

Disability Services Commission Annual Report 2013–2014

# Statement of compliance

The Hon Helen Morton MLC Minister for Disability Services

For the year ended 30 June 2014

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 2014.

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

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| Bruce Langoulant signature | Kathy Hough signature |
| Bruce Langoulant  Chairperson  Disability Services Commission Board | Kathy Hough  Deputy Chairperson  Disability Services Commission Board |

18 September 2014

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# Overview

## Executive Summary

### Chairperson’s Report

In December 2013 the Disability Services Commission celebrated its twentieth anniversary. This milestone provided an opportunity to acknowledge the organisation’s growth, development and many achievements over the past two decades.

It was also a time to reflect on what we need from a disability service system into the future. This was essential in the context of the major reforms taking place in disability services across the nation and, in particular, the National Disability Insurance Scheme (NDIS).

A consistent theme to emerge from discussions was the need to ensure the West Australian disability service system continues to be a ‘human’ service system, with a strong focus on relationships, personalised supports, flexibility and local decision-making. These qualities are essential, especially given the size of our state and the requirements of people who live in regional and remote areas.

As a long-term member of the Commission Board, and as the parent of a young woman with profound disability, I feel uniquely placed to make observations about the things that are important in a good disability support system and what must be safeguarded for the future.

As a carer and coordinator of my daughter’s services, I have personal experience of disability services and the system that facilitates them both the good and the not so good over the past 20 years. That is why the emergence of WA’s NDIS My Way model is so pleasing and reassuring.

The WA NDIS My Way trial begins in WA’s Lower South West region on 1 July 2014. It will contain all the key features I value in a support system. The central role of the Local Area Coordinator (LAC) remains important. As the years have ticked by, I have benefited from enduring relationships with LACs who know me and my family, are based in the local community, and are integrally positioned within the service system.

I have witnessed first-hand the absolute importance of disability service organisations that tune in to the needs of my daughter and our family and offer flexible, responsive services. The three-way partnership between Local Area Coordination, quality service providers and my family has been a powerful combination that should be available to all West Australian families.

Much of the focus of the recent national reforms in disability services has been on increasing the funding available for supports and services, but dollars alone will not deliver good outcomes for people with disability and their families. The risk is that we end up with a ‘funding system’ rather than a ‘support system’. Access to increased funding will not necessarily provide my family with the personalised and flexible supports we need to support our daughter into the future. We need committed people and a flexible, responsive system that will tune in and respond to our changing needs.

In the drive for reform, for expansion and greater financial resources, we must avoid a drift towards a system that is bureaucratic, transactional and driven by rules.

2013–2014 has been a year of major reform. The key achievement has been the successful negotiation of a two-trial approach for the introduction of the NDIS in WA. This is a great outcome. The additional resources combined with the flexibility of the My Way model mean the individualised needs of people with disability and families in WA will be met.

I am confident the My Way system is what we need in WA. Let’s keep the system human and personal.

Bruce Langoulant

Chairperson

### Director General’s report

The 2013–2014 year has been one of intense planning and preparation for major reforms and expansion in the disability sector. Central to our work has been the system, structure and service re-design required to enable the Commission to administer and manage disability services into the future.

By any measure, 2013–2014 was very busy. Multiple reform tasks coupled with internal changes have challenged us all and I am pleased and proud of the way our organisation has met these challenges.

While there is still a lot of work to do over the next couple of years, we now have the structure and clarity of direction needed to continue building the best disability service system in the nation.

In 2013–2014 I am proud to say we made great advances in many key areas of our work within the disability sector.

Particularly notable was our work to develop the WA National Disability Insurance Scheme (NDIS) My Way model. We enjoyed effective collaboration with the disability sector and many people with disability, their families and carers to help build the model. By 30 June 2014, we were well prepared for the start of WA NDIS My Way in the Lower South West on 1 July. I am very optimistic about this new phase for WA’s disability service system and look forward to seeing benefits for people across the WA community.

Our role in the NDIS follows the successful introduction of our My Way model in four Commission regions in 2012. My Way was deliberately built on the positive features of the existing disability service system and as a result, the disability sector has a high level of confidence that it is the ‘right fit’ for WA.

The implementation of WA NDIS My Way has been a major undertaking for the Commission and I acknowledge and thank all the Commission staff – across multiple directorates – who contributed to this project. Together they delivered new legislation, staff recruitment, a customised information technology system, a comprehensive suite of operational policies and fine-tuned the existing quality and safeguards system. Changes to our central office structure, systems and staffing will ensure that the WA NDIS My Way trial operates with a high level of efficiency and effectiveness.

Particularly gratifying was the progress towards a new disability justice service to support people with disability who come into contact with the justice system. Legislation was introduced to the WA Parliament to enable the Commission to operate disability justice centres and specialist staff were recruited to provide In-reach services within prisons.

The process to transition some of the Commission’s accommodation and early childhood intervention services to the non-government sector has commenced. This is consistent with national trends and supports the ongoing expansion of the non-government disability sector to give people with disability increased choice of services. This was a milestone year in the expansion of the sector as our annual funding to non-government service providers exceeded 500 million dollars.

We continue to greatly value and support partnerships and I am pleased to say that the disability sector is leading the way in promoting genuine partnership between the public sector and the community sector, for the benefit of all West Australians.

We have completed a major undertaking in our work with other jurisdictions around Australia to review disability standards and enhance quality assurance systems. The six new National Standards for Disability Services will be implemented in WA from 1 July 2014. Our quality assurance system has been enhanced in time for the introduction of the NDIS in WA and continues to provide confidence that all disability services in the state are quality assured.

Every effort has been made to ensure we continue to operate an efficient disability service system with a low administrative cost structure. The West Australian disability system has been shown to have the lowest administrative costs, as a proportion of total expenditure, of any Australian jurisdiction. The Productivity Commission’s Report on Government Services indicated that WA’s administrative cost was 2.8 per cent lower than the national average.

I congratulate staff across all business areas for their ability to remain focused on our goals while working in a high-pressure environment undergoing unprecedented reform. I acknowledge their commitment and expertise to continue to deliver quality initiatives. They are critical to our success.

We are well-placed and prepared for the challenges and opportunities these ‘once in a generation’ reforms present and I am confident that we will continue to build the nation’s best disability service system. For a look at the year ahead, visit page 14 of this report.

Dr Ron Chalmers

Director General

### Snapshot of our year

#### Service users

There were four types of services accessed by our 24,017 service users during the 2013–2014 period, with some people accessing more than one service type:

* 1,818 people used our accommodation supports, such as hostel, community residential and emergency.
* 5,957 people used our community focused supports, such as day care and community living.
* 5,097 people used our respite and family supports.
* 20,988 people used our coordination and individual supports, such as Local Area Coordinators, My Way, disability professional services, and community aids and equipment.

#### Service expenditure

* Expenditure on each of our four service types totaled 794.12 million dollars for the 2013–2014 financial year.
* 302.75 million dollars was spent on our accommodation supports.
* 276.84 million dollars was spent on our community focused supports.
* 100.2 million dollars was spent on our respite and family supports.
* 112.43 million dollars was spent on our coordination and individual supports.
* A further 1.9 million dollars was spent on access and inclusion initiatives.

#### Three-year overview of Commission expenditure on services

* 657.47 million dollars was spent by the Commission in the 2011–2012 financial year.
* 717.88 million dollars was spent by the Commission in the 2012–2013 financial year.
* 794.12 million dollars was spent by the Commission in the 2013–2014 financial year.

#### Distribution of expenditure

* Total expenditure for 2013–2014 was 794.12 million dollars.
* Of these funds, 567.83 million dollars was provided to disability sector organisations and 226.29 million dollars funded the Commission’s operations and services.

#### Count Me In stocktake

A report detailing the progress of the State Government’s Count Me In strategy was presented to State Parliament by the Minister for Disability Services on 3 December 2013.

### Significant projects in a year of reform

**WA agreed to participate in the National Disability Insurance Scheme trial**

Following the August 2013 agreement between the states and Commonwealth governments confirming WA’s participation in a two-year National Disability Insurance Scheme (NDIS) trial, this period focused heavily on the preparatory work needed to ensure the state’s readiness.

Under the agreement, three of the four My Way areas were to be transitioned to NDIS trial sites. From 1 July 2014 the Lower South West and Cockburn-Kwinana will become a State Government-run trial site with the My Way model being adapted to become WA NDIS My Way. The Lower South West transitions on 1 July 2014, with Cockburn-Kwinana joining from 1 July 2015. The Goldfields will continue with the current operation of the My Way model. The Commonwealth Government will run the National Disability Insurance Agency NDIS model in the Perth Hills from July 1 2014.

Both My Way and WA NDIS My Way support people with disability to exercise more choice and control over their supports and services – to decide what they might need and how they might access it. The aim is to increase people’s connection to their local community and foster the natural support networks such as friendships, neighbours and local community groups that already form part of people’s lives. All of this is captured through a detailed planning process where people are supported by My Way Coordinators to create a plan for themselves based on their unique needs and goals and what they want their life to look like, now and into the future.

The Disability Services Act 1993 was amended during 2013–2014 to facilitate the WA NDIS My Way trial. The Disability Services Amendment Bill 2014 allows for separate service delivery systems to run concurrently with appropriate legal standing.

**Disability Justice Service**

This year saw the establishment of a disability justice service. This new branch of the Commission will support people with disability who come in contact with the criminal justice system. A particular focus will be on supporting people with intellectual or cognitive disability who have been charged with offences but are deemed by the court system to be unfit to plead.

The two key focus areas are the planning and preparation required to build and begin operating the state’s first disability justice centre by mid-2015, and the start of the in-reach service.

Currently, the small number of people whose guilt or innocence cannot be determined because of intellectual or cognitive disability are held for lengthy periods in prison because there is nowhere else for them to go. This is despite an alternative option being provided for under the law – a declared place. Until now no such place has been built.

This year, the Commission began extensive work towards building a declared place – known as a disability justice centre – which will accommodate no more than 10 people in a home-like but secure environment.

While in the centre, the residents will benefit from personalised supports and services designed to meet their individual needs and will learn behaviour that is of a community standard so as to best prepare them for an eventual return to the community.

Work on the centre, which is being built in Caversham, began in June. The centre is located on an existing Commission owned site where supports and services have been provided to people with intellectual disability for more than three decades.

In-reach supports mentally impaired accused people who are being held in metropolitan and regional prisons. A dedicated coordinator works with individuals to design a personalised plan for support and to coordinate the specialist services needed. In-reach shares the same goals as the disability justice centre – to provide people with the supports and services they need to prepare them for a successful return to the community.

### A look at the year ahead

#### Overview

The 2014–2015 year is already shaping up to be one of the most dynamic periods in the history of WA disability services. Not only will our existing services and supports continue to improve but we will push ahead with complex reform agendas on multiple fronts.

The reform challenges ahead for the disability sector will be supported by the significant financial boost in the State Government’s growth funding allocation. Over the State Budget and forward estimates period (2014–2015 to 2017–2018), the growth funding is projected to be 180 million dollars, which is additional to funding for the WA NDIS My Way trial.

This funding will support the specific and personal needs of people with disability while also making changes to provide a more welcoming and accessible environment for people with disability. Some of the projects we look forward to seeing in the coming year are described below.

#### Projects and initiatives

The **WA NDIS My Way trial** in the Lower South West is the spearhead for the rest of the state. An intense period of preparation is planned for 2014–2015 to include the cities of Cockburn and Kwinana in the WA NDIS My Way trial from 1 July 2015.

The 2014–2015 period will see the disability justice service fully implemented, with the state’s first **disability justice centre** in Caversham built and operational by mid-2015.

**Sector reform and development** will continue to be a focus. Reform initiatives include: transitioning from program funding to individualised funding; individualised planning; procurement reform; outcome-based reporting; changes to the quality system; and ongoing sector development.

Our **Local Area Coordination** program will continue to be the foundation of the disability service system into the future. A significant investment will be made in 2014–2015 to build the Local Area Coordination team and ensure it has the capacity to meet growing demand as we move towards the WA NDIS My Way approach across the state.

Work will support **younger people with disability to live in age-appropriate accommodation** with the additional allocation in the 2014–2015 State Budget providing for $9million to be spent over the four-year period. The initiative will provide younger people with more choices about their living arrangements and offer them alternatives such as purpose-built housing or enhanced support arrangements.

The **National Standards for Disability Services** were revised during this reporting period as a result of extensive national consultation. The nine standards applied in 2013–2014 will convert to the following six nationally agreed standards:

* Rights
* Participation and Inclusion
* Individual Outcomes
* Feedback and Complaints
* Service Access
* Service Management.

Consistent quality standards will apply nationally and we will align with the new standards from 1 July 2014. The two key areas affected are quality assurance and complaints handling.

The revised Quality System evolves from the Commission’s existing contemporary **Quality Management Framework**. It will apply to all Commission-contracted and provided supports and services, including those provided under the National Disability Insurance Scheme trials in WA.

The **Accommodation Services Transition** project which started this year will continue to be implemented during 2014–2015. The transition, which is expected to take a number of years to complete, will offer people with disability who live in Commission-provided accommodation more choice and control over the supports and services they receive. It reinforces the role of government as a facilitator of services rather than as a direct provider, and builds on the 83 per cent of accommodation services already provided by non-government organisations.

### About the Commission

The Disability Services Commission works to advance opportunities, community participation and quality of life for all West Australians with disability. We do this through planning, coordinating and facilitating the state’s disability services system in partnership with a range of disability sector organisations, government and key community partners.

#### Our vision

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

We achieve our vision by:

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

#### Our values

Our work to deliver policy, programs and services that affect the rights and needs of West Australians with disability, is underpinned by our values. They are:

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

## Operational structure

### Responsible Minister

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

### Legislation

The Disability Services Commission was established in 1993 under the Disability Services Act, which identifies five primary functions as being policy development, service provision, funding and accountability, promotion of equal access community education and consumer advocacy. The Act was amended during the year to enable the delivery of two National Disability Insurance Scheme trials.

### Administered legislation

The Commission administers the Disability Services Act 1993 and associated Regulations. In the conduct of its business, the Commission is subject to a wide range of 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.

### Other key legislation impacting activities

In the performance of its functions, the Commission complies with the following relevant written laws:

* Auditor General 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.

### Operational chart – previous

* Minister for Disability Services: The Hon Helen Morton MLC
* Ministerial Advisory Council on Disability Chair: Samantha Jenkinson
* Disability Services Commission Board Chairperson: Bruce Langoulant
* Disability Services Commission Director General: Dr Ron Chalmers
* Reference Networks metropolitan and rural (people with disability, their families and carers and service providers)
* Executive Directors:
* Service Contracting and Development: Marion Hailes-MacDonald
* Disability Reform: Robyn Massey
* Accommodation Services: Wendy Cox
* Corporate Services: Sam Ciminata
* Disability Justice Services: Peter Batini
* Policy and Strategy: Wendy Murray
* Statewide Specialist Services: Susan Peden
* Local Area Coordination: Chris Yates
* Community and Sector Development: Monique Williamson

### Operational chart – current

* Minister for Disability Services: The Hon Helen Morton MLC
* Ministerial Advisory Council on Disability Chair: Dr Rachel Skoss
* Disability Services Commission Board Chairperson: Bruce Langoulant
* Disability Services Commission Director General: Dr Ron Chalmers
* Reference Networks metropolitan and rural (people with disability, their families and carers and service providers)
* Executive Directors:
* Funding: Marion Hailes-MacDonald
* Services: Vacant
* Business: Sam Ciminata
* Strategy: Wendy Murray
* Operations: Chris Yates
* Disability Reform: Robyn Massey

### Agency structure and governance

**Structural adjustments in a time of change**

In response to significant local and national reforms in the disability sector, major changes to the Commission’s operating structure were made to position it for the future.

The structural modifications will ensure that the organisation can continue to respond to change while maintaining its standard of service to people with disability, their families and carers and that collaboration with the non-government sector is strengthened.

The Commission is close to completing an organisational re-structure and a review of operations to bring the direct service delivery functions under one management. The new consolidated structure officially commenced on 1 January 2014 and will become fully operational during 2014–2015.

The total number of directorates reduced from eight to six and includes the establishment of a new temporary directorate focusing on reform. With the reduction in directorates there was a redistribution of functions accompanied by renaming of all directorates. The detail of the structure from 1 January 2014 is outlined below.

#### Services

Incorporates: Accommodation Services Directorate, Statewide Specialist Services Directorate and Disability Justice Services

Provides people with intellectual disability direct support services including accommodation services, therapy services and consultancy services. This directorate also incorporates the newly established services for people with disability who are in contact with the justice system.

Previous Executive Directors:

* Accommodation Services: Wendy Cox (to June 2014)
* Statewide Specialist Services: Sue Peden (to December 2013)
* Disability Justice Service: Peter Batini (to January 2014)

#### Operations

Previously – 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 access supports and services in their communities. This directorate will also be responsible for the operational roll out of the WA NDIS My Way trial in the Lower South West and the cities of Cockburn and Kwinana.

#### Business

Previously – Corporate Services

Provides the Commission’s financial services, human resources and workforce planning services, information, communication and technology services, procurement and asset management services.

#### Funding

Previously – Service Contracting and Development

Incorporates sector development of dissolved Community and Sector Development Directorate Supports individuals and families by distributing, funding through fair and transparent processes to disability sector organisations. It also purchases disability-related services for people with disability, their families and carers. The further development of the disability sector’s capacity will be delivered through the Funding directorate.

#### Strategy

Previously – Policy and Strategy

Incorporates access and inclusion functions of dissolved Community and Sector Development directorate and Quality Management Framework previously in Funding directorate

Provides strategic policy, program, funding and planning advice to government and the disability sector. It promotes and coordinates the Commission’s information and community education strategies, manages its external non-financial performance reporting requirements, coordinates the evaluation of Commission programs and policies and implements the quality system.

#### Disability Reform

Newly created directorate

A temporary directorate responsible for overseeing the development and implementation of the WA NDIS trials.

This includes managing the planning and implementation of the WA NDIS My Way trial, and the transition of the Perth Hills to the Commonwealth’s National Disability Insurance Agency trial. It also informs the reform of the WA disability services system based on the National Disability Insurance Scheme requirement.

#### Previous structure

The previous structure included the following directorates:

**Accommodation Services**

Until 31 December 2014

Provided people with an intellectual disability with a home and necessary supports based on individual needs.

**Statewide Specialist Services**

Until 31 December 2014

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

**Disability Justice Service**

Until 31 December 2014

Supported people with disability who came into contact with the justice system. A specific service is being developed for people with intellectual and cognitive disability who are unfit to plead and are held in prison on a custody order.

**Community and Sector Development**

Until October 2013

Promoted and influenced the ongoing development of the disability services sector consistent with State Government policy. Contributed to access and inclusion in the community and supported Disability Access and Inclusion Plans.

#### Corporate Executive

The Commission’s Corporate Executive team, consisting of the Director General and six Executive Directors, is responsible for the Commission’s day-to-day operations and strategic planning. The Commission welcomes a modern government approach and is cognisant of the changing nature of the public sector system. Building change capacity through engagement and inclusion is inherent in our service delivery and our operational functioning. In addition to weekly meetings and twice yearly planning sessions, two key groups, consisting of emerging leaders, support the Corporate Executive to deliver change outcomes.

The groups are:

* Corporate Executive Reform Subcommittee – oversees and finalises reform implementation proposals for endorsement by the Corporate Executive
* Task Leader Groups – comprises workstream and project leaders for reforms and developments that have Commission-wide implications.
* The group’s recommendations are forwarded to the Corporate Executive Reform Subcommittee.
* In addition, the Commission’s communications network and an external provider communication network assist people to connect across the reform streams and collaborate to share ideas.
* The Commission’s Director General reports the Corporate Executive decisions and recommendations to the Commission Board.

#### Ministerial Advisory Council on Disability

The Ministerial Advisory Council on Disability (MACD) was established according to Part 3 and Schedule 5 of the Disability Services Act 1993. The group comprises up to 14 people who have disability or carer/service provider experience of disability. State Cabinet appoints members to provide the Disability Services Minister with independent advice from their broad range of perspectives on living with disability.

MACD’s mandate is across State and Australian Governments and is not limited to policies, programs or actions of the Disability Services Commission. In 2013–2014, MACD comprised 14 members including Dr Rachel Skoss who, as Chairperson, is a member of the Disability Services Commission Board.

Focus areas for the MACD 2013–2014 work plan were housing, employment, health, disability research and policy review. Projects target emerging issues which members research by consulting their personal and professional networks. MACD also conducts public consultation via forums and online surveys, which are on MACD’s website at www.macd.wa.gov.au

MACD is administered by one full-time and one part-time officer who are employed by the State Government. The MACD office is in the Commission’s West Perth office.

#### Disability Services Commission Board

A nine-member Board has the responsibility for governing the Disability Services Commission. The Board considers strategic level Commission decisions, and has formal responsibility for significant financial decisions, aspects of the Commission’s Quality System and significant procurement decisions.

The Disability Service Act 1993 specifies that at least five members of the Board have a disability, have a relative with a disability, or have recent experience as a carer or an advocate for people with disability.

At 30 June 2014, Board Chairperson Bruce Langoulant had been in this position for six years. During the 2013–2014 year there were many changes in the composition of the Board, with 13 people holding Board member positions during that time.

The Board holds regular state-wide reference network meetings with people with disability, their families and carers, and sector organisations who raise views and concerns with Board members. The Board reports these to the Commission’s Corporate Executive, which then takes action to respond to any concerns.

In 2013–2014, the Board held three metropolitan and three rural reference network meetings and met with 15 people.

**Board members**

**Bruce Langoulant (Chairperson)**

Bruce has a daughter with disability and has long been a champion for people with disability. He has demonstrated this commitment through roles as Chairperson of The Meningitis Centre and President of the International Confederation of Meningitis Organisations. Bruce’s experience in small business over more than 40 years, particularly in advertising and financial services, also supports his role as Board Chair. Term expires June 2015. Attended all 11 Board meetings in 2013–2014.

**Kathy Hough (Deputy Board Chairperson)**

Kathy uses her personal and professional experiences to guide her role on the Commission Board. She is the Chief Executive for EPIC (Empowering People in Communities), a not-for-profit organisation that provides support for people with disability and their families, and Kathy and her family have cared for a person with an intellectual disability for more than 13 years. Kathy was an inaugural member of the disability sector’s Chief Executive Officer Round Table Committee, established in 2008. Kathy is a strong advocate for small regional disability service organisations at whole- of-sector forums. Term expires May 2017. Attended 10 Board meetings in 2013–2014.

**Melissa Northcott**

Melissa has diverse interests and roles across the disability sector. She is a former member of the Ministerial Advisory Council on Disability and is an active Count Me In Ambassador. Melissa fundraises for The Centre for Cerebral Palsy, Multiple Sclerosis Society of WA and Telethon. Melissa has her own experience of disability and is an advocate for creating accessible communities. She is also a City of Armadale councillor, a research development coordinator for the St John Australian Youth Council, a St John Ambulance volunteer, and worked to introduce Radio Lollipop at Armadale Hospital. Term expires February 2017. Attended four Board meetings in 2013–2014.

**Julie Carr**

Julie has more than 10 years’ Board experience, including three years as Deputy Chair at the Independent Living Centre of WA. She is a Board Member at Perth North Metro Medicare Local and joined the Commission Board in 2014. Julie is an occupational therapist who had 15 years’ experience in clinical roles before moving to health management. She has held senior roles in health, rehabilitation and radiology and is now Chief Executive for a large health and human services company. Term expires December 2017. Attended four Board meetings in 2013–2014.

**Gavin Robins**

Gavin is a Chief Executive Officer and Managing Director of statutory compensation schemes and hospitals and has extensive national and international experience in health sector reform and in disability services, governance, health system planning and financial management. Gavin works in regional and remote WA and the Northern Territory, in particular with Aboriginal communities. Term expires December 2017. Attended four Board meetings in 2013–2014.

**Dr Rachel Skoss**

Rachel is the Chairperson of the Ministerial Advisory Council on Disability and is a passionate advocate for children with additional needs and their families. Her experience as a mother of a child with Down syndrome has led her to work in child health research, with a particular interest in research, policy translation and community participation. Dr Skoss has a Bachelor of Science and a doctorate in neuromuscular biomechanics, works in applied research and is involved in consumer participation at the Telethon Institute for Child Health Research. Term expires December 2015. Attended five Board meetings in 2013–2014.

**Russell Aubrey**

Russell was elected to the City of Melville in 1993 and is the City’s Mayor. Accessibility and the employment of people with disability have been a focus for city initiatives for many years. In 2009 the city was recognised by the United Nations as the World’s Most Liveable Community (75,000 to 200,000 population category). The Bachelor of Science (Economics) and Post Graduate Diploma of Teaching graduate taught senior school mathematics at Wesley College, and was Head of Careers at the College until he retired in 2012. Term expires November 2015. Attended nine Board meetings in 2013–2014.

**Sandra Jensen**

Sandra has two daughters, one of whom has disability. Sandra’s professional background is in children’s services – she has operated a family day care centre and served on the Geographe Community Centre Inc. management committee, in the South West. The Bachelor of Social Work graduate is also a steering committee member for Nurtureworks, an organisation that builds children’s resilience, and is a board member of the Parents Learning and Educational Development Group. Term expires August 2015. Attended 10 Board meetings in 2013–2014.

**Laura Miller**

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. Laura has a Masters of Human Rights Practice and Bachelor of Social Work and is now completing a PhD in Disability Human Rights. Term expires November 2014. Attended 11 Board meetings in 2013–2014.

**Phillip Thick**

Phillip is Chairman of Perth Home Care Services, a large not-for-profit community sector organisation. He is also Chief Executive of Coogee Chemicals and has extensive corporate and commercial knowledge and direct experience of managing large workforces, as well as board and director experience across a wide range of small to large businesses. Resigned from the Board February 2014. Attended two Board meetings in 2013–2014.

**Mike Tidy**

Mike is the City of Joondalup’s Director of Corporate Services and a father of three children, one of whom has Spina Bifida. He is a long-term supporter of the Spina Bifida Association and strongly advocates inclusion for people with disability in all aspects of the community. Term expired December 2013. Attended four Board meetings in 2013–2014.

**Samantha Jenkinson**

Samantha 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. The Bachelor of Social Work graduate is a former Chairperson of the Ministerial Advisory Council on Disability and the Australian Federation of Disability Organisations, of which she is still a member. Term expired December 2013. Attended (or her Ministerial Advisory Council on Disability delegate Dr Rachel Skoss) five Board meetings in 2013–2014.

**Dr Tony Curry**

Tony has four children, one of whom has an intellectual disability. Tony is a strong advocate for students with disability having the same access to education as other students. He is Principal of Mercy College, a Catholic co- educational Kindergarten to Year 12 school. Term expired December 2013. Attended six Board meetings in 2013–2014.

#### Corporate Executive team

**Director General**

Dr Ron Chalmers has been the Commission’s Director General since 2007 after joining what is now the Commission in 1991. He has extensive experience in the development and expansion of the Commission’s Local Area Coordination program and in addressing the needs of people living in rural communities. He has a PhD in the inclusion of children with severe and profound disabilities into mainstream schooling, a Masters in Educational Administration and was a participant in the inaugural Australia and New Zealand School of Government Executive Fellows Program. Ron’s professional background is in education, disability services and public sector management.

**Executive Director, Business**

Sam Ciminata’s strong background in economic and financial management has been invaluable in his role as Executive Director, Business, which he has held since 2009. His experience includes roles in the private sector as an economic consultant and university lecturer, and in the public sector as an economist at the Department of Treasury and Head of Strategic Asset Management at the Department of Transport. Since 2000, Sam has worked at the Commission in service management, reform programs, finance, asset management, information technology and human resources roles. He has a Bachelor of Business in Finance and Economics.

**Executive Director, Operations**

Chris Yates has been the Acting Executive Director, Operations, since 2012. He joined the Commission as a Local Area Coordination Manager in the Upper Great Southern in 1996 where he worked directly with individuals and families, managed staff and worked closely with the community. Chris’ Commission experience also includes roles as a Country Manager and Director. Previously Chris worked in education and has a Bachelor of Arts, Diploma of Education and a Master of Educational Management (with Honours).

**Executive Director, Funding**

Marion Hailes-MacDonald has worked in disability services for more than 20 years and has been Executive Director, Funding since August 2012. She has managed high support accommodation services, introduced innovative programs across the state and worked closely with disability sector organisations to develop family support and respite services. Marion has led significant funding and policy directions on state and national agendas. Previously, she worked in health and has a Bachelor of Science and Master of Commerce, and in 2008 was awarded a State Government scholarship to undertake an Executive Master of Public Administration degree.

**Executive Director, Strategy**

Wendy Murray has been the Executive Director of Strategy since 2011 and previously Executive Director in the Department of Local Government and Director of the Office of Crime Prevention. Wendy has a long history in social justice and equal opportunity in education, training, employment, and community access and inclusion. She was the recipient of a Churchill Fellowship in 2004, has a Bachelor of Arts, Post Graduate Diploma of Education and post graduate study in policy and information systems. She has completed the Public Sector Executive Development Program and Harvard Business School Executive Forum.

**Executive Director, Accommodation Services**

Wendy Cox has been Executive Director, Accommodation Services, since joining the Commission in 2003 and has been involved in service provision for people with disability since 1990. Wendy has a particular interest in social justice issues, community development projects and supporting the aspirations of people with an intellectual disability. Previously, Wendy held various positions at Activ including Acting General Manger Support Services. Wendy has a Bachelor of Arts in Psychology.

**Executive Director, Disability Reform**

Robyn Massey has held an Executive Director position at the Commission since 2004 and has been Executive Director, Disability Reform since February 2012. Previously, Robyn held the position of Director Country Services and Executive Director, Local Area Coordination. She has a strong connection with regional Western Australia and extensive experience in the delivery of human services. Robyn joined the Commission in 1994. Her previous professional experience includes 15 years in education, as a teacher and administrator. She has a Bachelor of Arts and a Diploma of Education.

## Performance management framework

### Outcome Based Management Framework

The work of the Disability Services Commission contributes to the achievement of Government Goal 3 – Results-based service delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

For 2013–2014, Treasury funded the Commission to achieve two outcomes delivered through five defined service areas as outlined below.

The Commission’s performance across its service outcomes is measured using key effectiveness and efficiency indicators across the five service types. Effectiveness indicators measure the extent to which the Commission’s programs or services have contributed to the achievement of the Commission’s outcomes. Efficiency indicators monitor the relationship between the resource inputs for the services delivered.

**Outcome 1: People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives**

Service 1: Accommodation support

* Hostel
* Emergency accommodation
* Community residential (group homes)

Service 2: Community-focused supports

* Alternatives to employment
* Post school options
* Recreation
* Supported community living

Service 3: Coordination and individual support

* Local Area Coordination
* My Way
* Disability professional services (therapy)
* Community Aids and Equipment

Service 4: Family support

* Family support
* Respite

**Outcome 2: The West Australian community is inclusive of people with disability.**

Service 5: Access and inclusion

* Disability Access and Inclusion Plans
* Community and service improvement projects

### Changes to the Outcome Based Management Framework

In August 2012, the Disability Services Commission’s reporting framework to State Government was revised to better reflect the new directions the Commission is pursuing in a rapidly changing policy environment. These changes are reflected in the Outcome Based Management Framework and key performance indicators of the Commission in this 2013–2014 reporting period. They are detailed in the Key Performance Indicators of this report but an overview follows.

The intentions behind the changes were to:

* facilitate the new service requirements for My Way and for WA NDIS My Way from 1 July 2014
* be more transparent about the results we achieve – in relation to both the outcomes we achieve and our performance in achieving them
* change the way we do business for the benefit of – people with disability, their families and carers.

The Commission sought and received approval to implement this new reporting structure from the 2012–2013 Budget Statements onwards.

The changing policy environment refers to the implementation of the WA Government’s Delivering Community Services in Partnership Policy and the policy implications in preparing the state for the introduction of the National Disability Insurance Scheme (NDIS).

These changes have guided the work of the Commission for the benefit of people with disability and affect the outcomes against which the organisation reports. The resulting changes further strengthen the choice and control Western Australians with disability have over the services they use.

The changed environment supports the flexible use of funding, meaning people can and do decide for themselves how funding is used to best support them and meet their needs. In response, the Commission has focused on outcomes achieved by individuals rather than the outputs of the organisations that provide services to the individuals. For example, the progress someone has made towards achieving the goals they have identified as part of their individual support plan versus the number of hours of services they have received from an organisation.

In addition, to increase the choice of supports and services available to people, the government has moved from being a price setter to being a price taker while purchasing value for money services. This means that changes to the provider environment will likely to be of benefit to people with disability because of the increased options and pricing models.

### Shared responsibility with other agencies

The Commission has played a leading role in delivering the State Government’s Delivering Community Services in Partnership policy through its strong partnership with disability sector organisations and representation of the Director General on the Premier’s Partnership Forum.

The Commission’s collaboration with other organisations takes many forms, from memorandums of understanding and service level agreements to shared protocols. Health, housing, education, arts and culture, mental health and corrective services are just some of the areas where such agreements are established and partnerships are ongoing.

The partnerships with government and non-government organisations enable organisations to support people with disability appropriately in their routine service provision to all members of the community.

There are a number of specific programs that define the shared responsibility arrangements, such as Children who are dependent on Technology and Cared for at Home (CATCH); Housing partnerships through the Combined Capital Bid, Community Development Housing Program and Disability Health Liaison officer.

The progress of NDIS trials in WA requires further Memorandums of Understanding to be developed with government agencies, specifying the service expectations in relation to the WA National Disability Insurance Scheme My Way trial.

## In focus: Working in partnership

**The Department of Education and the Disability Services Commission explore collaborative approach to Positive Behaviour Support at school**

The Department of Education and the Disability Services Commission are working with a metropolitan primary school to explore how a child with disability who may sometimes experience challenging behaviours can be best included.

Using a Positive Behaviour Support approach, the collaborative partnership will work to build a consistent, values driven and evidence- based approach to support everyone in the child’s life to be better equipped to respond to their needs in all settings, including the home, school, and sport and community group participation.

Getting the environment right and not taking a punitive approach to managing behaviour has been shown to be critical to building a child’s confidence, behavioural skills and quality of life.

In recognition of the evidence base that underpins the use of Positive Behaviour Support, senior representatives from the Department’s School of Special Educational Needs: Disability, Student Support: Complex Behaviour and Mental Health, and Positive Schools and Classroom Engagement and the Commission’s Positive Behaviour Strategy have been working together since October 2013 to build a common understanding of how Positive Behaviour Support is being implemented across both government agencies and to explore how best to bring them together to build the evidence of what works in a local school.

This work has contributed to two successful forums that have brought all Consulting Teachers and Lead School Psychologists together with staff from the Behaviour Support Service and Local Area Coordination to explore what Positive Behaviour Support is and how it can be used to support students with complex and sometimes challenging behaviours. In addition, this steering group, with support from the respective Directors General of Education and Disability Services, have agreed to a pilot project to implement Positive Behaviour Support systemically in a whole of school mainstream primary setting.

# Agency performance

## Report on operations

### Introduction

In the reporting period, the Commission provided supports, services and equipment to 24,017 West Australians with disability. The services ranged from accommodation in group homes through to support to live in the community, coordination of services for individuals and one-off purchases of specialised therapies.

The average cost of services is provided as a year-to-year guide. However, there is enormous variability in the intensity, frequency and types of services used and the range in the cost of these individual services. The Commission’s services have grown and developed in response to the growth in population and the corresponding increase in the number of people with disability.

The Commission will increasingly align with the funding parameters promoted by the National Disability Insurance Scheme and the key funding indicator will become an average package cost per person.

### Expenditure

The Commission’s total expenditure of 794 million dollars was allocated across five major service areas: Accommodation support, Community-focused supports, Coordination and individual support, Family support and Access and inclusion. Most funding was expended on ongoing services to individuals, accounting for about 74 per cent of the expenditure. Compared to 2012–2013, there was an increase of per cent in service users, with the average cost per person increasing 5.1 per cent to 33,065 dollars. Increases or decreases in the number of people purchasing aids and equipment account for variations in the average expenditure per person and the number of people being provided services. These are usually one-off purchases that represent high volume and low cost, and affect the annual averages. Conversely as people with disability age they may require additional higher cost supports which contribute to increased average annual expenditure per person.

### Three-year trend – number of service users and average cost:

* In the 2011–2012 financial year, 23,412 people used our services at an average cost of 28,083 dollars per user.
* In the 2012–2013 financial year, 22,808 people used our services at an average cost of 31,475 dollars per user.
* In the 2013–2014 financial year, 24,017 people used our services at an average cost of 33,065 dollars per user.
* These figures include users of Commission-provided services and services provided by disability sector organisations.

### Funding

**Overview**

Significant increases to Commission expenditure over the two-year period of 2012–2014 was partly the result of the financial commitment made by the State Government under the Delivering Community Services in Partnership Policy. The policy aims to support the sustainability of the non-government sector and recognises the enormous role they play in delivering services. The second round of State Government funding to support this policy, known as Component II, began rolling out to individuals and service organisations.

Component II is being allocated over two years – with 20 million dollars allocated for 2013–2014 and additional 8.2 million dollars for 2014–2015. The funding is being used to address the higher cost of service delivery in regional and remote areas and the cost of services to address complex needs and challenging behaviours. By supporting the sustainability of the sector, people with disability have access to services and supports that are appropriate for their specific needs.

In comparison to 2012–2013, the Commission’s expenditure increased 10.6 per cent to 794 million dollars. Of this amount, 146 million dollars was Commonwealth funding, representing an increase of 15.3 per cent and 643 million dollars was State Government funding, representing an 11 per cent increase.

### Three year trend – expenditure and funding

In the 2013–2014 financial year:

* The Commission spent 794.12 million dollars.
* The Commission received 146.15 million dollars in Commonwealth funding.
* The Commission received 642.87 million dollars in State funding.
* The Commission received 16.97 million dollars from other sources.

In the 2012–2013 financial year:

* The Commission spent 717.88 million dollars.
* The Commission received 126.75 million dollars in Commonwealth funding.
* The Commission received 579.20 million dollars in State funding.
* The Commission received 14.49 million dollars from other sources.

In the 2011–2012 financial year:

* The Commission spent 657.47 million dollars.
* The Commission received 110.33 million dollars in Commonwealth funding.
* The Commission received 533.62 million dollars in State funding.
* The Commission received 13.89 million dollars from other sources.

These figures also take into account users of Commission-provided services and services provided by disability sector organisations.

### Allocation

The funding allocation method is a combination of funding to individuals and to disability service providers.

Over the last 10 years the proportion of services delivered by the disability sector organisations in comparison to the government sector has increased steadily. In line with this trend, a number of Commission-provided accommodation and early childhood intervention services began transitioning to the non-government sector in this reporting period.

In 2013–2014, 71.5 per cent of funding was allocated for services provided by non-government organisations. This was an increase of 2.3 per cent on the previous year. The following chart illustrates the distribution of Commission expenditure for the last five years and the increase in funds distributed to disability sector organisations.

### Expenditure breakdown – Commission and disability sector organisations 2009–2010 to 2013–2014

* In 2009–2010 the expenditure for disability sector organisations was 302.9 million dollars and the expenditure for Commission operations and services was 183.5 million dollars.
* In 2010–2011 the expenditure for disability sector organisations was 348.17 million dollars and the expenditure for Commission operations and services 192.98 million dollars.
* In 2011–2012 the expenditure for disability sector organisations was 444 million dollars and the expenditure for Commission operations and services 213.47 million dollars.
* In 2012–2013 the expenditure for disability sector organisations was 496.85 million dollars and the expenditure for Commission operations and services 221.03 million dollars.
* In 2013–2014 the expenditure for disability sector organisations was 567.83 million dollars and the expenditure for Commission operations and services 226.29 million dollars.

Of the 567.83 million dollars allocated to disability sector organisations in 2013–2014, the amount contracted to individual organisations varied from less than 50 thousand dollars to greater than 5 million dollars. Over this period, although there was 14.3 per cent growth in the funds provided to the sector as a whole, the total number of funded organisations decreased by 5 per cent.

Several organisations with service agreements that expired in June 2013 chose not to reapply for contracts under the procurement reforms. The funding growth has seen an increase in the number of organisations receiving funding amounts of more than 5 million dollars, a 25 per cent increase. Full details of funding to disability sector organisations can be found in the Appendix.

The Commission funded service providers for services to people with disability:

* through individualised funding to provide the strategies identified in an individual’s plan, or
* through block funding to provide a specified number of places which people with disability could access throughout the year.

This included services such as some respite, aids and equipment and specialised therapy services.

It is intended that the proportion of overall funding allocated to organisations as a block of funding will decrease over time in line with the Commission’s priority to increase individualised funding aligned with individual plans. As a consequence there will be a reduction in block funding as services will appear as strategies in individual plans.

Individual funding can be received directly and self-managed, or directed to a service organisation for services they will provide in line with strategies identified in the individual’s plan.

The Commission continued to move towards greater flexibility in providing funding in response to individual needs, as shown by the growth in localised individual funding allocations by Local Area Coordinators and in strategies that supported family living and community living initiatives. The NDIS My Way trial continues this trend, approving all funding locally.

### Overview of CAP support packages

Using funding provided through the Combined Application Process (CAP), people accessed key services such as accommodation support, alternatives to employment and intensive family support. This year 202 new individual support packages were funded to enable people with disability, their families and carers to access these supports.

Accommodation support packages supported people with disability to live in a range of environments including shared or individual living arrangements or supported community living in their own homes. Of the total number of support packages provided this year, 74 packages (36.6 per cent) were for accommodation support. This included individuals receiving support for the first time, and top-up packages for a number of individuals whose support needs increased and required additional funding.

Alternatives to employment enabled people with disability to access a range of positive and constructive day activities during work hours that incorporated skills and abilities’ development and maintaining health and wellbeing. During the reporting period, 54 (26.7 per cent) alternative to employment packages were provided through CAP.

Intensive family support funding provided a wide range of flexible assistance to families and carers who supported a family member with a disability. The primary aim was to build and enhance family wellbeing and strengthen family, carer and community relationships. Within this year’s allocation of CAP support packages, intensive family support represented the same proportion as accommodation support at 74 packages per cent). As with accommodation support, a number of individuals received a top- up to their existing packages to meet increased support needs.

An Independent Priority Assessment Panel (detailed in the Appendix) is engaged by the Commission to prioritise applications according to need, with the available funding allocated to people who rated highest priority.

## Summary of results

### Summary of results against financial targets

The target expense limit of services in the 2013–2014 financial year was 797,741,000 dollars and the actual expense limit of services was 794,121,000 dollars, leaving a variation of 3,630,000 dollars.

The target net cost of services in the 2013–2014 financial year was 637,860,000 dollars and the actual net cost was 631,001,000 dollars, leaving a variation of 6,859,000 dollars.

The total target equity in the 2013-2014 financial year was 65,301,000 dollars and the actual equity was 78,367,000 dollars, leaving a variation of 13,066,000 dollars.

The target net decrease in cash held in the 2013–2014 financial year was 730,000 dollars and the actual net decrease in cash held was 233,000 dollars, leaving a variation of 497,000 dollars.

The target approval of fulltime staff leveling in the 2013–2014 financial year was 1627.8 and the actual approval of fulltime staff leveling was 1562.3 leaving a variation of 65.5.

### Summary of results against performance targets

**Outcome 1:** People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.

The target rate of serious incidents per 1,000 users in 2013–2014 was 48 while the actual rate of serious incidents per 1000 users during 2013–2014 was 39, a variation of minus 19 per cent.

The target for service users’ satisfaction with services in 2013–2014 was 82 per cent while the actual rate for service users’ satisfaction with services was 84 per cent, a variation of two per cent.

The target take up rate for services in 2013–2014 was 404, while the actual take up rate was 420, a variation of four per cent.

**Outcome 2:** The West Australian community is inclusive of people with disability.

The target rate for service users’ satisfaction with social inclusion and community acceptance in 2013–2014 was 77 per cent while the actual rate was 73 per cent, a variation of minus four per cent.

The target percentage of agencies who have lodged Disability Access and Inclusion Plans with the Commission in 2013–2014 was 100 per cent, while the actual percentage was 82 per cent, a variation of minus 18 per cent.

The target percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability in 2013–2014 was 85 per cent, while the actual percentage was 72 per cent, a variation of minus 13 per cent.

**Service 1: Accommodation support**

The target average cost per service activity in 2013–2014 was 150,660 dollars, while the actual cost was 155,495 dollars, a variation of 3.2 per cent.

The target average cost per service user in 2013–2014 was 165,193 dollars, while the actual cost was 166,529 dollars, a variation of 0.8 per cent.

**Service 2: Community-focused supports**

The target average cost per service activity in 2013–2014 was 40,316 dollars, while the actual cost was 35,814 dollars, a variation of minus 11.2 per cent.

The target average cost per service user in 2013–2014 was 54,824 dollars, while the actual cost was 46,473 dollars, a variation of minus 15.2 per cent.

**Service 3: Coordination and individual support**

The target average cost per service activity in 2013–2014 was 4,222 dollars, while the actual cost was 3,730 dollars, a variation of minus 11.7 per cent.

The target average cost per service user in 2013–2014 was 6,340 dollars, while the actual cost was 5,357 dollars, a variation of minus 15.5 per cent.

**Service 4: Family Support**

The target average cost per service activity in 2013–2014 was 6,428 dollars, while the actual cost was 13,951 dollars, a variation of 117 per cent.

The target average cost per service user in 2013–2014 was 11,460 dollars, while the actual cost was 19,658 dollars, a variation of 71.5 per cent.

**Service 5: Access and Inclusion**

The target average cost per project in 2013–2014 was 17,965 dollars, while the actual cost was 13,511 dollars, a variation of minus 24.8 per cent.

The target percentage of projects that achieved their outcomes within the required timeframe in 2013–2014 was 85 per cent, while the actual percentage was 82 per cent, a variation of minus 3 per cent.

## Reporting on our services

The Commission achieves its outcomes by delivering on five dedicated service areas that enhance the environment and wellbeing of people with disability, their families and carers.

These service areas were refined in this reporting period to better align with the work of the Commission in a time of change and reform across the disability sector. They were:

1. Accommodation support
2. Community-focused supports
3. Coordination and individual support
4. Family support
5. Access and inclusion.

### Service snapshots

#### Accommodation support

* 1,818 – the number of people who accessed accommodation support
* 1.9 per cent increase – change in this reporting period
* 302.75 million dollars – total cost of service
* 166,529 dollars – average cost per person

#### Community-focused supports

* 5,957 – the number of people who accessed community-focused supports
* 9.8 per cent increase – change in this reporting period
* 276.84 million dollars – total cost of service
* 46,473 dollars – average cost per person

#### Coordination and individual support

* 20,988 – the number of people who accessed coordination and individual support
* 4.3 per cent increase – change in this reporting period
* 112.43 million dollars – total cost of service
* 5,357 dollars – average cost per person

#### Family support

* 5,097 – the number of people who received family support
* 2.5 per cent increase – change in this reporting period
* 100.20 million dollars – total cost of service
* 19,658 dollars – average cost per person

#### Access and inclusion

* 141 – the number of projects supported by the Commission
* 6.0 per cent increase – change in this reporting period
* 1.91 million dollars – total cost of service
* 13,511 dollars – average cost per project

### Service 1 – Accommodation support

#### About the service

Accommodation support collectively describes the variety of housing arrangements for people with disability that were either provided or funded by the Commission. This service supported eligible people with disability living in a range of different accommodation settings including:

* Hostels – larger co-residences of greater than 10 people
* Group homes – shared residences for three to eight individuals in the community with rostered support
* Self/shared management – where the individual takes responsibility for managing part or all of their accommodation service and allocated funding.
* Emergency accommodation – temporary out-of-home accommodation that enables time to plan and develop a suitable long-term accommodation option.

Under the new framework supported community living, previously included in Service 1, is now reported under Service 2 as the cost and service model is more closely aligned.

Accommodation support can range from a few hours of support a week to 24-hour care. It also includes assistance with personal care and development of independent living skills.

#### Overview of service for 2013–2014

Underpinned by the Delivering Community Services in Partnership Policy and the principles of the National Disability Insurance Scheme, this reporting period saw the start of the Accommodation Services Transition project. This project will see the transition of 60 per cent of the Commission’s current accommodation services to non-government providers who have significant experience and capacity to provide contemporary, quality, individualised accommodation services now and into the future. The Commission will continue to provide temporary accommodation and transitional support in addition to a small long-term residential service.

#### Accommodation support – numbers and trends

* 1,818 – number of people who accessed the service
* 1.9 per cent increase in the number of people who accessed the service
* 302.75 million dollars – total cost of service
* 166,529 dollars average cost per person
* 8.7 per cent increase in the average cost per person

#### Three-year trend – cost of service and service users

* The total cost for services in the 2013–2014 financial year was 302.75 million dollars for 1,818 service users.
* The total cost for services in the 2012–2013 financial year was 273.26 million dollars for 1,784 service users.
* The total cost for services in the 2011–2012 financial year was 258.26 million dollars for 1,873 service users.

Please note that these numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

These numbers also include users of Commission-provided services and services provided by disability sector organisations.

#### Three-year trend – number of people accessing different types of accommodation support

* In the 2013–2014 financial year, 192 people accessed hostel accommodation support, while 1,590 people accessed community residential accommodation. 26 people accessed emergency accommodation.
* In the 2012–2013 financial year, 213 people accessed hostel accommodation support, while 1,597 people accessed community residential accommodation.
* In the 2011–2012 financial year, 312 people accessed hostel accommodation support, while 1,579 people accessed community residential accommodation.

Please note that these numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

Data is not available for service users who received emergency accommodation before 2013–2014 because they were counted as part of hostel accommodation.

#### Key achievements

Following are details about accommodation support related projects and initiatives undertaken in 2013–2014 and how they contributed to the Commission’s outcomes for the benefit of people with disability.

**Transitioning Accommodation Services**

Funding of 125,130 dollars was awarded to Therapy Focus to support the Accommodation Services Transition project. This enabled the appointment of an officer to assist people whose accommodation services are transitioning from Commission-provided to a non-government service provider. This initiative provided families with access to independent information on the choices available and support to assist selection of accommodation services that best suited their needs and lifestyle.

**Transitional accommodation facility**

The provision of an accommodation unit to support people with disability through difficult situations ensured that a temporary, neutral environment was available to people waiting for long-term accommodation services that best suited their needs and lifestyle.

**The Age Accessible Housing Scheme**

Using a collaborative approach, the Commission and the Department of Health identified people at risk of being placed inappropriately in aged care accommodation. They then provided access to resources and supports to help people secure appropriate accommodation so they would have more control and lead the kind of lives they wanted and that was appropriate to their stage of life.

**Family engagement**

The family and friends of people with disability supported at the Commission’s Spencer Avenue accommodation came together to support a fundraising initiative for the house. The initiative raised funds to establish a vegetable garden for the benefit of all residents and their friends and family. Tending the garden provided a social activity that promoted wellbeing, brought members of the community together and provided an opportunity to develop new skills.

**Carols by Candlelight**

The gardens of Gleddon Hostel provided the setting for an inclusive community Carols by Candlelight event in 2013, bringing together a number of diverse groups. Organised in partnership with the City of Melville, three local primary schools, St Patrick’s Cathedral Choir and other community groups, this festive event enabled people with disability from a number of local group homes to take part in this community event.

#### In focus: Accommodation support

**Family welcomes Activ transition**

About 60 per cent of the Commission’s accommodation supports and services are being transitioned to non-government providers. The aim is to give people more choice and control over the services and supports they receive.

However, the opportunity for people to move to other providers to receive services more suited to their needs is not new.

This is the case for Jenny, who lived in Geraldton for the first 20 years of her life. Then 30 years ago, when she needed support, she moved to Perth to live in Commission-provided accommodation because there were no accommodation options available in Geraldton.

Jenny’s family maintained a strong connection with her, visiting twice a year and writing regularly, and Jenny visited Geraldton twice a year.

In 2013, Local Area Manager Kerry Peterkin found that through Activ there were now accommodation options in Geraldton, so Jenny’s Local Area Supervisor Maria Johnson asked her if she would like to return to her home town. Jenny didn’t hesitate and, after a series of meetings between Commission and Activ staff, Jenny and her family, and a successful visit to the house, she moved in January 2014.

Jenny’s father John Hyde said that it was really good to have Jenny back in Geraldton.

“Jenny is really happy at her new home,” Mr Hyde said. “She already knew two of the people living there and is having great fun. She has a part-time job and we often bump into her down in the town.

“She goes dancing every Friday night and we pick her up every second Sunday for lunch and a nice drive.

“Jenny has started swimming again and often bumps into her Mum, Pat, down at the pool.

“It was hard only seeing Jenny a couple of times a year but now she has become reacquainted with her siblings and their children.

“Thank you to everyone who helped make this happen.”

### Service 2 – Community-focused supports

#### About the service

Enabling people with disability to engage in positive and constructive day activities, maintaining their health and developing their individual skills and abilities are the key aims of the community-focused supports service.

These aims are achieved by connecting people with disability, their families and carers to their communities and the services offered within them to further develop people’s independence.

Community-focused supports provide planning assistance to people with disability, their families and carers to help them determine their goals and how they can achieve them.

This could involve planning the support needed to enable a person with disability to live in their own home in their chosen local community or engaging with a school leaver to discuss their plans for the future.

Also provided as part of this service are the supports for people with disability who require personal care and who choose to live as independently as possible in the community.

Community-focused supports are delivered primarily through disability sector organisations who receive 87 per cent of the Commission’s budget for this service.

#### Overview of service for 2013–2014

Community-focused supports was formerly named ‘Individual support’ and provided supports relating to disability professional services (therapy services), day options and the Community Aids and Equipment Program.

#### Community-focused supports – numbers and trends

* 5,957 – the number of people who accessed the service
* 276.84 million dollars – the total cost of service
* 46,473 dollars – the average cost per person
* 1.8 per cent increase in the average cost per person

#### Three-year trend – cost of service and service users

* In the 2013–2014 financial year, 5,957 people accessed community supports, at a cost of 276.84 million dollars.
* In the 2012–2013 financial year, 5,427 people accessed community supports, at a cost of 247.55 million dollars.
* In the 2011–2012 financial year, 5,330 people accessed community supports, at a cost of 218.12 million dollars.

Please note that these numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

#### Three-year trend – number of people accessing different types of community-focused supports

In the 2013–2014 financial year:

* 4,822 people accessed day options
* 2,127 people accessed alternative to employment
* 1,158 people accessed post school options
* 2,076 people accessed recreation
* 1,981 people accessed supported community living

In the 2012–2013 financial year:

* 4,427 people accessed day options
* 1,541 people accessed alternative to employment
* 1,425 people accessed post school options
* 1,947 people accessed recreation
* 1,751 people accessed supported community living

In the 2011–2012 financial year:

* 4,445 people accessed day options
* 1,369 people accessed alternative to employment
* 1,324 people accessed post school options
* 2,235 people accessed recreation
* 1,563 people accessed supported community living

Please note that the aggregated subtotals do not equal the total because some people received multiple services.

These numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

#### Key achievements

Following are details about Community- focused support related projects and initiatives undertaken in 2013–2014 and how they contributed to the Commission’s outcomes for the benefit of people with disability.

**Sustainability funding**

During this reporting period, the second round of State Government funding to support the sustainability of the not-for-profit sector, known as Component II, began rolling out to individuals and service organisations. Component II has been allocated over two years – with 20 million dollars for 2013–2014 and an additional 8.2 million dollars for 2014–2015.

**School Holiday Program**

Young people with disability were able to build or maintain friendships, community connections and support networks with people of a similar age by participating in school holiday programs. The programs offered access to mainstream activities such as sporting and recreational activities and holiday camps.

**Supporting school leavers**

The transition from a centralised Post School Options program (comprising an application and assessment process) to an individualised planning process will give school leavers with disability greater choice and control of their future. This person-centred process, undertaken in partnership with Local Area Coordinators and schools, will enable school leavers from 2014 onwards to develop a tailored plan for their future and put strategies in place to help them achieve their goals.

**Grow Achieve Include Network (GAIN) transition to work pilot**

This two-year pilot program provided a small group of Commission service users with employment entry skills to support the transition to employment. The self-directed, flexible and strengths-based approach encouraged people to secure work that they enjoyed and in turn contribute to their community. A number of participants went on to secure employment.

**Community Living initiative**

This reporting period saw 1.7 million dollars allocated through the Community Living initiative, which supported 108 adults with disability in a broad range of community living arrangements. The decision-making on funding allocations is decentralised, with decisions made by Local Area Coordinators. More local decision making improved flexibility and responsiveness to people’s needs, and an increased number of people were supported because the amounts of funding and support were smaller. This approach may also prevent circumstances reaching a critical stage and enable more adults with disability to live independently, the way they choose in their community.

**Family Living initiative**

A total of 2.47 million dollars was allocated to 197 families under the Family Living initiative, which enabled the family member with disability to continue to live at home with support planned to ensure it was available before circumstances reached a critical stage.

As with the Community Living initiative, the decision-making about the funding allocations was decentralised, and an increased number of people were able to be supported by the strategy and continue to live within the family home.

#### In focus: Community-focused supports

**Young analyst treasures job and family support**

Self-determination and family support have been crucial in assisting Robert Kett of Secret Harbour to achieve his goals.

The 21-year-old, who has autism, is now a contract analyst with the State Government’s Department of Treasury, after gaining a Bachelor of Science in mathematics from Murdoch University.

“This job at Treasury was my first choice because it’s the best place for me to apply my maths skills. It represents everything I’d worked hard for over the past decade,” Robert said.

“It is also important to me because of the regular social contact I get from it, and that is a stepping stone to living independently.”

Commission Local Area Coordinators (LACs) Janelle Cooper and Michelle Lyall supported Mr Kett to identify his life goals and then assisted him to achieve them.

LAC Edgar Ruiz continues to support Robert in a range of ways, including facilitating his social activity with other young people with disability at Young Adults Rockingham Network. Robert also received support from Edge Employment Solutions in his first week at work in January 2014.

Robert’s father, John, said his son had showed an aptitude for maths as a toddler before he was diagnosed with autism at the age of three. Robert had strong support at Malibu Specialist School which enabled him to move to mainstream education from Year 5. He later achieved a Tertiary Entrance Rank of 99.5, won the Applicable Maths prize and ended up studying at university as an equity student.

Robert had this advice for others: “If you get a roadblock, keep plugging away until you get through it. I feel lucky to have such loving parents who pushed me to do well.”

### Service 3 — Coordination and individual support

#### About the service

The services provided through coordination and individual support assist people with disability and their families and carers to plan, organise and access support and services which enhance their participation in, and contribution to, their local community.

Services in this area of support are designed to be personalised, flexible and responsive and are delivered through the Local Area Coordination program, My Way and a range of specialist services including providers of specialist aids and equipment.

**Local Area Coordination**

Local Area Coordinators (LACs) work directly with people with disability, their families and carers in every corner of the state. Their local knowledge helps people advocate, plan, organise and access the support and services they need to live the life they want for themselves.

In addition, they work with family members and others involved in supporting people with disability, helping them to further strengthen their caring role.

By partnering with local community members, businesses, government and non-government organisations, LACs also help to make local communities more inclusive and welcoming.

**My Way**

My Way is a model of support that centres on planning, increased flexibility and choice and community connectedness. Developed in consultation with more than 1,300 stakeholders, and aligned with the principles of the National Disability Insurance Scheme, it builds on the strengths of the State’s highly regarded Local Area Coordination program. Introduced in 2012, it was implemented in four areas of WA: Perth Hills, Lower South West, Cockburn-Kwinana and the Goldfields.

Although My Way was being implemented for the duration of this reporting period, many significant changes were being planned in preparation for WA NDIS My Way from 1 July as discussed below.

**Specialist services**

Specialist services include broad multi-focused services that respond to the holistic needs and desired outcomes of individuals, families and carers and targeted, highly specific services focusing on the individual’s needs. These include therapy, professional and consultancy services.

**Community aids and equipment**

This service benefits people with a long-term disability living at home in the community by providing equipment and home modifications to enhance their function, independence and safety and to assist unpaid carers in their caring role.

#### Overview of service for 2013–2014

This service underwent changes to ensure it was positioned appropriately to respond to a changing environment. These have centred on preparing for the 1 July 2014 start of the two model National Disability Insurance Scheme trial in Western Australia.

Other changes to this service during this reporting period were the adoption of the Community Aids and Equipment Program and disability professional services (therapy services) and moving the reporting of the Family Living initiative to Service 2 – Community-focused supports.

#### Three-year trend – cost of service and service users

In the 2013–2014 financial year:

* There were 20,988 people accessing services at a cost of 112.43 million dollars.
* 8,310 people accessed Disability Professional Services.
* 8,815 people accessed the Community Aids and Equipment Program.
* 10,546 people accessed both LAC and My Way.

In the 2012–2013 financial year:

* There were 20,119 people accessing services at a cost of 100.88 million dollars.
* 8,028 people accessed Disability Professional Services.
* 8,468 people accessed Community Aids and Equipment Program.
* 9,993 people accessed both LAC and My Way.
* 9,817 people accessed LAC.
* 1,543 people accessed My Way.

In the 2011–2012 financial year:

* There were 20,275 people accessing services at a cost of 105.31 million dollars.
* 7,891 people accessed Disability Professional Services.
* 8,834 people accessed Community Aids and Equipment Program.
* 9,445 people accessed both LAC and My Way.

Please note that these numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

Standalone My Way data is not available for 2011–12 because it was not launched until November 2012.

Data is not available to separate the LAC and My Way figures because the offices are combined.

#### Key achievements

Following are details about coordination and individual support-related projects and initiatives undertaken in 2013–2014 and how they contributed to the Commission’s outcomes for the benefit of people with disability.

**WA NDIS My Way**

Extensive planning and preparation ensured the state’s readiness for the start of the two-model trial of the National Disability Insurance Scheme. The WA State Government’s model, known as WA NDIS My Way, starts in the Lower South West on 1 July 2014 and in Cockburn-Kwinana on 1 July 2015.

**WA NDIS My Way information campaign**

A campaign in the Lower South West to inform people with disability and their families and carers about the WA NDIS My Way trial began on 18 June 2014. The campaign comprised regional TV, radio, press and online adverts. The aim of the campaign was to ensure that people in the trial area knew about the start of the trial on 1 July and where they could go to have their questions answered and their eligibility checked. Press adverts were also placed in local newspapers in Cockburn and Kwinana to advise residents that the trial would extend to their area on 1 July 2015.

**Am I Eligible? online tool**

This online tool, accessed through the Disability Services Commission website, was developed to enable people with disability and their families and carers to quickly check their eligibility status for the WA NDIS My Way trial. The tool, which provides information and contact points for people within and outside the trial area, adheres to the highest standards of conformance (AAA), as prescribed by the World Wide Web Consortium’s web content accessibility guidelines received (WCAG 2.0).

**Client assessment tool**

This tool was developed to assist My Way Coordinators in the WA NDIS My Way trial site to determine the level and types of support needed for adults and children. Using the tool ensures that individual plans contain suitable supports and services for people with disability, their families and carers.

**LADS My Way**

A new information system was designed and implemented to support the new model of operation and the reporting required to demonstrate the effectiveness of the services of WA NDIS My Way.

**Autism Collaborative Research Centre project**

The Commission supported a project to develop a post-graduate qualification in the assessment and diagnosis of Autism Spectrum Disorder (ASD), and introduce processes to support early identification in infants and toddlers. This increased accuracy and earlier diagnosis through a consistent nation-wide approach, ensuring that appropriate services and supports were identified for individuals.

**Diagnostic and Statistical Manual of Mental Disorders Fifth Edition (DSM-5) Implementation – Autism**

To increase the accuracy of Autism Spectrum Disorder (ASD) diagnoses and ensure that appropriate services and supports are identified for individuals, the Commission consulted with the disability sector to implement the transition to using the DSM-5 to diagnose ASD in WA.

**Dual Disability Working Group, Western Australia Council of Social Services (WACOSS) project**

The Commission collaborated with the Mental Health Commission and WACOSS to develop a Dual Disability Competency Framework, which describes the skills required by health workers providing services to people with intellectual disability and co-occurring mental illness.

This ensured that the health care provided to people with dual disability was provided by appropriately skilled workers and met their individual needs.

**Redefined planning role for Local Area Coordinators (LACs)**

To further bolster the role of LACs in engaging people with disability, their families and carers in planning, this reporting period saw the implementation of a new planning template and process which was supported with training for the LACs.

An expanded focus on planning was in line with the principles of WA NDIS My Way by ensuring that people with disability would have the opportunity to be in the driving seat and have maximum choice and control about their lives.

**Self-managed funding**

A total of almost 19 million dollars was self-managed by 1,559 individuals and their families during this period. With the support of Local Area and My Way Coordinators, people took responsibility for managing their own funding and arranging the supports and services they had identified in their individual plans. Self-managing provides people with disability, their families and carers capacity to exercise maximum control of their supports and services.

**Localised decision-making around resource allocation**

The move from centralised to local decision-making in the allocation of Family and Community Living initiative funding benefited increased numbers of people with disability. Funding decisions made at a local level were usually more responsive and flexible, with funding allocated on planning for needs now and in the future rather than funding for support that was only accessed when circumstances reached a critical stage.

**Positive Behaviour Support Expansion project**

The Commission’s Positive Behaviour Strategy was developed for people supporting a person with disability who may, at times, exhibit challenging behaviours. The Commission, in collaboration with the disability sector, expanded the project into the South West and Lower Great Southern Region. The primary goal of the project is to increase a person’s quality of life, through a reduction in the reliance on restrictive practices (such as seclusion or restraint of any kind), with the secondary goal of decreasing the frequency and severity of their challenging behaviours.

**Behaviour Support Plan Quality Evaluation Guide II**

This project was part of the organisational system reforms supporting the Positive Behaviour Support Expansion project. The guide was developed to provide a way of demonstrating that person-centred behaviour support plans, focusing on a contemporary, evidence-based approach to supporting a person with challenging behaviour, was preferred to restrictive practices. The guide supported organisations to align with the new National Standards for Disability Services.

**Transfer of Early Childhood Intervention services to non-government organisations**

Since the end of 2013, 115 Early Childhood Intervention places have transitioned from being provided by the Commission to being provided by non-government organisations. This enabled families of young children with disability to have greater choice and control over the supports and services for their child. It is expected that a further 95 positions will be transitioned to the non-government sector by the end of 2014.

#### In focus: Coordination and individual support

**1 – Fathers master social network**

The Disability Services Commission’s Local Area Coordination program has supported West Australians with disability since 1988. Local Area Coordinators (LACs) work with family members and others supporting people with disability to assist them to further strengthen their caring role.

In addition, LACs work to help make local communities more inclusive and welcoming. This is achieved through education, advocacy and partnerships with local community members, businesses, government and non- government organisations.

Cockburn District Local Area Coordination came up with a way to better get to know the fathers of young people with disability with whom they worked as, typically, LACs engage in discussion with mothers (as fathers are often not at home at the time of their visits).

They also wanted to provide a relaxed environment for the fathers to get to know each other.

With a generous contribution from Rocky Bay, LACs Joel Colley and Barry Arnold organised a free, half-day barbecue master class at Urban Griller in O’Connor.

Proprietor Chris Girvan-Brown demonstrated the art of cooking the perfect steak, as well as how to cook salmon, prosciutto-wrapped prawns and desserts on the barbecue.

Joel said the social aspect of the event was more important than the skills learned.

“Providing the opportunity for fathers of young people with disability to have a break and network with each other is important given that men rarely have the opportunity due to work commitments and events for male-carers are a rarity,” Joel said.

“The networking opportunities through the event helped the fathers to connect with each other, share experiences and provide each other with moral support.”

“Short, regular and enjoyable breaks from the caring role are vital in ensuring that carers can healthily sustain their caring role.”

**2 – My Way plans support positive future**

The Commission’s My Way project began supporting positive changes to people’s lives soon after its launch in WA’s Lower South West region in May 2013.

The project gives people more opportunity to design, plan and implement supports and services to meet their needs.

By spring 2013, about 400 people with disability, their families and carers were working with My Way Coordinators and gaining from relationship-based support, local decision-making, early engagement in good planning processes and, where required, locally allocated funding.

My Way Regional Director John Thomson said that his team in the Lower South West had focused on best practice in WA, while aligning with the emerging National Disability Insurance Scheme.

Busselton teenager Jacob Botting was one of the people to experience positive changes as the result of My Way participation.

Jacob, 18, worked with his family and My Way Coordinator Christine McCallum to plan his transition from school to employment and the community.

Jacob had long held a passion for the sea and was keen to join the defence forces. Through My Way, he joined the navy cadets in Bunbury where he learned about the armed forces, seamanship and leadership skills, while developing confidence, pride and self-discipline and making new friends.

He said his experience in the cadets helped him gain skills for a variety of possible career opportunities, including the defence forces.

### Service 4 — Family support

#### About the service

Supporting families and carers of people with disability in their primary care-giving role is vital. They must have access to good information about support, ensure they are looking after their own health and wellbeing, and maintain the capacity to provide care and emotional support for other family members.

Respite services form part of the family support service. Respite provides people with a break from their caring role and helps to strengthen their ability to provide ongoing support and care. It also offers positive experiences for the person with disability and fosters the growth of informal and natural community supports.

The Commission works in partnership with disability service providers to deliver this service, continuing to develop initiatives that support carers and increase the understanding of issues and concerns facing the families and carers of people with disability.

Ongoing work promotes leadership to enhance family and carer participation in community life and to offer practical strategies to support and enable them to plan for their futures.

#### Overview of the service for 2013–2014

This service was formerly known as family and carers support. The name was changed as part of the revision of the performance framework to focus on family support. The components are the same as previous years.

#### Family support – numbers and trends

* 5,097 – number of people who accessed the service
* 100.20 million dollars – total cost of service
* 19,658 dollars– average cost per person
* 15.4 per cent increase in average cost per person

#### Three-year trend – cost of service and service users

There were 5,097 people using family support services in the 2013–2014 financial year at a cost of 100.20 million dollars.

There were 4,972 people using family support services in the 2012–2013 financial year at a cost of 84.73 million dollars.

There were 4,648 people using family support services in the 2011–2012 financial year at a cost of 74.23 million dollars.

#### Three-year trend – total service users by family support type

* In the 2013–2014 financial year, 3,843 people used respite accommodation, while 1,853 people used family support services.
* In the 2012–2013 financial year, 3,820 people used respite accommodation, while 1,802 people used family support services.
* In the 2011–2012 financial year, 3,488 people used respite accommodation, while 1,713 people used family support services.

Please note that the aggregated subtotals of the above figures do not equal the total because some people received multiple services.

These numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

#### Key achievements

Following are details about Family Support- related projects and initiatives undertaken in 2013–2014 and how they contributed to the Commission’s outcomes for the benefit of people with disability.

**Sibling Support Grants**

The Commission provided a grant to Kalparrin to develop a range of contemporary services and supports to address the needs of siblings (aged five to 24 years) of people with developmental or acquired disability, to help reduce the risk of siblings developing long-term mental health issues. This was achieved by creating networks of support, enabling the siblings to learn about and understand disability, and building resilience and self-esteem.

**Youth Program**

The Commission provided a grant to assist Huntington’s WA to meet the cost of a full-time Youth Liaison Officer. The officer’s role was to connect families of individuals with (or at risk of) Huntington’s disease with appropriate youth agencies and service providers in their area, to create connections to social networks.

**Workshops for young carers**

A young carer education and training program – which included training in the use of media and covered topics such as building positive relationships, resilience and leadership skills – resulted in the production of short video clips for use in settings such as expos, schools and the Carers WA website. The videos can raise community awareness of the important role young carers play in the lives of people with disability.

#### In focus: Family support

**Strategy supports family skills**

Commission support for families who experience challenging behaviour is dramatically changing lives.

Four years ago Mandurah mother Jodie Campbell, her husband Ian and daughters Aisha, now 16, and Amalia, 6, were struggling with their middle daughter Aiyana, 9, who has developmental delay and intellectual disability.

“We couldn’t communicate with her,” she said and, as time went on, Aiyana’s challenging behaviours led to Mrs Campbell feeling distressed.

Life changed when the Campbells began working with the Commission’s Positive Behaviour Support team in 2010.

“Working with the team dramatically changed our lives. It helped us to understand Aiyana and her needs,” Mrs Campbell said.

In 2012, after completing the Positive Behaviour Program, the family joined the Side By Side project, where families supported families in which challenging behaviour was having a significant impact on their lives.

“I had gained a lot of confidence and knowledge (through positive behaviour support) that I wanted to share.” Mrs Campbell said.

The program is part of a state-wide Disability Services Commission strategy to assist families and carers in gaining skills to respond more effectively to family members who sometimes experience challenging behaviour.

In 2013–2014, Commission grants totalling 300,000 dollars assisted disability sector organisations Developmental Disability WA (DDWA) and Youniverse to work with the Commission to develop the strategy.

The Commission’s Behaviour Support Consultation Manager Mike Cubbage said that for many families, supporting a loved one with challenging behaviour was complex and could be an isolating experience.

“The Side by Side project offers families the opportunity to gain tools to equip them to create a safer, more functional family environment,” he said.

Some other strategies the partnership has been working on are:

* ‘Is There a Better Way?’ training for families and their service providers
* consultancy support, training tools and resources in family engagement strategies for disability sector agencies
* ‘intentional communities of interest’ developed by local community leaders, including Side by Side groups across WA, through the ‘Is there a Better Way?’ training
* opportunities for families to share their experiences in this project, including family conferences
* resources to share stories about families’ experiences, including booklets, DVDs and online resources
* engagement with the WA NDIS My Way trial

For more visit www.disability.wa.gov.au > Disability service providers > Behaviour Support.

### Service 5 — Access and inclusion

#### About the service

People with disability have the same rights as other people to access services and be included within the community. These rights are enshrined in State and Commonwealth legislation.

The Commission’s function extends beyond just funding and providing disability services. It also champions the change that needs to be made across state and local government, across the disability sector and across the broader community to deliver better outcomes for community participation. Much of this work is achieved through partnership.

The Commission coordinates a variety of projects and leads community education strategies and awareness of disability – a responsibility that is delivered through this service.

At the heart of the initiatives and projects is the Count Me In vision, that all people live in welcoming communities that facilitate Key areas of focus are housing, employment and health including mental health.

#### Overview of the service for 2013–2014

The goal was to increase opportunities for people with disability to be active and valued members of the many communities across WA through activities and partnerships with government and community organisations.

Formerly Community access and inclusion, this service increased its emphasis on people with disability having access in the community and aligning with national initiatives under the National Disability Strategy

**Disability Access and Inclusion plans**

The Commission continued to ensure public authorities were aware of their obligation to ensure people with disability could access state and local government facilities, services and supports. The Commission also started a review of public authorities for future inclusion in regulations, such as new hospitals, and participated in the design working group for the new Perth Stadium regarding access and inclusion matters to ensure maximum opportunities for participation.

Disability Access and Inclusion officers also worked with public authorities to ensure they implemented improved recruitment practices that removed barriers to employment for people with disability, as per Outcome 7 of the DAIP provisions in the Act. Outcome 7 was included in the latest amendments to the Disability Services Act in mid-2013.

#### Access and inclusion support – numbers and trends

141 projects were supported by the Commission which is a six per cent increase in number of projects supported.

#### Three year trend – cost of services and total projects

* In the 2013–2014 financial year, 141 projects were supported at a cost of 1.91 million dollars.
* In the 2012–2013 financial year, 133 projects were supported at a cost of 1.46 million dollars.
* In the 2011–2012 financial year, 136 projects were supported at a cost of 1.42 million dollars.

#### Key achievements

Following are details about access and inclusion-related projects and initiatives undertaken in 2013–2014 and how they contributed to the Commission’s outcomes for the benefit of people with disability.

**Liveable Homes**

This partnership project with the housing industry increased builders’ understanding of universal design and increased the uptake of universal design features in public and private housing. Increased public awareness through engagement and sponsorship encouraged construction of housing that ensured people of all ages and abilities could live in or visit the homes with comfort.

**Count Me In initiatives**

Count Me In initiatives were broad and varied but were underpinned by the Count Me In vision. The year’s key initiatives that promoted an inclusive Western Australia included local government Inclusion grants, the appointment of new metropolitan and regional Count Me In Ambassadors and projects supporting employment. Projects assisted people with disability to take part in decision-making and leadership, develop their interests and talents, learn new skills, promote their work and participate in sport and recreation.

The activities all aimed to promote wellbeing and increase interaction with the community.

**Wiluna Disability Support Project**

A 12,800 dollar grant provided to Ngangganawili Aboriginal Community Controlled Health and Medical Services delivered a disability support project for eight hours per week within theWiluna area. A range of strategies was employed to give people with disability, families and carers increased knowledge of Commission services, so that appropriate services and supports could be accessed.

**Side by Side project and ‘Is There a Better Way?’ training (family leadership)**

The Commission partnered with families who shared the experience of challenging behaviours in people with disability to build enduring support and advocacy networks, and to inform sector reform for the benefit of people with disability, their families and carers.

**Transition of medical specialist podiatry service**

Podiatry services for people with disability that were previously provided by the Commission were transitioned to a clinic at the University of Western Australia (UWA). The services were provided to people with disability at no cost.

Providing this service through the UWA clinic was in line with the transitioning of other medical and specialist services to mainstream service providers. This ensured that people with disability could access quality and skilled services from a range of service providers, giving them greater choice.

**Collaboration with Curtin University**

The Commission engaged with Curtin University’s School of Occupational Therapy and Social Work to provide students with experience in supporting people with disability. The second-year students were completing their service learning, which is a mix of class-based learning and practical experience, and the fourth-years were undertaking research in fields that improved the lives of people with disability.

It was anticipated that the students’ real life experience in supporting people with disability would translate into better access to tailored services and greater inclusion in mainstream services because of the knowledge they had gained during the project that they would carry with them into the workforce.

**stARTSPEAK – Touch and Create app**

Through engaging people with high support needs and research partners, the stARTSPEAK app was developed to assist users with little or no literacy or numeracy to communicate and create artwork. This initiative stimulated the digital and social inclusion of people with intellectual disability and provided people with high support needs with a new way to express themselves and be supported in a way that met their individual needs.

**Community-based accommodation**

The Commission completed a three-year 95 million dollars housing program that saw almost 240 people provided with universally designed community-based accommodation. The Commission worked closely with the Department of Housing to find flexible appropriate housing that offered opportunities for people to live the life they chose in the community while meeting their disability-related needs.

**Arts, culture and recreation**

The Commission continued to work in partnership with the Department of Culture and the Arts and other arts partners to identify and deliver strategic arts and disability initiatives. Similar approaches existed in the sport and recreation arena. The Commission began a review of recreation services to determine future opportunities for people with disability using more individualised approaches.

#### In focus: Access and inclusion

**Poetry binds Harvey community**

The 2013 Count Me In Local Government award winner, the Shire of Harvey, has used poetry to bring together people from across their community.

The Count Me In award acknowledged best practice access and inclusion initiatives by West Australian local government authorities.

The Shire developed the DisAbility Poetry Project, launched in December 2012, to raise awareness of the strengths, contributions and achievements of people with disability to society.

The project was a community competition and encouraged participation from people of all ages, and was promoted in local schools, libraries, seniors’ centres, local newspapers and on noticeboards.

Equality, acceptance, friendships and the positive contributions of people with disability to the community were the required themes of poems.

People of all ages and backgrounds shared their feelings and experiences in poems and the 48 entries were photocopied, mounted and displayed in Australind and Harvey libraries.

Winners were named in five age group categories and the public voted for a People’s Choice award.

Poems were collated in an anthology, with copies permanently housed at the Shire’s libraries and given to all participants and local schools.

The Shire of Harvey’s Jeanette Stampone said that though the shire initiated the project, it was the community members who were enthusiastic in sharing their stories and reaching others through their words.

“Raising awareness is a strategy in many local governments, however, when it is the community members themselves taking on this challenge, it is much more lasting and effective,” she said.

## Quality of services

### Quality Management Framework

The Quality Management Framework (QMF), implemented in 2010, is a contemporary, outcomes-based system for evaluating the quality of services that are provided by service providers to people with disability, their families and carers.

Key features of the QMF include:

* Annual self-assessments by service providers against the disability standards. These were completed by every organisation that provided a service through funding from the Commission to a person with disability.
* An independent evaluation process performed by contracted evaluators that focused on obtaining feedback from people with disability, their families and carers. In total, 83 assessments across 57 organisations (just over half of the sector) were undertaken to evaluate the quality of services delivered against program-based outcomes and the nine Disability Services Standards.
* Actions taken to follow up requirements to meet Standards identified during the quality evaluation visit were completed by the organisations as part of the continuous service improvement approach.
* A focus on prioritising person-centred approaches, good planning processes and achievement of positive individual outcomes.

A review of the Quality Management Framework was undertaken during the reporting period to incorporate the new national standards for disability services and ensure that the requirements for the two-model National Disability Insurance Scheme trial in WA would be met.

The changes that will be made include better capacity to support the outcomes-based reporting framework for service providers, which emphasises individual planning and the achievement of individual outcomes.

The new system, known as the Quality System, will retain the features described above and have an increased focus on safeguarding vulnerable individuals.

There will be an expectation that service providers have assessable safeguarding measures in place to protect vulnerable individuals and ensure compromised outcomes are not experienced.

To better assess organisational risk there will be a tighter integration of complaints and serious and critical incident reporting. This will give a well-rounded view of the quality of service delivery and will help to inform sector trends.

## Complaints handling

The Commission promoted and coordinated a contemporary complaints management process. This was accessible to people with disability and their carers from all cultural and linguistic backgrounds state-wide. To promote systemic best practice, the Commission worked with disability sector organisations to showcase the Commission’s complaints management standards, policy and processes.

Non-government organisations were supported in the development and implementation of their own feedback and complaints systems through information on the Commission’s website, information forums and contact with the Consumer Liaison Service.

The Commission applied Disability Service Standard Seven – Complaints and Disputes to ensure clear access to complaints information and details about the process. People were encouraged and supported to raise any concerns about Commission-provided services, including supported accommodation, Local Area Coordination and therapy services.

To efficiently and effectively manage complaints, the Consumer Complaints Management Policy and Procedure (the Policy), established 1994, and the Disability Services Standards were followed.

The Policy complied with the Australian Standards in Complaints Handling and was evaluated and reviewed according to the Director General’s policy review mechanism.

This reporting period saw the endorsement of the revised National Standards for Disability Services (national standards) with Standard Four Feedback and Complaints – set to become the new applicable Standard. The Commission will work to this Standard from 1 July 2014 when service organisations begin working within the framework of the Quality System, which is being implemented in line with the national standards.

Standard Four emphasises that organisations must clearly communicate options for providing feedback, ensure independent information or advice can be accessed, use feedback to drive continual improvement, include feedback systems, apply effective complaints management and resolution and demonstrate transparent dispute management. Six indicators of practice are embedded within this Standard which will guide how the Commission manages the complaints process.

During this reporting period, the Commission continued to follow Disability Service Standard Seven – Complaints and Disputes. In working to this Standard, the Commission provided clear access to complaints information and details about the process. People were encouraged to raise any concerns they may have had about Commission-provided services which would include supported accommodation, Local Area Coordination and therapy services, and were supported by the Commission during the process. To have their concerns addressed, people could approach the staff member or manager providing the service, lodge a formal complaint at management level or lodge a complaint with the centrally based Consumer Liaison Service. Complaints could be lodged in person, by telephone, online, or by email or letter. Complaints were acknowledged within 24 hours of receipt in accordance with the policy.

The Commission remained committed to the principles of a receptive, impartial, timely and confidential complaints process. It continually worked to improve the levels of satisfaction for people making complaints. It valued the process as a guide for continuous improvement within the Commission and across the sector.

If a person was not satisfied with the process or outcome of their complaint, they could approach the Health and Disability Services Complaints Office (HaDSCO) to request an independent investigation. Information about complaints lodged with the HaDSCO can be found under the heading ‘External review of complaints – Health and Disability Services Complaints Office’ on page 67.

### Complaints lodged with the Disability Services Commission July 2013–June 2014

The following table includes the data from the Commission’s internal complaints monitoring and collection process.

The number of complaints made to the Consumer Liaison Officer in 2013–2014 remained at a reduced level from previous years. Satisfaction with the handling of complaints increased 1 per cent while satisfaction with complaint outcome decreased 7 per cent. The number of complaints per 1,000 users decreased to 2.27 from 3.04 in 2012–2013 and 5.65 in 2010–2011.

### Five-year trend

In the 2013–2014 financial year:

* 507 enquiries were made to the Consumer Liaison Officer.
* 26 complaints were made to the Consumer Liaison Officer service.
* 21 complaints were closed.
* There were 2.27 complaints per 1,000 users of Commission-provided services.
* 76 per cent of people were satisfied with the complaints handling process.
* 57 per cent of people were satisfied with the complaints handling outcome.

In the 2012–2013 financial year:

* 458 enquiries were made to the Consumer Liaison Officer.
* 28 complaints were made to the Consumer Liaison Officer service.
* 30 complaints were closed.
* There were 3.04 complaints per 1,000 users of Commission-provided services.
* 75 per cent of people were satisfied with the complaints handling process.
* 64 per cent of people were satisfied with the complaints handling outcome.

In the 2011–2012 financial year:

* 611 enquiries were made to the Consumer Liaison Officer.
* 43 complaints were made to the Consumer Liaison Officer service.
* 50 complaints were closed.
* There were 4.11 complaints per 1,000 users of Commission-provided services.
* 78 per cent of people were satisfied with the complaints handling process.
* 74 per cent of people were satisfied with the complaints handling outcome.

In the 2010–2011 financial year:

* 621 enquiries were made to the Consumer Liaison Officer.
* 57 complaints were made to the Consumer Liaison Officer service.
* 51 complaints were closed.
* There were 5.65 complaints per 1,000 users of Commission-provided services.
* 63 per cent of people were satisfied with the complaints handling process.
* 59 per cent of people were satisfied with the complaints handling outcome.

In the 2009–2010 financial year:

* 515 enquiries were made to the Consumer Liaison Officer.
* 49 complaints were made to the Consumer Liaison Officer service.
* 47 complaints were closed.
* There were 5.11 complaints per 1,000 users of Commission-provided services.
* 72 per cent of people were satisfied with the complaints handling process.
* 55 per cent of people were satisfied with the complaints handling outcome.

### Details of complaints lodged with the Commission

* Two complaints were carried over from 2012–2013.
* 33 per cent of complaints closed in 2013–2014 were resolved within 15 working days, meeting the procedural guidelines outlined in the Commission’s Consumer Complaints Policy 2011. This was a decrease of 24 per cent from 2012–2013 and reflects an increased complexity in the processes required to resolve the complaint.
* The types of services most frequently the subject of complaints to the Commission were:
* Local Area Coordination (50 per cent of the total) and Accommodation Services (19 per cent of the total). These areas represented most of the direct consumer and family contact with the Commission, accounting for the higher proportion of complaints.
* Of the 26 new complaints received by the Consumer Liaison Service in 2013–2014, six (or 23 per cent) related to compliance with the Carers Charter within the Carer Recognition Act 2004.
* There was an ongoing trend in the reduction of the overall number of complaints over the last four years.

### Key achievements

Following are details about the strategies implemented by the Commission’s Consumer Liaison Service in 2013–2014 and the benefits achieved for people with disability, their families and carers.

#### Consumer Liaison Service publications

The Commission produced revised versions of the publications ‘Help us to help you’ and ‘How to have your say’. This ensured that people across the sector were provided with clear processes on how and where to make a complaint.

#### Information-sharing sessions

To enable a quicker, more localised resolution for a complainant, the Commission conducted regular sessions with its management groups to enable complaints to be addressed at the local level, where appropriate.

#### Complaints information on Commission’s website

The information on the Commission’s website about how to make a complaint and the accompanying form were revised to enhance usability. This ensured the form was easy to read, complete and submit. People experienced a responsive, streamlined and efficient complaints process.

#### Complaints data collection

Changes to the Disability Services Act have led to changes to the annual complaints data collection requirements by the Health and Disability Services Complaints Office (HaDSCO). The Commission worked with HaDSCO on this reform, to be implemented on 1 July 2014. Enhanced reporting capacities will inform the sector and government on systemic issues of concern, to enable more proactive and responsive strategies towards service delivery improvements for the benefit of people with disability, their families and carers.

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

The HaDSCO is an independent statutory authority providing a free and impartial resolution service for complaints relating to health or disability services provided in 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 in confidence, 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 2013–June 2014

Forty-four new complaints were lodged with the HaDSCO in 2013–2014 under Part 6 of the Disability Services Act 1993. Six complaints were carried forward from previous financial years.

Of the 50 complaints examined by the HaDSCO in 2013–2014:

* five related to services provided by the Disability Services Commission
* 25 related to disability sector organisations funded by the Commission
* 20 related to other service providers.

In total, 112 issues were raised in complaints about disability service providers. The HaDSCO updated its issue categories in 2013–2014 and the table below shows these as a proportion of total issues recorded.

#### Issues raised

* 27 per cent of issues were raised regarding service delivery.
* 20 per cent of issues were raised regarding service management.
* 11 per cent of issues were raised regarding the carers charter.
* 11 per cent of issues were raised regarding disputes.
* 9 per cent of issues were raised regarding decision making and choice.
* 8 per cent of issues were raised regarding individual needs.
* 6 per cent of issues raised regarding service costs and financial assistance.
* 9 per cent were other issues raised.

Please note that more than one issue can be raised per case. The above totals do not equal 100 per cent due to rounding.

In 2013–2014, the HaDSCO closed 44 disability-related complaints. This led to 49 outcomes being achieved. The following figures represent each outcome as a proportion of total outcomes achieved. More than one outcome can be achieved per case.

#### Outcomes achieved

* 27 per cent of issues were allowed to lapse by the complainant.
* 20 per cent of the issues HaDSCO could not progress any further.
* 11 per cent of the complaints were more appropriate for another body.
* 11 per cent of the concerns were registered.
* 9 per cent of issues were referred back to the provider .
* 8 per cent of services were obtained.
* 15 per cent were other outcomes.

Please note that the above totals do not equal 100 per cent due to rounding.

### Consumer satisfaction survey

Given the disability sector’s current dynamic environment, the Commission’s satisfaction survey also monitored people’s satisfaction in the services they received. The annual survey was conducted by trained and experienced market research interviewers using a Computer Assisted Telephone Interviewing (CATI) system. It was conducted independently of the Commission’s Consumer Liaison Service and captured the levels of satisfaction for people using either Commission-provided services or those provided by disability sector organisations.

The information collected from the March 2014 survey was used to report against a number of Key Performance Indicators and to enable the Commission to monitor trends about service satisfaction. The survey included consumer and carer complaints.

### Consumer complaints

In 2014, 735 consumers (selected by random sample) completed the consumer satisfaction survey. Consumers, or their carer on their behalf, were asked a series of questions about their awareness of the right to complain and about any complaints they made during the past 12 months.

#### Consumer complaints – numbers and trends

The figures below illustrates that there were no significant differences in consumer responses over the past three years

#### Snapshot

No significant change in any of the five measures.

#### Three year trend in detail

In 2013–2014:

* 83 per cent of consumers reported awareness of the right to complain.
* 82 per cent of consumers didn’t wish to complain.
* 7 per cent of consumers reported a cause to complain but felt unable to do so.
* 11 per cent of consumers reported a complaint.

In 2012–2013:

* 83 per cent of consumers reported awareness of the right to complain.
* 82 per cent of consumers didn’t wish to complain.
* 6 per cent of consumers reported a cause to complain but felt unable to do so.
* 12 per cent of consumers reported a complaint.

In 2011–2012:

* 84 per cent of consumers reported awareness of the right to complain.
* 79 per cent of consumers didn’t wish to complain.
* 8 per cent of consumers reported a cause to complain but felt unable to do so.
* 13 per cent of consumers reported a complaint.

Please note that these numbers have been recast in accordance with realignment of services within each service type associated with the Commission’s new performance reporting framework.

### 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, a mental illness or who is frail.

To support the Commission’s commitment to the Act, the results of the Commission’s consumer satisfaction survey were provided to the Carers Advisory Council, an external reference group comprising up to 10 people appointed by the Minister responsible for administering the Act. Their role is to provide advice to the Minister on relevant issues for carers.

In the consumer satisfaction survey, carers were asked similar questions to consumers, as well as 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 454 carers completed the survey in 2014.

Respondents were not asked to identify the type of complaint, meaning the complaints discussed 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 Service Complaints Office

#### Carers complaints – numbers and trends

The three-year trend in carer complaints is provided in the figures below. A snapshot provides a comparison to the previous year.

#### Snapshot

* 14 per cent increase – number of carers satisfied with the complaint handling
* 13 per cent increase – carers satisfied with complaint outcome
* 6 per cent increase – carers who reported receiving information about complaints
* No significant change in the following three measures
* carers’ awareness of their right to complain
* carers that reported making at least one complaint
* carers that felt unable to complain

#### Three-year trend in detail

In 2013–2014:

* 57 per cent of carers were satisfied with complaint handling.
* 44 per cent of carers were satisfied with complaint outcome.
* 67 per cent of carers reported receiving information about complaints.
* 80 per cent of carers reported awareness of their right to complain.
* 12 per cent of carers reported making at least one complaint.
* 5 per cent of carers reported a cause to complain but felt unable to do so.

In 2012–2013:

* 43 per cent of carers were satisfied with complaint handling.
* 31 per cent of carers were satisfied with complaint outcome.
* 61 per cent of carers reported receiving information about complaints.
* 81 per cent of carers reported awareness of their right to complain.
* 10 per cent of carers reported making at least one complaint.
* 5 per cent of carers reported a cause to complain but felt unable to do so.

In 2011–2012:

* 60 per cent of carers were satisfied with complaint handling.
* 55 per cent of carers were satisfied with complaint outcome.
* 67 per cent of carers reported receiving information about complaints.
* 84 per cent of carers reported awareness of their right to complain.
* 15 per cent of carers reported making at least one complaint.
* 11 per cent of carers reported a cause to complain but felt unable to do so.

Please note that these numbers have been recast in accordance with the realignment of services within each service type associated with the Commission’s new performance reporting framework.

## Implementing the Carers Charter

The Commission has strengthened its support for carers and families of people with disability through a range of strategies in 2013–2014. The Commission is required to comply with the Carers Recognition Act 2004 and has an established Carers Recognition Act Reference Group to oversee the implementation of its responsibilities. Membership of the reference group comprises external carers and representatives from each Commission directorate.

The Act establishes the Western Australian Carers Charter, which provides clear guidance on how carers are to be treated and their involvement in the planning and delivery of services.

### Implementing the Carers Charter – numbers and trends

The graph on page 72 compares the responses to all six carers’ survey questions to the previous reporting period. Following is a snapshot of a selection of figures.

### Snapshot

* No significant change – carers who reported they were treated with respect by staff
* 2 per cent decrease – carers who reported they were included in service delivery
* 1 per cent increase – carers who reported they were included in assessments
* 1 per cent increase – carers who reported the Commission was sensitive to their needs

### Percentage of carers agreeing with questions related to the Carers Charter

In 2013–2014:

* Treated with respect by staff – 94 per cent
* Inclusion in service delivery – 88 per cent
* Inclusion in assessments – 92 per cent
* Inclusion in planning or review – 91 per cent
* Sensitivity to carer’s views – 89 per cent
* Sensitivity to carer’s needs – 86 per cent

In 2012–2013:

* Treated with respect by staff – 94 per cent
* Inclusion in service delivery – 90 per cent
* Inclusion in assessments – 91 per cent
* Inclusion in planning or review – 92 per cent
* Sensitivity to carer’s views – 90 per cent
* Sensitivity to carer’s needs – 85 per cent

### Key achievements

Initiatives that strengthened the Commission’s support for carers and families of people with disability in 2013–2014 included the following.

**Membership on the Executive Advisory Group of the Disability Health Network**

As a result of the partnership between the Commission and the Department of Health, Carers WA was included as a member of the Executive Advisory Group of the Disability Health Network to provide strategic input to the work of the Network. Carers with a lived experience of disability are members of all three Network working groups. Carers receive support and training to undertake their roles from Carers WA.

**Training in media use to increase awareness of the role of young carers**

Young carers took part in workshops to train them in the use of media to assist them to produce a number of short video clips that could be used in a variety of settings such as at expos, schools and on the Carers WA website. The aim of the video clips was to increase awareness of the role of young carers.

**Young carer education and training program**

A young carer education and training program was developed and will be delivered by Carers WA. Topics covered in the program include supporting young carers to build resilience, positive relationships and leadership skills.

**Kelmscott networking support group**

Kelmscott’s Local Area Coordinators facilitated a monthly networking support group for parents and carers of children with Autism Spectrum Disorder. Leadership was encouraged within the group whereby participants could make decisions about discussion topics and invitations to guest speakers.

## Profile of Commission service users

The following is a summary of the users of services funded and provided by the Commission in 2013–2014, covering age, gender, support needs, need for informal care and disability profile.

### Age

* 6,043 or 25.2 per cent of service users were aged 5 to 14 years.
* 3,873 or 16.1 per cent of service users were aged 15 to 24 years.
* 2,944 or 12.3 per cent of service users were aged over 75 years.

### Gender

* 10,173 or 42.3 per cent of service users were female.
* 13,831 or 57.6 per cent of service users were male.

### Informal care

68.9 per cent of service users reported having an informal carer.

### Support needed

* 76 per cent of service users required support with communication.
* 62 per cent of service users required support with mobility.
* 84 per cent of service users required support with self-care.

Please not the above data excludes the Community Aids and Equipment Program service users as they were not required to report their level of support. ‘Not stated’ responses were also excluded.

### Disability profile

* 34.6 per cent of service users reported having intellectual disability.
* 20 per cent of service users reported having autism.
* 27 per cent of service users reported having physical disability.

### Age distribution

* 1,208 service users are aged 0 to 4.
* 6,043 service users are aged 5 to14.
* 3,873 service users are aged 15 to 24.
* 2,186 service users are aged 25 to 34.
* 1,781 service users are aged 35 to 44.
* 2,017 service users are aged 45 to 54.
* 2,034 service users are aged 55 to 64.
* 1,930 service users are aged 65 to 74.
* 2,944 service users are aged 75 or over.

### Most commonly reported disability types

24,017 service users reported as having disability.

The following figures indicate what they reported as their primary disability type:

* 8,311 or 34.6 per cent of people reported having an intellectual disability.
* 6,473 or 27.0 per cent of people reported having a physical disability.
* 4,808 or 20.0 per cent of people reported having autism.
* 1,439 or 6.0 per cent of people reported having a neurological disability.
* 1,170 or 4.9 per cent of people reported having an acquired brain injury.
* 784 or 3.3 per cent of people reported having a sensory disability.
* 50 or 0.2 per cent of people reported having a psychiatric disability.
* 615 or 2.6 per cent of people reported having another type of disability.
* 367 or 1.5 per cent of people did not state their disability.

## Annual Client and Service Data Collection online

In 2013–2014, the Commission enhanced the application it used to collect information about people with disability and their carers who had accessed Commission-funded services through disability service providers. Known as the Annual Client and Service Data Collection (ACDC) online system, information is collected on an ongoing basis by each service provider and is submitted to the Commission annually.

The enhancements aligned the application to the new Outcome Based Management Framework and captured information from service providers relating to individual plans in addition to the regular demographic data.

In 2013–2014, ACDC collected information from 1,245 individual service outlets, which provided 47,004 service records. It should be noted that each outlet may provide more than one type of service and each service user may use more than one service type.

Of 106 disability sector organisations required to submit data, 101 submitted and signed off their data via ACDC. Of the five remaining organisations, one completed its data entry but did not properly sign-off and the remaining four had various levels of incomplete data.

# Significant issues impacting the agency

Introduction

The following information details current or emerging significant issues that affect the Commission’s operations, and how the Commission did or would address them. They were issues that affected the Commission’s ability to achieve State Government desired outcomes, policies and associated performance targets and may have included economic and social trends or legal changes to ensure the best outcomes for individuals with disability, their families and carers.

The Commission is required to meet the State Government results-based service delivery goal by working to achieve two main outcomes. That:

* People with disability access appropriate services and supports that promote their wellbeing, and choice and control over their lives.
* The West Australian community is inclusive of people with disability.

These outcomes were new in 2013–2014 and replaced three outcome areas of previous years’ annual reports. This change reflected the overarching goal to ‘put the person with disability at the centre of decision-making’.

It was supported by ensuring all individuals with disability had a person-centred plan that outlined all supports and services required for the individual to achieve their life goals. The changed outcomes recognised that this achievement needed two streams of activity – one focused on services and supports and one on living in welcoming communities.

## Service 1: Accommodation support

**Issue:** People living in Commission accommodation not having enough choice and control over their supports and services

**Action:** Transition to non-government providers

In January 2014, the Commission began the process of transitioning 60 per cent of the people who live in Commission accommodation to receiving these services and supports from non-government providers. The Commission will retain the direct service provision of services for people who require temporary accommodation, transitional support, and a small number of long- term residents.

This project is expected to take at least two years to complete, and will be rolled out according to the needs of the people involved. The aim is to address the longstanding issue of people being accommodated and receiving services according to what is available, instead of according to individual needs. People with disability in Commission-provided accommodation will have choice and control over their accommodation and supports and be able to take advantage of the varied models offered by WA’s strong disability sector.

**Issue:** Younger people with disability living in aged care

**Action:** Funding for age-appropriate housing

For many years, people with disability and their family/carers and the Commission had been concerned that some people with disability aged younger than 50 years had been living in inappropriate housing, such as aged care, because of the lack of other options. In early 2014, the Commission began planning a project to meet the housing needs of some of those people, on a priority basis. In May, the State Government allocated 1.5 million dollars in the State Budget for 2014–2015 to support this project. A further 7.5 million dollars was allocated to be spent over the following three financial years to provide age-appropriate housing assistance for younger people with disability.

**Issue:** Vulnerable people with cognitive or intellectual disability who have been accused of a crime but are deemed unfit to plead are being imprisoned, despite not being convicted. There is legislative provision for a ‘declared place’ for people in this situation but until now no such place has been provided.

**Action:** Disability Justice Service

The Commission established a Disability Justice Service which offers prison In-reach services and is developing a disability justice centre for people with cognitive or intellectual disability who have been imprisoned without a conviction because they are deemed unfit to plead. The service also provided services and supports for convicted people with intellectual or cognitive disability who were in prison.

Construction of the disability justice centre on an existing Commission site in Lord Street, Caversham began in June 2014. The centre will provide secure accommodation as an alternative to prison for those people assessed as appropriate to reside in community-based accommodation.

The In-reach service, which began in April 2014, was provided on a case-by-case basis and offered individualised supports and mentorship to people with intellectual disability who had been found unfit to plead and were in prison under a custody order. The service aimed to provide supports and services to improve the capacity of people in this situation to return to the community.

## Service 2: Community-focused supports

**Issue:** As a result of a number of changes in the approach to delivering disability services locally and nationally, it became apparent that the National Standards for Disability Services would no longer be appropriately aligned to the new focus on rights, and participation in decisions and outcomes for people with disability.

**Action:** Review of National Standards for Disability Services

Changes locally and nationally to the approach in the delivery of disability services led the Commission to work with the Australian Government and counterparts in other jurisdictions to develop six revised National Standards for Disability Services. The review was triggered by the United Nations Convention on the Rights of Persons with Disabilities (2008), the introduction of the National Disability Insurance Scheme (NDIS) trials, the move to an individualised approach to delivering disability services and supports based on choice and control, and the safeguarding of people’s decision-making. WA will implement the new national standards from 1 July 2014.

The Commission worked with the WA disability services sector to ensure that accurate information was available before the introduction of the standards and to ensure the implementation of the standards was timely. Additional information and training for service providers, individuals, families and carers will be available over the next 12 months. Amendments to the Regulations of the Disability Services Act 1993 were passed on 19 June 2014 to ensure legislative alignment from 1 July 2014.

**Issue:** The Commission’s quality assurance system was not structured around the new National Disability Standards for Disability Services and required review against the principles of the National Disability Insurance Scheme.

**Action:** Enhanced quality assurance system

The Disability Services Commission’s quality assurance system is being enhanced to ensure it aligns with the National Standards for Disability Services and the National Disability Insurance Scheme (NDIS), in time for the 1 July 2014 introduction. The Commission updated its quality policy and guidelines to support disability service providers, users and independent evaluators when undertaking quality assessments. Key components of the Quality System are independent evaluation, service provider self-assessments, safeguarding, serious incident reporting, complaints and required actions to meet standards, with an emphasis on continuous improvement.

Service providers and users contributed to the development of processes and procedures that support the enhanced system. The enhanced system means that people with disability can participate in assuring that their services and supports are of the highest quality and are the right services and supports for their needs.

**Issue:** School leavers with disability have had limited choice and control over their options for future work, study or other activities when they leave school.

**Action:** Support for school leavers

The Commission is continuing to support eligible school leavers but has modified its approach, providing more choice and control over supports and services. Students will engage in personalised planning and may be supported with individualised funding based on their personal plan. They will have the opportunity to pursue a greater range of options to promote the ongoing development of their skills and abilities, expand their relationships and community connections, increase opportunities for employment and training options and gain valued roles.

Local Area Coordinators may support school leavers and their families/guardians to explore goals for life after school and allocate funding to meet reasonable and necessary support needs in accordance with their individual goals. This approach is being phased in over 2014–2015 and will replace the Post-School Options program and the generic approach to funding.

## Service 3: Coordination and individual support

**Issue:** Families seeking services for children with disability in early childhood have been limited to the available services from the Commission.

**Action:** Transition of Early Childhood Intervention services

To provide families with greater choice and control of the services they receive, the Commission started to transfer its Early Childhood Intervention services to disability sector organisations. The transition began in December 2013 and by 30 June 2014, 115 places had transitioned, with a further 95 places scheduled to transition by the end of 2014.

As well, 60 per cent of Commission-delivered Early Childhood Development services will be transitioned to the non-government sector by December 2014 when the 2014 users of the Commission’s service will complete their early intervention program and are ready to begin school in the new year. Only then will places be transferred.

**Issue:** Existing limitations of the Commission’s funding arrangements for people with disability restricted the choices people could make in selecting a preferred service provider of therapy services.

**Action:** Individual Funding and Family Support Service Agreements

In line with the Delivering Community Services in Partnership Policy, the Commission improved choice and control for people with disability and their families and carers by reviewing service agreements with disability sector organisations to ensure they delivered on the intention of State Government policy and the Commission’s Individualised Funding policy. Sector organisations started to deliver disability services under the new Individual Funding and Family Support Service Agreements in October 2013.

Under the Individualised Funding policy, people receiving funding could self-direct their supports and services, meaning they would have flexibility in how they spent the money and have genuine choice and control over the design, planning and delivery of services they need.

**Issue:** Demand for continence management support has grown considerably in recent years, yet funding has not kept pace.

**Action:** Continence management funding

The Commission has provided annual funding to the Continence Management and Support Scheme. Demand for this service has increased by more than 30 per cent in the past few years, primarily because of population growth, WA’s ageing population, improved consumer awareness of the subsidy and increased access to continence assessors. In 2012–2013, the Commission provided additional one-off funding to the program. The 2014–2015 State Budget allocated 2.5 million dollars in one-off funding to assist people who have been on the waiting list for continence products.

## Service 4: Family support

**Issue:** The State Government agreed to participate in a two-year trial of the National Disability Insurance Scheme starting 1 July 2014.

**Action:** Commission to start WA NDIS My Way trial in Lower South West and the cities of Cockburn and Kwinana

The NDIS includes two two-year trial sites in WA starting on 1 July 2014 – one in the Lower South West known as WA NDIS My Way which will be operated by the Commission and one in the Perth Hills, which will be run by the National Disability Insurance Agency (NDIA). This follows the 5 August 2013 signing of an Agreement for Disability Reform in WA by the Prime Minister and the WA Premier.

The WA NDIS My Way trial will expand to include the cities of Cockburn and Kwinana from 1 July 2015. The short time frames in which to prepare for the trials have increased the pressure on the agency and the disability sector to adjust. Despite State Government budget and recruitment restrictions, the Commission has adjusted its focus and consolidated its resources to complete preparations in time to start operating the trial area in the Lower South West on 1 July 2014.

The model of support used in the WA NDIS My Way trial is based on the My Way model, which was trialed in four areas of the state from 2012. It was developed to support people with disability to exercise more choice and control over their supports and services, be part of their local community and build on natural supports such as friendships, neighbours and local community groups. In addition, it also offers flexible, locally managed individualised funding that is based on the needs of the person with disability.

The My Way model was being used in the Lower South West and was accelerated in 2013 to more closely align with the principles of the NDIS in anticipation of the State’s eventual participation.

Under the NDIS, people with psychosocial disability will be eligible to receive supports and services. This new area of service provision has been undertaken in collaboration with the Mental Health Commission.

## Service 5: Access and inclusion

**Issue:** Some people with disability do not receive appropriate health care because health services are not tailored to meet their needs.

**Action:** Disability Health Network supports disability sector engagement in health services

A partnership between WA Health and the Commission led to the creation of the Disability Health Network in 2012. In 2013–2014, the network implemented a pilot Disability Liaison Officer program, with one pilot at Armadale Health Service concluding on 30 June 2014, and a second to start at Sir Charles Gairdner Hospital on 1 July 2014. The pilots aim to develop systems to ensure people with disability, families and carers can be better supported during their hospital stay from admission to discharge. By 30 June 2014, the Armadale pilot had held a community forum comprising representatives from hospital and community health and disability services to develop opportunities for new partnerships and awareness-raising; undertaken a ‘patient journey’ study to identify service areas that could be improved; and developed a disability services directory for use by Armadale Hospital staff. The network also drafted a ‘Disability Health Network Commitment to Inclusive Engagement’ to ensure people with disability, their families and carers had the opportunity to participate in the work of the network.

**Issue:** Changes to the Disability Services Act 1993 from 1 July 2013 meant that public authorities needed to demonstrate in their Disability Access and Inclusion Plans (DAIPs) how their recruitment and other practices were improving employment opportunities for people with disability.

**Action:** Advising public authorities of their changed requirements in their Disability Access and Inclusion Plans

The Commission developed an implementation plan to support the requirement for organisations to address the new Outcome 7 relating to employment in Disability Access and Inclusion Plans. The change to the Act became law from 1 July 2013. The Commission advised public authorities of the new requirement and provided them with information and other materials to support the transition to include Outcome 7. Initially, public authorities were given until 1 July 2014 to transition their DAIPs to include Outcome 7, but this was extended to 1 July 2015 to align with the usual lifespan of many authorities’ plans.

At 30 June 2014, 92 (or 39.5 per cent) of those public authorities required to have a DAIP had already committed to Outcome 7 and included this in their DAIP. Where possible, the Commission promoted these initiatives to build awareness of the positive impact of the introduction of Outcome 7. The Commission took a flexible and informative approach to the transition, and authorities responded with enthusiasm to the need to report on employment activities. This process supports the Commission’s vision for a more inclusive and accessible WA community.

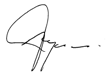
# Disclosures and Legal Compliance

## Financial statements

Certification of Financial Statements for the year ended 30 June 2014.

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 2014 and the financial position as at 30 June 2014.

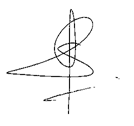
At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Bruce Langoulant Chairperson – Disability Services Commission Board



Kathy Hough Deputy Chairperson – Disability Services Commission Board



Sydney Tong – Acting Chief Finance Officer

### Statement of Comprehensive Income for the year ended 30 June 2014

#### Cost of services for 2014

* Employee benefits expenses accrued totaled 158,237,000 dollars.
* The cost of supplies and services totaled 26,098,000 dollars.
* Depreciation and amortisation expenses totaled 5,094,000 dollars.
* Accommodation expenses totaled 10,905,000 dollars.
* Expenditure on services provided by funded agencies totaled 567,834,000 dollars.
* Individual funding and other grants totaled 20,178,000 dollars.
* The loss on disposal of non-current assets totaled 1,000 dollars.
* Other expenses accrued was 5,774,000 dollars.
* The overall cost of services was 794,121,000 dollars.

#### Cost of services for 2013

* Employee benefits expenses accrued totaled 155,153,000 dollars.
* The cost of supplies and services totaled 26,249,000 dollars.
* Depreciation and amortisation expenses totaled 4,845,000 dollars.
* Accommodation expenses totaled 10,541,000 dollars.
* Expenditure on services provided by funded agencies totaled 496,849,000 dollars.
* Individual funding and other grants totaled 17,602,000 dollars.
* The loss on disposal of non-current assets totaled 159,000 dollars.
* Other expenses accrued was 6,481,000 dollars .
* The overall cost of services was 717,879,000 dollars.

#### Income for 2014

* User charges and fees totaled 8,367,000 dollars.
* Commonwealth grants and contributions totaled 146,155,000 dollars.
* Other revenue totaled 8,598,000 dollars.
* The total revenue accumulated was 163,120,000 dollars.
* The total income other than income from the State Government was 163,120,000 dollars.
* The net cost of services was 631,001,000 dollars.

#### Income for 2013

* User charges and fees totaled 8,011,000 dollars.
* Commonwealth grants and contributions totaled 126,752,000 dollars.
* Other revenue totaled 6,481,000 dollars.
* The total revenue accumulated was 141,244,000 dollars.
* The total income other than income from the State Government was 141,244,000 dollars.
* The net cost of services was 576,635,000 dollars.

#### Income from State Government in 2014

* Service appropriation totaled 641,388,000 dollars.
* Services received free of charge totaled 1,287,000 dollars.
* The Commission received 197,000 dollars in Royalties for Regions funding.
* The total income provided by the State Government totaled 642,872,000 dollars.

#### Income from State Government in 2013

* Service appropriation totaled 577,883,000 dollars.
* Services received free of charge totaled 1,130,000 dollars.
* The Commission received 189,000 dollars in Royalties for Regions funding.
* The total income provided by the State Government totaled 579,202,000 dollars.

#### Surplus for the period

The Commission recorded a surplus of 11,871,000 dollars in 2014, while in 2013 it recorded a surplus of 2,567,000 dollars.

#### Other comprehensive income

Items not reclassified subsequently to profit or loss

* Changes in asset revaluation surplus for 2014 totaled 384,000 dollars while in 2013 it totaled 444,000 dollars.
* The comprehensive income for 2014 totaled 12,255,000 dollars while in 2013 it totaled 3,011,000 dollars.

### Statement of Financial Position as at 30 June 2014

#### Assets

Current Assets totaled 17,320,000 dollars for 2014. These included:

* 5,363,000 dollars for cash and cash equivalents
* 977,000 dollars for restricted cash and cash equivalents
* 8,469,000 dollars for receivables
* 1,120,000 dollars for amounts receivable
* 1,391,000 dollars for other current assets.

Non-Current Assets totaled 103,023,000 dollars for 2014. These included:

* 5,175,000 dollars for restricted cash and cash equivalents
* 39,014,000 dollars for amounts receivable for services
* 57,232,000 dollars for property, plant and equipment
* 1,602,000 dollars for intangible assets.

The overall total assets for 2014 was calculated at 120,343,000 dollars.

Current Assets totaled 12,507,000 dollars for 2013. These included:

* 5,904,000 dollars for cash and cash equivalents
* 1,004,000 dollars for restricted cash and cash equivalents
* 3,539,000 million dollars for receivables
* 990,000 dollars for amounts receivable
* 1,070,000 dollars for other current assets.

Non-Current Assets totaled 97,238,000 dollars for 2013. These included:

* 4,840,000 dollars for restricted cash and cash equivalents
* 34,201,000 dollars for amounts receivable for services
* 55,781,000 dollars for property, plant and equipment
* 2,416,000 dollars for intangible assets.

The overall total assets for 2013 were calculated at 109,745,000 dollars.

#### Liabilities

Liabilities totaled 41,976,000 dollars for 2014. These included:

* 5,220,000 dollars for payables
* 30,893,000 dollars for provisions
* 5,863,000 dollars for non-current liabilities.

Liabilities totaled 43,611,000 dollars for 2013. These included:

* 5,223,000 dollars for payables
* 32,515,000 dollars for provisions
* 5,873,000 dollars for non-current liabilities.

#### Equity

Equity totaled 78,367,000 dollars for 2014. These included:

* 24,222,000 dollars for contributed equity
* 58,576,000 dollars for reserves
* 4,441,000 dollars accumulated deficit.

Equity totaled 66,134,000 dollars for 2013. These included:

* 24,244,000 dollars for contributed equity
* 58,202,000 dollars for reserves
* 16,312,000 dollars accumulated deficit.

### Statement of Changes in Equity for the year ended 30 June 2014

#### Balance at 1 July 2012

Balance at July 2012 totaled 58,759,000 dollars. This included:

* 19,880,000 dollars for contributed equity
* 57,758,000 dollars for reserves
* 18,879,000 dollars accumulated deficit.

#### Balance at 30 June 2013

Balance at 30 June 2013 totaled 66,134,000 dollars. This included:

* 24,244,000 dollars for contributed equity
* 58,202,000 dollars for reserves
* 16,312,00 dollars accumulated deficit.

#### Balance at 30 June 2014

Balance at 30 June 2014 totaled 78,367,000 dollars. This included:

* 24,222,000 dollars for contributed equity
* 58,586,000 dollars for reserves
* 4,441,000 dollars accumulated deficit.

### Statement of Cash Flows for the year ended 30 June 2014

#### Cash flows from State Government for 2014:

* Service appropriation totaled 635,455,000 dollars inflows.
* Capital appropriation totaled 1,860,000 dollars inflows.
* Holding account drawdown totaled 990,000 dollars inflows.
* Royalties for Regions Fund totaled 197,000 dollars inflows.
* Net cash provided by State Government totaled 638,502,000 dollars inflows.

#### Cash flows from State Government for 2013:

* Service appropriation totaled 571,177,000 dollars inflows.
* Capital appropriation totaled 4,364,000 dollars inflows.
* Royalties for Regions Fund totaled 189,000 dollars inflows.
* Net cash provided by State Government totaled 575,730,000 dollars inflows.

Utilised as follows:

#### Cash flows from operating activities

**Payments for 2014**

* Employee benefits totaled 159,147,000 dollars outflows.
* Supplies and services totaled 42,644,000 dollars outflows.
* Payments for services provided by funded agencies totaled 567,834,000 dollars outflows.
* Individual funding and other grants totaled 20,178,000 dollars outflows.
* GST payments on purchases totaled 59,494,000 dollars outflows.
* GST payments to taxation authority totaled 587,000 dollars outflows.

**Payments for 2013**

* Employee benefits totaled 153,827,000 dollars outflows.
* Supplies and services totaled 43,055,000 dollars outflows.
* Payments for services provided by funded agencies totaled 497,545,000 dollars outflows.
* Individual funding and other grants totaled 17,602,000 dollars outflows.
* GST payments on purchases totaled 53,042,000 dollars outflows.
* GST payments to taxation authority totaled 518,000 dollars outflows.

**Receipts for 2014**

* User charges and fees totaled 8,330,000 dollars inflows.
* Commonwealth grants and contributions totaled 146,155,000 dollars inflows.
* GST receipts on sales totaled 691,000 dollars inflows.
* GST receipts from taxation authority totaled 56,083,000 dollars inflows.
* Other receipts totaled 7,120,000 dollars inflows.

**Receipts for 2013**

* User charges and fees totaled 8,045,000 dollars inflows.
* Commonwealth grants and contributions totaled 126,752,000 dollars inflows.
* GST receipts on sales totaled 582,000 dollars inflows.
* GST receipts from taxation authority totaled 53,192,000 dollars inflows.
* Other receipts totaled 7,002,000 dollars inflows.

**Net cash used in operating activities**

* Net cash used in operating activities totaled 631,505,000 dollars outflows for 2014.
* Net cash used in operating activities totaled 570,016,000 dollars outflows for 2013.

#### Cash flows from investing activities

**Payments**

* Purchase of non-current physical assets totaled 7,230,000 dollars outflows for 2014.
* Purchase of non-current physical assets totaled 2,998,000 dollars outflows for 2013.

**Receipts**

Proceeds from sale of non-current physical assets were nil for 2013 and 2014.

**Net cash provided by or used in investing activities**

Net cash provided by or used in investing activities totaled 7,230,000 dollars outflows for 2014. This included:

* 233,000 dollars outflows for net decrease in cash and cash equivalents
* 11,748,000 dollars inflows for cash and cash equivalents at the beginning of period
* 11,515,000 dollars inflows for cash and cash equivalents at the end of period.

Net cash provided by or used in investing activities totaled 2,998,000 dollars for 2013. This included:

* 2,716,000 dollars inflows for net increase in cash and cash equivalents
* 9,032,000 dollars inflows for cash and cash equivalents at the beginning of period
* 11,748,000 dollars inflows for cash and cash equivalents at the end of period.

### Notes to the financial statements for the year ended 30 June 2014

#### Note 1. Australian Accounting Standards

**General**

The Commission’s financial statements for the year ended 30 June 2014 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 2014.

#### Note 2. Summary of significant accounting policies

1. **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.

1. **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.

1. **Reporting entity**

The reporting entity comprises the Commission.

1. **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.

1. **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.

1. **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.

1. **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 web site, 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.

1. **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.

1. **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.

1. **Financial instruments**

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

* Receivables; and
* Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

* Financial Assets
* Cash and cash equivalents
* Restricted cash and cash equivalents
* Receivables
* Amounts receivable for services
* Financial Liabilities
* Payables

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

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

1. **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.

1. **Accrued salaries**

Accrued salaries (see note 24 ‘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.

1. **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.

1. **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.

1. **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.

1. **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**

Annual leave that is 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 nonsalary 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 nonsalary 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, from an agency perspective, apart from the pre-transfer benefits, it is a defined contribution plan under AASB 119.

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’.

1. **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.

1. **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.

1. **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 judgments about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Commission evaluates these judgments 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 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 2013 that impacted on the Commission.

|  |  |
| --- | --- |
| AASB | Fair Value Measurement  This Standard defines fair value, sets out a framework for measuring fair value and requires additional disclosures for assets and liabilities measured at fair value. There is no financial impact. |
| AASB 119 | Employee Benefits  This Standard supersedes AASB 119 (October 2010), making changes to the recognition, presentation and disclosure requirements. The Commission assessed employee leave patterns to determine whether annual leave is a short-term or other long-term employee benefit. The resultant discounting of annual leave liabilities that were previously measured at the undiscounted amounts is not material. |
| AASB 1048 | This Standard supersedes AASB 1048 (June 2012), enabling references to the interpretations in all other Standards to be updated by reissuing the service Standard. There is no financial impact. |
| AASB 2011-8 | Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 and 1038 and Int 2, 4, 12, 13, 14, 17,19, 131 and 132]  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. |
| AASB 2011-10 | Amendments to Australian Accounting Standards arising from AASB 119 (September 2011)[AASB 1, 8, 101, 124, 134, 1049 and 2011-8 and Int 14].  This Standard makes amendments to other Australian Accounting Standards and interpretations as a result of issuing AASB 119 in September 2011. The resultant discounting of annual leave liabilities that were previously measured at the undiscounted amounts is not material. |
| AASB 2012-2 | Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 and 132]  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. |
| AASB 2012-5 | Amendments to Australian Accounting Standards arising from Annual Improvements 2009-11 Cycle [AASB 1, 101, 116, 132 and 134 and Int 2]  This Standard makes amendments to the Australian Accounting Standards and Interpretations as a consequence of the annual improvements process. There is no financial impact. |
| AASB 2012-6 | Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures [AASB 9, 2009-11, 2010-7, 2011-7 and 2011-8]  This Standard amends the mandatory effective date of AASB 9 Financial Instruments to 1 January 2015 (instead of 1 January 2013). Further amendments are also made to numerous consequential amendments arising from AASB 9 that will now apply from 1 January 2015. There is no financial impact. |
| AASB 2012-9 | Amendment to AASB 1048 arising from the Withdrawal of Australian Int 1039  The withdrawal of Int 1039 Substantive Enactment of Major Tax Bills in Australia has no financial impact for the Commission during the reporting period and at balance date. Measurement of tax assets and liabilities continues to be measured in accordance with enacted or substantively enacted tax law pursuant to AASB 112.46-47. |
| AASB 2012-10 | 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 and 2011-7 and Int 12]  The Standard introduces a number of editorial alterations and amends the mandatory application date of Standards for not-for-profit entities accounting for interests in other entities. There is no financial impact. |
| AASB 2013-9 | Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments.  Part A of this omnibus Standard makes amendments to other Standards arising from revisions to the Australian Accounting Conceptual Framework for periods ending on or after 20 December 2013. Other Parts of this Standard become operative in later periods. There is no financial impact for Part A of the Standard. |

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

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

|  |  |  |
| --- | --- | --- |
| **Title** |  | **Operative for reporting periods beginning on/after** |
| Int 21 | Levies  This Interpretation clarifies the circumstances under which a liability to pay a government levy imposed should be recognised. There is no financial impact for the Commission at reporting date. | 1 January 2014 |
| AASB 9 | Financial Instruments  This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.  The mandatory application date of this Standard was amended to 1 January 2018 by AASB 2014-1 Amendments to Australian Accounting Standards. The Commission has not yet determined the application or the potential impact of the Standard. | 1 January 2017 |
| AASB 10 | Consolidated Financial Statements  This Standard, issued in August 2011, supersedes AASB 127 Consolidated and Separate Financial Statements and Int 112 Consolidation – Special Purpose Entities, introducing a number of changes to accounting treatments.  Mandatory application of this Standard was deferred for not-for-profit entities by AASB 2012-10 Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments. The Adoption of the new Standard has no financial impact for the Commission as it does not impact accounting for related bodies and the Commission has no interests in other entities. | 1 January 2014 |
| AASB 11 | Joint Arrangements  This Standard, issued in August 2011, supersedes AASB 131 Interests in Joint Ventures, introduces new principles for determining the type of joint arrangement that exists, which are more aligned to the actual rights and obligations of the parties to the arrangement.  Mandatory application of this Standard was deferred for not-for-profit entities by AASB 2012-10. There is no financial impact for the Commission as the new standard continues to require the recognition of the Commission’s share of assets and share of liabilities for the unincorporated joint operation. | 1 January 2014 |
| AASB 12 | Disclosure of Interests in Other Entities  This Standard, issued in August 2011, supersedes disclosure requirements in AASB 127 Consolidated and Separate Financial Statements, AASB 128 Investments in Associates and AASB 131 Interests in Joint Ventures.  Mandatory application of this Standard was deferred for not-for-profit entities by AASB 2012-10. There is no financial impact. | 1 January 2014 |
| AASB 14 | Regulatory Deferral Accounts  The Commission has not yet determined the application or the potential impact of the Standard. | 1 January 2016 |
| AASB 127 | Separate Financial Statements  This Standard, issued in August 2011, supersedes AASB 127 Consolidated and Separate Financial Statements removing the consolidation requirements of the earlier standard whilst retaining accounting and disclosure requirements for the preparation of separate financial statements. Mandatory application was deferred for not-for-profit entities by AASB 2012-10. There is no financial impact. | 1 January 2014 |
| AASB 128 | Investments in Associates and Joint Ventures  This Standard supersedes AASB 128 Investments in Associates, introducing a number of clarifications for the accounting treatments of changed ownership interest.  Mandatory application of this Standard was deferred for not-for-profit entities by AASB 2012-10. The adoption of the new Standard has no financial impact for the Commission as it does not hold investments in associates and the accounting treatments for joint operations is consistent with current practice. | 1 January 2014 |
| AASB 1031 | Materiality  This Standard supersedes AASB 1031 (February 2010), removing Australian guidance on materiality not available in IFRSs and refers to guidance on materiality in other Australian pronouncements. There is no financial impact. | 1 January 2014 |
| AASB 1055 | Budgetary Reporting  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. | 1 January 2014 |
| AASB 2009-11 | Amendments to Australian Accounting Standards arising from AASB 9 [AASB 9 [AASB 1, 3, 4, 5, 7,101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 and 1038 and Int 10 and 12]  [Modified by AASB 2010-7] | 1 July 2014 |
| AASB 2010-7 | 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 and 1038 and Int 2, 5, 10, 12, 19 and 127]  This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.  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. | 1 January 2015 |
| AASB 2011-7 | Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7,101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139,1023 and 1038 and Int 5, 9, 16 and 17].  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. | 1 January 2014 |
| AASB 2012-3 | Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132].  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. | 1 January 2014 |
| AASB 2013-3 | Amendments to AASB 136 – Recoverable Amount Disclosures for Non-Financial Assets  This Standard introduces editorial and disclosure changes. There is no financial impact. | 1 January 2014 |
| AASB 2013-4 | Amendments to Australian Accounting Standards – Novation of Derivatives and Continuation of Hedge Accounting [AASB 139]  This Standard permits the continuation of hedge accounting in circumstances where a derivative, which has been designated as a hedging instrument, is novated from one counterparty to a central counterparty as a consequence of laws or regulations. The Commission does not routinely enter into derivatives or hedges; therefore there is no financial impact. | 1 January 2014 |
| AASB 2013-8 | Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities – Control and Structured Entities [AASB 10, 12 and 1049]  The amendments, issued in October 2013, provide significant guidance in determining whether a not-for-profit entity controls another entity when financial returns are not a key attribute of the investor’s relationship. The Standard has no financial impact in its own right, rather the impact results from the adoption of the amended AASB 10. | 1 January 2014 |
| AASB 2013-9 | Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments.  This omnibus Standard makes amendments to other Standards arising from the deletion of references to AASB 1031 in other Standards for periods beginning on or after 2014 (Part B), and defers the application of AASB 9 to 1 January 2017 (Part C). The Commission has not yet determined the application or the potential impact of AASB 9, otherwise there is no financial impact for Part B. | 1 January 2014  1 January 2017 |
| AASB 2014-1 | Amendments to Australian Accounting Standards  The Commission has not yet determined the application or the potential impact of the Standard. | 1 July 2014  1 July 2015  1 July 2016  1 July 2018 |

#### Note 6. Employee benefits expense

Employee benefits expense totaled 158,237,000 dollars for 2014. These included:

* 145,072,000 dollars for wages and salaries (see note a).
* 13,165,000 dollars for superannuation, defined contribution plans (see note b)

Employee benefits expense totaled 155,153,000 dollars for 2013. These included:

* 142,406,000 dollars for wages and salaries (see note a).
* 12,747,000 dollars for superannuation – defined contribution plans (see note b).

Notes

1. Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.
2. 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 25 ‘Provisions’.

#### Note 7. Supplies and services

Supplies and services totaled 26,098,000 dollars for 2014. This included:

* 1,212,000 dollars for communications
* 12,103,000 dollars for consultants and contractors
* 7,694,000 dollars for consumables
* 554,000 dollars for repairs and maintenance
* 2,837,000 dollars for lease rentals (motor vehicles)
* 570,000 dollars for travel
* 1,128,000 dollars for other supplies and services.

Supplies and services totaled 26,249,000 dollars for 2013. This included:

* 1,139,000 dollars for communications
* 11,814,000 dollars for consultants and contractors
* 7,767,000 dollars for consumables
* 442,000 dollars for repairs and maintenance
* 3,032,000 dollars for lease rentals (motor vehicles)
* 762,000 dollars for travel
* 1,113,000 dollars for other supplies and services.

#### Note 8. Depreciation and amortisation

Depreciation and amortisation totaled 5,094,000 dollars for 2014.

Depreciation expense totaled 4,227,000 dollars for 2014. This included:

* 863,000 dollars for buildings
* 55,000 dollars for plant and equipment
* 1,188,000 dollars for computer equipment
* 22,000 dollars for medical equipment
* 121,000 dollars for office equipment
* 1,978,000 dollars for leasehold improvements.

Depreciation and amortisation totaled 4,845,000 dollars for 2013.

Depreciation expense totaled 4,006,000 dollars for 2013. This included:

* 809,000 dollars for buildings
* 57,000 dollars for plant and equipment
* 1,088,000 dollars for computer equipment
* 24,000 dollars for medical equipment
* 92,000 dollars for office equipment
* 1,936,000 dollars for leasehold improvements.

Amortisation expense totaled 867,000 dollars for 2014. This included:

* 867,000 dollars for intangible assets.

Amortisation expense totaled 839,000 dollars for 2013. This included:

* 839,000 dollars for intangible assets.

#### Note 9. Accommodation expenses

Accommodation expenses totaled 10,905,000 dollars for 2014. This included:

* 7,611,000 dollars for lease rentals
* 2,230,000 dollars for repairs and maintenance
* 712,000 dollars for cleaning
* 352,000 dollars for other accommodation expenses.

Accommodation expenses totaled 10,541,000 dollars for 2013. This included:

* 7,090,000 dollars for lease rentals
* 2,426,000 dollars for repairs and maintenance
* 543,000 dollars for cleaning
* 482,000 dollars for other accommodation expenses.

#### Note 10. Other expenses

Other expenses totaled 5,774,000 dollars for 2014. This included:

* 701,000 dollars for insurance
* 5,000 dollars for doubtful debts expense
* 5,031,000 dollars for employment on-costs (see note)
* 37,000 dollars for other expenses.

Other expenses totaled 6,481,000 dollars for 2013. This included:

* 598,000 dollars for insurance
* 2,000 dollars for doubtful debts expense
* 5,861,000 dollars for employment on-costs (see note)
* 20,000 dollars for other expenses.

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 25 ‘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

User charges and fees totaled 8,367,000 dollars for 2014. This included:

* 8,367,000 dollars for board and lodging.

User charges and fees totaled 8,011,000 dollars for 2013. This included:

* 8,011,000 dollars for board and lodging.

#### Note 12. Commonwealth grants and contributions

Commonwealth grants and contributions totaled 146,155,000 dollars for 2014. This included:

* 146,091,000 dollars for National Disability Agreement
* 64,000 dollars for other Commonwealth grants and contributions.

Commonwealth grants and contributions totaled 126,752,000 dollars for 2013. This included:

* 126,673,000 dollars for National Disability Agreement
* 79,000 dollars for other Commonwealth grants and contributions.

#### Note 13. Other revenue

Other revenue totaled 8,598,000 dollars for 2014. This included:

* 2,628,000 dollars for sundry revenue
* 2,084,000 dollars for Community Aids and Equipment Program
* 66,000 dollars for executive vehicle scheme contribution
* 104,000 dollars for Government Employee Housing Authority – employee contribution
* 3,716,000 dollars for recoups from disability sector organisations.

Other revenue totaled 6,481,000 dollars for 2013. This included:

* 1,631,000 dollars for sundry revenue
* 2,004,000 dollars for Community Aids and Equipment Program
* 79,000 dollars for executive vehicle scheme contribution
* 74,000 dollars for Government Employee Housing Authority – employee contribution
* 2,693,000 dollars for recoups from disability sector organisations.

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

Net loss on disposal of non-current assets totaled 1,000 dollars for 2014. This included:

* 1,000 dollars for the cost of disposal of non-current assets; land, plant and equipment

Proceeds from the disposal of non-current assets; land, plant and equipment were nil.

Net loss on disposal of non-current assets totaled 159,000 dollars for 2013. This included:

* 159,000 dollars for the cost of disposal of non-current assets; land, plant and equipment

Proceeds from disposal of non-current assets; land, plant and equipment were nil.

#### Note 15. Income from State Government

Appropriation received during 2014 totaled 642,872,000 dollars. This included service appropriation of 641,388,000 dollars, and services received free of charge from other State Government agencies:

* Health Department – 552,000 dollars
* State Solicitors Office – 52,000 dollars
* Department of Finance – 683,000 dollars
* Royalties for Regions Fund – 197,000 dollars

Appropriation received during 2013 totaled 579,202,000 dollars. This included service appropriation of 577,883,000 dollars, and services received free of charge from other State Government agencies:

* Health Department – 605,000 dollars
* State Solicitors Office – 35,000 dollars
* Department of Finance – 490,000 dollars
* Royalties for Regions Fund – 189,000 dollars

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

Current restricted cash and cash equivalents totaled 977,000 dollars for 2014. This included:

* Commonwealth grants (see note a) – 193,000 dollars
* Other (see note b) – 784,000 dollars

Non-current restricted cash and cash equivalents totaled 5,175,000 dollars for 2014. This included:

* 27th Pay Provision (see note c) – 5,175,000 dollars

Current restricted cash and cash equivalents totaled 1,004,000 dollars for 2013. This included:

* Commonwealth grants (see note a) – 34,000 dollars
* Other (see note b) – 970,000 dollars

Non-current restricted cash and cash equivalents totaled 4,840,000 dollars for 2014. This included:

* 27th Pay Provision (see note c) – 4,840,000 dollars

Notes:

1. Unspent funds – Young people in residential care.
2. Funds set aside for staff deferred salary scheme and other minor projects of restricted nature
3. Funds set aside for the 27th pay in 2015–2016

#### Note 17. Receivables

Current receivables totaled 8,469,000 dollars for 2014. This included:

* Receivables – 3,450,000 dollars
* Allowance for impairment of receivables – (141,000 dollars)
* Accrued revenue – 251,000 dollars
* GST receivable – 4,909,000 dollars

Reconciliation of changes in the allowance for impairment of receivables for 2014:

* Balance at start of period – 657,000 dollars
* Doubtful debts expense – 5,000 dollars
* Amounts written off during the period – (60,000 dollars)
* Amount recovered during the period – (461,000 dollars)
* Balance at end of period – 141,000 dollars

Current receivables totaled 3,539,000 dollars for 2013. This included:

* Receivables – 2,376,000 dollars
* Allowance for impairment of receivables – (657,000 dollars)
* Accrued revenue – 218,000 dollars
* GST receivable – 1,602,000 dollars

Reconciliation of changes in the allowance for impairment of receivables for 2014:

* Balance at start of period – 663,000 dollars
* Doubtful debts expense – 2,000 dollars
* Amounts written off during the period – nil
* Amount recovered during the period – (8,000 dollars)
* Balance at end of period – 657,000 dollars

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

#### Note 18. Amounts receivable for services (Holding Account)

Amounts receivable for services holding account) totaled 40,134,000 dollars. This included:

* Current – 1,120,000 dollars
* Non-current – 39,014,000 dollars

Amounts receivable for services holding account) totaled 35,191,000 dollars. This included:

* Current – 990,000 dollars
* Non-current - 34,201,000 dollars

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

Other assets totaled 1,391,000 dollars for 2014.

Other assets totaled 1,070,000 dollars for 2013.

#### Note 20. Property, plant and equipment

Property, plant and equipment totaled 57,232,000 for 2014. This included:

* Land at fair value (see note a) – 20,355,000 dollars
* Buildings at fair value (see note b) – 20,808,000 dollars
* Computing equipment:
* at cost – 9,344,000 dollars
* accumulated depreciation – (4,134,000 dollars)
* total 5,210,000 dollars
* Medical equipment:
* at cost – 225,000 dollars
* accumulated depreciation – (121,000 dollars)
* total 104,000 dollars
* Plant and equipment:
* at cost – 816,000 dollars
* accumulated depreciation – (541,000 dollars)
* total 275,000 dollars
* Office equipment:
* at cost – 623,000 dollars
* accumulated depreciation – (345,000 dollars)
* total 278,000 dollars
* Leasehold improvements:
* at cost – 16,634,000 dollars
* accumulated depreciation – (11,685,000 dollars)
* total 4,949,000 dollars
* Work in progress – 5,253,000 dollars

Property, plant and equipment totaled 55,781,000 for 2014. This included:

* Land at fair value (see note a) – 21,477,000 dollars
* Buildings at fair value (see note b) – 22,031,000 dollars
* Computing equipment:
* at cost – 6,285,000 dollars
* accumulated depreciation – (3,050,000 dollars)
* total 3,235,000 dollars
* Medical equipment:
* at cost – 225,000 dollars
* accumulated depreciation – (99,000 dollars)
* total 126,000 dollars
* Plant and equipment:
* at cost – 746,000 dollars
* accumulated depreciation – (486,000 dollars)
* total 260,000 dollars
* Office equipment:
* at cost – 576,000 dollars
* accumulated depreciation – (225,000 dollars)
* total 351,000 dollars
* Leasehold improvements:
* at cost – 15,885,000 dollars
* accumulated depreciation – (9,706,000 dollars)
* total 6,179,000 dollars
* Work in progress – 2,122,000 dollars

Notes:

1. Land was revalued as at 1 July 2013 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2014 and recognised at 30 June 2014. In undertaking the revaluation, fair value was determined by reference to market values for land: 15,313,000 dollars (in 2013: 16,875,000 dollars). For the remaining balance, fair value of land was determined on the basis of current use land value.
2. The valuation of buildings was performed in June 2014 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of depreciated replacement value.

#### Note 21. Fair Value Measurements

Assets measured at fair value 2014 totaled 41,163 dollars. This included:

* Land (note 20):
* Level 2 – 15,313,000 dollars
* Level 3 – 5,042,000 dollars
* Fair value at end of period – 20,335,000 dollars
* Buildings (note 20):
* Level 3 – 20,808,000 dollars
* Fair value at end of period – 20,808,000 dollars

**Valuation techniques to derive Level 2 fair values**

Level 2 fair values of Land are derived using the market approach. Market evidence of sales prices of comparable land in close proximity is used to determine price per square metre.

Fair value has been determined by reference to market evidence of sales prices of comparable assets.

**Fair value measurements using significant unobservable inputs (Level 3) for 2014**

* Land:
* Fair value at start of period – 4,602,000 dollars
* Revaluation increments/(decrements) recognised in Other Comprehensive Income – 440,000 dollars
* Fair value at end of period – 5,042,000 dollars
* Buildings:
* Fair value at start of period – 22,031,000 dollars
* Additions: 16,000 dollars
* Revaluation decrements recognised in Other Comprehensive Income – 376,000 dollars
* Depreciation expense – 863,000 dollars
* Fair value at end of period – 20,808,000 dollars

**Valuation processes**

There were no changes in valuation techniques during the period.

Transfers in and out of a fair value level are recognised on the date of the event or change in circumstances that caused the transfer. Transfers are generally limited to assets newly classified as non-current assets held for sale as Treasurer’s instructions require valuations of land, buildings and infrastructure to be categorised within Level 3 where the valuations will utilise significant Level 3 inputs on a recurring basis.

Fair value for existing use specialised buildings and infrastructure assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Depreciated replacement cost is the current replacement cost of an asset less accumulated depreciation calculated on the basis of such cost to reflect the already consumed or expired economic benefit, or obsolescence, and optimisation (where applicable) of the asset. Current replacement cost is generally determined by reference to the market observable replacement cost of a substitute asset of comparable utility and the gross project size specifications.

Significant Level 3 inputs used by the Commission are derived and evaluated as follows:

* Historical cost per square metre floor area
* The costs of constructing specialised buildings with similar utility are extracted from financial records of the Commission and indexed by movements in CPI.
* Consumed economic benefit/obsolescence of asset
* These are estimated by John Stranger Partnerships.
* Selection of land with restricted utility
* Fair value for restricted use land is determined by comparison with market evidence for land with low level utility. Relevant comparators of land with low level utility are selected by the Western Australian Land Information Authority (Valuation Services).
* Historical cost per cubic metre
* The costs of construction of infrastructure are extracted from financial records of the Commission and indexed by movements in construction costs by quantity surveyors.

**Information about significant unobservable inputs (Level 3) in fair value measurements**

Land fair value – 5,042,000 dollars:

* Valuation technique – market approach
* Unobservable inputs – Selection of land with similar approximate utility.18 dollars to 1,009 dollars per square metre (331 dollars per square metre weighted average)
* Relationship of unobservable inputs to fair value – Higher value of similar land increases estimated fair value

Buildings fair value – 20,808,000 dollars:

* Valuation technique – depreciated replacement cost
* Unobservable inputs
* Consumed economic benefit/ obsolescence of asset: 0.03 per cent to 0.77 per cent per year (0.46 per cent weighted average). Relationship of unobservable inputs to fair value: Greater consumption of economic benefit or increased obsolescence lowers fair value.
* Historical cost per square metre floor area: 1,425 dollars to 3,105 dollars per square metre (2,258 dollars per square metre weighted average). Relationship of unobservable inputs to fair value: Higher historical cost per square metre increases fair value.

Reconciliations of the opening and closing balances are provided in Notes 20 and 21.

**Basis of valuation**

In the absence of market-based evidence, due to the specialised nature of some non-financial assets, these assets are valued at Level 3 of the fair value hierarchy on an existing use basis. The existing use basis recognises that restrictions or limitations have been placed on their use and disposal when they are not determined to be surplus to requirements. These restrictions are imposed by virtue of the assets being held to deliver a specific community service.

#### Note 22. Intangible assets

Computer software carrying amount totaled 1,602,000 dollars for 2014. This included:

* At cost – 7,089,000 dollars
* Accumulated amortisation – (5,487,000 dollars)

Reconciliation – computer software

* Carrying amount at start of period - 2,416,000 dollars
* Additions – 53,000 dollars
* Disposals – nil
* Amortisation expense – (867,000 dollars)
* Carrying amount at end of period – 1,602,000 dollars

Computer software carrying amount totaled 2,416,000 dollars for 2013. This included:

* At cost – 7,037,000 dollars
* Accumulated amortisation – (4,621,000 dollars)

Reconciliation – computer software

* Carrying amount at start of period – 1,894,000 dollars
* Additions – 1,393,000 dollars
* Disposals – (32,000 dollars)
* Amortisation expense (839,000 dollars)
* Carrying amount at end of period – 2,416,000 dollars

#### Note 23. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2014.

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 24. Payables

Current – 2014:

* Trade payables – 668,000 dollars
* Accrued expenses – 603,000 dollars
* Accrued salaries – 3,949,000 dollars
* Total – 5,220,000 dollars

Current – 2013:

* Trade payables – 1,366,000 dollars
* Accrued expenses – 587,000 dollars
* Accrued salaries – 3,271,000 dollars
* Total – 5,224,000 dollars

#### Note 25. Provisions

Current – 2014

* Employee benefits provision:
* Annual leave (see note a) – 10,573,000 dollars
* Long service leave (see note b) – 11,197,000 dollars
* Accrued days off (see note a) – 2,350,000 dollars
* Public holidays (see note a) – 3,188,000 dollars
* Deferred Salary – 46,000 dollars
* Time off in lieu (see note a) – 29,000 dollars
* Total – 27,383,000 dollars
* Employment on-costs (see note c):
* Total – 3,510,000 dollars
* Total current – 30,893,000 dollars

Current – 2013

* Employee benefits provision:
* Annual leave (see note a) – 11,093,000 dollars
* Long service leave (see note b) – 12,041,000 dollars
* Accrued days off (see note a) – 2,479,000 dollars
* Public holidays (see note a) – 3,153,000 dollars
* Deferred Salary – nil
* Time off in lieu (see note a) – 30,000 dollars
* Total – 28,796,000 dollars
* Employment on-costs (see note c):
* Total – 3,719,000 dollars
* Total current – 32,515,000 dollars

Non-current – 2014

* Long service leave (see note b) – 5,124,000 dollars
* Employment on-costs (see note c) – 739,000 dollars
* Total non-current – 5,863,000 dollars

Non-current – 2013

* Long service leave (see note b) – 5,149,000 dollars
* Employment on-costs (see note c) – 724,000 dollars
* Total non-current – 5,873,000 dollars

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:

2014:

* Within 12 months of the end of the reporting period – 13,692,000 dollars
* More than 12 months after the end of the reporting period – 2,448,000 dollars
* Total – 16,140,000 dollars

2013:

* Within 12 months of the end of the reporting period – 14,183,000 dollars
* More than 12 months after the end of the reporting period – 2,572,000 dollars
* Total – 16,755,000 dollars

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:

2014:

* Within 12 months of the end of the reporting period – 3,449,000 dollars
* More than 12 months after the end of the reporting period – 12,872,000 dollars
* Total – 16,321,000 dollars

2013:

* Within 12 months of the end of the reporting period – 4,003,000 dollars
* More than 12 months after the end of the reporting period – 13,187,000 dollars
* Total – 17,190,000 dollars

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 26. 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.

**2014:**

**Contributed equity:**

* Balance at start of period – 24,244,000 dollars

Contributions by owners:

* Capital appropriation – 1,860,000 dollars
* Total contributions by owners – 1,860,000 dollars

Distribution to owners

* Transfer of Land to Department of Lands – (1,882,000 dollars)
* Total contributions by owners – (1,882,000 dollars)

Balance at end of period – 24,222,000 dollars

**Reserves:**

Asset revaluation surplus:

* Balance at start of period – 58,202,000 dollars

Net revaluation increments/decrements:

* Land – 760,000 dollars
* Buildings – 376,000 dollars decrement

Balance at end of period – 58,586,000 dollars

**Accumulated surplus/deficit:**

* Balance at start of period: 16,312,000 dollars deficit
* Result for the period – 11,871,000 dollars
* Balance at end of period – 4,441,000 dollars deficit

Total equity at end of period – 78,367,000 dollars

**2013:**

**Contributed equity:**

* Balance at start of period – 19,880,000 dollars

Contributions by owners:

* Capital appropriation – 4,364,000 dollars
* Total contributions by owners – 4,364,000 dollars

Distribution to owners

* Transfer of Land to Department of Lands – nil
* Total contributions by owners – nil

Balance at end of period – 24,244,000 dollars

**Reserves:**

Asset revaluation surplus:

* Balance at start of period – 57,758,000 dollars

Net revaluation increments/decrements:

* Land – 57,000 dollars decrement
* Buildings – 501,000 dollars

Balance at end of period – 58,202,000 dollars

**Accumulated surplus/deficit:**

* Balance at start of period: 18,879,000 dollars deficit
* Result for the period – 2,567,000 dollars surplus
* Balance at end of period – 16,312,000 dollars deficit

Total equity at end of period – 66,134,000 dollars

#### Note 27. Notes to the Statement of Cash Flows

1. **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:

2014:

* Cash and cash equivalents – 5,363,000 dollars
* Restricted cash and cash equivalents (refer to note 16) – 6,152,000 dollars
* Total – 11,515,000 dollars

2013:

* Cash and cash equivalents – 5,904,000 dollars
* Restricted cash and cash equivalents (refer to note 16) – 5,844,000 dollars
* Total – 11,748,000 dollars

1. **Reconciliation of net cost of services to net cash flows used in operating activities**

2014:

Net cost of services – 631,001,000 dollars

Non-cash items:

* Depreciation and amortisation expense (note 8 ‘Depreciation and amortisation expense’) – 5,094,000 dollars
* Services received free of charge (note 15 ‘Income from State Government’) – 1,287,000 dollars
* Net gain on sale of property, plant and equipment (note 14 ‘Net gainloss on disposal of non-current assets’) – 1,000 dollars

Increase/decrease in assets:

* Current receivables (see note a) – 1,623,000 dollars decrease
* Other current assets – 321,000 dollars decrease

Increase/decrease in liabilities:

* Current payables (see note a) – 4,000 dollars decrease
* Current provisions – 1,621,000 dollars decrease
* Non-current provisions – 10,000 dollars decrease
* Change in GST in receivables/ payables (see note b) – 3,307,000 dollars decrease

**Net cash used in operating activities – 631,505,000 dollars**

2013:

Net cost of services – (576,635,000 dollars)

Non-cash items:

* Depreciation and amortisation expense (note 8 ‘Depreciation and amortisation expense’) – 4,845,000 dollars
* Services received free of charge (note 15 ‘Income from State Government’) – 1,130,000 dollars
* Net gain on sale of property, plant and equipment (note 14 ‘Net gain/(loss) on disposal of non-current assets’) – 159,000 dollars

Increase/decrease in assets:

* Current receivables (see note a) – 505,000 dollars decrease
* Other current assets – 364,000 dollars decrease

Increase/decrease in liabilities:

* Current payables (see note a) – 139,000 dollars increase
* Current provisions – 1,116,000 dollars increase
* Non-current provisions – 115,000 dollars decrease
* Change in GST in receivables/ payables (see note b) – 214,000 dollars increase

**Net cash used in operating activities – 570,016,000 dollars**

Notes:

1. 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.
2. This reverses out the GST in receivables and payables.

#### Note 28. Commitments

Non-cancellable operating lease commitments (motor vehicles):

Commitments for minimum lease payments are payable as follows for 2014:

* Within 1 year – 1,226,000 dollars
* Later than 1 year and not later than 5 years – 1,743,000 dollars
* Later than 5 years – 1,000 dollars
* Total – 2,970,000 dollars

Commitments for minimum lease payments are payable as follows for 2013:

* Within 1 year – 1,302,000 dollars
* Later than 1 year and not later than 5 years – 1,700,000 dollars
* Later than 5 years – 17,000 dollars
* Total – 3,019,000 dollars

Non-cancellable operating lease commitments (buildings) for 2014:

* Within 1 year – 7,130,000 dollars
* Later than 1 year and not later than 5 years – 19,639,000 dollars
* Later than 5 years – nil
* Total – 26,769,000 dollars

Non-cancellable operating lease commitments (buildings) for 2013:

* Within 1 year – 6,287,000 dollars
* Later than 1 year and not later than 5 years – 17,279,000 dollars
* Later than 5 years – 1,593,000 dollars
* Total – 25,159,000 dollars

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 29. 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 30. 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 31. Explanatory statement

Significant variations between estimates and actual results for 2014 and between the actual results for 2013 and 2014 are shown below. Significant variations are considered to be those greater than 10 per cent or 5,000,000 dollars.

| **Significant variances between estimated and actual result for 2014** | **2014 estimates** | **2014 actual** | **Variance** |
| --- | --- | --- | --- |
| Depreciation and amortisation expense (see note a) | 5,933,000 dollars | 5,094,000 dollars | (839,000 dollars) |
| Expenditure on services provided by funded agencies (see note b) | 579,113,000 dollars | 567,834,000 dollars | (11,279,000 dollars) |
| Individual funding and other grants (see note c) | 17,315,000 dollars | 20,178,000 dollars | 2,863,000 dollars |
| Loss on disposal of non-current assets (see note d) | nil | 1,000 dollars | 1,000 dollars |
| Other revenues (see note e) | 5,500,000 dollars | 8,598,000 dollars | 3,098,000 dollars |
| Services received free of charge (see note f) | 1,027,000 dollars | 1,287,000 dollars | 260,000 dollars |
| Employee benefits expense (see note g) | 158,237,000 dollars | 155,153,000 dollars | 3,084,000 dollars |
| Expenditure on services provided by funded agencies (see note h) | 567,834,000 dollars | 496,849,000 dollars | 70,985,00 dollars |
| Individual funding and other grants (see note i) | 20,178,000 dollars | 17,602,000 dollars | 2,576,000 dollars |
| Loss on disposal of non-current assets (see note j) | 1,000 dollars | 159,000 dollars | (158,000 dollars) |
| Other expenses (see note k) | 5,774,000 dollars | 6,481,000 dollars | (707,000 dollars) |
| Commonwealth grants and contributions (see note l) | 146,155,000 dollars | 126,752,000 dollars | 19,403,000 dollars |
| Other revenues (see note m) | 8,598,000 dollars | 6,481,000 dollars | 2,117,000 dollars |
| Service appropriation (see note n) | 641,388,000 dollars | 577,883,000 dollars | 63,505,000 dollars |
| Service received free of charge (see note o) | 1,287,000 dollars | 1,130,000 dollars | 157,000 dollars |

Notes:

1. Depreciation and amortisation expense (decrease 839,000 dollars). Reflects less than anticipated capitalisation of projects.
2. Expenditure on services provided by funded agencies (decrease 11,279,000 dollars). Reflects the application of growth funds to other appropriate expenditure categories including the re-direction of funding to the WA NDIS My Way trial site (Lower South West).
3. Individual funding and other grants (increase 2,863,000 dollars). Reflects re-direction of funding to the WA NDIS My Way trial site (Lower South West).
4. Loss on disposal of non-current assets (increase 0.001million dollars). Reflects accounting loss on asset disposals and write-down of leasehold improvements for offices no longer leased during the year.
5. Other Revenue (increase 3,098,000 dollars). Reflects return of grants provided to Disability Service Organisations in prior years, recoup of funds from compensable clients and profit on disposal of property.
6. Services received free of charge (increase 260,000 dollars). Mainly reflects increase in Integrated and Procurement Services and Accommodation provided by Department of Treasury.
7. Employee benefits expenses (increase 3,084,000 dollars). Reflects the impact of wage increases and voluntary severances as part of public sector reform and savings measure.
8. Expenditure on services provided by funded agencies (increase 70,985,000 dollars). Increase represents funding for State Growth/Indexation, Commonwealth National Disability Agreement funding and the Sustainable Funding and Contracting with Not-For-Profit Sector Initiative (Component 1 and 2).
9. Individual funding and other grants (increase 2,576,000 dollars). Reflects expenditure for the WA NDIS My Way Trial Site (Lower South West).
10. Loss on disposal of non-current assets (decrease 158,000 dollars). Reflects accounting loss on write-down of leasehold improvements for offices no longer leased and asset disposals during 2013–2014
11. Other expenses (decrease 707,000 dollars). Reflects decreased worker’s compensation insurance premium as a result of the past performance review.
12. Commonwealth grants and contributions (increase 19,403,000 dollars). Increase in funding for:

* Indexation – 4,733,000 dollars
* Growth (per capita) 14,027,000 dollars
* Others (includes mid-year economic and fiscal outlook adjustments) – 643,000 dollars
* Net increase – 19,403,000 dollars

1. Other revenues (increase 2,117,000 dollars). Reflects increase in returns for grants provide to Disability Service Organisations in prior years, recoup of fund from compensable clients and profit on disposal.
2. Service appropriation (increase 63,505,000 dollars). Increase in funding for:

* Sustainable Funding and Contracting with Not-For-Profit Sector Initiative – 22,251,000 dollars
* Accommodation support and preventative services (including election commitments) – 18,254,000 dollars
* Non-Government Human Services Sector Indexation – 10,720,000 dollars
* Salary and wages (including Public Sector General Agreements outcomes) – 4,546,000 dollars
* Cost escalation – 7,400,000 dollars
* Superannuation Guarantee Rate increase 2013–2014 to 2016–2017 – 370,000 dollars
* Voluntary Severance scheme – 5,354,000 dollars
* Reversal of 2012–2013 Corrective Measures (procurement freeze) – 1,096,000 dollars
* Reversal of 2012–2013 Corrective Measures (FTE and procurement savings) – 6,662 dollars
* Accrual appropriation – 370,000 dollars
* **Total – 77,023,000 dollars**

Reduction in funding for:

* 2 per cent efficiency dividend – 2,902,000 dollars
* Program rationalisation savings – 2,250,000 dollars
* Global savings measures – 39,000 dollars
* 2013–2014 Corrective measures (10 per cent procurement savings) – 771,000 dollars
* 2013–2014 Corrective measures (leave liabilities cap) – 1,143,000 dollars
* Workforce reform (salary cap) – 6,413,000 dollars
* **Total – 13,518,000 dollars**

**Net Increase: – 63,505,000 dollars**

1. Services received free of charge (increase $157,000 dollars). Mainly reflects increase Integrated and Procurement Services and Accommodation provided by Department of Treasury.

#### Note 32. Financial instruments

1. **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 32(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.

1. **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:

2014 financial assets:

* Cash and cash equivalents – 5,363,000 dollars
* Restricted cash and cash equivalents – 6,152,000 dollars
* Receivables (see note) – 43,443,000 dollars

2014 financial liabilities:

Financial liabilities measured at amortised cost – 5,220,000 dollars

2013 financial assets:

* Cash and cash equivalents – 5,904,000 dollars
* Restricted cash and cash equivalents – 5,844,000 dollars
* Receivables (see note) – 36,910,000 dollars

2013 financial liabilities:

Financial liabilities measured at amortised cost – 5,223,000 dollars

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

1. **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.

**Aged analysis of financial assets**

|  |  |
| --- | --- |
| **2014** | **Carrying amount – not past due and not impaired** |
| Cash and cash equivalents | 5,363,000 dollars |
| Restricted cash and cash equivalents | 6,152,000 dollars |
| Amounts receivable for services | 40,134,000 dollars |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2014** | **Carrying amount** | **Not past due and not impaired** | **Past due but not impaired – up to 1 month** | **Past due but not impaired – 1–3 months** | **Past due but not impaired – 3 months to one year** | **Past due but not impaired – 1–5 years** | **Past due but not impaired – more than 5 years** | **Impaired financial assets** |
| **Receivables** | 3,309,000 dollars | 2,175,000 dollars | 67,000 dollars | 33,000 dollars | 824,000 dollars | 205,000 dollars | 5,000 dollars | 141,000 dollars |

2014 total carrying amount – 54,958,000 dollars

2014 total not past due and not impaired – 53,824,000 dollars

2014 total impaired financial assets – 141,000 dollars

|  |  |
| --- | --- |
| **2013** | **Carrying amount – Not past due and not impaired** |
| Cash and cash equivalents | 5,904,000 dollars |
| Restricted cash and cash equivalents | 5,844,000 dollars |
| Amounts receivable for services | 35,191,000 dollars |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2013** | **Carrying amount** | **Not past due and not impaired** | **Past due but not impaired – up to 1 month** | **Past due but not impaired – 1–3 months** | **Past due but not impaired – 3 months to one year** | **Past due but not impaired – 1–5 years** | **Past due but not impaired – more than 5 years** | **Impaired financial assets** |
| **Receivables** | 1,719,000 dollars | 649,000 dollars | 152,000 dollars | 135,000 dollars | 570,000 dollars | 166,000 dollars | 47,000 dollars | 657,000 dollars |

2013 total carrying amount – 48,658,000 dollars

2013 total not past due and not impaired – 47,588,000 dollars

2013 total impaired financial assets – 657,000 dollars

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

**Liquidity risk and interest rate exposure**

**2014 interest rate exposure and maturity analysis of financial assets and financial liabilities**

Financial assets:

* Cash and cash equivalents – carrying amount (non-interest bearing) 5,363,000 dollars
* Restricted cash and cash equivalents – carrying amount (non-interest bearing) 6,152,000 dollars
* Receivables (see note) – carrying amount (non-interest bearing) 3,309,000 dollars
* Amounts receivable for services – carrying amount (non-interest bearing) 40,134,000 dollars

Financial liabilities:

* Payables – carrying amount (non-interest bearing) 5,220,000 dollars

2014 maturity dates – up to one month

**2013 interest rate exposure and maturity analysis of financial assets and financial liabilities**

Financial assets:

* Cash and cash equivalents – carrying amount (non-interest bearing) 5,904,000
* Restricted cash and cash equivalents – carrying amount (non-interest bearing) 5,844,000
* Receivables (see note) – carrying amount (non-interest bearing) 1,719,000
* Amounts receivable for services – carrying amount (non-interest bearing) 35,191,000

Financial liabilities:

* Payables – carrying amount (non-interest bearing) 5,223,000

2014 maturity dates – up to one month

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 33. 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:

2014:

* 0–10,000 dollars – 8
* 10,001–20,000 dollars – 3
* 30,001–40,000 dollars – nil
* 40,001–50,000 dollars – 1
* Total – 12

2013:

* 0–10,000 dollars – 7
* 10,001–20,000 dollars – 2
* 30,001–40,000 dollars – 1
* 40,001–50,000 dollars – nil
* Total – 10

Total base remuneration and superannuation:

2014: 139,000 dollars

2013: 97,000 dollars

The total remuneration includes the superannuation expense incurred by the Commission in respect of members of the accountable authority.

No members of the accountable authority are members of the pension scheme.

**Remuneration of senior officers**

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

2014:

* 110,001–120,000 dollars – 1
* 120,000–130,000 dollars – 1
* 130,001–140,000 – nil
* 140,001–150,000 dollars – nil
* 150,001–160,000 dollars – nil
* 170,001–180,000 dollars – 2
* 180,001–190,000 dollars – nil
* 190,001–200,000 dollars – 2
* 200,001–210,000 dollars – 3
* 230,001–240,000 dollars – 1
* 280,001–290,000 dollars – 1
* 400,001–410,000 dollars – nil
* 450,001–460,000 dollars – 1

Total – 12

* Base remuneration and superannuation – 2,369,000 dollars
* Annual leave and long service leave accruals – 142,000 dollars
* Other benefits – 67,000 dollars

Total remuneration of senior officers – 2,578,000 dollars

2013:

* 110,001–120,000 dollars – nil
* 120,000–130,000 dollars – nil
* 130,001–140,000 – 1
* 140,001–150,000 dollars – 2
* 150,001–160,000 dollars – 1
* 170,001–180,000 dollars – 4
* 180,001–190,000 dollars – 1
* 190,001–200,000 dollars – 1
* 200,001–210,000 dollars – nil
* 230,001–240,000 dollars – 2
* 280,001–290,000 dollars – nil
* 400,001–410,000 dollars – 1
* 450,001–460,000 dollars – nil

Total – 13

* Base remuneration and superannuation – 2,425,000 dollars
* Annual leave and long service leave accruals – 37,000 dollars
* Other benefits – 62,000 dollars

Total remuneration of senior officers – 2,524,000 dollars

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 34. Remuneration of auditor

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year (auditing the accounts, financial statements and key performance indicators) is as follows:

* 2014 – 111,000 dollars
* 2013 – 97,000 dollars

#### Note 35. 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** | **2014 amount** |
| --- | --- |
| Autism Association of WA Inc. | 31,793,000 dollars |
| BGSR Pty Ltd Supported Accommodation Services | 5,582,000 dollars |
| Blind Citizens WA Inc. | 18,000 dollars |
| Community Living Association (formerly Lower Great Southern CLA) | 9,857,000 dollars |
| Crosslinks Inc. | 6,026,000 dollars |
| Directions Family Support Association (ex-Heritage IandFSA) | 2,470,000 dollars |
| Elba Inc. | 6,092,000 dollars |
| Enable Southwest Inc (formerly SWFSA) | 8,415,000 dollars |
| Family Support WA Inc (formerly Landsdale Family Support Association) | 3,085,000 dollars |
| Goldfields Individual and Family Support Association Inc. | 4,576,000 dollars |
| Headwest (Brain Injury Association of WA Inc.) | 483,000 dollars |
| identity.w.a. | 21,928,000 dollars |
| Inclusion (Recreation and Sport Network Inc.) | 1,993,000 dollars |
| Interchange Inc. | 5,641,000 dollars |
| ISADD WA Pty Ltd | 894,000 dollars |
| Kalparrin Centre (PMH) | 347,000 dollars |
| Kimberley Individual and Family Support Association | 2,531,000 dollars |
| Kira Inc. | 1,879,000 dollars |
| Lifeplan Recreation and Leisure Association Inc. | 1,062,000 dollars |
| Lower Great Southern Family Support Association | 2,516,000 dollars |
| Mandurah Disabled Support and Recreational Respite Inc. | 40,000 dollars |
| Midway Community Care Inc. | 7,331,000 dollars |
| Midwest Community Living Association Inc. | 1,801,000 dollars |
| Mosaic Community Care Inc. | 9,282,000 dollars |
| My Place (WA) Pty Ltd | 24,466,000 dollars |
| Nascha Inc. | 2,379,000 dollars |
| Nulsen Haven Association Inc. | 27,345,000 dollars |
| One 2 One Pty Ltd | 3,179,000 dollars |
| Peel Community Living Inc. | 5,768,000 dollars |
| People Actively Committed Together | 529,000 dollars |
| People with Disabilities | 566,000 dollars |
| Phylos Inc. | 759,000 dollars |
| Pledg Inc. | 220,000 dollars |
| Rocky Bay Inc. | 25,440,000 dollars |
| SECCA | 448,000 dollars |
| Senses Foundation | 10,004,000 dollars |
| Strive Warren Blackwood Inc. | 1,208,000 dollars |
| Teem Treasure Pty Ltd | 4,587,000 dollars |
| TeenSpirit Inc. | 116,000 dollars |
| The Centre for Cerebral Palsy | 43,264,000 dollars |
| Therapy Focus Inc. | 18,814,000 dollars |
| Orian Services WA Pty Ltd (formerly Transition and Integration Services Pty Ltd) | 4,391,000 dollars |
| Upper Great Southern Family Support Association | 1,169,000 dollars |
| Valued Independent People | 5,834,000 dollars |
| Vemvane Inc. | 559,000 dollars |
| WA Blue Sky Inc | 2,783,000 dollars |
| We Can Community Services Pty Ltd | 2,837,000 dollars |
| Wheatbelt Individual and Family Support Association | 2,040,000 dollars |

|  |  |
| --- | --- |
| **Name of organisation** | **2013 amount** |
| Autism Association of WA Inc. | 28,620,000 dollars |
| BGSR Pty Ltd Supported Accommodation Services | 4,220,000 dollars |
| Blind Citizens WA Inc. | 18,000 dollars |
| Community Living Association (formerly Lower Great Southern CLA) | 8,068,000 dollars |
| Crosslinks Inc. | 5,666,000 dollars |
| Directions Family Support Association (ex-Heritage IandFSA) | 2,158,000 dollars |
| Elba Inc. | 6,423,000 |
| Enable Southwest Inc (formerly SWFSA) | 9,236,000 dollars |
| Family Support WA Inc (formerly Landsdale Family Support Association) | 2,601,000 dollars |
| Goldfields Individual and Family Support Association Inc. | 4,596,000 dollars |
| Headwest (Brain Injury Association of WA Inc.) | 339,000 dollars |
| identity.w.a. | 21,240,000 dollars |
| Inclusion (Recreation and Sport Network Inc.) | 1,988,000 dollars |
| Interchange Inc. | 4,834,000 dollars |
| ISADD WA Pty Ltd | 943,000 dollars |
| Kalparrin Centre (PMH) | 385,000 dollars |
| Kimberley Individual and Family Support Association | 2,357,000 dollars |
| Kira Inc. | 1,482,000 dollars |
| Lifeplan Recreation and Leisure Association Inc. | 976,000 dollars |
| Lower Great Southern Family Support Association | 2,560,000 dollars |
| Mandurah Disabled Support and Recreational Respite Inc. | 39,000 dollars |
| Midway Community Care Inc. | 6,243,000 dollars |
| Midwest Community Living Association Inc. | 1,789,000 dollars |
| Mosaic Community Care Inc. | 8,060,000 dollars |
| My Place (WA) Pty Ltd | 23,574,000 dollars |
| Nascha Inc. | 2,019,000 dollars |
| Nulsen Haven Association Inc. | 24,890,000 dollars |
| One 2 One Pty Ltd | 1,023,000 dollars |
| Peel Community Living Inc. | 4,747,000 dollars |
| People Actively Committed Together | 509,000 dollars |
| People with Disabilities | 451,000 dollars |
| Phylos Inc. | 740,000 dollars |
| Pledg Inc. | 212,000 dollars |
| Rocky Bay Inc. | 23,504,000 dollars |
| SECCA | 322,000 dollars |
| Senses Foundation | 9,051,000 dollars |
| Strive Warren Blackwood Inc. | 1,114,000 dollars |
| Teem Treasure Pty Ltd | 3,684,000 dollars |
| TeenSpirit Inc. | 133,000 dollars |
| The Centre for Cerebral Palsy | 42,676,000 dollars |
| Therapy Focus Inc. | 16,001,000 dollars |
| Orian Services WA Pty Ltd (formerly Transition and Integration Services Pty Ltd) | 4,151,000 dollars |
| Upper Great Southern Family Support Association | 936,000 dollars |
| Valued Independent People | 5,363,000 dollars |
| Vemvane Inc. | 541,000 dollars |
| WA Blue Sky Inc | 2,665,000 dollars |
| We Can Community Services Pty Ltd | 2,601,000 dollars |
| Wheatbelt Individual and Family Support Association | 2,143,000 dollars |

#### Note 36. Related bodies

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

#### Note 37. Supplementary financial information

2014:

Write-offs:

* Debts due to the State written off during the financial year – 60,000 dollars

Losses through theft, defaults and other causes:

* Losses of public moneys and public and other property through theft or default – nil
* Amounts recovered – nil

Gifts of public property:

* Gifts of public property provided by the Commission – nil

There were not any write-offs, losses through theft, default and other causes, or gifts of public property for 2013.

#### Note 38. Schedule of income and expenses by service

**Accommodation support 2014**

Cost of services expenses:

* Employee benefits expense – 98,203,000 dollars
* Supplies and services – 13,630,000 dollars
* Depreciation and amortisation expense – 1,643,000 dollars
* Accommodation expense – 4,228,000 dollars
* Expenditure on services provided by funded agencies – 183,182,000 dollars
* Individual funding and other grants – nil
* Loss on disposal of non-current assets – 1,000 dollars
* Other expenses – 1,862,000 dollars

Total cost of services – 302,749,000 dollars

Income:

* User charges and fees – 8,367,000 dollars
* Commonwealth grants and contribution – 55,720,000 dollars
* Other revenue – 3,278,000 dollars
* Total income other than income from State Government – 67,365,000 dollars

Net cost of services – 235,384,000 dollars

Income from State Government:

* Service appropriation – 244,521,000 dollars
* Resources received free of charge – 491,000 dollars
* Regional community – 75,000 dollars

Total income from State Government – 245,087,000 dollars

Surplus for the period – 9,703,000 dollars

**Community-focused supports 2014**

Cost of services expenses:

* Employee benefits expense – 14,611,000 dollars
* Supplies and services – 4,314,000 dollars
* Depreciation and amortisation expense – 2,180,000 dollars
* Accommodation expense – 2,741,000 dollars
* Expenditure on services provided by funded agencies – 243,045,000 dollars
* Individual funding and other grants – 7,478,000 dollars
* Loss on disposal of non-current assets – nil
* Other expenses – 2,470,000 dollars

Total cost of services – 276,839,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 50,951,000 dollars
* Other revenue – 2,997,000 dollars
* Total income other than income from State Government – 53,948,000 dollars

Net cost of services – 222,891,000 dollars

Income from State Government:

* Service appropriation – 223,595,000 dollars
* Resources received free of charge – 449,000 dollars
* Regional community – 69,000 dollars

Total income from State Government – 224,113,000 dollars

Surplus for the period – 1,222,000 dollars

**Coordination and individual support 2014**

Cost of services expenses:

* Employee benefits expense – 39,464,000 dollars
* Supplies and services – 6,403,000 dollars
* Depreciation and amortisation expense – 531,000 dollars
* Accommodation expense – 3,006,000 dollars
* Expenditure on services provided by funded agencies – 58,604,000 dollars
* Individual funding and other grants – 3,189,000 dollars
* Loss on disposal of non-current assets – nil
* Other expenses – 604,000 dollars

Total cost of services – 112,431,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 20,693,000 dollars
* Other revenue – 1,217,000 dollars
* Total income other than income from State Government – 21,910,000 dollars

Net cost of services – 90,521,000 dollars

Income from State Government:

* Service appropriation – 90,794,000 dollars
* Resources received free of charge – 182,000 dollars
* Regional community – 28,000 dollars

Total income from State Government – 91,004,000 dollars

Surplus for the period – 483,000 dollars

**Family support 2014**

Cost of services expenses:

* Employee benefits expense – 4,853,000 dollars
* Supplies and services – 1,464,000 dollars
* Depreciation and amortisation expense – 740,000 dollars
* Accommodation expense – 930,000 dollars
* Expenditure on services provided by funded agencies – 82,491,000 dollars
* Individual funding and other grants – 8,881,000 dollars
* Loss on disposal of non-current assets – nil
* Other expenses – 838,000 dollars

Total cost of services – 100,197,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 18,440,000 dollars
* Other revenue – 1,085,000 dollars
* Total income other than income from State Government – 19,525,000 dollars

Net cost of services – 80,762,000 dollars

Income from State Government:

* Service appropriation – 80,926,000 dollars
* Resources received free of charge – 162,000 dollars
* Regional community – 25,000 dollars

Total income from State Government – 81,113,000 dollars

Surplus for the period – 441,000 dollars

**Access and inclusion 2014**

Cost of services expenses:

* Employee benefits expense – 1,106,000 dollars
* Supplies and services – 287,000 dollars
* Depreciation and amortisation expense – nil
* Accommodation expense – nil
* Expenditure on services provided by funded agencies – 512,000 dollars
* Individual funding and other grants – nil
* Loss on disposal of non-current assets – nil
* Other expenses – nil

Total cost of services – 1,905,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 351,000 dollars
* Other revenue – 21,000 dollars
* Total income other than income from State Government – 372,000 dollars

Net cost of services – 1,533,000 dollars

Income from State Government:

* Service appropriation – 1,552,000 dollars
* Resources received free of charge – 3,000 dollars
* Regional community – nil

Total income from State Government – 1,555,000 dollars

Surplus for the period – 22,000 dollars

**Total for 2014**

Cost of services expenses:

* Employee benefits expense – 158,237,000 dollars
* Supplies and services – 26,098,000 dollars
* Depreciation and amortisation expense – 5,094,000 dollars
* Accommodation expense – 10,905,000 dollars
* Expenditure on services provided by funded agencies – 567,834,000 dollars
* Individual funding and other grants – 20,178,000 dollars
* Loss on disposal of non-current assets – 1,000 dollars
* Other expenses – 5,774,000 dollars

Total cost of services – 794,121,000 dollars

Income:

* User charges and fees – 8,367,000 dollars
* Commonwealth grants and contribution – 146,155,000 dollars
* Other revenue – 8,598,000 dollars
* Total income other than income from State Government – 163,120,000 dollars

Net cost of services – 631,001,000 dollars

Income from State Government:

* Service appropriation – 641,388,000 dollars
* Resources received free of charge – 1,287,000 dollars
* Regional community – 197,000 dollars

Total income from State Government – 642,872,000 dollars

Surplus for the period – 11,871,000 dollars

**Accommodation support 2013**

Cost of services expenses:

* Employee benefits expense – 94,318,000 dollars
* Supplies and services – 12,546,000 dollars
* Depreciation and amortisation expense – 1,547,000 dollars
* Accommodation expense – 4,137,000 dollars
* Expenditure on services provided by funded agencies – 158,593,000 dollars
* Individual funding and other grants – nil
* Loss on disposal of non-current assets – 51,000 dollars
* Other expenses – 2,067,000 dollars

Total cost of services – 273,259,000 dollars

Income:

* User charges and fees – 8,011,000 dollars
* Commonwealth grants and contribution – 48,249,000 dollars
* Other revenue – 2,467,000 dollars
* Total income other than income from State Government – 58,727,000 dollars

Net cost of services – 214,532,000 dollars

Income from State Government:

* Service appropriation – 219,971,000 dollars
* Resources received free of charge – 430,000 dollars
* Regional community – 73,000 dollars

Total income from State Government – 220,474,000 dollars

Surplus for the period – 5,942,000 dollars

**Community-focused supports 2013**

Cost of services expenses:

* Employee benefits expense – 13,608,000 dollars
* Supplies and services – 4,805,000 dollars
* Depreciation and amortisation expense – 2,089,000 dollars
* Accommodation expense – 2,607,000 dollars
* Expenditure on services provided by funded agencies – 214,274,000 dollars
* Individual funding and other grants – 7,312,000 dollars
* Loss on disposal of non-current assets – 69,000 dollars
* Other expenses – 2,791,000 dollars

Total cost of services – 247,555,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 43,709,000 dollars
* Other revenue – 2,235,000 dollars
* Total income other than income from State Government – 45,944,000 dollars

Net cost of services – 201,611,000 dollars

Income from State Government:

* Service appropriation – 199,278,000 dollars
* Resources received free of charge – 390,000 dollars
* Regional community – 65,000 dollars

Total income from State Government – 199,733,000 dollars

Deficit for the period – 1,878,000 dollars

**Coordination and individual support 2013**

Cost of services expenses:

* Employee benefits expense – 41,767,000 dollars
* Supplies and services – 7,015,000 dollars
* Depreciation and amortisation expense – 529,000 dollars
* Accommodation expense – 2,948,000 dollars
* Expenditure on services provided by funded agencies – 54,198,000 dollars
* Individual funding and other grants – 3,691,000 dollars
* Loss on disposal of non-current assets – 17,000 dollars
* Other expenses – 714,000 dollars

Total cost of services – 110,879,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 19,577,000 dollars
* Other revenue – 1,001,000 dollars
* Total income other than income from State Government – 20,578,000 dollars

Net cost of services – 90,301,000 dollars

Income from State Government:

* Service appropriation – 89,256,000 dollars
* Resources received free of charge – 175,000 dollars
* Regional community – 29,000 dollars

Total income from State Government – 89,460,000 dollars

Deficit for the period – 841,000 dollars

**Family support 2013**

Cost of services expenses:

* Employee benefits expense – 4,323,000 dollars
* Supplies and services – 1,564,000 dollars
* Depreciation and amortisation expense – 680,000 dollars
* Accommodation expense – 849,000 dollars
* Expenditure on services provided by funded agencies – 69,784,000 dollars
* Individual funding and other grants – 6,599,000 dollars
* Loss on disposal of non-current assets – 22,000 dollars
* Other expenses – 909,000 dollars

Total cost of services – 84,730,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 14,960,000 dollars
* Other revenue – 765,000 dollars
* Total income other than income from State Government – 15,725,000 dollars

Net cost of services – 69,005,000 dollars

Income from State Government:

* Service appropriation – 68,206,000 dollars
* Resources received free of charge – 133,000 dollars
* Regional community – 22,000 dollars

Total income from State Government – 68,361,000 dollars

Deficit for the period – 644,000 dollars

**Access and inclusion 2013**

Cost of services expenses:

* Employee benefits expense – 1,137,000 dollars
* Supplies and services – 319,000 dollars
* Depreciation and amortisation expense – nil
* Accommodation expense – nil
* Expenditure on services provided by funded agencies – nil
* Individual funding and other grants – nil
* Loss on disposal of non-current assets – nil
* Other expenses – nil

Total cost of services – 1,456,000 dollars

Income:

* User charges and fees – nil
* Commonwealth grants and contribution – 257,000 dollars
* Other revenue – 13,000 dollars
* Total income other than income from State Government – 270,000 dollars

Net cost of services – 1,186,000 dollars

Income from State Government:

* Service appropriation – 1,172,000 dollars
* Resources received free of charge – 2,000 dollars
* Regional community – nil

Total income from State Government – 1,174,000 dollars

Deficit for the period – 12,000 dollars

**Total for 2013**

Cost of services expenses:

* Employee benefits expense – 155,153,000 dollars
* Supplies and services – 26,249,000 dollars
* Depreciation and amortisation expense – 4,845,000 dollars
* Accommodation expense – 10,541,000 dollars
* Expenditure on services provided by funded agencies – 496,849,000 dollars
* Individual funding and other grants – 17,602,000 dollars
* Loss on disposal of non-current assets – 159,000 dollars
* Other expenses – 6,481,000 dollars

Total cost of services – 717,879,000 dollars

Income:

* User charges and fees – 8,011,000 dollars
* Commonwealth grants and contribution – 126,752,000 dollars
* Other revenue – 6,481,000 dollars
* Total income other than income from State Government – 141,244,000 dollars

Net cost of services – 576,635,000 dollars

Income from State Government:

* Service appropriation – 577,883,000 dollars
* Resources received free of charge – 1,130,000 dollars
* Regional community – 189,000 dollars

Total income from State Government – 579,202,000 dollars

Surplus/(deficit) for the period – 2,567,000 dollars

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

#### Note 39. Indian Ocean Territories

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

2014:

* Opening balance 1 July 2013 – 34,000 dollars
* Receipt from Commonwealth – 64,000 dollars
* Expenditure – (106,000 dollars)
* Closing balance 30 June 2014 – (8,000 dollars)

2013:

* Opening balance 1 July 2013 – 19,000 dollars
* Receipt from Commonwealth – 79,000 dollars
* Expenditure – (64,000 dollars)
* Closing balance 30 June 2014 – 34,000 dollars

## Key Performance indicators

### Certification of performance indicators for the year ended 30 June 2014.

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 2014.



Bruce Langoulant Chairperson

Disability Services Commission Board



Russell Aubrey Board member

Disability Services Commission Board

17 September 2014

### 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 2014, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

**Board’s Responsibility for the Financial Statements**

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

**Auditor’s Responsibility**

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

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

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 2014 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 2014.

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 2014.

**Report on the Key Performance Indicators**

I have audited the key performance indicators of the Disability Services Commission for the year ended 30 June 2014.

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 2014.

**Independence**

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

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

This auditor’s report relates to the financial statements and key performance indicators of the Disability Services Commission for the year ended 30 June 2014 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

17 September 2014

**Overview**

**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.

**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 measures its efficiency against two service perspectives of service activity and service user.

### Key effectiveness indicators

#### Effectiveness indicator 1

**Rate of serious incidents per 1,000 service users per year**

Service providers are required by the Disability Services Act and their service agreement to report on serious incidents involving service users in their care (i.e. death, serious physical injury or avoidable illness, abuse and neglect and assaults on staff and/or visitors, etc). Serious incidents are captured as part of the total count of incidents which are recorded and followed up for safety, service quality and improvement in Accommodation Support services.

The rate of serious incidents is a measure per 1,000 Accommodation Support service users per year to ensure the safety and security of people with disability who receive accommodation support and the staff employed to provide this support.

In calculating the serious incident rate, the total number of accommodation support service users is used as the denominator.

**Analysis**

The newly introduced indicator reported an encouraging rate of 39 incidents per 1,000 service users. This was 19 per cent lower than the conservative target that was set. A low rate of serious incidents indicates services maintained safe and secure environments to enhance the wellbeing of people with disability. The Commission will revise its future target accordingly.

**Outcome**

People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.

* 2013–2014 actual – 39
* 2013–2014 target – 48
* Variation from target – minus 19 per cent

#### Effectiveness indicator 2

**Percentage of service users who achieved their individual plan outcomes**

This effectiveness indicator will be introduced in the Commission’s new reporting framework for reporting from 2014–2015 onwards.

This indicator will report using a statistically valid sample of service users’ individual plans. Developed in conjunction with a person with disability, an individual plan documents their goals and strategies to achieve them.

When plans are reviewed, they will also document what progress has been made to achieve individual goals. This measurement of individual goal achievement is the basis for outcome measurement. All strategies are rated on a scale of achievement. Service users that record ‘mostly achieved’ or ‘fully achieved’ for half or more of their listed goals will be counted as achieving their individual plan outcomes.

Individual plans were introduced in 2013–2014 and this indicator will be reported on once the plans initiated have run for at least one year.

**Outcome**

People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.

* 2013–2014 actual – not applicable
* 2013–2014 target – not applicable
* Variation from target – not applicable

#### Effectiveness indicator 3

**Service users’ satisfaction with services**

Service users’ satisfaction with services is determined through the Commission’s annual consumer survey. The sample is randomly selected and stratified to ensure it contains individuals representing users across all Commission-funded services. A total of 1,636 individuals with disability or their carers were contacted to participate in a structured telephone interview. A total of 735 interviews were completed (45 per cent response rate) and the results provided an overall confidence interval of +/– 3.6 per cent at the 95 per cent level.

Satisfaction levels for each service type were taken directly from the report produced by the independent market research company. Satisfaction for each of the services (1 to 4) was aggregated to produce an overall level of satisfaction with services.

**Analysis**

A total of 84 per cent of service users were ‘satisfied’ or ‘very satisfied’ with the quality of the service or support which they received. This result was 2 per cent higher than the target of 82 per cent and a 4 per cent improvement on the previous year’s satisfaction level of 80 per cent.

**Outcome**

People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.

* 2013–2014 actual – 84 per cent
* 2013–2014 target – 82 per cent
* Variation from target – 2 per cent

#### Effectiveness indicator 4

**Take-up rate for services**

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 of 57,200 was taken from the 2012 Survey of Disability, Ageing and Carers (SDAC) as per the Australian Bureau of Statistics. Take-up rates for previous years, which were calculated using the 2009 SDAC estimate (60,300) as a denominator, were adjusted accordingly to account for the new denominator to ensure year-to-year comparability.

**Analysis**

The WA take-up rate was 420 service users per 1,000 people with severe and/or profound disability. This was 5 per cent higher than the previous reporting period and 4 per cent higher than the target. This means that there was an increase in the proportion of people with disability accessing the Commission’s funded and provided services.

**Outcome**

People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.

* 2013–2014 actual – 420
* 2013–2014 target – 404
* Variation from target – four per cent

#### Effectiveness indicator 5

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

Disability Access and Inclusion Plans (DAIPs) are designed to improve access and inclusion to public areas and amenities for multiple groups of the population (i.e. people with disability, seniors, parents with young children in prams etc). Under the Disability Services Act (amended) 2004, all State Government departments and local governments are required to have a DAIP. They are key stakeholders and participants in the Commission’s efforts to meet the State Government commitments to increasing awareness of disability and access and inclusion for people with disability in the wider WA community. The Commission collects DAIPs from State Government departments and local governments and assesses them for compliance and approves them for lodgement.

**Analysis**

DAIPs are created by public authorities and are kept current for a five-year period. In any year, a number of DAIPs expire and if the public authority has not lodged a new DAIP they are deemed to be non-compliant. This was the case in 2013–2014 where a number of local governments whose DAIP expired in that year failed to develop a new DAIP.

Public authorities also had less time to lodge a new DAIP this year because the reporting cycle was brought forward from the end of July to the beginning of July. Some councils experienced difficulties in adjusting their reporting cycles with less than 12-months’ notice because of the structure of their contract systems.

A total of 43 public authorities out of 240 did not have a current DAIP lodged with the Commission. The Commission employs dedicated DAIP officers who maintain routine and regular contact with public authorities. They correspond with the relevant public authorities to follow up on non-compliance. However, organisational changes within the Commission have affected the level of monitoring DAIPs.

**Outcome**

The West Australian community is inclusive of people with disability.

* 2013–2014 actual – 82 per cent
* 2013–2014 target – 100 per cent
* Variation from target – minus 18 per cent

**Effectiveness indicator 6**

**Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability**

Public authorities are key stakeholders and participants in the Commission’s efforts to meet the State Government’s outcome of enhancing the WA community’s understanding and inclusion of people with disability.

As part of their annual progress, stakeholders report how effective their DAIPs were in enhancing inclusion for people with disability.

Results regarding achievement of DAIP outcomes are summarised in a general report and provided to Parliament.

The Commission provides support and guidance to agencies to help them achieve results. Support is provided through:

* general consulting on request
* forums run quarterly to provide feedback and guidance
* support manuals.

**Analysis**

This indicator was based on government reports submitted by 154 public authorities (86 local government reports and 68 State Government reports). There were 2,377 effective strategies out of 3,307 strategies reported (72 per cent).

Public authorities cited the following reasons as challenges they experienced in completing strategies:

* budgetary constraints
* lack of support/input and feedback from the community
* difficulties with contractor or agent input
* difficulties coordinating strategies/initiatives.

The Commission will continue to work with public authorities to ensure access and inclusion for people with disability.

**Outcome**

The West Australian community is inclusive of people with disability.

* 2013–2014 actual – 72 per cent
* 2013–2014 target – 85 per cent
* Variation from target – minus 13 per cent

#### Effectiveness indicator 7

**Service users’ satisfaction with social inclusion and community acceptance**

A component of the Commission’s annual consumer survey was a group of questions about the service users’ satisfaction with social inclusion and community acceptance. This was analysed separately from other data about satisfaction with services received by the individual and/or their carer. The response rate and confidence interval is reported.

The results were taken directly from the report produced by the independent market research company.

**Analysis**

A total of 73 per cent of service users were satisfied the WA community was understanding and inclusive of people with disability. This was determined by aggregating responses from three survey questions regarding ‘relationship with others’, ‘accessing local services’ and ‘feeling accepted and valued’.

This result is 4 per cent lower than the target and 2 per cent lower than the previous year. This result reflected no notable change with satisfaction levels from the previous two years after taking into account the confidence interval due to sampling.

**Outcome**

The West Australian community is inclusive of people with disability.

* 2013–2014 actual – 73 per cent
* 2013–2014 target – 77 per cent
* Variation from target – minus 4 per cent

### Key efficiency indicators

#### Efficiency indicator 1

**Percentage of individual plans commenced and or reviewed within the required time frame**

Owing to a longer than expected time frame to implement multiple process and system-wide changes that were required to collect data for this efficiency indicator, data is not available to provide meaningful information to report on this efficiency indicator during 2013–2014. Therefore, as approved by the Under Treasurer, reporting against this measure will commence for the year ended 30 June 2015.

#### Efficiency indicator 2

**Average cost per service activity**

The average cost per service activity reflects service costs against the counts of unique services received within a service area.

This measure captures any changes to the complexity of service provision (ie it monitors changes in the type and frequency of services being accessed). This assists the Commission in its allocation of funding across services.

The cost of each service (services 1–4) is used as the numerator with the denominator being the count of service activity from the Annual Client Data Collection.

Service 5 calculates the value of access and inclusion projects and the average cost per project is derived by dividing the total budget for Service 5 by the weighted number of projects.

**Analysis**

There was a 12 per cent increase in the cost per service activity for Accommodation support from the previous year and a 3 per cent increase over the target. This was due to increases in some accommodation support funding packages associated with Component II funding to support a sustainable not-for-profit sector. There was no overall increase in service activity as the funding addressed:

* historic underfunding, as per recommendations from the Economic Audit Committee’s report on supporting a sustainable not-for-profit sector and paying a fair and appropriate price for community services purchased from the not-for-profit sector
* higher cost of service provision for complex and challenging support needs
* changing needs as individuals/carers age and/or their conditions change
* higher cost of regional and remote service delivery.

There was a greater than 4 per cent decrease in cost per service activity for users accessing Community-focused support from the previous reporting period. The cost per service activity was also 11 per cent lower than its budgeted target. This was primarily due to a 12 per cent increase in service activity over the previous reporting period.

There was a 15 per cent increase in average cost per service activity over the previous reporting period’s figures for services in Coordination and individual support. This was the result of additional funding designated for the development and implementation of the WA NDIS My Way trial site in the Lower South West above normal service cost. The development of new individual plans resulted in greater intensity of individual services resulting in more intensive service contacts and fewer short contacts.

By comparison, the average cost per activity, although higher than the previous year, was 12 per cent below the target set for 2013–2014.The average cost per service activity for Family support increased by 117 per cent over the target and 18 per cent over the previous reporting period.

This was due to a significant increase in expenditure over the initially targeted amount, driven by:

* no change in service activity from the previous reporting period, despite a slight increase in service users
* sustainability grants which do not impact on service user number
* service improvement grants for Family support initiatives which aimed to facilitate enhanced service provision in the coming year’s historic underfunding, as per recommendations from the Economic Audit Committee’s report on supporting a sustainable not-for-profit sector and paying a fair and appropriate price for community services purchased from the not-for-profit sector
* higher cost of service provision for complex and challenging support needs
* changing needs as individuals/carers aged and/or their conditions changed
* higher cost of regional and remote service delivery.

The increased expenditure primarily addressed both the changing needs of existing service users and the service environment. There was minimal impact on service user activity.

There was a 23 per cent increase in average cost over previous reporting period’s figures for Access and inclusion projects. An increase was anticipated due to planned strategic projects supporting the Commission’s transition to the NDIS and ACROD funding provided in 2013–2014. By comparison, the average cost per activity, although higher than the previous year, was 25 per cent below the target set for 2013–2014. This target was set with expectation of a much greater cost for the project activity than actually occurred.

**Outcomes**

Accommodation support:

* 2013–2014 actual – 155,495 dollars
* 2013–2014 target – 150,660 dollars
* Variation from target – 3.2 per cent
* Variation from 2012–2013 – 12.1 per cent

Community-focused supports:

* 2013–2014 actual – 35,814 dollars
* 2013–2014 target – 40,316 dollars
* Variation from target – minus 11.2 per cent
* Variation from 2012–2013 – minus 4.4 per cent

Coordination and individual support:

* 2013–2014 actual – 3,730 dollars
* 2013–2014 target – 4,222 dollars
* Variation from target – minus 11.7 per cent
* Variation from 2012–2013 – 15 per cent

Family Support:

* 2013–2014 actual – 13,951 dollars
* 2013–2014 target – 6,428 dollars
* Variation from target – 117 per cent
* Variation from 2012–2013 – 18.1 per cent

Access and inclusion:

* 2013–2014 actual – 13,511 dollars
* 2013–2014 target – 17,965 dollars
* Variation from target – minus 24.8 per cent
* Variation from 2012–2013 – 23.4 per cent

#### Efficiency indicator 3

**Average cost per service user**

The average cost per service user monitors the relationship between the resources provided for each service and the services delivered.

The cost of each service (services 1–4) is used as the numerator with the denominator being the count of service users from the Annual Client Data Collection.

**Analysis**

There was an 8.7 per cent increase in the cost per service user for Accommodation support over the previous reporting period. This was due to increases in some Accommodation support funding packages associated with Component II funding to support a sustainable not-for-profit sector.

The contributing factors to the increased cost per service user are the same as reported for the average cost per service activity.

There was a small increase in cost per service user of Community-focused support from the previous reporting period and a 15 per cent decrease from its target. The decrease compared to the target was primarily due to a 10 per cent increase in service users over the previous year.

A significant increase of 869 unique service users in Coordination and individual support resulted in a decrease of almost 3 per cent in its average cost per service user from the previous year and about a 16 per cent decrease from its target. Increases in service users were reported in:

* My Way/LAC services (553)
* Disability Professional Services (362) and
* the lower cost Community Aids and Equipment program (490).

Note: Service user figures in individual services do not add up to the total number for this service area because some service users received more than one form of service.

The average cost per service user for Family support increased by about 71 per cent over the target. It was also more than 15 per cent above the previous reporting period. This was due to a significant increase in expenditure over the initially targeted amount, with the same drivers as noted for the average cost per service activity indicator.

The increased expenditure primarily addressed the changing needs of existing service users and the service environment. Other than for people with changed need, there was minimal impact on the number of service users.

**Services**

Accommodation support:

* 2013–2014 actual – 166,529 dollars
* 2013–2014 target – 165,193 dollars
* Variation from target – 0.8 per cent
* Variation from 2012–2013 – 8.7 per cent

Community-focused supports:

* 2013–2014 actual – 46,473 dollars
* 2013–2014 target – 54,824 dollars
* Variation from target – minus 15.2 per cent
* Variation from 2012–2013 – 1.9 per cent

Coordination and individual support:

* 2013–2014 actual – 5,357 dollars
* 2013–2014 target – 6,340 dollars
* Variation from target – minus 15.5 per cent
* Variation from 2012–2013 – minus 2.8 per cent

Family Support:

* 2013–2014 actual – 19,658 dollars
* 2013–2014 target – 11,460 dollars
* Variation from target – 71.5 per cent
* Variation from 2012–2013 – 15.4 per cent

#### Efficiency indicator 4

**Percentage of projects that achieved their outcome/s within the required time**

Access and inclusion projects have a defined goal that contributes to improving inclusion for people with disability in WA. The percentage of projects that achieved their outcomes within the required time is a measure of project efficiency.

This is a newly introduced indicator and progress reports on the status of project outcomes are logged on a register for reporting. Projects which are to be completed within the current financial year comprise the denominator and a project has to achieve at least 50 per cent of its outcomes to be marked as being successfully completed.

**Analysis**

A total of 83 per cent of projects achieved their outcomes on time for the reporting period. This was slightly lower than the target set and primarily due to the lower than anticipated completion of DAIPs reported by state and local public authorities. The Commission will continue to work with public authorities to ensure improved compliance with their DAIPs.

**Service**

Access and inclusion:

* 2013–2014 actual – 83 per cent
* 2013–2014 target – 85 per cent
* Variation from target – minus 2 per cent

## Other financial disclosures

### 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.

### Capital works

The Commission completed the following major projects in 2013–2014:

* refurbishment of the Ashfield group home and increased capacity of the Dianella group home
* construction and fit-out of group homes in Ballajura, Doubleview, Cloverdale and Bassendean
* construction and fit-out of new Transition homes in Midvale
* established new Local Area Coordination office in Broome.
* The following major projects are in progress:
* redevelopment of the Bedford emergency accommodation facility – construction is expected to be completed by October 2014.
* construction of the Disability Justice Centre in Caversham – construction is expected to be completed by mid-2015.

### Employment and industrial relations

**Staff profile**

During 2013 to 2014, the Commission had an employment level of 1,562 full-time equivalent (FTE) staff. This represented a decrease of 115 FTE (6.9 per cent) from the previous year.

The total FTE for the Commission has decreased about 6.7 per cent since 2010–2011.

A total of 274 employment contracts were issued by the Commission in 2013–2014.

The appointments comprised of:

* 83 permanent contracts
* 130 fixed-term contracts
* 61 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2009– 2010 and 2013–2014 are outlined below.

**Full Time Equivalent staff changes by occupational category and area 2009–2014**

The total number of staff change for 2013–2014 was 1,562. This figure included:

* 796 social trainers or client assistants
* 18 registered nurses
* 0 enrolled nurses or nursing assistants
* 66 support workers
* 384 administrative staff.

The total number of staff change for 2012–2013 was 1,677. This figure included:

* 873 social trainers or client assistants
* 17 registered nurses
* 0 enrolled nurses or nursing assistants
* 74 support workers
* 332 direct care staff
* 381 administrative staff.

The total number of staff change for 2011–2012 was 1,676. This figure included:

* 887 social trainers or client assistants
* 18 registered nurses
* 0 enrolled nurses or nursing assistants
* 75 support workers
* 304 direct care staff
* 392 administrative staff.

The total number of staff change for 2010–2011 was 1,672. This figure included:

* 916 social trainers or client assistants
* 20 registered nurses
* 0 enrolled nurses or nursing assistants
* 78 support workers
* 283 direct care staff
* 375 administrative staff.

The total number of staff change for 2009–2010 was 1,681. This figure included:

* 911 social trainers or client assistants
* 19 registered nurses
* 5 enrolled nurses or nursing assistants
* 78 support workers
* 293 direct care staff
* 375 administrative staff.

Please note: Public Service Award direct care staff includes allied health staff and Local Area Coordinators.

**Equal employment opportunity and diversity**

The equity and diversity data is 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 2014**

Of the staff that completed the diversity questionnaire:

* 597 are male
* 1,293 are female
* 181 come from culturally or linguistically diverse backgrounds
* 11 identify with being Aboriginal or Torres Strait Islander
* 47 identify with having disability.

Of the Commission’s permanent full-time staff:

* 496 are male
* 732 are female
* 143 come from culturally or linguistically diverse backgrounds
* 7 identify with being Aboriginal or Torres Strait Islander
* 25 identify with having disability.

Of the Commission’s permanent part-time staff:

* 37 are male
* 333 are female
* 24 come from culturally or linguistically diverse backgrounds
* 2 identify with being Aboriginal or Torres Strait Islander
* 15 identify with having disability.

Of the Commission’s fixed term full-time staff:

* 24 are male
* 42 are female
* 1 comes from a culturally or linguistically diverse background
* 0 identify with being Aboriginal or Torres Strait Islander
* 2 identify with having disability.

Of the Commission’s fixed term part-time staff:

* 1 is male
* 33 are female
* 1 comes from a culturally or linguistically diverse background
* 0 identify with being Aboriginal or Torres Strait Islander
* 1 identifies with having disability.

Of the Commission’s casual staff:

* 36 are male
* 141 are female
* 10 come from culturally or linguistically diverse backgrounds
* 1 identifies with being Aboriginal or Torres Strait Islander
* 3 identify with having disability.

Of the Commission’s staff that do not fall into the before mentioned categories:

* 3 are male
* 12 are female
* 2 come from culturally or linguistically diverse backgrounds
* 1 identifies with being Aboriginal or Torres Strait Islander
* 1 identifies with having disability.

Please note that the Public Service Award direct care staff includes allied health staff and Local Area Coordinators.

The following figures compare the Commission’s workforce with the public sector workforce and the WA 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 of WA Public Sector workforce for 2013 by percentage:

* People with disability – 2.6 per cent
* Youth – 5.1 per cent
* Aboriginal and Torres Strait Islander people – 3.0 per cent
* People from culturally diverse backgrounds – 12.4 per cent

Commission workforce as at 30 June 2013 by percentage:

* People with disability – 4.0 per cent
* Youth – 5.1 per cent
* Aboriginal and Torres Strait Islander people – 1.5 per cent
* People from culturally diverse backgrounds – 17.3 per cent

Commission workforce as at 30 June 2014 by percentage:

* People with disability – 3.5 per cent
* Youth – 2.5 per cent
* Aboriginal and Torres Strait Islander people – 0.7 per cent
* People from culturally diverse backgrounds – 14.7 per cent

Please note that the workforce is based on total staff employed by the Commission as at 30 June 2013 who completed a diversity questionnaire.

**Workforce Trends**

Workforce trends for 2013–2014:

* There were 1,890 staff as at 30 June.
* There were 83 new permanent staff.
* There was a 10.2 per cent staff turnover.
* The annual average staffing level was 1,562.
* There were no days lost from industrial disputes.
* The average accrued annual leave in days was 16.7.
* The average accrued long service leave in days was 8.2.
* The average sick leave taken in days was 14.7.
* Overtime in full time equivalent hours was 58.7.

Workforce trends for 2012–2013:

* There were 2,047 staff as at 30 June.
* There were 138 new permanent staff.
* There was an 11.5 per cent staff turnover.
* The annual average staffing level was 1,677.
* There were no days lost from industrial disputes.
* The average accrued annual leave in days was 19.4.
* The average accrued long service leave in days was 10.6.
* The average sick leave taken in days was 12.5.
* Overtime in full time equivalent hours was 71.1.

Workforce trends for 2011–2012:

* There were 2,048 staff as at 30 June.
* There were 173 new permanent staff.
* There was a 10.9 per cent staff turnover.
* The annual average staffing level was 1,676.
* There were no days lost from industrial disputes.
* The average accrued annual leave in days was 19.5.
* The average accrued long service leave in days was 11.5.
* The average sick leave taken in days was 13.
* Overtime in full time equivalent hours was 63.

Workforce trends for 2010–2011:

* There were 2,140 staff as at 30 June.
* There were 158 new permanent staff.
* There was a 10.5 per cent staff turnover.
* The annual average staffing level was 1,672.
* There were no days lost from industrial disputes.
* The average accrued annual leave in days was 19.4.
* The average accrued long service leave in days was 11.59.
* The average sick leave taken in days was 12.54.
* Overtime in full time equivalent hours was 66.

Please note that average sick leave taken includes sick leave, carers leave and unplanned personal leave.

**Employee relations and change**

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 reporting period, 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 were 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 the reporting period 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 the reporting period, the employee relations team represented the Commission in the following matters:

* finalisation of negotiations of employment conditions for support workers, following the nominal expiry of the Disability Services Commission – Liquor, Hospitality and Miscellaneous Union – Disability Support Workers Industrial Agreement 2008 covering 105 support workers
* negotiate a replacement Social Trainers General Agreement for social trainers, following the nominal expiry of the Social Trainers General Agreement 2011 covering 957 social trainers and local area supervisors
* four individual matters brought before the Western Australian Industrial Relations Commission in relation to employment conditions
* a subsequent round of negotiations for a replacement agreement for registered nurses.

## Governance disclosures

**Contracts with senior officers**

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

As part of its governance framework, the Commission has 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, Business. All applicants must seek approval on at least an annual basis.

## Other legal requirements

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

In accordance with section 175ZE of the Electoral Act 1907, the Commission incurred 317,523 dollars during 2013–2014 in advertising, market research, poling, direct mail and media advertising.

Expenditure totaling 317,523 dollars was incurred in the following areas in 2013–2014:

* 137,470 dollars spent on advertising agencies, with 58,330 dollars through Adcorp Australia and 79,140 dollars through Marketforce Advertising.
* 43,760 dollars spent on market research through Patterson Research Group.
* No money spent on polling organisations.
* 20,503 dollars spent on direct mail-out services, with 17,051 dollars through Westcare Inc and 3,452 dollars through WPM Group.
* 115,790 dollars spent on media advertising through Optimum Media Decisions WA.

### 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 2013–2014 with respect to 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 2014, there were 22 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 by the Commission to monitor and ensure compliance**

These included:

* an extensive review of the Code of Personal Conduct, in accordance with the requirements of the Public Sector Commissioner’s Instruction No.8 – Codes of conduct and integrity training. The revised Code of Personal Conduct was endorsed in April 2014
* the maintenance of a network of support people who assisted staff during discipline and performance processes
* the maintenance of a grievance contact officer network available to staff for information and support in relation to grievance issues
* the promotion of the availability 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.

### Disability Access and Inclusion Plan outcomes

The Commission is implementing its fifth DAIP in the 2011–2016 period. The plan includes many significant initiatives to ensure the Commission’s services, facilities and information are accessible and inclusive.

**Key achievements**

As required under the Act, the Commission’s DAIP addresses seven outcome areas. The reporting period marks the first year of reporting on employment – Outcome – 7 as a requirement. The following were initiatives implemented by the Commission in 2013–2014:

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

stARTSPEAK

A partnership with Disability in the Arts, Disadvantage in the Arts (DADAA) and the Independent Living Centre targeted individuals in Commission accommodation to trial the stARTSPEAK app using iPads. This initiative stimulated the digital and social inclusion of people with intellectual disability and provided opportunities to connect with others and to expand their creativity.

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

Ensuring accessible places

Access consultants were engaged, where required, in the construction of the Commission’s new offices and group homes, and for major refurbishments, to ensure accessibility requirements were met.

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

The Commission’s Services Directorate provided access to technology that assists people with disability to communicate with family and friends, and access information available to others in their local community.

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

The Commission’s ‘values-based training’ was offered to staff and reflected contemporary and forward thinking about a welcoming community, citizenship and the role of people with disability and their families in making decisions that meet their own definitions of a good life.

**Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.**

Information regarding the Commission’s complaints process was available in areas visible to people with disability and on the Commission’s website. Staff members were trained to understand the complaints process and the role of the Consumer Liaison Officer.

**Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

The project to transition residents from Commission group homes to non-government providers included a specific focus on how best to engage with people with disability who had complex needs, ensuring an inclusive approach to decision-making.

**Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

The State Government Disability Employment Strategy was developed and launched by Disability Services Minister Helen Morton, in August 2013. In addition, an online employers’ toolkit – containing a number of useful resources and links relating to employing people with disability – was developed and was available on the Commission’s website. Within the Commission, a partnership with Edge Employment agency saw the Services Directorate engage five business trainees across its operations.

### 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, conducted in 2014, found the Commission was compliant with the State Records Act 2000.

The Commission’s transition to a digital environment is expected to start in the latter half of 2014, which will significantly improve recordkeeping compliance and will realise many other benefits such as direct access to information, storage and backup of information and process conformity and continuity. There will be streamlining of processes around current tasks associated with recordkeeping to ensure the benefits of an electronic document and records management solution are maximised. A subsequent recordkeeping system audit will be conducted after implementation to measure the Commission’s compliance improvement. Significant works undertaken to the Commission’s recordkeeping systems over the reporting period include:

* defining electronic document and records management functional and technical requirements
* market research and analysis of document and records management systems
* preparation of an implementation strategy for document management using SharePoint and a records management solution
* endorsement by the State Records Advisory Committee (SRAC) on the Commission’s Retention and Disposal Schedule for functional records.

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

**Recordkeeping training program**

The Commission uses an online, self-paced records awareness training package that specifically relates to the State Records Act 2000. This training is compulsory for all staff and contractors to build Commission-wide awareness of an individual’s recordkeeping responsibilities and obligations. New employees are enrolled in this training on commencement and are required to complete the training within three months.

For the annual reporting period to 30 June 2014, 238 staff were enrolled to undertake this training and 166 staff completed or were in the process of completing the course. A total of 3,282 staff have undertaken this training since it was introduced in May 2006, with an overall completion rate of 87 per cent.

**Recordkeeping training program review mechanism**

A tendering process for online training courses was conducted by the Commission in 2011 and by the Department of Finance in 2013. Both confirmed the existing online records awareness package that the Commission uses best meets the requirements of the State Records Act 2000 and for the delivery of an effective recordkeeping training program that has been specifically designed for public sector agencies.

The records awareness package enables participants to provide comments and feedback and they can suggest enhancements to the training program software directly to the package vendor. The package vendor takes into consideration feedback from all of their customers and provides regular updates to course content and version releases.

The training program provides an assessment quiz which gauges the participant’s level of understanding of their recordkeeping responsibilities and obligations. The collective average pass mark is monitored to ensure an acceptable level is reached and any particular recordkeeping topics causing issues are addressed. Reminders are sent to staff that have not completed the training within the required time frame. All are used as tools to evaluate the training program’s efficiency and to make continuous improvements.

**Employee compliance with recordkeeping plan**

New employees are required to complete a compulsory online training package as a part of their induction, which includes the records awareness training and an accountable and ethical decision-making module, which addresses employee roles and responsibilities in regard to their compliance with the Commission’s recordkeeping plan. A checklist must be signed off by the employee’s line manager on completion of these courses.

To support the training and to assist staff there are departmental publications on the intranet, such as the Commission’s recordkeeping plan, records practices for staff and recordkeeping operational procedures.

## Government policy requirements

### Substantive equality

The Commission is committed to providing information, support and services that are culturally sensitive and responsive, free from racial discrimination and result in equitable outcomes for all people with disability in Western Australia, including Aboriginal, Torres Strait Islander people and those from culturally and linguistically diverse (CaLD) backgrounds, their families and carers. In doing so, the Commission is committed to implementing the State Government’s Policy Framework for Substantive Equality.

The Commission continues to embed the principles of substantive equality into all policies, programs and services that it funds and provides. Implementation of substantive equality is guided by the Commission’s Substantive Equality Implementation Committee. In the reporting period, the committee implemented the following initiatives:

### Training and networking

A range of internal and external training and networking opportunities were made available to Commission staff to increase their awareness and understanding of substantive equality.

### Targeted recruitment and retention

The Commission continued to use targeted recruitment and retention strategies to increase and support Aboriginal, Torres Strait Islander and CaLD staff, with particular focus on trainees.

### Tailored planning approach

The planning approach used by Local Area Coordination was specifically tailored to meet the needs of Aboriginal, Torres Strait Islanders and CaLD people with disability, their families and carers.

### Best practice resource

A resource was developed for use by Local Area Coordination which included a collection of case studies demonstrating best practice in working with Aboriginal, Torres Strait Islander and CaLD people.

### Remote Area Strategy projects

Seven Remote Area Strategy projects were started across the state. The projects aimed to increase the engagement of Aboriginal people in remote areas with Commission-provided and funded services. Typically these projects involve partnerships between the Commission and local organisations that provide support to eligible people.

### 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.

**Key achievements**

The reporting period saw a number of initiatives implemented in support of the Reconciliation Action Plan. Key achievements included:

National Standards for Disability Services – Aboriginal Perspective

This booklet was designed for disability sector organisations and provides strategies to ensure their services meet the new Standards and also meet the specific needs of Aboriginal people with disability, their families and carers.

Training sessions and events

The Commission provided seven Aboriginal cross-cultural awareness training sessions to ensure Aboriginal people with disability received more culturally secure supports and services. The Commission contributed to a number of events across the state to celebrate Reconciliation Week and National Aboriginal and Islander Day Observance Committee (NAIDOC) Week, increasing staff understanding of Aboriginal cultural values and protocols. These included events at the Commission, as well as in Kelmscott, Mandurah, Mirrabooka and the Kimberley.

Aboriginal Vocational Placement Program

For this pilot program, which concluded during the reporting period, the Commission employed seven Aboriginal staff on fixed-term contracts for vocational placements in disability sector organisations. This provided an opportunity for them to experience the range of work available, with the aim of increasing the number of Aboriginal people working in the sector.

To support the success of the placement, the Commission provided mentoring support and training to the candidates, and cultural awareness training to the host organisation. Six of the seven candidates successfully completed the program. Of these candidates, one person secured employment with another disability organisation and two people were assisted to apply for positions with their host organisation.

Reconciliation Week street banner initiative

The Commission supported the Department of Aboriginal Affairs, the Bringing Them Home Committee, Reconciliation Australia and the City of Perth’s Reconciliation Week street banner initiative by sponsoring the production of some banners. These initiatives aimed to raise awareness and understanding of Aboriginal culture and protocols.

### Occupational safety and health (OSH)

The Commission is committed to, recognises and fosters the importance of a safe and healthy workplace for all its employees.

The Commission has:

* assessed and had re-credited its Occupational Safety and Health Management System in line with AS/NZS4801:2001 and is in the process of undergoing assessment to maintain its Gold Certification
* reviewed and updated its Occupational Safety and Health and Injury Management policy and the related Operating Guidelines
* set key performance indicators with time frames for day-to-day operations in the area of OSH and injury management
* continued to foster and encourage a multi-level collaborative approach in regards to consultation on safety matters in the workplace through its safety and health representatives, safety champions and quarterly safety committee meetings
* developed OSH action plans for every facility in the Commission and an overall Commission-wide Safety Action Plan
* conducted a training needs analysis to remain focused on the training and development of staff in the area of safety and wellbeing.

**Key Achievements**

Injury Management Survey

The Commission developed and implemented an online ‘Injury Management Customer Satisfaction Survey’ which was completed by all workers returning to pre-injury duties or full duties in an alternate job role. The survey gathers feedback on the Commission’s injury management performance and identifies opportunities for development. The Commission achieved an 83 per cent satisfaction rate from injured workers on the injury management process.

Ergonomic assessments

In response to specific requests, 155 ergonomic assessments were conducted for new and existing staff. This will continue to be an area of focus for 2014–2015.

Home visiting

The Commission developed the ‘Home Visiting Procedures’ that aim to ensure the safety and health of staff while on community home visits. A working party, comprising directorate and health and safety representatives, contributed to the development of the procedure.

Safety Management System Audit

The Commission’s Occupational Safety and Health Management System was assessed in May 2014 and audited in line with AS/NZS4801:2001.

The Commission obtained the following scores for its safety management systems:

* management commitment – 76 per cent
* planning – 80 per cent
* consultation and reporting – 80 per cent
* hazard management – 80 per cent
* training and supervision – 77 per cent

The next assessment is scheduled for May 2017.

Training needs analysis

The Commission undertook its three yearly OSH Training Needs Analysis. The recommendations will be a key area of focus for 2014–2015.

Review of recruitment medicals

The Commission reviewed its recruitment medicals by engaging occupational physicians, rehabilitation providers, general practitioners, safety and health representatives and recruitment personnel to arrive at the best model of assessing medicals for people providing services to people with disability.

Injury management key performance indicators

Following an audit of the Commission’s injury management system, it developed and set measurable internal key performance indicators that will ensure ongoing best practice standards in service delivery to injured workers and meet compliance to the Workers’ Compensation and Injury Management Act 1981 and the Workers’ Compensation Code of Practice (Injury Management) 2005.

Hazard management

The Commission revised the way it conducted its workplace hazard inspections and developed a simplified checklist.

Safety commitment

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

This commitment is strongly entrenched at all levels of leadership through the building of strong partnerships and a concerted effort through dialogue and participation in day-to-day work tasks. This was achieved through new OSH and injury management policies and procedures at the Corporate Executive level.

The Commission’s OSH Committee consists of safety and health representatives, directors, managers, supervisors and employees.

The committee meets every quarter and reviews the Commission’s OSH programs, policies and procedures and ensures compliance.

The Commission’s safety commitment is demonstrated through a regularly updated OSH intranet system, safety and health action plans at every facility and the overall Commission- wide safety plan, ongoing training, monthly hazard inspections, consultation with safety and health representatives and a best practice injury management system.

OSH was a monthly agenda item at every accommodation facility meeting. Every accommodation facility in the Commission had a strategic OSH action plan in place for 2013–2014 with new plans in place for 2014–2015.

Consultation with employees

The Commission is committed to establishing and maintaining a consultative environment in which management, employees, their safety and health representatives and other stakeholders consult 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 (ie employees and safety and health representatives) through its Incident Management System and by encouraging verbal reporting.

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

* disseminated its policies and procedures, as well as information on matters relating to legislative changes, OSH Harmonisation, the Employee Assistance Program and articles on health and wellbeing
* updated 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 and an employee assistance program
* trained 23 new safety and health representatives in the five-day safety and health representative course and has elections scheduled for October 2014
* facilitated the investigation of 463 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 workplace safety matters, reviewed policies and developed solutions to mitigate future risks.

Policy

The Commission reviewed and streamlined numerous policies and procedures that provided a simple safety framework that was easy to follow. All policies and procedures clearly stipulate roles and responsibilities and expected safety standards for employees and are reviewed every two years to ensure compliance with the OSH legislative framework.

Revised OSH and injury management policies and procedures

The Commission undertook a major review of the OSH and injury management policies and procedures, including the roles and responsibilities of all key parties. The policies and procedures were approved and signed by the Director General and Corporate Executive to demonstrate a commitment to safety and health from senior management.

Workers Compensation and Injury Management

In accordance with 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.

Training

A total of 1,533 employees and managers received training in safety and health through the Commission’s OSH e-learning modules.

In addition, the Commission continued to provide customised face-to-face training in risk management, injury management, and the prevention of bullying in the workplace, OSH roles and responsibilities, duty of care, office ergonomics and safe home visiting guidelines.

OSH training modules completed at 30 June 2014:

* Of 1,849 employees enrolled in OSH Compliance for Employees, 1,249 completed the module.
* Of 342 employees enrolled in OSH and Injury Management for Managers, 304 completed the module.

OSH systems investigations

A new initiative of the OSH unit was to undertake formal internal OSH systems investigation of serious near misses or incidents. This was in addition to the standard routine investigations that were undertaken as a part of generic reporting. The Commission conducted 19 formal investigations in 2013–2014.

Influenza vaccinations

The Commission provided free influenza vaccinations to all its employees as a part of a wellness initiative. The offer of free vaccinations was taken up by 446 employees in 2013–2014.

Auditor General’s Injury Management Audit Report

The Office of the Auditor General conducted a performance audit of the management of injured workers in the public sector in 2012–2013. There were no adverse findings and the Commission was commended for demonstrating a sound commitment to injury management. In 2013–2014, the Commission reviewed the findings of this report and implemented a number of the recommendations, including the online ‘Employee Satisfaction Injury Management Survey’, completed by the injured worker, and the quarterly formal reviews for individual long-duration claims.

**Looking ahead**

The 2014–2015 year will see a focus on the following projects:

* development and implementation of the annual OSH strategic plan
* review of the current OSH management systems in relation to the new Work Health and Safety legislation (WA)
* achievement of 100 per cent of managers trained in safety and health
* implementation of the findings and recommendations of the WorkSafe Plan Assessment and Training Needs Analysis reports.

**OSH key performance indicators and trends**

Actual results for 2013–2014:

* The number of fatalities was nil.
* The number of lost time injuries and or disease incidences was 4.6.
* The number of lost time injuries and or severity rate was 16.7.
* 80 per cent of these workers returned to work within 13 weeks.
* 87 per cent of these workers returned to work within 26 weeks.
* 89 per cent of managers trained in occupational health, safety and injury management responsibilities.

Actual Results 2012–2013:

* The number of fatalities was nil.
* The number of lost time injuries and or disease incidences was 4.4.
* The number of lost time injuries and or severity rate was 8.5.
* 79.2 per cent of these workers returned to work within 13 weeks.
* 89 per cent of these workers returned to work within 26 weeks.
* 87 per cent of managers trained in occupational health, safety and injury management responsibilities.

Actual Results for 2011–2012:

* The number of fatalities was nil.
* The number of lost time injuries and or disease incidences was 4.9.
* The number of lost time injuries and or severity rate was 23.2.
* 88 per cent of these workers returned to work within 13 weeks.
* 98 per cent of these workers returned to work within 26 weeks.
* 80 per cent of managers trained in occupational health, safety and injury management responsibilities.

Results against target

Government Targets and their variations from 2011–2012:

* The target number of fatalities was nil.
* The target for lost time injuries and or disease incidences was 0 or 10 per cent and the actual result was a 6 per cent reduction.
* The target for lost time injuries and or severity rate was 0 or 10 per cent and the actual result was a 28 per cent reduction.
* The target for workers returned to work within 13 to 26 weeks was greater or equal to 80 per cent. Ongoing proactive injury management strategies continue to ensure good results with workers returning to work within 13 and 26 weeks.
* The target for managers trained in occupational health, safety and injury management responsibilities was greater or equal to 80 per cent and the actual result was a 9 per cent increase.

Please note that these figures are a three-year trend and as such the comparison year is 2011–2012.

**Additional OSH key performance indicators**

Measures or categories for 2013–2014:

* The premium was 3.7 million dollars.
* The lost time injury and or disease frequency rate was 25.0.
* 463 accidents and incidents were reported.
* 3,605 lost days were recorded.
* There were 69 lost time only claims.
* 18 medical only claims were made.
* 87 worker’s compensation claims were made.
* 8 notifiable injuries to Worksafe were reported.

Measures or categories for 2012–2013:

* The premium was 4 million dollars.
* The lost time injury and or disease frequency rate was 24.8.
* 468 accidents and incidents were reported.
* 3,869 lost days were recorded.
* There were 72 lost time only claims.
* 40 medical only claims were made.
* 112 worker’s compensation claims were made.
* 10 notifiable injuries to Worksafe were reported.

Measures or categories for 2011–2012:

* The premium was 4.1 million dollars.
* The lost time injury and or disease frequency rate was 28.3.
* 551 accidents and incidents were reported.
* 4,061 lost days were recorded.
* There were 83 lost time only claims.
* 31 medical only claims were made.
* 114 worker’s compensation claims were made.
* 16 notifiable injuries to Worksafe were reported.

Commission targets and their variations from 2011–2012:

* The target premium was a 10 per reduction and a 9.8 per cent reduction was reported.
* The target for lost time injury and or disease frequency rate was a 10 per reduction and a 12 per cent reduction was reported.
* The target for accidents and incidents reported was a 10 per reduction and a 16 per cent reduction was reported.
* The target for lost days recorded was a 10 per reduction and an 11 per cent reduction was reported.
* The target for lost time only claims was a 10 per reduction and a 17 per cent reduction was reported.
* The target for medical only claims made was a 10 per reduction and a 42 per cent reduction was reported.
* The target for worker’s compensation claims made was a 10 per reduction and a 24 per cent reduction was reported.
* The target for notifiable injuries reported to Worksafe was a 10 per reduction and a 50 per cent reduction was reported.

Please note that these figures are a three-year trend and as such the comparison year is 2011–2012.

## Board and committee remuneration

It is a requirement for all agencies to report on the individual and aggregate costs of remunerating all positions on all State Government boards and committees. The Commission’s remuneration costs are detailed below.

### Disability Services Commission Board

* Chairperson Mr Bruce Langoulant’s annual sitting fee from 9 June 2013 until 8 June is 39,442 dollars.
* First deputy chairperson Dr Anthony Curry’s annual sitting fee from 31 January 2011 until 30 December 2013 is 14,988 dollars. Dr Curry’s tenure ended during the reporting period.
* Second deputy chairperson, Ms Kathy Hough’s annual sitting fee from 2 May 2011 until 1 May 2014 is 14,988 dollars. Ms Hough’s tenure commenced during the reporting period.
* Board member Ms Sandra Jensen’s annual sitting fee from 6 August 2012 until 5 August 2015 is 8,677 dollars. Ms Jensen’s tenure commenced during the reporting period.
* Board member Ms Samantha Jenkinson’s annual sitting fee from 1 January until 31 December 2013 is 8,677 dollars.
* Board member Mayor Russel Aubrey’s annual sitting fee from 2 November 2012 until 1 November 2015 is 8,677 dollars.
* Board member Mr Michael Tidy’s annual sitting fee from 31 January 2011 until 30 December 2013 is 8,677 dollars.
* Board member Ms Laura Miller’s annual sitting fee from 12 December 2011 until 12 December 2014 is 8,677 dollars.
* Board member Mr Philip Thick’s annual sitting fee from12 December 2011 until 14 January 2014 is 8,677 dollars. Mr Thick resigned during the reporting period.
* Board member Ms Julie Carr’s annual sitting fee from 1 January 2014 until 31 December 2012 is 8,677 dollars. Ms Carr’s tenure commenced during the reporting period.
* Board member Mr Gavin Robbins’ annual sitting fee from 1 January 2014 until 31 December 2016 is 8,677 dollars. Mr Robbins’ tenure commenced during the reporting period.
* Board member Ms Melissa Northcott’s annual sitting fee from 20 February 2014 until 6 February 2017 is 8,677 dollars. Ms Northcott’s tenure commenced during the reporting period.
* Board member Dr Rachael Skoss is with the Ministerial Advisory Committee on Disability responsibilities from 1 January 2014 until 31 December 2015. Dr Skoss does not receive remuneration for her role.

### Ministerial Advisory Council on Disability

* First chairperson Ms Samantha Jenkinson’s annual sitting fee from 1 January 2012 until 31 December 2013 is 19,305 dollars. Ms Jenkinson’s tenure ended during the reporting period.
* Second chairperson Dr Rachael Skoss’ annual sitting fee from 1 January 2014 until 31 December 2015 is 19,305 dollars. Dr Skoss’ tenure commenced during the reporting period.
* Deputy chairperson Ms Jacqueline Reid’s annual sitting fee from 24 November 2012 until 23 November 2014 is 8,125 dollars. Ms Reid’s tenure commenced during the reporting period.
* Board member Ms Alison White’s annual sitting fee from 29 July 2013 until 28 August 2015 is 5,555 dollars. Ms White’s tenure commenced during the reporting period.
* Board member Mr Darren Lomman’s annual sitting fee from 29 July 2013 until 28 August 2015 is 5,555 dollars. Mr Lomman’s tenure commenced during the reporting period.
* Board member Mr Philip Badger’s annual sitting fee from 1 January 2012 until 31 December 2013 is 5,555 dollars. Mr Badger’s tenure ended during the reporting period.
* Board member Ms Penny Forgarty’s annual sitting fee from 1 January 2014 until 31 December 2015 is 5,555 dollars. Ms Forgarty’s tenure commenced during the reporting period.
* Board member Dr Hellen Dullard’s annual sitting fee from 1 January 2014 until 31 December 2015 is 5,555 dollars. Dr Dullard’s tenure commenced during the reporting period.
* Board member Ms Samantha Connor does not receive an annual sitting fee for her tenure from 22 November 2012 until 21 November 2014.
* Board member Ms Kim Hawkins’ annual sitting fee from 8 March 2012 until 7 March 2014 is 5,555 dollars. Ms Hawkins’ tenure ended during the reporting period.
* Board member Mr Thomas Armington’s annual sitting fee from 29 July 2013 until 28 August 2015 is 5,555 dollars. Mr Armington’s tenure commenced during the reporting period.
* Board member Dr Mohammed Jenhangir’s annual sitting fee from 29 July 2013 until 31 March 2014 is 5,555 dollars. Dr Jenhangir resigned during the reporting period.
* Board member Mr Jethro Hepton’s annual sitting fee from 29 July 2013 until 28 July 2015 is 5,555 dollars. Mr Hepton’s tenure commenced during the reporting period.
* Board member Ms Wendy Dimer’s annual sitting fee from 29 July 2013 until 28 July 2015 is 5,555 dollars. Ms Dimer’s tenure commenced during the reporting period.
* Board member Ms Eloise Bolam’s annual sitting fee from 1 January 2014 until 31 December 2015 is 5,555 dollars. Ms Bolam’s tenure commenced during the reporting period.
* Board member Ms Cindy Evans’ annual sitting fee from 8 March 2014 until 7 March 2016 is 5,555 dollars. Ms Cindy Evans’ tenure commenced during the reporting period.
* Board member Mr Angelo Cianciosi’s annual sitting fee from 9 June 2014 until 12 June 2016 is 5,555 dollars. Mr Cianciosi’s tenure commenced during the reporting period.
* Board member Mr Stuart Jenkinson’s annual sitting fee from 1 January 2014 until 31 December 2015 is 5,555 dollars. Mr Jenkinson’s tenure commenced during the reporting period.

### Community and Family Living Initiative Funding Panel

Identities of panel members assessing funding applications remain confidential to prevent potential lobbying from stakeholders.

Local Area Coordinators discuss application outcomes directly with individuals, families and carers and facilitate the resolution of any questions of the panel.

This panel included:

* Chairperson 1, whose tenure ended in August 2013. This person did not receive remuneration for this role.
* Chairperson 2, whose tenure was from September 2013 until November 2013. This person did not receive remuneration for this role.
* 1 Commission executive support, whose tenure ended in November 2013. This person did not receive remuneration for this role.
* 4 Commission facilitators, whose tenures ended in November 2013. All facilitators were also Commission employees. They did not receive remuneration for this role.
* 8 panel members, whose tenures ended in November 2013. 4 of these panel members were also Commission employees. They did not receive remuneration for this role.

### Independent Priority Assessment Panel

Identities of panel members assessing funding applications remain confidential to prevent potential lobbying from stakeholders. The Chairperson is identified as representing the panel when reporting on funding outcomes to the Commission’s Board and participating in sector information sessions and other public agendas. The Chairperson has no role in assessment of applications.

The following panel members are external to the Commission:

* Chairperson Professor Sherry Saggers, whose annual remuneration is 3,360 dollars. The chairperson is appointed annually by the Commission’s Board.
* Panel member 1 is a carer group representative whose annual remuneration is 6,324 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 2 is a family member whose annual remuneration is 18,502 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 3 is a disability sector organisation representative whose annual remuneration is 30,897 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 4 is a consumer whose annual remuneration is 30,897 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 5 is a family member whose annual remuneration is 36,776 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 6 is a disability sector organisation representative whose annual remuneration is 13,317 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 7 is a family member whose annual remuneration is 30,221 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 8 is an advocate or peak body representative whose annual remuneration is 23,647 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 9 is a Disability sector organisation representative whose annual remuneration is 35,128 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 10 is a consumer whose annual remuneration is 35,648 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 11 is a disability sector organisation representative whose annual remuneration is 6,323 dollars. Their period of membership is 1 July 2011 until 30 June 2016.
* Panel member 12 is an advocacy representative whose annual remuneration is 5,627 dollars. Their period of membership is 1 July 2011 until 30 June 2016.

The following panel members are Commission representatives:

* Panel member 13’s annual remuneration is 6,712 dollars. Their period of membership is 14 May 2013 until to 16 July 2013.
* Panel member 14’s annual remuneration is 11,857 dollars. Their period of membership is 14 May 2013 until to 16 July 2013.
* Panel member 15’s annual remuneration is 7,154 dollars. Their period of membership is 14 May 2013 until to 16 July 2013.
* Panel member 16’s annual remuneration is 8,856 dollars. Their period of membership is 30 October 2013 until 17 December 2013.
* Panel member 17’s annual remuneration is 6,484 dollars. Their period of membership is 30 October 2013 until 17 December 2013.
* Panel member 18’s annual remuneration is 5,788 dollars. Their period of membership is 30 October 2013 until 17 December 2013.
* Panel member 19’s annual remuneration is 9,019 dollars. Their period of membership is 31 March 2014 until 20 May 2014.
* Panel member 20’s annual remuneration is 6,216 dollars. Their period of membership is 31 March 2014 until 20 May 2014.

# Appendix: Funding to disability sector organisations

Funding to disability sector organisations by service 2013–2014:

1. Activ Foundation Inc

* Accommodation support (Service 1) – 27,518,505 dollars
* Community-focused supports (Service 2) – 12,815,284 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 5,617,542 dollars
* Total – 45,951,331 dollars

1. Advocacy South West (Inc)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 278,612 dollars
* Total – 278,612 dollars

1. Anglicare WA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,313,397 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 192,621 dollars
* Total – 1,506,018 dollars

1. Association for the Blind of Western Australia (Inc) (Now known as VisAbility)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 795,709 dollars
* Family support (Service 4) – 1,199,186 dollars
* Total – 1,994,895 dollars

1. ATLAS (Access to Leisure and Sport) Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 169,584 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 90,172 dollars
* Total – 259,756 dollars

1. Australian Red Cross (Lady Lawley Cottage)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 2,947,810 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 5,624,469 dollars
* Total – 8,572,279 dollars

1. Autism Association of WA

* Accommodation support (Service 1) – 14,621,708 dollars
* Community-focused supports (Service 2) – 9,138,403 dollars
* Coordination and individual support (Service 3) – 5,341,783 dollars
* Family support (Service 4) – 2,691,240 dollars
* Total – 31,793,134 dollars

1. Avon Community Employment Support Centre Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 881,384 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 261,337 dollars
* Total – 1,142,721 dollars

1. Baptistcare Inc

* Accommodation support (Service 1) – 3,105,264 dollars
* Community-focused supports (Service 2) – 8,405,301 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,035,350 dollars
* Total – 12,545,915 dollars

1. Ben’s Administration Company

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 131,355 dollars
* Total – 131,355 dollars

1. BGSR Pty Ltd Supported Accommodation Services

* Accommodation support (Service 1) – 4,338,564 dollars
* Community-focused supports (Service 2) – 1,167,457 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 75,682 dollars
* Total – 5,581,703 dollars

1. Blind Citizens WA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 18,309 dollars
* Total – 18,309 dollars

1. Brightwater Care Group Inc

* Accommodation support (Service 1) – 11,759,589 dollars
* Community-focused supports (Service 2) – 269,332 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 95,188 dollars
* Total – 12,124,109 dollars

1. Cam Can and Associates

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 8,164,281 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 2,089,183 dollars
* Total – 10,253,464 dollars

1. Carers’ Association of Western Australia

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 127,438 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 127,438 dollars

1. Claremont Therapeutic Riding Centre

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 222,381 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 222,381 dollars

1. Community Living Association Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 8,893,442 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 963,796 dollars
* Total – 9,857,238 dollars

1. Community Vision Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,639,295 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 653,880 dollars
* Total – 2,293,175 dollars

1. Crosslinks Inc

* Accommodation support (Service 1) – 2,091,427 dollars
* Community-focused supports (Service 2) – 3,672,119 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 262,169 dollars
* Total – 6,025,715 dollars

1. DADAA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 280,030 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 115,026 dollars
* Total – 395,056 dollars

1. Developmental Disability Council of WA

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 150,000 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,472,762 dollars
* Total – 1,622,762 dollars

1. Directions Family Support Association

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,844,076 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 625,894 dollars
* Total – 2,469,970 dollars

1. Elba Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 5,979,605 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 112,279 dollars
* Total – 6,091,884 dollars

1. Empowering People In Communities (EPIC) Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,037,076 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,178,977 dollars
* Total – 2,216,053 dollars

1. Enable Southwest Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 5,452,816 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 2,962,834 dollars
* Total – 8,415,650 dollars

1. Ethnic Disability Advocacy Centre

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 552,205 dollars
* Total – 552,205 dollars

1. Fairbridge Western Australia Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 99,531 dollars
* Total – 99,531 dollars

1. Family Planning WA

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 585,242 dollars
* Family support (Service 4) – nil
* Total – 585,242 dollars

1. Family Support WA Inc

* Accommodation support (Service 1) – 3,048 dollars
* Community-focused supports (Service 2) – 1,764,316 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,317,281 dollars
* Total – 3,084,645 dollars

1. Goldfields Individual and Family Support Association

* Accommodation support (Service 1) – 1,502,458 dollars
* Community-focused supports (Service 2) – 2,328,523 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 745,038 dollars
* Total – 4,576,019 dollars

1. Headwest Brain Injury Association of WA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 482,686 dollars
* Total – 482,686 dollars

1. Identitywa

* Accommodation support (Service 1) – 17,496,726 dollars
* Community-focused supports (Service 2) – 1,083,997 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 3,347,347 dollars
* Total – 21,928,070 dollars

1. Inclusion WA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,483,105 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 509,931 dollars
* Total – 1,993,036 dollars

1. Independence Australia (Paraquad Victoria)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 5,048,682 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 217,350 dollars
* Total – 5,266,032 dollars

1. Independent Living Centre

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 3,645,886 dollars
* Family support (Service 4) – 545,400 dollars
* Total – 4,191,286 dollars

1. Interchange Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 5,165,580 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 475,371 dollars
* Total – 5,640,951 dollars

1. Intework Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 10,121,872 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 725,598 dollars
* Total – 10,847,470 dollars

1. ISADD WA Pty Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 893,530 dollars
* Family support (Service 4) – nil
* Total – 893,530 dollars

1. Kalparrin Centre

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 346,634 dollars
* Total – 346,634 dollars

1. Key Assets WA Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 719,972 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 140,844 dollars
* Total – 860,816 dollars

1. Kids are Kids! Therapy and Education Centre Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 591,179 dollars
* Family support (Service 4) – nil
* Total – 591,179 dollars

1. Kids’ Camps Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 276,166 dollars
* Total – 276,166 dollars

1. Kimberley Individual and Family Support Association

* Accommodation support (Service 1) – 683,287 dollars
* Community-focused supports (Service 2) – 1,195,317 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 652,843 dollars
* Total – 2,531,447 dollars

1. Kira Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,638,223 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 241,061 dollars
* Total – 1,879,284 dollars

1. Life Without Barriers

* Accommodation support (Service 1) – 3,517,210 dollars
* Community-focused supports (Service 2) – 12,528,449 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 2,538,169 dollars
* Total – 18,583,828 dollars

1. Lifeplan Recreation and Leisure Association Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 935,023 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 126,915 dollars
* Total – 1,061,938 dollars

1. Lifestyle Solutions Aust Ltd

* Accommodation support (Service 1) – 583,007 dollars
* Community-focused supports (Service 2) – 1,507,223 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 755,695 dollars
* Total – 2,845,925 dollars

1. Lower Great Southern Family Support Association Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,810,778 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 705,260 dollars
* Total – 2,516,038 dollars

1. Mandurah Community Care Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 288,772 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 297,105 dollars
* Total – 585,877 dollars

1. Mandurah Disabled Support and Recreational Respite (Inc)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 40,217 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 40,217 dollars

1. Midway Community Care

* Accommodation support (Service 1) – 3,151,005 dollars
* Community-focused supports (Service 2) – 3,571,930 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 608,057 dollars
* Total – 7,330,992 dollars

1. Midwest Community Living Association Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,320,186 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 480,984 dollars
* Total – 1,801,170 dollars

1. Miscellaneous Providers

* Accommodation support (Service 1) – 8,357,080 dollars
* Community-focused supports (Service 2) – 410,000 dollars
* Coordination and individual support (Service 3) – 12,800 dollars
* Family support (Service 4) – 2,282,084 dollars
* Total – 11,061,964 dollars

1. Mosaic Community Care Inc

* Accommodation support (Service 1) – 7,550,650 dollars
* Community-focused supports (Service 2) – 1,630,594 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 100,821 dollars
* Total – 9,282,065 dollars

1. Multicultural Services Centre of Western Australia

* Accommodation support (Service 1) – 59,596 dollars
* Community-focused supports (Service 2) – 95,608 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 130,882 dollars
* Total – 286,086 dollars

1. Multiple Sclerosis Society

* Accommodation support (Service 1) – 3,697,050 dollars
* Community-focused supports (Service 2) – 6,352,689 dollars
* Coordination and individual support (Service 3) – 124,773 dollars
* Family support (Service 4) – 1,864,075 dollars
* Total – 12,038,587 dollars

1. My Place Foundation Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 217,823 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 217,823 dollars

1. My Place WA Pty Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 22,684,843 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,781,048 dollars
* Total – 24,465,891 dollars

1. Nascha Inc

* Accommodation support (Service 1) – 277,303 dollars
* Community-focused supports (Service 2) – 1,789,006 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 312,971 dollars
* Total – 2,379,280 dollars

1. National Disability Services Ltd WA

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 732,586 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 3,030,831 dollars
* Total – 3,763,417 dollars

1. Next Challenge Enterprises Pty Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 88,935 dollars
* Family support (Service 4) – 6,600 dollars
* Total – 95,535 dollars

1. Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women’s Council

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 797,150 dollars
* Total – 797,150 dollars

1. Nulsen Haven Association Inc

* Accommodation support (Service 1) – 23,527,487 dollars
* Community-focused supports (Service 2) – 2,710,236 dollars
* Coordination and individual support (Service 3) – 1,043,386 dollars
* Family support (Service 4) – 64,200 dollars
* Total – 27,345,309 dollars

1. One 2 One Pty Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 2,801,134 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 377,580 dollars
* Total – 3,178,714 dollars

1. Orion Services WA Pty Ltd (formerly TIS)

* Accommodation support (Service 1) – 2,280,001 dollars
* Community-focused supports (Service 2) – 1,782,211 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 328,960 dollars
* Total – 4,391,172 dollars

1. Outcare Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,423,581 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 1,423,581 dollars

1. Peel Community Living Inc

* Accommodation support (Service 1) – 4,338,958 dollars
* Community-focused supports (Service 2) – 1,382,872 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 46,094 dollars
* Total – 5,767,924 dollars

1. People Actively Committed Together

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 355,455 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 174,020 dollars
* Total – 529,475 dollars

1. People With Disabilities

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 565,635 dollars
* Total – 565,635 dollars

1. Personal Advocacy Service

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 126,577 dollars
* Total – 126,577 dollars

1. Perth Home Care Services Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 24,885,152 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 5,798,464 dollars
* Total – 30,683,616 dollars

1. Phylos Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 759,153 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 759,153 dollars

1. Pledg Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 219,669 dollars
* Total – 219,669 dollars

1. Richmond Fellowship of Western Australia Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 270,155 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 273,935 dollars
* Total – 544,090 dollars

1. Riding for the Disabled Association of WA

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 316,421 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 316,421 dollars

1. Rise Network Inc (formerly HCSG)

* Accommodation support (Service 1) – 7,395,020 dollars
* Community-focused supports (Service 2) – 3,437,441 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 845,586 dollars
* Total – 11,678,047 dollars

1. Rocky Bay Inc

* Accommodation support (Service 1) – 4,451,357 dollars
* Community-focused supports (Service 2) – 6,304,529 dollars
* Coordination and individual support (Service 3) – 10,165,369 dollars
* Family support (Service 4) – 4,519,039 dollars
* Total – 25,440,294 dollars

1. SECCA

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 336,247 dollars
* Family support (Service 4) – 112,000 dollars
* Total – 448,247 dollars

1. Senses Foundation Inc

* Accommodation support (Service 1) – 4,076,628 dollars
* Community-focused supports (Service 2) – 2,939,605 dollars
* Coordination and individual support (Service 3) – 2,111,626 dollars
* Family support (Service 4) – 875,679 dollars
* Total – 10,003,538 dollars

1. Seventh Day Adventist Aged Care WA

* Accommodation support (Service 1) – 70,061 dollars
* Community-focused supports (Service 2) – 1,299,100 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 264,991 dollars
* Total – 1,634,152 dollars

1. Silver Chain Group Limited

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 495,394 dollars
* Total – 495,394 dollars

1. South Metropolitan Personnel (Lifeskills 2 Work Fremantle)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 2,394,535 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 121,626 dollars
* Total – 2,516,161 dollars

1. Southern Cross Care WA Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 134,660 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 134,660 dollars

1. Spine and Limb Foundation Inc (formerly Paraplegic Quadriplegic Assoc)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,837,135 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 112,617 dollars
* Total – 1,724,518 dollars

1. Strive Warren Blackwood Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 851,972 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 356,234 dollars
* Total – 1,208,206 dollars

1. Teem Treasure Pty Ltd

* Accommodation support (Service 1) – 1,015,256 dollars
* Community-focused supports (Service 2) – 3,372,035 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 200,000 dollars
* Total – 4,587,291 dollars

1. TeenSpirit Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 116,160 dollars
* Total – 116,160 dollars

1. Telethon Institute for Child Health Research

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 174,636 dollars
* Total – 174,636 dollars

1. Telethon Speech and Hearing Centre for Children

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 379,757 dollars
* Family support (Service 4) – 59,054 dollars
* Total – 438,811 dollars

1. The Centre for Cerebral Palsy

* Accommodation support (Service 1) – 18,533,266 dollars
* Community-focused supports (Service 2) – 7,608,254 dollars
* Coordination and individual support (Service 3) – 11,712,233 dollars
* Family support (Service 4) – 5,410,346 dollars
* Total – 43,264,099 dollars

1. The Society of Friends of David Guhl

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 83,402 dollars
* Total – 83,402 dollars

1. The Spiers Centre Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 50,000 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 15,694 dollars
* Total – 65,694 dollars

1. Therapy Focus Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 1,335,000 dollars
* Coordination and individual support (Service 3) – 13,474,260 dollars
* Family support (Service 4) – 4,005,051 dollars
* Total – 18,814,311 dollars

1. UnitingCare West

* Accommodation support (Service 1) – 2,527,914 dollars
* Community-focused supports (Service 2) – 1,222,908 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 148,120 dollars
* Total – 3,898,942 dollars

1. Upper Great Southern Family Support Association

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 989,059 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 180,388 dollars
* Total – 1,169,447 dollars

1. Valued Independent People Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 5,382,542 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 451,209 dollars
* Total – 5,833,751 dollars

1. Vemvane Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 79,468 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 479,469 dollars
* Total – 558,937 dollars

1. WA Blue Sky Inc

* Accommodation support (Service 1) – 2,452,361 dollars
* Community-focused supports (Service 2) – 226,943 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 104,160 dollars
* Total – 2,783,464 dollars

1. WA Deaf Society

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 75,711 dollars
* Coordination and individual support (Service 3) – 172,177 dollars
* Family support (Service 4) – nil
* Total – 247,888 dollars

1. WA Disabled Sports Association Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 258,302 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 50,048 dollars
* Total – 308,350 dollars

1. We Can Community Services Pty Ltd

* Accommodation support (Service 1) – 1,658,678 dollars
* Community-focused supports (Service 2) – 1,006,054 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 172,318 dollars
* Total – 2,837,050 dollars

1. West Australian Sleep Disorders Research Institute (Inc)

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 316,306 dollars
* Family support (Service 4) – nil
* Total – 316,306 dollars

1. Westcare Inc

* Accommodation support (Service 1) – 232,412 dollars
* Community-focused supports (Service 2) – 41,302 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 273,714 dollars

1. Western Australian Motor Industry Foundation Inc

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 400,000 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 400,000 dollars

1. Wheatbelt Individual and Family Support Association

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 906,058 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 1,134,157 dollars
* Total – 2,040,215 dollars

1. Wize Therapy Pty Ltd

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 500,866 dollars
* Family support (Service 4) – nil
* Total – 500,866 dollars

1. Workpower Incorporated

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 2,715,801 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 93,999 dollars
* Total – 2,809,800 dollars

**Local and state government agencies**

1. Child and Adolescent Health Service

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 53,000 dollars
* Family support (Service 4) – nil
* Total – 53,000 dollars

1. City of Canning

* Accommodation support (Service 1) – 309,186 dollars
* Community-focused supports (Service 2) – 550,093 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 218,384 dollars
* Total – 1,077,663 dollars

1. City of Fremantle

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – 21,096 dollars
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – nil
* Total – 21,096 dollars

1. City of Gosnells

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – nil
* Family support (Service 4) – 94,614 dollars
* Total – 94,614 dollars

1. North Metropolitan Area Health Service

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 1,126,235 dollars
* Family support (Service 4) – nil
* Total – 1,126,235 dollars

1. South Metropolitan Area Health Service

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 2,983,501 dollars
* Family support (Service 4) – nil
* Total – 2,983,501 dollars

1. WA Country Health Service

* Accommodation support (Service 1) – nil
* Community-focused supports (Service 2) – nil
* Coordination and individual support (Service 3) – 2,149,555 dollars
* Family support (Service 4) – nil
* Total – 2,149,555 dollars

**Totals**

* Accommodation support (Service 1) – 183,182,063 dollars
* Community-focused supports (Service 2) – 243,161,798 dollars
* Coordination and individual support (Service 3) – 58,604,355 dollars
* Family support (Service 4) – 82,886,072 dollars
* Total – 567,834,288 dollars

Note: Some disability sector organisations receive funding for information and/or advocacy for the sector and are not restricted to any one service. These funds are distributed across services 1, 2, 3 and 4 according to their proportionate overall budgets.

# Contact Us

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The Disability Services Commission works to advance opportunities, community participation and quality of life for all West Australians with disability. We do this through planning, coordinating and facilitating the state’s disability services system in partnership with a range of disability sector organisations, government and key community partners.