representatives to promote and expand the uptake of universally designed housing.	Increased public awareness about the Liveable Homes initiative through print media to encourage construction of universally designed homes.
WA Concessions Portal In partnership with the Department for Communities the Commission developed an easy-to-use online resource to assist West Australians to find and access more than 160 rebates, concessions and subsidy schemes provided by 37 State Government agencies.	The Concessions WA portal provides people with disability, families and carers, vulnerable people and the elderly with easy access to information about rebates, concessions and subsidy schemes. The website is accessed by up to 5,000 people each month.



2.3 Quality of services

2.3.1 Quality Management Framework

The Quality Management Framework (QMF) is used to ensure disability service providers continuously achieve positive outcomes for people with disability, their families and carers living in Western Australia. The framework measures the quality of services and helps ensure disability sector organisations stay compliant with the Disability Services Standards. The organisations are required to demonstrate how their services make a difference to the lives of people with disability, their families and carers.

Work began in 2012–2013 to update the Quality Management Framework to reflect the new contracting environment for organisations that will be funded through outcomes-based contracts from 1 July 2013. This included consolidating the QMF program outcomes to seven service outcomes. Services must facilitate people's choice and control over services and supports to live a good life. The Commission will continue to work with the sector to develop the Quality Management Framework into the future.

Key initiative in 2012–2013	Outcome for people with disability
Consolidation of 27 program outcomes to seven service outcomes.	People with disability, their families and carers will receive services that are more individualised and flexible. This reform supports the shift in procurement practices to remove program boundaries for funding. The outcome is a greater focus on an individual's life goals and doing what works to reduce the impact of their disability on their lives.
Endorsement of the revised National Standards for Disability Services.	Western Australia has worked with other jurisdictions on a shared approach to the quality of disability services. WA will adopt the revised National Standards from July 2014 and the Commission will work with the disability sector to prepare for this shift.
Continued engagement with the sector via the Quality Management Framework Reference Group and other special interest groups related specifically to the procurement reform process and quality.	The substantial changes occurring in the sector were underpinned by a partnership between the Commission and stakeholders including people with disability, families and carers and disability sector organisations. The Reference Group provided input to tender documents and information on outcomes-based contracting that will result in more individualised approaches and flexible, responsive services.

2.3.2 Complaints handling

The Commission's Consumer Complaints Management Policy and Procedure was established in 1994 in line with the Disability Services Act 1993 and the National Disability Services Standards. The policy complies with the Australian Standards in Complaints Handling and is evaluated and reviewed according to the Director General policy review mechanism.

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, without fear of retribution. Carers can also lodge complaints in their own right under the Carers Recognition Act 2004.

The Commission ensures that people with disability and their families and carers have access to clear information about complaints and disputes processes. People are encouraged and assisted to raise any concerns they have about a service that is provided by the Commission. They have the option of raising their concerns directly with the staff member or manager providing the service, lodging a formal complaint at management level, or with the Consumer Liaison Service. Complaints can be lodged online, by telephone, by letter or in person, and contact is made within 24 hours of receipt in accordance with the Commission's Consumer Complaints Policy.

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 accessible to people with disability and their carers, and from all cultural and linguistic backgrounds throughout the state.

The Commission is committed to the principles of a receptive, accessible and responsive complaints process. It continually strives to improve the levels of satisfaction for people making complaints, and values the process as a guide for ongoing service improvement.

People who have concerns or complaints about services provided by external disability sector organisations are encouraged to contact the organisation directly. If a person is not satisfied with the process or outcome of their complaint about services from either the Commission or from an external organisation, they can approach the Health and Disability Services Complaints Office (HaDSCO) to request an independent investigation. Information about complaints lodged with HaDSCO can be found under the heading 'External review of complaints – Health and Disability Services Complaints Office' ([see page 49](#)).

Complaints lodged with the Disability Services Commission July 2012–June 2013

The table on the next page includes the data retrieved from the Commission's internal complaints monitoring and collection process. There was a 35 per cent reduction in complaints made to the Consumer Liaison Officer in 2012–2013 and a 25 per cent reduction in enquiries. Satisfaction with both the handling and outcome of complaints in 2012–2013 remained relatively consistent with previous years.

Five years at a glance

Measure	2008–2009	2009–2010	2010–2011	2011–2012	2012–2013
Enquiries to the Consumer Liaison Officer	461	515	621	611	458
Complaints made to the Consumer Liaison Officer Service	39	49	57	43	28
Number of complaints closed (see note a)	36	47	51	50	30
Number of complaints per 1000 users of Commission-provided services	4.07	5.11	5.65	4.11	3.04
Satisfaction with complaints handling (see note b)	80%	72%	63%	78%	75% (see note c)
Satisfaction with complaint outcome (see note b)	64%	55%	59%	74%	64% (see note c)

Table notes:

- a) In some years 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.
- c) It was not possible to obtain a satisfaction rating from 18 per cent of complainants.

Details of complaints lodged with the Commission

- Five complaints were carried over from 2011–2012.
- Fifty-seven per cent of complaints closed in 2012–2013 were resolved within 15 working days, meeting the procedural guidelines outlined in the Commission's Consumer Complaints Policy 2011. This is an increase of 11 per cent from 2011–2012.
- Eighty per cent of new complaints received by the Consumer Liaison Service in 2012–2013 were lodged by a family member on behalf of the person receiving the service. Thirty-eight per cent of these related to compliance with the four principles of the Carers Charter within the Carers Recognition Act 2004.
- Local Area Coordination (LAC) is the service most used by

people with disability, their families and carers and consequently accounted for the majority of complaints to the Commission's Consumer Liaison Service (61 per cent). However, if the amount of service use is accounted for by calculating the rate of complaints per 1000 users, LAC has a lower rate of complaints (1.73) than the overall average (3.04).

Outcomes for consumers

The Commission's Consumer Liaison Service achieved several outcomes for consumers in 2012–2013 by implementing a variety of strategies. These are included in the table below.

Outcomes for consumers	Strategies used by the Commission
Consumers have knowledge to make informed decisions of their preferred action for complaint resolution.	Information about complaints processes was provided through the Commission's website, written correspondence and in response to telephone enquiries and to disability sector organisations at bi-annual orientation sessions.
Consumers provided and received immediate personalised feedback.	Consumers were asked, where possible, to determine their satisfaction with the process and outcome of their complaint upon or after its closure.
Consumers were more likely to experience a streamlined, efficient and unambiguous complaints process.	Training was provided to local Consumer Liaison Officers and to staff and managers who received complaints.

External review of complaints – Health and Disability Services Complaints Office

The Health and Disability Services Complaints Office (HaDSCO) is an independent statutory authority providing a free and impartial resolution service for complaints relating to health or disability services provided in the State of Western Australia. Complaints about disability services are received by the HaDSCO under Part 6 of the Disability Services Act 1993. The service is available to all users and providers of health or disability services.

Acting impartially and confidentially, the HaDSCO reviews and reports on the complaint issues, undertakes investigations, and advises organisations about effective complaints resolution. The HaDSCO promotes leadership in the delivery of health and disability services on how service quality can be enhanced through clear communication and a strong complaint resolution process.

Complaints lodged with the Health and Disability Services Complaints Office July 2012–June 2013

Forty-four new complaints were lodged with the HaDSCO in 2012–2013 under Part 6 of the Disability Services Act 1993, with seven complaints being carried forward from previous financial years.

Of the 51 complaints examined by the HaDSCO in 2012–2013:

- eight related to services provided by the Disability Services Commission
- 17 related to disability sector organisations funded by the Commission
- 26 related to other service providers.

Forty-five complaints relating to the Disability Services Act 1993 were closed by the HaDSCO in 2012–2013. The seven complaints carried over from previous financial years were resolved. Six new complaints are yet to be resolved and will continue to be managed by the HaDSCO in 2013–2014.

Seventy-one issues were recorded about complaints closed by the HaDSCO in 2012–2013 that related to the Disability Services Act 1993. The table below presents each issue as a proportion of total issues recorded. More than one issue can be raised per case.

Issue	Issue raised %
Service management	42.3
Service access	36.6
Decision making and choice	14.1
Carers Charter	5.6
Other	1.4
Total	100

Fifty-nine outcomes were achieved from complaints closed by the HaDSCO in 2012-2013. The table below presents each outcome as a proportion of total outcomes achieved. More than one outcome can be achieved per case.

Outcome	Outcome achieved %
Concern registered	18.6
Complaint did not comply with the Disability Services Act (see note a)	18.6
Allowed to lapse by complainant	16.9
Referred back to provider	8.5
Complaint was more appropriate for another body (see note b)	6.8
Change in procedure, practice or policy	6.8
Agreement could not be reached	5.1
Withdrawn by complainant	5.1
Explanation given	3.4
Other	10.2
Total	100

Table notes:

- a) The HaDSCO can only accept disability complaints that meet the criteria specified in Sections 32-35 of the Disability Services Act 1993.
- b) Another organisation would be better suited to manage the consumer's complaint.



2.3.3 Consumer satisfaction survey

The consumer satisfaction survey is conducted by trained and experienced market research interviewers using a Computer Assisted Telephone Interviewing (CATI) system. The survey is conducted in March or April each year. This survey is conducted independently of the Commission's Consumer Liaison Service and includes levels of satisfaction for people using Commission-provided services and other disability sector organisations.

Consumer complaints

Consumers or their carer are asked a series of questions about their awareness of the right to complain and any complaints they made during the past twelve months. A random sample of 728 consumers completed the survey in 2013.

The table illustrates no significant difference in consumer responses within the past three years about their level of awareness regarding the right to complain or the complaints made.

Three years at a glance

Measure	2010–2011	2011–2012	2012–2013
Consumer reported awareness of the right to complain	83%	84%	83%
Consumer didn't wish to complain	79%	79%	82%
Consumer reported a cause to complain but felt unable to do so	9%	8%	6%
Consumer reported a complaint	12%	13%	12%

Carer complaints

Under the Carers Recognition Act 2004, a carer is a person who (without being paid) provides ongoing care or assistance to another person who has a disability, a chronic illness or a mental illness, or who is frail.

To support the Commission's commitment to the Carers Recognition Act 2004, an external reference group, the Carers Advisory Council, is provided with the survey results to guide continuous service improvement.

Carers were asked similar questions to consumers and some additional questions about their knowledge of the complaints process and their satisfaction with the handling and outcome of the complaint. A random sample of 463 carers completed the survey in 2013.

Respondents were not asked to identify the type of complaint and therefore the complaints could 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.

The table illustrates a five per cent reduction from the previous year in the number of carers who reported making at least one complaint in 2012–2013. However, a smaller percentage of carers were satisfied with both the handling (43 per cent in 2012–13 compared to 60 per cent the previous year) and outcome (31 per cent compared to 55 per cent the year before) of their complaint compared to 2011–2012.

Three years at a glance

Measure	2010 –2011	2011 –2012	2012 –2013
Carer satisfaction with complaint handling	63%	60%	43% (see note)
Carer satisfaction with complaint outcome	54%	55%	31% (see note)
Carer reported receiving information about complaints	62%	67%	61%
Carer reported awareness of their right to complain	84%	84%	81%
Carer reported making at least one complaint	8%	15%	10%
Carer reported a cause to complain but felt unable to do so	13%	11%	5%

Table note: An additional 13 per cent were neither satisfied nor dissatisfied with both the handling of the complaint and the outcome.

Details of complaints are not recorded making it difficult to determine why some carers were not satisfied with the handling and outcome of their complaint. Reduced satisfaction in 2012–2013 may have been influenced by uncertainty within the disability sector associated with the National Disability Insurance Scheme (NDIS), procurement reform and My Way.

2.4 Implementing the Carers Charter

The Commission continued to strengthen its support for carers and families of people with disability in 2012–2013. The Commission's reference group managed the implementation of its responsibilities under the Carers Recognition Act 2004. The Act establishes the Western Australian Carers Charter. The Carers Charter provides clear guidance as to how carers are to be treated and involved in the planning and delivery of services by organisations which come within the scope of the Act. Reference group membership included external carers and representatives from each Commission directorate.

The reference group included carer representatives in a variety of key initiatives in 2012–2013. These are provided below.

- Consultation with carers continues to inform the development and implementation of My Way.
- Collaborated with Carers WA and other state government agencies to run the WA Carers Conference in August 2012.
- Carers were represented on other external working groups, including local governments in receipt of Count Me In grants and the quality management framework steering committee.
- Across WA 33 Count Me In Ambassadors spread the access and inclusion message in their local communities. Some Ambassadors worked specifically with carers and carer groups.
- Three respite centres opened in York, Rockingham and Gosnells enabling carers access to additional supports.

As part of the 2013 Consumer Satisfaction Survey, 463 carers were asked questions related to the Carers Charter. The purpose of the survey was to assess the effectiveness of services supporting the

carers that were provided or funded by the Commission. Figure 3 on the next page illustrates high levels of agreement across the six questions carers were asked in 2013, with responses to three of the questions producing the same results as 2012.

Compared to the previous year, there was a two per cent decrease in carers satisfied with their inclusion in service delivery, a four per cent decrease in carers satisfied with their inclusion in assessments and a one per cent increase in carers satisfied with their inclusion in planning or review.

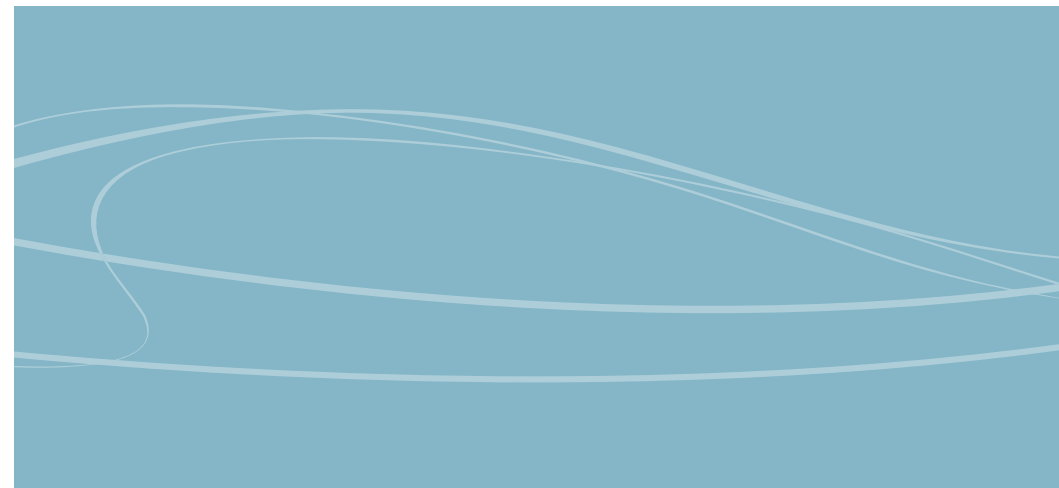
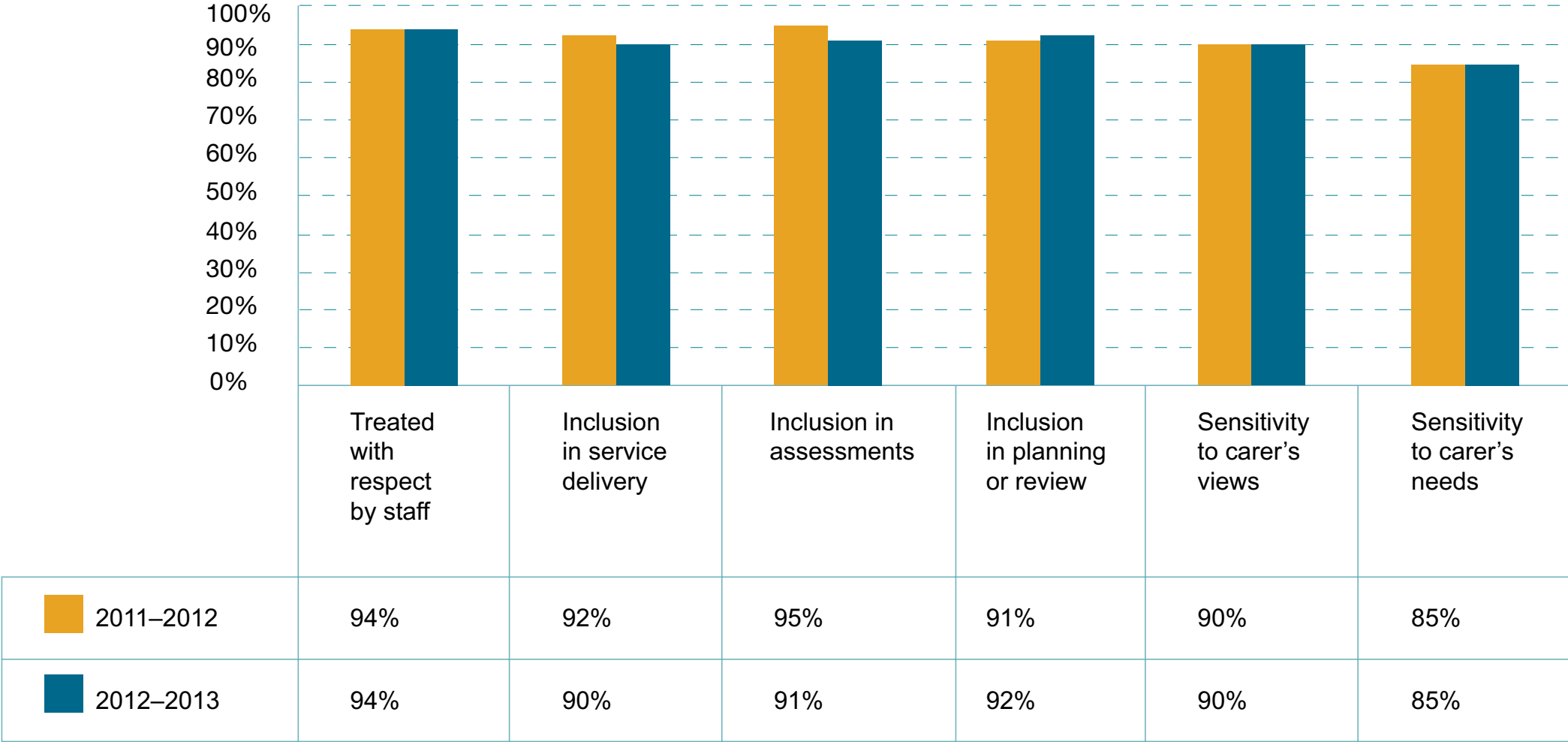


Figure 3: Agreement of carers with questions related to the Carers Charter



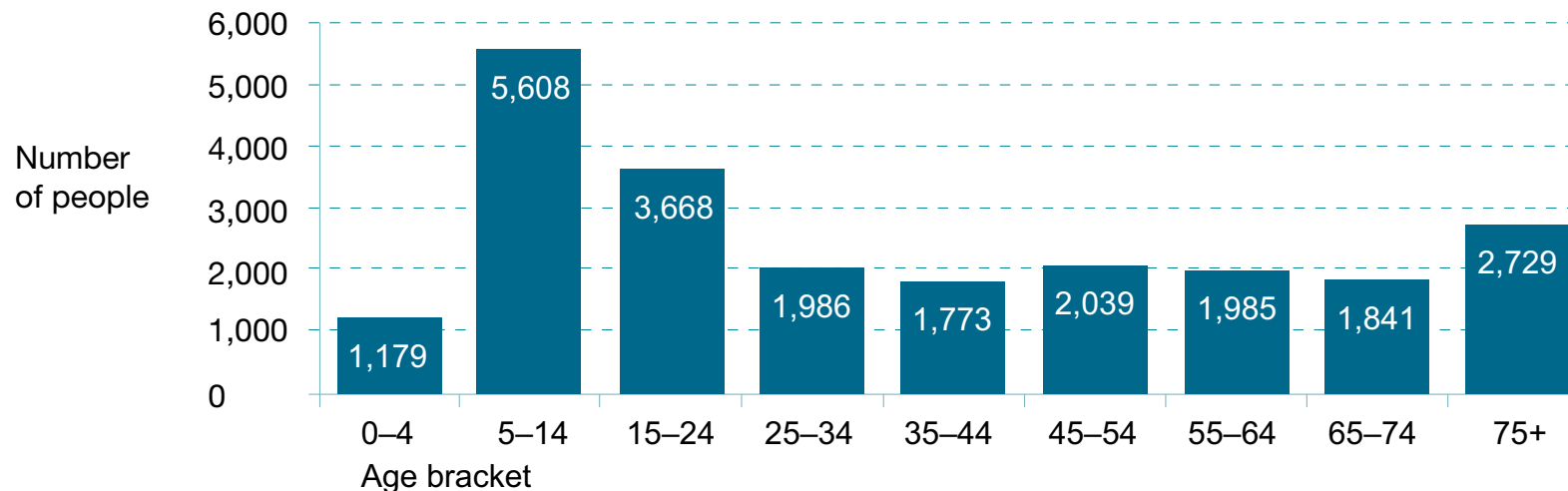
2.5 Profile of Commission service users

The following is a summary of the descriptive data of the Commission's service users in 2012–2013, covering age, gender, support needs, disability profile and informal care.

Age

The age of service users is presented in figure 4 below. The largest group of people using services funded and provided by the Commission is in the five to fourteen year age group, accounting for 24.6 per cent of total service users. Other age brackets with a large number of service users include the 15 to 24 year age group (3,668 or 16.1 per cent) and the over 75 year age group (2,729 or 12 per cent).

Figure 4: Age distribution



Gender

During 2012–2013, there were 12,988 (57 per cent) male service users compared with 9,786 (43 per cent) female service users.

Support needed

The majority of the Commission's service users required daily supports. About 84 per cent of service users require support with self-care, 78 per cent required support with communication and 63 per cent required support with mobility. This data excludes Community Aids and Equipment Program service users as they are not required to report their level of support. 'Not stated' responses are also excluded.

Disability profile

The most commonly reported disability was intellectual (46.4 per cent), followed by autism (20.2 per cent) and physical (13.0 per cent). The table below presents service users primary disability by number and as a percentage of total service users.

Service users primary disability	Number	Per cent
Intellectual	7,960	46.4%
Autism	3,459	20.2%
Physical	2,225	13.0%
Psychiatric	24	0.1%
Neurological	829	4.8%
Sensory	824	4.8%
Acquired Brain Injury	818	4.8%
Other	232	1.4%
Not stated	791	4.6%
Total	17,162	100%

Table notes:

- a) Service users who access only the Community Aids and Equipment Program are not included.
- b) The total does not add to 100 per cent due to rounding.

Informal care

In 2012–2013, 70 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

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 2012–2013, ACDC collected information from 1,153 individual service outlets which provided 46,739 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 disability sector organisations are required to submit data and complete sign off. All disability sector organisations completed their data entry and only one did not sign off the data.

Contemporary services and individualised approaches

The Disability Services Commission laid the foundation for several procurement reform initiatives during the year including the introduction of outcomes-based contracting and the move away from program funding to allow greater flexibility and innovation.

Focusing on outcomes

The WA Government's Delivering Community Services in Partnership Policy focuses on outcomes for people receiving services. In the disability sector, outcome-based contracting arrangements are being introduced and the Commission and disability service providers will increasingly be required to report on outcomes for people with disability who receive services. In the past, the contracts required reporting on the number of hours of services received.

Tendering processes and the performance reporting framework have changed to accommodate this approach. When service agreements are renewed, service providers have the opportunity to better articulate what they do, why they do it and what difference this makes to the lives of the people using their services.

More choice and control

The Commission is committed to allowing greater flexibility and innovation in the range and type of activities it will fund. This has led the Commission to remove program boundaries wherever possible and facilitate individualised and flexible funding based on person-centred planning. This change in direction is underpinned by the Commission's new Individualised Funding Policy. Over time,

more and more services will be provided on an individualised basis through contracts managed by the Commission.

Sector Capacity

The Commission is developing a Sector Development Plan to inform future sector and procurement capacity requirements. The plan aims to provide information that identifies the level of demand for particular services in geographical areas across WA. Where there is a limited market for a particular service, the Commission may provide advice and administrative support to ensure the required services are made available to people with disability.

Self-directed services

My Way

In 2012 the Commission launched a new approach to delivering supports and services for people with disability. My Way is based on international best practice in contemporary approaches and builds on the Commission's experience working with people with disability.

My Way supports people with disability to exercise more choice and control over their supports and services, achieve a good life in their local community and build on natural supports such as friendships, neighbours and local community groups.

Participants in the program can design, plan and implement their own supports and services. Participation is voluntary and provides relationship-based support, local decision-making and early engagement in good planning processes.

My Way has been introduced in four regions: the Perth Hills, Cockburn-Kwinana, Goldfields and Lower South West. The project

is consistent with the principles of the National Disability Insurance Scheme (NDIS). It offers a decentralised, localised service focused on supporting the needs of the individual, their family and carers.

National Disability Insurance Scheme

WA remains committed to national reform of disability services through the National Disability Insurance Scheme (NDIS) to provide greater consistency, increased certainty and a major increase in funding for people with disability, their families and carers.

Outside of this reporting period, on 5 August 2013, the Prime Minister and Premier of Western Australia signed an Agreement for Disability Reform in WA. The agreement is for a two year launch of the National Disability Insurance Scheme commencing on 1 July 2014. The launch will incorporate both Western Australia's My Way model and the national DisabilityCare Australia model.

The Commission will implement the My Way model that focuses on the best of what the WA system offers and will continue to build on the important networks, relationships and infrastructure established in WA over the past 20 years.

National Injury Insurance Scheme

The WA Government will consider the introduction of 'no fault' insurance for people catastrophically injured in motor vehicle accidents. This would be the first stage of a National Injury Insurance Scheme which would function alongside a national disability insurance scheme.

National Standards for Disability Services

The Commission worked with the Australian Government and counterparts in other jurisdictions to develop six new Disability Services Standards.

WA will implement the new national standards from 1 July 2014 to align with the implementation of current reform processes for contractual reporting and quality assurance.

The Commission will work with the West Australian disability services sector to ensure the implementation of the standards is timely and that accurate information and training is available before the Standards are introduced.

Amendments to the Regulations of the WA Disability Services Act will be progressed during this time to ensure legislative alignment.

Disability Justice Services

Disability Justice Centres

The State Government has announced the location of two Disability Justice Centres. One will be established on an existing Commission site in Lord St on the border of Lockridge and Caversham and the other will be established on a greenfields site on Altone Road in Kiara. The centres are being established to provide secure accommodation for people with intellectual or cognitive disability who have been accused but not convicted of a crime because they were deemed not fit to plead and stand trial.

The centres will provide an alternative to prison for those people assessed as appropriate to reside in community-based accommodation. The Commission worked with the Parliamentary Counsel's Office to draft a Bill to provide the Commission with the authority to manage and operate disability justice centres.

Disability justice in-reach program

In-reach disability services have been developed to support people deemed mentally impaired accused who are in prison. The service, which began in April, is provided on a case-by-case basis and offers

individualised supports and mentorship to people with intellectual disability who have been found unfit to plead and are in prison under a custody order.

Health and wellbeing

Health and disability

The Disability Services Commission and WA Health are working in partnership to improve health outcomes for people with disability and to provide effective supports when they engage with the health system. A Disability Health Network was launched in November to improve health outcomes for people with disability. There is also a scoping project being undertaken to look at the role of Disability Liaison Officers in adult tertiary/secondary health services.

Mental health and disability

Many people with disability are also affected by mental illness and it is a growing issue. The issue of dual disability (mental health and disability) has been identified in two reports: the Productivity Commission Inquiry Report 'Disability Care and Support' and a recent review of public mental health facilities/services in WA, the 'Review of the admission or referral to and the discharge and transfer practices of public mental health facilities/services in Western Australia'.

The Disability Services Commission and the Mental Health Commission work collaboratively to improve the experience and outcomes for people with both mental health and disability issues. This work focusses on prevention, education and training and identifying where existing policies can be strengthened.

This year the Commission formed a working group to identify opportunities for collaboration to improve the experience and

outcomes for people with both mental health and disability issues. This is particularly important as the NDIS will include some people with psychiatric disability as a result of debilitating mental illness. Psychiatric disability is also being considered as part of My Way in the Lower South West region.

The Mental Health Commission is also a key stakeholder providing expert advice on mental illness as part of the development of the Disability Justice Services project.

Appropriate supports for younger people with disability

The issue of suitable supported accommodation options and support services for younger people with disability is an ongoing challenge. The Commission has in recent years focused on diverting young people from aged care, relocating them to more age-appropriate accommodation and providing personalised supports to those who remain living in aged care.

The Commission intends to provide purpose-built housing or enhance current support arrangements for younger people with disability who are about to enter or currently live in residential aged care facilities.

Continence

The Commission provides annual funding to the Continence Management and Support Scheme (CMASS). Demand for this support service has increased by 34 per cent in the past three years. The drivers of demand growth include population growth and WA's ageing population, improved consumer awareness of the subsidy and increased access to continence assessors. In response, the Commission has provided additional one-off funding to the program and is exploring ways to improve access to continence products

for West Australians. The Commission has also completed a pilot program to provide multidisciplinary assessment, intervention and community education services that maximise the potential for children with disability to become continent.

The Commission has engaged Therapy Focus to deliver this new state-wide service to children aged up to 16 years from July 2013.

Restrictive practices

The Commission has released a voluntary code of practice for the disability sector to develop operational policy and guidelines for eliminating the use of restrictive practices. It applies to all services provided and funded by the Commission for children and adults with disability. The code of practice has been developed by a coalition of partners from across the disability sector to better support people with disability who sometimes exhibit challenging behaviours. It is designed to ensure safeguards are in place in the exceptional circumstances where it is necessary to use restrictive practices to protect the welfare of individuals and the safety of third parties.

Employment

High school leavers

Employment is considered a key factor in achieving economic security, socialisation and a good life. The Commission recently launched the GAIN project which aims to support young people during the transition from school to meaningful employment.

Increasing employment of people with disability

The disability access and inclusion planning (DAIP) framework has an additional outcome as a result of a review of the Disability Services Act. DAIPs must now include information about how public authorities will increase the employment opportunities for people

with disability and how potential barriers to employment will be addressed.

Housing

Social Housing

In 2011 the State Government allocated \$95.7million over a three year period for social housing to support people with disability. In 2011–2012 the partnership between the Commission and Department of Housing resulted in the acquisition of 95 private market properties and the development of 20 new purpose-built individual and shared accommodation houses. Work continued in 2012–2013 to complete 180 projects, and 301 people have been allocated housing through this initiative.

Liveable Homes

The Liveable Homes initiative also seeks to encourage and support the private building industry to build more accessible private homes. A five-year engagement strategy is underway as part of this long-term plan designed to shift mindsets and embed Liveable Homes thinking within the housing industry and general community.

The Commission is also supporting National Disability Services (NDS WA) leadership of a Housing Affordability and Ownership Initiative that is identifying the barriers that prevent people with disability having equity in a home, developing home equity models suited to limited income and exploring options for improved access to housing and accommodation.

4.1 Financial Statements.....	62	4.4 Governance disclosures.....	144
Statement of Comprehensive Income		4.5 Other legal requirements.....	145
Statement of Financial Position		4.5.1. Expenditure on advertising, market research, polling and	
Statement of Changes in Equity		direct mail.....	145
Statement of Cash Flows		4.5.2 Compliance with public sector standards and ethical codes	145
Notes to the Financial Statements		4.5.3 Disability Access and Inclusion Plan Outcomes	147
4.2 Performance indicators	119	4.5.4 Recordkeeping plan and compliance reporting	149
Independent Auditor's Report		4.6 Government policy requirements	150
Performance Management Framework		4.6.1 Substantive equality	150
4.3 Other financial disclosures	136	4.6.2 Aboriginal Reconciliation Action Plan	150
4.3.1 Pricing policies of services provided.....	136	4.6.3 Occupational safety and health (OSH)	152
4.3.2 Capital works.....	136		
4.3.3 Employment and Industrial relations.....	136		

4.1 Financial statements

Certification of Financial Statements for the year ended 30 June 2013.

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 2013 and the financial position as at 30 June 2013.

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



Dr Tony Curry
Deputy Chairperson
Disability Services
Commission Board



Gary Meyers
Chief Finance Officer

2 August 2013

Statement of Comprehensive Income for the year ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
Cost of Services:			
Expenses			
Employee benefits expenses	6	155,153	151,908
Supplies and services	7	26,249	24,739
Depreciation and amortisation expense	8	4,845	4,946
Accommodation expenses	9	10,541	10,905
Expenditure on services provided by funded agencies		496,849	443,999
Individual funding and other grants		17,602	15,592
Loss on disposal of non-current assets	14	159	73
Other expenses	10	6,481	5,307
Total Cost of Services		717,879	657,469
Income:			
Revenue			
User charges and fees	11	8,011	7,997
Commonwealth grants and contributions	12	126,752	110,334
Other revenue	13	6,481	5,891
Total Revenue		141,244	124,222
Total income other than income from State Government		141,244	124,222
Net cost of services		576,635	533,247

Statement of Comprehensive Income for the year ended 30 June 2013 (continued)

	Notes	2013 \$'000	2012 \$'000
Income from State Government	15		
Service appropriation		577,883	532,445
Services received free of charge		1,130	1,027
Royalties for Regions Fund		189	147
Total income from State Government		579,202	533,619
Surplus/(Deficit) for the period		2,567	372
Other comprehensive income			
Items not reclassified subsequently to profit or loss			
Changes in asset revaluation surplus	25	444	291
Total other comprehensive income		444	291
Total comprehensive income for the period		3,011	663

Table note: Refer also to note 37 '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 2013

	Notes	2013 \$'000	2012 \$'000
Assets			
Current Assets			
Cash and cash equivalents	26	5,904	2,376
Restricted cash and cash equivalents	16, 26	1,004	2,256
Receivables	17	3,539	3,248
Amounts receivable for services	18	990	-
Other current assets	19	1,070	706
Total Current Assets		12,507	8,586
Non-Current Assets			
Restricted cash and cash equivalents	16, 26	4,840	4,400
Amounts receivable for services	18	34,201	28,485
Property, plant and equipment	20	55,781	57,865
Intangible assets	21	2,416	1,894
Total Non-Current Assets		97,238	92,644
Total Assets		109,745	101,230

Statement of Financial Position as at 30 June 2013 (continued)

	Notes	2013 \$'000	2012 \$'000
Liabilities			
Current Liabilities			
Payables	23	5,223	5,085
Provisions	24	32,515	31,398
Total Current Liabilities		37,738	36,483
Non-Current Liabilities			
Provisions	24	5,873	5,988
Total Non-Current Liabilities		5,873	5,988
Total Liabilities		43,611	42,471
Net Assets		66,134	58,759
Equity	25		
Contributed equity		24,244	19,880
Reserves		58,202	57,758
Accumulated surplus /(deficit)		(16,312)	(18,879)
Total Equity		66,134	58,759

Statement of Changes in Equity for the year ended 30 June 2013

	Notes	Contributed equity \$'000	Reserves \$'000	Accumulated surplus/(deficit) \$'000	Total equity \$'000
Balance at 1 July 2011	25	17,808	57,467	(19,251)	56,024
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
Balance at 30 June 2012		19,880	57,758	(18,879)	58,759
Balance at 1 July 2012		19,880	57,758	(18,879)	58,759
Surplus/(deficit)				2,567	2,567
Other comprehensive income		-	444	-	444
Total comprehensive income for the period		-	444	2,567	3,011
Transactions with owners in their capacity as owners:					
Capital appropriations		4,364	-	-	4,364
Total		4,364	-	-	4,364
Balance at 30 June 2013		24,244	58,202	(16,312)	66,134

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 2013

	Notes	2013 Inflows (Outflows) \$'000	2012 Inflows (Outflows) \$'000
Cash flows from State Government			
Service appropriation		571,177	526,517
Capital appropriation		4,364	2,072
Holding account drawdown		-	792
Royalties for Regions Fund		189	147
Net cash provided by state government		575,730	529,528
Utilised as follows:			
Cash flows from operating activities			
Payments			
Employee benefits		(153,827)	(147,792)
Supplies and services		(43,055)	(38,145)
Payments for services provided by funded agencies		(497,545)	(443,999)
Individual funding and other grants		(17,602)	(15,592)
GST payments on purchases		(53,042)	(46,935)
GST payments to taxation authority		(518)	(503)
Receipts			
User charges and fees		8,045	8,039
Commonwealth grants and contributions		126,752	110,334
GST receipts on sales		582	466
GST receipts from taxation authority		53,192	47,254
Other receipts		7,002	5,746
Net cash provided by/(used in) operating activities	26	(570,016)	(521,127)

Statement of Cash Flows for the year ended 30 June 2013 (continued)

	Notes	2013 Inflows (Outflows) \$'000	2012 Inflows (Outflows) \$'000
Cash flows from investing activities			
Payments			
Purchase of non-current physical assets		(2,998)	(5,722)
Receipts			
Proceeds from sale of non-current physical assets		-	-
Net cash provided by/(used in) investing activities		(2,998)	(5,722)
Net increase/(decrease) in cash and cash equivalents		2,716	2,679
Cash and cash equivalents at the beginning of period		9,032	6,353
Cash and cash equivalents at the end of period	26	11,748	9,032

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

Notes to the Financial Statements for the year ended 30 June 2013

Note 1. Australian Accounting Standards

General

The Commission's financial statements for the year ended 30 June 2013 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 2013.

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).

Note 3 'Judgements made by management in applying accounting policies' discloses judgements that have been made in the process of applying the Commission's accounting policies resulting in the most significant effect on amounts recognised in the financial statements.

Note 4 'Key sources of estimation uncertainty' discloses key assumptions made concerning the future and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

(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. 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 the 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, 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.

Fair value of infrastructure has been determined by reference to the depreciated replacement cost (existing use basis) as the assets are specialised and no market-based evidence of value is available. Land under infrastructure is included in land reported under note 20 'Property, plant and equipment'.

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 20 '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.

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
Land is not depreciated.	

(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 lives. 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
Website 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.

Website costs

Website 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 website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website, 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. Where an asset measured at cost is written down to recoverable amount, an impairment loss is recognised in profit or loss. Where previously a revalued asset is written down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income. 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 the 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 the end of 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 impairment 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
- 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 23 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value.

(m) Amounts receivable for services (holding account)

The Commission receives 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 (ie 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 at the amounts payable when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as 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 that is 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 that is 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.

The provision for annual leave is classified as a current liability 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.

Long service leave

The liability for long service leave that is 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. Pre-conditional and conditional long service leave provisions are classified as non-current 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 fund providers administer public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees vary 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.

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). From 30 March 2012, existing members of the WSS or GESBS and new employees have been able to choose their preferred superannuation

fund provider. The Commission makes contributions to GESB or other fund providers 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 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.

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, and other superannuation funds.

(r) Assets and services received free of charge or for nominal cost

Assets or services received free of charge or for nominal cost that can be reliably measured are recognised as income at the fair value of the assets and/or the fair value of those services that the Commission would otherwise pay for. A corresponding expense is recognised for services received. 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. Judgements made by management in applying accounting policies

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Commission evaluates these judgements regularly.

Operating lease commitments

The Commission has entered into a number of leases for buildings for branch office accommodation. Some of these leases relate to buildings of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases.

Note 4. 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 5. 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 2012 that impacted on the Commission.

AASB 2011-9	Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049]
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This Standard requires the Commission to group items presented in other comprehensive income, on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). There is no financial impact.

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 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
AASB 9	Financial Instruments This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments. AASB 2012-6 Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures amended the mandatory application date of this Standard to 1 January 2015. The Commission has not yet determined the application or the potential impact of the Standard.	1 January 2015

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 10	<p>Consolidated Financial Statements</p> <p>This Standard supersedes AASB 127 Consolidated and Separate Financial Statements and Int 112 Consolidation – Special Purpose Entities, introducing a number of changes to accounting treatments.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10 Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2014
AASB 11	<p>Joint Arrangements</p> <p>This Standard supersedes AASB 131 Interests in Joint Ventures, introducing a number of changes to accounting treatments.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2014
AASB 12	<p>Disclosure of Interests in Other Entities</p> <p>This Standard supersedes disclosure requirements under AASB 127 Consolidated and Separate Financial Statements and AASB 131 Interests in Joint Ventures.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2014

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 13	Fair Value Measurement This Standard defines fair value, sets out a framework for measuring fair value and requires additional disclosures about fair value measurements. There is no financial impact.	1 January 2013
AASB 119	Employee Benefits This Standard supersedes AASB 119 (October 2010), making changes to the recognition, presentation and disclosure requirements. The Commission does not have any defined benefit plans, and therefore the financial impact will be limited to the effect of discounting annual leave and long service leave liabilities that were previously measured at the undiscounted amounts.	1 January 2013
AASB 127	Separate Financial Statements This Standard supersedes AASB 127 Consolidated and Separate Financial Statements, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Commission has not yet determined the application or the potential impact of the Standard.	1 January 2014
AASB 128	Investments in Associates and Joint Ventures This Standard supersedes AASB 128 Investments in Associates, introducing a number of changes to accounting treatments. Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Commission has not yet determined the application or the potential impact of the Standard.	1 January 2014

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 1053	<p>Application of Tiers of Australian Accounting Standards</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
AASB 1055	<p>Budgetary Reporting</p> <p>This Standard specifies the nature of budgetary disclosures, the circumstances in which they are to be included in the general purpose financial statements of not-for-profit entities within the GGS. The Commission will be required to disclose additional budgetary information and explanations of major variances between actual and budgeted amounts, though there is no financial impact.</p>	1 July 2014
AASB 2010-2	<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 & 1052 and Int 2, 4, 5, 15, 17, 127, 129 & 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

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 2010-7	<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 & 1038 and Int 2, 5, 10, 12, 19 & 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.</p> <p>AASB 2012-6 amended the mandatory application date of this Standard to 1 January 2015. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2015
AASB 2011-2	<p>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 & 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
AASB 2011-6	<p>Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements [AASB 127, 128 & 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

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 2011-7	<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 & 1038 and Int 5, 9, 16 & 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. For not-for-profit entities it applies to annual reporting period beginning on or after 1 January 2014. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
AASB 2011-8	<p>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 and 1038 & Int 2, 4, 12, 13, 14, 17, 19, 131 & 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
AASB 2011-10	<p>Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 & 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 in September 2011. There is no financial impact.</p>	1 January 2013
AASB 2011-11	<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 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 2012-1	<p>Amendments to Australian Accounting Standards – Fair Value Measurement - Reduced Disclosure Requirements [AASB 3, 7, 13, 140 & 141]</p> <p>This Standard establishes and amends reduced disclosure requirements for additional and amended disclosures arising from AASB 13 and the consequential amendments implemented through AASB 2011-8. There is no financial impact.</p>	1 July 2013
AASB 2012-2	<p>Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & 132]</p> <p>This Standard amends the required disclosures in AASB 7 to include information that will enable users of an entity's financial statements to evaluate the effect or potential effect of netting arrangements, including rights of set-off associated with the entity's recognised financial assets and recognised financial liabilities, on the entity's financial position. There is no financial impact.</p>	1 January 2013
AASB 2012-3	<p>Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]</p> <p>This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of 'currently has a legally enforceable right of set-off' and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact.</p>	1 January 2014
AASB 2012-5	<p>Amendments to Australian Accounting Standards arising from Annual Improvements 2009–11 Cycle [AASB 1, 101, 116, 132 & 134 and Int 2]</p> <p>This Standard makes amendments to the Australian Accounting Standards and Interpretations as a consequence of the annual improvements process. There is no financial impact.</p>	1 January 2013

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 2012-6	<p>AASB 2012-6 Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 & Transition Disclosures [AASB 9, 2009-11, 2010-7, 2011-7 and 2011-8]</p> <p>This Standard amends the mandatory effective date of AASB 9 Financial Instruments to 1 January 2015. Further amendments are also made to consequential amendments arising from AASB 9 that will now apply from 1 January 2015 and to consequential amendments arising out of the Standards that will still apply from 1 January 2013. There is no financial impact.</p>	1 January 2013
AASB 2012-7	<p>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 7, 12, 101 & 127]</p> <p>This Standard adds to or amends the Australian Accounting Standards to provide further information regarding the differential reporting framework and the two tiers of reporting requirements for preparing general financial statement. There is no financial impact.</p>	1 July 2013
AASB 2012-10	<p>Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049, & 2011-7 and Int 12]</p> <p>This Standard makes amendments to AASB 10 and related Standards to revise the transition guidance relevant to the initial application of those Standards, and to clarify the circumstances in which adjustments to an entity's previous accounting for its involvement with other entities are required and the timing of such adjustments.</p> <p>The Standard was issued in December 2012. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013

Note 5. Disclosure of changes in accounting policy and estimates (continued)

Title		Operative for reporting periods beginning on/after
AASB 2012-11	Amendments to Australian Accounting Standards - Reduced Disclosure Requirements and Other Amendments [AASB 1, 2, 8, 10, 107, 128, 133, 134 & 2011-4]	
	This Standard makes various editorial corrections to Australian Accounting Standards - Reduced Disclosure Requirements (Tier 2). These corrections ensure that the Standards reflect decisions of the AASB regarding the Tier 2 requirements.	1 July 2013
	This Standard also extends the relief from consolidation and the equity method (in the new Consolidation and Joint Arrangements Standards) to entities complying with Australian Accounting Standards - Reduced Disclosure Requirements. There is no financial impact.	

Note 6. Employee benefits expense

	2013 \$'000	2012 \$'000
Wages and salaries (see note a)	142,406	139,515
Superannuation-defined contribution plans (see note b)	12,747	12,393
Total	155,153	151,908

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, GESB and other eligible funds.

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

Employment on costs liability is included at note 24 'Provisions'.

Note 7. Supplies and services

	2013 \$'000	2012 \$'000
Communications	1,319	1,517
Consultants and contractors	11,814	9,481
Consumables	7,767	7,455
Repairs and maintenance	442	536
Lease rentals (motor vehicles)	3,032	3,498
Travel	762	779
Other	1,113	1,473
Total	26,249	24,739

Note 8. Depreciation and amortisation expense

	2013 \$'000	2012 \$'000
Depreciation		
Buildings	809	781
Plant and equipment	57	69
Computer equipment	1,088	787
Medical equipment	24	21
Office equipment	92	72
Leasehold improvements	1,936	1,977
Total depreciation	4,006	3,707
Amortisation		
Intangible assets	839	1,239
Total amortisation	839	1,239
Total depreciation and amortisation	4,845	4,946

Note 9. Accommodation expenses

	2013 \$'000	2012 \$'000
Lease rentals	7,090	7,045
Repairs and maintenance	2,426	2,925
Cleaning	543	499
Other	482	436
Total	10,541	10,905

Note 10. Other expenses

	2013 \$'000	2012 \$'000
Insurance	598	558
Doubtful debts expense	2	449
Employment on-costs (see note)	5,861	4,288
Other	20	12
Total	6,481	5,307

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 24 '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

	2013 \$'000	2012 \$'000
Board and lodging	8,011	7,997
Total	8,011	7,997

Note 12. Commonwealth grants and contributions

	2013 \$'000	2012 \$'000
National Disability Agreement	126,673	110,267
Other	79	67
Total	126,752	110,334

Note 13. Other revenue

	2013 \$'000	2012 \$'000
Sundry revenue	1,631	1,388
Community Aids Equipment Program	2,004	1,712
Executive Vehicle Scheme Contribution	79	69
Government Employee Housing Authority – employee contribution	74	65
Recoups from disability sector organisations	2,693	2,657
Total	6,481	5,891

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

	2013 \$'000	2012 \$'000
Proceeds from disposal of non-current assets		
Plant, equipment and vehicles	-	-
Costs of disposal of non-current assets		
Plant, equipment and vehicles	(159)	(73)
Net gain/(loss)	(159)	(73)

Note 15. Income from State Government

	2013 \$'000	2012 \$'000
Appropriation received during the period:		
Service appropriation (see note)	577,883	532,445
Total	577,883	532,445
Services received free of charge from other state government agencies during the period:		
Health Department	605	511
State Solicitor's Office	35	127
Department of Finance	490	389
Total	1,130	1,027
Royalties for Regions Fund	189	147
Total	579,202	533,619

Note: 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 budgeted depreciation expense for the year and any agreed increase in leave liabilities during the year.

Note 16. Restricted cash and cash equivalents

	2013 \$'000	2012 \$'000
Current		
Commonwealth grants (See note a)	34	1,500
Other (See note b)	970	756
Total	1,004	2,256
Non-current		
27th Pay Provision (See note c)	4,840	4,400
Total	4,840	4,400
Total	5,844	6,656

Note a) Unspent funds – Indian Ocean Territories.

Note b) Funds set aside for staff deferred salary scheme and other minor projects of restricted nature.

Note c) Funds set aside for the 27th pay in 2015–2016.

Note 17. Receivables

	2013 \$'000	2012 \$'000
Current		
Receivables	2,376	1,898
Allowance for impairment of receivables	(657)	(663)
Accrued revenue	218	197
GST receivable	1,602	1,816
Total	3,539	3,248
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of period	663	233
Doubtful debts expense	2	430
Amounts written off during the period	-	-
Amount recovered during the period	(8)	-
Balance at end of period	657	663

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)

	2013 \$'000	2012 \$'000
Current	990	-
Non-current	34,201	28,485
Total	35,191	28,485

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. Other assets

	2013 \$'000	2012 \$'000
Current		
Prepayments	1,070	706
Total	1,070	706

Note 20. Property, plant and equipment

	2013 \$'000	2012 \$'000
Land		
At fair value (see note a next page)	21,477	21,534
Accumulated impairment losses	-	-
Total	21,477	21,534
Buildings		
At fair value (see note b next page)	22,031	22,293
Accumulated depreciation	-	-
Accumulated impairment losses	-	-
Total	22,031	22,293
Computing equipment		
At cost	6,285	8,596
Accumulated depreciation	(3,050)	(4,862)
Total	3,235	3,734

Note 20. Property, plant and equipment (continued)

	2013 \$'000	2012 \$'000
Medical equipment		
At cost	225	281
Accumulated depreciation	(99)	(134)
Total	126	147
Plant and equipment		
At cost	746	1,026
Accumulated depreciation	(486)	(724)
Total	260	302
Office equipment		
At cost	576	538
Accumulated depreciation	(225)	(360)
Total	351	178
Leasehold improvements		
At cost	15,885	14,465
Accumulated depreciation	(9,706)	(8,570)
Total	6,179	5,895
Work in Progress	2,122	3,782
Total	55,781	57,865

Note a) Land was revalued as at 1 July 2012 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2013 and recognised at 30 June 2013. In undertaking the revaluation, fair value was determined by reference to market values for land: \$16.875 million (2012: \$17.065 million). For the remaining balance, fair value of land was determined on the basis of current use land value.

Note b) The valuation of buildings was performed in June 2013 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.

Note 20. Property, plant and equipment (continued)

	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
2013									
Carrying amount at start of year	21,534	22,293	3,734	147	302	178	5,895	3,782	57,865
Additions	-	-	112	8	21	152	7	1,305	1,605
Disposals	-	-	-	(5)	(6)	(1)	(115)	-	(127)
Depreciation	-	(809)	(1,088)	(24)	(57)	(92)	(1,936)	-	(4,006)
Transfer between asset classes	-	46	477	-	-	114	2,328	(2,965)	-
Revaluation increments/ (decrements)	(57)	501	-	-	-	-	-	-	444
Carrying amount at end of year	21,477	22,031	3,235	126	260	351	6,179	2,122	55,781
2012									
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	-	-	-	-	-	-	(73)	-	(73)
Depreciation	-	(781)	(787)	(21)	(69)	(72)	(1,977)	-	(3,707)
Transfer between classes	220	776	2,165	75	66	16	1,614	(4,932)	-
Revaluation increments/ (decrements)	(70)	361	-	-	-	-	-	-	291
Carrying amount at end of year	21,534	22,293	3,734	147	302	178	5,895	3,782	57,865

Note 21. Intangible assets

	2013 \$'000	2012 \$'000
Computer software		
At cost	7,037	7,272
Accumulated amortisation	(4,621)	(5,378)
Accumulated impairment losses	-	-
Total	2,416	1,894
Reconciliation		
Computer software		
Carrying amount at start of period	1,894	3,133
Additions	1,393	-
Disposals	(32)	-
Impairment losses	-	-
Amortisation expense	(839)	(1,239)
Carrying amount at end of period	2,416	1,894

Note 22. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2013.

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 23. Payables

	2013 \$'000	2012 \$'000
Current		
Trade payables	1,366	1,362
Accrued expenses	587	765
Accrued salaries	3,271	2,958
Total	5,224	5,085

Note 24. Provisions

	2013 \$'000	2012 \$'000
Current		
Employee benefits provision		
Annual leave (see note a)	11,093	10,519
Long service leave (see note b)	12,041	11,590
Accrued days off (see note a)	2,479	2,431
Public holidays (see note a)	3,153	3,339
Time off in lieu (see note a)	30	30
Total	28,796	27,909
Other provisions		
Employment on-costs (see note c next page)	3,719	3,489
Total	3,719	3,489
Total current	32,515	31,398
Non-current		
Employee benefits provision		
Long service leave (see note b)	5,149	5,366
Total	5,149	5,366
Other provisions		
Employment on-costs (see note c next page)	724	622
Total	724	622
Total non-current	5,873	5,988

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 end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

	2013 \$'000	2012 \$'000
Within 12 months of the end of the reporting period	14,183	13,497
More than 12 months after the end of the reporting period	2,572	2,822
Total	16,755	16,319

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 is expected to occur as follows:

	2013 \$'000	2012 \$'000
Within 12 months of the end of the reporting period	4,003	3,784
More than 12 months after the end of the reporting period	13,187	13,131
Total	17,190	16,915

Note c) The settlement of annual, accrued days off, public holidays 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 25. 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.

	2013 \$'000	2012 \$'000
Contributed equity		
Balance at start of period	19,880	17,808
Contributions by owners		
Capital appropriation	4,364	2,072
Total contributions by owners	4,364	2,072
Balance at end of period	24,244	19,880
Reserves		
Asset revaluation surplus		
Balance at start of period	57,758	57,467
Net revaluation increments/ (decrements)		
Land	(57)	(70)
Buildings	501	361
Balance at end of period	58,202	57,758

Note 25. Equity (continued)

	2013 \$'000	2012 \$'000
Accumulated surplus/(deficit)		
Balance at start of period	(18,879)	(19,251)
Result for the period	2,567	372
Balance at end of period	(16,312)	(18,879)
Total equity at end of period	66,134	58,759

Note 26. 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:

	2013 \$'000	2012 \$'000
Cash and cash equivalents	5,904	2,376
Restricted cash and cash equivalents (refer to note 16)	5,844	6,656
Total	11,748	9,032

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

	2013 \$'000	2012 \$'000
Net cost of services	(576,635)	(533,247)
Non-cash items:		
Depreciation and amortisation expense (note 8 'Depreciation and amortisation expense')	4,845	4,946
Services received free of charge (note 15 'Income from State Government')	1,130	1,027
Net (gain)/loss on sale of property, plant and equipment (note 14 'Net gain/(loss) on disposal of non-current assets')	159	73

Note 26. Notes to the Statement of Cash Flows
(continued)

	2013 \$'000	2012 \$'000
(Increase)/decrease in assets:		
Current receivables (see note a)	(505)	(59)
Other current assets	(364)	730
Increase/(decrease) in liabilities:		
Current payables (see note a)	139	831
Current provisions	1,116	3,905
Non-current provisions	(115)	385
Change in GST in receivables/ payables (see note b)	214	282
Net cash provided by/(used in) operating activities	(570,016)	(521,127)

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

Note 27. Commitments

	2013 \$'000	2012 \$'000
Non-cancellable operating lease commitments (motor vehicles)		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,302	1,491
Later than 1 year and not later than 5 years	1,700	1,513
Later than 5 years	17	-
Total	3,019	3,004
Non-cancellable operating lease commitments (buildings)		
Within 1 year	6,287	5,271
Later than 1 year and not later than 5 years	17,279	14,017
Later than 5 years	1,593	1,348
Total	25,159	20,636

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 that the minimum lease payments shall be increased by the lower of CPI or 4 per cent per annum. An option exists to renew the lease at the end of the initial term.

Note 28. Contingent liabilities and contingent assets

The Disability Services Commission has neither contingent liabilities nor assets.

Contaminated sites

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

Note 29. 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 30. Explanatory statement

Significant variations between estimates and actual results for 2013 and between the actual results for 2012 and 2013 are shown below. Significant variations are considered to be those greater than 10 per cent or \$5 million.

Significant variances between estimated and actual result for 2013

	2013 Estimates \$'000	2013 Actual \$'000	Variance \$'000
Employee benefits expenses (see note a)	148,695	155,153	6,458
Supplies and services (see note b)	22,324	26,249	3,925
Depreciation and amortisation expense (see note c)	5,598	4,845	(753)
Expenditure on services provided by funded agencies (see note d)	514,592	496,849	(17,743)
Loss on disposal of non-current assets (see note e)	-	159	159
Other expenses (see note f)	3,344	6,481	3,137
Other revenues (see note g)	3,963	6,481	2,518
Service appropriation (see note h)	585,641	577,883	(7,758)
Royalties for Regions Fund (see note i)	152	189	37

Note 30. Explanatory statement (continued)

Note a) **Employee benefits expenses (increase \$6.458m)**

Reflects the impacts of the wage increase in line with the Public Sector General Agreement, severances paid to community social trainers, actuarial assessment on leave expenses, initiatives including My Way, the Disability Justice Centres project, and a change in the payment arrangement for injured workers returning to work.

Note b) **Supplies and services (increase \$3.925m)**

Reflects the costs associated with contractors engaged due to reduction in the FTE ceiling.

Note c) **Depreciation expense (decrease \$0.753m)**

Reflects less than anticipated capitalisation of projects.

Note d) **Expenditure on services provided by funded agencies (decrease \$17.743m)**

Variance represents the application of growth funds to the appropriate expenditure categories, the funding for the My Way project initiative and the carry forward of cash for the construction of the Disability Justice Centres.

Note e) **Loss on disposal of non-current assets (increase \$0.159m)**

Reflects accounting loss on write-down of leasehold improvements for offices no longer leased and asset disposals during the year.

Note f) **Other expenses (increase \$3.137m)**

Reflects increased worker's compensation insurance premium.

Note g) **Other revenue (increase \$2.518m)**

Reflects return of grants provided to disability service organisations in prior years and recoup of funds from compensable clients.

Note h) **Service appropriation (decrease \$7.758m)**

	\$'000
Decrease represents funding for:	
1.5% corrective measures	2,542
FTE ceiling reduction	4,120
Short-term corrective measures 2012–2013 (advertising and procurement freeze)	1,096
Total	7,758

Note i) **Royalties for Regions Fund (increase \$0.037m)**

Reflects increased Regional Workers Incentive Allowance payments.

Note 30. Explanatory statement (continued)

Significant variances between actual results for 2012 and 2013

	2013 Actual \$'000	2012 Actual \$'000	Variance \$'000
Expenditure on services provided by funded agencies (see note a)	496,849	443,999	52,850
Individual funding and other grants (see note b)	17,602	15,592	2,010
Loss on disposal of non-current assets (see note c)	159	73	86
Other expenses (see note d)	6,481	5,307	1,174
Commonwealth grants and contributions (see note e)	126,752	110,334	16,418
Royalties for Regions fund (see note f)	189	147	42
Service appropriation (see note g)	577,883	532,445	45,438

Note a) Expenditure on services provided by funded agencies (increase \$52.850m)

Increase represents funding as part of the State Growth/ Indexation, Commonwealth National Disability Agreement funding and the recent Sustainable Funding and Contracting with Not For Profit Sector Initiative (Component 1).

Note b) Individual funding and other grants (increase \$2.010m)

Increase mainly represents funding relating to the My Way initiative.

Note c) Loss on disposal of non-current assets (increase \$0.086m)

Reflects accounting loss on write-down of leasehold improvements for offices no longer leased and asset disposals during the year.

Note d) Other expenses (increase \$1.174m)

Reflects increased worker's compensation insurance premium.

Note e) Commonwealth grants and contributions (increase \$16.418m).

	\$'000
Increase in funding for:	
Indexation	6,195
Growth (per capita)	8,344
Others (includes Mid-Year Economic and Fiscal Outlook adjustments)	1,879
Net increase	16,418

Note f) Royalties for Regions Fund (increase \$0.042m)

Reflects increased Regional Workers Incentives Allowance payments.

Note 30. Explanatory statement (continued)

Note g) **Service appropriation (increase \$45.438m)**

	\$'000
Increase in funding for:	
Sustainable Funding and Contracting with Not-For-Profit Sector Initiative	3,329
Section 25 – Sustainable Funding and Contracting with the Not-For-Profit Sector Initiative	3,081
Accommodation support and preventive services (including election commitments)	32,946
Non-Government Human Services Sector Indexation	12,677
Salary and wages (including Public Sector General Agreement outcomes)	5,176
Cost escalation	3,902
Accrual appropriation	778
Total	61,889

Note g) **Service appropriation (increase \$45.438m) (continued)**

	\$'000
Reduction in funding for:	
3% efficiency dividend	656
3% budget efficiency dividend	3,844
1.5% corrective measures	2,542
FTE ceiling reduction	4,120
Short-term corrective measures (advertising and procurement freeze)	1,096
Global savings measures	64
Section 25 – Redirection of Commonwealth funds to the Mental Health Commission	2,013
Section 25 – Redirection of Commonwealth funds to Department of Health	2,030
Section 25 – Brightwater Care Group to Department of Health	86
Total	16,451
Net Increase	45,438

Note 31. 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 31(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, credit-worthy 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 that 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:

	2013 \$'000	2012 \$'000
Financial Assets		
Cash and cash equivalents	5,904	2,376
Restricted cash and cash equivalents	5,844	6,656
Receivables (see note)	36,910	29,720
Financial Liabilities		
Financial liabilities measured at amortised cost	5,223	5,085

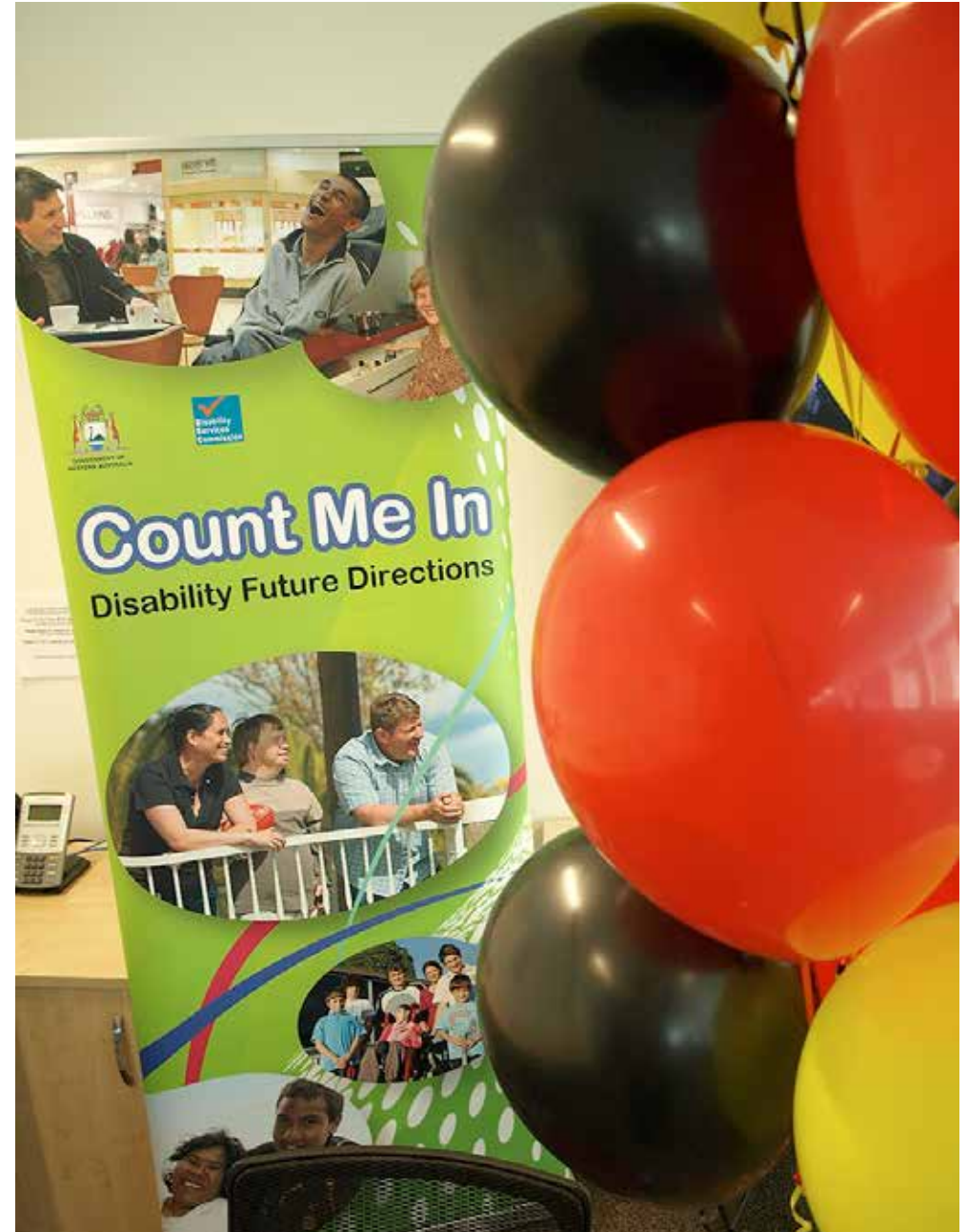
Note: The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial instrument disclosures

Credit risk

The following table discloses the Commission's maximum exposure to credit risk 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	Not past due and not impaired	Past due but not impaired					
			Up to 1 month	1–3 months	3 months –1 year	1–5 years	More than 5 years	Impaired financial assets
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2013								
Cash and cash equivalents	5,904	5,904	-	-	-	-	-	-
Restricted cash and cash equivalents	5,844	5,844	-	-	-	-	-	-
Receivables (see note)	1,719	649	152	135	570	166	47	657
Amounts receivable for services	35,191	35,191	-	-	-	-	-	-
Total	48,658	47,588	152	135	570	166	47	657
2012								
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	-	-	-	-	-	-
Total	38,752	37,645	65	371	290	381	-	663

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

(c) Financial instrument disclosures (continued)

Liquidity risk and interest rate exposure

The table below 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
	per cent	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2013											
Financial assets											
Cash and cash equivalents		5,904	-	-	5,904	5,904	5,904	-	-	-	-
Restricted cash and cash equivalents		5,844	-	-	5,844	5,844	5,844	-	-	-	-
Receivables (see note next page)		1,719	-	-	1,719	1,719	1,719	-	-	-	-
Amounts receivable for services		35,191	-	-	35,191	35,191	35,191	-	-	-	-
Total		48,658	-	-	48,658	48,658	48,658	-	-	-	-
Financial liabilities											
Payables		5,223	-	-	5,223	5,223	5,223	-	-	-	-
Total		5,223	-	-	5,223	5,223	5,223	-	-	-	-

(c) Financial instrument disclosures (continued)

Interest rate exposure and maturity analysis of financial assets and financial liabilities (continued)

	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
	per cent	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2012											
Financial assets											
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	-	-	-	-
Total		38,752	-	-	38,752	38,752	38,752	-	-	-	-
Financial liabilities											
Payables		5,085	-	-	5,085	5,085	5,085	-	-	-	-
Total		5,085	-	-	5,085	5,085	5,085	-	-	-	-

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

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 32. Remuneration of members of the accountable authority and senior officers

Remuneration of members of the accountable authority

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

	\$	2013	2012
0 – 10,000		7	8
10,001 – 20,000		2	-
30,001 – 40,000		1	1
Total		10	9

	\$'000	\$'000
Base remuneration and superannuation	97	57
Annual leave and long service leave accruals	-	-
Other benefits	-	-
The total remuneration of the members of the accountable authority	97	57

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.



Note 32. Remuneration of members of the accountable authority and senior officers (continued)

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:

\$	2013	2012
110,001 – 120,000	-	1
130,001 – 140,000	1	1
140,001 – 150,000	2	1
150,001 – 160,000	1	-
160,001 – 170,000	-	3
170,001 – 180,000	4	1
180,001 – 190,000	1	3
190,001 – 200,000	1	-
210,001 – 220,000	-	1
230,001 – 240,000	2	-
390,001 – 400,000	-	1
400,001 – 410,000	1	-
Total	13	12

	2013 \$'000	2012 \$'000
Base remuneration and superannuation	2,425	2,086
Annual leave and long service leave accruals	37	82
Other benefits	62	47
The total remuneration of senior officers	2,524	2,215

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 33. Remuneration of auditor

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

	2013 \$'000	2012 \$'000
Auditing the accounts, financial statements and key performance indicators	97	93

Note 34. 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	2013 \$'000	2012 \$'000
Autism Association of WA Inc.	28,620	23,534
Belmont Districts Family and Individual Support Association Inc.	84	81
BGSR Pty Ltd Supported Accommodation Services	4,220	3,741
Blind Citizens WA Inc.	18	22
Cam Can and Associates	2,968	1,052
Community Living Association (formerly Lower Great Southern CLA)	8,068	7,549
Crosslinks Inc.	5,666	5,334
Directions Family Support Association (ex Heritage Individual and Family Support Association)	2,158	1,972
ELBA Inc.	6,423	6,369
Enable Southwest Inc. (formerly SWFSA)	9,236	6,237
Family Support WA Inc. (formerly Landsdale Family Support Association)	2,601	1,853
Goldfields Individual and Family Support Association Inc.	4,596	3,305
Headwest (Brain Injury Association of WA Inc.)	339	389
Hills Community Support Group (Inc.)	10,379	10,067
Identitywa	21,240	19,620
Inclusion (Recreation and Sport Network Inc.)	1,988	1,307
Interchange Inc.	4,834	4,170
ISADD WA Pty Ltd	943	830
Kalparrin Centre (PMH)	385	468

Note 34. Affiliated bodies (continued)

Name of Organisation	2013 \$'000	2012 \$'000
Kids Camp's Inc.	233	226
Kimberley Individual and Family Support Association	2,357	1,814
Kira Inc.	1,482	1,364
Lifeplan Recreation and Leisure Association Inc.	976	853
Lower Great Southern Family Support Association	2,560	2,409
Mandurah Disabled Support and Recreational Respite Inc.	39	37
Midway Community Care Inc.	6,243	4,936
Midwest Community Living Association Inc.	1,789	1,904
Mosaic Community Care Inc.	8,060	7,309
My Place (WA) Pty Ltd	23,574	19,569
NASCHA Inc.	2,019	1,490
Nulsen Haven Association Inc.	24,890	23,221
One 2 One Pty Ltd	1,023	439
Peel Community Living Inc.	4,747	3,689
People Actively Committed Together	509	622
People with Disabilities	451	519
Perth Home Care Services	27,599	25,021
Phylos Inc.	740	699
PLEDG Inc.	212	204

Note 34. Affiliated bodies (continued)

Name of Organisation	2013 \$'000	2012 \$'000
Rocky Bay Inc.	23,504	21,320
SECCA	322	309
Senses Foundation	9,051	6,127
Strive Warren Blackwood Inc.	1,114	1,009
Teem Treasure Pty Ltd	3,684	3,106
TeenSpirit Inc.	133	61
The Centre for Cerebral Palsy	42,676	36,955
Therapy Focus Inc.	16,001	13,383
Transition and Integration Services Pty Ltd	4,151	3,495
Upper Great Southern Family Support Association	936	1,202
Valued Independent People	5,363	5,087
Vemvane Inc.	541	505
WA Blue Sky Inc	2,665	2,680
We Can Community Services Pty Ltd	2,601	1,982
Wheatbelt Individual and Family Support Association	2,143	1,577

Note 35. Related bodies

There were no organisations that received more than half its funding and resources from the Commission and was subject to operational control by the Commission.

Note 36. Supplementary financial information

	2013 \$'000	2012 \$'000
Write-offs		
Debts due to the State written off during the financial year	Nil	19
Losses through theft, defaults and other causes		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
Gifts of public property		
Gifts of public property provided by the Commission	Nil	Nil

Note 37. Schedule of income and expenses by service

	Accommodation support		Individual support		Individual coordination		Family and carer support		Community access and inclusion		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Cost of Services Expenses												
Employee benefits expense	101,992	101,770	27,209	26,523	20,317	18,676	4,498	3,855	1,137	1,084	155,153	151,908
Supplies and services	15,323	14,781	5,707	5,413	3,272	3,187	1,628	1,054	319	304	26,249	24,739
Depreciation and amortisation expense	2,754	2,875	1,383	1,500	-	-	708	571	-	-	4,845	4,946
Accommodation expense	5,643	6,109	1,785	1,998	2,229	2,079	884	719	-	-	10,541	10,905
Expenditure on services provided by funded agencies	282,423	258,103	141,801	134,638	-	-	72,625	51,258	-	-	496,849	443,999
Individual funding and other grants	5,436	4,533	2,940	2,910	2,515	2,101	6,711	6,048	-	-	17,602	15,592
Loss on disposal of non-current assets	91	43	45	22	-	-	23	8	-	-	159	73
Other expenses	3,681	3,085	1,852	1,609	2	-	946	613	-	-	6,481	5,307
Total cost of services	417,343	391,299	182,722	174,613	28,335	26,043	88,023	64,126	1,456	1,388	717,879	657,469

Note 37. Schedule of income and expenses by service (continued)

	Accommodation support		Individual support		Individual coordination		Family and carer support		Community access and inclusion		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Income												
User charges and fees	8,011	7,997	-	-	-	-	-	-	-	-	8,011	7,997
Commonwealth grants and contribution	73,688	65,757	32,262	29,303	5,003	4,370	15,542	10,761	257	143	126,752	110,334
Other revenue	3,767	3,511	1,650	1,565	256	233	795	575	13	7	6,481	5,891
Total income other than income from State Government	85,466	77,265	33,912	30,868	5,259	4,603	16,337	11,336	270	150	141,244	124,222
Net cost of services	331,877	314,034	148,810	143,745	23,076	21,440	71,686	52,790	1,186	1,238	576,635	533,247
Income from State Government												
Service appropriation	335,956	317,322	147,089	141,409	22,809	21,091	70,857	51,932	1,172	691	577,883	532,445
Resources received free of charge	656	612	288	273	45	41	139	100	2	1	1,130	1,027
Regional community	111	88	48	39	7	6	23	14	-	-	189	147
Total income from State Government	336,723	318,022	147,425	141,721	22,861	21,138	71,019	52,046	1,174	692	579,202	533,619
Surplus/(deficit) for the period	4,846	3,988	(1,385)	(2,024)	(215)	(302)	(667)	(744)	(12)	(546)	2,567	372

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

Note 38. Indian Ocean Territories

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

	2013 \$'000	2012 \$'000
Opening balance 1 July 2012	19	30
Receipt from Commonwealth	79	67
Expenditure	(64)	(78)
Closing balance 30 June 2013	34	19



4.2 Performance indicators

Certification of Performance Indicators for the year ended 30 June 2013.

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 2013.



Bruce Langoulant
Chairperson
Disability Services
Commission Board



Dr Tony Curry
Deputy Chairperson
Disability Services
Commission Board

26 August 2013



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 2013, 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.

Independent auditor's report (continued)

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.

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 2013 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 2013.

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 2013.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Disability Services Commission for the year ended 30 June 2013.

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 2013.

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 need for the financial statements and key performance indicators of the Disability Services Commission for the year ended 30 June 2013 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
30 August 2013

Performance Management Framework

The Disability Services Commission uses a Performance Management Framework to facilitate, monitor and evaluate the services and supports the Commission funds and provides to people with disability, their families and carers.

This framework includes key effectiveness and efficiency indicators

that show how services have contributed to achieving the Commission outcomes. Some indicators measure more than one Commission outcome.

The table below shows the Performance Management Framework for which the Disability Services Commission was funded in 2012–2013.

Government goal	Commission outcome	Services
Results-based service delivery – greater focus on achieving results in key service delivery areas for the benefit of all West Australians.	People with disability access quality services and supports that enhance their personal independence and community participation	Service 1: Accommodation support (includes hostel and community residential, and supported community living)
		Service 2: Individual support (includes Disability Professional Services and day options)
		Service 3: Individual coordination (includes the local area coordination service and My Way which provides information, advocacy, referral and support)
	The role of family, friends and carers is actively supported and the importance of their role is recognised	Service 4: Family and carer support (includes respite)
	The West Australian community's understanding and inclusion of people with disability is enhanced	Service 5: Community access and inclusion (includes community education)

Change to the Performance Management Framework in 2013–2014

The Disability Services Commission has revised its Performance Management Framework and key performance indicators. Amendments to the framework are reflected in the 2013–2014 Budget Statements and will be in the 2013–2014 Annual Report. The amended framework reflects changes to the Commission's business functions as a result of new policy directions. Service types have been realigned in order to better articulate and report on the Commission's range of funded and provided supports against the Commission's outcomes. Changes to the Commission's business functions will facilitate individualised and flexible funding based on person-centred planning. These changes will deliver better results for service users and will be measured by new key performance indicators.

Key effectiveness indicators

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

Key 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 an hourly funding benchmark.



Effectiveness indicator 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 take-up rate is calculated using the estimated WA population with severe and profound disability (0-64 years) as the denominator. That estimate is 60,300 and is taken from the 2009 Survey of Disability, Ageing and Carers (ABS).

Analysis

The West Australian take-up rate is 378 service users per 1,000

people with severe and/or profound disability. This is similar to last year and the target indicating that the availability of disability services in WA has remained relatively stable over time. The slight fall in take-up rate between the years can be attributed to a decrease of service users accessing the Community Aids and Equipment Program (CAEP) and cessation of reporting on services which were previously provided through a memorandum of understanding with the Department of Health. Reporting ceased when responsibility for funding for these services were transferred to the Department of Health.

Outcome/s	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011 –2012
1. People with disability access quality services and supports	368	388	378	380	-0.5%	-2.6%
2. The role of family, friends and carers is actively supported and the importance of their role is recognised						

Effectiveness indicator 2

Percentage of service users and/or carers who are satisfied with the service and level and quality of support

The Commission measures effectiveness on the basis of service user's satisfaction with services. Satisfaction is a good indicator of the extent to which service users think the Commission is providing effective services that contribute to the achievement of Commission outcomes.

The Commission contracts an independent market research company to conduct its consumer satisfaction survey to ensure respondents answer openly and honestly about the quality of the service they receive. The Commission provides a greater sample of service users than is required to ensure respondents remain anonymous. The sample is stratified to ensure it contained individuals representing Commission service users from different age groups and service types. Interviews are conducted by fully trained and experienced market research interviewers using a Computer Assisted Telephone Interviewing (CATI) system. The survey is conducted in March or April each year.

A total of 1,561 individuals with disability, or their carers, were contacted to participate. A total of 743 interviews were completed (48 per cent response rate) and the results provide an overall confidence interval of ± 3.55 per cent at the 95 per cent level. Satisfaction with services 1, 2 and 3 is aggregated to report overall user satisfaction with accessing quality services and supports (Outcome 1).

Analysis

- 78 per cent of service users who receive accommodation support, individual support or individual coordination (Outcome 1) are 'satisfied' or 'very satisfied' with the quality of the service or

support they receive. An ambitious target of 89 per cent was set to inspire excellence in service delivery. There was an 11 per cent variation from this target. This result is consistent with satisfaction levels from the previous two years (taking into account the confidence interval due to sampling). The Commission implemented several new policy initiatives in 2012–2013 such as procurement reform and My Way which began to change the way services were delivered. It is expected that satisfaction will increase over coming years.

- 86 per cent of service users who receive family and carer support are 'satisfied' or 'very satisfied' their family, friend or carer is actively supported to fulfil their caring role. This level of satisfaction is not significantly different from the target of 89 per cent and is the same as the previous year's satisfaction level.
- 75 per cent of service users are satisfied the WA community is understanding and inclusive of people with disability. This is determined by aggregating responses from three survey questions regarding 'relationship with others', 'accessing local services' and 'feeling accepted and valued'. This result is the same as the target and one per cent greater than the previous year.

Effectiveness indicator 2 (continued)

Outcome/s	Description	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011 –2012
People with disability access quality services and supports	Services 1 to 3: aggregated satisfaction	79%	81%	78%	89%	-11%	-3%
The role of family, friends and carers is actively supported and the importance of their role is recognised	Service 4: satisfaction with family and carer support	89%	86%	86%	89%	-3%	nil
The West Australian community's understanding and inclusion of people with disability is enhanced	Service 5: satisfaction with social inclusion and community acceptance	74%	74%	75%	75%	nil	+1%

Effectiveness indicator 3

Percentage of agencies who have lodged Disability Access and Inclusion Plans with the Commission

Compliance data is collected from State Government agencies and local government departments that are required to have a Disability Access and Inclusion Plan (DAIP) by the Disability Services Act 1993 (amended 2004). 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 disability.

Analysis

Most public authorities have current DAIPs or are in the process of reviewing a DAIP within the legislated five year cycle. The variation from target is a result of one remote Local Government Authority with no DAIP and 25 regional and remote Local Government Authorities with DAIPs that have exceeded the five year cycle and have as yet not requested an extension or responded to correspondence from the Commission.

Outcome/s	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011 –2012
The West Australian community's understanding and inclusion of people with disability is enhanced	98%	89%	88.5%	100%	-11.5%	-0.5%

Effectiveness indicator 4

Percentage of service points that met independently-assessed quality assurance standards

The measure of service quality is based on the percentage of independently assessed 'service points' that meet the required nine Disability Services Standards. Service points are individual services provided by organisations. 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.

Analysis

Quality is evaluated for a sample of service points each year. In 2012–13, 28.5 per cent of total service points were sampled. In 2012–13, 68.5 per cent of service points satisfied all nine Disability Services Standards. This was a 5.5 per cent improvement in service quality against the previous year.

Of those service points considered not satisfactory on this performance indicator in 2012–2013, the majority (more than 97 per cent) satisfied at least seven of the nine prescribed standards.

Outcome/s	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011–2012
1. People with disability access quality services and supports	76%	63%	68.5%	70%	-1.5%	+5.5%
2. The role of family, friends and carers is actively supported and the importance of their role is recognised						

Effectiveness indicator 5

Ratio of service users in hostels to other community accommodation options

The ratio of service users 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 other accommodation options (non-hostel) during the year by the number of accommodation users in hostels during the year.

The intention is to monitor the distribution of service users between more intensive accommodation and less intensive community options. A higher ratio is considered to be more effective.

Analysis

The continuing proportionate increase of service users in community accommodation reflects increasing demand for this accommodation option. The Commission ensures suitable and appropriate accommodation options to meet the needs of its service users by continuing to develop community-based accommodation alternatives while maintaining hostel capacity for those in need of that type of support.

The higher than expected increase was due to the transfer of the funding and reporting duties for the Quadriplegic Centre to the Department of Health. As a consequence, there was a decrease of approximately 100 service users who would have been counted under Hostel Accommodations.

Outcome/s	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011–2012
People with disability access quality services and supports	1:9	1:10	1:16	1:8	+100%	+60%

Effectiveness indicator 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.

Analysis

The Commission continues to maintain its high standard of individual coordination with 93 per cent of service users receiving full coordination services and reporting as being on a current shared agreement in a timely manner. This is a two per cent improvement on the target and a three per cent improvement from the previous year.

Outcome/s	2010–2011	2011–2012	2012–2013	2012–2013 Target	Variation from target	Variation from 2011 –2012
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	90%	90%	93%	91%	+2%	+3%

Efficiency indicator 1

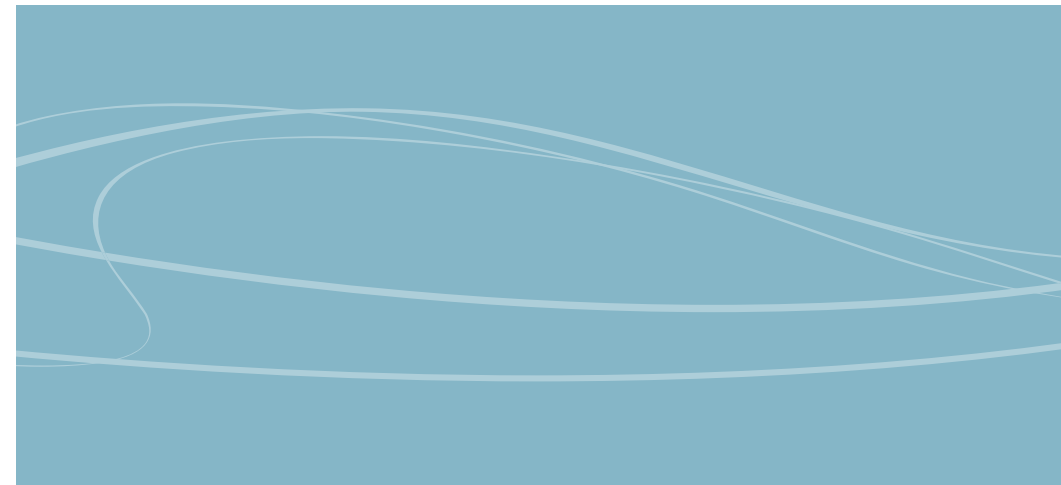
Average cost of service outputs

The first efficiency 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.

Analysis

- There was little variation in the cost per user for accommodation support from its target and a modest three per cent increase over the previous year.
- There was an increase in cost per service user for users accessing Individual Support. This was primarily due to a fall in Community Aids and Equipment Program (CAEP) service user numbers, which is highly variable from year to year.
- Increased expenditure to Local Area Coordination to develop and implement the My Way initiative resulted in a slight increase in average cost over the target and previous year's figures. The My Way initiative is the WA State Government's disability service model developed in response to the National Disability Insurance Scheme.
- A disproportionate increase in service contacts and service contact time to staff hours available resulted in reduced average cost for Local Area Coordination service contacts compared to 2011–2012 and target figures.
- The average cost per service user for Family and Carer Support increased by 31 per cent over the target and 29 per cent over the previous year due to:
 - targeted sustainability grants which do not impact on service user numbers; and
 - service improvement grants for Family and Carer support initiatives which aim to facilitate enhanced service provision in the coming years.

- Lower than anticipated expenditure on Community access and inclusion projects resulted in a decrease in average cost per project over the target and previous year's figures. Targets for this service will be reviewed accordingly for the next year.



Efficiency indicator 1 (continued)

Service	2010–2011	2011–2012	2012–2013	2012–2013 target	Variation from target	Variation from 2011–2012
Accommodation support (\$/service user)	\$104,914	\$117,155	\$120,585	\$120,519	+0.1%	+2.9%
Individual support (\$/service user)	\$8,143	\$9,815	\$10,790	\$9,727	+10.9%	+9.9%
Local Area Coordination (\$/registered service user)	\$2,461	\$2,757	\$2,835	\$2,692	+5.3%	+2.8%
Local Area Coordination (\$/service contact) (see table note)	\$72	\$62	\$59	\$69	-14.5%	-4.8%
Family and carer support (\$/service user)	\$11,018	\$13,796	\$17,826	\$13,607	+31.0%	+29.2%
Community access and inclusion (\$/project)	\$11,979	\$10,206	\$10,947	\$15,247	-28.2%	+7.3%

Table note: 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.

Efficiency indicator 2

Percentage of services within hourly funding benchmark rate

The second efficiency indicator is an hourly funding benchmark which indicates the current maximum rate at which Commission services are funded. The percentage of services operating within these benchmarks provides an appropriate measure of fiscal efficiency.

Analysis

Accommodation support has increased nine per cent on last year due to the ongoing impact of the increase in funding to the sector which was a result of the Economic Audit Committee (EAC) Component 1 – Sustainable Funding and Contracting with the Not-For-Profit Sector. By comparison, the variation from the previous year's performance against the hourly funded benchmark is not significant for family and carer support.

Unlike accommodation support and family and carer support, where the benchmark rates are calculated as the median hourly rate within a cost range, the benchmark rate for individual support incorporates a minimum hourly cost as the benchmark for two services (Alternatives to Employment and Post-School Options).

This results in less flexibility and hence a smaller proportion of services being able to meet the benchmark. While Individual support is 21 per cent below target, it has improved by three per cent from the previous year and continues a trend of improved efficiency. The Commission will be revising this key performance indicator for the 2013–2014 Financial Year.

Service	2010–2011	2011–2012	2012–2013	2012–2013 target	Variation from target	Variation from 2011–2012
Accommodation support	80%	85%	94%	90%	+4%	+9%
Individual support	48%	61%	64%	85%	-21%	+3%
Family and carer support	89%	91%	93%	90%	+3%	+2%

4.3 Other financial disclosures

4.3.1 Pricing policies of services provided

The Commission charges for goods and services it provides 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 each resident's pension.

4.3.2 Capital works

The Commission completed the following major projects in 2012–13:

- established Local Area Coordination offices in Busselton, Katanning, Karratha, Margaret River and Cannington
- completed the East Victoria Park office (Hill View) refurbishment project
- established new group homes in Bassendean and Mirrabooka
- refurbished group homes and increased capacity in Chidlow and Maddington.

The following major projects are in progress:

- redevelopment of the Bedford emergency accommodation facility
- construction of Disability Justice Centres
- establishment of a new group home in Ballajura.

4.3.3 Employment and Industrial relations

Staff profile

During 2012–2013, the Commission had an employment level of 1,677 full-time equivalents (FTE). This represents an increase of one FTE (0.1 per cent) from the previous year.

The total FTE for the Commission has increased by 5.8 per cent since 2008–2009.

A total of 382 employment contracts were issued by the Commission in 2012–2013.

The appointments comprised of:

- 138 permanent contracts
- 164 fixed term contracts
- 80 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2008–2009 and 2012–2013 are outlined in the table across the page.

FTE staff growth by occupational category and area 2008–2013

	Financial years					
	2008–2009	2009–2010	2010–2011	2011–2012	2012–2013	% change
Social trainers/client assistants	856	911	916	887	873	-1.6%
Registered nurses	18	19	20	18	17	-5.6%
Enrolled nurses/nursing assistants	6	5	0	0	0	0
Support workers	73	78	78	75	74	-1.3%
Direct care (see note)	299	293	283	304	332	9.2%
Total direct care	1,252	1,306	1,297	1,284	1,296	0.9%
Administrative	333	375	375	392	381	-2.8%
Total	1,585	1,681	1,672	1,676	1,677	0.1%

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

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 questionnaire.

Demographic characteristics — participation by employment type as at 30 June 2013

Participation rates	Male	Female	Culturally and linguistically diverse backgrounds	Aboriginal and Torres Strait Islander people	People with disability
Permanent F/T	507	779	157	7	32
Permanent P/T	45	358	32	3	15
Fixed Term F/T	25	76	3	8	3
Fixed Term P/T	2	42	2	3	3
Casual	35	148	12	1	2
Sessional (other)	0	2	0	0	0
Other	10	18	0	4	1
Total	624	1,423	206	26	56

The table on the next page 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 to reach its equity and diversity targets.

Equal employment opportunity and diversity

Equity group	Per cent of WA Public Sector workforce 2012	Per cent of Commission workforce 30 June 2012	Per cent of Commission workforce 30 June 2013
People with disability	3.5	3.6	4.0
Youth	5.2	3.6	5.1
Aboriginal and Torres Strait Islander people	1.1	0.6	1.5
People from culturally diverse backgrounds	13.5	18.7	17.3

Note: Workforce is based on total staff employed by the Commission as at 30 June 2013 who have completed a diversity questionnaire.

Aboriginal employment strategy

The Commission continues to implement programs under its Aboriginal Employment Strategy. In 2012–2013, the Commission continued its Aboriginal Traineeship Program which offers paid employment to young Aboriginal people while they complete their vocational training in their desired field of study. This is the fifth year this program has been operating.

The Commission celebrated and recognised Aboriginal people by observing events of cultural significance, such as NAIDOC Week. The Commission celebrated the occasion this year with a cake-cutting ceremony, a traditional Welcome to Country, and a traditional dance.

The Commission also launched the Aboriginal Vocational Placement

Program in 2012–2013. The program offers Aboriginal people the opportunity to gain practical exposure and experience in exploring the job opportunities within the disability sector. Selected candidates participated in, and were successfully placed into, a number of disability sector organisations.

Aboriginal trainee program supports positive career start.

A Commission program to attract, retain and invest in Aboriginal staff has proved to be an ideal start to a career in government for 2011 school graduate Danielle Jones, a 19-year-old Yamatji woman.

Danielle was in the second intake of the Commission's Aboriginal Traineeship Program when she began work as a Business and Administration Trainee in September 2012.

The 12-month program appealed to Danielle who, after trying nursing, realised she was more interested in a career in government.

The program offers trainees the opportunity to complete a TAFE Certificate III course in either business or government, while also learning about business practices through on-the-job work experience. Danielle chose the government traineeship and said she has enjoyed learning a diverse range of skills, from legislative requirements to recordkeeping and other administrative tasks.

"The best thing about it has been the support I've had from my manager and mentor, Kylie Davis, who has helped me understand the right way to do things and to learn best practice in government business," Danielle said.

Kylie said the traineeship program offered an invaluable opportunity for trainees to learn what was required as a public sector worker, while also becoming familiar with the range of roles and responsibilities at the Commission.

"I've seen Danielle go from strength to strength," the Sector Development Manager said. "When she began she was quite shy, but now she's chairing meetings and responding to queries from the public."

As a consequence of her success in the program, Danielle has been offered a level one position at the Commission and she looks forward to building a long career in State Government.

Strategic HR Services Branch Manager Vince Ritorto said the Aboriginal Traineeship Program was one of the ways the Commission was building its Aboriginal workforce to meet the State Government's target of 3.2 per cent representation of Aboriginal and Torres Strait Islander people across the public sector.

"We are making progress with the representation of Aboriginal people in our workforce – over the past two years the percentage of Aboriginal people at the Commission has more than doubled, from 0.6 per cent in 2011–2012 to 1.5 per cent in 2012–2013," Vince said.

"The trainee program has helped build our workforce. Over three years, the program has so far taken on 15 trainees, with most of them completing the program and going on to develop careers in government.

"Importantly, the program helps build an environment that embraces and respects Aboriginal cultural values and develops positive relationships and partnerships with Aboriginal groups."

The program is one component of the Commission's Aboriginal Employment Strategy which aims to attract, retain and invest in Aboriginal staff as well as monitor and evaluate strategies to ensure ongoing programs are effective.



Aboriginal trainee Danielle Jones (left), with her manager Kylie Davis

Workforce trends

Current indicators	2009–2010	2010–2011	2011–2012	2012–2013
Staff as at 30 June 2013	2,191	2,140	2,048	2,047
New permanent staff	204	158	173	138
Staff turnover	10.5%	10.5%	10.9%	11.5%
Annual average staffing level	1,681	1,672	1,676	1,677
Industrial disputes—days lost	0	0	0	0
Average accrued annual leave in days	18.1	19.4	19.5	19.4
Average accrued long service leave in days	12.3	11.59	11.5	10.6
Average sick leave taken in days (see note)	12.3	12.5	13	12.5
Overtime in hours/FTE	73	66	63	71.1

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

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 opportunities and challenges for the employee relations team.

During the year, the 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 and suspected breaches of discipline
- managing incapacitated employees
- obligations under the 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 issues
- deployment and redeployment
- flexible working arrangements
- work value claims and classification matters.

Training sessions were held in 2012–2013 to support managers to meet their obligations under Commission policies, including the policy and operational procedures for managing:

- suspected breaches of discipline
- specific performance issues
- performance development
- workplace grievances.

Workplace bargaining and advocacy

In 2012–2013, the employee relations team represented the Commission in the following matters:

- the negotiation of employment conditions for support workers, following the nominal expiry of the Liquor, Hospitality and Miscellaneous Union – Disability Services Commission – Disability Support Workers Industrial Agreement 2008 covering 106 support workers.
- one individual matter brought before the Western Australian Industrial Relations Commission in relation to employment conditions.

The Commission is preparing for a subsequent round of negotiations for a replacement agreement for registered nurses.

Workplace change

A number of directorates within the Commission received assistance to support continuous improvement within its branches. 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 \$202,592 in costs during 2012–2013 for advertising, market research, polling, direct mail and media advertising.

Expenditure was incurred in the following areas:

	2012–2013 \$
Advertising agencies:	134,642
Adcorp Australia Ltd	76,301
Marketforce Express Pty Ltd	23,380
Braincells	34,961
Market research organisations:	57,950
Patterson Research Group	57,950
Polling organisations:	Nil
Direct mail organisations:	Nil
Media advertising organisations:	10,000
Online Story Exchange Pty Ltd	10,000
Total	202,592

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 2012–2013 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

As at 30 June 2013, there were 16 allegations received by the Commission regarding potential breaches of its Code of Personal Conduct and/or the WA Code of Ethics, which related broadly to:

- inappropriate conduct towards colleagues
- inappropriate conduct towards individuals
- 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 as well as 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 committed to improving the access and inclusion of people with disability and to continually improve its services, facilities and the methods it uses to convey information.

The Commission is implementing its fifth DAIP (which covers the period 2011 to 2016).

The plan includes many significant initiatives to ensure the Commission's services, facilities and information are accessible and inclusive.

As required under the Act, the Commission's DAIP addresses six outcome areas. For the second year running, it has also included a voluntary outcome area relating to employment. It will be a requirement to report employment outcomes from 1 July 2014.

In 2012–2013 the Commission implemented a range of initiatives. These are listed in the table below.

DAIP outcome	Initiatives
People with disability have the same opportunities as other people to access the services of and any events organised by the Commission.	A range of accessible events were held, including family information sessions to discuss the National Disability Insurance Scheme (NDIS) and My Way.
People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.	New Local Area Coordination offices built in Katanning, Busselton, Karratha and Margaret River were constructed using building accessibility guidelines. The Commission and the Department of Housing collaborated to produce the 'Home Design Guidelines for Disability Services (3-6 bedroom homes)' in September 2012. The guide includes recommendations for a desirable level of access and design requirements from the Liveable Homes Strategy.
People with disability receive information from the Commission in a format that will enable them to access the information as readily as other people.	The Commission's redeveloped website was launched in 2012. Final design, information architecture and content was audited by an independent specialist against the World Wide Web Consortium's web AA-rated content accessibility guidelines (WCAG), as required by the Australian Government's Website Accessibility National Transition Strategy.

DAIP outcome	Initiatives
People with disability receive the same level and quality of service from the staff of the Commission as other people receive.	Commission staff participated in disability awareness training through workplace induction and internal and external training opportunities to enable them to provide quality service to all consumers and stakeholders.
People with disability have the same opportunities as other people to make complaints to the Commission.	<p>The Commission's Consumer Liaison Service provides a supportive and confidential avenue for people to raise complaints about Commission services without fear that it might adversely affect their access to them.</p> <p>Commission staff were regularly provided with information and updates about the consumer complaints process.</p>
People with disability have the same opportunities as other people to participate in any public consultation by the Commission.	<p>Work on the Commission's website redevelopment included consultation with people with disability and major stakeholders. A range of consulting methods were used including an online survey, focus groups and one-on-one interviews.</p> <p>The Commission widely consulted people with disability on significant issues associated with procurement reform.</p> <p>The Commission's Count Me In Local Government Inclusion Grants required local governments to have people with disability, their families or carers on their steering committees.</p> <p>The Commission's Consultation and Public Participation Policy was endorsed in late 2012 to ensure that appropriate and reasonable opportunities for consumer participation and engagement was provided.</p>
People with disability have the same opportunities as other people to access Commission employment (recruitment and retention practices).	<p>As part of the Commission's recruitment process, all job advertisements promote and encourage people with disability to apply.</p> <p>The Commission developed the new State Government Disability Employment Strategy in partnership with the Public Sector Commission to support the employment of people with disability in the public sector.</p>

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 Commission's recordkeeping system

In line with the Commission's Internal Audit Plan, recordkeeping systems are audited and evaluated for efficiency and effectiveness every one to three years. The most recent audit found the Commission was compliant with the State Records Act 2000. The next audit is due in 2013–2014.

Significant works undertaken to the Commission's recordkeeping systems over the past financial year include:

- An internal ICT Capability and Maturity Assessment was conducted to identify alignment to standards and potential areas of improvement and integration. Further efforts will be concentrated on recordkeeping reporting and improved understanding of file classification by staff.
- A total of 64 records management processes and associated procedures were reviewed and updated.
- Data cleansing of the records management database was undertaken, with a particular focus on the naming convention standards.
- The Resources from the deferred implementation of the Electronic Document and Records Management System have been used to progress existing recordkeeping practices.

Staff feedback and statistics of administrative processes and staff training are gathered by the Corporate Information team and used as a measurement to determine efficiency and effectiveness of the recordkeeping systems.

Recordkeeping training program

The Commission has purchased an online, self-paced records awareness training package that specifically relates to the State Records Act 2000. This training is mandatory for all staff in order to build Commission-wide awareness of individual's recordkeeping responsibilities and obligations. New employees are required to enrol for this training within their first month of work and complete the training within three months.

The package includes modules on understanding the State Records Act 2000 and meeting individual responsibilities under the Act.

As at 30 June 2013, 253 staff were enrolled to undertake this training and 139 staff have completed or were in the process of completing the course. A total of 3,044 staff have undertaken the training since it was introduced in May 2006.

Recordkeeping training program review mechanism

The records awareness training course is used to gauge employees' level of understanding of their recordkeeping responsibilities and obligations. The collective average pass mark is monitored to ensure an acceptable pass level is reached and identify any topics that might require further clarification. Participants' feedback is used to evaluate and improve the training.

Employee compliance with recordkeeping plan

Once enrolled, new staff must complete the training within three months of starting work. In order to ensure the program, along with a number of other modules are completed, a checklist must be signed off by the employee's line manager.

4.6 Government policy requirements

4.6.1 Substantive equality

The Commission is one of a number of West Australian government agencies implementing the State Government's Policy Framework for Substantive Equality. The initiatives contained in this framework aim to achieve equitable outcomes and equal opportunities for Aboriginal people or people from culturally and linguistically diverse backgrounds (CaLD people).

The Commission is committed to providing culturally appropriate supports and services for Aboriginal and CaLD people with disability, their families and carers. The Commission has embedded the principles of substantive equality into policies, supports and services funded and provided by the Commission. This systemic approach recognises that to treat people equally you may have to treat them differently.

The Commission's Substantive Equality Implementation Committee (SEIC) implemented the following initiatives in 2012–2013:

- Commission staff were encouraged to participate in a range of internal and external training opportunities resulting in increased awareness of substantive equality.
- The Commission developed recruitment and retention strategies to increase and support new and existing Aboriginal and CaLD staff through linkages with relevant Aboriginal and CaLD agencies.
- The Aboriginal Vocational Placement Program was launched in early 2013 to increase the number of Aboriginal people working in the disability sector by linking suitable applicants with participating disability sector organisations.

4.6.2 Aboriginal Reconciliation Action Plan

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

The Commission achieved several outcomes from its Reconciliation Action Plan in 2012–2013 by implementing a variety of strategies. These are included on the next page.



Key initiative	Outcome
Provided seven Aboriginal Cross Cultural Awareness training sessions and conducted two events to celebrate Reconciliation Week and NAIDOC Week.	Delivered more culturally secure supports and services and increased staff understanding of Aboriginal cultural values and protocols.
Sponsored banners in Department of Aboriginal Affairs, the Bringing Them Home Committee, Reconciliation Australia and City of Perth's Reconciliation Week street banner initiative.	Raised awareness and understanding of Aboriginal cultural values and protocols.
Aboriginal business trainee opportunities were offered across the Commission.	Aboriginal people have meaningful employment and job opportunities.
Local Area Coordination Area Managers identified and provided information about disability services and supports to key Aboriginal community contacts and services in their local areas.	Delivery of more responsive, equitable and culturally appropriate services to Aboriginal people.
Implemented targeted Aboriginal employment strategies by making job opportunities with the Commission more accessible to Aboriginal people. All direct care positions were advertised in the Koori Mail, a fortnightly national Indigenous newspaper.	Aboriginal people have meaningful employment and job opportunities for the future.

4.6.3 Occupational safety and health (OSH)

Key Achievements 2012–2013

Injury management survey

The Commission developed and implemented an ‘Injury Management Customer Satisfaction Survey’ which is completed by all workers returning to pre-injury duties or full duties in an alternate job. The survey gathers feedback on the Commission’s injury management performance and identifies opportunities for development.

Return to work

The Commission achieved a 79 per cent return to work rate for workers returning within 13 weeks and 89 per cent for workers returning within 26 weeks.

Reduction in severity rate

The Commission achieved a 74 per cent reduction in the lost time injury severity rate.

Training

The Commission successfully rolled out two OSH compliance online training modules which included OSH compliance for employees, and OSH and injury management for managers.

In addition, the Commission rolled out three face-to-face training modules including prevention of bullying in the workplace, office ergonomics and safe home visiting guidelines.

Ergonomic assessments

Fifty-nine ergonomic assessments were conducted for new and existing staff in response to specific requests. This continues to be an area of focus for 2013–2014.

Health and wellbeing

The Commission developed its OSH intranet site to incorporate Health and Wellbeing articles that can be readily accessed by all staff and is in the process of developing policy to support a healthy workplace.

Safety commitment

The Commission is committed to providing and maintaining a safe and healthy work environment for employees, contractors, volunteers and visitors in its workplaces, in accordance with the Occupational Safety and Health Act 1984.

This commitment is strongly entrenched in the Commission’s culture and is visible at all levels of leadership. The Director General and Corporate Executive are committed to promoting and maintaining safe working environments and strong hazard management processes.

The Commission’s OSH Committee, safety and health representatives, directors, managers, supervisors and employees are the delegated authority to ensure the Commission’s OSH programs, policies and procedures are followed.

The Commission’s safety commitment is implemented through sound planning, training, risk management, consultation and injury management. The Commission is also committed to the achievement of the national targets and performance indicators set within the Australian Work Health and Safety Strategy 2012–2022, as well as those set by the WA Public Sector Commission.

The goal is to have workplaces that are free of work-related injuries and diseases. This goal is outlined in Section 19 of the Occupational Safety and Health Act 1984 and is achieved by developing and implementing safe systems of work and by continuing to identify hazards and controlling risks as far as practicable.

Partnership building

The Commission continues to build partnerships at a leadership level with other government and non-government agencies and the national disability sector. On matters related to health and safety, this has fostered knowledge and information sharing, developed a spirit of OSH camaraderie and team problem solving.

Commission-wide commitment and consultation to safety between directorates has encouraged a collaborative team approach to the effective resolution of OSH issues, building credibility across all levels of employees.

Consultation with employees

The Commission is committed to establishing and maintaining a consultative environment in which managers, employees, safety and health representatives and other stakeholders consult together on all matters relating to safety and health in the workplace.

The Commission aims to effectively and promptly resolve all OSH issues through timely consultation and cooperation with key stakeholders including employees and safety and health representatives.

To promote and foster a consultative workplace environment, the Commission:

- revamped its OSH intranet site to provide a wide range of information including contact details of safety and health representatives, committee meeting minutes, policies and procedures, health and wellbeing matters
- conducted formal elections for safety and health representatives in November 2012 (fifty-seven representatives were elected/re-elected to positions)

- trained 27 new safety and health representatives in the five day Safety and Health Representative Course
- facilitated the investigation of 468 accidents/incidents by safety and health representatives
- encouraged safety and health representatives to participate in the process of issue resolution in matters relating to the wider workforce and promoted the formation of working parties to research best practice relating to safety and health in the workplace
- encouraged participation of safety and health representatives, managers and executives at the quarterly OSH Committee meetings – chaired by safety and health representatives, the committee discussed workplace accident/incidents, investigations, and other OSH matters and developed solutions to mitigate future risks
- revised and developed a new 'Contractors Safety Handbook' to ensure consultation and compliance between contractors and the Commission.

Further, the Commission disseminated the OSH and Injury Management policies as well as information on matters relating to legislative changes, OSH Harmonisation, the Employee Assistance Program and health and wellbeing.

Policy

The Commission reviewed, developed and promoted its OSH and Injury Management policy to bring it in line with contemporary legislative compliance requirements and best practice. All policies and procedures clearly stipulate roles and responsibilities and expected safety standards for employees and are reviewed at least every two years to ensure compliance with legislation and associated documents.

Workers' Compensation and Injury Management

In accordance with the Workers' Compensation and Injury Management Act 1981, Workers' Compensation and Injury Management Regulations 1992 and the Workers' Compensation Code of Practice (Injury Management) 2005, the Commission is firmly committed to restoring injured employees to their full physical, psychological, social, and vocational usefulness, consistent with their pre-injury status.

The Commission works collaboratively with an injured worker's doctor to achieve the best outcomes and a safe and timely return-to-work plan. Where workers cannot return to their usual duties, they are given suitable alternative duties or transition to alternate employment wherever possible.

In 2012–2013, the Office of the Auditor General (OAG) conducted a performance audit of the management of injured workers in the Public Sector. The Commission had no adverse findings and was commended for demonstrating a sound commitment to injury management.

Safety Management System Audit

The Commission's Occupational Safety and Health Management System was assessed in 2010–2011 and audited in line with AS/NZS4801:2001. The Commission obtained the following scores for its safety management systems:

- management commitment – 74 per cent
- consultation and reporting – 71 per cent
- hazard management – 73 per cent
- training and supervision – 70 per cent
- planning – 72 per cent.

The next assessment is scheduled for August 2013.

Commitment to training

The Commission is committed to the health and safety of its employees.

Two OSH training modules were introduced as a part of e-learning with refresher training scheduled every three years for employees from the date of last completion. Approximately 50 per cent of staff completed the online training in three months. See below.

OSH training modules (On-line training implemented March 2013)	Completion at 30 June 2013
OSH Compliance for Employees (1941 employees enrolled)	923
OSH and Injury Management for Managers Module (291 managers enrolled)	117

Training components included legislation, OSH roles and responsibilities, management commitment, issue resolution, risk management, the role of safety and health representatives, Employee Assistance Program, injury management and case studies.

In addition, the Commission provided ongoing customised face-to-face training for 515 employees on matters ranging from Office Ergonomics, Taking the Lead in Safety, Prevention of Workplace Bullying and Safe Home Visiting Guidelines.

In accordance with the Code of Practice: Occupational Safety and Health in the Western Australian Public Sector, the next Training Needs Analysis is due to be conducted in August 2013.

OSH key performance indicators and trends

Measure	Actual Results			Results against target	
	2010 –2011	2011 –2012	2012 –2013	Government target	Comment on result (variation from 2010–2011)
Number of fatalities	0	0	0	0	Achieved.
Lost time injury and/or disease incidence rate	4.9	4.9	4.4	10% improvement on previous three years	10% reduction in incidence rate. OSH awareness, training/promotion, increased focus on hazard reporting and early resolution, have seen a positive reduction in lost time claims.
Lost time injury severity rate	33.3	23.2	8.5	10% improvement on previous three years	74% reduction in severity rate. Early intervention strategies and proactive management of long term claims have seen a significant success in reducing the severity rate.
Percentage of workers returned to work within 13 weeks	83%	88%	79.2%	Greater than or equal to 80%	52 of 72 workers returned to work within 13 weeks. 64 of 72 workers returned to work within 26 weeks. The Commission has implemented early intervention, proactive management, and OSH training on the roles and responsibilities of managing injured workers to ensure workers return to meaningful duties as soon as possible
Percentage of workers returned to work within 26 weeks	94%	98%	89%		
Percentage of managers trained in occupational health, safety and injury management responsibilities	75%	80%	87%	Greater than or equal to 80%	17% increase in training of managers, due to implementation of OSH online training and ongoing proactive site-specific forums.

Additional OSH key performance indicators

Measure/Category	2010 –2011	2011 –2012	2012 –2013	Commission target	Variation from 2011–2012
Premium	\$2.5million	\$4.1million	\$4.0million	10% reduction on last year.	2% reduction. This is a significant reduction in the context of a whole of government premium increase of 19%.
Lost time injury and/or disease frequency rate	28.6	28.3	24.8	10% reduction on last year.	12% reduction.
Number of accidents and incidents	555	551	468	10% reduction on last year.	15% reduction.
Number of lost days	3,385	4,061	3,869	10% reduction on last year.	4.7% reduction.
Lost time only claims	84	83	72	10% reduction on last year.	13% reduction.
Medical only claims	43	31	40	10% reduction on last year.	29% increase. This increase reflects the significant decrease in lost time injury severity rate. Refer to previous table for information about lost time injury severity rate.
Total number of workers' compensation claims	127	114	112	10% reduction on last year.	2% reduction.
Number of notifiable injuries to WorkSafe	10	16	10	10% reduction on last year.	37.5% reduction.

Appendix: Funding to disability sector organisation by service 2012–2013

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
1	Activ Foundation Inc.	26,386,400	7,965,900	4,753,500	39,105,800
2	Advocacy South West (Inc.)	0	0	112,668	112,668
3	Anglicare WA Inc.	363,486	696,070	209,443	1,268,999
4	Association for the Blind of Western Australia (Inc.)	0	757,762	851,882	1,609,644
5	ATLAS (Access to Leisure and Sport) Inc.	0	136,559	96,449	233,008
6	Australian Red Cross (Lady Lawley Cottage)	2,707,724	0	4,523,606	7,231,330
7	Autism Association of WA	16,216,535	9,310,957	3,092,319	28,619,811
8	Avon Community Employment Support Centre Inc.	0	611,446	0	611,446
9	Baptistcare Inc.	8,105,190	2,002,032	1,993,060	12,100,282
10	Belmont Districts Family and Individual Support	11,332	0	73,137	84,469
11	BGSR Pty Ltd Supported Accommodation Services	4,219,630	0	0	4,219,630
12	Blind Citizens WA Inc.	0	0	17,689	17,689
13	Brightwater Care Group (Inc.)	11,730,187	0	89,638	11,819,825
14	Cam Can and Associates	2,798,057	0	170,319	2,968,376
15	Carers' Association of Western Australia	0	139,129	50,000	189,129
16	Child and Adolescent Health Service	520,000	53,000	0	573,000
17	City of Canning	714,067	0	292,671	1,006,738

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
18	City of Fremantle	0	20,382	0	20,382
19	City of Gosnells	0	0	113,366	113,366
20	Claremont Therapeutic Riding Centre	0	109,278	0	109,278
21	Community Living Association Inc.	5,748,488	1,761,533	557,597	8,067,618
22	Community Vision Inc.	575,951	896,285	640,013	2,112,249
23	Crosslinks	2,214,549	3,171,030	280,615	5,666,194
24	DADAA Inc.	0	269,921	78,052	347,973
25	Deafness Council of WA	0	0	20,166	20,166
26	Developmental Disability Council of WA	0	0	837,451	837,451
27	Directions Family Support Association	301,673	1,019,901	836,443	2,158,017
28	Elba Inc.	5,522,317	737,531	162,754	6,422,602
29	Empowering People In Communities (EPIC) Inc.	441,580	480,132	791,244	1,712,956
30	Enable Southwest Inc	4,056,959	2,500,860	2,678,046	9,235,865
31	Ethnic Disability Advocacy Centre	0	0	275,560	275,560
32	Fairbridge Western Australia Inc.	0	0	96,168	96,168
33	Family Planning WA	0	505,552	0	505,552
34	Family Support WA Inc.	990,733	400,522	1,209,404	2,600,659
35	Goldfields Individual and Family Support Association	2,834,668	1,096,742	664,341	4,595,751

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
36	Headwest (Brain Injury Association of WA Inc.)	0	0	338,826	338,826
37	HomeCare Options	0	0	191,089	191,089
38	Hills Community Support Group Inc. (Rise)	7,277,289	2,323,323	778,591	10,379,203
39	Identitywa	17,842,635	427,185	2,970,003	21,239,823
40	Inclusion WA Inc.	21,385	1,307,946	658,474	1,987,805
41	Independence Australia (Paraquad Victoria)	0	3,075,056	210,000	3,285,056
42	Independent Living Centre	0	1,372,746	12,891	1,385,637
43	Interchange Inc.	0	4,591,562	242,257	4,833,819
44	Intework	371,876	8,330,796	805,043	9,507,715
45	ISADD WA Pty Ltd	0	824,132	118,641	942,773
46	Kalparrin Centre	0	54,122	331,253	385,375
47	Key Assets WA Ltd	592,458	0	74,658	667,116
48	Kids are Kids! Therapy and Education Centre Inc.	0	665,812	34,315	700,127
49	Kids' Camps Inc.	0	0	233,464	233,464
50	Kimberley Individual and Family Support	755,953	1,016,794	583,929	2,356,676
51	Kira Inc.	0	1,481,705	0	1,481,705
52	Life Without Barriers	13,156,535	1,200,631	3,086,813	17,443,979
53	Lifeplan Recreation and Leisure Association Inc.	0	929,220	46,558	975,778

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
54	Lifestyle Solutions (Aust) Ltd	2,370,308	216,258	657,137	3,243,703
55	Lower Great Southern Family Support Association	1,377,552	521,725	660,819	2,560,096
56	Mandurah Community Care Inc.	1,006,968	0	213,968	1,220,936
57	Mandurah Disabled Support and Recreational Respite	0	38,857	0	38,857
58	Midway Community Care	4,250,988	1,387,893	604,153	6,243,034
59	Midwest Community Living Association Inc.	1,440,654	0	348,487	1,789,141
60	Miscellaneous Providers	67,100	0	1,391,563	1,458,663
61	Mosaic Community Care Inc.	7,940,157	0	119,937	8,060,094
62	Multicultural Services Centre of Western Australia	42,360	0	37,320	79,680
63	Multiple Sclerosis Society	7,920,606	1,088,893	1,604,203	10,613,702
64	My Place Foundation Inc.	0	0	237,910	237,910
65	My Place WA Pty Ltd	16,787,554	2,610,217	3,938,175	23,335,946
66	Nascha Inc.	1,631,887	0	387,278	2,019,165
67	National Disability Services Limited WA	0	1,002,945	480,753	1,483,698
68	Next Challenge Enterprises Pty Ltd	0	127,410	14,290	141,700
69	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Aboriginal Women's Corporation	0	0	770,193	770,193

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
70	Noah's Ark Toy Library	0	149,697	29,136	178,833
71	North Metropolitan Area Health Service	0	1,176,692	0	1,176,692
72	Nulsen Haven Association Inc.	22,298,080	2,308,699	283,431	24,890,210
73	One 2 One Pty Ltd	946,324	0	76,766	1,023,090
74	Outcare Inc.	1,333,320	37,718	0	1,371,038
75	Peel Community Living Inc.	3,987,509	701,523	57,635	4,746,667
76	People Actively Committed Together	202,028	0	306,596	508,624
77	People With Disabilities	0	0	450,900	450,900
78	Personal Advocacy Service	0	0	122,296	122,296
79	Perth Home Care Services	18,874,679	3,086,005	5,638,765	27,599,449
80	Phylos Inc.	739,738	0	0	739,738
81	Pledg Inc.	0	0	212,240	212,240
82	Richmond Fellowship of Western Australia Inc.	261,022	0	0	261,022
83	Riding for the Disabled Association of WA	0	305,720	0	305,720
84	Rocky Bay Inc.	5,880,474	13,371,972	4,251,890	23,504,336
85	SECCA	0	0	321,716	321,716
86	Senses Foundation (Inc.)	5,116,559	3,064,601	869,383	9,050,543
87	Seventh Day Adventist Aged Care WA	1,246,234	0	75,847	1,322,081

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
88	Silver Chain Nursing Association	0	0	478,642	478,642
89	South Metropolitan Area Health Service	0	2,872,477	33,779	2,906,256
90	South Metropolitan Personnel (Lifeskills 2 Work)	0	2,356,155	0	2,356,155
91	Southern Cross Care (WA) Inc.	144,923	0	0	144,923
92	Spina Bifida Association	0	0	61,089	61,089
93	Spine and Limb Foundation Inc. (formerly Paraplegic-Quadriplegic Association of WA Inc.)	1,637,991	296,038	-104,033	1,829,996
94	Strive Warren Blackwood	511,696	435,828	166,561	1,114,085
95	Teem Treasure Pty Ltd	3,684,370	0	0	3,684,370
96	TeenSpirit Incorporated	0	0	132,741	132,741
97	Telethon Institute for Child Health Research	0	0	2,181	2,181
98	Telethon Speech and Hearing Centre for Children	0	361,118	57,057	418,175
99	The Centre for Cerebral Palsy	21,651,882	15,879,494	5,144,335	42,675,711
100	The Friends of David Guhl	0	0	66,270	66,270
101	The Spiers Centre Inc.	0	0	15,163	15,163
102	Therapy Focus Inc.	0	14,213,038	1,787,935	16,000,973
103	Transition and Integration Services Pty Ltd	3,109,165	279,604	762,043	4,150,812
104	UnitingCare Crossroads	0	0	208,997	208,997
105	UnitingCare West	3,326,220	23,319	33,769	3,383,308

Appendix: Funding to disability sector organisation by service 2012–2013 (continued)

Number	Disability sector organisation	Accommodation support \$	Individual support \$	Family and carer support \$	Total \$
106	Upper Great Southern Family Support Association	334,376	284,326	317,607	936,309
107	Valued Independent People	402,346	4,364,748	595,484	5,362,578
108	Vemvane	0	0	540,584	540,584
109	WA Blue Sky Inc.	2,612,751	0	52,204	2,664,955
110	WA Country Health Service	0	2,057,488	0	2,057,488
111	WA Deaf Society	112,651	166,354	0	279,005
112	WA Disabled Sports Association Inc.	0	312,067	0	312,067
113	We Can Community Services Pty Ltd	1,874,047	289,205	438,012	2,601,264
114	West Australian Sleep Disorders Research Institute	0	291,851	0	291,851
115	Westcare Inc.	281,292	0	0	281,292
116	Western Australian Motor Industry Foundation Inc.	0	400,000	0	400,000
117	Wheatbelt Individual and Family Support Association	471,319	318,887	1,352,960	2,143,166
118	Wize Therapy Pty Ltd	0	431,294	34,526	465,820
119	Workpower Incorporated	0	2,727,496	0	2,727,496
120	Yaandina Family Centre Inc.	68,434	0	0	68,434
Total for disability sector organisations		\$282,423,221	\$141,801,166	\$72,625,099	\$496,849,486

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 accommodation support, individual support and family carer support services according to their proportionate overall budgets.

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