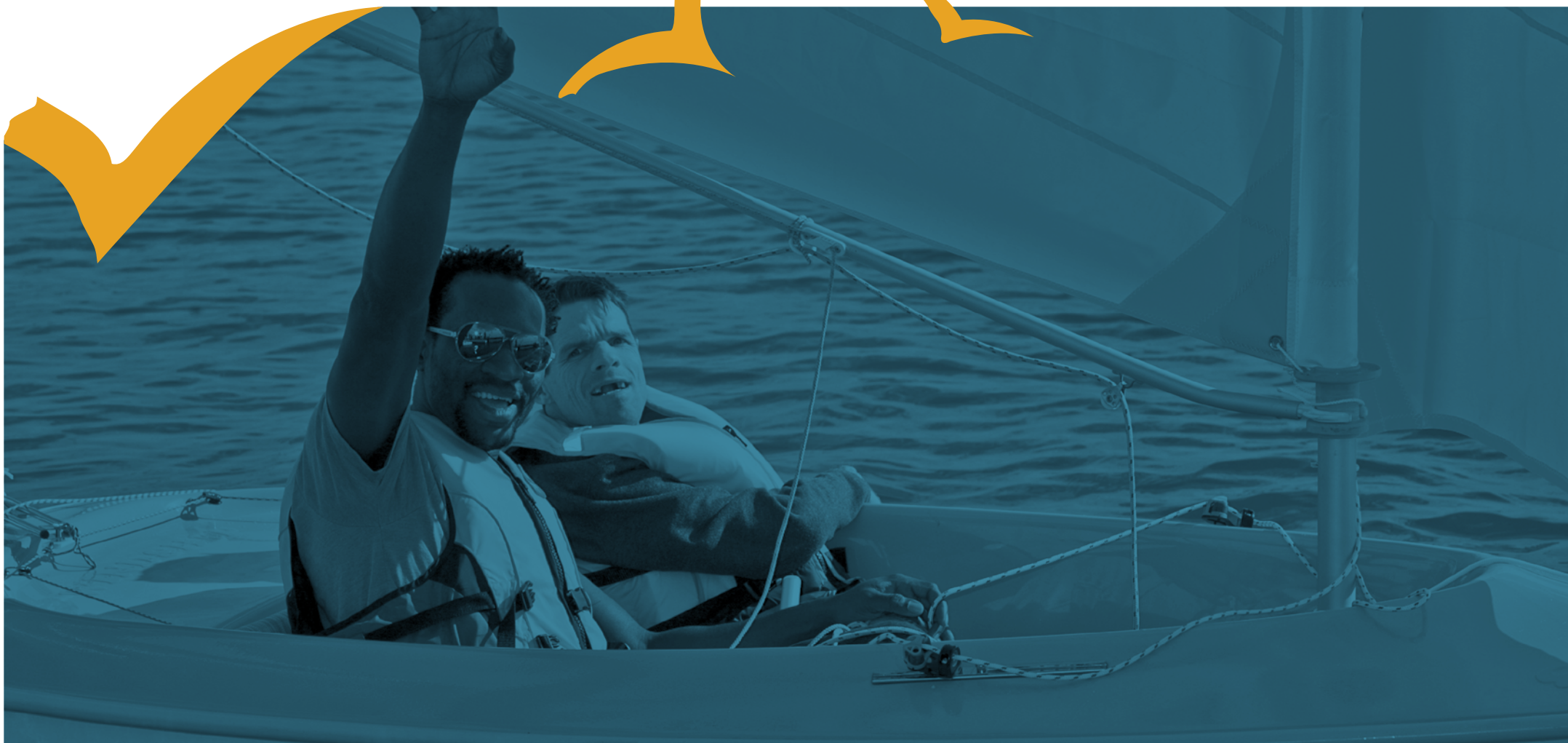




Disability Services Commission

Annual Report 2013–2014



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.



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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.

A handwritten signature in black ink, appearing to read 'Bruce Langoulant'.

Bruce Langoulant
Chairperson
Disability Services Commission Board

A handwritten signature in black ink, appearing to read 'Kathy Hough'.

Kathy Hough
Deputy Chairperson
Disability Services Commission Board

18 September 2014

Overview



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Executive summary



Chairperson's report

In December 2013 the Disability Services Commission celebrated its 20th 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 \$500million.

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 12 of this report.

Dr Ron Chalmers

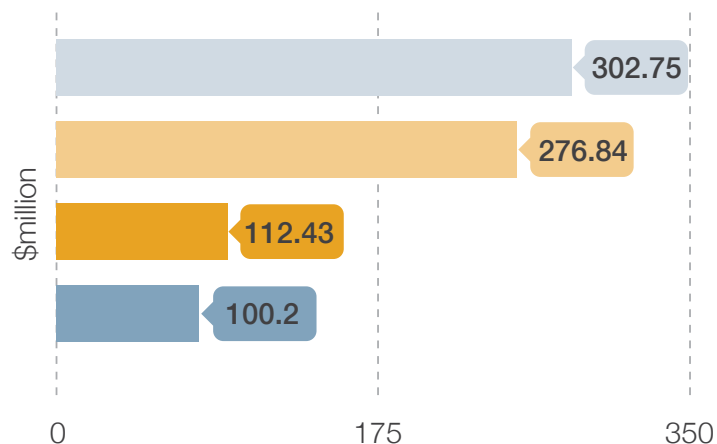
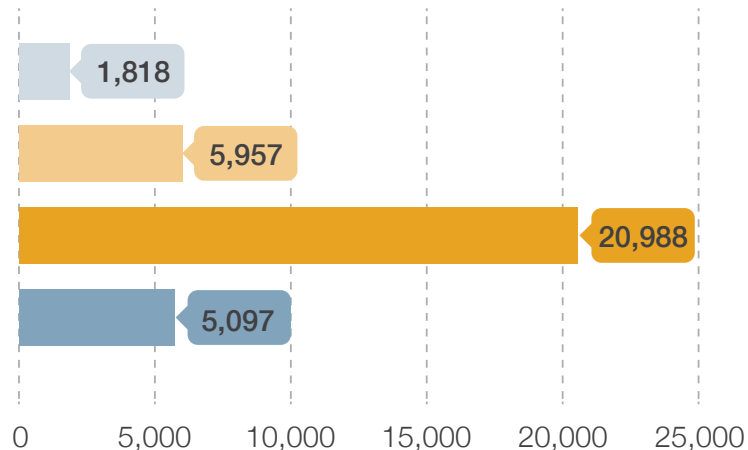
Director General



Snapshot of our year

Our 24,017 services users

There were four service types accessed by people during the period, with some people accessing more than one service type.



Our expenditure on services

This is the expenditure, in millions of dollars, on each of the four service types accessed by people during the period. A further \$1.9million was spent on access and inclusion initiatives.

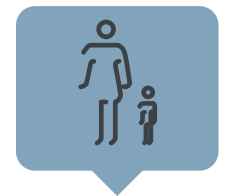


About our supports



Accommodation

Hostel, community residential and emergency



Family

Respite and family support



Coordination and individual

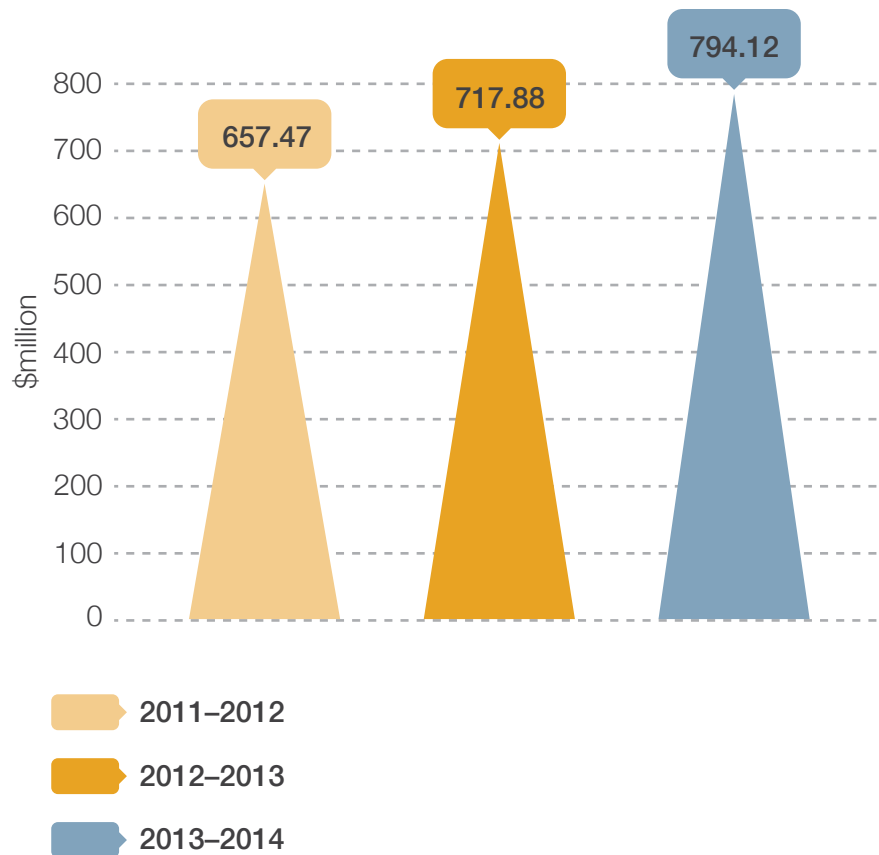
Local Area Coordination, My Way, disability professional services and community aids and equipment



Community focused

Day options and community living

Three-year overview of Commission expenditure



Distribution of expenditure



Count Me In Stocktake

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

Count Me In

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.



Construction works on the Disability Justice Centre, Lockridge.

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 \$180million, 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

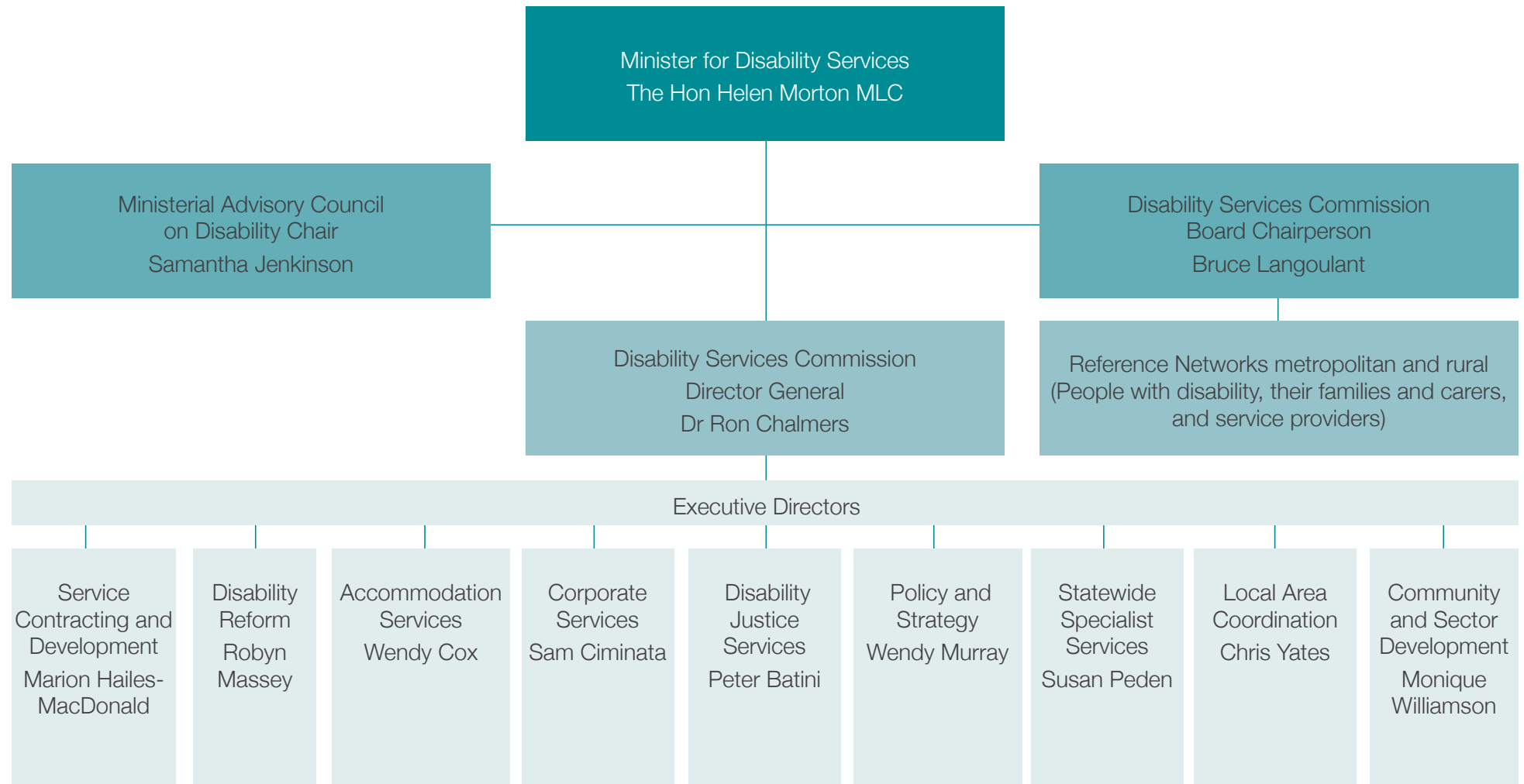
Act 1994, State Superannuation Act 2000 and the Government Employees Housing Act 1964.

Other key legislation impacting activities

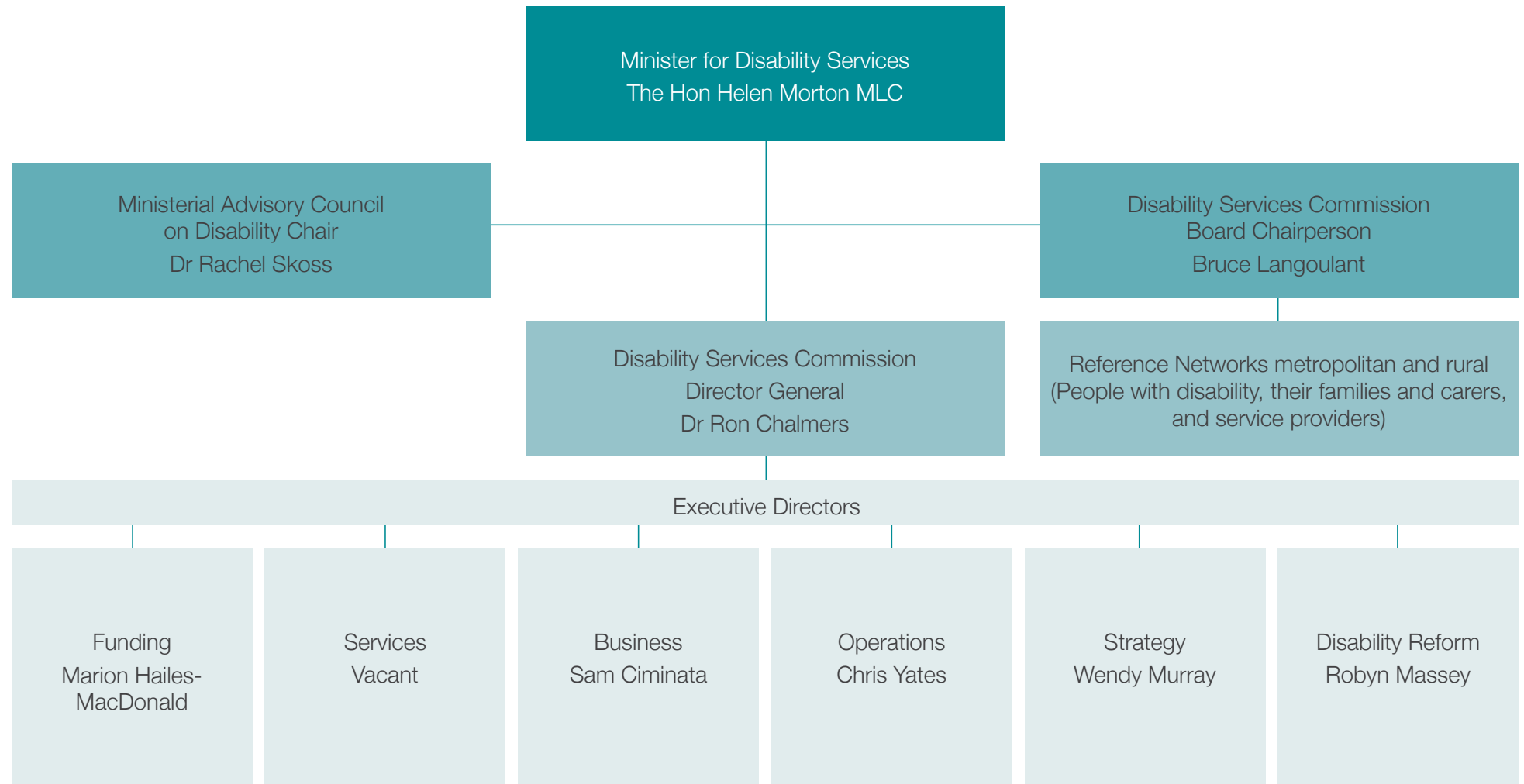
In the performance of its functions, the Commission complies with the following relevant written laws:

- 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



Operational chart – current



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
- ▶ 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. Profiles of the Commission's Corporate Executive team members are detailed on page 26.

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) 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) 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 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 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 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 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 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 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 Manager 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 in the table 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.

Government Goal 3 Results-based service delivery Greater focus on achieving results in key service delivery areas for the benefit of all West Australians.	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 <ul style="list-style-type: none"> • Hostel • Emergency accommodation • Community residential (group homes) Service 2: Community-focused supports <ul style="list-style-type: none"> • Alternatives to employment • Post school options • Recreation • Supported community living Service 3: Coordination and individual support <ul style="list-style-type: none"> • Local Area Coordination • My Way • Disability professional services (therapy) • Community Aids and Equipment Service 4: Family support <ul style="list-style-type: none"> • Family support • Respite
	Outcome 2: The West Australian community is inclusive of people with disability.	Service 5: Access and inclusion <ul style="list-style-type: none"> • 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 and
- 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 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



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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 average package (plan) cost per person.

Expenditure

The Commission's total expenditure of \$794million 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 5.3 per cent in service users, with the average cost per person increasing 5.1 per cent to \$33,065. 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.

The following table outlines the three-year trends of service user numbers and the average cost per service user.

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

	2011–12	2012–13	2013–14	Change from 2012–13
Total number of service users (see note)	23,412	22,808	24,017	1,209
Average cost per service user	\$28,083	\$31,475	\$33,065	\$1,590

Note: Includes 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 \$20million allocated for 2013–2014 and additional \$8.2million 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 \$794million. Of this amount, \$146million was Commonwealth funding, representing an increase of 15.3 per cent and \$643million was State Government funding, representing an 11 per cent increase.

The following table outlines three-year funding trends including total Commission expenditure and the breakdown of funding sources – Commonwealth, State and other.

Three-year trend – expenditure and funding

	2011–2012	2012–2013	2013–2014	Change from 2012–2013
	\$millions			
Total Commission expenditure	\$657.47	\$717.88	\$794.12	\$76.24
Commonwealth funding received	\$110.33	\$126.75	\$146.15	\$19.40
State funding received	\$533.62	\$579.20	\$642.87	\$63.67
Funding from other sources	\$13.89	\$14.49	\$16.97	\$2.48

Note: Includes 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



Funding (continued)

Of the \$567.83million allocated to disability sector organisations in 2013–2014, the amount contracted to individual organisations varied from less than \$50,000 to greater than \$5million. 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 \$5million, 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.

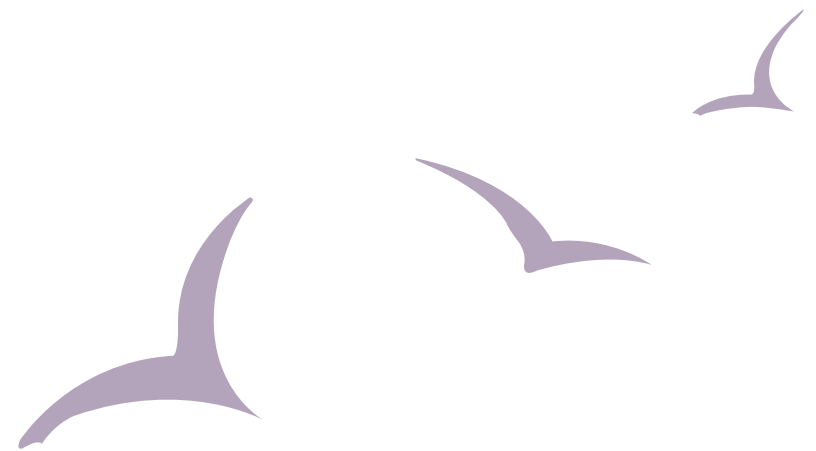
Accommodation support packages supported people with disability to live in a range of environments including shared or individual living arrangements or supported community living in their own homes. Of the total number of support packages provided this year, 74 packages (36.6 per cent) were for accommodation 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 (36.6 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 against financial targets

	2013–14 target \$'000 (see note a)	2013–14 actual \$'000	Variation \$'000 (see note b)	Reference page
Total cost of services (expense limit)	\$797,741	\$794,121	\$(3,620)	88
Net cost of services	\$637,860	\$631,001	\$(6,859)	88
Total equity	\$65,301	\$78,367	\$13,066	91
Net increase / (decrease) in cash held	\$(730)	\$(233)	\$497	94
Approved full time equivalent (FTE) staff level	1627.8	1562.3	65.5	163

Table notes:	<p>a) As specified in the 2013–2014 Budget Statements.</p> <p>b) Further explanations are contained in Note 31 'Explanatory statements' to the financial statements, which begins on page 130 of this report.</p>
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Summary of results against performance targets

Key effectiveness indicator(s)	2013–2014 target (see note a)	2013–2014 actual	Variation (see note b)	Reference page
Outcome 1: People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.				
Rate of serious incidents per 1000 service users per year	48	39	-19%	151
Service users' satisfaction with services	82%	84%	+2%	153
Take-up rate for services	404	420	+4%	154
Outcome 2: The West Australian community is inclusive of people with disability.				
Service users' satisfaction with social inclusion and community acceptance	77%	73%	-4%	157
Percentage of agencies who have lodged Disability Access and Inclusion Plans with the Commission	100%	82%	-18%	155
Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability	85%	72%	-13%	156

Table notes:	a) As specified in the 2013–2014 Budget Statements.
	b) Explanations for the variations between target and actual results are presented from page 145.

Summary of results against performance targets (continued)

Key efficiency indicator(s)	2013–2014 target (see note a)	2013–2014 actual	Variation (see note b)	Reference page
Service 1: Accommodation support				
Average cost per service activity	\$150,660	\$155,495	3.2%	158
Average cost per service user	\$165,193	\$166,529	0.8%	160
Service 2: Community-focused supports				
Average cost per service activity	\$40,316	\$35,814	-11.2%	158
Average cost per service user	\$54,824	\$46,473	-15.2%	160
Service 3: Coordination and individual support				
Average cost per service activity	\$4,222	\$3,730	-11.7%	158
Average cost per service user	\$6,340	\$5,357	-15.5%	160
Service 4: Family support				
Average cost per service activity	\$6,428	\$13,951	117%	158
Average cost per service user	\$11,460	\$19,658	71.5%	160
Service 5: Access and inclusion				
Average cost per project	\$17,965	\$13,511	-24.8%	158
Percentage of projects that achieved their outcome/s within the required time	85%	82%	-3%	161

Table notes:	a) As specified in the 2013–2014 Budget Statements.
	b) Explanations for the variations between target and actual results are presented from page 145.

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

Community-focused supports

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

Coordination and individual support

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

Family support

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

Access and inclusion

- **141** – number of projects supported by the Commission
- **6.0 per cent increase** – change in this reporting period
- **\$1.91million** – total cost of service
- **\$13,511** – 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
- **\$302.75million** – total cost of service
- **\$166,529** average cost per person
- **8.7 per cent increase** in the average cost per person

Three-year trend – cost of service and service users (see note)

	2011–2012	2012–2013	2013–2014
Total cost (\$millions)	\$258.26	\$273.26	\$302.75
Total accommodation service users	1,873	1,784	1,818

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

Includes users of Commission-provided services and services provided by disability sector organisations.

Three-year trend – number of people accessing different types of accommodation support (see note a)

	2011–2012	2012–2013	2013–2014
Hostel	312	213	192
Community residential	1,579	1,597	1,590
Emergency accommodation	-	-	26 (see note b)

Table notes: a) These numbers have been recast in accordance with realignment of services within each service type associated with the Commission's new performance reporting framework.

b) 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 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.

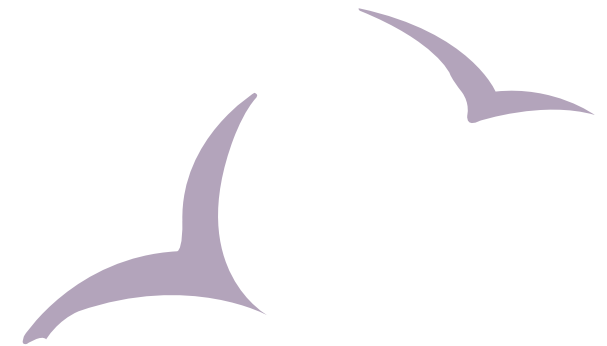
Family engagement

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."



New accommodation options have enabled Jenny to return to live in Geraldton.

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** – number of people who accessed the service
- **\$276.84million** – total cost of service
- **\$46,473** – average cost per person
- **1.8 per cent increase** in the average cost per person.



Three-year trend – cost of service and service users

	2011–2012	2012–2013	2013–2014
Total cost (\$millions)	\$218.12	\$247.55	\$276.84
Total service users	5,330	5,427	5,957

Table note: 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 – community focussed supports

(see notes a and b)

	2011–2012	2012–2013	2013–2014
Day options (note a)	4,445	4,427	4,822
Alternative to employment	1,369	1,541	2,127
Post school options	1,324	1,425	1,158
Recreation	2,235	1,947	2,076
Supported community living	1,563	1,751	1,981

Table notes:

- a) The aggregated subtotals do not equal the total because some people received multiple services.
- b) 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 \$20million for 2013–2014 and an additional \$8.2million 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 \$1.7million 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 \$2.47million 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."

Robert Kett, an avid Hawthorn Football Club fan, with the Department of Treasury's Robert Schipp.



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.

Coordination and individual support – numbers and trends

- **20,988** – number of people who accessed the service
- **\$112.43million** – total cost of service
- **\$5,357** – average cost per person
- **2.8 per cent decrease** in average cost per person.

Three-year trend – cost of service and service users (see note a)

	2011–2012	2012–2013	2013–2014
Total cost of service (\$millions)	\$105.31	\$100.88	\$112.43
Total service users	20,275	20,119	20,988
Total service users – LAC and My Way (see note d)	9,445	9,993	10,546
LAC	-	9,817	(see note b)
My Way (see note c)	-	1,543	-
Disability Professional Services	7,891	8,028	8,310
Community Aids and Equipment Program	8,834	8,468	8,815

Table notes:

- a) These numbers have been recast in accordance with realignment of services within each service type associated with the Commission's new performance reporting framework.
- b) Data not available to separate LAC and My Way because the offices are combined.
- c) Data not available for years before 2012–2013 because My Way was launched in November 2012.
- d) Some people received multiple services.

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 \$19million 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

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."



In focus: Coordination and individual support

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.

Jacob Botting (in white) with his My Way Coordinator Christine McCallum and members of the Bunbury navy cadets Kayden Taylor (rear left), Trystan Taylor and Leslie Phillips.



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
- **\$100.20million** – total cost of service
- **\$19,658**– average cost per person
- **15.4 per cent increase** in average cost per person.

Three-year trend – cost of service and service users

	2011–2012	2012–2013	2013–2014
Total cost of service (\$millions)	\$74.23	\$84.73	\$100.20
Total service users	4,648	4,972	5,097

Table note: 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 – total service users by accommodation support type (see note)

	2011–2012	2012–2013	2013–2014
Respite	3,488	3,820	3,843
Family Support	1,713	1,802	1,853

Table notes: 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 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

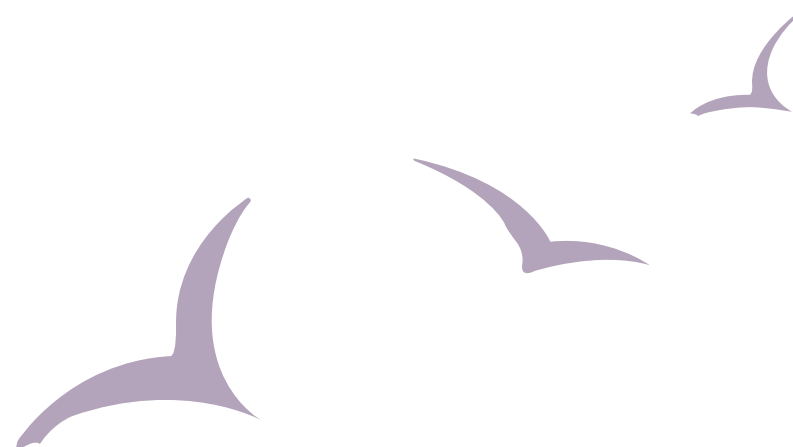
The Commission provided a grant to Kalparrin to develop a range of contemporary services and supports to address the needs of siblings (aged five to 24 years) of people with developmental or acquired disability, to help reduce the risk of siblings developing long-term mental health issues. This was achieved 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 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 citizenship, friendship, mutual support and a fair go for everyone. Count Me In is an initiative that is a call to action and reflects the State Government's commitment to the National Disability Strategy.

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
- **6 per cent** increase in number of projects supported.

Three-year trend – cost of service and total projects

	2011–2012	2012–2013	2013–2014
Total cost of service (\$millions)	\$1.42	\$1.46	\$1.91
Total service users (see note)	136	133	141

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 grant provided to Ngangganawili Aboriginal Community Controlled Health and Medical Services delivered a disability support project for eight hours per week within the Wiluna 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

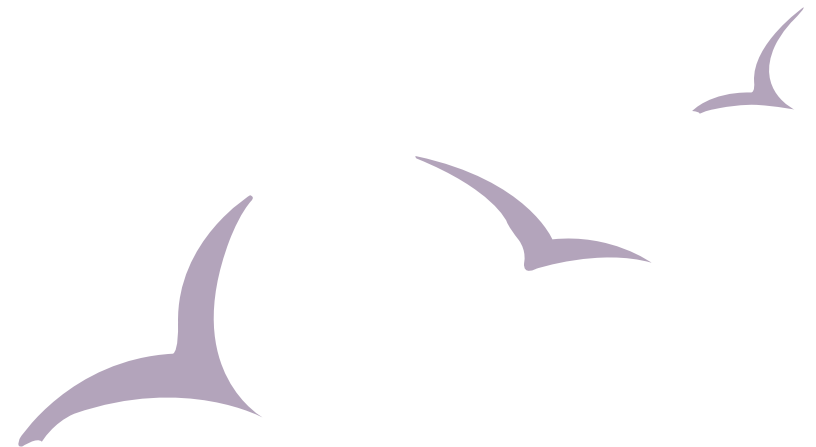
intellectual disability and provided people with high support needs with a new way to express themselves and be supported in a way that met their individual needs.

Community-based accommodation

The Commission completed a three-year \$95million 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.

Entrants in the Shire of Harvey's DisAbility Poetry Project.



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	2009–2010	2010–2011	2011–2012	2012–2013	2013–2014
Enquiries to the Consumer Liaison Officer	515	621	611	458	507
Complaints made to the Consumer Liaison Officer Service	49	57	43	28	26
Number of complaints closed (see note a)	47	51	50	30	21
Number of complaints per 1000 users of Commission-provided services	5.11	5.65	4.11	3.04	2.27
Satisfaction with complaints handling (see note b)	72%	63%	78%	75%	76%
Satisfaction with complaint outcome (see note b)	55%	59%	74%	64%	57%

Table notes:	a) The main areas of concern reported by complainants related to communication delays or ambiguities and service outsourcing.
	b) Satisfaction rates with handling and outcome of complaints were unable to be obtained in some case.

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.

Issue	Issue raised %	Outcome	Outcome achieved %
Service delivery	27%	Allowed to lapse by complainant	27%
Service management	20%	HaDSCO could not progress the complaint any further	20%
Carers charter	11%	Complaint was more appropriate for another body	11%
Complaints and disputes	11%	Concern registered	11%
Decision making and choice	9%	Referred back to provider	9%
Individual needs	8%	Service obtained	8%
Service costs and financial assistance	6%	Other	6%
Other	9%	Other	9%
Total	100%	Total	100%

Note: More than one issue can be raised per case. 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 table in the next column represents each outcome as a proportion of total outcomes achieved. More than one outcome can be achieved per case.

Note: 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 table 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

	2011–2012	2012–2013	2013–2014
Consumer reported awareness of the right to complain	84%	83%	83%
Consumer didn't wish to complain	79%	82%	82%
Consumer reported a cause to complain but felt unable to do so	8%	6%	7%
Consumer reported a complaint	13%	12%	11%

Table note:

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 Services Complaints Office.

Carers complaints – numbers and trends

The three-year trend in carer complaints is provided in the table 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

	2011–2012	2012–2013	2013–2014
Carer satisfaction with complaint handling	60%	43%	57%
Carer satisfaction with complaint outcome	55%	31%	44%
Carer reported receiving information about complaints	67%	61%	67%
Carer reported awareness of their right to complain	84%	81%	80%
Carer reported making at least one complaint	15%	10%	12%
Carer reported a cause to complain but felt unable to do so	11%	5%	5%

Table note: These numbers have been recast in accordance with 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.

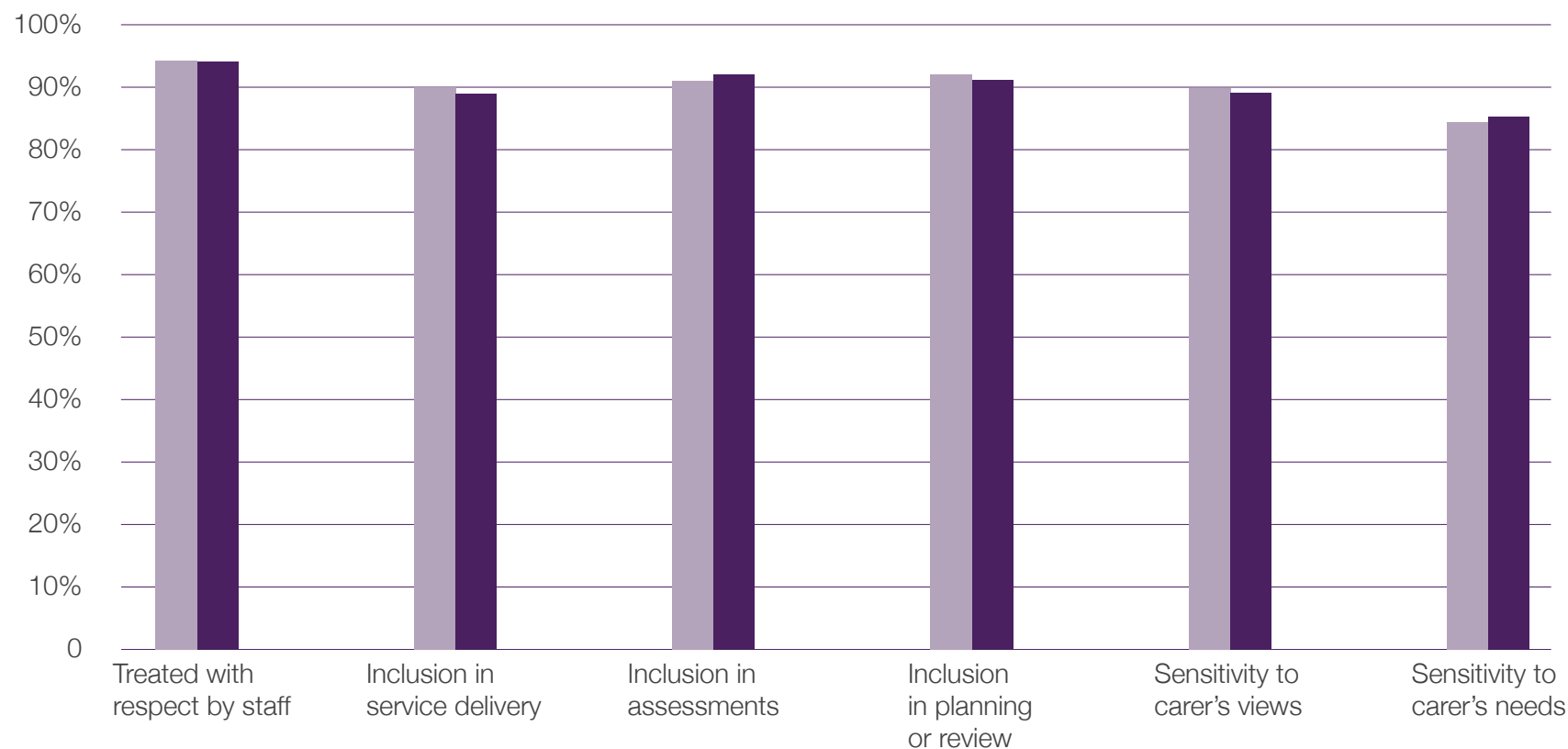
Implementing the Carers Charter – numbers and trends

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



2012-2013	94%	90%	91%	92%	90%	85%
2013-2014	94%	88%	92%	91%	89%	86%

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

Provided below is a snapshot of the top three service user groups by age. A detailed overview of the age groupings of service users is presented in the graph on page 76.



Gender

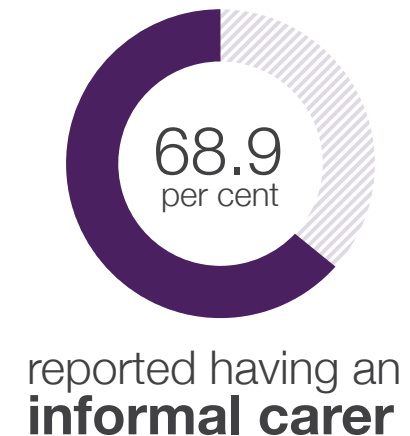
Provided below is a breakdown of the Commission's service users by gender.



Note: 13 users were not stated.

Informal care

Provided below is the number of the Commission's service users who reported having an informal carer. The data excludes Community Aids and Equipment Program service users.



Support needed

Provided below is an overview of the support needs of the Commission's service users. The data excludes Community Aids and Equipment Program service users as they were not required to report their level of support. 'Not stated' responses were also excluded.



Most of the Commission's service users required **daily** supports

76
per cent
required support with
communication

62
per cent
required support
with **mobility**

84
per cent
required support
with **self-care**

Disability profile

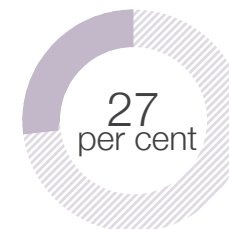
Provided below is a snapshot of the top three most commonly reported disability types. A detailed overview of disability types are represented in the table on page 77.



34.6 per cent
**intellectual
disability**

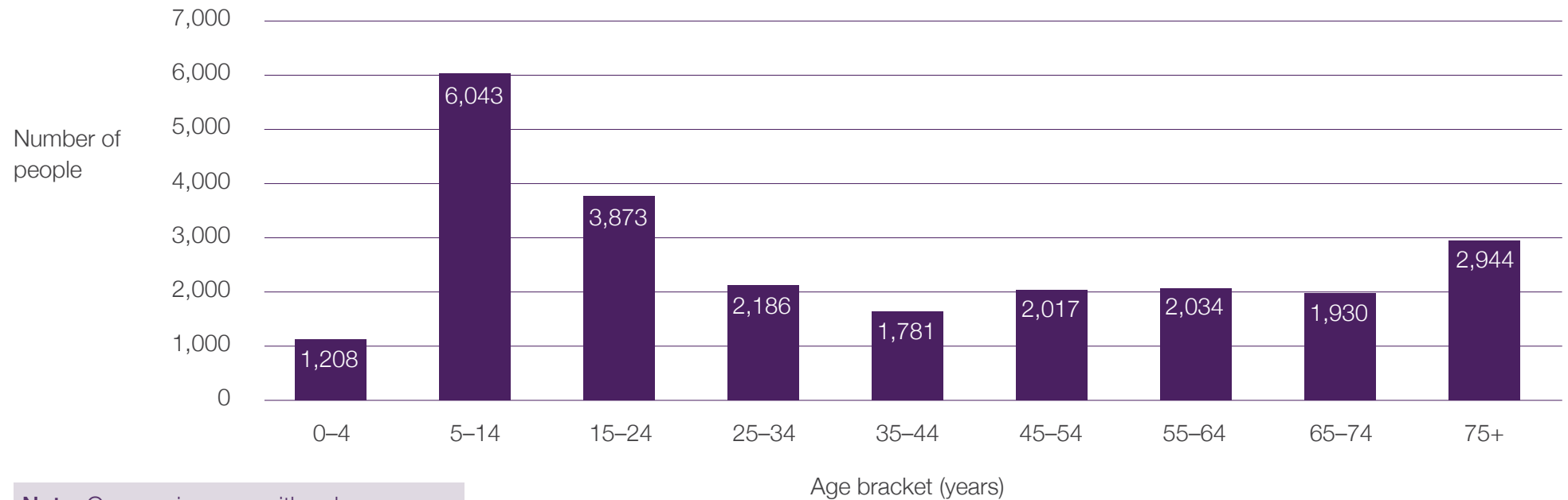


20 per cent
autism



27 per cent
**physical
disability**

Age distribution



Note: One service user with unknown age.

Most commonly reported disability types

	Service users' primary disability	
Intellectual	8,311	34.6%
Physical	6,473	27.0%
Autism	4,808	20.0%
Neurological	1,439	6.0%
Acquired Brain Injury	1,170	4.9%
Sensory	784	3.3%
Psychiatric	50	0.2%
Other	615	2.6%
Not stated	367	1.5%
Total	24,017	100%



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



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Significant issues impacting the agency

Introduction

The following information details current or emerging significant issues that affect on 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 \$1.5million in the State Budget for 2014–2015 to support this project. A further \$7.5million 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 \$2.5million 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 trialled 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



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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

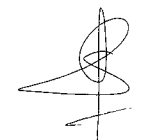
Disability Services Commission Board



Kathy Hough

Deputy Chairperson

Disability Services Commission Board



Sydney Tong

A/Chief Finance Officer

5 September 2014

Statement of Comprehensive Income for the year ended 30 June 2014

	Notes	2014 \$'000	2013 \$'000
Cost of Services			
Expenses			
Employee benefits expense	6	158,237	155,153
Supplies and services	7	26,098	26,249
Depreciation and amortisation expense	8	5,094	4,845
Accommodation expenses	9	10,905	10,541
Expenditure on services provided by funded agencies		567,834	496,849
Individual funding and other grants		20,178	17,602
Loss on disposal of non-current assets	14	1	159
Other expenses	10	5,774	6,481
Total Cost of Services		794,121	717,879
Income			
Revenue			
User charges and fees	11	8,367	8,011
Commonwealth grants and contributions	12	146,155	126,752
Other revenue	13	8,598	6,481
Total Revenue		163,120	141,244
Total income other than income from State Government		163,120	141,244
Net Cost of Services		631,001	576,635

Statement of Comprehensive Income for the year ended 30 June 2014 (continued)

	Notes	2014 \$'000	2013 \$'000
Income from State Government	15		
Service appropriation		641,388	577,883
Services received free of charge		1,287	1,130
Royalties for Regions Fund		197	189
Total income from State Government		642,872	579,202
Surplus/(Deficit) for the period		11,871	2,567
Other comprehensive income			
Items not reclassified subsequently to profit or loss			
Changes in asset revaluation surplus	25	384	444
Total other comprehensive income		384	444
Total comprehensive income for the period		12,255	3,011

Table note: Refer also to note 38 'Schedule of Income and Expenses by Service'. The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Statement of Financial Position as at 30 June 2014

	Notes	2014 \$'000	2013 \$'000
Assets			
Current Assets			
Cash and cash equivalents	27	5,363	5,904
Restricted cash and cash equivalents	16,27	977	1,004
Receivables	17	8,469	3,539
Amounts receivable for services	18	1,120	990
Other current assets	19	1,391	1,070
Total Current Assets		17,320	12,507
Non-Current Assets			
Restricted cash and cash equivalents	16,27	5,175	4,840
Amounts receivable for services	18	39,014	34,201
Property, plant and equipment	20	57,232	55,781
Intangible assets	22	1,602	2,416
Total Non-Current Assets		103,023	97,238
Total Assets		120,343	109,745

Statement of Financial Position as at 30 June 2014 (continued)

	Notes	2014 \$'000	2013 \$'000
Liabilities			
Current Liabilities			
Payables	24	5,220	5,223
Provisions	25	30,893	32,515
Total Current Liabilities		36,113	37,738
Non-Current Liabilities			
Provisions		5,863	5,873
Total Non-Current Liabilities	25	5,863	5,873
Total Liabilities		41,976	43,611
Net Assets		78,367	66,134
Equity	26		
Contributed equity		24,222	24,244
Reserves		58,586	58,202
Accumulated surplus /(deficit)		(4,441)	(16,312)
Total Equity		78,367	66,134

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

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

	Notes	Contributed equity	Reserves	Accumulated surplus/(deficit)	Total equity
		\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2012	26	19,880	57,758	(18,879)	58,759
Surplus/(deficit)		-	-	2,567	2,567
Other comprehensive income		-	444	-	444
Total comprehensive income for the period		-	444	2,567	3,011
Transactions with owners in their capacity as owners:					
Capital appropriations		4,364	-	-	4,364
Total		4,364	-	-	4,364
Balance at 30 June 2013		24,244	58,202	(16,312)	66,134
Balance at 1 July 2013		24,244	58,202	(16,312)	66,134
Surplus/(deficit)				11,871	11,871
Other comprehensive income		-	384	-	384
Total comprehensive income for the period		-	384	11,871	12,255
Transactions with owners in their capacity as owners:					
Capital appropriations		1,860	-	-	1,860
Distributions to owners		(1,882)	-	-	(1,882)
Total		(22)	-	-	(22)
Balance at 30 June 2014		24,222	58,586	(4,441)	78,367

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

Statement of Cash Flows for the year ended 30 June 2014

	Notes	2014 Inflows (Outflows) \$'000	2013 Inflows (Outflows) \$'000
Cash flows from State Government			
Service appropriation		635,455	571,177
Capital appropriation		1,860	4,364
Holding account drawdown		990	-
Royalties for Regions Fund		197	189
Net cash provided by State Government		638,502	575,730
Utilised as follows:			-
Cash flows from operating activities			
Payments			
Employee benefits		(159,147)	(153,827)
Supplies and services		(42,644)	(43,055)
Payments for services provided by funded agencies		(567,834)	(497,545)
Individual funding & other grants		(20,178)	(17,602)
GST payments on purchases		(59,494)	(53,042)
GST payments to taxation authority		(587)	(518)
Receipts			
User charges and fees		8,330	8,045
Commonwealth grants and contributions		146,155	126,752
GST receipts on sales		691	582
GST receipts from taxation authority		56,083	53,192
Other receipts		7,120	7,002
Net cash provided by/(used in) operating activities	27	(631,505)	(570,016)

Statement of Cash Flows for the year ended 30 June 2014 (continued)

	Notes	2014 Inflows (Outflows) \$'000	2013 Inflows (Outflows) \$'000
Cash flows from investing activities			
Payments			
Purchase of non-current physical assets		(7,230)	(2,998)
Receipts			
Proceeds from sale of non-current physical assets		-	-
Net cash provided by/(used in) investing activities		(7,230)	(2,998)
Net increase/(decrease) in cash and cash equivalents		(233)	2,716
Cash and cash equivalents at the beginning of period		11,748	9,032
Cash and cash equivalents at the end of period		11,515	11,748

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

Notes to the financial statements for the year ended 30 June 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

(a) General statement

The Commission is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The Financial Management Act and the Treasurer's instructions impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

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

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

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

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

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

(c) Reporting entity

The reporting entity comprises the Commission.

(d) Contributed equity

AASB Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 'Contributions by Owners made to Wholly Owned Public Sector Entities' and have been credited directly to Contributed equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.

(e) Income

Revenue recognition

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

Sale of goods

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

Service appropriations

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

Grants, donations and other non-reciprocal contributions

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

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

Royalties for Regions funds are recognised as revenue at fair value in the period in which the

Commission obtains control over the funds. The Commission obtains control of the funds at the time the funds are deposited into the Commission's bank account.

Gains

Realised and unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non current assets and some revaluations of non current assets.

(f) Property, plant and equipment and infrastructure

Capitalisation/expensing of assets

Items of property, plant and equipment and infrastructure costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and infrastructure costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Initial recognition and measurement

Property, plant and equipment and infrastructure are initially recognised at cost. For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is the fair value at the date of acquisition.

Subsequent measurement

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

Where market-based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

In the absence of market-based evidence, fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings is determined on the depreciated

replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

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

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

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

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life.

Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Derecognition

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

Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 20 'Property, plant and equipment'.

Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Depreciation is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings	40 years
Computing, office and other equipment	5 years
Medical equipment	10 years
Plant and equipment	10 years
Leasehold improvements	3 to 10 years

Land is not depreciated

(g) Intangible assets

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

Intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

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

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

The expected useful lives for each class of intangible asset are:

Software (Software that is not integral to the operations of any related hardware.)	5 years
Website costs	5 years

Computer software

Software that is an integral part of the related hardware is recognised as property, plant and equipment. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

Website costs

Website costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised.

Generally, costs in relation to feasibility studies during the planning phase of a 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.

(h) Impairment of assets

Property, plant and equipment, infrastructure and intangible assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. Where an asset measured at cost is written down to recoverable amount, an impairment loss is recognised in profit or loss. Where previously a revalued asset is written down to recoverable amount, the loss is recognised as a revaluation decrement in other comprehensive income. As the Commission is a not for profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

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

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

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

(i) Leases

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

The Commission has no finance lease commitments.

(j) Financial instruments

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

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

Financial instruments have been disaggregated into the following classes:

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

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

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

(k) Cash and cash equivalents

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

(l) Accrued salaries

Accrued salaries (see note 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.

(m) Amounts receivable for services (holding account)

The Commission receives income from the State Government partly in cash and partly as an asset (holding account receivable). The accrued amount appropriated is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

(n) Receivables

Receivables are recognised at original invoice amount less an allowance for any uncollectible amounts (ie impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Commission will not be able to collect the debts. The carrying amount is equivalent

to fair value as it is due for settlement within 30 days.

(o) Payables

Payables are recognised at the amounts payable when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement is generally within 30 days.

(p) Provisions

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

Provisions – employee benefits

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

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

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

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

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

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

Unconditional long service leave provisions are classified as current liabilities as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period. Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because the Commission has an unconditional right to defer the settlement of the liability until the

employee has completed the requisite years of service.

- Superannuation
The Government Employees Superannuation Board (GESB) and other fund providers administer public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees vary according to commencement and implementation dates. Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members since 1995.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS became non-contributory members of the West State Superannuation Scheme (WSS).

Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). From 30 March 2012, existing members of the WSS or GESBS and

new employees have been able to choose their preferred superannuation fund provider. The Commission makes contributions to GESB or other fund providers on behalf of employees in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. Contributions to these accumulation schemes extinguish the Commission's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS. The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, 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'.

(q) Superannuation expense

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

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

Assets or services received free of charge or for nominal cost that can be reliably measured are recognised as income at the fair value of the assets and/or the fair value of those services that the Commission would otherwise pay

for. A corresponding expense is recognised for services received. β Receipts of assets are recognised in the Statement of Financial Position.

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

(s) Comparative figures

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

Note 3. Judgements made by management in applying accounting policies

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

Operating lease commitments

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

Accordingly, these leases have been classified as operating leases.

Note 4. Key sources of estimation uncertainty

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

Long Service Leave

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



Note 5. Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Commission has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 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 & 1038 and Int 2, 4, 12, 13, 14, 17, 19, 131 & 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 & 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 & 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 & 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 & 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 & 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

Title	Operative for reporting periods beginning on/after
AASB 11	<p data-bbox="423 371 689 400">Joint Arrangements</p> <p data-bbox="423 435 1677 544">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.</p> <p data-bbox="423 576 1621 719">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.</p> <p data-bbox="1881 531 2080 560">1 January 2014</p>
AASB 12	<p data-bbox="423 770 949 799">Disclosure of Interests in Other Entities</p> <p data-bbox="423 834 1659 943">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.</p> <p data-bbox="423 975 1630 1038">Mandatory application of this Standard was deferred for not-for-profit entities by AASB 2012-10. There is no financial impact.</p> <p data-bbox="1881 895 2080 924">1 January 2014</p>
AASB 14	<p data-bbox="423 1090 822 1118">Regulatory Deferral Accounts</p> <p data-bbox="423 1153 1626 1182">The Commission has not yet determined the application or the potential impact of the Standard.</p> <p data-bbox="1881 1121 2080 1150">1 January 2016</p>

Title	Operative for reporting periods beginning on/after
AASB 127	<p data-bbox="423 371 837 400">Separate Financial Statements</p> <p data-bbox="423 435 1680 619">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.</p> <p data-bbox="1883 483 2078 512">1 January 2014</p>
AASB 128	<p data-bbox="423 671 1032 700">Investments in Associates and Joint Ventures</p> <p data-bbox="423 735 1545 804">This Standard supersedes AASB 128 Investments in Associates, introducing a number of clarifications for the accounting treatments of changed ownership interest.</p> <p data-bbox="423 839 1644 978">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.</p> <p data-bbox="1883 815 2078 844">1 January 2014</p>
AASB 1031	<p data-bbox="423 1031 562 1059">Materiality</p> <p data-bbox="423 1094 1680 1201">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.</p> <p data-bbox="1883 1134 2078 1163">1 January 2014</p>

Title	Operative for reporting periods beginning on/after
AASB 1055	<p>Budgetary Reporting</p> <p>This Standard specifies the nature of budgetary disclosures, the circumstances in which they are to be included in the general purpose financial statements of not-for-profit entities within the GGS. The Commission will be required to disclose additional budgetary information and explanations of major variances between actual and budgeted amounts, though there is no financial impact.</p> <p>1 July 2014</p>
AASB 2009-11	<p>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 & 1038 and Int 10 & 12]</p> <p>[Modified by AASB 2010-7]</p> <p>1 January 2015</p>
AASB 2010-7	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101,102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136,137, 139, 1023 & 1038 and Int 2, 5, 10, 12, 19 & 127]</p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.</p> <p>AASB 2012-6 amended the mandatory application date of this Standard to 1 January 2015. The Commission has not yet determined the application or the potential impact of the Standard.</p> <p>1 January 2015</p>

Title	Operative for reporting periods beginning on/after
<p>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 & 1038 and Int 5, 9, 16 & 17]</p> <p>This Standard gives effect to consequential changes arising from the issuance of AASB 10, AASB 11, AASB 127 Separate Financial Statements and AASB 128 Investments in Associates and Joint Ventures. For not-for-profit entities it applies to annual reporting period beginning on or after 1 January 2014. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2014
<p>AASB 2012-3 Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]</p> <p>This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of “currently has a legally enforceable right of set-off” and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact.</p>	1 January 2014
<p>AASB 2013-3 Amendments to AASB 136 – Recoverable Amount Disclosures for Non-Financial Assets</p> <p>This Standard introduces editorial and disclosure changes. There is no financial impact.</p>	1 January 2014

Title	Operative for reporting periods beginning on/after
<p>AASB 2013-4 Amendments to Australian Accounting Standards – Novation of Derivatives and Continuation of Hedge Accounting [AASB 139]</p> <p>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.</p>	1 January 2014
<p>AASB 2013-8 Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities – Control and Structured Entities [AASB 10, 12 & 1049].</p> <p>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.</p>	1 January 2014
<p>AASB 2013-9 Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments</p> <p>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.</p>	1 January 2014 1 January 2017

Title	Operative for reporting periods beginning on/after
AASB 2014-1 Amendments to Australian Accounting Standards	1 July 2014
The Commission has not yet determined the application or the potential impact of the Standard.	1 July 2015
	1 July 2016
	1 July 2018

Note 6. Employee benefits expense

	2014 \$'000	2013 \$'000
Wages and salaries (see note a)	145,072	142,406
Superannuation – defined contribution plans (see note b)	13,165	12,747
Total	158,237	155,153

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

b) Defined contribution plans include West State, Gold State, GESB and other eligible funds.

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

Employment on costs liability is included at note 25 'Provisions'.

Note 7. Supplies and services

	2014 \$'000	2013 \$'000
Communications	1,212	1,319
Consultants and contractors	12,103	11,814
Consumables	7,694	7,767
Repairs and maintenance	554	442
Lease rentals (motor vehicles)	2,837	3,032
Travel	570	762
Other	1,128	1,113
Total	26,098	26,249

Note 8. Depreciation and amortisation expense

	2014 \$'000	2013 \$'000
Depreciation		
Buildings	863	809
Plant and equipment	55	57
Computer equipment	1,188	1,088
Medical equipment	22	24
Office equipment	121	92
Leasehold improvements	1,978	1,936
Total depreciation	4,227	4,006
Amortisation		
Intangible assets	867	839
Total amortisation	867	839
Total depreciation and amortisation	5,094	4,845

Note 9. Accommodation expenses

	2014 \$'000	2013 \$'000
Lease rentals	7,611	7,090
Repairs and maintenance	2,230	2,426
Cleaning	712	543
Other	352	482
Total	10,905	10,541

Note 10. Other expenses

	2014 \$'000	2013 \$'000
Insurance	701	598
Doubtful debts expense	5	2
Employment on-costs (See note)	5,031	5,861
Other	37	20
Total	5,774	6,481

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

	2014 \$'000	2013 \$'000
Board and lodging	8,367	8,011
Total	8,367	8,011

Note 12. Commonwealth grants and contributions

	2014 \$'000	2013 \$'000
National Disability Agreement	146,091	126,673
Other	64	79
Total	146,155	126,752

Note 13. Other revenue

	2014 \$'000	2013 \$'000
Sundry revenue	2,628	1,631
Community Aids and Equipment Program	2,084	2,004
Executive Vehicle Scheme Contribution	66	79
Government Employee Housing Authority – employee contribution	104	74
Recoups from disability sector organisations	3,716	2,693
Total	8,598	6,481

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

	2014 \$'000	2013 \$'000
Proceeds from disposal of non-current assets		
Land, plant and equipment	-	-
Costs of disposal of non-current assets		
Land, plant and equipment	(1)	(159)
Net gain/(loss)	(1)	(159)

Note 15. Income from State Government

	2014 \$'000	2013 \$'000
Appropriation received during the period:		
Service appropriation (see note)	641,388	577,883
Total	641,388	577,883
Services received free of charge from other State Government agencies during the period:		
Health Department	552	605
State Solicitors Office	52	35
Department of Finance	683	490
Total	1,287	1,130
Royalties for Regions Fund	197	189
Total	642,872	579,202

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

	2014 \$'000	2013 \$'000
Current		
Commonwealth grants (see note a)	193	34
Other (see note b)	784	970
Total	977	1,004
Non-current		
27th Pay Provision (see note c)	5,175	4,840
Total	5,175	4,840
Total	6,152	5,844

Notes:

- a) Unspent funds – Young people in residential care.
- b) Funds set aside for staff deferred salary scheme and other minor projects of restricted nature.
- c) Funds set aside for the 27th pay in 2015–2016.

Note 17. Receivables

	2014 \$'000	2013 \$'000
Current		
Receivables	3,450	2,376
Allowance for impairment of receivables	(141)	(657)
Accrued revenue	251	218
GST receivable	4,909	1,602
Total	8,469	3,539
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of period	657	663
Doubtful debts expense	5	2
Amounts written off during the period	(60)	-
Amount recovered during the period	(461)	(8)
Balance at end of period	141	657

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

Note 18. Amounts receivable for services (Holding Account)

	2014 \$'000	2013 \$'000
Current	1,120	990
Non-current	39,014	34,201
Total	40,134	35,191

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

	2014 \$'000	2013 \$'000
Current		
Prepayments	1,391	1,070
Total	1,391	1,070

Note 20. Property, plant and equipment

	2014 \$'000	2013 \$'000
Land		
At fair value (see note a)	20,355	21,477
Total	20,355	21,477
Buildings		
At fair value (see note b)	20,808	22,031
Total	20,808	22,031
Computing equipment		
At cost	9,344	6,285
Accumulated depreciation	(4,134)	(3,050)
Total	5,210	3,235
Medical equipment		
At cost	225	225
Accumulated depreciation	(121)	(99)
Total	104	126
Plant and equipment		
At cost	816	746
Accumulated depreciation	(541)	(486)
Total	275	260

Note 20. Property, plant and equipment (continued)

Office equipment

At cost	623	576
Accumulated depreciation	(345)	(225)
Total	278	351

Leasehold improvements

At cost	16,634	15,885
Accumulated depreciation	(11,685)	(9,706)
Total	4,949	6,179

Work in Progress

Total	57,232	55,781
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Note: Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the reporting period are set out in the table below.

Notes:

a) 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: \$15.313million (2013: \$16.875million). For the remaining balance, fair value of land was determined on the basis of current use land value.

b) 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.

2014	Land \$'000	Buildings \$'000	Computing equipment \$'000	Medical equipment \$'000	Plant and equipment \$'000	Office equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
Carrying amount at start of year	21,477	22,031	3,235	126	260	351	6,179	2,122	55,781
Additions	-	-	5	-	-	-	-	7,172	7,177
Disposals	(1,882)	-	(1)	-	-	-	-	-	(1,883)
Depreciation	-	(863)	(1,188)	(22)	(55)	(121)	(1,978)	-	(4,227)
Transfer between asset classes	-	16	3,159	-	70	48	748	(4,041)	-
Revaluation increments/ (decrements)	760	(376)	-	-	-	-	-	-	384
Carrying amount at end of year	20,355	20,808	5,210	104	275	278	4,949	5,253	57,232

2013	Land \$'000	Buildings \$'000	Computing equipment \$'000	Medical equipment \$'000	Plant and equipment \$'000	Office equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
Carrying amount at start of year	21,534	22,293	3,734	147	302	178	5,895	3,782	57,865
Additions	-	-	112	8	21	152	7	1,305	1,605
Disposals	-	-	-	(5)	(6)	(1)	(115)	-	(127)
Depreciation	-	(809)	(1,088)	(24)	(57)	(92)	(1,936)	-	(4,006)
Transfer between classes	-	46	477	-	-	114	2,328	(2,965)	-
Revaluation increments/ (decrements)	(57)	501	-	-	-	-	-	-	444
Carrying amount at end of year	21,477	22,031	3,235	126	260	351	6,179	2,122	55,781

Note 21. Fair Value Measurements

Assets measured at fair value 2014

	Level 1	Level 2	Level 3	Fair Value At end of period
	\$'000	\$'000	\$'000	\$'000
Land (Note 20)		15,313	5,042	20,355
Buildings (Note 20)		-	20,808	20,808
		15,313	25,850	41,163

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)

2014	Land \$'000	Buildings \$'000
Fair Value at start of period	4,602	22,031
Additions	-	16
Revaluation increments/ (decrements) recognised in Other Comprehensive Income	440	(376)
Transfers (from/to) Level 2)	-	-
Disposals	-	-
Depreciation Expense	-	(863)
Fair Value at end of period	5,042	20,808
Total gains or losses for the period included in profit or loss, under 'Other Gains'	-	-
Change in unrealised gains or losses for the period included in profit or loss for assets held at the end of the reporting period	-	-

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, ie 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 (m²)
- 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 (m³)
- 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

Description and fair value as at 30 June 2014 \$'000	Valuation technique(s)	Unobservable inputs	Range of unobservable inputs (weighted average)	Relationship of unobservable inputs to fair value
Land (\$5,042)	Market approach	Selection of land with similar approximate utility	\$18–\$1,009 per sqm (\$331 per sqm)	Higher value of similar land increases estimated fair value.
Buildings (\$20,808)	Depreciated Replacement Cost	Consumed economic benefit/ obsolescence of asset	0.03%–0.77% per year (0.46% per year)	Greater consumption of economic benefit or increased obsolescence lowers fair value.
		Historical cost per sqm floor area	\$1,425–\$3,105 per sqm (\$2,258 per sqm)	Higher historical cost per sqm ² 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

	2014 \$'000	2013 \$'000
Computer software		
At cost	7,089	7,037
Accumulated amortisation	(5,487)	(4,621)
Total	1,602	2,416
Reconciliation		
Computer software		
Carrying amount at start of period	2,416	1,894
Additions	53	1,393
Disposals	-	(32)
Amortisation expense	(867)	(839)
Carrying amount at end of period	1,602	2,416

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

	2014 \$'000	2013 \$'000
Current		
Trade payables	668	1,366
Accrued expenses	603	587
Accrued salaries	3,949	3,271
Total	5,220	5,224

Note 25. Provisions

Current

	2014 \$'000	2013 \$'000
Employee benefits provision		
Annual leave (see note a)	10,573	11,093
Long service leave (see note b)	11,197	12,041
Accrued days off (see note a)	2,350	2,479
Public holidays (see note a)	3,188	3,153
Deferred Salary	46	-
Time off in lieu (see note a)	29	30
Total	27,383	28,796
Employment on-costs (see note c)	3,510	3,719
Total	3,510	3,719
Total current	30,893	32,515

Non-current

Employee benefits provision		
Long service leave (see note b)	5,124	5,149
Total	5,124	5,149
Other provisions		
Employment on-costs (see note c)	739	724
Total	739	724
Total non-current	5,863	5,873

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 \$'000	2013 \$'000
Within 12 months of the end of the reporting period	13,692	14,183
More than 12 months after the end of the reporting period	2,448	2,572
Total	16,140	16,755

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 \$'000	2013 \$'000
Within 12 months of the end of the reporting period	3,449	4,003
More than 12 months after the end of the reporting period	12,872	13,187
Total	16,321	17,190

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.

Contributed equity

	2014 \$'000	2013 \$'000
Balance at start of period	24,244	19,880
Contributions by owners		
Capital appropriation	1,860	4,364
Total contributions by owners	1,860	4,364
Distribution to owners		
Transfer of Land to Department of Lands	(1,882)	-
Total contributions by owners	(1,882)	-
Balance at end of period	24,222	24,244

Note 26. Equity (continued)

	2014 \$'000	2013 \$'000
Reserves		
Asset revaluation surplus		
Balance at start of period	58,202	57,758
Net revaluation increments/ (decrements)		
Land	760	(57)
Buildings	(376)	501
Balance at end of period	58,586	58,202
Accumulated surplus/(deficit)		
Balance at start of period	(16,312)	(18,879)
Result for the period	11,871	2,567
Balance at end of period	(4,441)	(16,312)
Total equity at end of period	78,367	66,134

Note 27. Notes to the Statement of Cash Flows

a) Reconciliation of cash

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

	2014 \$'000	2013 \$'000
Cash and cash equivalents	5,363	5,904
Restricted cash and cash equivalents (refer to note 16)	6,152	5,844
Total	11,515	11,748

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

	2014 \$'000	2013 \$'000
Net cost of services	(631,001)	(576,635)
Non-cash items:		
Depreciation and amortisation expense (note 8 'Depreciation and amortisation expense')	5,094	4,845
Services received free of charge (note 15 'Income from State Government')	1,287	1,130

Note 27. Notes to the Statement of Cash Flows (continued)

	2014 \$'000	2013 \$'000
Net (gain)/loss on sale of property, plant and equipment (note 14 'Net gain/(loss) on disposal of non-current assets')	1	159
(Increase)/decrease in assets:		
Current receivables (see note a)	(1,623)	(505)
Other current assets	(321)	(364)
Increase/(decrease) in liabilities:		
Current payables (see note a)	(4)	139
Current provisions	(1,621)	1,116
Non-current provisions	(10)	(115)
Change in GST in receivables/ payables (see note b)	(3,307)	214
Net cash provided by/(used in) operating activities	(631,505)	(570,016)

Notes:

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

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



Note 28. Commitments

	2014 \$'000	2013 \$'000
Non-cancellable operating lease commitments (motor vehicles)		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,226	1,302
Later than 1 year and not later than 5 years	1,743	1,700
Later than 5 years	1	17
Total	2,970	3,019
Non-cancellable operating lease commitments (buildings)		
Within 1 year	7,130	6,287
Later than 1 year and not later than 5 years	19,639	17,279
Later than 5 years	-	1,593
Total	26,769	25,159

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 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% or \$5million.

Significant variances between estimated and actual result for 2014	2014 Estimates \$'000	2014 Actual \$'000	Variance \$'000
Depreciation and amortisation expense (see note a)	5,933	5,094	(839)
Expenditure on services provided by funded agencies (see note b)	579,113	567,834	(11,279)
Individual funding and other grants (see note c)	17,315	20,178	2,863
Loss on disposal of non-current assets (see note d)	-	1	1
Other revenues (see note e)	5,500	8,598	3,098
Services received free of charge (see note f)	1,027	1,287	260

Notes:

a) Depreciation and amortisation expense (decrease \$0.839million)

Reflects less than anticipated capitalisation of projects.

b) Expenditure on services provided by funded agencies (decrease \$11.279million)

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).

c) Individual funding and other grants (increase \$2.863million)
Reflects re-direction of funding to the WA NDIS My Way trial site (Lower South West).

d) Loss on disposal of non-current assets (increase \$0.001million)

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

e) Other Revenue (increase \$3.098million)

Reflects return of grants provided to Disability Service Organisations in prior years, recoup of funds from compensable clients and profit on disposal of property.

f) Services received free of charge (increase \$0.260million)
Mainly reflects increase in Integrated and Procurement Services and Accommodation provided by Department of Treasury.

Significant variances between estimated and actual result for 2014

	2014 \$'000	2013 \$'000	Variance \$'000
Employee benefits expense (see note a)	158,237	155,153	3,084
Expenditure on services provided by funded agencies (see note b)	567,834	496,849	70,985
Individual funding and other grants (see note c)	20,178	17,602	2,576
Loss on disposal of non-current assets (see note d)	1	159	(158)
Other expenses (see note e)	5,774	6,481	(707)
Commonwealth grants and contributions (see note f)	146,155	126,752	19,403
Other revenues (see note g)	8,598	6,481	2,117
Service appropriation (see note h)	641,388	577,883	63,505
Service received free of charge (see note i)	1,287	1,130	157

Notes:

a) Employee benefits expenses (increase \$3.084million)
Reflects the impact of wage increases and voluntary severances as part of public sector reform and savings measure.

b) Expenditure on services provided by funded agencies (increase \$70.985million)
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).

c) Individual funding and other grants (increase \$2.576million)
Reflects expenditure for the WA NDIS My Way Trial Site (Lower South West).

Notes:

d) Loss on disposal of non-current assets (decrease \$0.158million)
Reflects accounting loss on write-down of leasehold improvements for offices no longer leased and asset disposals during 2013–2014

e) Other expenses (decrease \$0.707million)
Reflects decreased worker's compensation insurance premium as a result of the past performance review.

Note: f) Commonwealth grants and contributions (increase \$19.403million)

Increase in funding for:	\$'000
Indexation	4,733
Growth (per capita)	14,027
Others (includes Mid-Year Economic and Fiscal Outlook adjustments)	643
Net increase:	<u>19,403</u>

Note: g) Other revenues (increase \$2.117m)
Reflects increase in returns for grants provide to Disability Service Organisations in prior years, recoup of fund from compensable clients and profit on disposal.

Note: h) Service appropriation (increase \$63.505)

Increase in funding for:	\$'000
Sustainable Funding and Contracting with Not-For-Profit Sector Initiative (Component I and II)	22,251
Accommodation support and preventive services (including election commitments)	18,254
Non-Government Human Services Sector Indexation	10,720
Salary and wages (including Public Sector General Agreement outcomes)	4,546
Cost escalation	7,400
Superannuation Guarantee Rate increase 2013–2014 – 2016–2017	370

Increase in funding for (continued)	\$'000
Voluntary Severance scheme	5,354
Reversal of 2012–2013 Corrective Measures (procurement freeze)	1,096
Reversal of 2012–2013 Corrective Measures (FTE and procurement savings)	6,662
Accrual appropriation	<u>370</u>
Total	<u>77,023</u>

Reduction in funding for:	\$'000
2% efficiency dividend	2,902
Program rationalisation savings	2,250
Global savings measures	39
2013–2014 Corrective measures (10% procurement savings)	771
2013–2014 Corrective measures (leave liabilities cap)	1,143
Workforce reform (salary cap)	<u>6,413</u>
	13,518
Net Increase:	<u>63,505</u>

Note: i) Services received free of charge (increase \$0.157million)
Mainly reflects increase Integrated and Procurement Services and Accommodation provided by Department of Treasury.

Note 32. Financial instruments

a) Financial risk management objectives and policies

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

Credit risk

Credit risk arises when there is the possibility of the Commission's receivables defaulting on their contractual obligations resulting in financial loss to the Commission.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any allowance for impairment as shown in the table at note 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.

Note 32. Financial instruments (continued)

(b) Categories of financial instruments

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

	2014 \$'000	2013 \$'000
Financial Assets		
Cash and cash equivalents	5,363	5,904
Restricted cash and cash equivalents	6,152	5,844
Receivables (see note)	43,443	36,910
Financial Liabilities		
Financial liabilities measured at amortised cost	5,220	5,223

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

(c) Financial instrument disclosures

Credit risk

The following table discloses the Commission's maximum exposure to credit risk and the ageing analysis of financial assets. The Commission's maximum exposure to credit risk at the end of the reporting period is the carrying amount of the financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Commission.

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

Aged analysis of financial assets

	Carrying Amount	Not past due and not impaired	Past due but not impaired					Impaired financial assets
	\$'000	\$'000	Up to 1 month	1–3 months	3 months to 1 year	1–5 years	More than 5 years	\$'000
			\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2014								
Cash and cash equivalents	5,363	5,363						
Restricted cash and cash equivalents	6,152	6,152						
Receivables (See note)	3,309	2,175	67	33	824	205	5	141
Amounts receivable for services	40,134	40,134						
Total	54,958	53,824	67	33	824	205	5	141
2013								
Cash and cash equivalents	5,904	5,904						
Restricted cash and cash equivalents	5,844	5,844						
Receivables (See note)	1,719	649	152	135	570	166	47	657
Amounts receivable for services	35,191	35,191						
Total	48,658	47,588	152	135	570	166	47	657

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

Liquidity risk and interest rate exposure

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

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

	Interest rate exposure					Maturity dates					
	Weighted average effective interest rate %	Carrying Amount	Fixed interest rate	Variable interest rate	Non- interest bearing	Nominal Amount	Up to 1 month	1–3 months	3 months to 1 year	1–5 years	More than 5 years
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2014											
Financial assets											
Cash and cash equivalents		5,363			5,363	5,363	5,363				
Restricted cash and cash equivalents		6,152			6,152	6,152	6,152				
Receivables (See note)		3,309			3,309	3,309	3,309				
Amounts receivable for services		40,134			40,134	40,134	40,134				
Total		54,958			54,958	54,958	54,958				
Financial liabilities											
Payables		5,220			5,220	5,220	5,220				
Total		5,220			5,220	5,220	5,220				

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

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

	Interest rate exposure					Maturity dates					
	Weighted average effective interest rate %	Carrying Amount	Fixed interest rate	Variable interest rate	Non- interest bearing	Nominal Amount	Up to 1 month	1–3 months	3 months to 1 year	1–5 years	More than 5 years
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
2013											
Financial assets											
Cash and cash equivalents		5,904			5,904	5,904	5,904				
Restricted cash and cash equivalents		5,844			5,844	5,844	5,844				
Receivables (See note)		1,719			1,719	1,719	1,719				
Amounts receivable for services		35,191			35,191	35,191	35,191				
Total		48,658			48,658	48,658	48,658				
Financial liabilities											
Payables		5,223			5,223	5,223	5,223				
Total		5,223			5,223	5,223	5,223				

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	2013
\$		
0–10,000	8	7
10,001–20,000	3	2
30,001–40,000	-	1
40,001–50,000	1	-
Total	12	10

	\$'000	\$'000
Base remuneration and superannuation	139	97
Other benefits	-	-
The total remuneration of the members of the accountable authority	139	97

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

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

Remuneration of senior officers

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

	2014	2013
110,001–120,000	1	-
120,000–130,000	1	-
130,001–140,000	-	1
140,001–150,000	-	2
150,001–160,000	-	1
170,001–180,000	2	4
180,001–190,000	-	1
190,001–200,000	2	1
200,001–210,000	3	-
230,001–240,000	1	2
280,001–290,000	1	-
400,001–410,000	-	1
450,001–460,000	1	-
Total	12	13

	\$'000	\$'000
Base remuneration and superannuation	2,369	2,425
Annual leave and long service leave accruals	142	37
Other benefits	67	62
The total remuneration of senior officers	2,578	2,524

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 is as follows:

	2014 \$'000	2013 \$'000
Auditing the accounts, financial statements and key performance indicators	111	97

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 \$'000	2013 \$'000
Autism Association of WA Inc.	31,793	28,620
BGSR Pty Ltd Supported Accommodation Services	5,582	4,220
Blind Citizens WA Inc.	18	18
Community Living Association (formerly Lower Great Southern CLA)	9,857	8,068

Note 35. Affiliated bodies (continued)

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 \$'000	2013 \$'000
Crosslinks Inc.	6,026	5,666
Directions Family Support Association (ex-Heritage I&FSA)	2,470	2,158
Elba Inc.	6,092	6,423
Enable Southwest Inc (formerly SWFSA)	8,415	9,236
Family Support WA Inc (formerly Landsdale Family Support Association)	3,085	2,601
Goldfields Individual and Family Support Association Inc.	4,576	4,596
Headwest (Brain Injury Association of WA Inc.)	483	339
identity.w.a.	21,928	21,240
Inclusion (Recreation and Sport Network Inc.)	1,993	1,988
Interchange Inc.	5,641	4,834
ISADD WA Pty Ltd	894	943
Kalparrin Centre (PMH)	347	385

Name of organisation	2014 \$'000	2013 \$'000
Kimberley Individual & Family Support Association	2,531	2,357
Kira Inc.	1,879	1,482
Lifeplan Recreation and Leisure Association Inc.	1,062	976
Lower Great Southern Family Support Association	2,516	2,560
Mandurah Disabled Support & Recreational Respite Inc.	40	39
Midway Community Care Inc.	7,331	6,243
Midwest Community Living Association Inc.	1,801	1,789
Mosaic Community Care Inc.	9,282	8,060
My Place (WA) Pty Ltd	24,466	23,574
Nascha Inc.	2,379	2,019
Nulsen Haven Association Inc.	27,345	24,890
One 2 One Pty Ltd	3,179	1,023
Peel Community Living Inc.	5,768	4,747
People Actively Committed Together	529	509
People with Disabilities	566	451
Phylos Inc.	759	740
Pledg Inc.	220	212
Rocky Bay Inc.	25,440	23,504
SECCA	448	322

Note 35. Affiliated bodies (continued)

Name of organisation	2014 \$'000	2013 \$'000
Senses Foundation	10,004	9,051
Strive Warren Blackwood Inc.	1,208	1,114
Teem Treasure Pty Ltd	4,587	3,684
TeenSpirit Inc.	116	133
The Centre for Cerebral Palsy	43,264	42,676
Therapy Focus Inc.	18,814	16,001
Orian Services WA Pty Ltd (formerly Transition and Integration Services Pty Ltd)	4,391	4,151
Upper Great Southern Family Support Association	1,169	936
Valued Independent People	5,834	5,363
Vemvane Inc.	559	541
WA Blue Sky Inc	2,783	2,665
We Can Community Services Pty Ltd	2,837	2,601
Wheatbelt Individual and Family Support Association	2,040	2,143

Note 36. Related bodies

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

Note 37. Supplementary financial information

Write-offs	2014 \$'000	2013 \$'000
Debts due to the State written off during the financial year	60	Nil
Losses through theft, defaults and other causes		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
Gifts of public property		
Gifts of public property provided by the Commission	Nil	Nil

Note 38. Schedule of income and expenses by service

	Accommodation support		Community-focused supports		Coordination and individual support		Family support		Access and inclusion		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013
Cost of services expenses												
Employee benefits expense	98,203	94,318	14,611	13,608	39,464	41,767	4,853	4,323	1,106	1,137	158,237	155,153
Supplies and services	13,630	12,546	4,314	4,805	6,403	7,015	1,464	1,564	287	319	26,098	26,249
Depreciation and amortisation expense	1,643	1,547	2,180	2,089	531	529	740	680	-	-	5,094	4,845
Accommodation expense	4,228	4,137	2,741	2,607	3,006	2,948	930	849	-	-	10,905	10,541
Expenditure on services provided by funded agencies	183,182	158,593	243,045	214,274	58,604	54,198	82,491	69,784	512	-	567,834	496,849
Individual funding and other grants	-	-	7,478	7,312	3,819	3,691	8,881	6,599	-	-	20,178	17,602
Loss on disposal of non-current assets	1	51	-	69	-	17	-	22	-	-	1	159
Other expenses	1,862	2,067	2,470	2,791	604	714	838	909	-	-	5,774	6,481
Total cost of services	302,749	273,259	276,839	247,555	112,431	110,879	100,197	84,730	1,905	1,456	794,121	717,879

Note 38. Schedule of income and expenses by service (continued)

	Accommodation support \$'000		Community-focused supports \$'000		Coordination and individual support \$'000		Family support \$'000		Access and inclusion \$'000		Total \$'000	
	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013
Income												
User charges and fees	8,367	8,011	-	-	-	-	-	-	-	-	8,367	8,011
Commonwealth grants and contribution	55,720	48,249	50,951	43,709	20,693	19,577	18,440	14,960	351	257	146,155	126,752
Other revenue	3,278	2,467	2,997	2,235	1,217	1,001	1,085	765	21	13	8,598	6,481
Total income other than income from State Government	67,365	58,727	53,948	45,944	21,910	20,578	19,525	15,725	372	270	163,120	141,244
Net cost of services	235,384	214,532	222,891	201,611	90,521	90,301	80,672	69,005	1,533	1,186	631,001	576,635
Income from State Government												
Service appropriation	244,521	219,971	223,595	199,278	90,794	89,256	80,926	68,206	1,552	1,172	641,388	577,883
Resources received free of charge	491	430	449	390	182	175	162	133	3	2	1,287	1,130
Regional community	75	73	69	65	28	29	25	22	-	-	197	189
Total income from State Government	245,087	220,474	224,113	199,733	91,004	89,460	81,113	68,361	1,555	1,174	642,872	579,202
Surplus/(deficit) for the period	9,703	5,942	1,222	(1,878)	483	(841)	441	(644)	22	(12)	11,871	2,567

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	2013
	\$'000	\$'000
Opening balance 1 July 2013	34	19
Receipt from Commonwealth	64	79
Expenditure	(106)	(64)
Closing balance 30 June 2014	(8)	34



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



Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION

Report on the Financial Statements

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

The financial statements comprise the Statement of Financial Position as at 30 June 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.



Auditor General

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.



Auditor General

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.



Auditor General

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.

A handwritten signature in black ink, appearing to read 'C. Murphy'.

COLIN MURPHY
AUDITOR GENERAL
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Perth, Western Australia
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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.

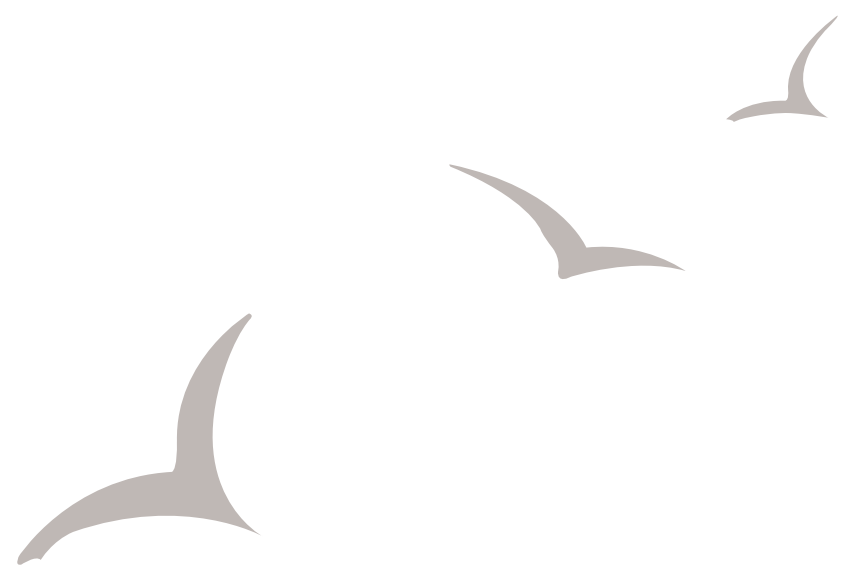
Key effectiveness indicators

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 (ie 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/s

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

2013–2014	2013–2014 target	Variation from target
39	48	-19%

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/s

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

2013–2014	2013–2014 target	Variation from target
n/a	n/a	n/a

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/s	2011–2012	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.	82%	80%	84%	82%	+2%	+4%

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/s	2011–2012	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.	409	399	420	404	+4%	+5%

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 (ie 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/s	2011–2012	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
The West Australian community is inclusive of people with disability.	89%	88.5%	82%	100%	18%	-6.5%

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/s

The West Australian community is inclusive of people with disability.

2013–2014	2013–2014 target	Variation from target
72%	85%	-13%

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/s	2011–2012	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
The West Australian community is inclusive of people with disability.	74%	75%	73%	77%	-4%	-2%

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.

Outcome/s	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
Accommodation support	\$138,695	\$155,495	\$150,660	3.2%	12.1%
Community-focused supports	\$37,457	\$35,814	\$40,316	-11.2%	-4.4%
Coordination and individual support	\$3,243	\$3,730	\$4,222	-11.7%	15.0%
Family Support	\$11,816	\$13,951	\$6,428	117.0%	18.1%
Access and inclusion	\$10,947	\$13,511	\$17,965	-24.8%	23.4%

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 a 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 (n= 553)
- Disability Professional Services (n= 362) and

- the lower cost Community Aids and Equipment program (n= 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.

Service	2012–2013	2013–2014	2013–2014 target	Variation from target	Variation from 2012–2013
Accommodation support	\$153,172	\$166,529	\$165,193	0.8%	8.7%
Community-focused supports	\$45,615	\$46,473	\$54,824	-15.2%	1.9%
Coordination and individual support	\$5,511	\$5,357	\$6,340	-15.5%	-2.8%
Family support	\$17,041	\$19,658	\$11,460	71.5%	15.4%

Efficiency indicator 4

Percentage of projects that achieved their outcome/s within the required time

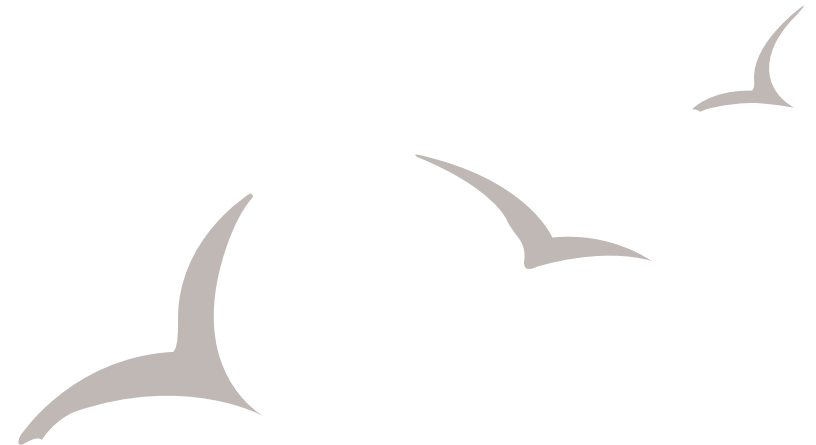
Access and inclusion projects have a defined goal that contributes to improving inclusion for people with disability in WA. The percentage of projects that achieved their outcomes within the required time is a measure of project efficiency.

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/s	2013–2014	2013–2014 target	Variation from target
Access and inclusion	83%	85%	-2%



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 2013–2014, 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 in the table on the next page.

FTE staff change by occupational category and area 2009–2014

	Financial years					% change
	2009–2010	2010–2011	2011–2012	2012–2013	2013–2014	
Social trainers/client assistants	911	916	887	873	796	-8.8%
Registered nurses	19	20	18	17	18	+5.9%
Enrolled nurses/nursing assistants	5	0	0	0	0	0
Support workers	78	78	75	74	66	-10.8%
Direct care (PSA – see note)	293	283	304	332	298	-10.2%
Total direct care	1,306	1,297	1,284	1,296	1,178	-9.1%
Administrative	375	375	392	381	384	+0.8%
Total	1,681	1,672	1,676	1,677	1,562	-6.9%

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 in the table below are derived from demographic information provided by employees on a voluntary basis through completion of a diversity questionnaire.

Demographic characteristics — participation by employment type as at 30 June 2014

	Male	Female	Culturally and linguistically diverse backgrounds	Aboriginal and Torres Strait Islander people	People with disability
Permanent F/T	496	732	143	7	25
Permanent P/T	37	333	24	2	15
Fixed Term F/T	24	42	1	0	2
Fixed Term P/T	1	33	1	0	1
Casual	36	141	10	1	3
Sessional (other)	0	0	0	0	0
Other	3	12	2	1	1
Total	597	1,293	181	11	47

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

The table below compares 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	Per cent of WA Public Sector workforce 2013	Per cent of Commission workforce 30 June 2013	Per cent of Commission workforce 30 June 2014
People with disability	2.6	4.0	3.5
Youth	5.1	5.1	2.5
Aboriginal and Torres Strait Islander people	3.0	1.5	0.7
People from culturally diverse backgrounds	12.4	17.3	14.7

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

Workforce trends

Current indicators	2010–2011	2011–2012	2012–2013	2013–2014
Staff as at 30 June	2,140	2,048	2,047	1,890
New permanent staff	158	173	138	83
Staff turnover	10.5%	10.9%	11.5%	10.2%
Annual average staffing level	1,672	1,676	1,677	1,562
Industrial disputes – days lost	0	0	0	0
Average accrued annual leave in days	19.4	19.5	19.4	16.7
Average accrued long service leave in days	11.59	11.5	10.6	8.2
Average sick leave taken in days (see note)	12.54	13	12.5	14.7
Overtime in hours/FTE	66	63	71.1	58.7

Note: 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** during 2013–2014 in advertising, market research, polling, direct mail and media advertising.

Expenditure was incurred in the following areas:

2013–2014	\$
Advertising agencies:	137,470
Adcorp Australia Ltd	58,330
Marketforce Advertising Limited	79,140
Market research organisations:	43,760
Patterson Research Group	43,760
Polling organisations	Nil
Direct mail organisations:	20,503
Westcare Inc	17,051
WPM Group Pty Ltd	3,452
Media advertising organisations:	115,790
Optimum Media Decisions (WA) Ltd	115,790
Total	317,523

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.

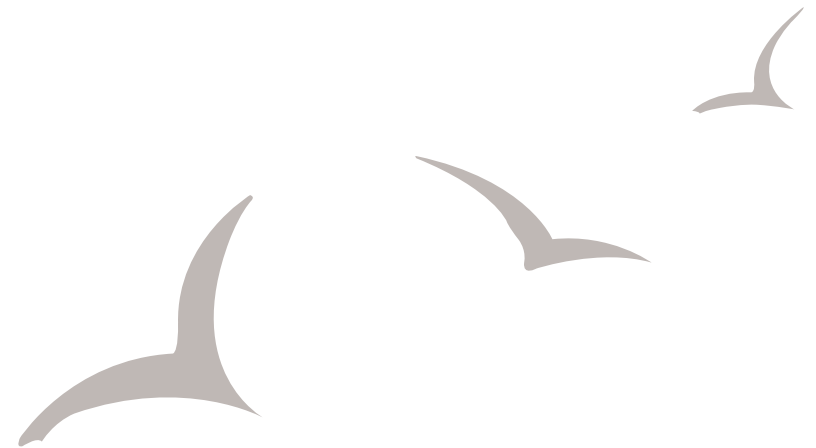
The records awareness package enables participants to provide comments and feedback and they can suggest enhancements to the training program software directly to the package vendor. The package vendor takes into consideration feedback from all of their customers and provides regular updates to course 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 who 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 who 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 and Injury Management Act 1981, Workers' Compensation and Injury Management Regulations 1992 and the Workers' Compensation Code of Practice (Injury Management) 2005, the Commission is firmly committed to restoring injured employees to their full physical, psychological, social, and vocational usefulness, consistent with their pre-injury status.

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

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, the prevention of bullying in the workplace, OSH roles and responsibilities, duty of care, office ergonomics and safe home visiting guidelines.

OSH training modules	Completion at 30 June 2014
OSH Compliance for Employees (1,861 employees enrolled)	1,249
OSH and Injury Management for Managers Module (342 managers enrolled)	304

Facility audits and visits

A total of 15 site visits were undertaken during the reporting period for matters relating to accidents and incidents, hazard management and workplace inspections.

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			Results against target	
	2011–2012	2012–2013	2013–2014	Government target	Comment on result (variation from 2011–2012) (see note)
Number of fatalities	0	0	0	0	
Lost time injury and/or disease incidence rate	4.9	4.4	4.6	0 or 10% reduction	6% reduction
Lost time injury and/or severity rate	23.2	8.5	16.7	0 or 10% reduction	28% reduction
Percentage of workers returned to work within 13 weeks	88%	79.2%	80%	Greater than or equal to 80%	Ongoing proactive injury management strategies
Percentage of workers returned to work within 26 weeks	98%	89%	87%		continue to ensure good results with workers returning to work within 13 and 26 weeks
Percentage of managers trained in occupational health, safety and injury management responsibilities	80%	87%	89%	Greater than or equal to 80%	9% increase

Note: This is a three-year trend and as such the comparison year is 2011–2012.

Additional OSH key performance indicators

Measure / Category	2011–2012	2012–2013	2013–2014	Commission target	Comment on result (variation from 2011–2012) (see note)
Premium	\$4.1million	\$4million	\$3.7million	10% reduction	9.8% reduction
Lost time injury and/or disease frequency rate	28.3	24.8	25.0	10% reduction	12% reduction
Number of accidents and incidents	551	468	463	10% reduction	16% reduction
Number of lost days	4,061	3,869	3,605	10% reduction	11% reduction
Lost time only claims	83	72	69	10% reduction	17% reduction
Medical only claims	31	40	18	10% reduction	42% reduction
Total number of workers' compensation claims	114	112	87	10% reduction	24% reduction
Number of notifiable injuries to WorkSafe	16	10	8	10% reduction	50% reduction

Note: This is 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 table below states the Commission's remuneration costs.

Disability Services Commission Board

Position	Name	Type of remuneration*	Period of membership	Gross / actual remuneration (per annum)
Chair	Mr Bruce Langoulant	Annual sitting fee	09/06/2013–08/06/2015	\$ 39,442
Deputy Chair (tenure ended during reporting period)	Dr Anthony Curry	Annual sitting fee	31/01/2011–30/12/2013	\$14,988
Deputy Chair (tenure commenced during reporting period)	Ms Kathy Hough	Annual sitting fee	02/05/2011–01/05/2014	\$14,988
Member	Ms Sandra Jensen	Annual sitting fee	06/08/2012–05/08/2015	\$8,677
Member (tenure ended during reporting period)	Ms Samantha Jenkinson	Annual sitting fee	01/01/2012–31/12/2013	\$8,677
Member	Mayor Russel Aubrey	Annual sitting fee	02/11/2012–01/11/2015	\$8,677
Member (tenure ended during reporting period)	Mr Michael Tidy	Annual sitting fee	31/01/2011–30/12/2013	\$8,677
Member	Ms Laura Miller	Annual sitting fee	12/12/2011–12/12/2014	\$8,677
Member (resigned during reporting period)	Mr Philip Thick	Annual sitting fee	12/12/2011–14/01/2014	\$8,677
Member (tenure commenced during reporting period)	Ms Julie Carr	Annual sitting fee	01/01/2014–31/12/2016	\$8,677
Member (tenure commenced during reporting period)	Mr Gavin Robbins	Annual sitting fee	01/01/2014–31/12/2016	\$8,677
Member (tenure commenced during reporting period)	Ms Melissa Northcott	Annual sitting fee	20/02/2014–06/02/2017	\$8,677
Member	Dr Rachael Skoss	Nil – part of Ministerial Advisory Committee on Disability responsibilities	01/01/2014–31/12/2015	-

Ministerial Advisory Council on Disability

Position	Name	Type of remuneration*	Period of membership	Gross / actual remuneration (per annum)
Chair (tenure ended during reporting period)	Ms Samantha Jenkinson	Annual sitting fee	01/01/2012–31/12/2013	\$19,305
Chair (tenure commenced during reporting period)	Dr Rachael Skoss	Annual sitting fee	01/01/2014–31/12/2015	\$19,305
Deputy Chair	Ms Jacqueline Reid	Annual sitting fee	24/11/2012–23/11/2014	\$8,125
Member (tenure commenced during reporting period)	Ms Alison White	Annual sitting fee	29/07/2013–28/08/2015	\$5,555
Member (tenure commenced during reporting period)	Mr Darren Lomman	Annual sitting fee	29/07/2013–28/08/2015	\$5,555
Member (tenure ended during reporting period)	Mr Philip Badger	Annual sitting fee	01/01/2012–31/12/2013	\$5,555
Member (tenure commenced during reporting period)	Ms Penny Forgarty	Annual sitting fee	01/01/2014–31/12/2015	\$5,555
Member (tenure commenced during reporting period)	Dr Hellen Dullard	Annual sitting fee	01/01/2014–31/12/2015	\$5,555
Member	Ms Samantha Connor	Annual sitting fee	22/11/2012–21/11/2014	Nil
Member (tenure ended during reporting period)	Ms Kim Hawkins	Annual sitting fee	08/03/2012–07/03/2014	\$5,555
Member (tenure commenced during reporting period)	Mr Thomas Armington	Annual sitting fee	29/07/2013–28/07/2015	\$5,555
Member (resigned during reporting period)	Dr Mohammed Jenhangir	Annual sitting fee	29/07/2013–31/03/2014	\$5,555
Member (tenure commenced during reporting period)	Mr Jethro Hepton	Annual sitting fee	29/07/2013–28/07/2015	\$5,555
Member (tenure commenced during reporting period)	Ms Wendy Dimer	Annual sitting fee	29/07/2013–28/07/2015	\$5,555
Member (tenure commenced during reporting period)	Ms Eloise Bolam	Annual sitting fee	01/01/2014–31/12/2015	\$5,555
Member (tenure commenced during reporting period)	Ms Cindy Evans	Annual sitting fee	08/03/2014–07/03/2016	\$5,555
Member (tenure commenced during reporting period)	Mr Angelo Cianciosi	Annual sitting fee	09/06/2014–12/06/2016	\$5,555
Member (tenure commenced during reporting period)	Mr Stuart Jenkinson	Annual sitting fee	01/01/2014–31/12/2015	\$5,555

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.

Position	Name	Type of remuneration*	Period of membership	Gross / actual remuneration (per annum)
Chair	Chairperson 1	Nil	To August 2013	\$0.00
Chair	Chairperson 2	Nil	September to November 2013	\$0.00
Facilitator – DSC	Facilitator 1	Commission Employee	To November 2013	Salary
Facilitator – DSC	Facilitator 2	Commission Employee	To November 2013	Salary
Facilitator – DSC	Facilitator 3	Commission Employee	To November 2013	Salary
Facilitator – DSC	Facilitator 4	Commission Employee	To November 2013	Salary
Executive Support – DSC	Executive Support	Commission Employee	To November 2013	Salary
Panel Member	Panel Member 1	Nil	To November 2013	\$0.00
Panel Member	Panel Member 2	Nil	To November 2013	\$0.00
Panel Member	Panel Member 3	Nil	To November 2013	\$0.00
Panel Member	Panel Member 4	Nil	To November 2013	\$0.00
Panel Member	Panel Member 5	Commission Employee	To November 2013	Salary
Panel Member	Panel Member 6	Commission Employee	To November 2013	Salary
Panel Member	Panel Member 7	Commission Employee	To November 2013	Salary
Panel Member	Panel Member 8	Commission Employee	To November 2013	Salary

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.

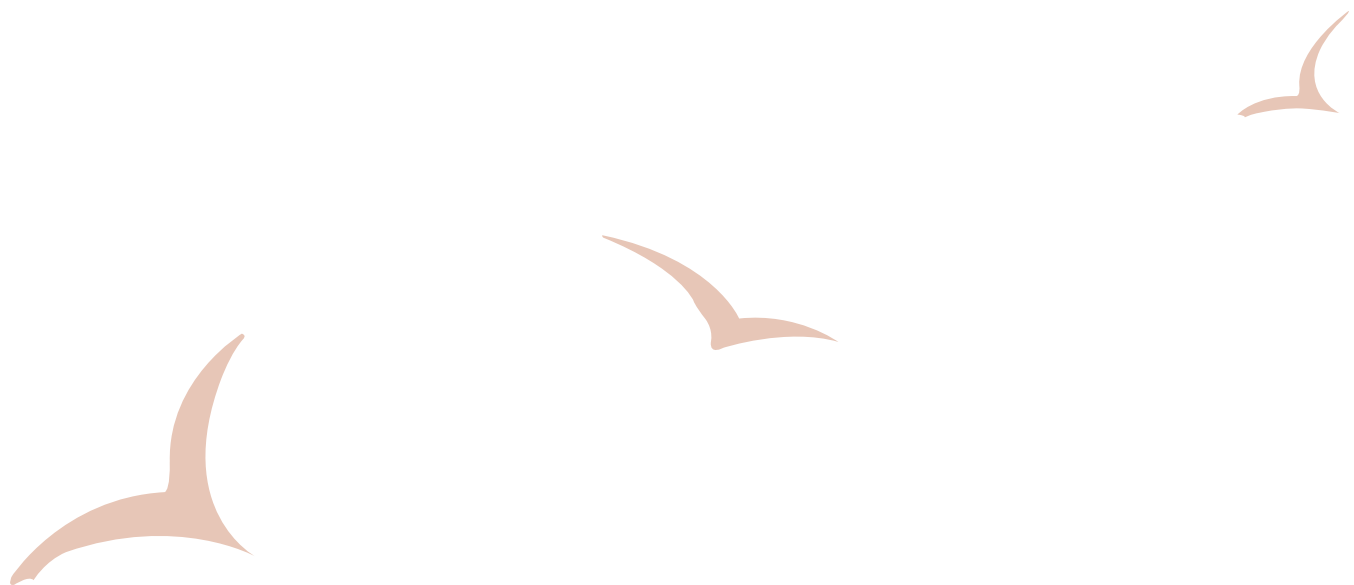
Position		Name	Type of remuneration*	Period of membership	Gross / actual remuneration (per annum)
Panel members contracted to the Commission via panel tender					
Chairperson		Professor Sherry Saggars	Annual sitting fee	Appointed annually by the Commission's Board	\$3,360
Carer group representative – external to Commission	Panel member 1	Remunerations are calculated at an hourly rate equivalent to Level 6.1 according to the number of applications assessed.		01/07/2011–30/06/2016	\$6,324
Family member – external to Commission	Panel member 2			01/07/2011–30/06/2016	\$18,502
Disability sector organisation representative – external to Commission	Panel member 3			01/07/2011–30/06/2016	\$30,897
Consumer – external to Commission	Panel member 4			01/07/2011–30/06/2016	\$30,897
Family member – external to Commission	Panel member 5			01/07/2011–30/06/2016	\$36,776
Disability sector organisation representative – external to Commission	Panel member 6			01/07/2011–30/06/2016	\$13,317
Family member – external to Commission	Panel member 7			01/07/2011–30/06/2016	\$30,221
Advocate/peak body representative – external to Commission	Panel member 8			01/07/2011–30/06/2016	\$23,647
Disability sector organisation representative – external to Commission	Panel member 9			01/07/2011–30/06/2016	\$35,128
Consumer – external to Commission	Panel member 10			01/07/2011–30/06/2016	\$35,648
Disability sector organisation representative – external to Commission	Panel member 11			01/07/2011–30/06/2016	\$6,323
Advocacy representative – external to Commission	Panel member 12			01/07/2011–30/06/2016	\$5,627

Independent Priority Assessment Panel (continued)

Commission Level 6 (or above) employees serving on the panel.

Nil additional remuneration to employees for Panel services. Journal transfer of funds from the Funding Directorate to employees' directorates equivalent to Level 6.1, calculated at an hourly rate according to number of applications assessed.

Position	Name	Type of remuneration*	Period of membership	Gross / actual remuneration (per annum)
Commission representative	Panel member 13	Journal transfer – Funding Directorate to Accommodation Services Directorate	14/05/2013–16/07/2013	\$6,712
Commission representative	Panel member 14	Journal transfer – Funding Directorate to Specialist Services Directorate	14/05/2013–16/07/2013	\$11,857
Commission representative	Panel member 15	Journal transfer – Funding Directorate to Community and Sector Development Directorate	14/05/2013–16/07/2013	\$7,154
Commission representative	Panel member 16	Journal transfer – Funding Directorate to Accommodation Services Directorate	30/10/2013–17/12/2013	\$8,856
Commission representative	Panel member 17	Journal transfer – Funding Directorate to Strategy Directorate	30/10/2013–17/12/2013	\$6,484
Commission representative	Panel member 18	Journal transfer – Funding Directorate to Strategy Directorate	30/10/2013–17/12/2013	\$5,788
Commission representative	Panel member 19	Journal transfer – Funding Directorate to Strategy Directorate	31/03/2014–20/05/2014	\$9,019
Commission representative	Panel member 20	Journal transfer – Funding Directorate to Business Directorate	31/03/2014–20/05/2014	\$6,216



Appendix: Funding to disability sector organisations



Funding to disability sector
organisations by service
2013–2014

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Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
1	Activ Foundation Inc	27,518,505	12,815,284	-	5,617,542	45,951,331
2	Advocacy South West (Inc)	-	-	-	278,612	278,612
3	Anglicare WA Inc	-	1,313,397	-	192,621	1,506,018
4	Association for the Blind of Western Australia (Inc) (Now known as VisAbility)	-	-	795,709	1,199,186	1,994,895
5	ATLAS (Access to Leisure and Sport) Inc	-	169,584	-	90,172	259,756
6	Australian Red Cross (Lady Lawley Cottage)	-	2,947,810	-	5,624,469	8,572,279
7	Autism Association of WA	14,621,708	9,138,403	5,341,783	2,691,240	31,793,134
8	Avon Community Employment Support Centre Inc	-	881,384	-	261,337	1,142,721
9	Baptistcare Inc	3,105,264	8,405,301	-	1,035,350	12,545,915
10	Ben's Administration Company	-	-	-	131,355	131,355
11	BGSR Pty Ltd Supported Accommodation Services	4,338,564	1,167,457	-	75,682	5,581,703
12	Blind Citizens WA Inc	-	-	-	18,309	18,309

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
13	Brightwater Care Group Inc	11,759,589	269,332	-	95,188	12,124,109
14	Cam Can & Associates	-	8,164,281	-	2,089,183	10,253,464
15	Carers' Association of Western Australia	-	127,438	-	-	127,438
16	Claremont Therapeutic Riding Centre	-	222,381	-	-	222,381
17	Community Living Association Inc	-	8,893,442	-	963,796	9,857,238
18	Community Vision Inc	-	1,639,295	-	653,880	2,293,175
19	Crosslinks Inc	2,091,427	3,672,119	-	262,169	6,025,715
20	DADAA Inc	-	280,030	-	115,026	395,056
21	Developmental Disability Council of WA	-	150,000	-	1,472,762	1,622,762
22	Directions Family Support Association	-	1,844,076	-	625,894	2,469,970
23	Elba Inc	-	5,979,605	-	112,279	6,091,884
24	Empowering People In Communities (EPIC) Inc	-	1,037,076	-	1,178,977	2,216,053
25	Enable Southwest Inc	-	5,452,816	-	2,962,834	8,415,650
26	Ethnic Disability Advocacy Centre	-	-	-	552,205	552,205
27	Fairbridge Western Australia Inc	-	-	-	99,531	99,531

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
28	Family Planning WA	-	-	585,242	-	585,242
29	Family Support WA Inc	3,048	1,764,316	-	1,317,281	3,084,645
30	Goldfields Individual and Family Support Association	1,502,458	2,328,523	-	745,038	4,576,019
31	Headwest Brain Injury Association of WA Inc	-	-	-	482,686	482,686
32	Identitywa	17,496,726	1,083,997	-	3,347,347	21,928,070
33	Inclusion WA Inc	-	1,483,105	-	509,931	1,993,036
34	Independence Australia (Paraquod Victoria)	-	5,048,682	-	217,350	5,266,032
35	Independent Living Centre	-	-	3,645,886	545,400	4,191,286
36	Interchange Inc	-	5,165,580	-	475,371	5,640,951
37	Intework Inc	-	10,121,872	-	725,598	10,847,470
38	ISADD WA Pty Ltd	-	-	893,530	-	893,530
39	Kalparrin Centre	-	-	-	346,634	346,634
40	Key Assets WA Ltd	-	719,972	-	140,844	860,816
41	Kids are Kids! Therapy and Education Centre Inc.	-	-	591,179	-	591,179
42	Kids' Camps Inc	-	-	-	276,166	276,166
43	Kimberley Individual and Family Support Association	683,287	1,195,317	-	652,843	2,531,447
44	Kira Inc	-	1,638,223	-	241,061	1,879,284
45	Life Without Barriers	3,517,210	12,528,449	-	2,538,169	18,583,828

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
46	Lifeplan Recreation & Leisure Association Inc	-	935,023	-	126,915	1,061,938
47	Lifestyle Solutions Aust Ltd	583,007	1,507,223	-	755,695	2,845,925
48	Lower Great Southern Family Support Association Inc	-	1,810,778	-	705,260	2,516,038
49	Mandurah Community Care Inc	-	288,772	-	297,105	585,877
50	Mandurah Disabled Support & Recreational Respite (Inc)	-	40,217	-	-	40,217
51	Midway Community Care	3,151,005	3,571,930	-	608,057	7,330,992
52	Midwest Community Living Association Inc	-	1,320,186	-	480,984	1,801,170
53	Miscellaneous Providers	8,357,080	410,000	12,800	2,282,084	11,061,964
54	Mosaic Community Care Inc	7,550,650	1,630,594	-	100,821	9,282,065
55	Multicultural Services Centre of Western Australia	59,596	95,608	-	130,882	286,086
56	Multiple Sclerosis Society	3,697,050	6,352,689	124,773	1,864,075	12,038,587
57	My Place Foundation Inc	-	217,823	-	-	217,823
58	My Place WA Pty Ltd	-	22,684,843	-	1,781,048	24,465,891
59	Nascha Inc	277,303	1,789,006	-	312,971	2,379,280
60	National Disability Services Ltd WA	-	732,586	-	3,030,831	3,763,417

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
61	Next Challenge Enterprises Pty Ltd	-	-	88,935	6,600	95,535
62	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council	-	-	-	797,150	797,150
63	Nulsen Haven Association Inc	23,527,487	2,710,236	1,043,386	64,200	27,345,309
64	One 2 One Pty Ltd	-	2,801,134	-	377,580	3,178,714
65	Orion Services WA Pty Ltd (formerly TIS)	2,280,001	1,782,211	-	328,960	4,391,172
66	Outcare Inc	-	1,423,581	-	-	1,423,581
67	Peel Community Living Inc	4,338,958	1,382,872	-	46,094	5,767,924
68	People Actively Committed Together	-	355,455	-	174,020	529,475
69	People With Disabilities	-	-	-	565,635	565,635
70	Personal Advocacy Service	-	-	-	126,577	126,577
71	Perth Home Care Services Inc	-	24,885,152	-	5,798,464	30,683,616
72	Phylos Inc	-	759,153	-	-	759,153
73	Pledg Inc	-	-	-	219,669	219,669
74	Richmond Fellowship of Western Australia Inc	-	270,155	-	273,935	544,090
75	Riding for the Disabled Association of WA	-	316,421	-	-	316,421

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
76	Rise Network Inc (formerly HCSG)	7,395,020	3,437,441	-	845,586	11,678,047
77	Rocky Bay Inc	4,451,357	6,304,529	10,165,369	4,519,039	25,440,294
78	SECCA	-	-	336,247	112,000	448,247
79	Senses Foundation Inc	4,076,628	2,939,605	2,111,626	875,679	10,003,538
80	Seventh Day Adventist Aged Care WA	70,061	1,299,100	-	264,991	1,634,152
81	Silver Chain Group Limited	-	-	-	495,394	495,394
82	South Metropolitan Personnel (Lifeskills 2 Work Fremantle)	-	2,394,535	-	121,626	2,516,161
83	Southern Cross Care WA Inc	-	134,660	-	-	134,660
84	Spine & Limb Foundation Inc (formerly Paraplegic Quadriplegic Assoc)	-	1,837,135	-	- 112,617	1,724,518
85	Strive Warren Blackwood Inc	-	851,972	-	356,234	1,208,206
86	Teem Treasure Pty Ltd	1,015,256	3,372,035	-	200,000	4,587,291
87	TeenSpirit Inc	-	-	-	116,160	116,160
88	Telethon Institute for Child Health Research	-	-	-	174,636	174,636
89	Telethon Speech and Hearing Centre for Children	-	-	379,757	59,054	438,811
90	The Centre for Cerebral Palsy	18,533,266	7,608,254	11,712,233	5,410,346	43,264,099

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
91	The Society of Friends of David Guhl	-	-	-	83,402	83,402
92	The Spiers Centre Inc	-	50,000	-	15,694	65,694
93	Therapy Focus Inc	-	1,335,000	13,474,260	4,005,051	18,814,311
94	UnitingCare West	2,527,914	1,222,908	-	148,120	3,898,942
95	Upper Great Southern Family Support Association	-	989,059	-	180,388	1,169,447
96	Valued Independent People Inc	-	5,382,542	-	451,209	5,833,751
97	Vemvane Inc	-	79,468	-	479,469	558,937
98	WA Blue Sky Inc	2,452,361	226,943	-	104,160	2,783,464
99	WA Deaf Society	-	75,711	172,177	-	247,888
100	WA Disabled Sports Association Inc	-	258,302	-	50,048	308,350
101	We Can Community Services Pty Ltd	1,658,678	1,006,054	-	172,318	2,837,050
102	West Australian Sleep Disorders Research Institute (Inc)	-	-	316,306	-	316,306
103	Westcare Inc	232,412	41,302	-	-	273,714
104	Western Australian Motor Industry Foundation Inc	-	400,000	-	-	400,000
105	Wheatbelt Individual and Family Support Association	-	906,058	-	1,134,157	2,040,215

Number	Disability sector organisation	Accommodation support (Service 1) \$	Community-focused supports (Service 2) \$	Coordination and individual support (Service 3) \$	Family support (Service 4) \$	Total \$
106	Wize Therapy Pty Ltd	-	-	500,866	-	500,866
107	Workpower Incorporated	-	2,715,801	-	93,999	2,809,800
	Local and state government agencies					
108	Child & Adolescent Health Service	-	-	53,000	-	53,000
109	City of Canning	309,186	550,093	-	218,384	1,077,663
110	City of Fremantle	-	21,096	-	-	21,096
111	City of Gosnells	-	-	-	94,614	94,614
112	North Metropolitan Area Health Service	-	-	1,126,235	-	1,126,235
113	South Metropolitan Area Health Service	-	-	2,983,501	-	2,983,501
114	WA Country Health Service	-	-	2,149,555	-	2,149,555
Total		183,182,063	243,161,798	58,604,355	82,886,072	567,834,288

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.



Disability Services Commission

Annual Report 2013-2014

Disability Services Commission

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