



disability
services
commission



annual report
2014–2015

Accessibility statement

We have designed and written our annual report to make it accessible wherever possible. While this results in the report being bigger, it is important to ensure people with vision impairment or who use screen readers are able to access it. This is also why the report is available online in both PDF and Word formats. The use of larger font throughout, replacement of footnotes with full text descriptions and designs that result in more space for financial tables are some of the accessible features. This report can also be provided in other formats if requested, ensuring all readers can have access to this information.

Cover: Keen rock-climber Luther Frost-Barnes, of Busselton, is a WA NDIS My Way trial participant in the Lower South West.



Right: Education Assistant Yuko Walker-Tamaki and student Alexander King were among those at Bayswater's Durham Road School who made kites to spread the Count Me In message during Disability Awareness Week in 2014.





Above: Disability Services Minister Helen Morton met Ellen Buswell at the launch of the WA NDIS My Way trial in Cockburn-Kwinana on 30 June.

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About us

The Disability Services Commission works collaboratively with the wider disability services sector to provide supports, services and information to West Australians with disability, their families and carers. We also work to promote greater access and inclusion in the broader community.

We do this by partnering with disability sector organisations, community organisations and local, state and Commonwealth governments. Working together ensures that people can understand and access the best possible supports and services for them.

This year our organisation provided funding and support to more than 25,500 people with disability across the State. Our more than 1,800 staff members – based throughout the State, from Kununurra to Albany – work to ensure that people with disability can access contemporary, diverse, high quality supports and services.

We see our strong point of difference as being our individualised and relationship-based approach to our work. Each person has different, unique needs and goals. Across our whole business, we work to facilitate services that meet each person's unique requirements. Relationships are fundamental to this approach. We need to know people to understand how they want to be supported. And we need a strong relationship with the disability sector to make sure a range of viable, varied services are available for people with disability to choose from.

The first government agency in Australia established to bring disability supports, services and people together, the Commission continues to be a national leader in the planning, funding and delivery of disability services.

Our vision

Our vision is that 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 initiatives for disability supports and services
- providing strong leadership to protect and promote the rights of people with disability, their families and carers
- 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 our community
- funding and delivering supports and services that are accessible, high quality and culturally appropriate
- ensuring our direction is guided by contemporary thinking and evidence-based practice
- being accountable for our performance and building a sustainable organisation.

Our values

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

- Commitment – we are committed to our vision for people with disability, their families and carers
- Respect – we recognise everyone's contribution and value diversity
- 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.

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Statement of compliance



The Hon Helen Morton MLC Minister for Disability Services

For the year ended 30 June 2015

In accordance with section 63 of the Financial Management Act 2006, 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 2015.

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

14 September 2015

Overview

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Executive summary

Chairperson's report



The past year has highlighted the real strength of the disability services sector in Western Australia. We are the only State or territory government in the nation to operate trials of our own model of the National Disability Insurance Scheme (NDIS) – our WA NDIS My Way trials are in the Lower South West and, from 1 July 2015, in the Cockburn-Kwinana area. We have good reason for pursuing our own models of the NDIS. Over the past 20 years, we have built what I believe is the strongest disability services system and, through partnership with non-government organisations, the most developed disability services sector in the country. Our unique trial of the NDIS reflects this: it leverages off our locally accessible, relationship based, individualised model of support, built over time as a result of continuing to listen to West Australians with disability **[see: Our focus this year on page 11]**. It has been so incredibly positive, from my home in the Lower South West, to experience the WA NDIS My Way trial first hand and really see the benefits of our distinctive WA approach.

With so much effort being focused on the WA NDIS My Way trial, it would be easy to overlook some of our other great achievements this year. The establishment of legislation and infrastructure to deliver a comprehensive Disability Justice Service, including the Bennet Brook Disability Justice Centre, is a truly significant achievement that has been years in the making **[see: Project in focus on page 32]**. It represents a shift in access to justice for some of the most vulnerable members of our community. We

have also moved to transition significant portions of directly delivered services to the non-government sector, giving people with disability greater choice and control than ever before **[see: Project in focus on page 83]**.

We have undertaken huge amounts of procurement and grant disbursement to underpin the continuation of a diverse and innovative sector. And we have taken further steps to ensure the appropriate care and well-being of people with disability through the full implementation of our new Quality System, and further development of our enquiries and complaints system.

One of my key areas of focus as Board Chair is connection with the community, and making sure we are taking steps to make our communities more inclusive and accessible for everyone. This is at the core of the State Government's Count Me In vision **[see: Project in focus on page 44]**. We promote this vision and its aspirations in many ways, including through our Count Me In Ambassadors program, of which I am patron. This is driven by a passionate and dedicated group of about 29 people, who give up their time to raise understanding and awareness of disability issues.

As well, this year we have established two projects that support these aspirations and are particularly close to my heart. The first is the Changing Places project currently being rolled out across the State **[see: Case study on page 60]**. As a person with family experience of the impact a lack of appropriate change and bathroom facilities, I am thrilled this project has been established. It will markedly improve the ability of many West Australians to participate in community life.

The other project I'm particularly pleased with is South West Wheels **[see: Project in focus on page 189]**. Over the years I have had many discussions with families about a lack of accessible transport options, especially in regional areas, for people with disability, limiting or preventing them from accessing supports and services. The development of South West Wheels gives us a real opportunity to try a flexible approach to vehicle use, based around the individual's needs, rather than when a transport service may be available.

I have also been heartened by the outcomes of the Board Chairs forums, where Chairs of disability sector organisations get together to share information, ideas and expand their understanding of issues across the sector. I am proud to lead this forum which helps maintain a well-informed sector, united in its intent for improving opportunities for people with disability.

I also greatly value my continued engagement with people with disability and their families and carers at the Reference Network meetings, held around the State throughout the year as a forum for people to meet directly and privately with the Commission to discuss matters of importance to them.

The balance we have struck this year, in both looking to the future and addressing the here-and-now gives me great faith in the resilience and capacity of the Commission and the wider disability sector in Western Australia. While the coming years certainly hold challenges, I think we're ready for them.

Director General's report



Reform is a recurring theme in the Disability Services Commission's 2014–2015 Annual Report. With the full support of the State Government, we have taken a leadership role in planning, preparing and promoting major reforms in the State's disability services system, culminating in the commencement of the National Disability Insurance Scheme (NDIS) My Way trial in the Lower South West region.

The changes that are currently taking place are, in many respects, a continuation of a reform journey that commenced back in the 1990s. In the early part of that decade the Western Australian disability service system mirrored many other systems across the Western world. It was a supply-driven, rationed system that offered a fixed set of services. There was little opportunity for people seeking services, especially those with severe or profound disability, to design and plan their own support arrangements. They had very little choice and control over the supports they received.

In the early 1990s the winds of change started to blow through the local disability service system. Strong, visionary leaders started to emerge to challenge the status quo. Underpinned by the principles of inclusion, participation, person-centred planning, early intervention and consumer choice, new approaches were trialled and championed.

During the last years of the previous century the local service system commenced a period of transformational change which continues today. Through a combination of local creativity and ideas borrowed from overseas we saw the emergence of new programs and processes that gradually moved the locus of control from the people running the system to the people using the system. Components of our current

service system that we now take for granted such as the state-wide Local Area Coordination service, individualised funding, self-management and supported community living were designed and introduced to transform disability services into a demand driven system based on the needs of the individual.

Over the past 25 years the disability services system has continued to grow and develop based on the vision and principles that were established in the 1990s. Importantly, the system we have today suits the Western Australian context. What we now have is a relationship-based support system with local decision making and a strong partnership between the Disability Services Commission and our partner service provider organisations. The Commission, in partnership with the disability sector, is now well placed to continue the reform journey based on the principles of the NDIS.

Our highest priority for 2014–2015 was the implementation of the WA NDIS My Way trial in the Lower South West along with preparation for the trial's expansion into the Cockburn-Kwinana area. The preliminary outcomes of this trial indicate that the WA NDIS My Way model provides high quality, individualised, cost effective and timely services for people with a disability, with a high level of expressed consumer satisfaction.

The intensive development work required for the WA NDIS My Way trial is also being used as the basis for change across the rest of the disability services system. The Commission will continue to promote and facilitate the ongoing reform of the state-wide service system; a journey that commenced back in the 1990s. The journey continues.

Our year in focus

The National Disability Insurance Scheme

1 July 2014 was a milestone date in the on-going development of the Western Australian disability services system. It was the start date for the trial of the National Disability Insurance Scheme (NDIS) in WA.

In 2013 the State and Commonwealth governments agreed on a unique arrangement – a comparative trial of two different models over a two year period. This agreement provides WA with the opportunity to learn from both approaches and build upon the positive features of the State's existing disability services system.

Our State has long been at the forefront of disability services delivery and began implementing significant reform initiatives well before the agreement for an NDIS was reached. Offering individualised supports and services to people with disability, their families and carers has been at the heart of our business for many years.

During 2014–2015, the State's WA NDIS My Way model was run by the Disability Services Commission in the Lower South West and the Commonwealth's NDIS model, run by the National Disability Insurance Agency (NDIA), was trialled in the Perth Hills area.

Over the two-year trial period, the anticipated cost of the WA NDIS My Way trial in the Lower South West and Cockburn-Kwinana area is \$171.2 million, with \$88.3 million being contributed by the State Government, and the remainder by the Commonwealth.

Our focus for 2014–2015 was clear. Collectively our organisation has successfully implemented the State Government's WA NDIS My Way trial in the Lower South West, with encouraging results and trends emerging. We

have also prepared extensively for the trial's expansion into the Cockburn-Kwinana area from 1 July 2015. Alongside this we have been consciously and actively aligning our business for the future.

WA NDIS My Way – what it's all about

The WA NDIS My Way model is based on the proven and valued features of the State's existing disability support system that have been developed during the past 25 years. It's about getting the best outcomes for people with disability, their families and carers in a way that works for them.

It's about relationships

We know that effective human service systems rely on strong and respectful relationships with both service providers and the people accessing services. Decades of operating our state-wide Local Area Coordination service has taught us this.

In WA NDIS My Way, individuals can develop a genuine relationship with their NDIS My Way Coordinator. Coordinators work with the person with disability, their family and carers and anyone they wish to have involved to support planning. NDIS My Way Coordinators provide a single point of contact to provide a consistent experience for people, which can be intensive or 'light touch', depending on the person's needs and wishes.

It's about good planning, networks and community

A person's WA NDIS My Way journey begins with planning. Detailed planning based on accurate information and a person's goals and aspirations for their future is fundamental to this approach. The resulting plan incorporates strategies tailored to the individual's skills, strengths and goals.

To deliver the best outcomes, planning needs to consider more than just a person's immediate needs and the formal paid supports and services

available. WA NDIS My Way planning has a strong emphasis on building, strengthening and maintaining a person's connection to their community through informal support networks and linking them with supports and services available in their area.

It's about choice and control

Every person has unique needs and requirements. Through the WA NDIS My Way planning process, people with disability are in the driving seat and can choose the mix of supports and services that will help them achieve their goals. This contemporary approach has proven to achieve relevant, stable and sustainable support arrangements for people with disability, their families and carers.

It's about making decisions locally

Making decisions locally, that consider local context and conditions, is a key feature of the WA NDIS My Way model. This is particularly important in a state as large and diverse as WA.

Where decisions are being made by a locally based team, they have the capacity to be highly personalised, flexible and responsive. My Way Coordinators have extensive local knowledge, are well-placed to know what is working for a person and can respond quickly to their changed needs or circumstances.

It's about individualised funding

We have long understood that individualised funding and self-management are key elements of a contemporary support system. In WA, more than 90 per cent of all disability funding for supports and services is allocated via individualised funding packages. This promotes a high level of choice and control for those who are accessing services.

The relatively high proportion of people who take the opportunity to self-

manage part or all of their supports – where people choose to manage their own funds and arrangements – is unique to WA. This is also a testament to the flexible nature of the WA NDIS My Way model, support provided by NDIS My Way coordinators and the confidence people have in using that option.

It's about partnership with the non-government sector

An important feature of the WA disability service system is our partnership approach with non-government service organisations.

People with disability benefit from the genuine relationship that exists between the Commission and more than 130 non-government organisations responsible for the provision of direct supports and services.

Over the past five years, we've worked hard to build on this partnership approach by including disability and mental health service organisations in the design and delivery of the WA NDIS My Way model.

Working closely with these key stakeholders has had a significant and positive impact on the quality and diversity of services available to people with disability in the state. Engaging service provider organisations as partners in policy and design development has strengthened the WA NDIS My Way model.

It's about proactively developing our sector

The Commission continues to have a proactive approach to sector planning and development to ensure that people with disability have true choice by being able to access a range of high quality supports and services. This is particularly relevant in regional and remote areas where service provision is often complex and challenging.

The Western Australian disability services sector is undergoing expansion and change, with many existing organisations indicating a willingness to

broaden their operations to meet an increasing demand for services.

A successful first year of WA NDIS My Way

It's been a successful first year and the indicators are encouraging. This year saw 777 people with disability in the Lower South West found eligible for WA NDIS My Way. Feedback from people with disability, their families and carers indicates a high level of satisfaction with the planning process and the delivery of supports. Importantly, 91 per cent of the outcomes listed in individuals' plans were achieved during this reporting period.

Just a year into the trial, positive and consistent trends are already emerging in a number of key areas including the inclusion of people with psychosocial disability and high rates of self-management.

It has been particularly heartening to see the impact the trial is having on the lives of people with psychosocial disability. The Disability Services Commission has been working with the Mental Health Commission, mental health services, non-government organisations and advocacy organisations to ensure that the WA NDIS My Way model can respond appropriately to the support needs of people with psychosocial disability.

There's no better illustration of the positive changes the WA NDIS My Way trial is having for people with psychosocial disability than Margaret River man, Ben White. Ben recently shared his story as part of our personal stories video project. To view the short film, visit: www.disability.wa.gov.au
> WA NDIS My Way > Personal stories.

The proportion of people choosing to self-manage their individual plan is also encouraging and at 35 per cent, this is significantly higher than the national average. This speaks volumes about the user-friendly WA NDIS My Way approach.

The WA NDIS My Way model aims to deliver supports and services to people with disability within a financially sustainable framework. Early

reports from the independent WA actuaries, Taylor Fry, indicate that this is on track.

The Commission continues to work collaboratively with service providers and with people using services to refine and modify the WA NDIS My Way model. Our learnings from the first twelve months in the Lower South West, and extensive preparatory work stand us in good stead for the expansion of the trial into the metropolitan area of Cockburn-Kwinana from 1 July 2015.

Implementing a Western Australian NDIS

Planning and implementing the WA NDIS My Way trial and continuing to reform the State's disability services sector has been a major undertaking. In addition to the strong collaboration with our government and non-government partners, every part of our business has played an important role.

It has required a collaborative Commission-wide effort to get us to where we are today. The developments required to successfully implement the trial to provide the greatest benefit to people with disability have included scheme design, new legislation, Information and Communication Technology investments, staff recruitment and training, enhanced funding processes, policy and program development, and extensive consultation with our multiple stakeholders.

People

A temporary Reform Directorate has been created to drive the WA NDIS My Way trial and broader reform initiatives across the Commission. This has included seconding existing staff members from across the Commission into the directorate and recruiting new staff with specific skills and expertise.

Additionally, the appointment of a second Executive Director Reform has provided a dedicated focus on planning and modelling disability services in WA into the future.

This year has seen the recruitment of additional My Way Coordinators to support the increased number of people who are eligible for support through the WA NDIS My Way trial. In addition to expanding the team in the Lower South West, My Way Coordinators were recruited and are actively preparing to support the 2,700 people who are expected to be eligible for supports and services in the Cockburn-Kwinana area.

Processes

This year we have continued to invest in and improve our data systems and reporting infrastructure, including further staff training and the ongoing migration of data in preparation for the trial's expansion on 1 July 2015. To ensure people in the trial have the full benefit of our individualised approach, we have systematically embedded the WA NDIS My Way planning process throughout all our metropolitan and regional offices. Localised funding decisions call for local accountability in the distribution of funding, so our processes for larger scale local payments were also improved.

Additionally, the Integrated Reporting Framework was established during the period, fulfilling the State's requirement to report quarterly to the Commonwealth Government on the WA NDIS My Way trial.

Pricing and funding

In partnership with service providers, we have developed specific pricing frameworks for the WA NDIS My Way trial. The frameworks describe clusters of service types and the price that we will pay for those services in the Lower South West and Cockburn-Kwinana areas. They also provide ranges for different models and intensities of supports and services. The support cluster 'price range' is used to assess whether the cost of a service is deemed to be value for money.

Another significant body of work in the funding environment was supporting the expansion of service providers in the trial site. On 1 July 2014 there were 11 providers operating in the Lower South West, a figure that more than tripled during the course of the year, with 36 providers registered at the end of the reporting period.

This represents a major achievement in the trial's increased workforce capacity and delivery, not only because of the additional choice and control it offers people over their supports and services, but also because of the contractual arrangements required to support it.

For service providers to receive funding directly from the Commission in the WA NDIS My Way trial site, they are required to be on our Panel Contract for Individually Funded Services, or be contracted to provide Disability Professional Services. Endorsing these additional service providers has required variations to service agreements for some existing providers, and for others, it has meant responding to an open tender process.

Feedback

In addition to ongoing informal engagement at the local level with support groups, service providers, individuals, families and carers, we have utilised a number of different strategies to gauge consumer satisfaction and gather important feedback on the WA NDIS My Way trial. These include surveys, independently facilitated forums and governance and advisory groups.

An independent appeals process is another important component of the trial that was developed during the course of the year.

We engaged the State Solicitor's Office and Public Sector Commission in the development of the appeals process to ensure it is robust and accessible, and State Cabinet established the panel as a State Government Committee. Panel members have been recruited via expression of interest based on relevant skills and experience. No appeals were received during the first year which is another encouraging indicator of the trial's positive start.

Keeping people informed

Following on from last year's WA NDIS My Way information campaign for potentially eligible people in the Lower South West, two further campaigns were run during 2014–2015.

The first was a re-run in the Lower South West. This provided an additional targeted strategy for reaching potentially eligible people, including those who may not self-identify as having a disability or who were previously not eligible for supports and services.

A second campaign was undertaken to reach the 2,700 potentially eligible people in the Cockburn-Kwinana area. Campaign elements ran between April and July 2015 to inform people about the trial's 1 July start date and to again encourage people to contact us to discuss their eligibility.

Another key communications tool developed during the course of the year was the WA NDIS My Way personal stories video series. The five videos – that collectively had more than 3,000 views on the Commission's YouTube channel – capture the experience of people with disability, families and carers who are participating in the trial in the Lower South West. They explore WA NDIS My Way planning in action; the role played by My Way Coordinators and highlight the positive outcomes being achieved by individuals. The videos are available to view on the Commission's website at www.disability.wa.gov.au > WA NDIS My Way > Personal stories.

Delivering the trial in partnership

This planning and implementation of the WA NDIS My Way trial is the product of a genuine and robust partnership between many stakeholders. Just one of these key players is the non-government sector – a partnership that's explored in greater detail in the **'WA NDIS My Way – what it's all about' section on page 11.**

In delivering the trial we've also worked with the mainstream government agencies that people with disability routinely engage with, such as the Departments of Health and Education. Working in partnership with mainstream government agencies has yielded a more coordinated approach to services. A standout example of the outcomes from one of these partnerships is the Integrated Education Project between ourselves and the Department of Education which has seen the streamlining of planning processes for children. **To learn more, read the Case study on page 53.**

To ensure ongoing alignment with core government policy and direction we've also maintained strong ties with central government agencies. Our relationship with the Departments of the Premier and Cabinet and Treasury has remained strong during the first year of the trial. In collaboration with these agencies we have undertaken significant modelling, actuarial analysis

and policy development for a financially sustainable approach to disability services into the future.

Comparative evaluation

Overseen by a Joint Steering Committee comprising Commonwealth and State government officials, the Commission's Strategy Directorate is managing the contract for the independent comparative evaluation of the NDIS trial in Western Australia.

Collection of data to inform the evaluation began this year from both the State and Commonwealth-run NDIS trial sites. The evaluation, being undertaken by Stantons International, will run until August 2016, with an interim report set to be released in 2015–2016. The outcome of the comparative trials in WA will provide important lessons to strengthen the development of future delivery of services to people with disability.

The impact of the WA NDIS My Way trial on wider system reforms

The principles of an NDIS have underpinned the Commission's decision-making about the future of disability service delivery in WA for some time.

The projects we have invested in during the course of the year have been part of wider system reforms that are aligned with our WA NDIS My Way model. From our funding processes, to how services are delivered, we are shaping our business for the future.

Funding mechanisms

This year has seen further work to align how the Commission funds individuals with the NDIS principles of reasonable and necessary support and increased choice and control for people with disability, their families and carers.

The reliance on the Combined Application Process (CAP) as a mechanism for funding individuals (see page 38) is being reduced in favour of a more equitable approach using individualised planning and localised decision-making. The 'my options' initiative is progressing this transition between the two funding mechanisms. It enables people, who were highly ranked but unsuccessful in the CAP process, to engage in planning in line with WA NDIS My Way principles, with access to renewable, reviewable funding.

Service reviews

In addition, there have been reviews of our policies on funded recreation and advocacy services to ensure they continue to align with the principles of the NDIS and are delivered appropriately into the future.

Recreation services were reviewed with a view to assessing their flexibility in meeting users' needs, cognisant of their current block funded approach. Current contracts have been extended and providers have been invited to join the Panel Contract for Individually Funded Services. This provides them with the opportunity to transition to an individualised model that is aligned with the future of disability services in WA. Ultimately, this provides a greater range of recreation strategies and control over how people with disability engage with providers.

The advocacy services review included internal and external consultation to better understand the strengths and weaknesses of our current approach. As a result a new tender for services was released in May 2015 which introduced independent, individual advocacy across four target groups. This approach aligns with the advocacy model proposed under the NDIS.

Individualised, locally planned services

Individualised planning

To align with the planning process being used in the WA NDIS My Way trial, people supported by our LAC service throughout the rest of the State are also being engaged in individualised planning processes to determine reasonable and necessary supports.

This ensures that people's unique needs, circumstances and goals for the future are being considered and that supports and services are linked to the strategies that will best deliver them.

Local Area Coordinators (LACs) are also focused on enhancing people's family and community networks as part of their supports and services mix.

As at 30 June the state-wide target of 90 per cent of individuals connected with our LAC service having a current plan had been achieved.

Localised decision making

Localised decision making processes, as are used in the WA NDIS My Way trial, have been expanded into the LAC service.

Although much of the State is still operating in an environment of rationed funding, the localised decision making process sees decisions about the allocation of resources, including funding, made at a local level rather than through a centralised process. This allows recognition of local and personal circumstances, and supports decisions being made by people who know and understand the person and their needs. Processes and training have been established to ensure that local decision-making provides equitable and consistent access to funding and reasonable and necessary supports across the State, as per the principles of the NDIS.

National Quality and Safeguarding framework consultation

All state governments are committed to developing a Quality and Safeguarding framework for the NDIS to ensure a consistent approach across the nation.

Throughout 2014–2015 we worked with the rest of the country to progress a national consultation on a proposed Framework. The consultation – which included six public forums across WA – ensured the voices of people with disability, families, carers, advocates and service providers were heard.

The outcomes of the consultations will be considered and inform the development of the final national approach.

Establishing a new direction for service delivery

This year has seen the Services Directorate embedded into our structure. It has been reshaped to provide a reduced, but comprehensive service element. It also focuses on the establishment of consultancy and capacity building services to reflect the future of disability services delivery in WA in light of the NDIS and government policy to primarily fund and facilitate services.

For an in depth look at these changes, read the Project in focus on page 146.

Transitioning services to the non-government sector

Another key project that was progressed during 2014–2015 was the transition of 60 per cent of the Commission's accommodation services to the non-government sector. The project, which began in 2013–2014 has now seen 61 people transition to a new service provider of their choice. Underpinning this project are the NDIS principles of choice and control.

For more about this project, see the Project in focus on page 83.

Similarly the successful transition of 60 per cent of Commission-delivered Early Childhood Development services to the sector was also finalised in this period. Aligning the timing of the transition from a Commission-provided service to a new provider with the end of the school year meant that no gaps to service delivery were encountered.

Again, 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.

Housing

Reviewing our approach to housing for people with disability, in the context of disability reform, has been another project throughout the reporting period. The NDIS will see increased numbers of people receiving funding to support their independence, which will in turn create more demand for housing options. These options will need to be flexible and cost effective.

A range of projects has been undertaken to support this including the Age Appropriate Housing Strategy (see page 44), the Community Disability Housing Program and the Ancillary Dwellings Initiative (see page 167).

Other areas of focus

In addition to the work we've done to deliver the WA NDIS My Way trial and positioning ourselves for the future, we've also made progress and achieved outcomes in other important areas.

A range of initiatives and projects have been delivered this year under the banner of Count Me In – our articulation of the State, Territory and Commonwealth government agreed National Disability Strategy (NDS).

Count Me In is our vision for an inclusive, accessible and welcoming Western Australia.

For a more in depth look, read the Project in focus on page 77,

as well as the **WAFL Round and Changing Places Case studies on pages 60 and 61** respectively.

Our Disability Justice Service is now fully operational and during the past year supported people with disability who came into contact with the justice system.

The team provided important supports and services to vulnerable people through an in-reach service, and will also support people in the disability justice centre when it becomes operational in the next reporting period.

The Project in focus on page 32 provides more information about this service.



In focus: WA NDIS My Way

Kevin's story

Busselton man Kevin Sambell, 63, has seen his life improve significantly since joining the WA NDIS My Way trial. Mr Sambell, who was born deaf, had been socially isolated in his community for many years because of his challenges with communication.

Mr Sambell (pictured below) worked with NDIS My Way Coordinator Jill Brighton to identify his goals and the supports he needed to reach them. "Having a support person help with communication has made all the difference to Kevin's inclusion and enjoyment of activities," Ms Brighton said.

Mr Sambell now independently plays indoor bowls and table tennis and does tai chi at Busselton's Senior Citizens Centre, does volunteer work, goes fishing and is developing his passion for photography.

Building on Mr Sambell's support networks is part of the NDIS My Way plan. Mr Sambell's neighbour now regularly checks in on him and alerts his support worker if necessary, and he is more confident about connecting with mainstream services.

"Thanks to stronger community connections, highly personalised planning and better links with natural support networks and mainstream services, Mr Sambell is reaching his goals and looking forward to more opportunities in 2015," Ms Brighton said.



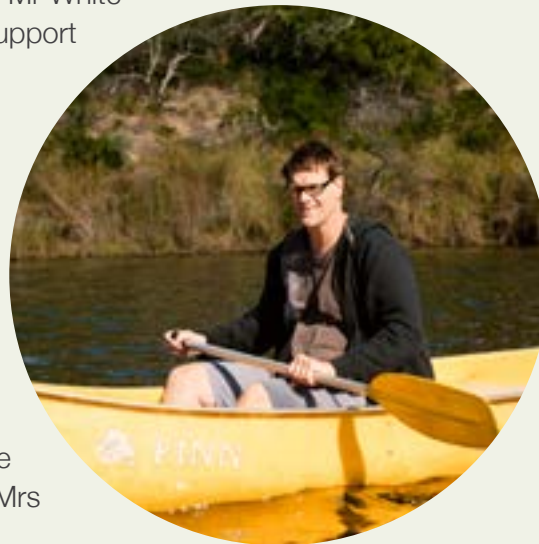
Ben's story

The expansion of eligibility criteria under the National Disability Insurance Scheme (NDIS) to include people with psychosocial disability is having positive effects for people in the WA NDIS My Way trial.

Margaret River man Ben White (pictured below) is enjoying a healthier, more rewarding life thanks to the personal plan developed with his NDIS My Way Coordinator. Before receiving WA NDIS My Way supports and services, Mr White, who has schizophrenia, obsessive compulsive disorder and an acquired brain injury, had weight and dental issues and was under constant threat of eviction from his unit.

"Ben was operating at survival level and dependent on me coming to the rescue," said his mother Veronica Ninham, who lives in Canberra. "I worried that if I could no longer visit regularly, Ben would become homeless."

With a more planned approach, Mr White has a better quality of life. His support worker helps him remember his psychiatric appointments and medication, and his My Way Coordinator helped him develop an individualised plan that has improved his quality of life. "Through planning, Ben has renewed his passion for painting and the highlight of his WA NDIS My Way journey was his first solo art exhibition, where he sold most of the paintings," Mrs Ninham said.



Operational structure

Responsible Minister

The Hon Helen Morton MLC, Minister for Disability Services.

Legislation

The Disability Services Commission was established under the Disability Services Act 1993, which identifies its five primary functions as being policy development, service provision, funding and accountability, promotion of equal access community education and consumer advocacy.

Administered legislation

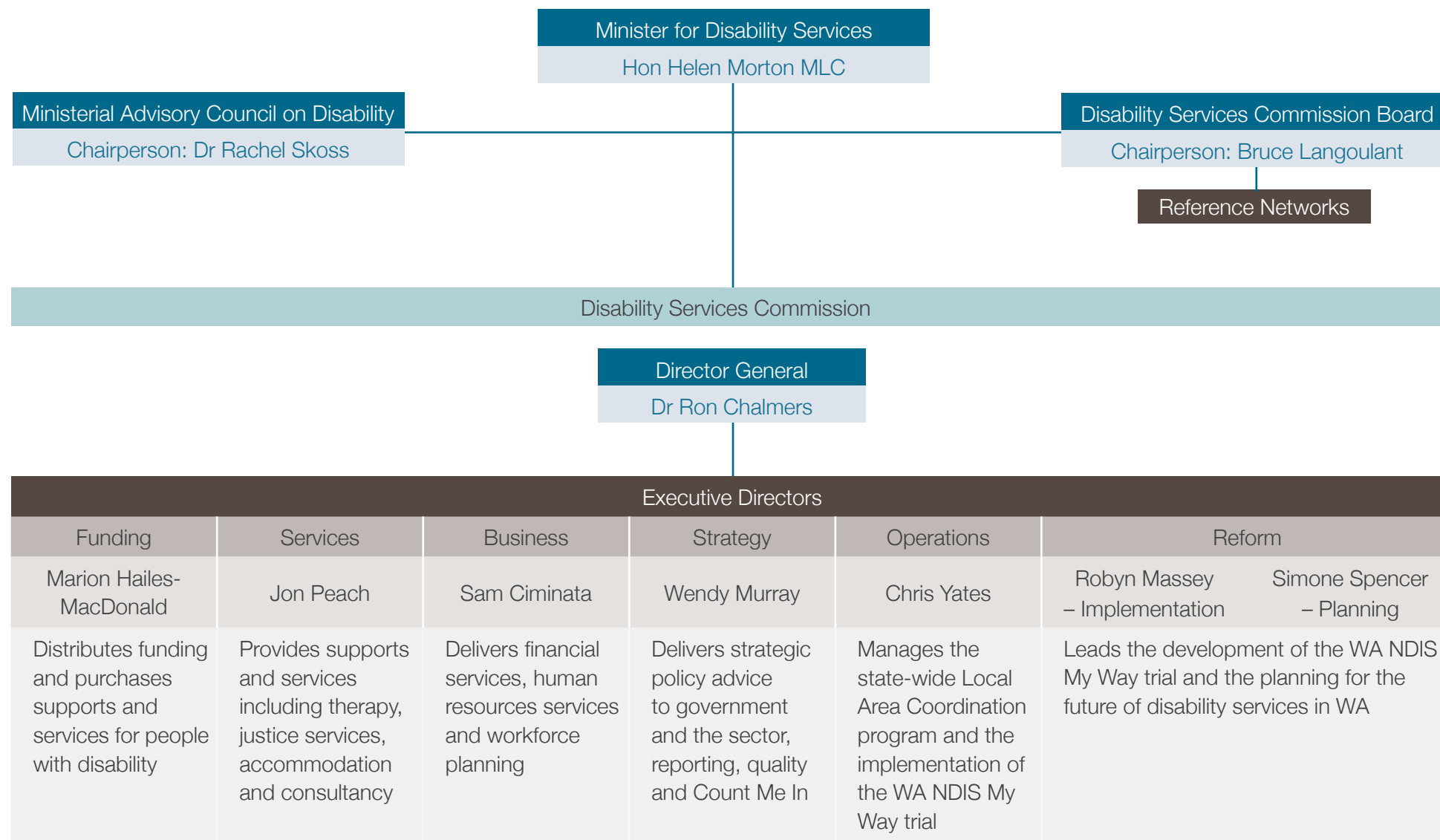
The Commission administers the Disability Services Act 1993 and associated Regulations. It also has significant responsibilities under the Declared Places (Mentally Impaired Accused) Act 2015. The Commission is listed as a government department for the purpose of meeting the requirements of the Public 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 (Commonwealth)
- 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
- Declared Places (Mentally Impaired Accused) Act 2015
- Electoral Act 1907 (section 175ZE)
- Legal Deposit Act 2012 (section 8).

Corporate structure



Agency structure and governance

Operational governance

The Disability Services Commission reports to government as represented by the Minister for Disability Services.

The organisational restructure of the 2013–2014 financial year was fully operationalised during the reporting period. These changes have resulted in administrative efficiencies and have supported the Commission's ability to deliver appropriate, high quality supports and services to West Australians with disability.

Disability Services Commission Board

The Disability Services Commission Board meets monthly and comprises nine members who, collectively, are responsible for overseeing the Commission's governance.

At least five members of the Board have disability themselves, have a relative with disability, have recent experience as a carer or are an advocate for people with disability, as specified in the Disability Services Act 1993.

Bruce Langoulant is the Board's Chairperson and has held this position for seven years as at 30 June 2015.

The Board has formal responsibilities for significant financial decisions, aspects of the Commission's quality system and significant procurement decisions. Board members each have a Commission Directorate they maintain a working relationship with to ensure that collectively, they have a holistic understanding of the Commission's operations.

The Board takes an active role in the Commission's ongoing connection with the West Australian community and in public engagement and inclusion initiatives. The Board also holds regular reference network meetings in regional and metropolitan WA to provide direct community

access to senior Commission representatives. People with disability, their families and carers, and service providers are welcome at these opportunities to raise their perspectives and any concerns with the Board.

Corporate Executive

Our Corporate Executive comprises the Director General and the Commission's seven Executive Directors. Together, they are responsible for guiding the agency to deliver outcomes of benefit to West Australians with disability, their families and carers. The Corporate Executive sets the Commission's strategic direction and priorities, and oversees the day-to-day operations of the organisation. The Corporate Executive, through the Director General is responsible to both the Commission's Board and the Minister for Disability Services.

Ministerial Advisory Council on Disability

The Ministerial Advisory Council on Disability (MACD) is accountable directly to the Minister for Disability Services. It represents people with disability, their families and carers. The MACD investigates both self-identified and Ministerially directed issues and provides independent advice and perspectives to the Minister on matters relevant to people with disability. Members are appointed by State Cabinet.

The Council comprises 14 members, drawn from interested people who have skills, experience or knowledge of disability including people with disability, their families and carers, service providers and advocates.

The Disability Services Commission's Board Chairperson and the Commission's Director General meet regularly with Council members and the MACD is represented on the Commission's Board.

MACD staff are supported by the Commission with administrative staff and resourcing based in the Commission's West Perth head office.

Our directorates

The Commission pursues its mission through six directorates. They reflect its core functions as a funder, provider and coordinator of disability services, in addition to its significant current reform role in shaping the future of disability services for West Australians.

In addition to the six directorates, the **Office of the Director General** undertakes strategic engagement, coordination and support to the broader Commission.

The **Funding Directorate** is responsible for prioritising funding and purchasing supports and services for people with disability. It manages the Commission's contracts for service provision, including significant procurement activities.

The **Services Directorate** provides direct services to people with disability, including accommodation services, metropolitan and regional therapy services, positive behaviour support and consultancy services. It also includes the newly established Disability Justice Service.

The **Business Directorate** delivers the Commission's financial, human resources and workforce planning and information, ICT services. It also undertakes organisational procurement and asset management.

The **Strategy Directorate** provides strategic advice to government and the sector on disability related policies and develops and implements strategic initiatives to support Count Me In. It manages the Commission's external non-financial performance reporting requirements and coordinates the evaluation of initiatives and policies.

The **Operations Directorate** manages the State-wide LAC service which works at individual, family, community and government levels, supporting people with disability to live good lives in their communities. Importantly, the

Operations Directorate is also responsible for implementing the WA NDIS My Way trial in the Lower South West and the Cockburn-Kwinana area at the local level.

The **Disability Reform Directorate** leads development of the WA NDIS My Way trial and planning for the future of disability services in Western Australia.

Board members

Bruce Langoulant



Bruce is the Board's Chairperson. He has 40 years' experience in small business, with an emphasis on the advertising and financial services industries. Bruce has an adult daughter with disability and in addition to his work with the Commission is Chairperson of The Meningitis Centre and President of the International Confederation of Meningitis Organisations.

Bruce has been reappointed as Board Chair, with his current term scheduled to expire in June 2018. Attended 10 meetings in 2014–2015.

Kathy Hough



Kathy is the Board's Deputy Chairperson. Kathy's more than 30 years of supporting people with disability includes direct care, host family and CEO roles for disability sector organisations. Kathy is a strong advocate for equity of access to quality services in regional areas and is a Strategic Consultant at EPIC (Empowering People in Communities), a Pilbara-based not-for-profit organisation

providing support for people with disability and their families.

Her term expires May 2017. Attended 11 meetings in 2014–2015.

Russell Aubrey



Russell is the Mayor of the City of Melville — first elected to the Council in 1991. Russell is passionate about disability employment, which, in addition to its commitment to accessibility, is a focus for the City of Melville. He retired from a teaching career at Wesley College in 2012, where he taught senior mathematics and was Head of Careers during his tenure. Russell is the Chair of the Commission

Board's Audit and Risk Committee.

His term expires November 2015. Attended nine meetings in 2014–2015.

Dr Rachel Skoss



Rachel is the Chairperson of the Ministerial Advisory Council on Disability. The mother of a child with disability, she is a passionate advocate for children with additional needs, and their families. Rachel works in applied research and evaluation at the Telethon Kids Institute, with a particular interest in delivery of disability and mainstream services, and how research can inform

policy and practice.

Her term expires December 2015. Attended 10 meetings in 2014–2015

Sandra Jensen



Sandra has a strong background in working with disability service providers as well as in children's services.

She is a Board member of the Parents Learning and Educational Development Group and has served on the management committees of Geographe Community Centre Inc. and Nurtureworks in the State's South West.

Sandra has two daughters, one of whom has disability.

Her term expires August 2015. Attended 10 meetings in 2014–2015.

Melissa Northcott



Melissa is a City of Armadale Councillor and a Count Me In Ambassador. She is very active in the community, playing official roles in many local organisations and committees including as Chair of the City of Armadale's Disability Advisory Team and as a member of Main Roads WA Customer Service Advisory Council. Melissa is a keen fundraiser and has undertaken significant work in this respect.

Melissa has her own personal experience of disability and is a strong advocate for creating accessible communities.

Her term expires February 2017. Attended eight meetings in 2014–2015.

Gavin Robins



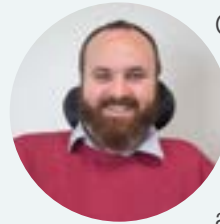
Gavin is a consultant who works nationally and internationally in the field of health sector reform. As the CEO and Managing Director of statutory compensation schemes and hospitals, he has extensive experience in disability services, governance, health system planning and financial management. He undertakes substantial work in regional and remote Western Australia and the Northern Territory and works extensively with Aboriginal communities. His term expires December 2017. Attended 10 meetings in 2014–2015.

Julie Carr



Julie is a consultant working predominantly in the health and human services sector. She graduated as an Occupational Therapist and spent 15 years in various clinical roles including work with remote communities in the Kimberley and North Queensland. She has held senior roles in health, rehabilitation and radiology – most recently as divisional CEO of a large rehabilitation and employment services company. Julie has more than 12 years Board experience including directorships at Panorama Health and the Independent Living Centre of WA. Her term expires December 2017. Attended 10 meetings in 2014–2015.

Crispin Roberts



Crispin is a former member of the Ministerial Advisory Council on Disability and the Perth Stadium Access and Inclusion User Group, and joined the Board in February 2015. He is the Information Communication Technology Project Officer at the Department of Sport and Recreation. Crispin is a C5/6 quadriplegic and his life experiences as a person with disability has led him to become a passionate advocate in the areas of access and inclusion, engaging service providers and employing support workers. His term expires January 2018. Attended five meetings in 2014–2015.

Laura Miller



Laura was a Board member for six years, completing her term in December 2014. She has personal experience of disability, and was an active board member, particularly in relation to reference network meetings. Trained as a social worker, Laura has worked as a locum at Royal Perth Hospital and a supervising case manager in the Human Rights Division of WA's State Administrative Tribunal. Laura has very strong academic and workplace experience in human rights issues and has undertaken advanced studies in human rights for people with disability. She attended six meetings in 2014–2015.

Our leadership team

Dr Ron Chalmers

Director General



Ron's work during his tenure of nearly nine years as Director General has strategically positioned the Commission to effectively shape and implement the most significant reforms in the history of disability services in Western Australia. His extensive experience in the development and expansion of community-based services, collaborative approach and enduring passion to enable West Australians with disability to have access to world-class supports and services have been fundamental in successfully executing his role.

PhD in the inclusion of children with severe and profound disabilities into mainstream schooling. Master of Education, Graduate Diploma of Education Administration, Graduate Diploma of Education, Bachelor of Arts.

Length of service: 24 years

Marion Hailes-MacDonald

Executive Director Funding



Marion has extensive experience across the disability sector having managed high support accommodation services, introduced innovative programs and worked closely with community organisations to develop services and supports. She has contributed to and led significant funding and policy direction and reform across state and national agendas, including the rollout of the Delivering Community Services in Partnership Policy and the NDIS. Marion's team works with the disability sector to expand services and choices for individuals within the context of the NDIS.

Bachelor of Science, Master of Commerce, Executive Master of Public Administration, Graduate Diploma Business, Diploma Government Procurement and Graduate Australian Institute of Company Directors

Length of Service: 30 years

Jon Peach

Executive Director Services



Jon has significant experience managing complex service environments across multiple disciplines in both Australia and the UK. His broad knowledge, within client-focused service environments, has been instrumental in leading change in the Commission's Services Directorate to ensure world class government services are delivered into the future. In the past year, Jon's team has made significant progress in reforming the Commissions' accommodation service in preparation for the NDIS, and has also opened the State's first Disability Justice Centre.

Master of Social Policy and Criminology. Executive Master of Public Administration.

Length of service: 12 months

Sam Ciminata

Executive Director Business



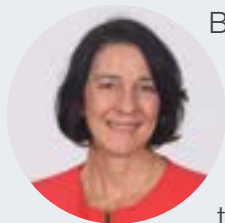
Sam's extensive experience in economic, financial and asset management has seen his directorate develop and implement key ICT systems required to support the operational and reporting requirements of the WA NDIS My Way trial. He also oversees the management of the trial's funding arrangements between the State and Commonwealth governments. Sam's responsibility also extends to managing the Commission's human and capital resources and the Occupational Safety and Health and risk management functions.

Bachelor of Business in Finance and Economics

Length of service: 15 years

Wendy Murray

Executive Director Strategy



Building on an early career working with long term unemployed and young people with disability in the classroom, Wendy has 15 years executive leadership experience in social justice services. A wide range of people who experience disadvantage have benefited from the innovative programs and services, major projects and policy initiatives she led. Wendy supports the development of future disability services in WA through policy, performance reporting, information management, initiatives and implementation of the NDIS Integrated Reporting Framework.

Bachelor of Arts and Post Graduate Diploma of Education.

Length of Service: Four years

Chris Yates

Executive Director Operations



Chris has a strong background in direct service delivery, community engagement, and strategic planning and leadership across both the disability and education sectors. Chris is responsible for the Operations Directorate, working on planning, coordination and community inclusion for more than 11,000 people with a disability throughout WA. Chris' team also leads the on-the-ground delivery of the State's WA NDIS My Way trial.

Bachelor of Arts, Diploma of Education and Master of Education Management.

Length of service: 19 years

Robyn Massey

Executive Director Reform Implementation



Robyn is responsible for the development and implementation of the WA NDIS My Way trial. Her extensive experience and knowledge of service provision, particularly in regional and remote areas, has supported her in the effective delivery of this major State Government reform. In addition to her long career in disability services, Robyn also has significant experience in the field of education.

Bachelor of Arts and Diploma of Education.

Length of service: 23 years

Simone Spencer

Executive Director Reform Planning



Simone's background in shaping and managing complex State Government reform projects provides the Commission with significant strategic expertise, through her secondment from the Department of the Premier and Cabinet. She is responsible for managing the Commission's interface with the Commonwealth Government and planning for the future of disability services in Western Australia, including oversight of the NDIS reform agenda.

Bachelor of Arts with Honours in Politics and Economics.

Length of service: Nine months

Performance management framework

Outcome based management framework

Our work contributes to the achievement of the Government Goal – Results-based service delivery: Greater focus on achieving results in key service delivery areas for the benefit of all West Australians.

For 2014–2015, we were funded to achieve two outcomes (described below). These outcomes are delivered through our five defined service areas, as highlighted in the diagram on the following page.

The first outcome we are funded to achieve is that people with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives. The activities of four service areas contribute to this outcome being achieved: **Accommodation Support, Community-focused Support, Coordination and Individual Support** and **Family Support**.

Our **Access and Inclusion** service area supports our contribution to the second outcome – the West Australian community is inclusive of people with disability.

The Commission's performance across these outcomes is measured using key effectiveness and efficiency indicators across the five service areas.

Effectiveness indicators

Our effectiveness indicators provide a measure of the extent to which its activities are achieving, or have made progress towards achieving the government outcomes.

Efficiency indicators

Our efficiency indicators provide a measure of the resources required to achieve government outcomes.

Government Goal: 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"> • Supported community living • Alternatives to employment • Supporting school leavers • Recreation
		Service 3: Coordination and individual support	<ul style="list-style-type: none"> • Local Area Coordination • WA NDIS 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

No changes were made to our outcome based management (OBM) framework in this reporting period.

Work has been undertaken, however, in preparation for a revised OBM structure to be implemented in the 2016–2017 financial year. These refinements will reflect reforms that are underway and make the organisation's reporting clearer and more accountable. The revised framework will provide adjusted efficiency and effectiveness indicators that will provide a greater level of information about performance.

Ultimately, the new structure will provide comparability of our activities over time so that its performance in assisting people with disability, their families and carers can be better assessed.

Shared responsibility with other agencies

Our strong and collaborative relationship with the non-government sector and significant rigour in our service procurement practices have resulted in the Commission playing a leading role in the delivery of the State Government's Delivering Community Services in Partnership policy.

Our partnership approach with the non-government sector ensures service viability and a co-production approach, leading to choice and control for service users across the State.

Other government agencies

Our work with other organisations takes many forms, from memoranda of understanding and service level agreements to shared protocols and collaborative project delivery. Several specific programs that define our shared responsibility arrangements with other government agencies include:

- a partnership with the Department of Corrective Services to build collaboration, share information and develop a Memorandum of Understanding that will support smooth functioning of the Disability Justice Service
- a revised Memorandum of Understanding with the Department of Child Protection and Family Support (DCPFS) in relation to young people under 18 in the care of the CEO of DCPFS is nearing finalisation
- a partnership with the Public Sector Commission to review and renew the Disability Employment Strategy 2013–2015
- a tripartite agreement between the Department of Health, DCPFS and the Commission in support of the Children who Are dependent on Technology and Cared for at Home (CATCH) program
- through the Community Disability Housing Program, working with the Department of Housing to provide long-term rental housing for people with disability who require ongoing support to live in the community.

Community partnerships

A range of community partnerships also demonstrate a commitment to this shared responsibility. These include partnerships with:

- WA Local Government Association (WALGA) to deliver Community Infrastructure grants to improve access to public places, facilities and spaces for people with disability. We are also working with WALGA to implement the Changing Places project across the State.
See page 60 for more.
- VisAbility to deliver the two rounds of Community Inclusion and Participation Grants for new projects to extend opportunities for people with disability to take part in arts, recreation and business activities

- People with Disability WA to conduct a feasibility study into an independent support person program for people with intellectual disability who come into contact with the justice system, and to provide dedicated advocacy support for people taking part in the Commission's transition of some accommodation services to the non-government sector
- Local Government Managers Australia on a local government employment strategy to deliver improved outcomes for the employment of people with disability in the community. The initiative involves research into trends and perceptions, a pilot employment project and a series of workshops outlining opportunities to progress employment strategies as part of their Disability Access and Inclusion Plan
- National Disability Services WA, as a major partner in planning for the future, is actively involved in connecting us with the sector, and with people with disability, their families and carers.

WA NDIS My Way trial

The Commission continues to work in partnership with other government agencies to operationalise the State Government's contributions to WA NDIS My Way.

The Commission is developing agreements with the Mental Health Commission and the Departments of Education, Health and Transport. These working arrangements support cooperation and a streamlined journey for individuals within the various service systems.

Underpinning these arrangements are the principles of appropriate information sharing, timely communication and decision-making and the timely provision of appropriate supports in a responsible fiscal environment.

Project in focus: Disability Justice Service

People with disability who come into contact with the justice system have had access to greater supports as our Disability Justice Service, established in 2012, has become an integral part of our business. The Service provides long-term sustainable supports and services which aim to meet the needs of people with disability who are in contact with the justice system. The Service is operated outside the parameters of the NDIS and is not affected by the NDIS trials.

The Service provides support to people in custody through in-reach services and will soon begin supporting people at the State's first disability justice centre, in Caversham. A new prevention and diversion service is expected to begin operating in 2015–2016. It will include both individual support and support during court processes as well as looking at ways to enhance the experience of those people with disability who are witnesses to crime or, more unfortunately, victims of crime.

The Service uses tailored approaches to meet individual needs, and delivers these through therapeutic and mentoring approaches and, where appropriate, partnerships with non-government organisations. The Service has begun providing disability awareness training to prison officers and advice to the Department of Corrective Services about how to identify people who need the Service's expertise. The Service also works with the justice sector to identify those who may be eligible for Commission services.

In 2014–2015, the Service comprised 36 staff members, including the service manager and the staff who will provide 24/7 support at the disability justice centre. In the same period, the Service

provided support to 88 people in custody and 150 people in the community. In 2015–2016 the Service plans to broaden the scope of the in-reach service (which began operating in 2009) to work more closely with the Department of Corrective Services and the Mentally Impaired Accused Review Board (MIARB). The in-reach team works with people with disability to develop individualised support plans and coordinate supports and services. The Service also provides advocacy, proposes strategies and, if there is a leave of absence order, coordinates supports for the person to access the community. Individual plans, developed to assist people progress through the MIARB process, are considered by the MIARB, which make orders accordingly. Because of this process, two people progressed through to conditional release orders during this financial year. Disability sector organisations are now supporting these people in the community.

The development of the disability justice centre has been the Service's key project in 2014–2015. It will be the State's first 'declared place' and provides for people with disability found unfit to plead to a crime they have been accused of. Once the centre is open, the MIARB will have three options for people in this situation: release them into the community, hold them in prison, or place them in a 'declared place'. Previously, people who were not to be released into the community were placed in prison, often for far longer than if they had been sentenced.

The centre will operate under the provisions of the Declared Places (Mentally Impaired Accused) Act 2015, which was passed by State Parliament in February 2015. Up to 10 people will be able to be accommodated in the centre, which will be a home-

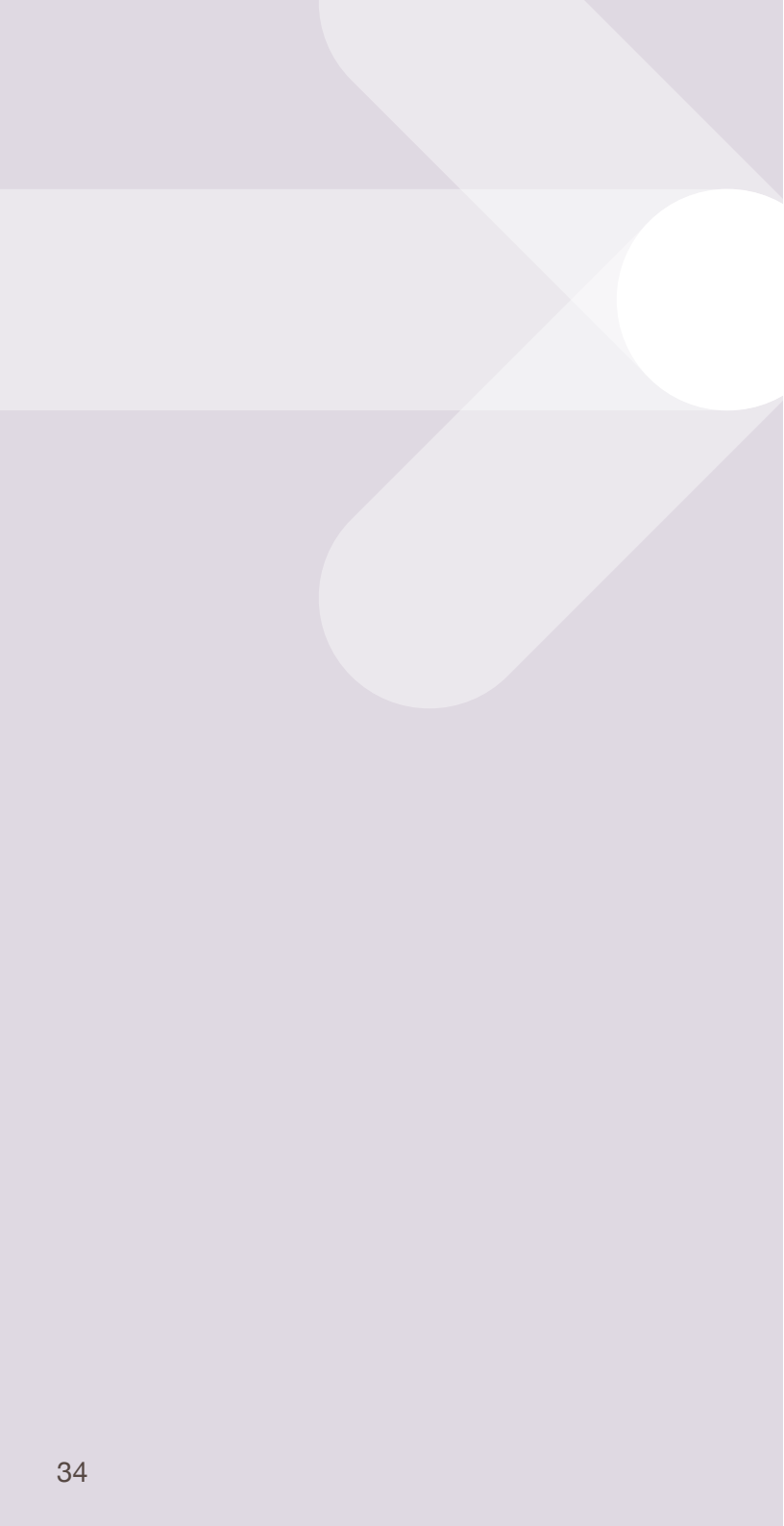
like, secure environment. As well as personalised supports and services, residents will be given the opportunity to gain behavioural skills to meet community standards. Some people may still remain in prison. This could be because they present too high a risk to the community; because they are better served by remaining in a regional prison, so they are closer to their family; may be incompatible with existing residents; or because the centre would not be the right environment for them. The placement of each resident follows careful consideration and then a recommendation by the MIARB to the Minister for Disability Services for approval.



The accommodation units are designed to support people to learn life skills.



The centre's outdoor area provides opportunities for a diverse range of activities.



Agency performance

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Report on operations

Introduction

In this reporting period, we funded or provided supports, services and equipment to 25,587 West Australians with disability (see Note 1). Services ranged from accommodation in group homes and support to live in the community, through to coordination of services for individuals and one-off purchases of specialised therapies.

The average cost of individual packages is provided in the following table as a year-to-year guide. In looking at these figures, it is important to understand there is great variability in the intensity, frequency and types of services used and in the cost of these individual services.

(Note 1: This includes services and supports provided to people transitioning into the NDIS trials (WA NDIS My Way trial in the Lower South West and Cockburn-Kwinana area and NDIA trial in the Perth Hills).

Expenditure

The Commission's total expenditure of \$873 million is directed across five major service areas: Accommodation support, Community-focused supports, Coordination and individual support, Family support and Access and inclusion. Compared to 2013–2014, there was an increase in service users by seven per cent, with the average cost per person increasing three per cent to \$34,119. The increase in users reflects the Commission's continuing aim to increase its service reach across the State. The increased average cost is partly a result of applying indexation to address the increasing cost of services and partly a result of the increasing support needs: this includes needs emerging due to ageing and the complex needs of some existing service users.

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

	2012–2013	2013–2014	2014–2015	Change from 2013–2014	Change from 2013–2014
Total number of service users	22,808	24,017	25,587	1,570	7%
Average cost per service user	\$31,475	\$33,065	\$34,119	\$1,054	3%

Funding Overview

In recent years, the Western Australian Government has committed to strengthening the partnership between government and community sector organisations through the Delivering Community Services in Partnership Policy. To progress the joint delivery of community services, significant financial investments have been made to support the sustainability of the non-government disability sector.

We have embedded the Delivering Community Services in Partnership Policy in our business through ongoing procurement reforms over the past three years. The 2014–2015 financial year saw the second phase roll-out of Component II funding (\$8.2 million) to the non-government sector on top of the \$20 million allocated in 2013–2014.

Component II funding has been used to address the higher cost of service delivery in regional and remote areas, historical underfunding and the cost of services to address complex needs, challenging behaviours, and ageing

in place. By supporting the sustainability of the sector, we ensure people with disability have better access to a range of services and supports that are appropriate for their specific needs.

Following the signing of an agreement by the State and Commonwealth Governments that recognised the financial impact of the Fair Work Australia Pay Equity Order, the Commission also allocated its first supplementary payment (\$1.179 million) across 67 eligible organisations to address shortfalls resulting from the order. This is the first of several supplementary payments that will total \$25.988 million.

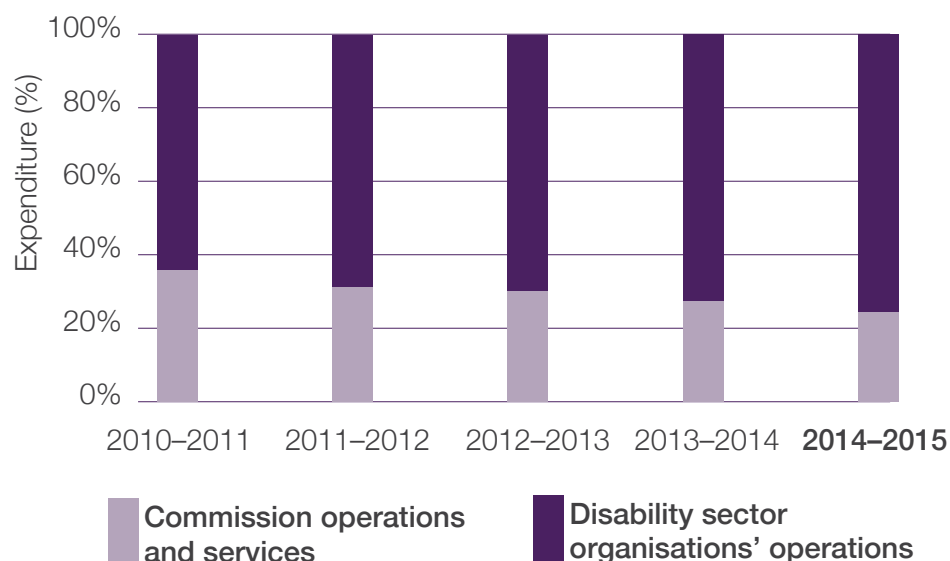
Our expenditure increased by 10 per cent in comparison to 2013–2014, to \$873 million. Of this amount, \$165 million was Commonwealth funded, representing an increase of 13 per cent and \$701 million was State Government funded, representing a nine per cent increase. The following table outlines our three-year funding trends.

Measure	2012–2013	2013–2014	2014–2015	Change from 2013–2014
	\$ million			
Total Disability Services Commission expenditure	\$717.88	\$794.12	\$872.98	10%
Commonwealth funding received	\$126.75	\$146.15	\$165.10	13%
State funding received	\$579.20	\$642.87	\$701.77	9%
Funding received from other sources	\$14.49	\$16.97	\$18.69	10%

Funding allocation

In 2014–2015, \$641.83 million was allocated for services provided by non-government organisations. This represents 74 per cent of the Commission's funding, which is a two per cent increase on the previous year. The following chart illustrates the distribution of Commission expenditure for the past five years and the increase in funds distributed to disability sector organisations.

Expenditure breakdown - Commission and disability sector organisations 2010–2011 to 2014–2015



Measure	2012–2013	2013–2014	2014–2015	Change from 2013–2014
	\$million			
Commission operations and services	\$221.03	\$226.29	\$231.15	2%
Disability sector organisations' operations	\$496.85	\$567.83	\$641.83	13%

Funding to disability sector organisations

Of the \$641.83 million allocated to disability sector organisations in 2014–2015, the amount contracted to individual organisations varied from less than \$50,000 to greater than \$40 million. As shown in the table below, there was an increase in the number of organisations contracted for less than \$50,000. This is attributed to a number of organisations being newly approved to join the panel contract for individually funded services.

Disability sector organisation funding	Number of organisations	
	2013–2014	2014–2015
Funded <\$50,000	3	8
Funded \$50,001–\$1million	44	40
Funded \$1,000,001–\$5million	37	34
Funded >\$5million	30	33
Total	114	115

There was 13 per cent (or \$73.99 million) growth in the funds provided to the non-government sector as a whole.

There were 84 disability sector organisations that received more funding in 2014–2015 than in 2013–2014 while 25 disability sector organisations received less funding. Full details of funding to disability sector organisations can be found in the Appendix on page 190. Of the \$641.83 million allocated to disability sector organisations in 2014–2015, \$460.4 million was directed through individualised funding packages, an increase of \$42.9 million over 2013–2014.

The first transitions of Commission-provided accommodation services to the non-government sector and the finalisation of the transition of Commission-provided early childhood intervention services has contributed to the increase in services provided by the non-government sector.

The proportion of overall funding allocated directly to individuals will continue to grow in line with our future direction, consistent with the principles of the NDIS. This will continue to give people with disability greater choice and control.

Combined Application Process (CAP)

CAP provides individualised funding for key services such as supported accommodation, community access and family support. The CAP process shows a reduction this year in line with increased individual allocations in the NDIS trial sites, and through local funding decisions.

That said, 370 new individual funding packages allocated through CAP this year enabled people with disability, their families and carers to access new supports.

An Independent Priority Assessment Panel (detailed on page 187) is

engaged by the Commission to prioritise applications for funded supports according to need, with the available funding allocated to people who rated highest priority.

Of the 370 individual packages, 171 packages (46.2 per cent) were for supported accommodation, 103 (27.8 per cent) were for community access and 96 packages (25.9 per cent) were for family support.

In line with the Commission's revised individualised funding policy, where people were allocated funds, they may be used across any of these service areas, provided the use aligns with the person's plan.

Summary of results

Summary of results against financial targets

	2014–2015 target \$000	2014–2015 actual \$000	Variation \$000	Reference page
Total cost of services (expense limit)	873,492	872,976	(516)	86
Net cost of services	693,273	689,183	(4,090)	86
Total equity	74,184	91,881	17,697	89
Net increase / (decrease) in cash held	(1,515)	15,143	16,658	92

Notes:

a) As specified in the 2014–2015 Budget Statements.

b) Further explanations are contained in Note 31 'Explanatory statements' to the financial statements, which begins on page 124 of this report.

	2014–2015 target \$000	2014–2015 actual \$000	Variation \$000	Reference page
Approved full time equivalent (FTE) staff level	1,683	1,534	(150)	169

Notes:

a) As specified in the 2014–2015 Budget Statements.

b) Further explanations are contained in Note 31 'Explanatory statements' to the financial statements, which begins on page 124 of this report.

Summary of results against performance targets

Key effectiveness indicator(s)	2014–2015 target (see note a)	2014–2015 actual	Variation from target (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	45	29	-36%	154
Service users' satisfaction with services	86%	80%	-6%	157
Take-up rate services	380	447	18%	156
Outcome 2: the West Australian community is inclusive of people with disability				
Service users' satisfaction with social inclusion and community acceptance	80%	74%	-6%	158
Percentage of agencies that have lodged Disability Access and Inclusion Plans with the Commission	100%	92%	-8%	159
Percentage of public authorities that report Disability Access and Inclusion Plans enhanced inclusion for people with disability	85%	73%	-12%	160

Notes:

a) As specified in 2014-2015 Budget Statements.

b) Explanations for the variations between target and actual results are presented from page 154–160.

Key efficiency indicator(s)	2014–2015 target (see note a)	2014–2015 actual	Variation from target (see note b)	Reference page
Service 1: Accommodation support				
Average cost per service activity	\$139,636	\$161,514	16%	164
Average cost per service user	\$164,826	\$174,015	6%	166
Service 2: Community-focused supports				
Average cost per service activity	\$28,504	\$28,882	1%	164
Average cost per service user	\$44,683	\$45,557	2%	166
Service 3: Coordination and individual support				
Average cost per service activity	\$3,826	\$3,459	-10%	164
Average cost per service user	\$6,122	\$5,653	-8%	166
Service 4: Family support				
Average cost per service activity	\$13,181	\$16,060	22%	164
Average cost per service user	\$20,144	\$20,918	4%	166
Service 5: Access and inclusion				
Average cost per project	\$17,350	\$16,049	-7%	164
Percentage of projects that achieved their outcome/s within the required time	87%	86%	-1%	166

Notes:

a) As specified in the 2014-2015 Budget Statements.

b) Explanations for the variations between target and actual results are presented from page 163–166.

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. Below is a snapshot of each of these service areas for the 2014–2015 period.

Service 1 – Accommodation Support

People who accessed the service	Change in number of people from last year
1,783	2 per cent decrease
Cost of service	Average cost per person
\$310.24 million	\$174,015

Service 2 – Community-focused Supports

People who accessed the service	Change in number of people from last year
7,187	21 per cent increase
Cost of service	Average cost per person
\$327.01 million	\$45,557

Service 3 – Coordination and individual support

People who accessed the service	Change in number of people from last year
23,925	14 per cent increase
Cost of service	Average cost per person
\$135.26 million	\$5,653

Service 4 – Family Support

People who accessed the service	Change from last year
4,694	8 per cent decrease
Cost of service	Average cost per person
\$98.19 million	\$20,918

Service 5 – Access and Inclusion

Projects supported
142
Cost of service
\$2.28 million

Service 1 – Accommodation Support

Accommodation support ensures people with disability have access to suitable and safe accommodation options

Accommodation support provides eligible people with disability with a range of options to live in the community.

People are supported to:

- live independently using occasional support
- live independently using neighbour support
- live independently as a member of a neighbourhood network
- share a home where rostered support is in place.

Choosing an accommodation type based on individual need offers flexibility and control to people with disability. Some people may elect to receive their services and supports in their own homes, whereas others may prefer an accommodation type that allows them to share support services with other people.

Accommodation services are offered in a range of settings, each designed to meet people's differing needs and situations.

Hostels are communal living residences accommodating more than 10 people with disability. Hostels provide 24 hour nursing care. Their residents typically have high care needs and require help with daily living tasks.

Group homes are community-based residences shared by three to eight people with disability. The residents of these homes have similar needs to one another and are supported by paid, rostered staff providing up to 24-hour support. Daytime support for daily living tasks is generally substantial with active or passive support provided at night.

Self/shared management is where a person with disability, or their family or guardian takes responsibility for managing all or part of their accommodation service and the associated funding. In this type of arrangement people determine for themselves the best supports and services to meet their needs.

Emergency accommodation is short term and/or transitional accommodation for people with disability who are in crisis or an emergency. This type of accommodation supports people while plans are developed for a sustainable long-term option.

Numbers and trends

- 1,783 – the number of people who accessed accommodation support in 2014–2015
- 2 per cent – the decrease in the number of people who accessed accommodation support from last year
- \$310.24 million – total cost of service
- \$174,015 – average cost per person
- 4 per cent – the increase in the average cost per person from last financial year

Three-year trend

Measure	2012–2013	2013–2014	2014–2015
Total cost (\$million)	\$273.26	\$302.75	\$310.27
Total accommodation service users	1,784	1,818	1,783
Total service users by accommodation service types			
Hostel	213	192	298
Community residential	1,597	1,590	1,518
Emergency accommodation	NA	26	17

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

This year's highlights

Emergency accommodation for young people with disability who are homeless and in crisis.

The Commission works with a number of organisations including the DCPFS, the MHC and disability sector organisations to ensure young people with complex needs are supported in the way that is best for them and their family. **For more information about a newly available accommodation option see the case study on page 45.**

Age Appropriate Housing Strategy

As part of its 2013 election commitment, the State Government committed

an additional \$9 million over four years to provide appropriate housing or to enhance support arrangements so that younger people with disability are not residing inappropriately in emergency, transitional or aged care accommodation. The funding is used for services to support diversion from emergency, transitional or residential aged care accommodation and to enhance existing arrangements. The initiative is for people with disability under 65 years of age but focuses on those under 30 years of age. Priority is given to people in nursing homes, hospitals and/or who are currently homeless (or under threat of being homeless). Currently 15 individuals are supported through this program.

Our role in direct service provision: Client transition project

Our accommodation services transition project progressed during 2014–2015. Once completed, the project will see the non-government sector deliver 60 per cent of accommodation services that were previously provided by the Commission. **For more, see the Project in focus on page 83.**

Emergency accommodation

A look at Accommodation Support

In January 2015 we opened a purpose-built short term emergency accommodation facility to support young people with intellectual disability. The new Bedford facility is specifically designed to support young people who are homeless and in crisis. It is part of our ongoing commitment to providing emergency and transitional accommodation and supports to people with disability.

People living in Commission emergency accommodation are supported by services based on Positive Behaviour Support practices, which have been developed by the Commission with the disability sector. Commission clinicians and social trainers use Positive Behaviour Support strategies to connect with each person living in the accommodation service. The aim is to provide an environment where the person can feel safe and planning can begin with the person, their family or guardian and disability sector organisations for a longer term accommodation option.

The Bedford home was built on a vacant site, formerly owned by the Department of Child Protection and Family Support. The previous building on the site was destroyed in a fire in 2009. The history of the site meant that planning and building the new development took place over several years, leading to the completion of the six-person home in January. Staff provided significant input into the design of the home, to ensure it would meet the varying and often complex needs of young people while retaining a homely feel and style to fit in with other homes in the community.

The Bedford property was developed to replace emergency accommodation in a smaller house in Como, which was not purpose-built and had insufficient indoor and outdoor space to meet the needs of a group of young people with complex needs.

The process to develop and operate the Bedford home has also required strong partnerships and collaborations with other agencies to ensure people can be transitioned to longer term, more sustainable and appropriate residential options as quickly as possible. This is to help minimise the trauma and disruption that can occur with placement in emergency accommodation. A priority for the Commission has been communicating with the community to ensure local people have been informed about the purpose of the house. Community feedback has been welcomed and neighbours were invited to see the home before its first residents arrived.

The \$2.223 million project sets a benchmark for the design and fit-out of the Commission's accommodation services, which also includes long-term supported community living in a variety of settings.

The Bedford house provides emergency accommodation.



Service 2 – Community-focused Supports

Community-focused supports aim to facilitate, support and encourage people with disability to live independently and have valued roles and relationships in their community

A wide range of supports and services are available to people with disability under the umbrella of community-focused supports.

These supports are delivered primarily through disability sector organisations. Our strong, varied sector offers a range of contemporary supports and services and assists people to achieve their independent living and community participation goals. Strategies on offer may include computer skills training, fitness programs, learning to look after people's own homes, or support to connect with local community groups and clubs.

Localised decision making

Where funding is required as identified as part of a person with disability's individual plan, decisions about its allocation and approval are able to be made at a local level through the LAC service. Decision making on funding allocations for Community Living, Family Living, and for school leavers is decentralised, with decisions made by Local Area Coordinators and Area Managers.

It ensures that locally available resources and supports are taken into consideration when determining what is needed to best support the person.

Supported Community Living

This program supports people with intellectual or cognitive disability in a variety of long-term living arrangements. Support goes beyond just providing people with a home: it is about working with people to identify the supports and services each person needs to live their desired life, and

implementing the strategies to help them reach their goals.

Supporting school leavers

This year we moved from supporting school leavers through the Post School Options Program, to a more individualised approach with a greater range of support options, focused on relationships and community connection, with particular focus on employment and valued role opportunities.

Students in their final two years of school (or those within two years of having left school) are engaging with Local Area Coordinators to develop plans for the future.

As part of the school leavers strategy, \$4.45 million was allocated with 184 school leavers engaging in the planning process with their Local Area Coordinator. **For more, read the Case study on page 49.**

Alternatives to Employment

Alternatives to Employment offers people with disability who have high support needs a range of opportunities as an alternative to engaging in paid employment. These alternatives focus on supporting people to undertake valued roles in their community such as volunteering, participating in sport or recreation activities or pursuing further education and training opportunities that are tailored to meet the person's goals.

Recreation and leisure

The Commission recognises recreation as a valued and important contributing factor to the quality of life of all people. Recreation activities can assist people to achieve their goals and take an active role in their community. Disability sector organisations throughout the state are funded by the Commission to provide a wide range of recreation services to

support and build the capacity of people to participate in mainstream recreation activities and develop new skills. **For more, read about Service reviews on page 16.**

Community and Family Living Initiative

This initiative supports people through the allocation of small funding packages to build stable relationships and be active community members and participants in family life. Through the initiative families are assisted to plan, and identify their own strategies to be resilient and achieve their goals.

In 2014–2015 a total of \$5.3 million was allocated to 353 people with disability under the Community Living Initiative and over \$8.9 million to 1,019 families under the Family Living Initiative.

Numbers and trends

- 7,178 service users - the number of people who accessed community-focused supports
- 21 per cent – the increase in total number of people who accessed community-focused supports from last year
- \$327.01 million – total cost of service
- \$45,557 – average cost per person
- 2 per cent – the decrease in the average cost per person from last financial year

Three-year trend

Measure	2012–2013	2013–2014	2014–2015
Total cost (\$million)	\$247.55	\$276.84	\$327.01
Total service users	5,427	5,957	7,178
Total service users by individual service types			
Supported Community Living	1,751	1,981	3,469
Day options	4,427	4,822	5,945
Recreation	1,947	2,076	2,454
Learning and life skills development	2,898	3,203	4,171

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

This year's highlights

School Holiday Support Program

A School Holiday Support Program was developed to build on family wellbeing and strengthen community connections and family networks. The program provided opportunities for young people with disability and their families to engage in a range of community-based activities with people of similar ages or with those sharing similar interests. Funding was provided to 17 disability sector organisations to support the program which delivered a broad range of options for families including sporting and recreational activities and holiday camps.

CATCH (Children dependent on technology and cared for by their families at home)

Support was again given to the CATCH program which enabled 10 children, aged up to 18 years, to live at home with their families. These children have high medical support needs and are dependent on technology to be able to leave hospital. This support means the family can live together, the child being supported by specialist staff at home rather than in a hospital. A tripartite agreement between the DCPFS and the Commission supports this program.

Leadership WA

The Commission funded several people with disability to attend Leadership WA's Signature Leadership course. Participants gained skills and strategies necessary to become community leaders and ambassadors for people with disability, their families and carers.

Positive Behaviour Support

At the heart of Positive Behaviour Support is a focus on person-centred planning and enhancing quality of life. The Positive Behaviour Strategy is a comprehensive approach available to the families and carers of people with disability who demonstrate challenging behaviours. The primary goal of the approach is to increase the person's quality of life, with a secondary goal of decreasing the frequency and severity of these behaviours.

Organisations offering Positive Behaviour Support, strengthened by well established policies and procedures that focus on eliminating restricted practices, enable people with disability to have choice and control about their supports and services.

A Framework is also in place to assist in responding to the needs of people with disability who sometimes exhibit challenging behaviour, their families/ carers and paid support workers. **For further information, read the Project in focus on page 146.**

Code of Practice

A second edition of the Code of Practice for the Elimination of Restrictive Practices has been released. Training about the Code of Practice was provided to disability sector organisation staff. Banned practice guidelines were also introduced to eliminate restrictive practices to improve the quality of life for people with disability who exhibit challenging behaviours.

Supporting school leavers with disability

A look at Community-focused Supports

We have implemented changes to the way school leavers with disability are supported, moving away from traditional support programs to a more personalised and flexible approach. Previously, school leavers with disability were supported by our Post School Options program, which had defined ways funding could be used. In line with ongoing reforms, school leavers are now enjoying an individualised planning approach and greater choice and control over their supports and services. LACs are working with school leavers, their families and carers, to explore the young person's goals for life after school and to develop an individualised plan that outlines the strategies needed to achieve their goals.

This individualised approach enables school leavers to pursue a greater range of options to promote an ongoing development of their skills and abilities, expand their relationships and community connections, increase opportunities for employment and training, and gain valued roles. This process has been working well for Waroona teenager Coen Walmsley, who has autism. As a consequence of his personal plan, he has flown an aeroplane, worked as a volunteer in Fiji, sailed on the Leeuwin tall ship, secured employment and found his own shared accommodation.

Commission LAC Marie Finch said Mr Walmsley always had well-defined ideas of what his future could look like. Mr Walmsley's parents Mike and Donna are proud of their son's achievements and thankful for Mrs Finch's support and expertise. "Marie suggested Coen join the Air Force Cadet Program in Mandurah in 2012 and assisted with funding for him to obtain his student's pilot's licence through the Air Force Cadets in 2013," Mrs Walmsley said.

After completing Year 12 in 2014, Mr Walmsley volunteered in Fiji with the Rustic Pathways leavers' volunteer program. He later applied for and secured a job and then found accommodation sharing with two others. Mrs Walmsley said Mrs Finch's knowledge about relevant programs and available funding had allowed her son to enjoy and achieve wonderful dreams that would otherwise have been out of reach.



Coen Walmsley is achieving his dreams thanks to the development of a clear personal plan.

Service 3 — Coordination and Individual Support

Coordination and individual support comprises individual planning specialist service support areas and community aids and equipment.

Local Area Coordinators (LACs) and My Way Coordinators (MWCs) lead our part in the process of individualised planning. Coordinators are locally based, so they have a great understanding of their communities and the supports and services on offer for people with disability, their families and carers. Being local, they can also be flexible and respond to individual needs on the spot, as they arise.

The detailed plans developed with Coordinators support people with disability to capture their views, about what they see their life being like now, and how they would like it to be into the future.

People's individual plans outline their goals and the strategies they will use to achieve them.

Every person accessing LAC or MWC support is engaged in an individualised planning process which identifies their strengths, needs and goals and aspirations for the future.

Local Area Coordination

The LAC program has been operating throughout Western Australia for more than 28 years. LACs are front-line employees who provide personalised supports to people with disability, their families and carers from more than 40 offices throughout the state.

WA NDIS My Way

MWCs work, like LACs, to support and undertake individualised planning with people with disability. For an in depth look at WA NDIS My Way [see: Our year in focus on page 11.](#)

Specialist services

Our interdisciplinary specialist services team includes psychologists, speech pathologists, social workers and occupational therapists. This team provides services that respond to the holistic needs of individuals, families and carers. The team's philosophy is to provide a targeted service using positive behaviour support approaches, evidence-based practice and person/family-centred practice principles. This service includes:

Early childhood development program

This program is an early intervention service for children aged up to eight years old who have Global Developmental Delay, with or without another diagnosis. Commission staff work closely with the child's family and locally-based therapists to design tailored programs for children. Ninety five out of 245 places in the program are now being offered by disability sector organisations, offering a greater range of options to people with disability.

Behaviour Support programs

The programs provide tailored services to people aged six and above with challenging behaviours. The services may be short-term focusing on one specific behaviour or longer term to explore all factors that contribute to a person's behaviours. Behaviour Support staff can work with families or other people supporting an individual to plan the best supports for them.

The Adult Program

The Adult Program provides access to services (mostly for people with intellectual disability) that contribute to wellbeing, independence, and participation in community life. This comprehensive, interdisciplinary service includes occupational therapy, physiotherapy, speech pathology and dietetics. Where necessary, the team provides equipment that is purchased through the Community Aids and Equipment Program.

Community Aids and Equipment

This program funds the cost of basic and essential equipment and home modifications required by eligible individuals. It aims to enhance an individual's function, independence and safety and provide the support required for people to live independently in the community. Equipment includes: wheelchairs, walkers and other mobility devices; communication devices and software; positioning and seating equipment such as a standing frame; transfer aids such as hoists; and self-care equipment such as commodes and shower chairs. Home modifications like ramps to assist mobility into the home, bathroom modifications and kitchen modifications are also available via the program.

Numbers and trends

- 23,925 – the number of people who accessed coordination and individual support
- 14 per cent – the increase in the number of people who accessed coordination and individual support compared with last year
- \$135.26 million – total cost of service
- \$5,653 – average cost per person
- 6 per cent – the increase in average cost per person from last financial year

Three-year trend

	2012–2013	2013–2014	2014–2015
Total cost of service (\$million)	\$100.88	\$112.43	\$135.26
Total service users	20,119	20,988	23,925

Total service users by service types			
Case management services (LAC/WA NDIS My Way)	9,993	10,546	11,827
Case management services (excluding LAC/WA NDIS My Way)	NA	NA	5,204
Disability Professional Services	8,028	8,310	8,526
Community Aids and Equipment Program	8,468	8,815	9,777

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

This year's highlights

Targeted Disability Professional Services Emerging Assistive Technology (Aids and Equipment) Project

The Commission and disability sector organisations have undertaken projects in partnership to explore how emerging assistive technology and environmental controls can provide positive outcomes for people with disability. The projects have included:

- Training disability sector organisations to prescribe emerging assistive technology and environmental controls. Information and communication technologies have been used with emerging technology to assist people with significant physical disability to independently access and operate household equipment, such as doors, lights and television and music systems.
- Training people with disability and their families, carers and therapists to use emerging assistive technology.
- Development of an online resource for adolescents and adults with autism.
- Raising awareness of emerging technology, by working with people with disability and their families and carers who have been asked about their personal goals and how environmental controls, emerging technologies and information and communication technology can make a significant difference in their lives.

Disability Services Expo

More than 500 people attended our first Disability Services Expo held in March. More than 80 service providers exhibited their latest supports and services and were available to talk to people about how their needs might be met. Informative panel discussions were also held emphasising the

importance of individualised planning and people having choice and control over the services they receive.

The WA NDIS My Way Integrated Education Project

Children with disability who are eligible for the WA NDIS My Way trial will benefit from a collaborative project being delivered by the Commission and the Department of Education. The project sees the streamlining and integration of the NDIS My Way and Individual Education Planning processes to optimise outcomes for children, their families and carers.

For more about this project, read the Case study on page 53.

Capturing consumer feedback

The Commission has continued to use several strategies to ensure consumer feedback is captured, and informs our service delivery into the future.

In addition to engagement at the local level with support groups, service providers, people with disability and their families and carers, the Commission has utilised several, more structured strategies. These include an independent consumer satisfaction survey, independently facilitated forums and the establishment of various governance and advisory groups.

For further information, see Complaints on page 65.

WA NDIS My Way Integrated Education Project

a look at Coordination and Individual Supports

The Commission and the Department of Education are working together to implement an integrated approach to planning with children who are eligible for the WA NDIS My Way trial.

Previously, children with disability and their families often found themselves involved in two separate planning processes: with their My Way Coordinator through WA NDIS My Way and through a school-based Individual Education Plan process.

Too frequently, these two planning processes were happening in isolation of one another, resulting in the development of duplicate or disparate goals and strategies, supports and services. For example, a child may have received speech therapy after school without any reference to or relationship with the educational program that was being implemented in the school setting.

The WA NDIS My Way Integrated Education Project was developed to address this issue and promote seamless supports and services across school, home and community-based settings.

Using this new approach, schools, families, service providers and specialist services are collaborating to share knowledge and ideas and explore goals and strategies aimed at optimising outcomes for children with disability. Working together they are able to develop a holistic plan which incorporates aligned strategies, supports and services.

Involvement in the project is not compulsory. Parents of children with disability who are eligible for the WA NDIS My Way trial are invited to participate and school principals in the Lower South West and Cockburn-

Kwinana have been approached to nominate their schools for inclusion in the project.

There has been great interest to date, with most schools in the Lower South West trial site and almost all families of children with disability in those schools expressing an interest in participation. Collaborative planning meetings have commenced and there are early reports that this project is a positive process that will deliver good outcomes for children.

Photo courtesy of Vasse Primary School, a participant in the WA NDIS My Way Integrated Education Project.



Service 4 — Family Support

Family support is an essential part of disability services and focuses on strengthening and sustaining the role and capacity of the carer and other family members.

It is vitally important the families and caregivers of people with disability are supported in their caring role. Family support is designed to meet this need and is delivered through a wide range of services and supports. Supports may be formal or informal, and may be provided either in or out of the home. The aim of this service is to build and enhance family wellbeing; strengthen positive family and community relationships; improve family and carer capacity to promote and maintain a positive home environment; and support participation in the community.

Family support activities are designed to provide a positive experience for people with disability, their families and carers. Activities may include camps, recreation activities, stays with a host family, and overnight or regular respite. The activities are all designed in consultation with the family and the person with disability.

Respite

Respite offers carers and family members a break from their caregiving roles, providing them with an opportunity to recharge. Respite care also gives the person with disability a chance to enjoy new experiences while being fully supported by respite staff. Respite includes support in the person's own home, through respite centres, host family or peer settings, and emergency respite.

Types of respite include:

- Own home respite
- Centre-based respite/respite homes

- Host family respite/peer support respite (generally voluntary support for a person up to age 25)
- Crisis respite

Numbers and trends

- 4,694 – the number of people who received family support
- 8 per cent – the decrease in number of people who received family support compared to last year
- \$98.19 million – total cost of service
- \$20,918 – the average cost per person
- 6 per cent – the increase in average cost per person from last financial year

Three-year trend

	2012–2013	2013–2014	2014–2015
Total cost of service (\$million)	\$84.73	\$100.20	\$98.19
Total service users	4,972	5,097	4,694
Total service users by service types			
Respite	3,820	3,843	3,758
Family support	1,802	1,853	1,337

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

This year's highlights

Building and sustaining family leadership

The Commission has funded two family support workshops: Is There a Better Way, focused on challenging behavior, and Side by Side Family Partnering Model. These projects were designed to encourage conversation around building informal connections, fostering resourcefulness and building resilience within families.

Is There a Better Way

More than 180 families have participated in Is There a Better Way workshops, which explore ways of supporting people with disability with families and disability sector organisations. The workshops focused on the principles of Positive Behaviour Support and used real life stories of how families themselves have addressed issues of challenging behaviours in positive and contemporary ways.

Feedback has been positive, with families reporting new confidence in utilising positive behaviour support strategies to improve their everyday family life.

Side-by-Side model of family support

The Side by Side peer support program is an initiative targeted at families who are supporting a family member with challenging behaviours. The project works through pairing vulnerable families with a network of sharing families. This facilitates a family-to-family mentoring approach with a skills development component to assist families to develop practical skills in responding to their child's challenging behaviour.

Family Support through Mentoring Project

This project has continued to be developed in this period. It currently links 12 families and carers – who are living with, or supporting a person, whose behaviour is considered challenging – with a mentor who provides mutually agreed support. The project aims to provide a structured and trusting relationship through which families and carers can receive guidance, non-judgemental support and encouragement from a person who has lived experience supporting an individual with challenging behaviour. The program of support is based on evidence-based models of family mentoring with specific training provided to mentors. The project is growing in the metropolitan area and moving into some country areas.

Using family supports flexibly

A look at Family Support

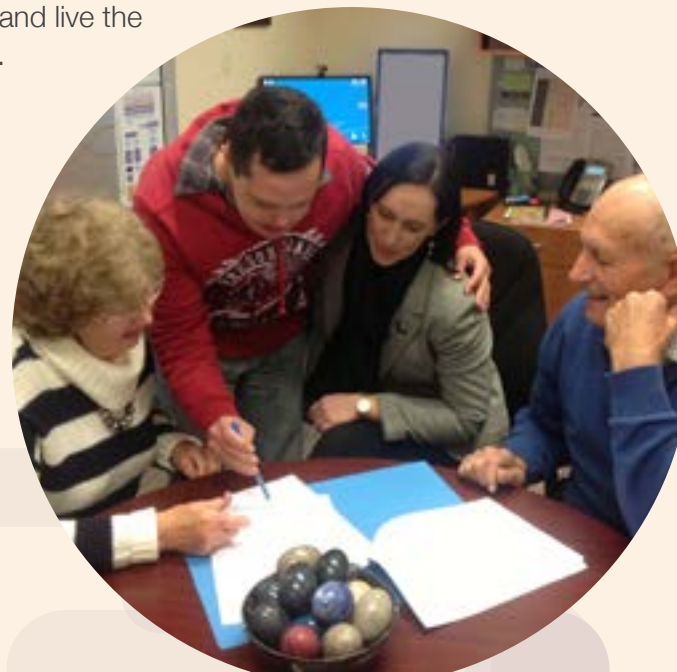
Ben Dainton, 30, who has Down syndrome and is deaf, lives with his parents Rae and John in Albany. He has had Commission funding for family support services for several years, but Mr Dainton and his family felt that none of the supports on offer really met their view of what family support services he needed.

Mr Dainton's parents formed Ben's Administration Company (BAC) so that his funding could, as a trial, be disbursed to the company as a grant for them to manage directly. BAC is registered in Mr Dainton's name, so he employs his support workers directly through the company. Self-management has proven to be popular with West Australian families because it gives them the greatest degree of control over their own services. It is also becoming a strong differentiator in the WA NDIS My Way trial, with higher rates of self-management take-up than anywhere else in the nation.

A big focus for the Dainton family is building Mr Dainton's independence and self-care skills. While Mr Dainton's parents manage BAC and support their son now, they are conscious they won't always be able to do so. They have established their self-management model as a business, owned by Mr Dainton, so that other people can step in to undertake the business management functions (such as administrative tasks like payroll and taxation, employing support workers and police checks) when they are no longer able to manage these. Similarly, their host-family arrangements purchased through BAC are designed to prepare Mr Dainton to live in the community with tailored supports.

In 2014–2015 BAC was evaluated against the same criteria and through the same process the Commission uses for quality evaluations of disability

sector organisations. The company came through the evaluation with flying colours. It showed that Mr Dainton's highly individualised service met all the National Standards for Disability Services and was achieving the intended outcomes. As a result, the grant agreement has been renewed to ensure the services that have been tailored to best fit Mr Dainton can be maintained and continue to support him to achieve his goals and live the way he wants to live.



Ben Dainton
(second from left)
with his parents and
Commission officer
Fleur Hill (second
from right) signing his
grant agreement.

Service 5 — Access and Inclusion

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.

Part of our function is to foster change at a community level by working in collaboration with state government agencies, local government, the disability sector and community organisations to build capacity around accessible and inclusive communities.

We coordinate a variety of public sector and community projects, lead the implementation of community education strategies and work towards increasing awareness about disability – a key responsibility under this service.

At a national level, access and inclusion goals are outlined through the National Disability Strategy. The State’s Count Me In vision, with its core focus on inclusion and participation for everyone, is a key driver that delivers the National Disability Strategy in WA. **See the Project in focus on page 77 for more information.**

During the past year there has been a very deliberate focus on ensuring community services are delivered in partnership with the non-government sector, local governments and community groups with a clear focus on community outcomes.

Disability Access and Inclusion Plans (DAIPs)

Our team continued to support public authorities to meet their obligations to provide accessible state and local government facilities, services and supports. The Commission facilitated networking groups and provided advice and resources.

The Commission has partnered with the Local Government Managers Australia to survey local governments about attitudes and practices.

Most participants agreed that local governments that employ people with disability can access a larger pool of talent that better reflects the diversity of local communities.

More than half of survey respondents wanted to better understand the link between a DAIP and the local government Workforce Plan required under the Integrated Planning and Reporting requirements. They also wanted to know more about the financial and other supports available for local government.

Numbers and trends

- 142 – the number of projects supported by the Commission
- \$2.28 million – the total cost of service

Three-year trend - cost of services and total projects

Measure	2012–2013	2013–2014	2014–2015
Total cost of service (\$million)	\$1.46	\$1.91	\$2.28
Total weighted projects	133	141	142

Note: Total number of project equivalents (projects are weighted to ensure comparability of project costs between years).

This year’s highlights

Grants

At a broad community level, we offered grants to community organisations to make their services and programs more accessible or more inclusive to ensure people with disability can participate in community life.

Community infrastructure grants

We are managing the implementation of community infrastructure grants projects in partnership with the Western Australian Local Government Association. The grants were in the process of allocation at the end of the reporting period, and the recipients will be confirmed in the 2015–2016 Annual Report. The grants will result in improvements to local infrastructure and community spaces and make them more accessible and welcoming for people with disability.

Community inclusion and participation grants

In July 2014, we established a partnership with VisAbility and invited community organisations to apply for small grants to help create more inclusive communities that welcome people with disability, their families and carers. The intended outcome is that people with disability live in inclusive and well-designed communities with opportunity to participate fully in all aspects of community life.

The first round of funding was provided in the reporting period with 17 projects receiving funding. A second round of funding was offered in response to local organisations and governments interest in the grants and will be allocated in the coming 12 months.

Generic design housing project

We supported a Department of Housing initiative to develop off-the-shelf plans for accessible public housing. All designs were based on universal design guidelines. The designs are suitable to most people using services, as well as older people and those with temporary mobility impairments, and will streamline the design process. Where new houses are constructed, these generic designs will reduce both the cost and timeframe for delivery. There are 11 designs available.

Combined Capital Bid

The \$95.7 million Combined Capital Bid (under the Community Disability Housing Program) was completed in 2014–2015. Overall, 201 dwellings were provided, providing housing for 322 people. Whilst the Combined Capital Bid finished in June 2014, a number of property constructions were not completed until 2014–2015. Through this initiative, people with disability are living more independently, accessing local communities and participating in community life.

Count Me In

Count Me In is both our vision and a long-term strategy. The 2015–2017 implementation plans for Count Me In will focus on tangible community outcomes and align with the next phase implementation plan of the National Disability Strategy. For examples of projects delivered under Count Me In **see the Changing Places and Count Me In WA Football League Case studies on pages 60 and 61.**

The Nexus Artists with Disabilities grants program

The Nexus Artists with Disabilities pilot program is supporting 16 to 25 year olds with disability develop their careers as artists. The program is targeted at young artists looking to extend their artistic interests, including those who are school leavers or studying art in educational institutions. The grants provide access to a 12-month, structured, mentoring-based, arts development program. The program allows participants to further their arts practice, increase their portfolios, and strive to become artists in their own right.

In 2014–2015, 23 artists worked across a range of media and were supported in activities such as dance, graphic design, visual arts and music. Funding of \$165,000 was provided by the Commission for the two-year pilot program which runs from 2013–2015.

Arts partners grant – Mentorships in the Arts for People of all Abilities

In 2014–2015 the Commission continued its support of Arts Partners mentorship program in Bunbury where ‘proteges’ are matched with a mentor and together they participate in mainstream art classes and activities such as painting, lead lighting, photography and sculpture.

Royal Life Saving Society Association WA

We have partnered with the Royal Life Saving Society Association WA (RLSSA) and supported a small number of people with disability to work as pool lifeguards or swimming instructors. RLSSA, Fremantle Local Area Coordinators and Fremantle Pools have partnered to trial training and mentoring a suitable person in vocational pool lifeguarding qualifications with the aim of providing them with ongoing employment opportunities.

Employment

Following the joint initiative to produce the Disability Employment Strategy 2013–2015, we are again partnering with the Public Sector Commission to develop initiatives to improve employment of people with disability in the public sector.

Local Government Project to increase employment of people with disability

We have partnered with the Local Government Managers Australia on a local employment project commencing in 2014–2015. A key element is linking people with disability to specific local governments in a regional collaborative model, and this has commenced among the Avon Regional Organisations of Councils. Training to overcome barriers to readiness for employment was developed and is being rolled

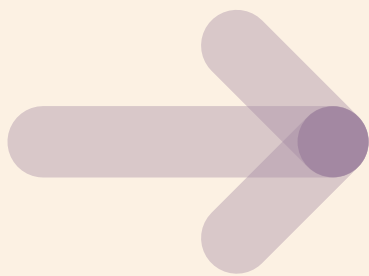
out in 2015–2016 with the intention of achieving specific employment outcomes.

Liveable Homes

Western Australia’s Liveable Homes initiative was established to encourage more home buyers and builders to incorporate universal design features in their homes.

We have built strategic partnerships with the tertiary sector promoting education about liveable home design features. Curtin University is seeking to embed Liveable Homes principles and features across all of their relevant academic programs including: Architecture; Interior Architecture; Urban and Regional Planning; Project Management; Occupational Therapy and Physiotherapy.

We have also worked with LandCorp to include three single bedroom and bathroom apartments on a small lot using Liveable Homes design in its Gen Y demonstration housing project in White Gum Valley.



Changing Places

A look at Access and Inclusion

People with disability who need space and specialised equipment to use the bathroom sometimes have no other choice but to be changed on the floor of a toilet because of a lack of suitable facilities in the community.

The \$2 million Changing Places project, which began in May, aims to ensure people with disability are supported to participate more fully in the community and do not have to compromise their dignity to participate in community activities.

The project will deliver a state-wide network of Changing Places that provide a secure, clean and appropriate environment for a broad range of children and adults to use the bathroom when out and about in the community. Changing Places are provided in addition to accessible toilets.

These dedicated spaces will include a large adjustable, adult-sized change table, moveable ceiling hoist, washing facilities, a toilet and adequate room for two carers. All of the places in the network will use the same key and be free to use. It's expected many will be open 24/7.

We have partnered with the Western Australia Local Government Association (WALGA) on the project, which will see key local governments provided with up to two thirds of the funding to establish a Changing Place.

National Disability Services WA has also supported the initiative and is leading the consultation with people with disability, families, carers and service providers about their preferred locations for Changing Places.

The State Government has also recently committed to including Changing Places at Elizabeth Quay and the new Perth Stadium, as well as being considered for a range of other metropolitan redevelopments.

The project is expected to be delivered over the next two years.

For more information about the Changing Places project, visit: www.disability.wa.gov.au > Individuals, families and carers > Recreation and leisure > Changing Places , or email countmein@dsc.wa.gov.au .



Changing Places will support people to participate more fully in the community.

Count Me In WA Football League round

A look at Access and Inclusion

The importance of access and inclusion in community life underpins our Count Me In vision. Collaboration between the WAFL, the Disability Services Commission and the Department of Sport and Recreation promoted inclusion in a popular local sport through the first West Australian Football League (WAFL) Count Me In round, held on 16 August, 2014.

For West Australians, Australian Rules Football is a way of life. So for our community, a focus on inclusion at this activity was a great way to reach a lot of people and really demonstrate, in a tangible way, the type of great participation and contribution people with disability have across the State every weekend.

Two teams from the Integrated Football League, a league established for people with intellectual disability, played a game after one of the WAFL matches. Count Me In Ambassadors and the Minister for Disability Services played key roles at others, undertaking coin toss duties and appearing at match day functions. Importantly, there was lots of opportunity to talk to local clubs about how to get involved. Entry at WAFL games during the Count Me In round was free for people with disability and for their friends and family with a Companion Card, and there were giveaways to spread the word about the Count Me In vision.

Turnout at games throughout the Count Me In round was significant, supported in no small part by the welcoming, inclusive atmosphere created by the focus on participation.

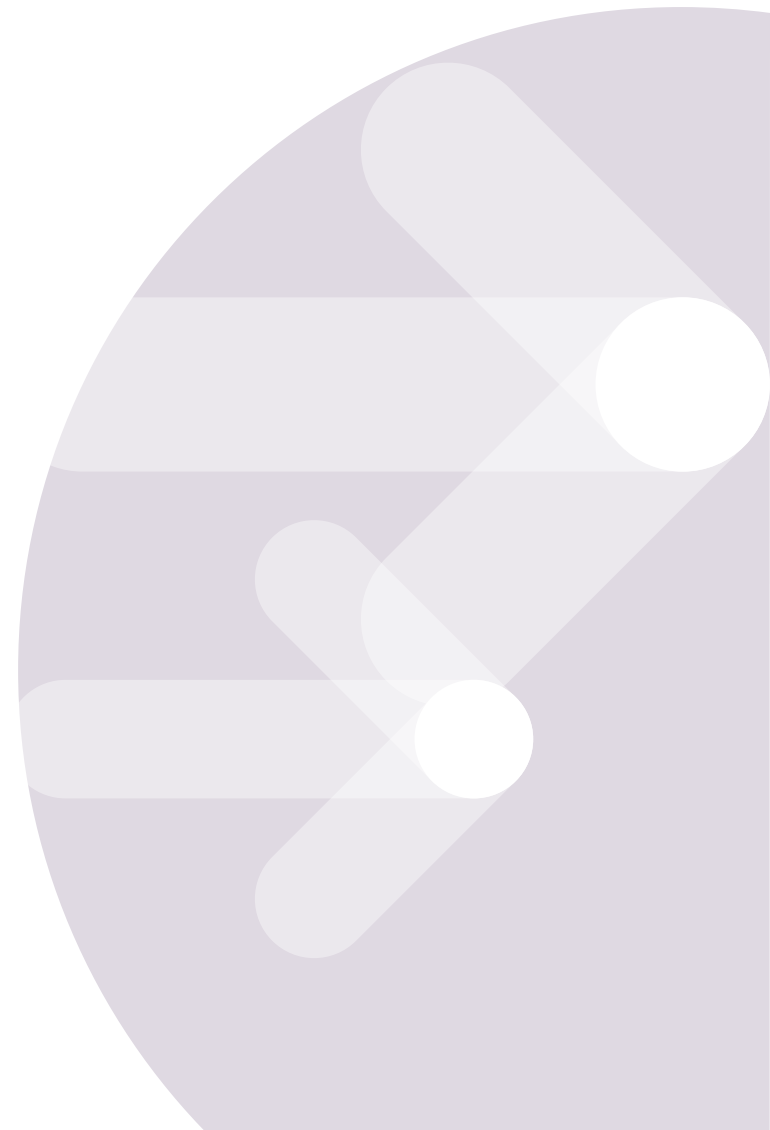
“It is important that everyone has the opportunity to participate in sport and recreation, and there are many ways people can do that,” our Director General Dr Ron Chalmers said. “In football clubs that could mean

involvement as a member, player, supporter or volunteer, in roles like scorekeeper, runner or ticket seller.”

A sign of the success of the first Count Me In round is the WAFL’s commitment to hold a second Count Me In round in 2015.



The WAFL Count Me In round highlights the importance of access and inclusion across the community.



The National Standards

1. Rights – the service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

2. Participation and inclusion – the service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

3. Individual outcomes – services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

4. Feedback and complaints – regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

5. Service access – the service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

6. Service management – the service has effective and accountable service management and leadership to maximise outcomes for individuals

Quality of services

Quality System

Our enhanced Quality System, which commenced on 1 July 2014, is underpinned by the revised National Standards for Disability Services and applies to all services delivered or funded by the Commission.

Through the Quality System, the Commission evaluates service quality to ensure supports and services make a positive difference to the lives of service users, support individuals' stated goals and comply with the National Standards for Disability Services.

The system builds upon our previous Quality Management Framework with an increased focus on individual outcomes, good individual planning processes and person-centred approaches, as well as human rights safeguarding and support for individuals' decision-making and choice.

The Quality System evaluates service quality in two ways. Annual self-assessments enable organisations to review their policies and procedures and report on their progress towards implementing the National Standards for Disability Services. The second component is quality evaluations, which incorporate an independent evaluation of an organisation's compliance with the National Standards for Disability Services.

With the Quality System officially commencing on 1 July 2014, organisations were given a nine-month transition period to align their policies, procedures and practices with the revised National Standards for Disability Services.

To increase organisations' understanding and confidence about the revised National Standards for Disability Services and the new Quality System,

the Commission partnered with National Disability Services WA to provide information and training to disability sector organisations.

Working collaboratively, information and training modules were developed and rolled out across the State between January and May 2015. In addition we developed fact sheets, brochures, posters and information packages.

Face-to-face training for organisations was delivered by National Disability Services WA through nine information sessions and 16 full day train-the-trainer workshops in a range of metropolitan and regional locations including Albany, Busselton, Geraldton, York, Kalgoorlie, Karratha and Broome.

The next phase of improvement to the Quality System, due to be trialled in 2015–2016, is a review of how Quality Evaluations are scheduled. This improvement will see a wider range of information being used to inform the scheduling of quality evaluation visits.

During the reporting period the Commission also worked with other Australian states and territories to develop a proposed Quality and Safeguarding Framework for the NDIS. The outcomes of consultations are being considered and will inform changes needed to strengthen the current quality and safeguarding mechanisms in place in WA.

Complaints handling

We undertook a significant review of our complaints processes in 2014–2015. This work focused on maintaining and strengthening the core elements of the complaints system – accessibility and responsiveness – and better supporting all Commission staff members to effectively manage complaints wherever they arise.

We produced new detailed guidance about local management of complaints recognising that many of the complaints raised with us are initially brought up with staff in direct service delivery areas, including LACs, MWCs and those working within the Commission's accommodation, justice and therapy services. The review also delivered a customised database to record complaint and enquiry information, resulting in higher quality data capture. Alongside this review, the Commission's publications relating to complaints, the How to have your say booklet, Consumer Liaison Service pamphlet, and website content were updated and re-launched.

As described in relation to our Quality System, from 1 July 2014, Western Australia adopted the revised National Standards for Disability Services. The revised standards continue a strong focus on feedback and complaints, captured in Standard Four.

Consistent with previous years, the Commission continued to encourage and facilitate the use of feedback and complaints to drive service improvement; use transparent processes to effectively manage and resolve complaints; and ensure access to independent advice and support was available to people wishing to make complaints.

This was a particular focus for those receiving Commission services through WA NDIS My Way, our LAC service, accommodation services, therapy services and justice services.

The Commission remains strongly committed to accepting complaints in whatever form people are able to provide them: in writing, by email, by telephone, in person, or through an advocate, family member or guardian. Similarly, the principles of an impartial, timely, confidential process remain the focus of the Commission's Consumer Liaison Service.

We continued our regular induction briefings for new staff within the sector, support for the development and implementation of organisations' own feedback and promotion of the complaints systems through information on the Commission's website, sector information forums, and contact with the Consumer Liaison Service.

People not satisfied with the Commission's management of their complaint are able to raise their concerns with the Health and Disability Services Complaints Office (HaDSCO), an independent body able to investigate complaints regarding both the Commission and the sector. Recognising the important role HaDSCO has in identifying issues and opportunities to strengthen the disability sector, the Commission has participated in the HaDSCO Disability Complaints Data Collection Working Group and Consumer and Carer Reference Group throughout the year.

Complaints lodged with the Disability Services Commission July 2014–June 2015

The number of complaints made to the Consumer Liaison Officer in 2014–2015 increased slightly from previous years. Satisfaction with the handling of complaints remained steady at 71 per cent while satisfaction with complaint outcome decreased to 49 per cent. The number of complaints per 1,000 users increased to 3.29 from 2.27 in 2013–2014 and 3.04 in 2012–2013. This indicates that people understand their right to complain and feel able to.

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

Five-year trend

	2010–2011	2011–2012	2012–2013	2013–2014	2014–2015
Enquiries to the Consumer Liaison Service	621	611	458	507	439
Complaints made to the Consumer Liaison Service	57	43	28	26	41
Number of complaints closed	51	50	30	21	35
Number of complaints per 1,000 users of Commission-provided services	5.65	4.11	3.04	2.27	3.29
Satisfaction with complaints handling	63%	78%	75%	76%	71%
Satisfaction with complaint outcome	59%	74%	64%	57%	49%

Details of complaints lodged with the Commission

There was a higher number of complaints received in 2014–2015 compared with preceding two years, but the number is still within an expected range in light of the five-year trend. Satisfaction with handling of complaints remained high, while satisfaction with complaint outcome remained unchanged from the previous year.

Of the 41 complaints received in 2014–2015, 35 were also closed within the reporting period, with six carried forward into 2015–2016. Of those closed, over 68 per cent were closed within 15 business days, a significant improvement (35 per cent) on the result from 2013–2014.

Seventeen (41 per cent) of the complaints related to services for women, and 24 (59 per cent) related to services for men. Most complaints (80 per cent) were raised by family members on behalf of a person with disability, 10 per cent were raised directly by people with disability, 5 per cent by friends of people with disability, with the remaining 5 per cent raised by advocates and guardians.

Content of the new complaints raised was in line with previous years. Ten complaints (24 per cent) highlighted concerns about compliance with the Carers' Charter. Fifteen (36.5 per cent) raised issues with Commission policies or procedures. Sixteen (39 per cent) concerned funding or service access priority. Twenty (49 per cent) had communication or relationship issues at their core. Twenty four (58.5 per cent) related to staff. Thirty four (83 per cent) related to service management or quality. Several complaints raised multiple issues, so the number of issues raised is higher than the number of complaints.

In responding to complaints, most people identified that they wanted a specific remedial action taken (40, or 97.5 per cent). A significant

proportion of people also sought an acknowledgement of their concerns (27, or 66 per cent) or a further explanation/answer (26, or 63 per cent). A relatively low number of complainants (9, or 22 per cent) sought an apology.

This year's highlights

Strengthened data capture and reporting

The review of the complaints system yielded a new data system for recording and managing complaints. This will allow us to comply with the revised s.48A of the Disability Service Act 1993 under which we will report data to HaDSCO on an annual basis. It will also allow us to undertake much better analysis of complaints and enquiries data, identify trends and engage with the sector on emerging issues.

The revised complaints system was implemented in 2014–2015 and will have its first full year of data in 2015–2016.

Revised Serious Incident Reporting system

Following on from our review of the complaints process, we also looked at how we receive and record the occurrence of serious incidents involving people with disability, as required under s.25(4) of the Disability Services Act 1993. The revised reporting system, like the complaints system, allows us to analyse data far more flexibly than has been possible in the past, meaning trends and emerging issues will be identified far more readily. In turn, this will result in a strengthened ability to address issues in our sector and ensure the safety and wellbeing of people with disability.

The revised serious incident reporting system and form was prepared for launch on 1 July 2015.

Health and Disability Services Complaints Office (HaDSCO) collaboration

HaDSCO is an independent statutory authority that provides a free and impartial resolution service for complaints relating to health or disability services provided in WA. Disability Service Commission staff worked closely with HaDSCO this year. We attended its Community Leaders' Open Day where they had the opportunity to give delegates a better understanding about the Commission's complaints framework. We also participated in HaDSCO's Consumer and Carer Reference Group and trialled sector data collection systems through the Complaints Data Collection Working Group. HaDSCO also attended our Disability Services Expo, further highlighting our ongoing collaboration.

External review of complaints – Health and Disability Services Complaints Office

Under Part 6 of the Disability Services Act 1993, HaDSCO provides an avenue of review for complainants who believe their complaint was not handled appropriately or resolved to their satisfaction by the original health or disability service where the complaint arose.

As a statutory authority, HaDSCO reviews and reports on the causes of complaints, undertakes investigations, suggests service improvements and advises service providers about effective management and resolution of complaints. The service is available to all users and providers of health and disability services.

Complaints lodged with the Health and Disability Complaints Office July 2014–June 2015

HaDSCO closed 56 complaints relating to the Disability Services Act 1993

in 2014–2015. Sixty-two new complaints were lodged with HaDSCO during the reporting period with 10 complaints being carried forward from previous financial years. Of the 72 complaints examined by HaDSCO in 2014–2015:

- 11 related to services provided by the Disability Services Commission
- 38 related to Disability Sector Organisations funded by the Commission
- 23 related to other service providers.

The outcome of complaint reviews conducted by HaDSCO are summarised in the table below.

Outcome	Outcome achieved %
Allowed to lapse by complainant/withdrawn by complainant	47%
Complaint is more appropriate for another body	23%
Concern registered	9%
Service obtained	5%
HaDSCO could not progress complaint further	5%
Explanation given	4%
Referred back to provider	2%
Agreement could not be reached	2%
Other outcome	4%

Note: More than one outcome can be achieved per case. Totals do not equal 100 per cent due to rounding.

From the complaints received by HaDSCO in 2014–2015, 109 issues were raised relating to disability services. The most frequent issues raised in the period were regarding service delivery; that is a concern that the provider concerned failed to deliver services to the consumer, or delivered services in an unsatisfactory manner. For a breakdown of other issues raised please refer to the table below.

Issue	Issue raised %
Service delivery	30%
Service management	15%
Complaints and disputes	14%
Carers Charter	8%
Service access	7%
Individual needs	6%
Decision making and choice	5%
Enquiry only	5%
Service costs and financial assistance	5%
Privacy, dignity and confidentiality	4%

Note: More than one outcome can be achieved per case. Totals do not equal 100 per cent due to rounding.

Consumer satisfaction survey

The Commission contracted Patterson Research Group to carry out the 2015 Consumer Survey to collect data about consumers' service experience and satisfaction, as well as complaints awareness and handling and the Carers Recognition Act.

The survey's objectives were to:

- provide data for performance reporting purposes
- evaluate the complaints process and outcomes
- measure service experiences
- measure service satisfaction and comparison of these over time.

People with disability and their carers were surveyed through a structured telephone interview using a Computer Assisted Telephone Interviewing system. A stratified sampling approach ensured service users from different service types and age groups were adequately represented. Interviews were completed by fully trained and experienced market research interviewers and confidentiality was maintained throughout the process.

Consumer complaints

Selected by random sample, 735 consumers completed the consumer satisfaction survey in 2015. 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.

Numbers and trends

The table below illustrates that there were no significant differences in consumer responses over the past three years and that consumers continue to report high levels of awareness of their right to complain.

Three-year trend in detail

Measure	2012–2013	2013–2014	2014–2015
Consumer reported awareness of the right to complain	83%	83%	86%
Consumer didn't wish to complain	82%	82%	79%
Consumer reported making at least one complaint	12%	11%	14%
Consumer reported a cause to complain but felt unable to do so	6%	7%	8%

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 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 are provided to the Carers Advisory Council, an external reference group of 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 563 carers completed the survey in 2014–2015.

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 to HaDSCO.

Measure	2012–2013	2013–2014	2014–2015
Carer satisfaction with complaint handling	43%	57%	42%
Carer satisfaction with complaint outcome	31%	44%	28%
Carer reported receiving information about complaints	61%	67%	64%
Awareness of their right to complain	81%	80%	81%
Carer reported making at least one complaint	10%	12%	8%
Carer reported a cause to complain but felt unable to do so	5%	5%	15%

Numbers and trends

Long-term trends for carer satisfaction and awareness are consistent. While there is a percentage increase in those who felt unable to complain, this is based on small numbers of respondents. This trend will be reviewed in the future if it continues. Carers continue to report high levels of awareness of their right to complain.

Implementing the Carers Charter

The Commission has strengthened its support for carers and families of people with disability through a range of strategies in 2014–2015: by including carers in decision-making, information access, support and respite. 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.

Reference group membership comprises carers of people with disability and representatives from each Commission directorate. The Act establishes the Western Australian Carers Charter, which provides guidance about how carers are to be treated, and their involvement in the planning and delivery of services.

Three-year trend in detail

	2012–2013	2014–2015
Treated with respect by staff	94%	95%
Included in service delivery	88%	91%
Included in assessments	92%	92%
Included in planning or review	91%	93%
Sensitive to carers' views	89%	89%
Sensitive to carers' needs	86%	87%

This year's highlights

Initiatives that strengthened the Commission's support for carers and families of people with disability in 2014–2015 included the following:

New WA NDIS My Way Planning Guide

A new guide containing information about the planning process for WA NDIS My Way was put in place. It covers information about discussions people with disability, their family and carers may want to have with their MWC, and how the MWC will plan with them.

LAC initiatives

Targeted support group

A local parent group for families of children with disability under seven years of age was formed with the assistance of Alkimos LACs. The initiative has resulted in children having a great time playing together while their parents are able to share their experiences and give support in a friendly environment.

Albany and Katanning

LACs from Albany and Katanning worked with Carers WA and the Southern Aboriginal Corporation to host a camp for Noongar carers. The four-day camp was held in November 2014. The initiative focused on accessing information about the services and supports available in the carers' communities. Two LACs and 15 carers attended which resulted in a greater understanding and connection among the group.

Greater inclusion in the assessment process

During the past 12 months, the Eligibility Assessment Team has been concentrating on including carers to a greater degree in the diagnostic process for Autism Spectrum Disorder. This includes sending draft diagnostic reports to carers for their input before the documents are finalised. This initiative has resulted in improved diagnostic reports that more accurately reflect the parent/carers involvement and contribution with the diagnostic process.

Profile of Commission service users

The following is a summary of the users of services funded and provided by the Commission in 2014–2015.

Age

By age, our top three service user groups are:



Gender

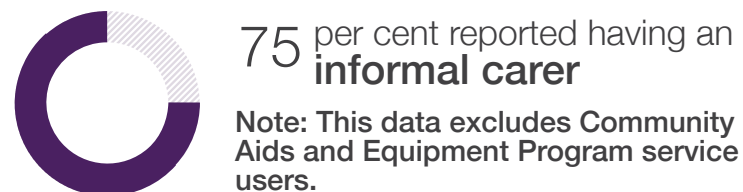
Provided below is a breakdown of the Commission's service users by gender.



Note: 7 users were not stated

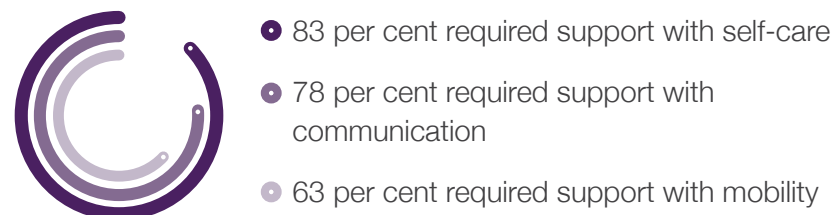
Informal care

75 per cent of our service users reported having an informal carer.



Support needed

The three most common types of support needed by our service users are self-care, communication and mobility.

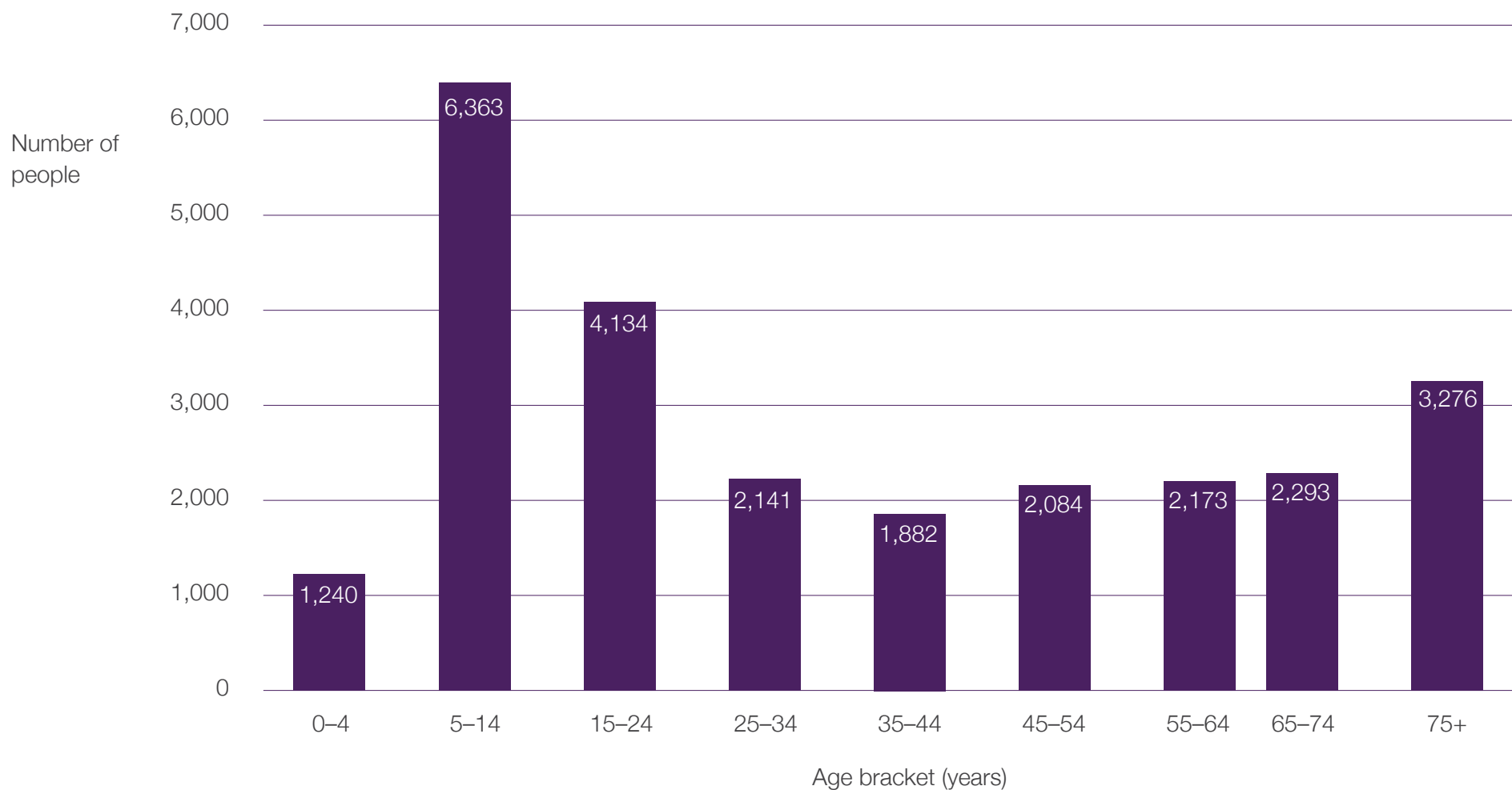


Disability profile

The three most common disability types reported by our services users are intellectual, physical and autism.



Age distribution of individuals receiving a direct or funded service from the Commission



Annual Client and Service Data Collection online

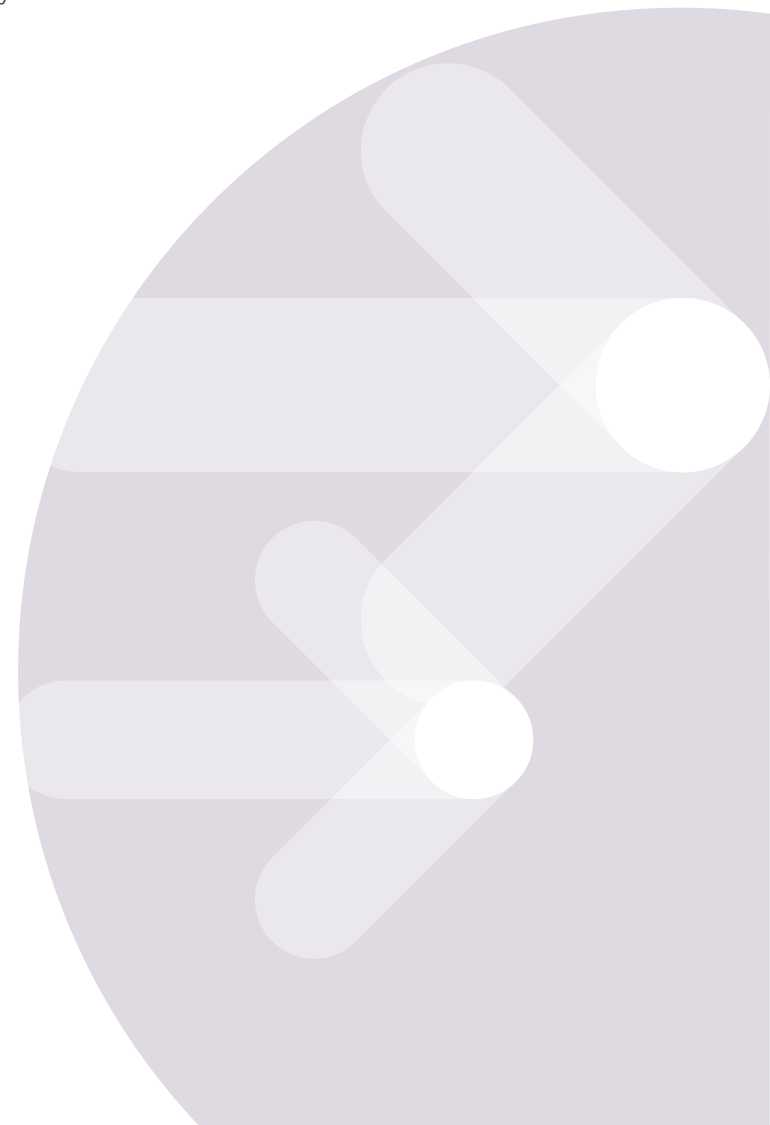
The Annual Client and Service Data Collection (ACDC) reporting system is the Commission's central tool for State and national reporting.

The system ensures that we have a central, consistent record of information about people with disability who access Commission-funded services through disability service providers. Recording this information is important because it lets us accurately determine what services, and how much of those services, are being accessed across the State. This helps us to understand the needs of West Australians with disability and plan for what our sector will need to provide in the future.

Service providers gather information on an ongoing basis and provide it to the Commission annually. In 2014–2015, the ACDC system showed that the number of people with disability who received services through a disability service provider was 25,587.

Enhancements to the system are underway to ensure the data we collect is as accurate as possible, and aligns with what we will need to plan and report about services in the future. Phase one of the enhancements was completed in 2014–2015. This saw the system undergo significant changes to enable disability sector organisations to more accurately report the nature of the services they provide. These enhancements reduce the need for people with disability to retell their stories to each new service provider. It also improves the quality and accuracy of data and reduces the administrative burden of data collection on service providers.

Phase two of the project, due for release in early 2015–2016, is designed to better align data collection between WA NDIS My Way and the State's existing disability service system.



Project in focus: An inclusive Western Australia

Count Me In is a State Government inclusion strategy which supports the implementation of the National Disability Strategy in Western Australia. The vision is that all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

We work in partnership with non-government organisations and State and local governments to improve community access and inclusion in core service areas including employment, housing, transport, community services and health. We also work in collaboration with people with disability, disability organisations and community groups to provide information, links to resources and build the capacity of neighbourhoods and towns. Our efforts support community connection and increases opportunities for people to participate.

See right for some of the Count Me In Initiatives undertaken in 2014–2015.



Count Me In Ambassadors, disability awareness week grants for community events, and a WA Football League round focused on inclusion are some of the other ways we are influencing the community and government to make sure barriers to participation are removed and everyone in our community can be included. **More detail about the WAFL Count Me In is on page 61.**



More than \$300,000 in community inclusion grants were provided to 17 not-for-profit and community organisations to extend their programs to people with disability or to trial new approaches to sport, recreation, arts and other activities. Planning was undertaken for community infrastructure grants to improve the physical environment in towns and neighbourhoods.



Research was undertaken into the need for Changing Places in WA. It was followed by a \$2 million commitment to help local government build the community facilities that are specifically designed for people who need assistance with their bathroom requirements. Construction will begin in 2015–2016. **Find out more on page 60.**



A local government employment strategy was put in place to monitor and improve attitudes and practices so more people with disability can get jobs in their local communities. Local governments are now developing strategies that they will trial over the next 12 months.



Significant issues impacting the agency

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Significant issues impacting the agency

Continued reform of disability services in Australia

The level of reform in the disability sector is unprecedented. The trials of the NDIS occurring across the country are highlighting both the promise and the risks of a national, entitlement based system of disability supports and services. While WA's future approach to an NDIS is not yet certain, the WA NDIS My Way trial has shown the significant benefits of WA's relationship-based approach and localised decision-making. In conjunction with the ongoing monitoring of trends and outcomes from the WA NDIS My Way trial sites, we have commenced work on the possibilities for the future of disability service provision in WA beyond these trials and this work will continue in 2015–2016.

We have been preparing for the future throughout 2014–2015 **[see – Our focus this year page 11]**. Through our trial of WA NDIS My Way, we have been further developing and refining our views of how West Australians could be supported into the future.

In 2015–2016, we will grapple with new challenges that arise from this period of reform. We will continue our strong focus on a partnership approach with the non-government sector, recognising our relationships will need to evolve in an environment of tightly individualised funding. We will undertake further organisation-based change, adjusting the way we operate to implement the government's decision of the future of disability supports in WA. Importantly, once key decisions have been made by Government, we will place a strong focus on communicating the vision and future of disability services in WA to the community.

With reform comes great opportunity. The State has invested significantly in the capacity and quality of its disability services sector for the last 25 years and we are committed to ensuring that people with disability continue to receive high quality supports and services.

Justice for people with disability

Recent years have seen a focus on the unequal access to justice experienced by many people with disability. The Australian Human Rights Commission along with several West Australian advocates have been vocal in highlighting inherent discrimination and disadvantage conferred by the legal system.

In WA, 2014–2015 was a year of significant advancement. Our Disability Justice Service came into full effect **[see: Project in focus – page 32]**.

Looking to the future, the Bennet Brook Disability Justice Centre will accept its first residents in 2015–2016, and the prison in-reach and prevention and diversion programs will continue to be strengthened. The Disability Justice Service will also expand to include supports to victims of crime in their engagement with the justice system.

Safety and protection of rights

2014–2015 saw distressing reporting of unacceptable practices in disability services. While this occurred in other jurisdictions, the reaction was national, including in WA. This has raised the national profile of the need to protect the rights of people with disability, particularly in the prevention of abuse in institutional and residential care settings.

WA has remained at the leading edge of safeguarding people with disability and is fortunate to have very strong safeguards in place. This includes: a long history of adherence to standards for disability services; a robust quality framework **[see – Quality and safeguarding – page 64]**; dedicated contract management including the requirement for Police and Working with Children checks; a revised serious incident reporting regime and an independent complaints body – the Health and Disability Services Complaints Office (HaDSCO) **[see Complaints – page 65]**; Public Interest Disclosure legislation; and scope within the Disability Services Act 1993 for the Commission to investigate and prosecute those suspected of serious abuse or neglect.

Even with these protections, however, the Commission and the disability services sector needs to remain vigilant. The coming year will see closer work with the disability sector on how to best ensure both the sector and the community are aware of the range of safeguards available and how to use them. We will see the effect of newly implemented serious incident reporting and complaint management systems, both at the Commission and at HaDSCO, to provide meaningful reporting and trend analysis. We will keep moving towards the agreement and implementation of a national quality and safeguarding framework.

Regional service delivery

With its great geographic reach and widespread population distribution,

WA presents real challenges in the provision of services to people in small and isolated communities. Attracting service providers into areas where there are only a small number of service users is a difficult task: without a certain base-level of clientele, services are not viable. This challenge is common across the human services sector.

Our LACs and MWCs give us state-wide coverage from about 42 offices. LACs are out working in our communities, and driving our regional roads every day to support people with disability to participate and live good lives. We continue to work with the WA Country Health Service to provide therapy in regional parts of the State, where private therapy provision has not yet become viable. And we have also undertaken work with the Department of Housing to build specific respite facilities in regional areas, giving people much-needed breaks and support. Our partnership with the sector has also seen some great service development initiatives. Our own staff and those from some metropolitan non-government providers have gone out to the regions to work with local service providers, teaching and embedding specialised skills and best practice.

In 2015–2016, all this work will continue. In addition, our new services consultancy model will really hit its stride, and we expect to be offering far more support to non-government organisations. A new respite house will be constructed in the Pilbara, following a long consultation and engagement process with the local community. A small scale trial of individualised funding for early intervention services for children in the Upper South West will also begin, testing the concept of non-government specialist service viability in regional areas.

Housing for people with disability

The need for daily living supports, high likelihood of lower than average incomes and significant costs of living make housing an incredibly difficult issue for many people with disability. Demand continues to outstrip supply,

resulting in people remaining in unsustainable arrangements, at risk of homelessness, or inappropriately placed.

In recent years, we have taken many steps to support sustainable housing for people with disability, much in close collaboration with the Department of Housing. In recent years, we have taken many steps to support sustainable housing for people with disability, much in close collaboration with the Department of Housing. In 2014–2015, the Community Disability Housing Program – which provides long term rental housing for people with disability or mental illness who require ongoing support to live in the community – committed to support at least 64 people with disability to move into appropriate accommodation. The Commission has also pursued a very cost effective ancillary dwelling project with a number of families in regional areas, building small, granny-flat type dwellings on families' own properties. This allows a degree of separation while retaining proximity should support be needed **[see: Project in focus – page 167]**.

Importantly, the State has also established the Age Appropriate Housing Scheme (AAHS), following on from the completed State-Commonwealth Young People in Residential Aged Care initiative.

A key limitation for disability housing is property availability. Disability support funding cannot be used to purchase capital assets, including housing, and the cost of property is beyond the reach of many of those seeking it. The Commission will continue to investigate innovative options, like the ancillary dwelling project, and continue to partner with community housing providers, such as Access Housing which recently partnered with us and the Department of Housing to build units for people participating in the WA NDIS My Way trial in the Lower South West.

Employment for people with disability

Disability employment rates remain significantly lower than employment rates in the general population. There is a huge and reputable body of reporting (including from the Productivity Commission) that highlights the enormous benefits both to individuals and the community at large from higher levels of employment. These benefits stretch from personal health and wellbeing benefits, to social benefits right through to hard-nosed economic benefits.

WA's Disability Employment Strategy 2013–2015, which we developed with the Public Sector Commission, laid the groundwork for levelling the playing field in public sector employment. The strategy outlines reasonable adjustment, inclusive employment and recruitment practices and highlights the many benefits of employing people with disability. Beyond this keystone strategy, the Commission has pursued a number of other means to support employment for people with disability. Employment is a key measure in Disability Access and Inclusion Plans (DAIPs), required to be undertaken by all public sector and local government organisations in WA. We support employment through our continuing commitment to using and supporting Australian Disability Enterprises (ADEs), as does broader government. And finally, our Count Me In strategy, with its strong focus on inclusion and participation, directly supports the goal of increased employment opportunities.

In 2015–2016, the Disability Employment Strategy 2013–2015 will be revised and re-published, including updated guidance and supports to increase participation in the workforce. Our support to DAIP officers right across government will continue and through revised use of our website, we will be providing more tailored and frequent ideas and advice. Our commitment to the use and support of ADEs will continue, and we will undertake work to have our Count Me In Ambassadors more active in the community, raising awareness and encouraging inclusive communities.

Sector development and sustainability

As touched on in discussions about sector reforms, our relationship with the non-government sector is approaching a significant evolution. The funding model of an NDIS will be strongly, and almost exclusively individualised and accounted for differently to current means. While WA has focused on retaining the most flexible funding parameters possible in its WA NDIS My Way trial, the funding model of an NDIS will be strongly individualised.

In this context, we will need to work more closely than ever with our partners in the non-government sector to ensure the sustainability of services across the State, particularly in WA's significant regional and remote areas. Regardless of the model, a core focus of our future services will be choice and control for the person with disability. To have choice and control, people need to have a range of viable providers from which they can purchase services. For this, we need a diverse, sustainable non-government sector.

Through our WA NDIS My Way trial, we have started to look at how this may work: we have developed support clusters and a WA pricing framework for use in WA NDIS My Way trial sites, based on the mid-range of prices set by the sector under the Delivering Community Services in Partnership Policy. We have looked at how planning can consider strategies and pricing. We have also started looking at how funding for services can be distributed most effectively and efficiently into the future.

But our partnership with the sector goes beyond funding. As referenced above, it is fundamental to so many of our activities: for housing, for supporting people in contact with the justice system, for transitioning people out of government services, for ensuring a high quality of services across the State, and in encouraging and supporting people with disability to live full lives where they participate in their community. In this time of

great reform, our partnership is a source of great collaboration on future directions, and how high-level policies can be best implemented to support people with disability. The relationship will change, but the partnership will be maintained.

Project in focus: Accommodation transition project

Our accommodation transition project is positioning WA for the future and giving people with disability who live in our group homes choice and control over their supports. Over time, the project will transition about 60 per cent of our accommodation services to the non-government sector. Importantly, this transition only refers to the provider of services, not the physical houses where people live. People can choose to remain in the same house, with the same housemates, if that's what they want.

Groups of people are prioritised for transition based on set criteria, the most important being that transition is likely to be a positive and sustainable move for the group of people. Once identified to participate, people are supported by a dedicated Transition Team to make choices about how they would like their supports to work in the future, and who they want to provide them. These are big decisions, especially for those who have been in our services for long time. For this reason, there are no set timelines for people to make decisions or start the handover of supports: we know these things take as long as they take.

Since the project started in January 2014, 242 people have started planning for their new supports. Of these, 57 people from nine group homes have completed the process and are now receiving their services from non-government providers. Nine of those people chose individual options rather than staying in a group home. We are being told that the process and the results it is achieving are working really well for people with disability and their families.

Wayne Johnson's sons Leigh, 43, and Glenn, 40, have completed the process and chosen their service provider. The brothers both have fragile X syndrome and live in different houses, near their parents in Perth's northern suburbs. Mr Johnson (senior) said the transition had been well-managed and ran smoothly and the Commission's Transition Team had been helpful, caring and professional: "The staff took a great deal of trouble to put us at ease and even took us around to explore group homes, held by other service providers, before we made our decision on the service provider." The Johnsons had the opportunity to attend workshops held by providers for parents, so they could learn about the handover process and meet staff who worked in other houses.



Leigh (left), Wayne and Glenn Johnson.

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Financial statements

Certification of Financial Statements for the year ended 30 June 2015

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 2015 and the financial position as at 30 June 2015.

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



Gary Meyers

Chief Financial Officer

14 September 2015

Statement of Comprehensive Income for the year ended 30 June 2015

	Note	2015 \$000	Restated* 2014 \$000
Cost of Services			
Expenses			
Employee benefits expense	6	155,395	158,237
Supplies and services	7	32,315	26,098
Depreciation and amortisation expense	8	4,999	5,094
Accommodation expenses	9	11,726	10,905
Expenditure on services provided by funded agencies		641,826	567,834
Individual funding and other grants		22,483	20,178
Loss on disposal of non-current assets	14	60	1
Other expenses	10	4,172	5,774
Total Cost of Services		872,976	794,121
Income			
Revenue			
User charges and fees	11	8,119	8,367
Commonwealth grants and contributions	12	165,103	146,155
Other revenue	13	10,571	8,598
Total Revenue		183,793	163,120
Total Income other than Income from State Government		183,793	163,120
Net Cost of Services		689,183	631,001

	Note	2015 \$000	Restated* 2014 \$000
Income from State Government	15		
Service appropriation		699,448	641,388
Services received free of charge		2,194	1,287
Royalties for Regions Fund		124	197
Total Income from State Government		701,766	642,872
Surplus/(Deficit) for the Period		12,583	11,871
Other Comprehensive Income			
Items not Reclassified Subsequently to Profit or Loss			
Changes in asset revaluation surplus	26	2,319	(763)
Total other Comprehensive Income		2,319	(763)
Total Comprehensive Income for the Period		14,902	11,108

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.

*Restatement of valuation reserve – Refer to Note 41 disclosure of Prior Period Adjustment.

Statement of Financial Position as at 30 June 2015

	Note	2015 \$000	Restated* 2014 \$000	Restated* 2013 \$000
Assets				
Current Assets				
Cash and cash equivalents	27	5,722	5,363	5,904
Restricted cash and cash equivalents	16,27	20,936	977	1,004
Receivables	17	6,518	8,469	3,539
Amounts receivable for services	18	904	1,120	990
Other current assets	19	1,343	1,391	1,070
Total Current Assets		35,423	17,320	12,507
Non-Current Assets				
Restricted cash and cash equivalents	16,27	-	5,175	4,840
Amounts receivable for services	18	44,391	39,014	34,201
Property, plant and equipment	20	50,025	46,744	46,440
Intangible assets	22	6,973	1,602	2,416
Total Non-Current Assets		101,389	92,535	87,897
Total Assets		136,812	109,855	100,404

	Note	2015 \$000	Restated* 2014 \$000	Restated* 2013 \$000
Current Liabilities				
Payables	24	7,747	5,220	5,223
Provisions	25	31,497	30,893	32,515
Total Current Liabilities		39,244	36,113	37,738
Non-Current Liabilities				
Provisions	25	5,687	5,863	5,873
Total Non-Current Liabilities		5,687	5,863	5,873
Total Liabilities		44,931	41,976	43,611
Net Assets		91,881	67,879	56,793
Equity	26			
Contributed equity		33,322	24,222	24,244
Reserves		50,417	48,098	48,861
Accumulated surplus /(deficit)		8,142	(4,441)	(16,312)
Total Equity		91,881	67,879	56,793

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

*Restatement of valuation reserve – Refer to Note 41 disclosure of Prior Period Adjustment.

Statement of changes in equity for the year ended 30 June 2015

	Note	Contributed equity \$000	Reserves \$000	Accumulated surplus/ (deficit) \$000	Total equity \$000
Balance at 1 July 2013	26	24,244	58,202	(16,312)	66,134
Correction of prior period errors			(9,341)		(9,341)
Restated balance at 1 July 2013		24,244	48,861	(16,312)	56,793
Surplus/(deficit)				11,871	11,871
Other comprehensive income		-	(763)	-	(763)
Total comprehensive income for the period		-	(763)	11,871	11,108
Transactions with owners in their capacity as owners:					
Capital Contributions		1,860	-	-	1,860
Distributions to owners		(1,882)	-	-	(1,882)
Total		(22)	-	-	(22)
Balance at 30 June 2014		24,222	48,098	(4,441)	67,879
Balance at 1 July 2014		24,222	58,586	(4,441)	78,367
Correction of prior period errors			(10,488)		(10,488)
Restated balance at 1 July 2014		24,222	48,098	(4,441)	67,879
Surplus/(deficit)		-	-	12,583	12,583
Other comprehensive income		-	2,319	-	2,319
Total comprehensive income for the period		-	2,319	12,583	14,902
Transactions with owners in their capacity as owners:					
Capital appropriations		9,100	-	-	9,100
Distributions to owners		-		-	-
Total		9,100	-	-	9,100
Balance at 30 June 2015		33,322	50,417	8,142	91,881

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 2015

	Note	2015 \$000 Inflows (Outflows)	2014 \$000 Inflows (Outflows)
Cash Flows from State Government			
Service appropriation		693,167	635,455
Capital appropriation		9,100	1,860
Holding account drawdown		1,120	990
Royalties for Regions Fund		124	197
Net Cash Provided by State Government		703,511	638,502
Utilised as follows:			
Cash Flows from Operating Activities			
Payments			
Employee benefits		(153,033)	(159,147)
Supplies and services		(45,387)	(42,644)
Payments for services provided by funded agencies		(641,826)	(567,834)
Individual funding & other grants		(22,483)	(20,178)
GST payments on purchases		(68,448)	(59,494)
GST payments to taxation authority		(1,402)	(587)
Receipts			
User charges and fees		8,137	8,330
Commonwealth grants and contributions		165,103	146,155
GST receipts on sales		1,237	691
GST receipts from taxation authority		69,814	56,083
Other receipts		11,312	7,120
Net Cash Provided by/(used in) Operating Activities	27	(676,976)	(631,505)

	Note	2015 \$000 Inflows (Outflows)	2014 \$000 Inflows (Outflows)
Cash Flows from Investing Activities			
Payments			
Purchase of non-current physical assets		(12,927)	(7,230)
Receipts			
Proceeds from sale of non-current physical assets		1,535	-
Net Cash Provided by/(used in) Investing Activities		(11,392)	(7,230)
Net increase/(decrease) in cash and cash equivalents		15,143	(233)
Cash and cash equivalents at the beginning of period		11,515	11,748
Cash and Cash Equivalents at the end of Period	27	26,658	11,515

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 2015

Note 1. Australian Accounting Standards

General

The Commission's financial statements for the year ended 30 June 2015 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'. Partial exemption permitting early adoption of AASB 2015-7 Amendments to Australian Accounting Standards – Fair Value Disclosures of Not-for-Profit Public Sector Entities has been granted. Aside from AASB 2015-7, there has been no early adoption of any other Australian Accounting Standards that have been issued or amended (but not operative) by the Commission for the annual reporting period ended 30 June 2015.

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 2006 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 (see note a)	5 years
Website costs	5 years

(Note a) Software that is not integral to the operations of any related hardware.

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 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 (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Commission will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days.

(o) Payables

Payables are recognised 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.

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

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

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

- **Long service leave**

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

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

When assessing expected future payments consideration is given

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

Unconditional long service leave provisions are classified as current liabilities as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period. Preconditional 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.

(ii) 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 is recognised in the profit or loss of the Statement of Comprehensive Income and comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBS, or other superannuation funds. The employer contribution paid to the GESB in respect of the GSS is paid back into the Consolidated Account by the GESB.

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

Assets or services received free of charge or for nominal cost that the Commission would otherwise purchase if not donated, are recognised as income at the fair value of the assets or services where they can be reliably measured. A corresponding expense is recognised for services received. Receipts of assets are recognised in the Statement of Financial Position.

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

(s) Comparative figures

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

Note 3. Judgements made by management in applying accounting policies

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

Operating lease commitments

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

Note 4. Key sources of estimation uncertainty

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

Long Service Leave

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

Note 5. Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Commission has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2014 that impacted on the Commission.

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.
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.
	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.
AASB 11	Joint Arrangements
	This Standard, issued in August 2011, supersedes AASB 131 Interests in Joint Ventures, introduces new principles for determining the type of joint arrangement that exists, which are more aligned to

	<p>the actual rights and obligations of the parties to the arrangement.</p> <p>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>
AASB 12	<p>Disclosure of Interests in Other Entities</p> <p>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. There is no financial impact.</p>
AASB 127	<p>Separate Financial Statements</p> <p>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. There is no financial impact.</p>
AASB 128	<p>Investments in Associates and Joint Ventures</p> <p>This Standard supersedes AASB 128 Investments in Associates, introducing a number of clarifications for the accounting treatments of changed ownership interest.</p> <p>The adoption of the new Standard has no financial impact for the Commission as it does not hold investments in associates and joint ventures.</p>

AASB 1031	<p>Materiality</p> <p>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>
AASB 1055	<p>Budgetary Reporting</p> <p>This Standard requires specifies budgetary disclosures in the general purpose financial statements of not-for-profit entities within the General Government Sector. 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>
AASB 2011-7	<p>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. There is no financial impact for the Commission.</p>
AASB 2012-3	<p>Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]</p>

	<p>This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of “currently has a legally enforceable right of set-off” and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact.</p>		
AASB 2013-3	<p>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>		
AASB 2013-4	<p>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>		
AASB 2013-8	<p>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>		
AASB 2013-9	<p>Amendments to Australian Accounting Standards – Conceptual Framework, Materiality and Financial Instruments.</p> <p>Part B of 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 1 January 2014. It has no financial impact.</p>		
AASB 2014-1	<p>Amendments to Australian Accounting Standards</p> <p>Part A of this Standard consists primarily of clarifications of Accounting Standards and has no financial impact for the Commission.</p> <p>Part B of this Standard has no financial impact as the Commission contributes to schemes that are either defined contribution plans, or deemed to be defined contribution plans.</p> <p>Part C of this Standard has no financial impact as it removes references to AASB 1031 Materiality from a number of Accounting Standards.</p>		
AASB 2015-7	<p>Amendments to Australian Accounting Standards – Fair Value Disclosures of Not-for-Profit Public Sector Entities</p> <p>This Standard relieves not-for-profit public sector entities from the reporting burden associated with various disclosures required by AASB 13 for assets within the scope of AASB 116 that are held primarily for their current service potential rather than to generate future net cash inflows. It has no financial impact.</p>		

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' or by an exemption from TI 1101. By virtue of a limited exemption, the Commission has early adopted AASB 2015-7 Amendments to Australian Accounting Standards – Fair Value Disclosures of Not-for-Profit Public Sector Entities. Where applicable, the Commission plans to apply these Australian Accounting Standards from their application date.

Title	Operative for reporting periods beginning on/after
<p>AASB 2014-1 Amendments to Australian Accounting standards</p> <p>Part E of this Standard makes amendments to AASB 9 and consequential amendments to other Standards. It has not yet been assessed by the Commission to determine the application or potential impact of the Standard.</p>	1 January 2018
<p>AASB 2014-3 Amendments to Australian Accounting Standards – Accounting For Acquisitions of Interest in Joint Operations [AASB 1 & 11]</p> <p>The Commission establishes Joint Operations in pursuit of its objectives and does not routinely acquire interests in Joint Operations. Therefore, there is no financial impact on application of the Standard.</p>	1 January 2016
<p>AASB 2014-4 Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation [AASB 116 & 138]</p> <p>The adoption of this Standard has no financial impact for the Commission as depreciation and amortisation is not determined by reference to revenue generation, but by reference to consumption of future economic benefits.</p>	1 January 2016
<p>AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15</p> <p>This Standard gives effect to the consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 15. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2017

Title	Operative for reporting periods beginning on/after
AASB 2014-7	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)</p> <p>This Standard gives effect to the consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 9 (December 2014). The Commission has not yet determined the application or the potential impact of the Standard.</p> <p>1 January 2018</p>
AASB 9	<p>Financial Instruments</p> <p>This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.</p> <p>The mandatory application date of this Standard is currently 1 January 2018 after being amended by AASB 2012-6, AASB 2013-9 and AASB 2014-1 Amendments to Australian Accounting Standards. The Commission has not yet determined the application or the potential impact of the Standard.</p> <p>1 January 2018</p>
AASB 15	<p>Revenue from Contracts with Customers</p> <p>This Standard establishes the principles that the Commission shall apply to report useful information to users of the financial statements about the nature, amount, timing and uncertainty of revenue and cash flows arising from a contract with a customer. The Commission has not yet determined the application or the potential impact of the Standard.</p> <p>1 January 2017</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>The mandatory application date of this Standard has been amended by AASB 2012-6 and AASB 2014-1 to 1 January 2018. The Commission has not yet determined the application or the potential impact of the Standard.</p> <p>1 January 2018</p>

Title		Operative for reporting periods beginning on/after
AASB 2013-9	<p>Amendments to Australian Accounting Standards Conceptual Framework, Materiality and Financial Instruments.</p> <p>Part C of this omnibus Standard defers the application of AASB 9 to 1 January 2017. The application date of AASB 9 was subsequently deferred to 1 January 2018 by AASB 2014-1. The Commission has not yet determined the application or the potential impact of AASB 9.</p>	1 January 2015
AASB 2014-8	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2014) – Application of AASB 9 (December 2009) and AASB 9 (December 2010) [AASB 9 (2009 & 2010)]</p> <p>This Standard makes amendments to AASB 9 Financial Instruments (December 2009) and AASB 9 Financial Instruments (December 2010), arising from the issuance of AASB 9 Financial Instruments in December 2014. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2015
AASB 2014-9	<p>Amendments to Australian Accounting Standards – Equity Method in Separate Financial Statements [AASB 1,127 &128]</p> <p>This Standard amends AASB127, and consequentially amends AASB 1 and AASB 128, to allow entities to use the equity method of accounting for investments in subsidiaries, joint ventures and associates in their separate financial statements. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2016
AASB 2014-10	<p>Amendments to Australian Accounting Standards – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture [AASB 10 & 128]</p> <p>This Standard amends AASB 10 and AASB 128 to address an inconsistency between the requirements in AASB 10 and those in AASB 128 (August 2011), in dealing with the sale or contribution of assets between an investor and its associate or joint venture. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2016

Title	Operative for reporting periods beginning on/after
<p>AASB 2015-1 Amendments to Australian Accounting Standards – Annual Improvements to Australian Accounting Standards 2012-2014 Cycle [AASB 1, 2, 3, 5, 7, 11, 110, 119, 121, 133, 134, 137 & 140]</p> <p>These amendments arise from the issuance of International Financial Reporting Standard Annual Improvements to IFRSs 2012-2014 Cycle in September 2014, and editorial corrections. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2016
<p>AASB 2015-2 Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101 [AASB 7, 101, 134 & 1049]</p> <p>This Standard amends AASB 101 to provide clarification regarding the disclosure requirements in AASB 101. Specifically, the Standard proposes narrow-focus amendments to address some of the concerns expressed about existing presentation and disclosure requirements and to ensure entities are able to use judgement when applying a Standard in determining what information to disclose in their financial statements. There is no financial impact.</p>	1 January 2016
<p>AASB 2015-3 Amendments to Australian Accounting Standards arising from the Withdrawal of AASB 1031 Materiality</p> <p>This Standard completes the withdrawal of references to AASB 1031 in all Australian Accounting Standards and Interpretations, allowing that Standard to effectively be withdrawn. There is no financial impact.</p>	1 July 2015
<p>AASB 2015-6 Amendments to Australian Accounting Standards – Extending Related Party Disclosures to not-for-profit Public Sector Entities [AASB 10, 124 & 1049]</p> <p>The amendments extend the scope of AASB 124 to include application by not-for-profit public sector entities. Implementation guidance is included to assist application of the Standard by not-for-profit public sector entities. The Commission has not yet determined the application of the Standard, though there is no financial impact.</p>	1 July 2016

Note 6. Employee benefits expense

	2015 \$000	2014 \$000
Wages and salaries (see note a)	142,037	145,072
Superannuation – defined contribution plans (see note b)	13,358	13,165
	155,395	158,237

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, GESBS 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

	2015 \$000	2014 \$000
Communications	1,324	1,212
Consultants and contractors	18,524	12,103
Consumables	7,084	7,694
Repairs and maintenance	601	554
Lease rentals (Motor Vehicles)	2,683	2,837
Travel	763	570
Other	1,336	1,128
	32,315	26,098

Note 8. Depreciation and amortisation expense

	2015 \$000	2014 \$000
Depreciation		
Buildings	805	863
Plant and equipment	55	55
Computer equipment	1,605	1,188
Medical equipment	21	22
Motor vehicles	1	-
Office equipment	118	121
Leasehold improvements	1,672	1,978
Total depreciation	4,277	4,227
Amortisation		
Intangible assets	722	867
Total amortisation	722	867
Total depreciation and amortisation	4,999	5,094

Note 9. Accommodation expenses

	2015 \$000	2014 \$000
Lease rentals	7,953	7,611
Repairs and maintenance	2,502	2,230
Cleaning	885	712
Other	386	352
	11,726	10,905

Note 10. Other expenses

	2015 \$000	2014 \$000
Insurance	546	701
Doubtful debts expense	22	5
Employment on-costs (see note a)	3,602	5,031
Other	2	37
	4,172	5,774

Note: (a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 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

	2015 \$000	2014 \$000
Board and lodging	8,119	8,367
	8,119	8,367

Note 12. Commonwealth grants and contributions

	2015 \$000	2014 \$000
National Disability Agreement	151,326	146,091
National Partnership Payments	12,489	-
National Partnership Agreement on pay equity	1,179	-
Other	109	64
	165,103	146,155

Note 13. Other revenue

	2015 \$000	2014 \$000
Sundry revenue	3,259	2,628
Community aides equipment program	2,157	2,084
Executive vehicle scheme contribution	71	66
Government employee housing authority – Employee contribution	129	104
Recoups from disability sector organisations	4,955	3,716
	10,571	8,598

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

	2015 \$000	2014 \$000
Proceeds from disposal of non-current assets		
Land, plant and equipment	1,535	-
Costs of disposal of non-current assets		
Land, plant and equipment	(1,595)	(1)
Net gain/(loss)	(60)	(1)

Note 15. Income from State Government

	2015 \$000	2014 \$000
Appropriation received during the period:		
Service appropriation (see note a)	699,448	641,388
	699,448	641,388
Services received free of charge from other State government agencies during the period:		
Health Department	1,538	683
State Solicitors Office	77	52
Department of Finance	579	552
	2,194	1,287
Royalties for Regions Fund	124	197
	701,766	642,872

Note: (a) Service appropriations fund the net cost of services delivered. Appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the budgeted depreciation expense for the year and any agreed increase in leave liabilities during the year.

Note 16. Restricted cash and cash equivalents

	2015 \$000	2014 \$000
Current		
Special Purpose Fund (see note a)	13,472	193
27th Pay Provision (see note c)	5,610	-
Other (see note b)	1,854	784
	20,936	977
Non-current		
27th Pay Provision (see note c)	-	5,175
	-	5,175
	20,936	6,152

Notes:

(a) Unspent funds – My Way Trial Site support packages (excludes administration cost).

(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 2015–16.

Note 17. Receivables

	2015 \$000	2014 \$000
Current		
Receivables	2,650	3,450
Allowance for impairment of receivables	(87)	(141)
Accrued revenue	248	251
GST receivable	3,707	4,909
	6,518	8,469
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of period	141	657
Doubtful debts expense	22	5
Amounts written off during the period	(27)	(60)
Amount recovered/ written back during the period	(49)	(461)
Balance at end of period	87	141

Note 18. Amounts receivable for services (Holding Account)

	2015 \$000	2014 \$000
Current	904	1,120
Non-current	44,391	39,014
	45,295	40,134

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

	2015 \$000	2014 \$000
Current		
Prepayments	1,343	1,391
	1,343	1,391

Note 20. Property, plant and equipment

	2015 \$000	Restated 2014 \$000	Restated 2013 \$000
Land			
At fair value (see note a)	19,155	20,355	21,477
	19,155	20,355	21,477
Buildings			
At fair value (see note b)	13,060	10,320	12,690
	13,060	10,320	12,690
Computing equipment			
At cost	9,630	9,344	6,285
Accumulated depreciation	(5,740)	(4,134)	(3,050)
	3,890	5,210	3,235
Medical equipment			
At cost	231	225	225
Accumulated depreciation	(142)	(121)	(99)
	89	104	126
Motor vehicle			-
At cost	7	-	-
Accumulated depreciation	(1)	-	-
	6	-	-
Plant and equipment			
At cost	734	816	746
Accumulated depreciation	(558)	(541)	(486)
	176	275	260

	2015 \$000	Restated 2014 \$000	Restated 2013 \$000
Office equipment			
At cost	567	623	576
Accumulated depreciation	(236)	(345)	(225)
	331	278	351
Leasehold improvements			
At cost	16,240	16,634	15,885
Accumulated depreciation	(12,567)	(11,685)	(9,706)
	3,673	4,949	6,179
Work in Progress	9,646	5,253	2,122
	50,025	46,744	46,440

Notes:

(a) Land was revalued as at 1 July 2014 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2015 and recognised at 30 June 2015. In undertaking the revaluation, fair value was determined by reference to market values for land: \$14.213million (2014: \$15.313million). 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 2015 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of depreciated replacement value.

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.

Information on fair value measurements is provided in Note 21.

2015	Land \$000	Buildings \$000	Computing equipment \$000	Medical equipment \$000	Motor Vehicle \$000	Plant and equipment \$000	Office equipment \$000	Leasehold improvements \$000	Work in progress \$000	Total \$000
Carrying amount at start of year	20,355	10,320	5,210	104	-	275	278	4,949	5,253	46,744
Additions	-	-	-	-	-	-	-	-	6,836	6,836
Disposals	(1,080)	(431)	-	-	-	(44)	(2)	(38)	-	(1,595)
Depreciation	-	(805)	(1,605)	(21)	(1)	(55)	(118)	(1,672)	-	(4,277)
Transfer between asset classes	-	1,537	285	6	7	-	173	436	(2,443)	-
Revaluation increments/ (decrements)	(120)	2,439	-	-	-	-	-	-	-	2,319
Carrying amount at end of year	19,155	13,060	3,890	89	6	176	331	3,673	9,646	50,025
2014	Land \$000	Buildings \$000	Computing equipment \$000	Medical equipment \$000	Motor Vehicle \$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	12,690	3,235	126	-	260	351	6,179	2,122	46,440
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 classes	-	16	3,159	-	-	70	48	748	(4,041)	-
Revaluation increments/ (decrements)	760	1,523	-	-	-	-	-	-	-	(763)
Carrying amount at end of year	20,355	10,320	5,210	104	-	275	278	4,949	5,253	46,744

2013	Land \$000	Buildings \$000	Computing equipment \$000	Medical equipment \$000	Motor Vehicle \$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	13,553	3,734	147	-	302	178	5,895	3,782	49,125
Additions	-	-	112	8	-	21	152	7	1,305	1,605
Disposals	-	-	-	(5)	-	(6)	(1)	(115)	-	(127)
Depreciation	-	(809)	(1,088)	(24)	-	(57)	(92)	(1936)	-	(4,006)
Transfer between classes	-	46	477	-	-	-	114	2,328	(2,965)	-
Revaluation increments/ (decrements)	(57)	(100)	-	-	-	-	-	-	-	(157)
Carrying amount at end of year	21,477	12,690	3,235	126	-	260	351	6,179	2,122	46,440

Note 21. Fair Value Measurements

Assets measured at fair value

2015	Level 1 \$000	Level 2 \$000	Level 3 \$000	Fair Value At end of period \$000
Land (see note 20)		14,213	4,942	19,155
Buildings (see note 20)			13,060	13,060
		14,213	18,002	32,215

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)

2015	Land \$000	Buildings \$000	Infrastructure \$000
Fair Value at start of period	5,042	10,320	
Additions			
Revaluation increments/ (decrements) recognised in Other Comprehensive Income	(100)	2,439	
Transfers (from/(to) Level 2)		1,537	
Disposals		(431)	
Depreciation Expense		(805)	
Fair Value at end of period	4,942	13,060	
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	-	-	

Fair value measurements using significant unobservable inputs (Level 3)

2014	Land \$000	Buildings \$000	Infrastructure \$000
Fair Value at start of period	4,602	12,690	
Additions		16	
Revaluation increments/ (decrements) recognised in Other Comprehensive Income	440	(1,523)	
Transfers (from/(to) Level 2)			
Disposals			
Depreciation Expense		(863)	
Fair Value at end of period	5,042	10,320	
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, i.e. the depreciated replacement cost. Depreciated replacement cost is the current replacement cost of an asset less accumulated depreciation calculated on the basis of such cost to reflect the already consumed or expired economic benefit, or obsolescence, and optimisation (where applicable) of the asset. Current replacement cost is generally determined by reference to the market observable replacement cost of a substitute asset of comparable utility and the gross project size specifications.

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

- Historical cost per square metre floor area (m²).
- The costs of constructing specialised buildings with similar utility are extracted from financial records of the Commission, then 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	Fair Value 2015 \$000	Fair Value 2014 \$000	Valuation technique(s)	Unobservable inputs
Land	4,942	5,042	Market approach	Selection of land with similar approximate utility
Buildings	13,060	10,320	Depreciated Replacement Cost	Consumed economic benefit/obsolescence of asset Historical cost per square metre floor area (m ²)

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

	2015 \$000	2014 \$000
Computer software		
At cost	12,427	7,089
Accumulated amortisation	(6,209)	(5,487)
	6,218	1,602
Work in Progress	755	-
	6,973	1,602
Reconciliation		
Computer software		
Carrying amount at start of period	1,602	2,416
Additions	5,338	53
Disposals	-	-
Work in Progress	755	-
Amortisation expense	(722)	(867)
Carrying amount at end of period	6,973	1,602

Note 23. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2015.

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

	2015 \$000	2014 \$000
Current		
Trade payables	1,222	668
Accrued expenses	717	603
Accrued salaries	5,808	3,949
	7,747	5,220

Note 25. Provisions

Current		
Employee benefits provision		
Annual leave (see note a)	9,976	10,573
Long service leave (see note b)	12,335	11,197
Accrued days off (see note a)	2,241	2,350
Public holidays (see note a)	3,224	3,188
Deferred Salary	210	46
Time off in lieu (see note a)	31	29
	28,017	27,383

	2015 \$000	2014 \$000
Other provisions		
Employment on-costs (see note c)	3,480	3,510
	3,480	3,510
	31,497	30,893
Non-current		
Employee benefits provision		
Long service leave (see note b)	5,045	5,124
	5,045	5,124
Other provisions		
Employment on-costs (see note c)	642	739
	642	739
	5,687	5,863

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:

	2015 \$000	2014 \$000
Within 12 months of the end of the reporting period	13,143	13,692
More than 12 months after the end of the reporting period	2,329	2,448
	15,472	16,140

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:

	2015 \$000	2014 \$000
Within 12 months of the end of the reporting period	3,730	3,449
More than 12 months after the end of the reporting period	13,650	12,872
	17,379	16,321

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.

	2015 \$000	Restated 2014 \$000	Restated 2013 \$000
Contributed equity			
Balance at start of period	24,222	24,244	19,880
Contributions by owners			
Capital appropriation	9,100	1,860	4,364
Total contributions by owners	9,100	1,860	4,364
Distributions to owners			
Transfer of Land to Department of Lands	-	(1,882)	-
Total contributions by owners	-	(1,882)	-
Balance at end of period	33,322	24,222	24,244

Reserves			
Asset revaluation surplus			
Balance at start of period	48,098	48,861	49,018
Net revaluation increments/ (decrements)			
Land	(120)	760	(57)
Buildings	2,439	(1,523)	(100)
Balance at end of period	50,417	48,098	48,861
Accumulated surplus/(deficit)			
Balance at start of period	(4,441)	(16,312)	(18,879)
Result for the period	12,583	11,871	2,567
Balance at end of period	8,142	(4,441)	(16,312)
Total equity at end of period	91,881	67,879	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:

	2015 \$000	2014 \$000
Cash and cash equivalents	5,722	5,363
Restricted cash and cash equivalents (see note 16)	20,936	6,152
	26,658	11,515

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

	2015 \$000	2014 \$000
Net cost of services	(689,183)	(631,001)
Non-cash items		
Depreciation and amortisation expense (see note 8 'Depreciation and amortisation expense')	4,999	5,094
Services received free of charge (see note 15 'Income from State Government')	2,194	1,287
Net (gain)/loss on sale of property, plant and equipment (see note 14 'net gain/ (loss) on disposal of non-current assets')	60	1
(Increase)/decrease in assets		
Current receivables (see note a)	749	(1,623)
Other current assets	48	(321)
Increase/(decrease) in liabilities		
Current payables (see note a)	2,527	(4)
Current provisions	604	(1,621)

	2015 \$000	2014 \$000
Non-current provisions	(176)	(10)
Change in GST in receivables/ payables (see note b)	1,202	(3,307)
Net cash provided by/(used in) operating activities	(676,976)	(631,505)

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

	2015 \$000	2014 \$000
Non-cancellable operating lease commitments (Motor vehicles)		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,286	1,226
Later than 1 year and not later than 5 years	1,389	1,743
Later than 5 years	9	1
	2,684	2,970
Non-cancellable operating lease commitments (Buildings)		
Within 1 year	8,458	7,130
Later than 1 year and not later than 5 years	17,113	19,639
Later than 5 years	136	-
	25,707	26,769

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 the estimates and the actual results for 2015 and between the actual results for 2014 and 2015 are shown below. Major variations are considered to be those greater than 10% or \$10million.

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Statement of Comprehensive Income (Controlled Operations)						
Employee benefits expense		160,883	155,395	158,237	(5,488)	(2,842)
Supplies and services	1,A	28,820	32,315	26,098	3,495	6,217
Depreciation and amortisation expense	2	6,282	4,999	5,094	(1,283)	(95)
Accommodation expenses		10,610	11,726	10,905	1,116	821
Expenditure on Services provided by funding agencies	B	644,446	641,826	567,834	(2,620)	73,992
Individual funding and other grants	3,C	18,051	22,483	20,178	4,432	2,305
Loss on disposal of non-current assets	4,D	0	60	1	60	59
Other expenses	E	4,400	4,172	5,774	(228)	(1,602)
Total Cost of Services		873,492	872,976	794,121	(516)	78,855
Income						
User charges and fees		8,367	8,119	8,367	(248)	(248)
Commonwealth grants and contributions	F	166,352	165,103	146,155	(1,249)	18,948
Other revenue	5,G	5,500	10,571	8,598	5,071	1,973
Total Revenue		180,219	183,793	163,120	3,574	20,673

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Total Income other than Income from State Government		180,219	183,793	163,120	3,574	20,673
Net Cost of Services		693,273	689,183	631,001	(4,090)	58,182
Statement of Comprehensive Income (Controlled Operations)						
Income from State Government						
Service appropriation	H	692,221	699,448	641,388	7,227	58,060
Services received free of charge	6,I	1,130	2,194	1,287	1,064	907
Royalties for Regions Fund	J	136	124	197	(12)	(73)
Total Income from State Government		693,487	701,766	642,872	8,279	58,894
Surplus/(Deficit) for the period		214	12,583	11,871	12,369	712
Other Comprehensive Income						
Changes in asset revaluation surplus			2,319	(763)	2,319	3,082
Total other Comprehensive Income	7,K		2,319	(763)	2,319	3,082
Total Comprehensive Income for the Period			14,902	11,108	14,902	3,794

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Statement of Financial Position (Controlled Operations)						
Assets						
Current Assets						
Cash and cash equivalents	8	3,619	5,722	5,363	2,103	359
Restricted cash and cash equivalents	9,L	7,384	20,936	977	13,552	19,959
Receivables	10,M	3,540	6,518	8,469	2,978	(1,951)
Amounts receivable for services	N	904	904	1,120	0	(216)
Other current assets		1,249	1,343	1,391	94	(48)
Total Current Assets		16,696	35,423	17,320	18,727	18,103
Non-Current Assets						
Restricted cash and cash equivalents	O	0	0	5,175	0	(5,175)
Amounts receivable for services	P	44,391	44,391	39,014	0	5,377
Property, plant and equipment		55,469	50,025	46,744	(5,444)	3,281
Intangible assets	11,Q	1,976	6,973	1,602	4,997	5,371
Total Non-Current Assets		101,836	101,389	92,535	(447)	8,854
Total Assets		118,532	136,812	109,855	18,280	26,957

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Statement of Financial Position (Controlled Operations)						
Liabilities						
Current Liabilities						
Payables	12,R	6,122	7,747	5,220	1,625	2,527
Provisions		32,353	31,497	30,893	(856)	604
Total Current Liabilities		38,475	39,244	36,113	769	3,131
Non-Current Liabilities						
Provisions		5,873	5,687	5,863	(186)	(176)
Total Non-Current Liabilities		5,873	5,687	5,863	(186)	(176)
Total Liabilities		44,348	44,931	41,976	583	2,955
Net Assets		74,184	91,881	67,879	17,697	24,002
Equity						
Contributed equity	S	30,804	33,322	24,222	2,518	9,100
Reserves		58,201	50,417	48,098	(7,784)	2,319
Accumulated surplus/(deficit)	13,T	(14,821)	8,142	(4,441)	22,963	12,583
Total Equity		74,184	91,881	67,879	17,697	24,002

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Statement of Cash Flows (Controlled Operations)						
Cash Flows from State Government						
Service appropriation	U	685,940	693,167	635,455	7,227	57,712
Capital appropriations	V	9,100	9,100	1,860	0	7,240
Holding account drawdown	W	1,120	1,120	990	0	130
Royalties for Regions Fund	X	136	124	197	(12)	(73)
Receipts paid into Consolidated Account	14	(1,675)	0	0	1,675	0
Net Cash Provided by State Government		694,621	703,511	638,502	8,890	65,009
Cash Flows from Operating Activities						
Payments						
Employee benefits		(160,072)	(153,033)	(159,147)	7,039	6,114
Supplies and services		(42,956)	(45,387)	(42,644)	(2,431)	(2,743)
Payments for services provided by funded agencies	Y	(644,446)	(641,826)	(567,834)	2,620	(73,992)
Individual funding and other grants	15,Z	(18,051)	(22,483)	(20,178)	(4,432)	(2,305)
GST payments on purchases	AA	(68,575)	(68,448)	(59,494)	127	(8,954)
GST payments to taxation authority	16,AB	(503)	(1,402)	(587)	(899)	(815)

	Variance note	Original Budget 2015 \$000	Actual 2015 \$000	Actual 2014 \$000	Variance between estimate and actual \$000	Variance between actual results for 2015 and 2014 \$000
Statement of Cash Flows (Controlled Operations)						
Receipts						
User charges and fees		8,367	8,137	8,330	(230)	(193)
Commonwealth grants and contributions	AC	166,352	165,103	146,155	(1,249)	18,948
GST receipts on sales	17,AD	466	1,237	691	771	546
GST receipts from taxation authority	AE	68,612	69,814	56,083	1,202	13,731
Other receipts	18,AF	5,500	11,312	7,120	5,812	4,192
Net Cash Provided by/(used in) Operating Activities		(685,306)	(676,976)	(631,505)	8,330	(45,471)
Cash Flows from Investing Activities						
Payments						
Purchase of non-current assets	AG	(12,505)	(12,927)	(7,230)	(422)	(5,697)
Receipts						
Proceeds from sale of non-current assets	AH	1,675	1,535	-	(140)	1,535
Net Cash Provided by/(used in) Investing Activities		(10,830)	(11,392)	(7,230)	(562)	(4,162)
Net increase/(decrease) in cash and cash equivalents		(1,515)	15,143	(233)	16,658	15,376
Cash and cash equivalents at the beginning of the period		12,518	11,515	11,748	(1,003)	(233)
Cash and Cash Equivalents at the end of the Period		11,003	26,658	11,515	15,655	15,143

Variances between estimate and actual.

1. Supplies and services exceeded estimates by \$3.49million (12%) mainly due to the hire of contract staff to backfill vacant front line positions, in recognition of the transition of 60% of the Commission's accommodation services to non-government disability sector organisations.
2. Depreciation and amortisation expense underspent by \$1.283million (20%) due to lower than anticipated capitalisation of costs. However, ongoing projects under work in progress will be capitalised next year and will be subject to depreciation.
3. Individual funding and other grants exceeded estimates by \$4.432million (24%) mainly due to the re-allocation of funding from 'Expenditure on services provided by funded agencies' for the WA NDIS My Way trial site in the Lower South West.
4. Loss on disposal of non-current assets exceeded estimates by \$0.060million due to an accounting loss on asset disposals and write-down of leasehold improvements for offices no longer leased during 2014/15.
5. Other revenue exceeded estimates by \$5.071million (92%) due to the return of unspent grants provided to non- government disability sector organisations relating to prior years.
6. Services received free of charge exceeded estimates by \$1.064million (94%) mainly due to the increased number of clients and costs associated with dental treatments provided by the Department of Health to Commission clients.
7. Changes in asset revaluation surplus exceeded estimates by \$0.2319million, as the estimate excludes change in asset revaluation surplus.
8. Cash and cash equivalents exceeded estimates by \$2.103million (58%) due to surplus operating cash balances, mainly cash set-aside for the construction of the Disability Justice Centre.
9. Restricted cash and cash equivalents exceeded estimates by \$13.552million (184%) due to unspent funds for the WA NDIS My Way trial site quarantined in a Special Purpose Account.
10. Receivables exceeded estimates by \$2.978million (84%) mainly due to an increase in GST Receivable from the Australian Taxation Office.
11. Intangible assets exceeded estimates by \$4.997million (252%) mainly due to the WA NDIS My Way ICT development systems and web application upgrades.
12. Payables exceeded estimates by \$1.625million (26%) due to an increase in accrued salaries relating to the targeted separation scheme, paid in July 2015.
13. Accumulated surplus/ (deficit) exceeded estimates of \$22.963million (156%) reflects the underspend in the WA NDIS My Way trial site in 2014-15, and capitalisation of ICT projects.
14. Receipts paid into Consolidated account trailed estimates by \$1.675million due to the deferral of payment to the Consolidated Fund.
15. Individual funding and other grants exceeded estimates by \$4.432million (25%) mainly due to the re-allocation of funding from 'Payment for services provided by funded agencies' for the WA NDIS My Way trial site in the Lower South West.
16. GST payments to taxation authority exceeded estimates by \$0.899million (179%) due to increases in revenue activity.

- 17. GST receipts on sales exceeded estimates by \$0.771million (165%) due to increases in revenue activity.
- 18. Other receipts exceeded estimates by \$5.812million (106%) mainly due to the return of unspent grants provided to non-government disability sector organisations relating to prior years.

Variances between actual results for 2015 and 2014

- A. Supplies and services increased by \$6.212million (24%) mainly due to the hire of contract staff to backfill vacant front line positions in recognition of the transition of 60% of the Commission's accommodation services to non-government disability sector organisations. Additional administrative costs were also incurred in relation to the WA NDIS My Way trial site for the Lower South West in 2014–2015.
- B. Expenditure on Services provided by funding agencies increased by \$73.992million (13%) due to additional funding for growth and indexation, sustainable funding and contracting with the not for profit sector, and the WA NDIS My Way trial site in the Lower South West.
- C. Individual funding and other grants increased by \$2.305million (11%) due to the operation of the WA NDIS My Way trial site in the Lower South West in 2014–2015.
- D. Loss on disposal of non-current assets increased by \$0.059million due to an accounting loss on asset disposals and write-down of leasehold improvements for offices no longer leased during 2014–2015.
- E. Other expenses decreased by \$1.602million (28%) due to a reduction in the worker's compensation insurance premium resulting from an actual performance review.
- F. Commonwealth grants and contributions increased by \$18.948million

(13%) due to additional funding for the WA NDIS My Way trial site in the Lower South West, and growth and indexation.

- G. Other revenue increased by \$1.973million (23%) mainly due to the return of unspent grants provided to non-government disability sector organisations relating to prior years.
- H. Service appropriation increased by \$58.06million (9%) mainly due to growth and indexation, sustainable funding and contracting with the not for profit sector, and the WA NDIS My Way trial site in the Lower South West.
- I. Services received free of charge increased by \$0.907million (70%) mainly due to the increased number of clients and costs associated with dental treatments provided by the Department of Health to Commission clients.
- J. Royalties for Regions Fund decreased by \$0.073million (37%) due to the reduction in the number of staff eligible for the regional workers incentive allowances.
- K. Changes in asset revaluation surplus increased by \$0.3082million due to increment in revaluation of buildings offset by decrement in revaluation of land compared to 2013–14.
- L. Restricted cash and cash equivalents increased by \$19.959million (2043%) due to unspent funds for the WA NDIS My Way trial site and the transfer of the 27th pay provision from non-current assets to current assets, payable in 2015–2016.
- M. Receivables decreased by \$1.951million (23%) due to the reduction in GST Receivable from the Australian Taxation Office.
- N. Amounts receivable for services decreased by 0.216million (20%) due

to the capital funding requirements in 2014–2015.

- O. Restricted cash and cash equivalents decreased by \$5.175million due to the transfer of the 27th pay provision from non-current assets to current assets, payable in 2015–2016.
- P. Amounts receivable for services increased by \$5.377million mainly due to the accrual appropriation used to fund the depreciation charges for 2014–2015.
- Q. Intangible assets increased by \$5.371million (335%) mainly due to the WA NDIS My Way ICT development systems and web application upgrades.
- R. Payables increased by \$2.527million (48%) due to an increase in accrued salaries relating to the targeted separation scheme payable in July 2015 and larger than anticipated number of invoices received in June 2015.
- S. Contributed equity increased by \$9.1million (37%) due to the capital appropriation provided to fund the capital works program in 2014–2015.
- T. Accumulated surplus/ (deficit) increased by \$12.583million (283%) due to underspend in the WA NDIS My Way trial site in 2014–2015.
- U. Service appropriation increased by \$57.712million (9%) mainly due to growth and indexation, sustainable funding and contracting with the not for profit sector, and the WA NDIS My Way trial site in the Lower South West.
- V. Capital appropriation increased by \$7.24million (389%) due to the construction costs relating to the Disability Justice Centre and the WA NDIS My Way ICT development systems.
- W. Holding account drawdown increased by 0.130million (13%) due to the capital funding requirement in 2014–2015.
- X. Royalties for Regions Fund decreased by \$0.073million (37%) due to the reduction in the number of staff eligible for the regional workers incentive allowances.
- Y. Payments for services provided by funded agencies increased by \$73.992million (13%) due to additional funding for growth and indexation, sustainable funding and contracting with the not for profit sector, and the WA NDIS My Way trial site in the Lower South West.
- Z. Individual funding and other grants increased by \$2.305million (11%) due to the operation of the WA NDIS My Way trial site in the Lower South West in 2014–2015.
- AA. GST payments on purchases increased by \$8.954million (15%) due to the increased level of payments for goods and services, mainly for 'Payment for services provided by funded agencies'.
- AB. GST payments to taxation authority increased by \$0.815million (139%) due to increases in revenue activity.
- AC. Commonwealth grants and contributions increased by \$18.948million (13%) due to additional funding for the WA NDIS My Way trial site in the Lower South West, and growth and indexation.
- AD. GST receipts on sales increased by \$0.546million (79%) due to increases in revenue activity.
- AE. GST receipts from taxation authority increased by \$13.731million (25%) due to the increased level of payments for goods and services, mainly for 'Payment for services provided by funded agencies'.
- AF. Other receipts increased by \$4.192million (58%) mainly due to the return of unspent grants provided to non-government disability sector organisations relating to prior years.

AG. Purchase of non-current assets increased by \$5.697million (79%) mainly due to the WA NDIS My Way ICT development systems and web application upgrades.

AH. Proceeds from sale of non-current assets increased by \$1.535million due to the sale of Commissioned owned property in 2014-15.

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, creditworthy third parties. The Commission has policies in place to ensure the sales of products and services are made

to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Commission's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

Liquidity risk

Liquidity risk arises when the Commission is unable to meet its financial obligations as they fall due.

The Commission is exposed to liquidity risk through its trading in the normal course of business.

The Commission has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market risk

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

(b) Categories of financial instruments

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

	2015 \$000	2014 \$000
Financial Assets		
Cash and cash equivalents	5,722	5,363
Restricted cash and cash equivalents	20,936	6,152
Receivables (see note a)	47,858	43,443
Financial Liabilities		
Financial liabilities measured at amortised cost	7,747	5,220

Note: (a) 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

			Past due but not impaired					Impaired financial assets \$000
	Carrying Amount \$000	Not past due and not impaired \$000	Up to 1 month \$000	1–3 months \$000	3 months to 1 year \$000	1–5 years \$000	More than 5 years \$000	
2015								
Cash and cash equivalents	5,722	5,722						
Restricted cash and cash equivalents	20,936	20,936						
Receivables (see note a)	2,563	1,070	589	363	10	531	0	87
Amounts receivable for services	45,295	45,295						
	74,516	73,023	589	363	10	531	0	87
2014								
Cash and cash equivalents	5,363	5,363						
Restricted cash and cash equivalents	6,152	6,152						
Receivables (see note a)	3,309	2,175	67	33	824	205	5	141
Amounts receivable for services	40,134	40,134						
	54,958	53,824	67	33	824	205	5	141

Note: (a) The amount of receivables excludes 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 \$000	Fixed interest rate \$000	Variable interest rate \$000	Non- interest bearing \$000	Nominal Amount \$000	Up to 1 month \$000	1–3 months \$000	3 months to 1 year \$000	1–5 years \$000	More than 5 years \$000
2015											
Financial assets											
Cash and cash equivalents	5,722				5,722	5,722	5,722				
Restricted cash and cash equivalents	20,936				20,936	20,936	20,936				
Receivables (see note a)	2,563				2,563	2,563	1,659	363	10	531	0
Amounts receivable for services	45,295				45,295	45,295	45,295				
	74,516				74,516	74,516	73,612	363	10	531	0
Financial liabilities											
Payables	7,747				7,747	7,747	7,747				
	7,747				7,747	7,747	7,747				

Note: (a) 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 \$000	Fixed interest rate \$000	Variable interest rate \$000	Non-interest bearing \$000	Nominal Amount \$000	Up to 1 month \$000	1–3 months \$000	3 months to 1 year \$000	1–5 years \$000	More than 5 years \$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 a)	3,309			3,309	3,309	3,309				
Amounts receivable for services	40,134			40,134	40,134	40,134				
	54,958			54,958	54,958	54,958				
Financial liabilities										
Payables	5,220			5,220	5,220	5,220				
	5,220			5,220	5,220	5,220				

Note: (a) 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:

	2015	2014
\$		
0–10,000	5	8
10,001–20,000	2	3
20,001–30,000	1	-
40,001–50,000	1	1
	9	12
		\$000
Base remuneration and superannuation	137	139
Other benefits	-	-
The total remuneration of the members of the accountable authority	137	139

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:

	2015	2014
\$		
110,001–120,000	-	1
120,001–130,000	1	1
140,001–150,000	1	-
160,001–170,000	2	-
170,001–180,000	2	2
190,001–200,000	3	2
200,001–210,000	-	3
230,001–240,000	-	1
260,001–270,000	1	-
280,001–290,000	-	1
420,001–430,000	1	-
450,001–460,000	-	1
	11	12
	\$000	\$000
Base remuneration and superannuation	1,971	2,369
Annual leave and long service leave accruals	195	142
Other benefits	56	67
The total remuneration of senior officers	2,222	2,578

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:

	2015 \$000	2014 \$000
Auditing the accounts, financial statements and key performance indicators	122	111

Note 35. Affiliated bodies

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

Name of organisation	2015 \$000	2014 \$000
Activ Foundation Inc.	46,632	45,951
Advocacy South West (Inc.)	120	279
Autism Association of WA Inc.	34,740	31,793
Ben's Administration Company	93	131
BGSR Pty Ltd Supported Accommodation Services	5,689	5,582
Blind Citizens WA Inc.	19	18
Cam Can & Associates	16,422	10,253
City of Fremantle	22	21

Name of organisation	2015 \$000	2014 \$000
Claremont Therapeutic Riding Centre	117	222
Community Living Association (formerly Lower Great Southern CLA)	11,065	9,857
Crosslinks Inc.	6,104	6,026
Developmental Disability Council of WA	283	1,623
Directions Family Support Association (ex Heritage I&FSA)	3,103	2,470
Elba Inc.	5,491	6,092
Empowering People In Communities (EPIC) Inc.	3,435	2,216
Enable Southwest Inc (formerly SWFSA)	6,924	8,416
Ethnic Disability Advocacy Centre	314	552
Family Support WA Inc. (formerly Landsdale Family Support Association)	4,155	3,085
Goldfields Individual and Family Support Association Inc.	5,675	4,576
Headwest (Brain Injury Association of WA Inc.)	361	483
Identitywa	23,702	21,928

Name of organisation	2015 \$000	2014 \$000
Inclusion (Recreation and Sport Network Inc.)	2,537	1,993
Interchange Inc.	6,531	5,641
Intework Inc.	10,153	10,847
ISADD WA Pty Ltd	1,011	894
Kalparrin Centre (PMH)	0	347
Kimberley Individual & Family Support Association	2,792	2,531
Kira Inc.	2,602	1,879
Lifeplan Recreation and Leisure Association Inc.	1,296	1,062
Lower Great Southern Family Support Association	822	2,516
Mandurah Disabled Support & Recreational Respite Inc.	41	40
Midway Community Care Inc.	8,273	7,331
Midwest Community Living Association Inc.	2,150	1,801
Mosaic Community Care Inc.	9,369	9,282
My Place (WA) Pty Ltd	27,779	24,466
Nascha Inc.	2,602	2,379
Nulsen Haven Association Inc.	31,473	27,345
One 2 One Pty Ltd	4,188	3,179

Name of organisation	2015 \$000	2014 \$000
Orion Services WA Pty Ltd (formerly TIS)	4,161	4,391
Diversity South Inc (formerly known as Peel Community Living Inc.)	5,972	5,768
People Actively Committed Together	647	529
People with Disabilities	541	566
Perth Home Care Services Inc	33,560	30,684
Phylos Inc.	834	759
Pledg Inc.	226	220
Rise Network Inc (formerly HCSG)	11,674	11,678
Rocky Bay Inc.	29,934	25,440
SECCA	345	448
South Metropolitan Personnel (Lifeskills 2 Work Fremantle)	2,798	2,516
Senses Australia	12,001	10,004
Strive Warren Blackwood Inc.	629	1,208
Teem Treasure Pty Ltd	5,402	4,587
TeenSpirit Inc.	168	116
The Centre for Cerebral Palsy	52,393	43,264
The Society of Friends of David Guhl	9	83
Therapy Focus Inc.	19,031	18,814

Name of organisation	2015 \$000	2014 \$000
Upper Great Southern Family Support Association	1,655	1,169
Valued Independent People	6,329	5,834
Vemvane Inc.	653	559
WA Blue Sky Inc.	3,262	2,783
We Can Community Services Pty Ltd	3,218	2,837
Wheatbelt Individual and Family Support Association	1,846	2,040

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

	2015 \$000	2014 \$000
Write-offs		
Debts due to the State written off during the financial year	27	60
Losses through theft, defaults and other causes	Nil	Nil
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 \$000		Community-focused supports \$000		Coordination and individual support \$000		Family support \$000		Access and inclusion \$000		Total \$000	
Cost of services Expenses	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Employee benefits expense	89,956	98,203	15,684	14,611	44,149	39,464	4,710	4,853	896	1,106	155,395	158,237
Supplies and services	18,550	13,630	4,580	4,314	7,319	6,403	1,403	1,464	463	287	32,315	26,098
Depreciation and amortisation expense	1,514	1,643	2,217	2,180	581	531	680	740	7	-	4,999	5,094
Accommodation expense	4,521	4,228	2,986	2,741	3,294	3,006	916	930	9	-	11,726	10,905
Expenditure on services provided by funded agencies	194,381	183,182	284,675	243,045	74,546	58,604	87,326	82,491	898	512	641,826	567,834
Individual funding and other grants	-	-	15,015	7,478	4,879	3,819	2,589	8,881	-	-	22,483	20,178
Loss on disposal of non-current assets	60	1	-	-	-	-	-	-	-	-	60	1
Other expenses	1,262	1,862	1,848	2,470	489	604	567	838	6	-	4,172	5,774
Total cost of services	310,244	302,749	327,005	276,839	135,257	112,431	98,191	100,197	2,279	1,905	872,916	794,121

	Accommodation support \$000		Community- focused supports \$000		Coordination and individual support \$000		Family support \$000		Access and inclusion \$000		Total \$000	
Income	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
User charges and fees	8,119	8,367	-	-	-	-	-	-	-	-	8,119	8,367
Commonwealth grants and contribution	58,678	55,720	61,844	50,951	25,580	20,693	18,570	18,440	431	351	165,103	146,155
Other revenue	3,756	3,278	3,960	2,997	1,638	1,217	1,189	1,085	28	21	10,571	8,598
Total income other than income from State Government	70,553	67,365	65,804	53,948	27,218	21,910	19,759	19,525	459	372	183,793	163,120
Net cost of services	239,691	235,384	261,201	222,891	108,039	90,521	78,432	80,672	1,820	1,533	689,183	631,001
Income from State Government												
Service appropriation	248,587	244,521	261,996	223,595	108,369	90,794	78,670	80,926	1,826	1,552	699,448	641,388
Resources received free of charge	779	491	822	449	340	182	247	162	6	3	2,194	1,287
Regional community	45	75	46	69	19	28	14	25	-	-	124	197
Total income from State Government	249,411	245,087	262,864	224,113	108,728	91,004	78,931	81,113	1,832	1,555	701,766	642,872
Surplus/(deficit) for the period	9,720	9,703	1,663	1,222	689	483	499	441	12	22	12,583	11,871

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 disabilities of Christmas and Cocos Islands. The service is provided pursuant to the service delivery agreement with the Commonwealth government.

	2015 \$000	2014 \$000
Opening Balance 1 July 2014	(8)	34
Receipt from Commonwealth	109	64
Expenditure	(95)	(106)
Closing Balance 30 June 2015	6	(8)

Note 40. Special Purpose Account

My Way Trial Sites Fund

The My Way Trial Sites fund special Purpose Account provides a mechanism to receive Commonwealth and State funding in agreed proportion to provided disability support packages (excludes administration cost) as required by the National Partnership Agreement on trial of My Way sites.

	2015 \$000	2014 \$000
Opening Balance 1 July 2014	-	-
Receipts	25,695	-
Payments	(12,223)	-
Closing Balance 30 June 2015	13,472	-

Note 41. Disclosure of Prior Period Adjustment

The prior period adjustment represents an adjustment to the fair value of buildings in the Commission's financial statements. This is due to the Commission's buildings value was based on the independent revaluation amount that did not comply with the AASB 116 Property, Plant and Equipment 'depreciated replacement cost'. The adjustment has no significant impact on the reported result, however it is considered necessary by the Commission to disclose these adjustments separately in the notes to the financial statements.

		30/06/2014			30/06/2013		
	Note	Previously Reported \$000's	Prior Period Adjustment \$000's	Restated Amount \$000's	Previously Reported \$000's	Prior Period Adjustment \$000's	Restated Amount \$000's
Impact – Statement of Financial Position							
Non-Current Assets:							
Property plant and equipment	20	57,232	(10,488)	46,744	55,781	(9,341)	46,440
Equity:							
Reserves	26	58,586	(10,488)	48,098	58,202	(9,341)	48,861

Project in focus: Reshaping our Services Directorate

Establishing a new directorate, and a new direction

This year saw the final piece of our organisational restructure put into place, with the appointment of Executive Director Services, Jon Peach, and the establishment of the new Services Directorate. The new Directorate incorporates the previous Accommodation Services Directorate, Statewide Specialist Services Directorate and Disability Justice Project. The move reflects our objective for more closely coordinated services, which are holistically planned and focused on individuals with disability and not organisational structure.

The amalgamation also reflects our future direction for disability services, in line with NDIS principles. Through the transition of some services to the non-government sector, and re-focusing what we provide directly, the Commission will move to being mostly a services funder and specialist adviser through our newly established consultancy. However, we will retain a reduced direct service delivery role for two reasons. Firstly, we need to remain connected to and experienced in 'real world' service delivery and its challenges. Although our supported community living, therapy, behaviour support and justice services will support fewer people, the breadth and complexity of the services will position us to retain connection to issues and practises. Secondly, a government role remains to provide emergency and transitional services. We recognise this and will retain the expertise to continue supporting people with disability.

In providing specialist advice and support, we will focus on expanding our consultancy model and will continue to work through the Positive Behaviour Framework. This will be regardless of whether a person is supported by the Commission, a non-government service provider or mostly lives without formal supports.

Using a consultancy model

For many years we have run a size-constrained consultancy in our State's regional areas through the Early Years Consultancy Team and the Country Resource Consultancy Team. With this model, we have worked with the WA Country Health Service to deliver therapies to people living outside the metropolitan area. Our new consultancy model offers a broader range of services within our internal accommodation services, to disability sector organisations and to families. Rather than taking over services provision, or removing people with disability from their usual environment, our consultancy approach works to strengthen supports already in place, to minimise negative disruption in the lives of people with disability.

Our areas of consultancy support include:

- **Positive Behaviour Support for children and adults**
Our Positive Behaviour Framework is designed to be used across the disability sector in responding to the needs of people with challenging behaviours. Our staff support and mentor family members to apply the framework at home, and work with disability sector organisations.

- **Multidisciplinary Therapy Supports**

In the metropolitan area, a comprehensive therapy consultancy service is offered for early years, children and adults. The service works in partnership with disability sector organisations and supports the ongoing development and delivery of contemporary services. It includes on-site consultation, workshops, presentations and resource development.

Services Directorate programs at work

Understanding positive behaviour support

Is There A Better Way? workshops

During adolescence, hormonal changes are often blamed for teenagers' mood swings and challenging behaviours. However Tracy Farmer of Bunbury faces additional challenges raising her son Bradley, 14, because he has autism. "Being on the autism spectrum and turning 14, Bradley's hormones were surging and his anxiety levels went through the roof," Mrs Farmer said. "He started struggling through high school because the expectations escalated and there were changes in the education support he once received."

Mrs Farmer received support and guidance through the Is There A Better Way? workshops which provide families with the opportunity to explore how to support people with disability who have challenging behaviours.

We developed the workshops with Developmental Disability WA and Youniverse.

"The program gave us an insight into how to better guide Bradley through his challenging behaviours and to also take a step back," Mrs Farmer said. "In the past we had been the teachers, but it was now time for us to be the guides." She said the program helped her reassess how she could help Bradley become more independent and find better ways to deal with his challenging behaviour, and she said the model was delivered in a way that was empowering for parents. "Parents support parents and share their life experiences," Mrs Farmer said. "There is no fear because you are in a safe and comfortable environment. Parents were able to share information in a positive, constructive and solution focused way. It was also good to share understandings with people who have had a lived experience rather than a clinical experience and in an environment where facilitators supported and encouraged us to try new things. The workshops left many of us with a better vision of what life could look like . . . there were lots of insights and fresh ideas discussed," she said.

Commission Behaviour Support Consultation Manager Mike Cubbage said one of the enduring outcomes was that families and service providers worked together more effectively. In 2014–2015, 180 families participated in the workshops, which were held in Perth, Bunbury, Kalgoorlie, Albany, Geraldton, Broome, Narrogin, Rockingham and Port Hedland. A final evaluation report will be available in 2016.

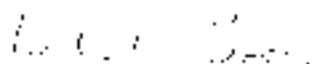
Key performance indicators

Certification of performance indicators for the year ended 30 June 2015

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 2015.



Russell Aubrey
Board Member
Disability Services Commission Board



Rachel Skoss
Board Member
Disability Services Commission Board

21 September 2015

Independent Auditor's report



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 2015, 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



Auditor General

financial statements.

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

Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Disability Services Commission at 30 June 2015 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 2015.

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.



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 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 2015.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Disability Services Commission for the year ended 30 June 2015.

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.



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 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 2015.

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 2015 included on the Commission's website. The Commission's management is responsible for the integrity of the Commission's website. This audit does not provide assurance on the integrity of the Commission's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.

COLIN MURPHY
AUDITOR GENERAL
FOR WESTERN AUSTRALIA
Perth, Western Australia
22 September 2015

Performance management framework

Overview

We use a performance management framework to facilitate, monitor and evaluate the services and supports we fund and provide people with disability, their families and carers.

This framework includes key effectiveness and efficiency indicators that show how services have contributed to achieving reportable outcomes. Some indicators measure more than one of our outcome areas.

Key effectiveness indicators

Our effectiveness indicators provide a measure of the extent to which our activities are achieving, or have made progress towards achieving the government outcomes.

We use a range of effectiveness measures. These include rate of serious incidents, take-up rate, consumer satisfaction, compliance with Disability Access and Inclusion Plans and individual plan outcomes.

Key efficiency indicators

The Commission's efficiency indicators provide a measure of the resources required to achieve government outcomes.

Key effectiveness indicators

1.1 Rate of serious incidents per 1,000 service users per year

Background

Service providers are required by the Disability Services Act 1993 and their service agreements to report on serious incidents involving service users in their care.

We provide accommodation support, either directly or through funded disability sector organisations. We are responsible for ensuring the safety and security of both the people with disability who receive accommodation support and the staff employed to provide this support.

The rate of serious incidents is a measure per 1,000 accommodation support service users per year.

Analysis

The improved performance reflects the effect of a range of factors: increased attention to serious incident management; the implementation of the new quality system for services; and greater awareness of the importance of accurately recording serious incidents. This is only the second year of reporting this indicator and a longer period is needed to confirm trends.

Results

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

Key effectiveness indicator	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Rate of serious incidents per 1,000 service users per year	39	26	45	-42%	-33%

1.2 Percentage of service users who achieved their individual plan outcomes

Background

People receive individual supports to meet the goals and support needs identified in their individual plan. Within 12 months the person assesses how well their individual goals have been met as part of the plan review process. This record indicates whether the planning and resulting services effectively assisted them to achieve their goals, in part or fully, and therefore the outcomes achieved through individual planning.

The calculation was based solely on the WA NDIS My Way Lower South West trial site. This trial site has a complete record of all plans that have been reviewed during 2014–2015 and provides a baseline for this indicator. The review of individual plans undertaken in the Lower South West trial site are the first in the state to occur after the full plan and implementation cycle.

The data comprehensively meets all policy guidelines and is supported by systems and processes that create significant rigour. The result was based on 40 per cent of all plans being reviewed with a confidence interval of +/-

1 per cent. The LSW reviews have no selection bias, as they comprise all plans reviewed for 2014–2015, and incorporate plans that have been reviewed after 12 months.

Data from the rest of the state was excluded as the majority of plans commenced in 2014–2015 will not be reviewed until 2015–2016 leaving a small sample that was deemed neither random nor representative. The small sample would consist of ‘early’ reviews which are triggered by an urgent change to a plan and are atypical of the full range of reviews.

This LSW data is also analysed by independent scheme actuaries who provide an independent quarterly report. In 2015–2016, the report on this indicator will be based on a broader statewide sample.

Analysis

The target of 75 per cent was set to reflect the expected future statewide performance against this indicator. This is a transition period, and the full implementation of this indicator in 2015–2016 will allow a more complete assessment of outcome achievement.

Results

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

Key effectiveness indicator	2014–2015	2014–2015 target	Variation from target
Percentage of service users who achieved their individual plan outcomes	91%	75%	16%

1.3 Take-up rate for services

Background

The take-up rate for services is a measure per 1,000 of the estimated proportion of the potential population with disability who have accessed disability services in WA. This aligns with the measure adopted by the National Disability Agreement. The purpose of the indicator is to demonstrate that the Commission is reaching the population of people in need of services.

The estimated proportion of potential service users is calculated using the population estimates of people less than 65 years of age in WA with severe and profound disability, as reported in the 2012 Survey of Disability, Ageing and Carers (SDAC). The survey estimated that 57,200 people in WA, less than 65 years of age, have a severe and profound disability.

Analysis

The take-up rate of 447 service users per 1,000 people with severe and/or profound disability is six per cent higher than the previous reporting period and 18 per cent higher than the target. This is because the 2014–2015 target was set prior to the release of the SDAC revised base population. The higher rate continues the trend of an increase in the proportion of people with disability accessing our funded and provided services. It also reflects a reduction in the recent estimate of the target population, in comparison to 2009 SDAC data (60,300 in 2009) which was previously used as a basis for comparison.

Results

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

Key effectiveness indicator	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Take-up rate for services	399	420	447	380	18%	6%

1.4 Service users' satisfaction with services

Background

Service users' satisfaction with services is determined through our annual consumer survey. The sample is randomly selected and stratified to ensure it is representative of users across all our funded services.

A total of 1,627 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.

The response rate is typical of responses to customer surveys in previous years and is expected based on the population. The survey size is expanded during the process until the minimum representative sample of 735 is achieved.

The survey was conducted by an independent market research company.

Results

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

Key effectiveness indicator	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Service users' satisfaction with services	80%	84%	80%	86%	-6%	-4%

Analysis

A total of 80 per cent of service users were 'very happy' or 'happy' with the support they received from their service provider. This figure is a decrease from the previous year's result which is primarily consistent with sampling variation. The target had been set at a higher level than previous years' performance with the intention of establishing a longer-term goal. The Commission will continue to work towards that goal in future years.

1.5 Service users' satisfaction with social inclusion and community acceptance

Background

We measure service user satisfaction with social inclusion and community acceptance via our annual consumer survey. People with disability and their carers are surveyed through a structured telephone interview (refer to key effectiveness indicator 1.4 for more details).

The result is obtained directly from the report produced by the independent market research company.

The intention of the indicator is to assess whether there is a trend in individuals believing they are included by the community.

Analysis

This result is six per cent lower than the target and one per cent higher than last year's result. The results show a relatively stable level of experience of inclusion and acceptance. The target set is an ambitious longer-term goal which will take more time to achieve and will be monitored in future Annual Reports. We influence the achievement of this target through our Count Me In program, and by support for Disability Access and Inclusion Plans.

Results

Government outcome: The Western Australian community is inclusive of people with a disability.

Key effectiveness indicator	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Service users' satisfaction with social inclusion and community acceptance.	75%	73%	74%	80%	-6%	1%

1.6 Percentage of public authorities that have lodged Disability Access and Inclusion Plans with the Commission

Background

Under the Disability Services Act 1993 public authorities are required to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that their services, facilities and information are accessible for people with disability. DAIPs assist public authorities to plan and implement improvements to access and inclusion strategies across seven outcome areas, relating to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment opportunities.

We collect annual progress reports on DAIPs, assess them for compliance and approve them for lodgment. DAIPs must be reviewed at least every five years.

Results

Government outcome: The Western Australian community is inclusive of people with a disability.

Key effectiveness indicator	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Percentage of agencies that have lodged Disability Access and Inclusion Plans with the Commission	88.5%	82%	92%	100%	-8%	10%

Analysis

Every year, a number of DAIPs expire and if the public authority does not lodge a new DAIP it is deemed to be non-compliant. Of 240 public authorities, 20 did not have a current DAIP lodged at the end of the reporting period. Of these, 18 were regional local governments that have experienced difficulties with developing a new DAIP due to a lack of expertise and staff resourcing levels. We employ dedicated DAIP officers to maintain regular contact with public authorities and support is provided through consultation on request, quarterly forums and support.

1.7 Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability

Background

Local and state government agencies are key stakeholders and participants in our effort to enhance West Australians' understanding and inclusion of people with disability. Public authorities report annually on how effective their DAIP strategies have been in enhancing inclusion for people with disability.

Each stakeholder must include in their annual progress report their assessment of how effective the strategies identified in their DAIP were in enhancing inclusion for people with disability. Results regarding achievement of DAIP outcomes are summarised in a general report and provided to Parliament.

Analysis

This indicator is based on annual progress reports submitted by compliant public authorities (109 local government and 83 state government). There were 2,944 effective strategies out of 4,032 strategies completed (73 per cent).

For this year's results, public authorities indicated that budgetary constraints and difficulties with agent and contractor input were the main challenges experienced when implementing DAIP strategies.

This result is consistent with the past year's performance. The target reflects our long-term goal for performance in this area and sustained engagement over several years is required to achieve it.

We will continue to work with public authorities to achieve enhanced inclusion for people with disability within the community.

Results

Government outcome: The Western Australian community is inclusive of people with a disability.

Key effectiveness indicator	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability	72%	73%	85%	-12%	1%

Key efficiency indicators

2.1 Percentage of individual plans commenced and/or reviewed within the required time frame

Background

Individual plans record the goals of the person with disability, and strategies identified to achieve those goals.

Our internal service providers and disability sector organisations need to develop and record an individual plan for each service user. Planning needs to be commenced, signed off and reviewed within required time frames. For people who are new to disability services the plans are developed within 90 days and for people currently receiving services new plans are developed within 30 days of a review. This ensures that the individual receives appropriate services as soon as possible and that the service continues to respond to the changing needs of the individual throughout their interaction with that service. Having plans developed and reviewed in

a timely way is an important measure of service efficiency.

Analysis

The results across all service areas are above target. This shows efficiency and responsiveness to individuals in making plans. In this first year of implementing this indicator, the Commission was scrupulous in ensuring the recorded result was based on plans with fully documented evidence. Accordingly plans without adequate evidence including those from our Accommodation Services are not included in the calculation of the indicator.

Results

Percentage of individual plans commenced and/or reviewed within the required time frame.

Service areas	2014–2015	2014–2015 target	Variation from target
Accommodation support	91%	75%	16%
Community-focused supports	94%	75%	19%
Coordination and individual support	80%	75%	5%
Family support	96%	75%	21%

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

Background

Projects are an important mechanism we use to achieve outcomes for the community. Access and inclusion projects include Disability Access and Inclusion Plans, advocacy and community education projects as well as service improvement projects which raise community awareness about disability. This indicator assesses whether projects are undertaken efficiently.

The calculation for this indicator was amended in 2014–2015 to provide a better evidence base. Previously the measure was calculated as the percentage achieving more than 50 per cent of stated outcomes. This year the indicator is a measure of projects completed within their expected timeframe.

Results

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

Analysis

Performance on this indicator is quite stable compared to previous years and shows a satisfactory trend towards the target. We will continue to set ambitious targets and seeks to improve in future years.

Key efficiency indicator	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Percentage of projects that achieved their outcome/s within the required time	83%	86%	87%	-1%	3%

2.3 Average cost per service activity

Background

Measuring the average cost per service activity complements measures of average cost per service user. The indicator takes into account the complexity of service provision within different service areas (range of different services accessed by service users), measures service efficiency and assists the Commission in its allocation of funding across services.

Analysis

In 2014–2015, the trend of increasing levels of funding being allocated as a result of individualised planning continued. This has enabled more flexible use of funds for individuals to purchase a wide range of services. In addition, the improvement to information collection systems has provided a more detailed view of the range of services purchased.

On average, service activity has increased, however the varying trends in the table on the following page also reflect movements in total service users and service activity between service areas when compared to previous years. These movements have affected this indicator as discussed in the analysis of indicator 2.4, which should be read in conjunction with this indicator.

The main variations in the following table are:

- For Accommodation Support there were fewer lower cost users, which consequently decreased service activity and increased the average cost per service activity in comparison to target.
- For Community-focused Supports there was a significant increase in service users and in the average service activity per user. Consequently the average cost per service activity fell in comparison to the previous year.

- For Coordination and Individual Support there was a significant increase in service users and service activity, which resulted in reduced average cost in comparison to both target and last year's result. This service area contains the Community Aids and Equipment Program in which activity varies significantly between years and affects average cost results. It should also be noted that the actual dollar amounts are small for this indicator and calculating change in terms of a percentage exaggerates difference.
- For Family Support the number of users decreased as did the average service activity per user. Consequently the average cost per service activity increased in comparison to target and the previous year. It should be noted that the actual dollar differences are small for this indicator and calculating change in terms of a percentage exaggerates difference.
- For Access and Inclusion, there was a small decrease in number of projects which led to an increase in average cost per service activity in comparison to the previous year. As above, the dollar differences are small and calculating change in terms of a percentage exaggerates difference.

It is anticipated that after this transition year, the trends in average cost by service area will be more consistent.

Results

Average cost per service activity.

Service areas	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Accommodation support	\$138,695	\$155,495	\$161,514	\$139,636	16%	4%
Community-focused supports	\$37,457	\$35,814	\$28,882	\$28,504	1%	-19%
Coordination and individual support	\$3,243	\$3,730	\$3,459	\$3,826	-10%	-7%
Family support	\$11,816	\$13,951	\$16,060	\$13,181	22%	15%
Access and inclusion (see note)	\$10,947	\$13,511	\$16,049	\$17,350	-7%	19%

Note: This service area is referring to access and inclusion projects hence average cost per project is calculated.

2.4 Average cost per service user

Background

This indicator monitors the relationship between the resources provided for each service and the number of clients who receive services. It complements measures of average cost per service activity (refer to section 2.3) in presenting a picture of service efficiency. It measures the average cost per service user for each service area and compares these with the target and previous financial year's results.

Analysis

Overall the total number of service users has increased, however the trends in this table reflect movements in service users between the different service areas when compared to the expected number used to set the targets.

The movements in the number of individuals in service areas are attributed to increased flexibility of individualised support packages, which result from the removal of program boundaries, increased allocation of funding through local planning and individuals purchasing a wide range of services.

In general, a decrease in user numbers for one service area in comparison to the previous year has been matched by an increase in another area. However this has caused some variations in the service area figures reported in the table on page 166.

The main variations have been:

- For Accommodation Support there were fewer lower cost users which consequently increased average cost.
- For Coordination and Individual Support there was a significant

increase in service users which resulted in reduced average cost in relation to target. This was influenced by increased attention to planning activities, and by an increase in the number of recipients of the Community Aids and Equipment Program. It should be noted that the actual dollar amounts are small for this indicator and the calculation of change in terms of a percentage exaggerates difference.

- In Family Support there were fewer service users than in previous years and this resulted in increased average cost in comparison to 2013–2014.

It is anticipated that after this transition year the trends in average cost by service area for indicators 2.3 and 2.4 will be more consistent.

Results

Average cost per service user.

Service areas	2012–2013	2013–2014	2014–2015	2014–2015 target	Variation from target	Variation from 2013–2014
Accommodation support	\$153,172	\$166,529	\$174,015	\$164,826	6%	4%
Community-focused supports	\$45,615	\$46,473	\$45,557	\$44,683	2%	-2%
Coordination and individual support	\$5,511	\$5,357	\$5,653	\$6,122	-8%	6%
Family support	\$17,041	\$19,658	\$20,918	\$20,144	4%	6%

Project in focus: Ancillary housing

People with disability are able to explore a broader range of accommodation options thanks to the Community Disability Housing Program, established as part of our housing strategy.

As part of the program, our staff work alongside people with disability and their families to identify housing options that best suit their needs, then collaborate with the Department of Housing to develop an appropriate solution. These options include ancillary dwellings and social housing.

In this financial year, ancillary housing options were developed for people with disability for the first time. Ancillary housing provides a one or two-bedroom ancillary home on an existing site, next to the family or carer of the person with disability. The Department of Housing remains the dwelling's owner but it is the person's home as long as it is needed. The property owner also has the option to buy the ancillary dwelling during the lease period. Provision of an ancillary dwelling is a cost efficient option and has the added benefit of being next to the person's key support networks.

Three ancillary dwellings were built in 2014–2015, in Carnarvon, Margaret River and Cowaramup. Two are transportable homes and the other is a fixed building. Each home has one bedroom for a person with disability and a second for a support person. Three people were expected to move into their homes in early 2015–2016. One of those is Teneal Duggan, 31, who until now has lived with her parents on their Cowaramup dairy farm. The dwelling has been built on the farm so Ms Duggan can live independently yet be near her parents. This will allow her to learn and develop life skills while remaining connected to her family and networks.

“We feel privileged Teneal has been given this opportunity to live independently within her local community on our farm,” her mother Trina said. “It’s reassuring to know that as we age, Teneal will be cared for in a secure, familiar and enriching environment.”

At 30 June, negotiations had begun for an additional three ancillary dwellings.



Trina Duggan (left), NDIS My Way Coordinators Jamie Ashton (rear left) and Valerie Mansfield, Teneal Duggan and Department of Housing Acting Program Manager Russell Murphy at the Duggan family farm.

Ministerial directives

No Ministerial directives were given in 2014–2015.

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 the 2014–2015 period.

Bedford emergency facility

A new facility has been constructed to provide short-term accommodation for up to six people in crisis or high risk situations while permanent or alternative accommodation is arranged. **More information about this project is available in the Accommodation Support case study on page 45.**

Status: completed

Disability justice centre

The State's first disability justice centre, located in Caversham, reached practical completion early in the 2015–2016 reporting period. The centre

will accommodate up to ten people with an intellectual or cognitive disability or autism who have been accused of a crime but, have been deemed unfit to plead to the charges on the basis of their disability. The centre's residents will receive tailored therapeutic supports and services in a secure, home-like environment to prepare them for their eventual return to the community.

Status: completed

Refurbished group homes

Group homes in Cannington, Cooloongup, Morley, Thornlie, Waikiki and Wellard have been refurbished. The works have ensured the houses are in good condition, meet universal access standards and provide a safe living and work environment. Work included the upgrade of kitchens and bathrooms, replacing floor coverings and painting of premises.

Status: completed

New group homes

New group homes have been constructed in Jane Brook and Wilson to replace older facilities that no longer provided contemporary accommodation options or met all required standards.

Status: completed

WA NDIS My Way trial – ICT development

ICT systems including the WA NDIS My Way Data Warehouse and Service Provider Gateway have been implemented to meet State and Commonwealth government requirements of the WA NDIS My Way trial . The changes involved development of new systems, the major modification of existing systems, establishment of a new external portal, and the implementation of new infrastructure to support streamlined business processes for eligibility, assessment, individual planning, funding allocation, monitoring, review and reporting.

Status: completed

New WA NDIS My Way offices in Lower South West trial site

New offices were required to support the WA NDIS My Way trial in the State's Lower South West. The new facilities, in Busselton and Manjimup, will accommodate the increased number of staff required to support people with disability, their families and carers. The proposed Busselton office will accommodate 36 staff while the Manjimup office will accommodate seven staff.

Status: Busselton – in progress, Manjimup – completed

New WA NDIS My Way offices in the Cockburn-Kwinana area

To support the expansion of the WA NDIS My Way trial into the Cockburn-Kwinana area, new office accommodation was required. The new Kwinana office will provide a base for 26 staff, while the proposed Cockburn office will accommodate 39 staff.

Status: Cockburn – in progress, Kwinana – completed

New Local Area Coordination offices

New Local Area Coordination offices were required in Bunbury, Jindalee and Mandurah to accommodate the growth in the number of staff based at those locations. The proposed Bunbury office will accommodate 31 staff, the Jindalee office 19 staff and the Mandurah office 17.

Status: in progress

Employment and industrial relations

Staff profile

During 2014–2015, we had 1,534 full-time equivalent (FTE) staff. This represents a decrease of 28 FTE (1.8 per cent) from the previous year. Our total FTE has decreased about 7.7 per cent since 2010–2011.

In 2014–2015, 359 employment contracts were issued.

- 158 permanent contracts
- 155 fixed-term contracts
- 45 casual contracts
- 1 sessional contract.

FTE staff change by occupational category and area 2010–2011 to 2014–2015

	Financial years					% change
	2010–2011	2011–2012	2012–2013	2013–2014	2014–2015	
Social trainers/client assistants	916	887	873	796	764	-4.0%
Registered nurses	20	18	17	18	18	0
Enrolled nurses/nursing assistants	0	0	0	0	0	0
Support workers	78	75	74	66	49	-25.8%
Direct care (PSA – see note)	283	304	332	298	295	-1.0%
Total direct care	1,297	1,284	1,296	1,178	1,122	-4.8%
Administrative	375	392	381	384	408	6.2%
Total	1,672	1,676	1,677	1,562	1,534	1.8%

Equal employment opportunity and diversity

Demographic characteristics: participation by employment type as at 30 June 2015.

	Male	Female	Culturally and linguistically diverse backgrounds	Aboriginal and Torres Strait Islander people	People with disability
Permanent F/T	500	755	193	8	26
Permanent P/T	33	324	42	3	14
Fixed Term F/T	26	42	3	11	0
Fixed Term P/T	4	42	5	5	1
Casual	26	126	21	1	3
Sessional (other)	0	1	0	0	0
Other	4	11	2	2	1
Total	593	1,301	266	30	45
Number of responses received	593	1,301	1,227	1,397	1,239

Note: Equity and diversity data has been derived from information provided by employees on a voluntary basis and may be incomplete. Data relating to gender represents 100 per cent of the workforce.

Workforce demographics compared with the broader public sector workforce and WA community composition.

Diversity group	Per cent of WA Public Sector workforce 2013	Per cent of WA Public Sector workforce 2014	Per cent of Commission workforce 30 June 2014	Per cent of Commission workforce 30 June 2015
People with disability	2.6	2.3	3.5	3.6
Youth	5.1	4.6	2.5	1.9
Aboriginal and Torres Strait Islander people	3.0	2.9	0.7	2.0
People from culturally diverse backgrounds	12.4	12.5	14.7	20.2

Note: Equity and diversity data has been derived from information provided by employees on a voluntary basis.

Workforce trends

The table below compares the Commission's workforce demographics over the four-year period between 2011 and 2015.

Current indicators	2011–2012	2012–2013	2013–2014	2014–2015
Staff as at 30 June	2,048	2,047	1,890	1,894
New permanent staff	173	138	83	158
Staff turnover	10.9%	11.5%	10.2%	10%
Annual average staffing level	1,676	1,677	1,562	1,533
Industrial disputes–days lost	0	0	0	0
Average accrued annual leave in days	19.5	19.4	16.7	17.9
Average accrued long service leave in days	11.5	10.6	8.2	9
Average sick leave taken in days	13	12.5	14.7	16.3
Overtime in hours/FTE	63	71.1	58.7	67.2

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

Commitment to training

We are committed to the ongoing training and development of all staff. This is demonstrated through the range of internal, public sector, and external training opportunities our staff participate in each year.

Orientation sessions were carried out every second month for our employees, providing relevant information for new employees. To complement this staff also take part in a number of e-learning modules. Staff are also encouraged to take advantage of training offered through the Public Sector Commission's Centre for Public Sector Excellence.

Our managers participated in a range of targeted training opportunities including Commission and public sector specific e-learning modules. The units were developed to support managers in their roles and equip them to better support staff. The training for managers also included performance management and occupational safety and health awareness training.

Further to compulsory, centrally managed training, several of our staff also engaged in formal leadership training through Public Sector Commission, Leadership WA and Australia New Zealand School of Government programs.

Workplace bargaining and advocacy

In the reporting period we:

- negotiated a new Agency Specific Agreement to provide for the effective rostering of 22 disability justice officers working in the new disability justice centre
- brought five individual matters before the Western Australian Industrial Relations Commission in relation to employment conditions
- undertook 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 with senior officers.

Other legal requirements

Expenditure on advertising, market research, polling and direct mail

In accordance with section 175ZE of the Electoral Act 1907, we incurred \$660,929 during 2014–2015 in advertising, market research, polling, direct mail and media advertising.

Expenditure was incurred in the following areas:

2014–2015	\$
Advertising agencies:	109,394
Adcorp Australia Ltd	62,926
Marketforce Advertising Limited	46,468
Market research organisations:	63,554
Patterson Research Group	63,554
Polling organisations:	NIL
Direct mail organisations:	30,786
Westcare Inc.	30,786
Media advertising organisations:	408,668
Optimum Media Decisions (WA) Ltd	448,964
Alucinor Production	8,230
Total	660,929

Compliance with public sector standards and ethical codes

In accordance with section 31(1) of the Public Sector Management Act 1994, we provide the following statements regarding compliance issues that arose during 2014–2015 with respect to the public sector standards, the WA Public Sector Code of Ethics, our Code of Personal Conduct and details of any significant action taken to prevent non-compliance.

Compliance issues

During 2014–2015 we received 41 allegations regarding potential breaches of its Code of Personal Conduct and/or the WA Public Sector Code of Ethics, which related broadly to:

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

No public sector standard breach claims were received during 2014–2015.

Actions taken during the 2014–2015 year included:

- maintaining a network of trained support people to assist staff during discipline and performance processes
- maintaining a well-promoted grievance contact officer network available to staff for information and support in relation to grievance issues
- ongoing support to managers on a range of industrial instruments and processes.

Disability Access and Inclusion Plan outcomes

We are now operating within our fifth Disability Access and Inclusion Plan which is for the 2011–2016 period. The Plan includes a range of initiatives to ensure our services, facilities and information are accessible and inclusive.

This year's highlights

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.

From July 2014, all our Service Agreements have contained requirements relating to Outcome 1. Service providers were asked to demonstrate they could deliver services which met the individual needs of people with disability (including people with psychosocial disability), by enhancing choice, sustainability and flexibility in their services and supports. The inclusion of this requirement was developed to align our sector's services with the NDIS. Additionally, organisations operating in WA NDIS My Way and Perth Hills NDIS NDIA trial areas and the Perth metropolitan area now must comply with our own Disability Access and Inclusion Plan. This aims to ensure that services delivered by disability sector organisations are as accessible as those we provide.

Our events, including the Disability Services Expo and the WA NDIS My Way Cockburn-Kwinana trial launch, have also met the same accessibility standards. Wheelchair access, ACROD parking, accessible toilets, lifts and Auslan interpretation are among the accessible services that have been made available to cater for the needs of diverse audiences.

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

We ensure our new offices and service locations for people with disability meet universal access standards, as required under the Building Code of Australia, Australian Standard 1428 and the Disability Discrimination Act 1992. The Bennett Brook Disability Justice Centre was designed to meet universal design and compliance principles, including access standards. We have upgraded lifts, a toilet and workstation areas to improve accessibility for staff and visitors with disability at our West Perth office. New LAC and WA NDIS My Way offices in Kwinana, Manjimup, Jindalee, Mandurah, Bunbury, Busselton and South Lake have all been fitted out to meet universal access standards.

Annual maintenance audits of all our accommodation facilities assess compliance with access standards and features specified in the Universal Housing Design and the WA Liveable Homes initiative guidelines. Following the audits, redevelopment or modification works are prioritised and included in the Renovation and Redevelopment Plan of our Capital Works Program.

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.

Our publications include advice that we can provide materials in any format to meet the person's individual needs. Our website is designed for accessibility and is reviewed and updated regularly to meet accessibility standards. The website provides information about all facets of our operations, and we distribute information broadly to people with disability and the sector through electronic publications, hard copy information, Twitter and YouTube. All our new ICT projects comply with all State Government guidelines relating to accessibility.

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.

Our 2015 Consumer Satisfaction Survey showed that 80 per cent of survey respondents were satisfied with our services and those delivered by State Government-funded disability sector organisations. Accommodation services achieved 87 per cent satisfaction and family support services achieved 85 per cent satisfaction.

We are implementing a Values in Action training program for our staff to further improve service delivery. The program reflects contemporary thinking about community inclusion and the rights of people with disability. Positive feedback has led to the program being developed into an ongoing training module, with 10 sessions planned for each year.

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

We have an established process for people with disability to make complaints about services and provide feedback, via our Consumer Liaison Officer and by direct feedback at service points. In 2014–2015, 86 per cent of disability services users reported they were aware of their right to complain, compared with 83 per cent in the previous two years.

In 2014–2015, we produced new versions of our complaints brochure and resource booklet and revised the complaints information on our website. We also established a new computerised Complaints and Enquiries Management database, which was implemented in June 2014.

People in the WA NDIS My Way trial who have a complaint use our established complaint pathways. As in the rest of our business, MWCs support the person through open and transparent decision-making and encourage informal resolution. If people are dissatisfied with certain

“reviewable decisions” made about WA NDIS My Way eligibility or elements of their individual plan, a separate process is available for them to seek a review or appeal the decision. Requests for decision review progress through a two-stage internal decision review and can then be referred to the WA NDIS My Way Appeals Panel if not resolved through review. At each stage of review and appeal, the facts are considered and WA NDIS My Way rules and policies are interpreted and applied.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

We have established several governance and advisory groups to inform and oversee the development and rollout of the WA NDIS My Way trial. People with disability, their families, carers, service providers and government representatives are included in these groups to ensure that different perspectives, experiences and expertise are drawn upon to collaboratively identify and problem-solve issues as they arise. These include:

- WA Joint Steering Committee – oversees the progress and evaluation of disability reform in WA (both the WA NDIS My Way and the NDIA trial sites) and reports to the WA Minister for Disability Services and the Commonwealth Minister for Social Services.
- WA NDIS My Way Reference Group – provides advice and input to the WA Joint Steering Committee and our Board about the implementation of the WA NDIS My Way trial.
- Local Advisory Groups (Lower South West and Cockburn-Kwinana) – established to ensure that the WA NDIS My Way model is responsive and supporting people to achieve good outcomes.

Through our Quality System, individuals and families accessing any of our services provide feedback on the services they use. We assist individuals, families and carers to become involved in the Quality Evaluation to inform our service development and to ensure continuous improvement of our services.

Consultation with people with disability and their families and carers has been and continues to be at the heart of our Accommodation Transition Project. Extensive consultation has been taking place throughout the project to engage with people and hear their choices about where they want to live and who they want to live with. **See page 83 for details about this project.**

The Disability Health Network, a partnership with WA Health, has developed a Commitment to Inclusive Engagement guide which provides links to resources and good practice examples. This supports a variety of engagement strategies that aim to ensure the diversity of views of people with disability, their families and carers can be heard in the development of improved policies and practices in public health care services. As part of the evaluation of engagement strategies the Network also checks with participants to see if they feel included and reviews the diversity of the participants to ensure that people with disability, their families and carers have provided feedback.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Our recruitment advertisements include an accessibility statement to encourage people with disability to apply to vacancies, and appropriate equipment and supports are provided to employees with disability as needed. We have also partnered with Edge Employment to engage two business trainees with disability.

Our inclusive employment practices reflect our ongoing commitment to the Disability Employment Strategy 2013–2015, which we produced in a joint initiative with the Public Sector Commission.

Recordkeeping plan and compliance reporting

In accordance with the State Records Act 2000 s61 and the State Records Commission's Standard 2 Principle 6 the following information is provided.

Efficiency and effectiveness of recordkeeping

Our recordkeeping systems are audited and evaluated for efficiency and effectiveness at least every three years in line with our internal audit plan. The most recent audit conducted in 2014 found the Commission to be compliant with the State Records Act 2000.

Work commenced in this reporting period to implement an electronic document and records management system, with the intention to retire the Commission's existing paper-based records system.

The new electronic system will significantly improve ease of recordkeeping compliance and will ensure direct access to information, the efficient storage and backup of information, and process conformity and continuity.

A subsequent recordkeeping system audit will be conducted after implementation to measure our compliance improvement.

Recordkeeping training

We operate an online, self-paced records awareness training package. It outlines an individual's recordkeeping responsibilities that specifically relate to the State Records Act 2000. Alignment of the package with Act requirements was reconfirmed in 2013.

The compulsory training had 207 enrolments in the reporting period and was completed by 228 staff and contractors. New employees must complete the course within three months of their commencement. A total of 3,489 staff have undertaken the training since its introduction in 2006.

To support the training and reinforce recordkeeping responsibilities, there are resources on our intranet, such as the recordkeeping plan, records practices for staff, and recordkeeping operational procedures.

Government policy requirements

Substantive equality

We provide information, support and services that result in equitable outcomes for all people with disability in WA, including Aboriginal and Torres Strait Islander peoples and those from culturally and linguistically diverse (CaLD) backgrounds and communities.

At the heart of our business is the planning approach used by our LAC service and WA NDIS My Way. It is specifically tailored to meet the needs of the individual including culturally appropriate planning with Aboriginal and Torres Strait Islanders and CaLD people with disability. In addition, the People with Exceptionally Complex Needs (PECN) coordination service is a highly tailored and individualised planning approach which works with a number of people from the diversity groups identified above.

We support this work through our Count Me In strategy and with culturally sensitive and responsive policies and practices which are in keeping with the State Government's policy framework for substantive equality.

The Commission is also a Reconciliation Australia member and has

implemented two Reconciliation Action Plans (RAPs). The plans have established strong foundations for Commission staff to reflect and learn about Aboriginal history and culture. During 2015, the Commission began refreshing its RAP through consultations known as RAP conversations and a survey to staff members and Count Me In Ambassadors.

Extending Substantive Equality opportunities to the hard-to-reach parts of the community

During this reporting period, we have undertaken a number of initiatives which demonstrate our commitment to the framework, including extending opportunities to the hard-to-reach parts of the community such as the Changing Places initiative and Community Inclusion and Participation grants program.

This work is further strengthened by the Remote Area Strategy projects. The strategy is implemented through the development of partnerships and the provision of small flexible grants to local, community-based organisations which provide locally-based supports to people who live in remote areas.

Current projects are underway in Balgo, Roebourne, Halls Creek, Murchison and Wiluna. Plans are also underway for a project in the Ngaanyatjarra Lands and in the East Kimberley.

Ensuring community services address substantive equality

Given our strong partnership and funding relationship with the non-government sector we have a number of strategies in place to ensure the disability sector provides services following substantive equity principles.

The State's Quality System is based on the National Standards for Disability Services that require each individual's unique needs and background are taken into account in service delivery.

Substantive equality requirements are also included in all our tenders, as required by State Government guidelines.

Meeting the State Government's goal for Substantive Equality

The Commission uses the State Government's Policy Framework for Substantive Equality in the review of its policies and procedures to include all relevant protected characteristics under the Equal Opportunity Act 1984, ensuring new Substantive Equality policy and major initiatives are assessed for their impact on disadvantaged groups.

There has not been a formal reporting process against the Policy Framework for Substantive Equality, implemented for 2014–2015, due to changes in the State Government's Equal Opportunity Commission's Substantive Equality Unit.

The revised Policy and Funding Framework for Advocacy Services recognises the ongoing need for advocacy services to regional and remote, Aboriginal and Torres Strait Islanders and CaLD groups.

This year's highlights

Aboriginal Vocational Placement Program

The Aboriginal Vocational Placement Program was successfully piloted in 2013–2014 and a new program launched in June 2015. As part of this new program, 16 Aboriginal people were recruited and assigned placements in disability sector organisations.

Training session and events

During the year, 49 operational staff members attended The Culturally and Linguistically Diverse (CaLD) Perspective – Valuing Diversity Course. Newly recruited disability justice officers completed a two-day program to raise

awareness of cross-cultural issues with an emphasis on understanding contemporary Aboriginal issues. Aboriginal cultural awareness sessions were also held for disability sector organisation staff members.

Reconciliation Week and NAIDOC Week

In recognition of the 2014 NAIDOC Week we invited Murdoch lecturer and award-winning documentary maker Glen Stasiuk to present one of his films to Commission staff. Mr Stasiuk's film, 'The Forgotten', documents the prejudice faced by Aboriginal and Torres Strait Islander soldiers in the Australian military and the honour they felt representing their country.

During the 2015 Reconciliation Week we sponsored four banners in the City of Perth and hosted a seminar for staff. The seminar, titled 'Engaging with Aboriginal people', was presented by Susan Stanford, of Catalyst and Youniverse. It highlighted the need for effective engagement strategies and culturally competent practice to better meet the needs of Aboriginal families and communities.

Occupational safety, health and injury management

We recognise the importance of providing a safe and healthy workplace for our staff members, and the Director General has provided a signed commitment to this through the Occupational Safety Health (OSH) and Injury Management Policy.

The statement, which is endorsed by the Corporate Executive:

- acknowledges that all senior/line management and employees, including volunteers, contractors and visitors, have a shared responsibility for contributing to the health and safety of all persons in the workplace

- sets achievable, measurable, OSH performance based objectives and promotes continuous improvement to eliminate work-related illness and injury
- maintains full support for an effective injury management program to minimise the short and long-term impact of any workplace injury, illness or disability
- provides for appropriate OSH training and equipment to all employees to enable work activities to be performed in a safe manner
- promotes effective communication and dissemination of OSH information to employees, volunteers, contractors and visitors to the workplace.

In March this year we received a Gold Specialist Award at the WS Lonnie Awards for our OSH reporting.

During the reporting period, we reviewed the OSH Action Plans for all group homes and reviewed the OSH and Injury Management policy and operating guidelines. We also held several lunch-time workshops about topics including mental health, wellbeing and change management. Free influenza vaccinations to all employees were also offered, with 449 staff members taking up the opportunity.

Training

We developed three new OSH training modules during 2014–2015. These were in the areas of behaviour based safety, psychosocial hazards and risk assessment. Training was also carried out in prevention of workplace bullying, OSH roles and responsibilities, OSH due diligence, office ergonomics, home visits, infection control, workers' compensation and injury management.

OSH training modules	Completion at 30 June 2015
OSH Compliance for Employees – 1893 employees enrolled	88% or 1669 people
OSH and Injury Management for Managers Module – 405 managers enrolled	98.5% or 399 people

Consultation

The Commission's Safety Committee comprises 50 safety and health representatives, eight management representatives and 10 OSH champions. The most recent Safety and Health Representative (SHR) elections were held in October 2014. The Committee achieved the targeted four meetings per year during the reporting period with 39 per cent of SHRs in attendance.

The Committee's role includes consultation, information dissemination, issues resolution and reviewing incidents. In 2014–2015, the SHRs investigated 432 incidents and accidents in the workplace. SHRs also reviewed policies and procedures, hazard inspection checklists, occupational violence prevention strategies, OSH trends and statistics and the WorkSafe plan assessment and Training Needs Analysis recommendations.

Compliance with injury management requirements and return to work plans

We understand effective injury management is integral to good health and safety practices. Our endorsed Injury Management Policy and Operating Guidelines are consistent with legislative requirements under the Workers' Compensation and Injury Management Act 1981, Workers' Compensation and Injury Management Regulations 1982 and the Workers' Compensation Code of Practice (Injury Management) 2005.

Through an efficient workplace injury management system, we are committed to restoring injured workers to their fullest physical, psychological and social wellbeing as well as vocational usefulness, consistent with their pre-injury status. The system incorporates early intervention, alternate, modified and restricted duties and a consultative return to work program. All return-to-work plans are finalised with medical advice and the input of the injured worker, employer and rehabilitation personnel where applicable.

As a proactive injury prevention strategy, the Commission carried out 106 ergonomic assessments and trained, through its e-learning module, 148 new employees in the last financial year. The training highlighted the benefits of good posture, in particular for office workers.

The table on page 182 details the OSH key performance indicators and trends over a three year period. Additional key performance indicators can be found on page 183.

OSH key performance indicators and trends

			Actual results	Results against target	
	2012–2013	2013–2014	2014–2015	Government target	Comment on result
Number of fatalities	0	0	0	0	
Lost time injury and/or disease incidence rate	4.4	4.6	3.2	0 or 10% reduction (actual target can be stated)	27% reduction
Lost time injury and/or disease severity rate	8.5	16.7	30.1	0 or 10% reduction (actual target can be stated)	Not achieved
Percentage of workers returned to work within 13 weeks	79%	80%	71%	Greater than or equal to 80% return to work within 26 weeks	Not achieved
Percentage of workers returned to work within 26 weeks	89%	87%	78%		
Percentage of managers trained in occupational safety, and injury management responsibilities	87%	89%	98.5%	Greater than or equal to 80%	Achieved

Note: This is a three-year trend, making the comparison year three years prior to the current reporting period. This defines the comparison year for this table as 2012–2013. Reductions are calculated against the comparison year.

Additional OSH key performance indicators

Measure/category	2012–2013	2013–2014	2014–2015	Commission target	Variation from 2011–2012
Insurance premium	\$4.0million	\$3.7million	\$3.4million	10% reduction	15% reduction
Lost time injury and/or disease frequency rate	24.8	25.0	18.6	10% reduction	25% reduction
Number of accidents and incidents	468	463	432	10% reduction	8% reduction
Number of lost days	3,869	3,605	3,732	10% reduction	4% reduction
Lost time only claims	72	69	49	10% reduction	32% reduction
Medical only claims	40	18	24	10% reduction	40% reduction
Total number of workers' compensation claims	112	87	73	10% reduction	35% reduction
Total number of recurrences (workers' compensation)	32	26	9	10% reduction	72% reduction
Number of notifiable injuries to WorkSafe	10	8	7	10% reduction	30% reduction

Note: This is a three-year trend, making the comparison year three years prior to the current reporting period. This defines the comparison year for this table as 2013–2014. Reductions are calculated against the comparison year.

Assessment of the Commission's occupational safety and health management system

We assessed our OSH Management Systems, in line with the quality management standard AS/NZS4801:2001, in May 2014 and a silver certification was received. The recommendations of the quality management standards assessment are being implemented on an ongoing basis.

Audits

An internal audit of safety practices at 17 of our group homes was carried out during the reporting period. The audit covered safety systems, issue

resolution, maintenance and investigation, responses to critical incidents/accidents and notifiable injuries.

During the period an internal financial audit was also undertaken by Chartered Accountants William Buck. The audit found we had satisfactory and effective OSH and injury management control measures in place. There were no adverse findings.

Implementation of Auditor General Findings

While there were no adverse findings in the 2014 Auditor General's report, we implemented two recommendations regarding injury management as follows (see next page):

Injured worker satisfaction survey

An injured workers' survey was implemented to ensure ongoing improvement to the injury management process. The survey responses detailed perceptions of support and assistance of injured workers, components of the return to work program and satisfaction with the injury management process.

Quarterly reviews of active claims

Formal quarterly reviews have been adopted as part of injured workers' case management. These involve all parties and form part of internal key performance indicators for injury management performance reporting. These reviews have proven to be very successful and give confidence to employees and managers that systems are in place to assist with injury management.

This year's highlights

WorkSafe Plan Assessment

A Silver Certification for the implementation of its Occupational Safety and Health responsibilities was received in 2015, demonstrating the robustness of the OSH management systems in place.

OSH annual reporting

We received the Gold Specialist Award at the WS Lonnie Awards in 2015. We were commended for our work on our approach to safety, health and injury management within its workplaces. The Commission was also congratulated for the level of information in the report, for going beyond the minimum reporting requirements and presenting information in a format that was easy to interpret.

OSH strategic plan

The 2014–2015 OSH strategic plan was completed successfully during the period, and the new 2015–2016 strategic plan was developed and is ready to be implemented.

Looking ahead

Asbestos awareness

We will develop an e-learning training module to ensure employees are protected against workplace hazards associated with asbestos and the organisation meets its duty of care.

Injury management

An external audit of our OSH and injury management system will be undertaken to ensure injured workers are treated fairly and we comply with the Injury Management Act and Code of Practice.

Assessment of our safety climate

A Safety Climate Survey will be undertaken during 2015. This will facilitate development of a safety conscious culture and will allow the organisation to focus on needs, and leveraging off its strengths. The survey will also measure the impact of current OSH programs, policies and procedures and serve as a tool to promote safety consciousness.

WorkSafe Plan Assessment and Training Needs Analysis

The coming period will see ongoing implementation of the findings and recommendations of the WorkSafe Plan Assessment and Training Needs Analysis reports. This will ensure we meet our legal compliance and due diligence requirements in relation to the Standard OSH Management Systems. This aligns with the quality management standard AS/NZS4801:2001.

Board and committee remuneration

It is a requirement for all agencies to report on the individual and aggregate costs of remunerating all positions on all State Government boards and committees. The Commission's remuneration costs are detailed below.

Disability Services Commission Board

Position	Name	Type of remuneration (see note a)	Period of membership (see note b)	Gross/actual remuneration 2014–2015 financial year
Chair	Bruce Langoulant	Sitting fee	12 months	\$39,442
Deputy Chair	Kathy Hough	Sitting fee	12 months	\$14,988
Member	Julie Carr	Sitting fee	12 months	\$8,677
Member	Russell Aubrey	Nil	12 months	No remuneration received
Member	Gavin Robins	Sitting fee	12 months	\$8,677
Member	Sandy Jensen	Sitting fee	12 months	\$8,677
Member	Crispin Roberts	Nil	6 months	No remuneration received
Member	Melissa Northcott	Sitting fee	12 months	\$8,677
Member	Rachel Skoss	Sitting fee	12 months	Nil – part of Ministerial Advisory Committee on Disability responsibilities.
Member	Laura Miller	Sitting fee	6 months	\$4,338.48

Ministerial Advisory Council on Disability

Position	Name	Type of remuneration (see note a)	Period of membership (see note b)	Gross/actual remuneration 2014–2015 financial year
Chair	Rachel Skoss	Annual Sitting Fee	12 months	\$19,305
Deputy Chair	Stuart Jenkinson	Annual Sitting Fee	12 months	\$8,125
Deputy Chair	Jacqueline Reid	Annual Sitting Fee	12 months	\$8,125
Member	Penny Fogarty	Annual Sitting Fee	12 months	\$5,555
Member	Helen Wright	Annual Sitting Fee	6 months	\$5,555
Member	Darren Lomman	Annual Sitting Fee	12 months	\$5,555
Member	Jethro Hepton	Annual Sitting Fee	12 months	\$5,555
Member	Eloise Bolam	Annual Sitting Fee	12 months	\$5,555
Member	Andrew Thompson	Annual Sitting Fee	12 months	\$5,555
Member	Cindy Evans	Annual Sitting Fee	12 months	\$5,555
Member	Helen Dullard	Annual Sitting Fee	12 months	\$5,555
Member	Tom Armington	Annual Sitting Fee	12 months	\$5,555
Member	Wendy Dimer	Annual Sitting Fee	12 months	Nil (see note c)
Member	Angelo Cianciosi	Annual Sitting Fee	12 months	\$5,555
Member	Alison White	Annual Sitting Fee	12 months	\$5,555
Member	Samantha Connor	Annual Sitting Fee	5 months	Nil (see note d)

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 (see note a)	Period of membership (see note b)	Gross/actual remuneration 2014–2015 financial year
Chair	Professor Sherry Saggars	Annual sitting fee	12 months	\$1,120
Deputy Chair	Deputy Chair	Annual sitting fee	12 months	\$1,120
Panel members external to the Commission				
Family member	Panel member 1	Remuneration is calculated according to the number of applications assessed at an hourly rate equivalent to Level 6.1 of the Public Service and Government Officer's Agreement 2014.	12 months	\$28,333
Disability sector organisation representative	Panel member 2		12 months	\$19,249
Consumer	Panel member 3		12 months	\$28,333
Family member	Panel member 4		12 months	\$29,902
Disability sector organisation representative	Panel member 5		12 months	\$5,870
Family member	Panel member 6		12 months	\$6,323
Advocate or peak body representative	Panel member 7		12 months	\$11,044
Disability sector organisation representative	Panel member 8		12 months	\$11,044

Position	Name	Type of remuneration (see note a)	Period of membership (see note b)	Gross/actual remuneration 2014–2015 financial year
Panel members internal to the Commission				
Consumer	Panel member 9	Remuneration is calculated according to the number of applications assessed at an hourly rate equivalent to Level 6.1 of the Public Service and Government Officer's Agreement 2014	12 months	\$8,858
Disability sector organisation representative	Panel member 10		12 months	\$25,198
Commission representative	Panel member 11	Journal transfers – Funding Directorate to Business Directorate	2 months	\$9,019 (see note e)
Commission representative	Panel member 12	Journal transfers – Funding Directorate to Strategy Directorate	2 months	\$6,216 (see note e)
Commission representative	Panel member 13	Journal transfers – Funding Directorate to Office of the Director General	2 months	\$10,460
Commission representative	Panel member 14	Journal transfers – Funding Directorate Office of the Director General	2 months	\$10,460

Notes:

- a) If applicable, include sessional payment, per meeting, half day, or annual.
- b) The period of membership column refers to the board or committee member's membership of the respective board or committee during the 2014–2015 reporting period (ie 12 months, 3 months).
- c) Member is a State Government employee therefore no sitting fee was payable.
- d) Member retired at the end of the first term therefore no sitting fee was payable.
- e) The sitting period for these panel members was during the 2013–2014 financial year but were remunerated in the 2014–2015 period.

Project in focus: South West Wheels

In late 2014, we made a strategic decision that there was a need to trial alternative approaches to transport for people with disability. It was clear WA's historical practice of funding vehicles for disability sector organisations would not align with the principles of an NDIS. We also knew, from many sources, that people were after more flexible transport options, including those not necessarily linked to service delivery or business hours.

Careful planning and extensive collaboration with community partners in 2014–2015 has led to the establishment of South West Wheels. The 12-month trial, to begin on 1 July 2015 in the Lower South West, will offer people with disability with more flexible transport options. Our project staff worked with the WA Motor Industry Foundation – which also operates the Wheels for Hope program – to set up a vehicle pool that people with disability, their families and support people, and disability sector organisations and others, can book and use to meet their individual needs. People who live in the Lower South West and are eligible for our supports will be able to use the vehicle pool.

Twenty vehicles, including eight modified vehicles, will be garaged with local businesses in Margaret River, Donnybrook, Manjimup and Busselton and will be available 8am to 8pm daily and for overnight bookings. An online booking system will facilitate 24 hour access, with phone support during office hours. There will be a one-off registration process for people to book vehicles via a secure login.

Partnerships with local businesses have been key to establishing the trial, supporting the principles of an NDIS, which see informal support networks and community as crucial to ongoing, sustainable options. Garaging, fuelling and vehicle management have been some ways local businesses have provided fundamental support for the trial. In turn, the partnership with the Foundation has opened up these connections with local businesses, and lent significant expertise to the mechanics of establishing and managing this type of vehicle pool. South West Wheels will be managed by the Foundation through a Commission grant. The outcomes of the trial will inform our future approach to transport options and availability for people with disability across the State.



Trevor and Wendy Dolan and assistance dog Bella look forward to the launch of South West Wheels.

A stylized graphic of a hand with fingers spread, rendered in light beige and white tones, positioned on the left side of the page.

Appendix: Funding to disability sector organisations

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total
1	Access to Leisure and Sport Inc.	\$0	\$294,442	\$0	\$83,626	\$378,068
2	Activ Foundation Inc.	\$28,783,909	\$13,491,011	\$1,671	\$6,610,886	\$48,887,478
3	Advocacy South West Inc.	\$0	\$0	\$0	\$120,072	\$120,072
4	Aftercare	\$0	\$4,462	\$0	\$0	\$4,462
5	Anglicare WA	\$0	\$1,494,819	\$0	\$273,343	\$1,768,162
6	Australian Red Cross Society (Lady Lawley Cottage)	\$0	\$4,547,043	\$0	\$4,904,292	\$9,451,335
7	Autism Association of WA Inc.	\$15,105,746	\$10,125,320	\$6,619,942	\$2,889,354	\$34,740,362
8	Avon Community Employment Support Centre Inc.	\$0	\$1,054,922	\$0	\$667,008	\$1,721,930
9	Baptistcare Inc.	\$3,085,608	\$8,421,463	\$0	\$1,315,019	\$12,822,090
10	Ben's Administration Company	\$0	\$0	\$0	\$93,150	\$93,150
11	BGSR Pty Ltd Supported Accommodation Services	\$3,484,043	\$1,596,182	\$0	\$608,859	\$5,689,084
12	Blind Citizens WA Inc.	\$0	\$0	\$0	\$18,795	\$18,795
13	Brightwater Care Group Inc.	\$12,547,515	\$184,237	\$0	\$347,710	\$13,079,462

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
14	Cam Can & Associates Pty Ltd ATF the Lema Family Trust	\$0	\$14,683,654	\$49	\$2,086,590	\$16,770,293
15	Carers' Association of Western Australia Inc.	\$0	\$225,816	\$0	\$0	\$225,816
16	Catholic Archdiocese of Perth Personal Advocacy Service	\$0	\$0	\$0	\$129,931	\$129,931
17	Child & Adolescent Health Service	\$0	\$0	\$35,000	\$0	\$35,000
18	City of Canning	\$317,383	\$507,544	\$0	\$224,171	\$1,049,098
19	City of Fremantle	\$0	\$21,655	\$0	\$0	\$21,655
20	City of Gosnells	\$0	\$0	\$0	\$159,025	\$159,025
21	Claremont Therapeutic Riding Centre Inc.	\$0	\$117,000	\$0	\$0	\$117,000
22	Community Living Association Inc.	\$0	\$9,931,421	\$0	\$1,133,816	\$11,065,237
23	Community Vision Inc.	\$0	\$1,615,573	\$0	\$749,722	\$2,365,295
24	Crosslinks Inc.	\$2,065,399	\$3,802,021	\$0	\$237,052	\$6,104,472
25	DADAA Limited	\$0	\$253,232	\$0	\$82,925	\$336,157
26	Developmental Disability Council of Western Australia Inc.	\$0	\$0	\$0	\$283,054	\$283,054

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
27	Directions Family Support Association Inc.	\$0	\$2,122,888	\$0	\$979,655	\$3,102,543
28	Diversity South Inc.	\$4,688,906	\$1,203,904	\$0	\$79,396	\$5,972,206
29	Elba Inc.	\$0	\$5,581,840	\$0	\$87,085	\$5,668,925
30	Empowering People In Communities (EPIC) Inc.	\$0	\$2,249,059	\$0	\$1,185,743	\$3,434,802
31	Enable Southwest Inc.	\$0	\$7,321,977	\$15,386	\$1,950,134	\$9,287,497
32	Ethnic Disability Advocacy Centre	\$0	\$0	\$0	\$313,667	\$313,667
33	Fairbridge Western Australia Inc.	\$0	\$0	\$0	\$152,172	\$152,172
34	Family Support WA Inc.	\$8,133	\$3,001,384	\$0	\$1,145,336	\$4,154,853
35	Goldfields Individual and Family Support Association Inc.	\$1,650,553	\$2,749,503	\$0	\$1,275,281	\$5,675,337
36	Headwest Brain Injury Association of WA Inc.	\$0	\$0	\$0	\$361,091	\$361,091
37	Home Health Pty Ltd	\$0	\$5,910	\$0	\$0	\$5,910
38	Identitywa	\$18,341,787	\$1,783,535	\$0	\$3,576,292	\$23,701,614

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
39	Inclusion WA Inc.	\$0	\$2,112,505	\$0	\$424,667	\$2,537,172
40	Independence Australia Services	\$0	\$6,280,164	\$0	\$0	\$6,280,164
41	Independent Living Centre of Western Australia Inc.	\$0	\$221,269	\$3,858,440	\$0	\$4,079,709
42	Interchange Inc.	\$0	\$5,997,989	\$0	\$532,921	\$6,530,910
43	Intework Inc.	\$0	\$11,088,321	\$827	\$558,283	\$11,647,431
44	ISADD WA Pty Ltd	\$0	\$0	\$1,008,614	\$2,733	\$1,011,347
45	Key Assets WA Ltd	\$0	\$794,244	\$0	\$81,976	\$876,220
46	Kids are Kids! Therapy and Education Centre Inc.	\$0	\$0	\$800,590	\$0	\$800,590
47	Kids' Camps Inc.	\$0	\$0	\$0	\$392,048	\$392,048
48	Kimberley Individual and Family Support Association Inc.	\$358,041	\$1,459,831	\$0	\$973,825	\$2,791,697
49	Kira Inc.	\$0	\$2,275,677	\$0	\$326,786	\$2,602,463
50	Learning About Mental Problems Inc.	\$0	\$116,358	\$0	\$0	\$116,358
51	Life Without Barriers	\$3,356,748	\$12,797,951	\$7,441	\$2,234,945	\$18,397,086

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
56	Mental Illness Fellowship of Western Australia Incorporated	\$0	\$0	\$0	\$49,504	\$49,504
57	Midway Community Care	\$3,464,794	\$4,116,521	\$0	\$691,304	\$8,272,619
58	Midwest Community Living Association Inc.	\$0	\$1,627,967	\$0	\$521,729	\$2,149,696
59	Miscellaneous Providers	\$4,669,223	\$2,139,558	\$0	\$13,199,369	\$20,008,150
60	Mosaic Community Care Inc.	\$7,479,945	\$1,804,465	\$0	\$84,836	\$9,369,246
61	Multicultural Services Centre of Western Australia Incorporated	\$64,681	\$122,671	\$0	\$291,519	\$478,871
62	Multiple Sclerosis Society of Western Australia Inc.	\$4,274,256	\$6,443,920	\$162,859	\$1,865,341	\$12,746,376
63	My Place Foundation Inc.	\$0	\$27,290,415	\$11,471	\$1,335,797	\$28,637,683
64	Nascha Inc.	\$305,676	\$1,931,561	\$0	\$364,799	\$2,602,036
65	National Disability Services Limited	\$1,953	\$844,033	\$0	\$686,208	\$1,532,194
66	Next Challenge Enterprises Pty Ltd	\$0	\$0	\$227,258	\$2,600	\$229,858
67	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council	\$0	\$0	\$0	\$820,802	\$820,802

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
68	North Metropolitan Area Health Service	\$0	\$0	\$1,303,006	\$0	\$1,303,006
69	Nulsen Haven Assn Inc.	\$26,842,806	\$2,945,543	\$1,288,534	\$396,342	\$31,473,225
70	One2One Individualised Services Inc.	\$0	\$3,573,828	\$0	\$613,847	\$4,187,675
71	Orion Services WA Pty Ltd	\$2,134,605	\$1,648,419	\$0	\$377,689	\$4,160,713
72	Outcare Inc.	\$0	\$976,785	\$0	\$2,827	\$979,612
73	Peel Home & Community Support Incorporated	\$0	\$0	\$0	\$67,446	\$67,446
74	People Actively Committed Together PACT Inc.	\$0	\$376,977	\$0	\$270,148	\$647,125
75	People With Disabilities (WA) Inc.	\$0	\$0	\$0	\$540,529	\$540,529
76	Perth Home Care Services Inc.	\$0	\$28,206,075	\$0	\$5,354,405	\$33,560,480
77	Phylos Inc.	\$0	\$831,522	\$0	\$2,407	\$833,929
78	Pledg Inc.	\$0	\$0	\$0	\$226,187	\$226,187
79	Richmond Fellowship of Western Australia Inc.	\$857	\$286,013	\$0	\$0	\$286,870

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
80	Riding for the Disabled Association of WA Inc.	\$0	\$324,806	\$0	\$0	\$324,806
81	Rise Network Inc.	\$7,596,423	\$2,991,201	\$0	\$1,086,867	\$11,674,491
82	Rocky Bay Inc.	\$4,299,843	\$7,588,986	\$13,363,560	\$4,681,753	\$29,934,142
83	Senses Australia	\$4,089,531	\$3,715,138	\$3,224,907	\$1,010,713	\$12,040,289
84	Seventh Day Adventist Aged Care WA	\$1,458,406	\$17,832	\$0	\$135,225	\$1,611,463
85	Sexuality Education Counselling & Consultancy Agency Inc.	\$0	\$0	\$345,158	\$0	\$345,158
86	Silver Chain Group Limited	\$0	\$0	\$0	\$508,650	\$508,650
87	South Metropolitan Area Health Service	\$0	\$0	\$3,489,740	\$0	\$3,489,740
88	South Metropolitan Personnel Inc.	\$0	\$2,662,352	\$0	\$135,305	\$2,797,657
89	Southern Cross Care WA Inc.	\$0	\$104,130	\$0	\$454	\$104,584
90	Spine & Limb Foundation Inc.	\$0	\$1,964,976	\$0	-\$90,953	\$1,874,023
91	Strive Warren Blackwood Inc.	\$0	\$1,273,158	\$7,760	\$363,025	\$1,643,943
92	Teem Treasure Pty Ltd	\$1,069,564	\$4,453,972	\$0	-\$121,117	\$5,402,419
93	TeenSpirit Incorporated	\$0	\$0	\$0	\$167,782	\$167,782

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
94	Telethon Speech and Hearing Centre for Children WA (Inc.)	\$0	\$0	\$440,022	\$60,619	\$500,641
95	The Cerebral Palsy Association of Western Australia Ltd	\$23,944,349	\$7,717,468	\$14,380,004	\$6,351,036	\$52,392,857
96	The Family Planning Association of Western Australia (Inc.)	\$0	\$1,782	\$606,213	\$1,659	\$609,654
97	The Society of Friends of David Guhl	\$0	\$0	\$0	\$9,114	\$9,114
98	The Western Australian Deaf Society Inc.	\$0	\$68,481	\$176,740	\$786	\$246,007
99	Therapy Focus Inc.	\$0	\$1,300,000	\$17,491,540	\$240,381	\$19,031,921
100	UnitingCare West	\$2,463,380	\$1,924,956	\$0	\$808,166	\$5,196,502
101	Upper Great Southern Family Support Association Inc.	\$0	\$1,333,736	\$0	\$321,089	\$1,654,825
102	Valued Independent People (Inc.)	\$0	\$5,775,435	\$0	\$553,595	\$6,329,030
103	Vemvane Inc.	\$0	\$155,271	\$0	\$497,488	\$652,759
104	VisAbility Limited (formerly Assoc for the Blind of WA)	\$0	\$750,239	\$1,245,447	\$977,356	\$2,973,042
105	WA Blue Sky Inc.	\$2,699,253	\$539,214	\$0	\$23,696	\$3,262,163

Number	Disability sector organisation (legal entity name only)	Accommodation Support (Service 1)	Community-focused Supports (Service 2)	Coordination and Individual Support (Service 3)	Family Support (Service 4)	Total \$
106	WA Country Health Service	\$0	\$0	\$2,830,633	\$0	\$2,830,633
107	WA Disabled Sports Association Inc.	\$0	\$265,147	\$0	\$50,444	\$315,591
108	We Can Community Services Pty Ltd	\$1,747,926	\$1,348,060	\$0	\$121,529	\$3,217,515
109	West Australian Sleep Disorders Research Institute Inc.	\$0	\$0	\$856,825	\$0	\$856,825
110	Westcare Inc.	\$248,285	\$42,397	\$0	\$0	\$290,682
111	Western Australian Local Government Association	\$0	\$2,750,000	\$0	\$0	\$2,750,000
112	Western Australian Motor Industry Foundation Inc.	\$0	\$2,519,032	\$0	\$0	\$2,519,032
113	Wheatbelt Individual and Family Support Association Incorporated	\$0	\$542,379	\$0	\$1,304,053	\$1,846,432
114	Wize Therapy Pty Ltd	\$0	\$0	\$746,535	\$0	\$746,535
115	Workpower Incorporated	\$0	\$3,128,728	\$0	\$117,740	\$3,246,468
		\$194,380,862	\$284,886,784	\$74,546,172	\$88,012,377	\$641,826,195

Glossary

ACDC	Annual Client and Service Data Collection
AFL	Australian Football League
ADEs	Australian Disability Enterprises
CaLD	Culturally and Linguistically Diverse
CAP	Combined Application Process
CATCH	Children who are dependent on technology and cared for at home
CEO	Chief Executive Officer
DAIPs	Disability Access and Inclusion Plans
DCPFS	Department of Child Protection and Family Support
HaDSCO	Health and Disability Services Complaints Office
ICT	Information Communications Technology
LAC service	Local Area Coordination
LACs	Local Area Coordinators
LGMA	Local Government Managers Australia
MACD	Ministerial Advisory Council on Disability
MLC	Member of the Legislative Council

MIARB	Mentally Impaired Accused Review Board
MWCs	NDIS My Way Coordinators
NAIDOC	National Aboriginal and Islanders Day Observance Committee
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDS WA	National Disability Services WA
OBM	Outcome based management
OSH	Occupational safety and health
PECN	People with Exceptionally Complex Needs
RAP	Reconciliation Action Plan
RLSSA	Royal Life Saving Society Association WA
SDAC	Survey of Disability, Ageing and Carers
SHR	Safety and Health Representative
WAFL	West Australian Football League
WALGA	WA Local Government Association
WA NDIS My Way	West Australia National Disability Insurance Scheme My Way



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