



# Disability Services Commission

Annual Report  
**2015–2016**

# Accessibility statement

This annual report has been designed and written to make it accessible to as many people as possible. This has made the report larger than usual, but ensures that people with vision impairment or people who use screen readers are able to read it. The report is also available online in two formats – PDF and Word. Other features include a larger font, replacement of footnotes with full text descriptions, and layouts that create more space for financial tables. This report can be provided in other formats.

Cover image: Artist Daniel in his studio.

Right: Fishability Ambassador Jayne at the Mandurah foreshore.



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Disability Services Commission



@DisabilityWA



DisabilityWA

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# Statement of compliance



## The Hon Donna Faragher MLC

### Minister for Disability Services

For the year ended 30 June 2016.

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 2016.

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 'Russell Aubrey'.

Russell Aubrey  
Board member

Disability Services Commission Board

15 September 2016

# Commission at a glance

People accessing disability services



**25,665**

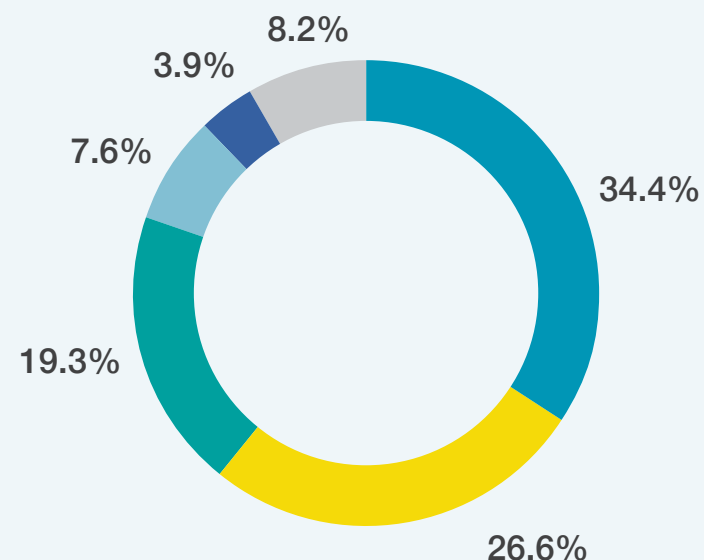
total people supported



**\$35,486**

average cost per person

Five most common disability types



● Intellectual    ● Autism    ● Sensory  
● Physical    ● Neurological    ● Other

**149**

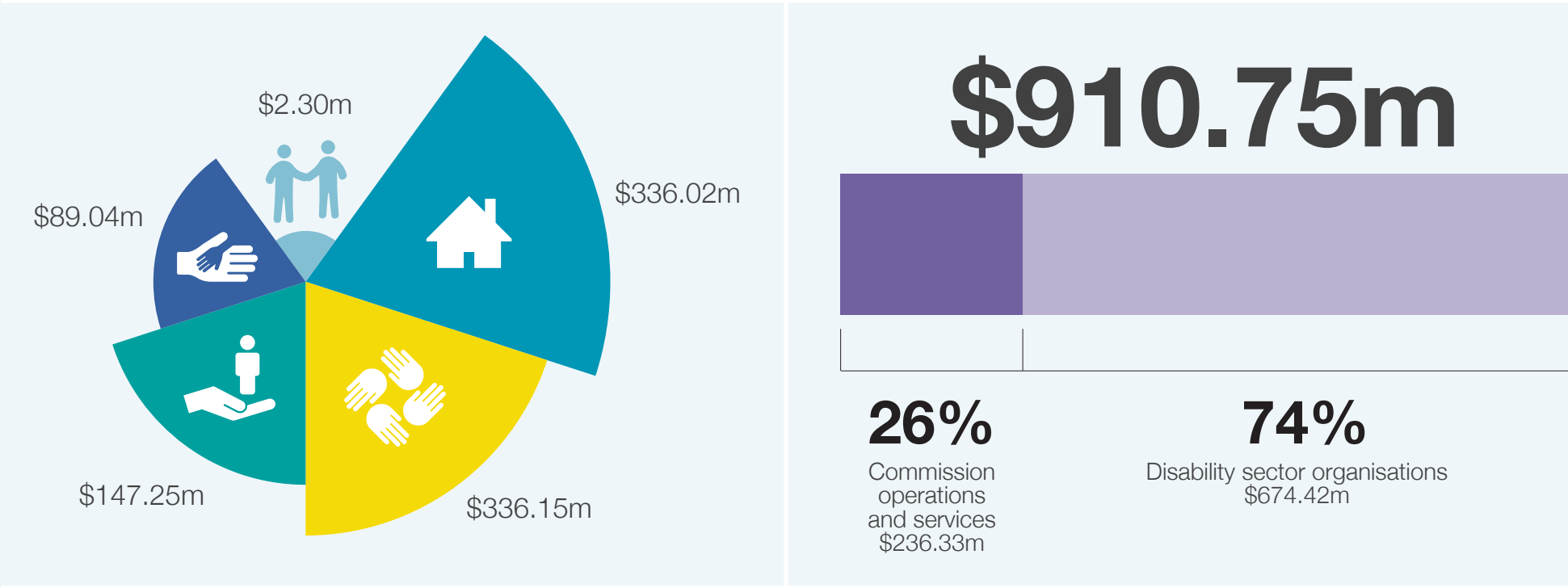
disability sector organisations  
received funding, up 30%  
from last year

**1504**

full-time equivalent staff

# Expenditure on the five service areas

## Types of services



# About us

Meeting the individual needs of people with disability and supporting them to achieve their goals is at the heart of our business. We understand that each person has unique needs and aspirations.

For that reason, we use an individualised and relationship-based approach to provide people with the most appropriate supports and services. Building relationships, knowing how people want to be supported and making sure the person with disability is at the centre of all decision-making are fundamental to this approach.

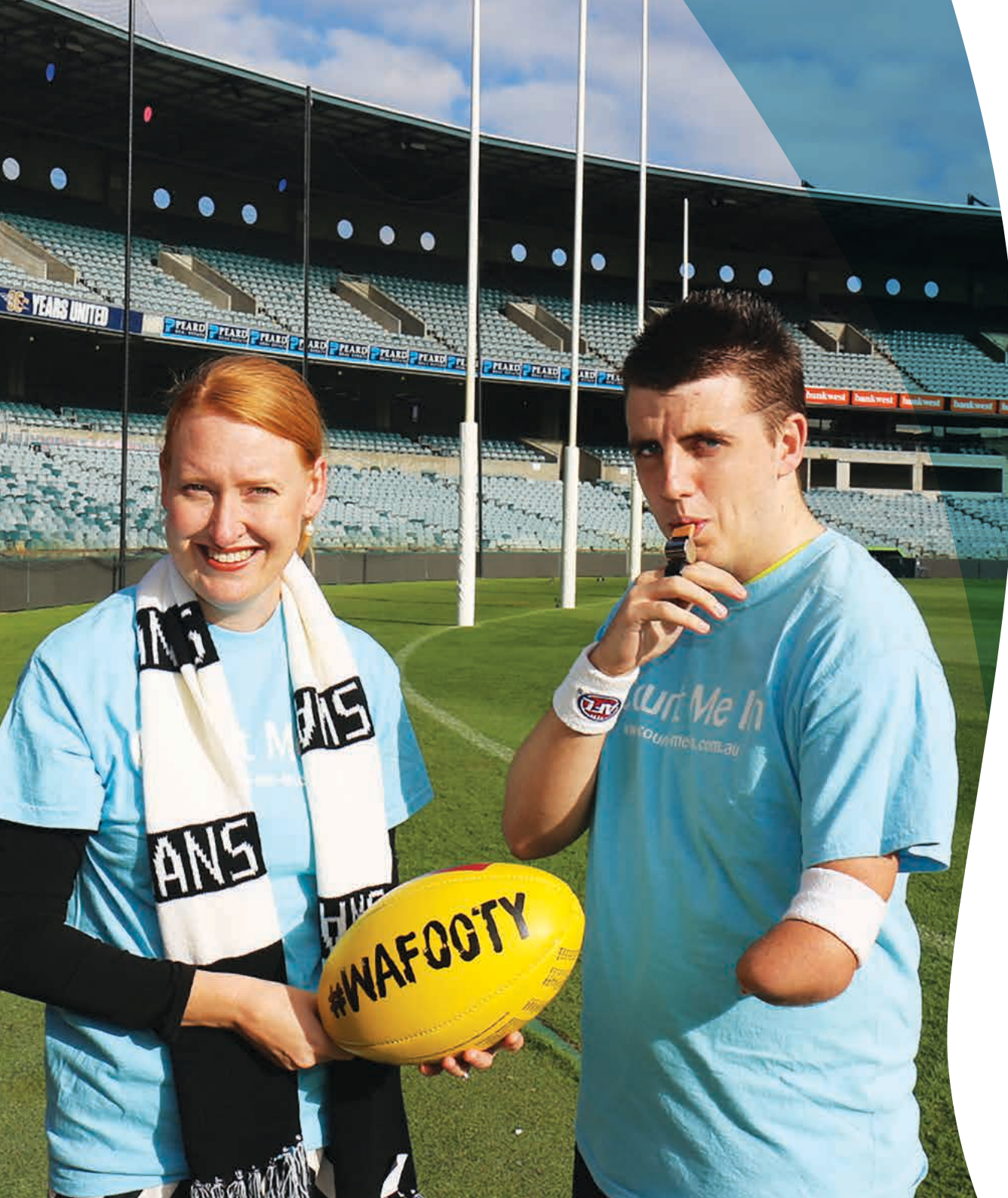
The key tool we use to provide supports and services is our planning process. Our Local Coordinators work with people with disability and their families and carers to develop plans that reflect their needs and goals. This planning process also supports people to have confidence and certainty about their wellbeing throughout their lives, as their plans are regularly updated to reflect their changing needs. We believe a clear plan, driven by the person and their family, enables people to live the life they choose.

To achieve positive outcomes for people with disability, we place great importance on having a close working relationship with the disability sector.

This ensures strong, sustainable and diverse services are on offer to give people with disability genuine choice and control.

Our work with people with disability and the sector is conducted by a team of more than 1,500 people, who in 2015–2016, delivered funding and support to more than 25,600 people throughout the state.

Our current work is underpinned by our commitment to the development of the National Disability Insurance Scheme (NDIS) in WA. This is reflected in our initiatives and operational activities which move us into alignment with the principles of the NDIS. This approach means we will be able to continue to be a leader in the planning, funding and delivery of services to people with disability.



## Our values

- 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.

Left: Minister for Disability Services, Donna Faragher, and Ryan at the football.

# Executive summary

## Director General's report



**Dr Ron Chalmers**

The reform of disability services in Australia has continued at a staggering pace over the last 12 months, and WA is no exception. The NDIS is fast becoming a reality. This year, the Commonwealth and State governments announced the extension of WA's existing NDIS trials and their expansion into more of our State. Full roll-out is expected to commence from July 2017. By that time, close to a quarter of the West Australians eligible for the NDIS will already be able to take part.

While our preparation for this eventuality started many years ago, an enormous amount of work has occurred in the past year. This has been both to prepare for the NDIS and to ensure the key features of our WA system – personal relationships, real conversations and a local presence – are maintained through this period of change.

This year, we have made some significant structural and business reforms to holistically align our organisation with the operation of the NDIS. Not only will we be ready when the NDIS rolls-out across the State, but people will be able to access the most individualised and contemporary services.

Internally, we have restructured the organisation to reflect the State Government's key responsibilities under the NDIS (see page 26). Our new Policy and Planning Directorate is playing a key role in planning and negotiating how the NDIS is implemented in WA. Our Local Operations Directorate is taking the strengths of our enduring Local Coordination system to deliver personalised, local supports under the NDIS. The new Sector Engagement and Development Directorate is focusing on the capacity of the sector to deliver the services people need, where, how and when they want them.

Lastly, the Business and Funding Directorate is ensuring that we have the corporate, financial and business management support required to deliver services across the State. Taken together, these changes ready us to deliver the NDIS to West Australians.

Beyond our structural changes, we have made progress against a number of important business reforms to prepare for the future. Our project to transition some of our accommodation services to the non-government sector is continuing well, with over 40 per cent of the people identified to transition already settled with their new service providers (see page 36). We have trialled the delivery of individualised early childhood intervention services as a proof of concept for the NDIS (see page 108) along with unique transport options to evaluate their utility in our vast State (see page 39).

We also opened the Bennett Brook Disability Justice Centre, a key advance in the State's approach to the placement of people with disability who are accused of, but deemed unfit, to plead to crimes (see page 46).

This comes on top of a raft of ongoing reforms that will ultimately individualise almost all our funding, placing choice and control in the hands of people with disability, and further decentralising funding decisions. As we have said for several years now, we believe better decisions are made closer to the person with disability; we are making good on our commitment to ensure that happens.

It has also been an important year for our relationship with WA's non-government service providers. The funding models and operation of the NDIS mean that our relationship with the non-government sector is changing.

Planning to procure and pay for services differently is well underway and our close work with the sector has been fundamental to that process.

Next financial year we will finalise arrangements for the roll-out of the NDIS in WA. I, and all the Commission's staff, welcome your participation and engagement at this important point in time for people with disability in WA. Please have a look through this report to find out more about what we have been doing in the past year, and make contact with us if you'd like to know more – through your Local Coordinator, through the WA NDIS information line, through your Service Contract and Development Officer or through the Consumer Liaison Service.

The coming year is set to be no less busy than 2015–2016. It is also likely to be the most pivotal in the history of disability services in this state.

Be assured that throughout this period of change we at the Commission are committed to providing people with disability with the best supports and services and we look forward to continuing this as the NDIS develops in WA.

## Chairperson's report



**Bruce Langoulant**

This year, we continued to strengthen our more than 20 year partnership with the disability sector. This has been reflected in the many initiatives and grants delivered this past year, as well as in the Commission's own internal restructure (see page 16) which puts a significant focus on developing and cultivating a sector that is experienced, resilient and well-equipped to take on the challenges and opportunities that lie ahead.

The NDIS has continued to unfold in 2015–2016 with the continuation of the Commonwealth's trial in the Perth Hills, and Western Australia's own trial in the Lower South West and Cockburn-Kwinana area. Our enduring partnership with the disability sector, and personalised approach to working with people with disability have proved invaluable in progressing the trials.

WA's model has seen an evolution over this time – informed by those important stakeholders – and marked by a recent name change from WA NDIS My Way to simply WA NDIS. This change in name signifies the State's commitment to a scheme that is locally accessible, individualised and meets the needs of West Australians with disability, while being nationally consistent and contemporary.

WA is unlike the rest of the country – we have such a diverse range of needs to meet across such a vast area. These range from service delivery in some of the most remote parts of the country to supporting people with very complex, and very urgent needs. Our services range from important early intervention services to the more routine day-to-day support strategies. It's integral that WA has a strong sector that can be responsive to this uniqueness.

In addition to the WA NDIS approach to services, we have progressed so many projects this year that aim to make life better, more accessible and more inclusive for West Australians with disability.

Some of the key initiatives making a difference across the State every day include South West Wheels (see page 39), Community Access and Inclusion Grants (see page 44), Disability Awareness Week (see page 45), local expos and information sessions, the Board's own Central Reference Network meetings and the award-winning Changing Places Project (see page 44).

Beyond direct project support, we want to work with the sector at all levels. The importance of effective governance in delivering supports across the disability sector has been reinforced by the inception of the Disability Sector Board Forum.

This provides an opportunity for members of disability sector Boards to discuss, debate and grapple with important strategic issues affecting the sector. This initiative will continue into the next financial year. In a similar vein, the CEO Round Table Committee and related forums continue to go from strength to strength. Forums of this ilk provide an important opportunity for representatives of the Commission and the sector to touch base, and are integral to continuing to reinforce our philosophy of partnership and promoting a 'whole of sector' view. These will contribute to the sector's readiness for the NDIS not just at the grass-roots but also at leadership and governing levels.

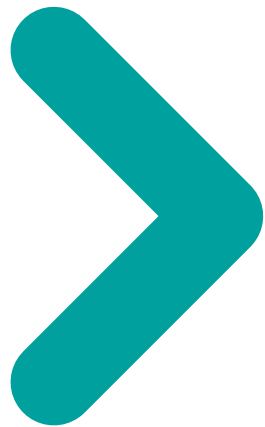
The year ahead will be one filled with change and challenge. There is a lot of work to be done, but I have no doubt we and our sector are up to the task.



Audrey (right) with her carer Sue.

## Highlights of the year

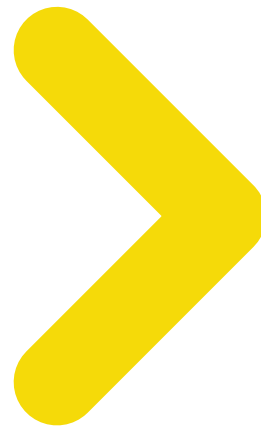
In 2015–2016 we made significant progress in developing strategic direction, as well as delivering across a number of key projects including:



### WA NDIS

The State Government expanded WA's participation in the NDIS, with the Cockburn–Kwinana area joining the trial on 1 July 2015. We also announced that the local government areas of Armadale, Serpentine-Jarrahdale and Murray would join the WA NDIS trial in the next reporting period.

See page 26.



### Accommodation transition

We are transitioning around 60 per cent of our group home accommodation services to the non-government sector. By the end of June 2016, nearly half of the homes identified had successfully completed their transition. This initiative supports our aim of providing more choice and control for people with disability and directly prepares WA for the state-wide roll-out of the NDIS.

See page 36.



### Disability Justice Service

In August 2015 we opened the Bennett Brook Disability Justice Centre, the State's first declared place for people who are deemed to be mentally impaired accused on the basis of a disability. It provides an appropriate and rehabilitative placement option for people with intellectual or cognitive disability, or autism, as an alternative to prison. The Centre hosted three residents during the reporting period.

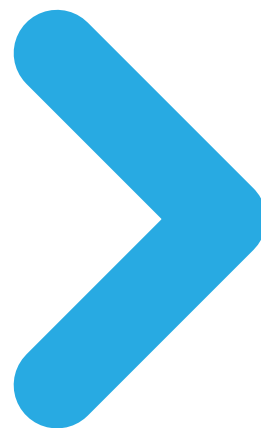
See page 46.



## Serious Incident Reporting system

This year we implemented a major upgrade to the way we collect, record and use the data we receive through Serious Incident Reporting (SIR). In June 2016 an online system for submitting and managing SIRs went live, allowing us to conduct more timely and relevant trend analysis of serious incidents and more effectively manage data to safeguard vulnerable people.

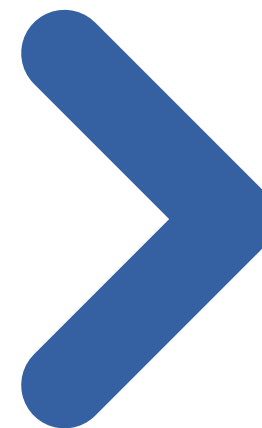
See page 49.



## South West Wheels

The South West Wheels project completed a successful year-long trial. The initiative established a pool of cars and vans at hubs throughout the South West to test the feasibility of providing more flexible transport options for local residents with disability, which aligns with NDIS principles of providing more choice and control over supports and services.

See page 39.



## Changing Places

The City of Greater Geraldton became the first local government to open a Changing Place in April 2016 following the announcement of the first seven locations in December. The project is part of our \$2 million grants program for local governments to support the development of a network of Changing Places.

See page 128.

# Operational structure

## Responsible Minister

The Hon Donna Faragher MLC, Minister for Disability Services.

## Legislation

The Disability Services Commission was established under the Disability Services Act 1993.

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.

## Administered legislation

The Commission administers the Disability Services Act 1993 and associated Regulations, as well as its responsibilities under the Declared Places (Mentally Impaired Accused) Act 2015.

## Organisational structure

We have made some significant structural and business reforms to align our organisation with the operation of the NDIS. This prepares us for the NDIS roll-out across the State and ensures people will be able to access the most individualised and contemporary services. Internally, we have restructured the organisation to reflect the State Government's key responsibilities under the NDIS (see page 26).

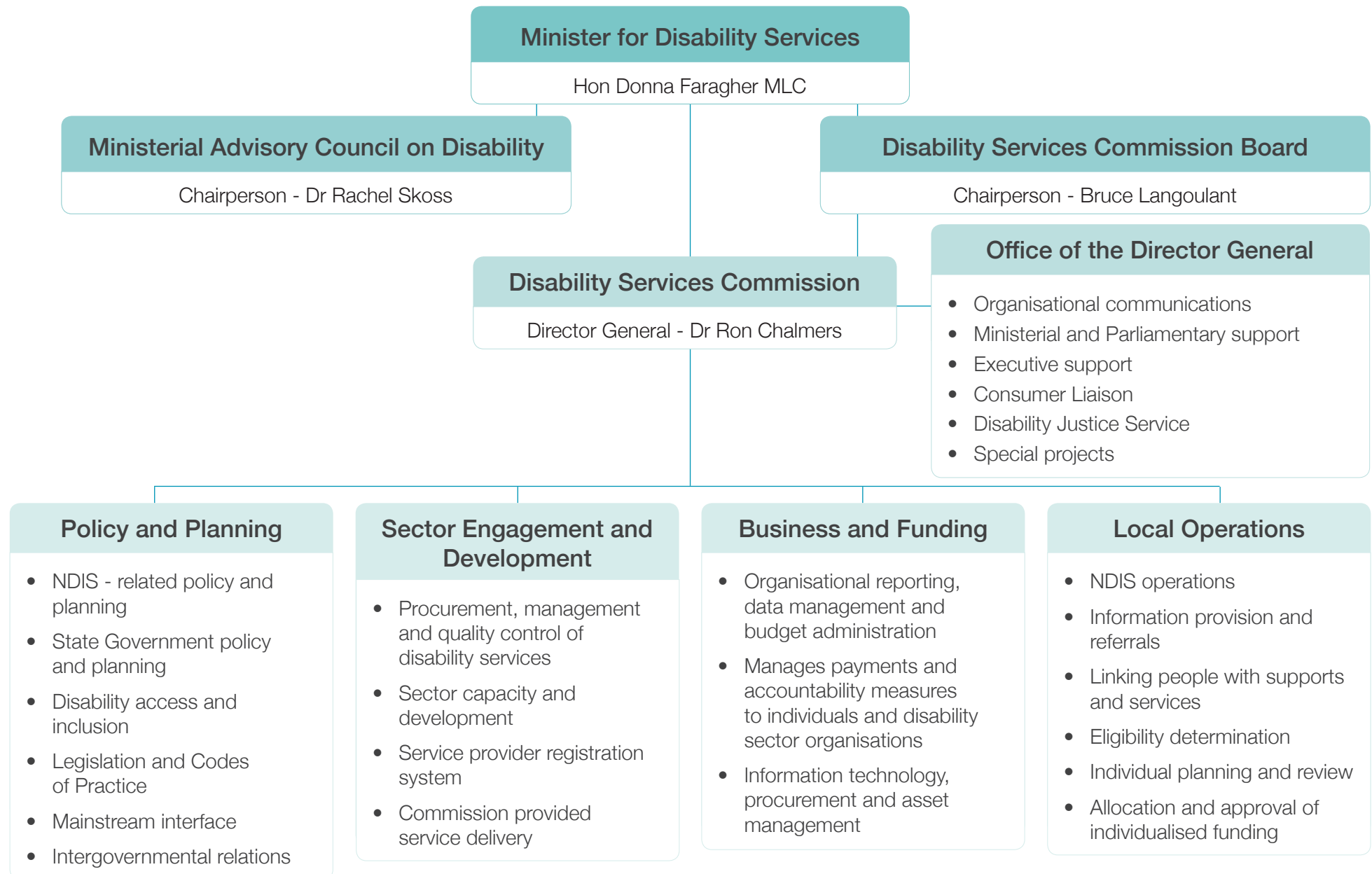
## Ministerial Advisory Council on Disability

People with disability, their families and carers, have the opportunity to put forward concerns about disability issues to the Ministerial Advisory Council on Disability (Council), an independent body appointed by the Minister for Disability Services.

The Council consults the community and key stakeholders, including our Board Chair and Director General, and then provides advice to Government about major issues affecting people with disability, their families and carers. The Council directly advises the State Minister for Disability Services and indirectly advises the Commonwealth Minister for Social Services via the National Advisory Council on Disability and Carer Issues.

The Council comprises 14 members with skills, experience or knowledge associated with disability. Our Board includes a Council member and we provide the Council with administrative staff and resourcing in our West Perth office.

# Agency structure and governance



## The Board

Our Board is responsible for overseeing the Commission's governance. The Board has nine members and meets 11 times a year. Extraordinary meetings occur as required.

At least five members of the Board have a disability, 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 eight years as at 30 June 2016.

The Board has formal responsibilities for significant financial and procurement decisions and aspects of our Quality System. Each Board member maintains a working relationship with one of our directorates to ensure that collectively, the Board has a holistic understanding of our operations.

The Board takes an active role in our ongoing connection with the WA 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 our senior representatives. People with disability, their families and carers, and service providers are welcome at these opportunities to share their perspectives and raise any concerns.

## Board members



**Bruce  
Langoulant**

Bruce is our Chairperson and has more than 40 years' experience in small business as a proprietor in the advertising and financial services sectors in WA. He has an adult daughter with disability.

In addition, Bruce is the Chairperson of Meningitis Centre Australia and the Asia Pacific Region Leader of the International Confederation of Meningitis Organisations. Bruce's current term is scheduled for review in mid-2018.



**Kathy  
Hough**

Kathy is the Board's Deputy Chairperson and has more than 30 years' experience supporting people with disability, including direct care, host family and Chief Executive Officer roles for disability sector organisations.



**Russell  
Aubrey**

Russell is the Mayor of the City of Melville and was first elected to the Council in 1991. Russell is passionate about disability employment, which, in addition to its commitment to accessibility, is a key focus for the City of Melville.



**Julie  
Carr**

Julie is an experienced executive and company director working predominantly in the health and human services sector. Originally trained as an Occupational Therapist she also has extensive clinical experience working with people with disability.



**Melissa  
Northcott**

Melissa is a Commission Count Me In Ambassador and is active with many organisations and committees, including 10 years on the City of Armadale's Disability Access and Inclusion Group. Melissa has a personal experience with disability and is a keen advocate for accessible, inclusive, and welcoming communities.



**Gavin  
Robins**

Gavin is the Director of the Gascoyne Development Commission and works extensively with Aboriginal communities. Gavin also has extensive experience in disability services, governance, health system planning and financial management.



**Sandra  
Jensen**

Sandra has a strong background in working with disability service providers and children's services. She is also a Board member of the Parents Learning and Educational Development Group and has a daughter with disability.



**Crispin  
Roberts**

Crispin is a former member of the Ministerial Advisory Council on Disability and a current member of the Perth Stadium Access and Inclusion User Group. Crispin is a C5/6 quadriplegic and his life experience has led him to become a passionate advocate in the areas of access and inclusion.



**Dr Rachel  
Skoss**

Rachel is the Chairperson of the Ministerial Advisory Council on Disability and works in applied research and evaluation at the Telethon Kids Institute. Rachel is a parent of a child with disability and is a passionate advocate for children with additional needs, and their families.

## Corporate Executive



**Dr Ron Chalmers**  
Director General

Ron commenced his career in disability services in 1991 as a Local Coordinator supporting people with disability, their families and carers throughout the Upper Great Southern region. His career spans teaching and educational administration and he has held a variety of leadership posts in disability services.

Ron has been our Director General since 2008. During his tenure, the State's disability services sector has grown, developed and diversified at an unprecedented rate.

Ron has promoted a strong partnership between us and disability sector organisations as a means of ensuring a collaborative and cohesive approach in the provision of disability services.



**Sam Ciminata**  
Executive Director  
Business and Funding

Sam's experience centres on business and financial management. His span of responsibility includes all corporate support and financial governance functions including finance, human resources, strategic information, technology, business intelligence, occupational safety and health, risk management, asset management and performance reporting.



**Marion Hailes-MacDonald**  
Executive Director  
Sector Engagement  
and Development

Marion has extensive experience in the disability sector and has worked closely with community sector organisations to develop services and support for people with disability and their families and carers. Marion has held senior management and leadership roles in the areas of procurement and policy and has led significant funding and policy direction and reform across both state and national agendas.



**Robyn Massey**  
Executive Director  
Local Operations

Robyn's previous role as Executive Director Reform Implementation and her extensive experience and knowledge of disability service provision, positions her well to effectively deliver support to people with disability across WA. Robyn has responsibility for oversight of the state-wide Local Coordination program and the implementation of the WA NDIS. Robyn also has significant experience in the field of education.



**Simone Spencer**  
Executive Director  
Policy and Planning

Simone's background in shaping and managing complex State Government reform projects provides us with significant strategic expertise, through her secondment from the Department of the Premier and Cabinet. She is responsible for ensuring we have the right policy settings and strong State, Commonwealth, sector and community partnerships, to implement high quality and responsive disability services into the future.

## Case study:

### Housemates transition to a positive future

When Gail and Shirley transitioned from Commission accommodation services to a non-government organisation, they didn't have to move far – in fact they didn't have to move at all.

The two women chose to stay in the same house with the same housemates. The only change was that BGSR now provides their support services, not the Commission.

Shirley's sister-in-law Ellen said they had received plenty of support throughout the 10 month process.

"It was helpful having the transition officer come visit us at home," Ellen said.

"You could tell he had people's best interests at heart and I never felt talked down to. It really helped to talk about it with Shirley and explain that new staff would be coming into the house."

The move was part of a bigger project to transition about 60 per cent of Commission accommodation services to the non-government sector, a process which started in late 2013.

The project aligns with NDIS principles, giving people with disability access to a greater number of service providers in the non-government sector.

A dedicated transition team supports individuals, their families and carers to make two key decisions: Do I want to live with the same people and who do I want to provide my services in the future?

By 30 June 2016, the 60 per cent of people to transition had been identified. Nearly half had completed the transition and the remainder were engaged in conversations about their future.

Gail's sister Pauline said the experience was a positive one.

"There was nothing that I didn't like during this process," Pauline said.

"Now Gail's with BGSR they have more staff and Gail's settled in really well. She never had to move and the people she's living with all stayed the same. I was worried how Gail would adjust but I think she's done better than me."



Shirley (left) and Gail at their Brentwood home.

# Performance management framework

## Outcomes-based management (OBM) framework

Our activities are shaped and underpinned by an outcomes-based approach which contributes to achieving the State Government goal of delivering results-based services.

In 2015–2016, we were funded to achieve the following two outcomes:

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

The services we fund to deliver these outcomes are reported in the following five service areas:

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

Performance in achieving our outcomes is measured in two ways:

- Key **efficiency** indicators are aligned to the five service areas and quantify the resources used to achieve the Commission outcomes.
- Key **effectiveness** indicators measure our progress towards achieving the Commission outcomes

This is the final year of our current OBM framework. It follows a review conducted in line with guidance from the Department of Treasury to provide a greater level of transparency by reporting at a more granular level.

Our new OBM framework focuses on outcomes around good planning and coordination, quality of life being enhanced as a result of good services, and community participation. This better aligns with the more individualised approach we are taking in our activity areas. The new framework will also expand our reporting from five to seven service areas.

In addition, we'll conduct periodic reviews of organisations' reporting frameworks to ensure that useful, rigorous and transparent performance information is readily available on agency operations.

Government goal	Commission outcomes	Commission services	Commission performance measurements
Results-based service delivery: greater focus on achieving results in key service delivery areas for the benefit of all West Australians.	<b>Outcome 1</b> People with disability access appropriate services and supports that promote their wellbeing and choice and control over their lives.	1. Accommodation support	<b>Key efficiency indicators</b> <ul style="list-style-type: none"> <li>• Proportion of individual plans and commenced and reviewed within the required timeframe</li> <li>• Average cost per service activity</li> <li>• Average cost per service user</li> </ul>
		2. Community-focused support	
	<b>Outcome 2</b> The West Australian community is inclusive of people with disability.	3. Coordination and individual support	<b>Key effectiveness indicators</b> <ul style="list-style-type: none"> <li>• Rate of serious incidents per 1,000 service users per year</li> <li>• Percentage of service users who achieved their individual plan outcome</li> <li>• Servicer users' satisfaction with services</li> <li>• Take-up rate for services</li> </ul>
		4. Family support	
		5. Access and inclusion	<b>Key efficiency indicators</b> <ul style="list-style-type: none"> <li>• Percentage of projects that achieved their outcome/s within the required time</li> <li>• Average cost per service activity</li> </ul>
			<b>Key effectiveness indicators</b> <ul style="list-style-type: none"> <li>• Percentage of public authorities that have lodged a Disability Access and Inclusion Plan with the Commission</li> <li>• Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability</li> <li>• Service users' satisfaction with social inclusion and community acceptance</li> </ul>

## Shared responsibility with other agencies

### WA NDIS

Operating and planning for the WA NDIS is a large undertaking. Although this work is led by the Commission, many other State Government agencies and departments play an integral role. Not all government-provided disability supports and services are provided by the Commission and all West Australians, including people with disability, their families and carers, routinely interface with various parts of government.

In addition to working directly with agencies we have been working closely with the Department of the Premier and Cabinet and Department of Treasury to inform discussions about the future of disability services provision in WA.

Commission officials also actively participate in working groups with officials from the Commonwealth and other jurisdictions in the development of national NDIS policy frameworks.

### Partnership Charter Working Group

Protocols have been established with the Department of Corrective Services in relation to people with disability in adult custodial care. The protocols enable the two agencies to engage in effective joint planning and management through the Partnership Charter Working Group.

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

The tripartite agreement between the Departments of Health, Child Protection and Family Support, and the Commission in support of the CATCH program continued this year. This enables families of children with high medical support needs to have their child at home, supported by specialist staff, rather than in hospital.

### Consultation with the Department of Sport and Recreation

Our relationship with the Department of Sport and Recreation was strengthened through regular collaboration and information sharing in 2015–2016.

The Commission attended and participated in all four of the Department of Sport and Recreation's Disability Sport and Recreation Forums. In June 2016 we delivered a WA NDIS presentation to provide information to sporting and disability sector organisations about how people with disability can access sport and recreation supports through the WA NDIS.

The Count Me In Round partnership between the Western Australian Football Commission and the Disability Services Commission entered its third year and was celebrated at the WAFL round five games on 16 and 17 April 2016. People with

disability holding Companion Cards, their friends and family received free entry to the Count Me In Round games.

On 30 November 2015, as part of Disability Awareness Week, a “Community Inclusion Come and Try Day” was held in Pinjarra. Individuals were invited to come and try cricket, basketball and other indoor sports. This event was supported by a Disability Services Commission Grant awarded to Midway Community Care and the Shire of Murray.

### WA NDIS Integrated Education Project

The WA NDIS Integrated Education Project was developed with the Department of Education to bring together previously separate planning processes and promote supports and services that are aligned across school, home and community based settings. Schools, families and service providers work in collaboration to share knowledge, ideas, goals and strategies.

Collaborative planning meetings commenced in 2015, with 25 schools in the Lower South West and eight schools in the Cockburn-Kwinana area participating.

## **Disability Employment Strategy**

In October 2015, we, along with the Public Sector Commission, endorsed 'See my abilities: An employment strategy for people with disability'. The strategy aims to improve the employment of people with disability within a broader diversity policy framework that includes other groups such as Aboriginal people.

The new strategy resulted from a review conducted of the previous public sector Disability Employment Strategy 2013-2015 and contains stronger guidance and tools to raise awareness and increase organisations' capacity to increase employment of people with disabilities in the public sector.

## **Disability Health Network**

The Disability Health Network is a partnership with the Department of Health to create a more inclusive State health system that empowers people with disability to experience the highest attainable standard of health and wellbeing throughout their life.

Right: Changing Places supporter Adam



## Significant issues impacting the agency

With the approach of the NDIS, the most significant issues for us this year have centred on continuing our preparation for delivery of the NDIS in Western Australia, and planning for phased roll-out once full scheme arrangements are finalised.

### The NDIS for Western Australia

This year, the State and Commonwealth governments announced the extension and expansion of the WA trials of the NDIS. This news will see almost a quarter of eligible West Australians with disability given the opportunity to access the NDIS prior to 30 June 2017. This announcement came with the news that in July 2017, WA will commence full scheme roll-out.

As a result of this announcement we are working with local government, the sector and community agencies to raise awareness of the NDIS and the process for accessing support in the expansion into the local government areas of Armadale, Murray and Serpentine-Jarrahdale in October 2016. At the same time, we continue to work to deliver WA NDIS in the Cockburn-Kwinana and the Lower South West areas.

As has been the case throughout the trials in WA, we have listened to feedback from people participating in the trial and the community and have continued to refine and improve the way we deliver the NDIS throughout the last year.

This has included re-branding 'WA NDIS My Way' to simply 'WA NDIS'. While My Way was a useful differentiator early in the trials, the revised WA NDIS title now better reflects the nationally consistent way the NDIS is being delivered in WA.

Finally, making the NDIS work in WA is about more than our agency, or even our portfolio. The NDIS will encompass and intersect with services delivered by a number of State and Commonwealth government agencies. For this reason we are working across government to ensure a cohesive approach to the NDIS in WA.

### Sector capacity, development and sustainability

With the approach of the NDIS, our role as a sector steward will continue. While we will move away from direct service provision (see page 21) and service management, under the NDIS our primary focus will continue to be on ensuring a strong, diverse sector able to offer choice and control to individuals with disability.

WA already has a very capable disability sector, but the increased numbers of people who will become eligible to receive services under the NDIS mean there will be a need for growth in the provision of flexible, individualised options. Over the past year, we have approved 34 additional service providers for the delivery of individually funded services. Plans are also well advanced to make the process of becoming a registered

service provider more streamlined and responsive, while still ensuring that service quality meets the National Standards for Disability Services.

Beyond the pure scale of services required, WA will also need to look at where more bespoke, specialised service offerings may be required. Experience tells us that specialisation in supporting people with challenging behaviour and in supporting young people with very complex support needs remains very much in demand. And, as is always the case where populations are as dispersed as ours is here in WA, we will remain focused on ensuring strong and sustainable services are available to people in regional WA.

While a pricing framework has been in place for the WA NDIS trial sites for the past two years, this year saw the development of a broader metropolitan area pricing framework. This was developed in close consultation with the disability sector and in the coming year, work will be progressed to apply this approach to WA's regions.

Also important will be our approach to skilling and growing the sector, currently under development with the peak body for the sector, National Disability Services WA (NDS WA). Building, skilling and maintaining a strong, committed workforce will be key to delivering on the promise of the NDIS.

But more important will be an adjustment in our thinking about how people can and should be supported in meeting their own, individual goals. Engagement with NDS WA and with the sector through opportunities like the CEO Round Table Committee and the Disability Sector Board Forum is proving vital in building a shared understanding of our path forward, and how we will work together in ensuring the continued provision of services that meet West Australians' expectations.

### Quality and safeguarding

Western Australia has long had a robust approach to quality and safeguarding of people with disability. This goes beyond our dedicated Quality System and incorporates recording and analysis of complaints, serious incidents and enquiries. These are in addition to public interest disclosure mechanisms, an independent statutory authority specifically focused on managing disability related complaints (the Health and Disability Services Complaints Office) and dedicated powers in the Disability Services Act 1993 to act on abuse or neglect of people with disability. We are also closely monitoring the Royal Commission into Institutional Responses to Child Sexual Abuse and are committed to acting upon any relevant recommendations swiftly.

All these mechanisms are aimed at safeguarding people with disability and ensuring the National Standards for Disability Services are met by all contracted service providers in WA. In moving towards the NDIS, WA is contributing to the development of a National Quality and Safeguarding Framework.

We are working with other state governments and the Commonwealth to finalise the framework and we are continuing to monitor our approach to quality and safeguarding to ensure that in the interim, service quality in WA is maintained.

Following the enhancements made to our complaints management system in 2014–15, this year also saw the implementation of a revised recording and reporting system for Serious Incident Reports. As a result, our ability to conduct and use trend analysis of serious incidents has strengthened (see page 49).

### Employment for people with disability

Employment of people with disability remains a key priority for the State Government and its value is widely recognised. Employment was also a key consideration of the Productivity Commission report that led to the NDIS. The report specifically highlighted that increasing employment levels for people with disability provides benefits for both individuals and the broader community.

This year, we worked with the Public Sector Commission to revise the public sector employment strategy for people with disability, with *See my abilities: An employment strategy for people with disability* being published during the year. The strategy looks at ways to reduce barriers to participation in the workplace and build recognition of the skills and capabilities people with disability may bring to the workforce. It includes specific steps public sector agencies can take to make recruitment and work activities more accessible to people with disability.

Through the use of Disability Access and Inclusion Plans, we also encouraged and applauded some very positive results against the relatively new Outcome 7: That people with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Beyond the public sector, we continue to collaborate with NDS WA to increase employment opportunities for people with disability through the use of grants and creative approaches. Our Local Coordinators also routinely work with people with disability to identify, prepare for and pursue employment options.

## Case study:

### Developing a sustainable future

We have run a number of tenders in 2015-2016 seeking service providers to be on our Panel Contract for Individually Funded Services. These contracts give people with disability a greater choice of service providers to purchase their services from.

“Through the introduction of an open tender process in 2015–2016, the number of service providers has grown, resulting in more diverse services being available to meet the needs of people with disability,” Marion Hailes-MacDonald, Executive Director Sector Engagement and Development said.

The number of disability service providers operating in WA rose from 115 in 2014–2015 to more than 145 organisations in 2015–2016. This year the Disability Services Commission provided \$507 million in individualised funding compared with \$460 million in 2014–2015.

The introduction of the NDIS trial in the Lower South West (2014–2015) and Cockburn–Kwinana area (in 2015–2016) has meant there has been an increase in the number of eligible people seeking services. Some of these people have previously been receiving services through Commonwealth providers and the Commission has adapted its processes to enable continuity of services for people currently accessing these services.

“By increasing the number of service providers, people with funding packages are able to exercise choice and purchase services tailored to their needs from quality service providers,” Marion Hailes-MacDonald said.

While the tender process has delivered an increased number of service providers, its limitation with respect to timeliness has been recognised. This is being addressed through the development of a registration process intended to be more responsive to the fluid nature of the emerging demands and needs of individuals and service providers.



# Report on operations

## Expenses

Our expenditure during 2015–2016 was \$910.75 million, representing a four per cent increase from the previous year. This is mainly attributable to increased expenditure for the WA NDIS trial sites, growth/indexation and pay equity for disability sector organisations, offset by various corrective measures introduced by the State government.

## Income

Income from the Commonwealth government reported during 2015–2016 was \$157.71 million, representing a four per cent decrease from the previous year. This is attributable to decreased funding as a result of lower population and indexation estimates for Western Australia, plus a redirection of some existing grant funding to the National Disability Insurance Agency to operate an NDIS trial site in the Perth Hills.

Income from the State government reported during 2015–2016 was \$725.97 million, representing a three per cent increase from the previous year. This is mainly attributable to State funding for growth, Non-Government Human Services Sector indexation, salary and non-salary escalations and the WA NDIS trial sites, offset by various corrective measures introduced by the State government.

Income from other sources includes board and lodging fees from residents in Commission-run accommodation facilities, contributions from the Department of Health for Home and Community Care (HACC) and the Children dependent on technology and cared for by their families (CATCH) at home programs.

The total income from other sources of \$17.01 million is a decrease of nine per cent from the previous year. This is mainly attributable to a reduction in board and lodging fees from people residing in Commission accommodation who transitioned to non-government providers as part of the accommodation transition project.

## Three-year trend

Measure	2013–2014 (\$ millions)	2014–2015 (\$ millions)	2015–2016 (\$ millions)	Change from 2014–2015
Disability Services Commission total expenditure	\$794.12	\$872.98	\$910.75	▲ 4%
Income from the Commonwealth government	\$146.15	\$165.10	\$157.71	▼ 4%
Income from the State government	\$642.87	\$701.77	\$725.97	▲ 3%
Income from other sources	\$16.97	\$18.69	\$17.01	▼ 9%
Total number of service users	24,017	24,926 (see note)	25,665	▲ 3%
Average cost per service user	\$33,065	\$35,023 (see note)	\$35,486	▲ 1%

Note: System enhancements have resulted in significantly improved unique service count verification. The total number of service users for 2014–2015 has been recalculated using improved reporting functionality.

## Funding allocation

Continuing the trend of recent years, 74 per cent of the Commission's funding was allocated to disability sector organisations for provision of services to people with disability.

Measure	2013–2014 (\$ millions)	2014–2015 (\$ millions)	2015–2016 (\$ millions)	Change from 2014–2015
Allocation to disability sector organisation operations	\$567.83	\$641.83	\$674.42	▲ 5%
Allocation to Commission operations and services	\$226.29	\$231.15	\$236.33	▲ 2%

## Funding to disability sector organisations

A total of 149 disability sector organisations received Commission funding during 2015–2016, compared with 115 in 2014–2015.

This represents a 30 per cent increase in the number of disability sector organisations, mainly due to the WA NDIS trial sites. This has resulted in more service providers receiving funding to deliver services to people with disability.

A full list of the disability sector organisations that received funding from us is provided in the Appendix (see page 152). The significant change is in the number of organisations contracted for less than \$1 million. There were a total of 82 service providers in this category which comprise a large number of new service providers contracted to provide therapy and disability services in the State.

Of the \$674.42 million total funding allocated to disability sector organisations, \$507 million was directed to the delivery of individualised services and supports.

Funding amount	2014–2015	2015–2016
< \$50,000	8	21
\$50,001 - \$1 million	40	61
\$1,000,001 - \$5 million	34	35
> \$5 million	33	32
Total	115	149

## Combined Application Process

In 2015–2016, a total of \$17.5 million was allocated for individualised funding for key services through the Combined Application Process (CAP) compared with \$31.7 million in the previous year. The number of individual CAP packages allocated over the last two years is shown in the table below.

CAP Packages	2014 –2015	2015 –2016
Supported accommodation	171	91
Community access	103	36
Family support	96	43
Total	370	170

Of the tens of thousands of people who receive funding or support from the Commission, most are accessing this through avenues outside of CAP. The decrease in the number of CAP packages is not indicative of a decrease in funding to people with disability. It is representative of the move from allocating funding using a centralised, prioritised system to one that is more localised and plan-based.

Funding that had previously been allocated through CAP is now being distributed locally, throughout the State, and people are accessing it by developing plans that consider all aspects of their lives and what their support needs are.

For example, this year, the funding that had previously been available through CAP to support community access, lifestyle and development-type activities (previously known as alternatives to employment) was localised. This meant that rather than applying for funding specifically for these activities, people would need to consider them as part of a more holistic plan that looks at all the supports and services required to support them to meet their goals.

This year also saw a further 1,365 people supported and funded to access services through the WA NDIS.

# Summary of results against targets

## Summary of results against financial targets

Measure	2015–2016 target \$000 (see note a)	2015–2016 actual \$000	Variation \$000 (see note b)	Reference page
Total cost of services (expense limit)	963,725	910,748	▼52,977	54
Net cost of services	717,833	736,028	▲18,195	54
Total equity	88,243	75,628	▼12,615	57
Net increase / (decrease) in cash held	(4,839)	47,401	▲52,240	60

Notes:

a) As specified in the 2015–2016 Budget Statements.

b) Further explanations are contained in Note 31 ‘explanatory statements’ to the financial statements, which begins on page 90 of this report.

Measure	2015–2016 target \$000 (see note a)	2015–2016 actual \$000	Variation \$000 (see note b)	Reference page
Approved full time equivalent (FTE) staff level	1,683	1,504	▼179	130

Notes:

a) As specified in the 2015–2016 Budget Statements.

b) Further explanations are contained on page 130 of this report.

## Summary of results against performance targets

Key effectiveness indicator(s)	2015–2016 target (see note a)	2015–2016 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				
Percentage of service users who achieved their individual plan outcome	70%	78%	▲8%	117
Rate of serious incidents per 1,000 service users per year	23	37	▲61%	118
Service users' satisfaction with services	86%	82%	▼4%	120
Take-up rate for services	477	449	▼6%	119
Outcome 2: The West Australian community is inclusive of people with disability				
Service users' satisfaction with social inclusion and community acceptance	80%	75%	▼5%	121
Percentage of public authorities that have lodged a Disability Access and Inclusion Plan with the Commission	100%	96%	▼4%	122
Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability	87%	76%	▼11%	123

Notes:

a) As specified in the 2015–2016 Budget Statements.

b) Explanations for the variations between target and actual results are presented on pages 117 to 123.

Key efficiency indicator(s)	2015–2016 target (see note a)	2015–2016 actual	Variation from target (see note b)	Reference page
Service 1: Accommodation support				
Average cost per service activity	\$173,532	\$169,448	▼2%	126
Average cost per service user	\$185,902	\$184,624	▼1%	127
Service 2: Community-focused support				
Average cost per service activity	\$42,226	\$25,545	▼40%	126
Average cost per service user	\$54,792	\$41,919	▼23%	127
Service 3: Coordination and individual support				
Average cost per service activity	\$3,844	\$3,538	▼8%	126
Average cost per service user	\$5,522	\$6,037	▲9%	127
Service 4: Family support				
Average cost per service activity	\$15,324	\$12,945	▼16%	126
Average cost per service user	\$21,590	\$16,784	▼22%	127
Service 5: Access and inclusion				
Average cost per project	\$13,322	\$13,921	▲4%	126
Percentage of projects that achieved their outcome/s within the required time frame	90%	89%	▼1%	125

Key efficiency indicator(s)	2015–2016 target (see note a)	2015–2016 actual	Variation from target (see note b)	Reference page
Percentage of individual plans commenced and/or reviewed within the required timeframe				
Accommodation support	75%	67%	▼8%	124
Community-focused support	75%	75%	0%	124
Coordination and individual support	75%	74%	▼1%	124
Family support	75%	71%	▼4%	124

Notes:

a) As specified in the 2015–2016 Budget Statements.

b) Explanations for the variations between target and actual results are presented on pages 124 to 127.

# Reporting on service areas



## Service 1 – Accommodation support

The accommodation support service area funds people with disability for the everyday, in-home supports they need to live in the community.

This service area provides the support services people need in their homes to meet their day-to-day goals.

Services are available in a range of accommodation settings to meet individual needs and circumstances. They are provided by both disability sector organisations and our own direct service delivery teams and include providing assistance with personal care as well as development of independent living skills.

### This year's highlights

#### Accommodation transition

The project that commenced in 2014 to transition 60 per cent of our supported accommodation service to the non-government sector continued to progress well this year, with 147 people having transitioned to new service providers by 30 June 2016. The transition project moves services to a strongly individualised basis, supports individual choice and control and directly prepares WA for the state wide roll-out of the NDIS. We anticipate the project will be complete during the next reporting period. See page 21.

#### Age Appropriate Housing Scheme

The State Government's commitment to addressing the issue of young people with disability being inappropriately placed in aged care settings continued in 2015-2016 with \$2 million for the Age Appropriate Housing Scheme. This is an increase of \$0.5 million from last year. As at 30 June 2016, 15 individuals had been funded through this program with 14 of those settled in their new support arrangements.

### Three-year trend

Measure	2013–2014	2014–2015	2015–2016
Total cost of service (\$ million)	\$302.75	\$310.24	\$336.02
Total service users	1,818	1,783	1,820
Total service users by service type			
• Residential care	192	298	323
• Community residential	1,590	1,518	1,501
• Emergency accommodation	26	17	15

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



### Focus on community-based options

Our focus on moving people out of inappropriate accommodation in 2015-2016 extended to those in long-term rehabilitation and medical-type support options. Eight individuals who had been residents of the Quadriplegic Centre and who wanted to move to community-based, more individualised options were prioritised for funding. Of these, five people have either already moved to or are finalising their new accommodation arrangements while we continue to work with the remaining three to identify options in the community that meet their needs.

### Contemporary support options

To build capacity for a broad range of contemporary accommodation support options in the non-government sector, we have contributed \$3 million to the redevelopment of The Ability Centre's Hillroyd Nursing Home. This means that people who have high-level medical and disability related support needs can retain access to current specialised supports using accommodation support funding while benefitting from a far more private and individualised setting.

The redevelopment will increase the capacity to accommodate approximately 30 people across a combination of transition and longer term accommodation, focusing on people developing their independence and being able to live in their community.

Within our own accommodation service, we have also taken steps to deliver more contemporary options. Progress has been made toward the restructuring of the services that are not transitioning to the non-government sector to offer more choice and flexibility.

This is in addition to a decision to redevelop our emergency accommodation facility at Dianella to create a more flexible environment better suited to our future emergency accommodation needs.



## Service 2 – Community-focused support

Enabling people with disability to live rewarding and independent lives is at the core of community-focused supports. Community-focused supports aim to build skills and abilities through meaningful community participation. This could include getting out and about more, learning life skills like managing finances and a household, or it could include support to get or maintain a job. Community-focused support can also include drop-in, at home support. These services are delivered primarily through disability sector organisations.

Community-focused supports have been at the forefront of our move to individualised services. The community linkages and network development undertaken by our Local Coordinators has always been individualised and in this reporting period we have seen the second full year of individualised planning for school leavers. We have also taken the final steps to transition recreation services to an individualised model.

### This year's highlights

#### Moving to individualised recreation services

Over the past three years, we have worked with 14 disability sector organisations to transition to individually funded recreation services. Not only does this result in more flexible, individualised services, it means West Australians will be ready to roll into the NDIS which is expected to commence in July 2017.

By working closely with each of the 14 organisations, we have made sure support for people currently accessing recreation services won't be interrupted.

### Three-year trend

Measure	2013–2014	2014–2015	2015–2016
Total cost of service (\$ million)	\$276.84	\$327.01	\$336.15
Total service users	5,957	7,178	8,019
Total service users by service type			
• Day options	4,822	5,945	6,857
• Learning and life skills development	3,203	4,171	5,585
• Recreation	2,076	2,454	2,076
• Supported community living	1,981	3,469	3,710

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



## Better results for school leavers

This year we again used individualised planning, through our Local Coordination service, to support young people with disability transition to life after school. During plan development Local Coordinators work with individuals to identify their strengths and goals and the different supports they can access to help them achieve these goals. This may include work experience, building stronger life skills and participating in activities that meet their individual interests.

For example, a 2015 school leaver with exceptional photography skills was supported by his Local Coordinator to further develop this skill set.

In recognition of the calibre of his talent he was awarded special dispensation from the Global White Lion Protection Trust to photograph white lions in Africa. His family undertook a crowd funding project to contribute to the cost of travel, and a photographic exhibition of his work is planned.

It's these highly personalised goals that are being captured through the individualised planning process. Local Coordinators get to know each individual's strengths and aspirations, and work with other organisations, if needed,

to support each person develop pathways to reaching their goals. This support is now offered to all school leavers with disability.

## Building Community Networks

Local Coordinators actively support positive partnerships between individuals, families, carers, local organisations and the broader community to build and maintain inclusive communities. For example:

- Great Southern: A young mother with cerebral palsy was linked with the local Men's Shed for advice on flooring options for her home. They also committed to helping install it and assist with the installation of ramps and other modifications.
- Langford: A young woman was supported to join a women's gym class for fitness and new friendships. She is now considering TAFE options that will assist her to develop the skills she needs to become a personal trainer, while the gym are looking at voluntary work options to further support her.
- Albany: Local Coordination supported a young man with intellectual disability to pursue his love of history and to obtain a volunteer role at Albany's Anzac Centre and the Old Gaol, where he is now working as a tour guide.

## South West Wheels

This year saw the successful completion of a year-long trial of the South West Wheels project, delivered in partnership with the Western Australian Motor Industry Foundation.

The project established a pool of vehicles for use by people with disability in the Lower South West. This initiative enables people with disability in the region to participate in community, social, economic and daily activities and has been funded for a second year.

## Supporting action on individual interests

An important part of strongly individualised community-focused supports is making sure the services delivered match the person with disability's needs and goals. This is central to delivering choice and control under the NDIS in WA. One example is where residents of a Commission-run group home identified a shared interest in having and caring for their own pets. They were supported to install an aviary and care for its four canary residents. The project is building life skills in a way that aligns with the residents own choices.



## Service 3 – Coordination and individual support

Coordination and individual support is at the centre of our transition to individualised planning and funding, and the roll-out of the NDIS in WA.

Supports provided through this service area are designed to help people identify their needs and goals, understand how their needs can be met, and provide one-on-one, needs-driven support. They are personalised, flexible and responsive.

In general, support in this service area includes individualised planning and Local Coordination services, individual therapy services and the provision of associated equipment.

### This year's highlights

#### Local Coordination and the WA NDIS

The WA NDIS builds on the strengths of our Local Coordination service, which we have been refining to meet community needs since 1988. Local Coordinators, our front-line staff who work directly with people with disability, their families and carers, remain central to this model.

This year, the WA NDIS trial continued in the Lower South West and expanded into the Cockburn-Kwinana area, providing eligible people with access to supports and services based on an individualised plan.

Feedback and reports to date indicate that people with disability, their families and carers are achieving very positive results across the trial. In parallel, services across the State are moving to similar approach, whereby decision-making around supports and funding are decentralised, based on a plan. This means the Local Coordination role is being strengthened in all our offices, right across WA.

### Three-year trend

Measure	2013–2014	2014–2015	2015–2016
Total cost of service (\$ million)	\$112.43	\$135.26	\$147.25
Total service users	20,988	23,925	24,392
Total service users by service type			
• Case management services (LC/WA NDIS)	10,546	11,827	12,227
• Case management services (excluding LC/WA NDIS)	NA	5,204	6,277
• Disability professional services (therapy)	8,310	8,526	8,868
• Community aids and equipment program	8,815	9,777	9,752

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



## Remote Area Strategy

Our Remote Area Strategy (RAS) commenced three new projects this period, in the Goldfields, Murchison and Mullewa. These were additional to existing projects in the Pilbara.

All projects aim to reduce the impact of physical remoteness on people's ability to engage with supports and services.

## Additional therapy projects to address unmet need

We allocated \$2.4 million this year to undertake seven, short-term, targeted Disability Professional Services projects. The projects all addressed identified unmet needs in the disability sector and included electronic resources on sexuality and the communication needs of adolescents and adults with Autism and use of video conferencing to deliver individual counselling, orientation and mobility training in regional areas.

## Early childhood intervention trial

This year, we implemented a unique early childhood intervention trial for children with Autism living in the Upper South West. The trial was designed to test the feasibility of individualised specialist therapy services in a regional area, and proved popular with local families. See page 108.

## Specialised Continence Support

We continued to fund the specialised Children's Continence Management Service PEBBLES in 2015-2016, with fantastic results. An interim evaluation of the program, funded by the Commission and delivered by Therapy Focus, indicated the parents of 97 per cent of participants saw an improvement in their child's continence through use of the program. PEBBLES is set to continue until 2017.

## Developing leadership capacity

This year, we committed to fund Leadership WA's LeadAbility Course to be run twice during 2016 and again in 2017; this followed a successful pilot in 2014 and well-attended course in 2015. LeadAbility is focused on development of confidence and leadership skills for people with disability, or those who work in the disability sector, to build inherent self-advocacy and capacity within the sector. The course centers on identification of participants' strengths and potential.



## Service 4 – Family support

Family members and others close to a person with disability play an important role in their care and wellbeing. We work in partnership with disability sector organisations to deliver a range of services to support and equip carers in their important roles. Strengthening family relationships and enhancing the quality of life of all family members is a key focus.

Family support activities include in-home support, social activities and breaks from caring. These services are designed to ensure the person with disability has new opportunities, interactions and experiences.

### This year's highlights

#### Pilbara respite house

Following the successful establishment of five respite houses since 2011, the Commission committed to construction of a dedicated respite house in the Pilbara. During the reporting period, land was obtained and a local community liaison group established to ensure the house meets locally identified needs.

#### WA NDIS consumer carer project

Delivered in partnership with Carers WA, Consumers of Mental Health WA and Helping Minds, the consumer carer project facilitates information sharing and peer support networks amongst people with psychosocial disability, their families and carers in the WA NDIS trial.

The project also supports the ongoing engagement and positive relationship-building between the Commission and the mental health sector.

#### Direct support for families

Our Positive Behaviour Support Service continued to provide targeted support for families in responding to challenging behaviours and complex needs. In addition to working with families directly on referral, the service continues to deliver its popular 'Is there a better way' and 'Side by Side' programs this year, with 120 families attending programs delivered across the state.

### Three-year trend

Measure	2013–2014	2014–2015	2015–2016
Total cost of service (\$ million)	\$100.20	\$98.19	\$89.04
Total service users	5,097	4,694	5,305
Total service users by service type			
• Respite	3,846	3,758	4,483
• Family support	1,853	1,337	1,389

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



Under partnership with Developmental Disability WA and Youniverse to develop the workshop series the Family Leadership conference, “Come to Our House” was designed. Families from around Western Australia came to Perth to meet, share stories and experiences and engage with local and international speakers on a diverse range of topics.

### **Researching and trialing new approaches**

During this reporting period we committed to fund the Kalparrin Centre to run a one-year pilot program to build capacity and family resilience at the time of diagnosis and beyond. The pilot was designed to support people through the initial acceptance and understanding of a diagnosis and develop the capacity of families to positively support each other.

We also continued our Positive Behaviour Support Research Partnership with the University of Western Australia (which commenced in late 2014) to develop a body of literature around the integration of Positive Behaviour Support into service development and planning.

### **Reaching people outside the mainstream**

For some people who are Aboriginal or from culturally and linguistically diverse backgrounds, there can be additional barriers to engaging with government services. In seeking to ensure people know about the services available to them, we have provided grants to the Ethnic Disability Advocacy Centre and Developmental Disability WA for targeted information sharing and run the targeted ‘Living a Good Life’ networking session to build connections with people who may not otherwise be aware of our services.



## Service 5 – Access and inclusion

As members of our community, people with disability have the same rights as other people to access services and to be included in the community. These rights are reflected in State and Commonwealth legislation which make it unlawful to discriminate against a person with disability.

To participate in community life, people with disability require public and private transport that is suited to their needs, and buildings, streets, open spaces and services that are accessible and welcoming.

Our access and inclusion service delivers community education strategies to foster awareness and change. We also provide individual advocacy for people with disability, their families and carers and to this end, work in partnership with State and local government agencies, the disability sector and community organisations to build capacity for accessible and inclusive communities.

### Three-year trend

Measure	2013–2014	2014–2015	2015–2016
Total cost of service (\$ million)	\$1.91	\$2.28	\$2.30
Total weighted projects	141	142	165

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

### This year's highlights

#### Changing Places

The Commission committed \$2 million to the Changing Places project, which aims to establish a State-wide network of Changing Places in WA – see page 128. The Changing Places project, in which we partnered with the WA Local Government Association and National Disability Services WA saw us named joint winner of the Best Practice in Collaboration between Government and Non-Government Organisations Award at the Institute of Public Administration Australia (WA) 2016 Achievement Awards.

#### Disability Access and Inclusion Plans

We continue to support public authorities to meet their obligations to provide accessible State and local government facilities, services and supports. Our role includes facilitating networking groups and providing advice and resources.

As part of our responsibilities, we provided input into major projects including the new Perth Stadium and Perth Busport, and supported businesses and people with disability to address access and inclusion issues in the community.

#### Inclusion focused grant programs

In 2015-16, we provided \$612,201 to improve local infrastructure and community spaces under the Community Infrastructure Grants program, \$863,204 to increase inclusion and participation in the community under the Community Inclusion and Participation Grants program and committed to cooperation with the Metropolitan Redevelopment Authority and a \$100,000 contribution in support of its Inclusive Communities grant program.



### Awareness raising in the community

We undertake events and promotions every year to build community awareness of disability and inclusion. This year, we continued our partnership with the WA Football Commission to hold the now annual Count Me In round. We also funded and held events and activities as part of WA's sixth Disability Awareness Week WA with grants to support community events and production of a series of ten short films where people shared their experiences of life with disability – still available of our website.

We also sponsored public forums to promote real discussion of what disability means in WA, notably “Claiming Full Citizenship” in November 2015.

We invited applications for projects to the value of \$50,000 that are designed to increase inclusion and participation for people with disability. A total of 46 applications were received and 22 were approved at a value of \$863,204. The programs funded by the grants will commence upon the release of funds in September 2016 and will be finalised in April 2017.

## Disability Justice Service

While the Disability Justice Service (DJS) was initially established in 2012, this year was significant in the development of the service. In addition to continuing to support hundreds of West Australians with disability or cognitive impairment who are in contact with the justice system, 2015–2016 saw the opening of the Bennett Brook Disability Justice Centre.

The DJS, including the Bennett Brook Disability Justice Centre, has four high level principles that underpin its work across all service areas:

- build the social, adaptive and living skills of people with disability
- reintegrate people into their communities
- reduce the risk of people re-engaging in offending behaviours
- increase each person's quality of life.

### WA's first disability justice centre

On 4 August 2015, WA's first disability justice centre, known as the Bennett Brook Disability Justice Centre (Centre) was opened by the then Minister for Disability Services, the Hon Helen Morton MLC. This represents a significant advance in options for the placement of people who are deemed to be mentally impaired accused on the basis of a disability.



Bennett Brook Disability Justice Centre

The Centre represents a placement option that is appropriate and rehabilitative for people with intellectual or cognitive disability, or autism, as an alternative to prison.

Placement at the Centre is based on the recommendation of the Mentally Impaired Accused Review Board and the approval of the Minister for Disability Services.

The Centre operates under a positive behaviour support model, focused on the safety and development of residents through strongly personalised supports. The aim is to prepare residents for reintegration into the broader community.

This individualised support for residents is captured in an Individual Development Plan. These plans outline the services and supports each person will receive at the Centre and focus on each person's key goals. This may include activities, skill development, behavior support strategies and preparation for eventual return to the community.

## Reporting and compliance

The Centre works with the Mental Health Advocacy Service to ensure mandatory reporting occurs as required by the Declared Placed (Mentally Impaired Accused) Act 2015, and that advocacy services are provided for all residents.

In 2015–2016, the Mental Health Advocacy Service conducted 26 visits with Centre residents and received all required reporting from us.

Since it opened, three people have been placed at the Centre. Of those, one ceased to be a resident and was transferred to an alternative place of custody.

Centre residents may be granted a leave of absence by the Mentally Impaired Accused Review Board. This means residents may leave the Centre and participate in activities in the community. This can include attendance at basic health and medical appointments, or could be part of a developmental and skill building plan.

Over the past year residents have participated in 175 leave of absences, of which 170 were completed according to conditions contained in the relevant Leave of Absence order.

During the year, two independent reviews of the Centre were conducted. One focused on the programs and services for Centre residents and the other on security requirements.

In the review of the Centre's programs and services, retired Supreme Court Justice Hon Peter Blaxell and Professor Colleen Hayward of Edith Cowan University found that:

- the Centre is amply resourced to fulfill its role
- staff at the Centre have the appropriate qualifications and are well trained
- the Centre's operating procedures are comprehensive
- the systems in place strike a proper balance between prioritising the protection and safety of the community, staff and residents while at the same time delivering appropriate services to Centre residents.

The security review conducted by the Department of Corrective Services and an independent security consultant identified options for enhancing security at the Centre. Based on the advice, a range of security enhancements were implemented. There have been three reports of an unauthorised absence from the Centre.

## In-reach, prevention and diversion services

The DJS supports people with disability who are involved in the justice system through its in-reach/out-reach, prevention and diversion services. These services are available to people

with disability who have been sentenced, are on remand, are mentally impaired accused, and other people in the community. The in-reach service provides information, advocacy, planning and support either directly, through government networks or via non-government agencies.

The prevention and diversion service aims to reduce recidivism and divert people with disability away from the justice system. The service works to develop strategies for early intervention, prevention and diversion which are enhanced by working with the Courts, WA Police and the Department of Corrective Services.

In addition, the DJS delivers disability awareness training to staff working in custodial facilities. This includes prison officers, youth justice officers, community corrections officers and medical or allied health staff. Information sessions are delivered upon request.

The operation of the DJS and the Centre are supported by a multi-disciplinary team of allied health clinicians. The team works with government and non-government organisations to build capacity to support people with disability around issues relating to offending behaviour. This service is often delivered via consultancy to support staff, but may also include direct intervention with the person. Over the past 12 months, the DJS has provided support to over 85 people in the community and in various custodial settings.

## Quality of services

### National Standards for Disability

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 System

We are committed to ensuring the highest quality of supports and services for people with disability, their families and carers.

Through the Quality System, we evaluate service quality to ensure supports and services make a positive difference to the lives of users, support their goals and comply with the National Standards for Disability Services (the Standards). The system focuses on quality individual planning processes, contemporary person centred approaches, safeguarding and support for peoples' decision making and choice, as well as human rights and individual outcomes.

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 Standards. The second component is quality evaluations, which comprise independent evaluation of an organisation's compliance with the Standards and review of individual outcomes and service improvement initiatives.

### Consumer Liaison Service

#### Complaints handling

In 2015–2016, our electronic complaints management system was fully implemented with an ongoing focus on supporting and training staff to effectively and confidently manage complaints at the local level. The principles of impartiality, timeliness, confidentiality and transparency continue to guide the complaints process as we remain committed to continuous improvement.

We accept complaints through a wide range of formats (via telephone, letter, email, in person or via advocate, family member or guardian) to ensure accessibility, openness and transparency. We encourage the use of feedback and complaints to identify areas for improvement and to analyse emerging complaint trends.

Relevant information pamphlets are now widely distributed and displayed in our local offices. Complaints can be submitted to the Consumer Liaison Officer through our website and this year we introduced the use of social media as an alternative medium through which to raise issues and concerns.

People not satisfied with the management or outcome of their complaint are able to have their concerns reviewed through the Health and Disability Services Complaints Office (HaDSCO). This independent statutory authority provides a free and impartial complaints resolution service and is available to all users and providers of health and disability services.

### Complaints received

There were 42 complaints received in 2015–2016 compared with 41 in the previous year. Thirty two complaints were made by family members on behalf of a person with disability, six were made by people with a disability and four were made by a carer or representative on behalf of a person with disability. Of the 32 complaints made on behalf of a family member with disability, 17 were made for adults and 15 for children.

### Serious incident reporting

We have collected Serious Incident Reports (SIRs) since the Disability Services Act 1993 was proclaimed. SIRs are obtained from both government and non-government service providers that receive funding from us to ensure the quality of services provided in WA is maintained and that appropriate safeguarding is in place for people with disability.

In recent years we have undertaken work to strengthen the management and recording of incidents and our framework to oversee any appeals of decisions we made.

This year we implemented a major upgrade to the way we collect, record and use the data we receive through SIRs. In June 2016, following a year-long development process, an online system for submitting and managing SIRs went live.

The new system allows higher quality data collection, closer tracking of management actions and a far greater ability to analyse SIR data. This means that we will be able to conduct more timely and relevant trend analysis of serious incidents and more effectively manage data to safeguard vulnerable people. The new system also lessens the administrative burden on government and non-government organisations in serious incident reporting. As a consequence, we are already experiencing more timely reporting and management of serious incidents.

### Consumer and Carer Survey

Patterson Research Group were contracted to conduct the 2016 Consumer and Carer Survey. This survey collected data from a random sample of 735 people with disability and their carers using an approach that ensured different service types and age groups were adequately represented.

Consumers were asked about their service experience and satisfaction, as well as their awareness of their complaints process. Information is captured in the table below.

### Consumer satisfaction of complaints process and awareness about their right to complain

Measure	2013–2014	2014–2015	2015–2016
Consumer reported awareness of the right to complain	83%	86%	84%
Consumer didn't wish to complain	82%	79%	83%
Consumer reported making at least one complaint	11%	14%	10%
Consumer reported a cause to complain but felt unable to do so	7%	8%	7%

In addition to similar questions asked of consumers, carers were also asked about their satisfaction with the handling and outcome of any complaints they made, and a range of questions relating to the Carers Charter. The two tables below detail these responses.

### Carer satisfaction of complaints process and awareness about their right to complain

Measure	2013–2014	2014–2015	2015–2016
Carer reported receiving information about complaints	67%	64%	62%
Awareness of their right to complain	80%	81%	78%
Carer reported making at least one complaint	12%	8%	6%
Consumer reported a cause to complain but felt unable to do so	5%	15%	4%
Carer satisfaction that every effort was made to find a solution	57%	42%	62%
Carer satisfaction with complaint outcome	44%	28%	48%

### Responses from carers on questions relating to the Carers Charter

Measure	2013–2014	2014–2015	2015–2016
Treated with respect by staff	94%	95%	96%
Included in service delivery	88%	91%	92%
Included in assessments	92%	92%	92%
Included in the planning or review sessions	91%	93%	93%
Sensitive to carers' views	89%	89%	91%
Sensitive to carers' needs	86%	87%	89%

# Implementing the Carers Charter

In Western Australia the Carers Charter guides best practice on how carers are treated and involved in service planning and delivery.

The Charter is a legislative requirement under the Carers Recognition Act 2004, which ensures that all organisations, including the Commission, take reasonable steps to comply with the terms of the Charter.

We have had a reference group established for many years, which continued during this reporting period, to oversee the implementation of our responsibilities in relation to carers.

Through the work of this reference group, we ensure carer representatives are included in our governance and advisory groups that guide the planning and implementation of disability services in the State. This extends to the Commission's Board, NDIS-related reference groups, the independent panels that support operational parts of our business – like the Combined Application Process (see page 31) – and our Accommodation Transition Project (see page 36).

This year we also progressed a number of specific projects in which carers were a fundamental consideration:

- In planning and designing the Respite House being built in the Pilbara (see page 42) we ensured strong carers representation on the Local Community Liaison Group that is guiding the project, as carers of Pilbara residents with disability are a major stakeholders in this project.
- Our Remote Area Strategy (see page 41) continued to provide targeted, culturally appropriate supports to carers in remote parts of our State, reducing the impact of geographic isolation for those with carer roles.
- The CATCH initiative that we undertake in collaboration with the Department of Health and Department for Child Protection and Family Support continued to support the parents of young children who are dependent on technology and cared for in their family home with tailored medical supports.
- To ensure carers were kept informed of developments relating to the WA NDIS, we funded a carer and consumer network which includes Carers WA, Consumers of Mental Health WA (CoMHWA) and Helping Minds Mental Health Carers. The network encourages collaboration, education and advocacy between consumers, carers and service providers participating in WA NDIS.
- To make sure carers from culturally and linguistically diverse backgrounds were also supported with access to information, we prepared customised information on the NDIS and through relationships with local organisations delivered specially targeted NDIS information sessions.
- We have also developed a planning framework to support Local Coordinators in their planning role with people, their families and carers. This highlights the vital role played by carers and the importance of their inclusion in the planning process.

## Case study:

### WA NDIS housing initiative in the Lower South West

Flexible options that meet the individual needs of people with disability are the driving force behind our work to support people with their housing and accommodation choices.

This flexible, person-centred approach is at the core of a project we undertook in 2015 with the Housing Authority and Access Housing Australia to design and construct five homes to support six people to live independently in their home town of Busselton.

This housing initiative aimed to support people to access affordable housing options that offered them the opportunity to live independent lives in their local community. The underpinning model is that housing is integrated with the community, not segregated, and supports inclusion and the development of natural support networks.

The WA NDIS planning process was the starting point for the project, with individual plans for each person established to support their goals. With the support of a Local Coordinator, each person developed a plan based on their identified goals while also exploring a range of possibilities and options.

Joel Davies has moved into a two-bedroom, two-bathroom unit, after spending many years preparing to move from his family home into independent living.

His WA NDIS plan enabled him to access the support he needed during the transition period. Drop-in support now assists him to build on his independent living skills.

Dillan McNess has also moved into a two-bedroom, two-bathroom unit and said it gave him both privacy and freedom. He receives support under his WA NDIS plan to assist him to live independently, have friendships and community connections, and to be as fit and healthy as possible.

Access Housing Chief Executive Officer Garry Ellender said the collaboration between organisations was vital in tangibly increasing the supply of suitable, sustainable housing for people living with disability.

We provided the Housing Authority with \$1.6 million to design and construct two 2-bedroom, 2-bathroom units, as well as one 3-bedroom, 2-bathroom house. Access Housing funded the development of an additional two 2-bedroom, 2-bathroom units. The homes were designed to meet universal design principles to meet people's individual needs.



Joel Davis (centre) at his new home in Busselton, with Local Coordinator Teresa Jeffries (left) and Michelle Bickers (right) from the Housing Authority.

# Financial statements

## Certification of Financial Statements for the year ended 30 June 2016

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 2016 and the financial position as at 30 June 2016.

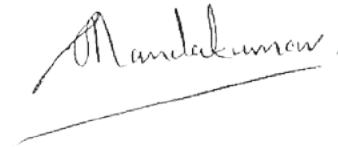
At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.



Bruce Langoulant  
Chairperson  
Disability Services Commission Board



Russell Aubrey  
Board member  
Disability Services Commission Board



Nanda Nandakumar  
A/Chief Finance Officer  
Disability Services Commission

31 August 2016

## Statement of Comprehensive Income for the year ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000
<b>Cost of Services</b>			
<b>Expenses</b>			
Employee benefits expense	6	160,297	155,395
Supplies and services	7	28,206	32,315
Depreciation and amortisation expense	8	5,498	4,999
Accommodation expenses	9	10,690	11,726
Expenditure on services provided by funded agencies		674,420	641,826
Individual funding and other grants		27,966	22,483
Loss on disposal of non-current assets	14	385	60
Other expenses	10	3,286	4,172
<b>Total Cost of Services</b>		<b>910,748</b>	<b>872,976</b>
<b>Income</b>			
<b>Revenue</b>			
User charges and fees	11	6,518	8,119
Commonwealth grants and contributions	12	157,709	165,103
Other revenue	13	10,493	10,571
<b>Total Revenue</b>		<b>174,720</b>	<b>183,793</b>
<b>Total Income other than Income from State Government</b>		<b>174,720</b>	<b>183,793</b>
<b>Net Cost of Services</b>		<b>736,028</b>	<b>689,183</b>

	Notes	2016 \$'000	2015 \$'000
<b>Income from State Government</b>	15		
Service appropriation		720,819	699,448
Services received free of charge		5,069	2,194
Royalties for Regions Fund		80	124
<b>Total income from State Government</b>		<b>725,968</b>	<b>701,766</b>
<b>Surplus/(Deficit) for the Period</b>		<b>(10,060)</b>	<b>12,583</b>
<b>Other Comprehensive Income</b>			
<b>Items not reclassified subsequently to profit or loss</b>			
Changes in asset revaluation surplus/(deficit)	26	(8,192)	2,319
<b>Total other comprehensive income</b>		<b>(8,192)</b>	<b>2,319</b>
<b>Total Comprehensive Income for the Period</b>		<b>(18,252)</b>	<b>14,902</b>

Refer also to note 38 'Schedule of Income and Expenses by Service'.

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

## Statement of Financial Position as at 30 June 2016

	Notes	2016 \$'000	2015 \$'000
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	27	4,436	5,722
Restricted cash and cash equivalents	16, 27	69,623	20,936
Receivables	17	7,006	6,518
Amounts receivable for services	18	509	904
Other current assets	19	2,079	1,343
<b>Total Current Assets</b>		<b>83,653</b>	<b>35,423</b>
<b>Non-Current Assets</b>			
Amounts receivable for services	18	50,164	44,391
Property, plant and equipment	20	44,625	50,025
Intangible assets	22	5,302	6,973
<b>Total Non-Current Assets</b>		<b>100,091</b>	<b>101,389</b>
<b>Total Assets</b>		<b>183,744</b>	<b>136,812</b>

	Notes	2016 \$'000	2015 \$'000
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables	24	68,918	7,747
Provisions	25	33,595	31,497
<b>Total Current Liabilities</b>		<b>102,513</b>	<b>39,244</b>
<b>Non-Current Liabilities</b>			
Provisions	25	5,603	5,687
<b>Total Non-Current Liabilities</b>		<b>5,603</b>	<b>5,687</b>
<b>Total Liabilities</b>		<b>108,116</b>	<b>44,391</b>
<b>Net Assets</b>		<b>75,628</b>	<b>91,881</b>
<b>Equity</b>	26		
Contributed equity		35,321	33,322
Reserves		42,225	50,417
Accumulated surplus /(deficit)		(1,918)	8,142
<b>Total Equity</b>		<b>75,628</b>	<b>91,881</b>

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

## Statement of changes in equity for the year ended 30 June 2016

	Notes	Contributed equity \$'000	Reserves \$'000	Accumulated surplus/ (deficit) \$'000	Total equity \$'000
<b>Balance at 1 July 2014</b>	26	24,222	58,586	(4,441)	78,367
Correction of prior period errors		-	(10,488)	-	(10,488)
<b>Restated balance at 1 July 2014</b>		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 Contributions		9,100	-	-	9,100
Distributions to owners		-	-	-	-
Total		9,100	-	-	9,100
<b>Balance at 30 June 2015</b>		<b>33,322</b>	<b>50,417</b>	<b>8,142</b>	<b>91,881</b>
<b>Balance at 1 July 2015</b>		33,322	50,417	8,142	91,881
Surplus/(deficit)		-	-	(10,060)	(10,060)
Other comprehensive income		-	(8,192)	-	(8,192)
Total comprehensive income for the period			(8,192)	(10,060)	(18,252)
Transactions with owners in their capacity as owners:					
Capital appropriations		1,999	-	-	1,999
Distributions to owners		-	-	-	-
Total		1,999	-	-	1,999
<b>Balance at 30 June 2016</b>		<b>35,321</b>	<b>42,225</b>	<b>(1,918)</b>	<b>75,628</b>

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 2016

	Notes	2016 Inflows (Outflows) \$'000	2015 Inflows (Outflows) \$'000
<b>Cash Flows from State Government</b>			
Service appropriation		731,486	693,167
Capital appropriation		1,999	9,100
Holding account drawdown		904	1,120
Royalties for Regions Fund		80	124
<b>Net cash provided by State Government</b>		<b>734,469</b>	<b>703,511</b>
Utilised as follows:			
<b>Cash Flows from Operating Activities</b>			
<b>Payments</b>			
Employee benefits		(164,449)	(153,033)
Supplies and services		(38,408)	(45,387)
Payments for services provided by funded agencies		(674,420)	(641,826)
Individual funding & other grants		(27,966)	(22,483)
GST payments on purchases		(70,214)	(68,448)
GST payments to taxation authority		(960)	(1,402)
<b>Receipts</b>			
User charges and fees		6,551	8,137
Commonwealth grants and contributions		208,560	165,103
GST receipts on sales		1,038	1,237
GST receipts from taxation authority		69,479	69,814
Other receipts		10,725	11,312
<b>Net cash provided by/(used in) operating activities</b>	<b>27</b>	<b>(680,064)</b>	<b>(676,976)</b>

	Notes	2016 Inflows (Outflows) \$'000	2015 Inflows (Outflows) \$'000
<b>Cash Flows from Investing Activities</b>			
<b>Payments</b>			
Purchase of non-current physical assets		(7,004)	(12,927)
<b>Receipts</b>			
Proceeds from sale of non-current physical assets		-	1,535
<b>Net cash provided by/(used in) investing activities</b>		<b>(7,004)</b>	<b>(11,392)</b>
Net increase/(decrease) in cash and cash equivalents		47,401	15,143
Cash and cash equivalents at the beginning of period		26,658	11,515
<b>Cash and Cash Equivalents at the end of Period</b>	27	<b>74,059</b>	<b>26,658</b>

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 2016

### Note 1. Australian Accounting Standards

#### General

The Commission's financial statements for the year ended 30 June 2016 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 2016.

### 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 and buildings 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 transfers 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 of 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 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 buildings is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. 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. Fair value for restricted use land is determined by comparison with market evidence for land with similar approximate utility (high restricted use land) or market value of comparable unrestricted land (low restricted use land).

Land and buildings are independently valued annually by the Western Australian Land Information Authority (Valuation Services) 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.

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

- (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 website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website that can be reliably measured, are capitalised to the extent they represent probable future economic benefits.

#### (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 a 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 a specialised 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 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.

Operating leases are expensed on a straight line basis 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. 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 fair value.

### **(m) Amounts receivable for services (holding account)**

The Commission receives funding on an accrual basis. The appropriations are paid partly in cash and partly as an asset (holding account receivable). The accrued amount receivable 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 wholly within 12 months after the end of the reporting period and is therefore considered to be 'other long-term employee benefits'. The annual leave liability 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

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

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

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

unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

#### Superannuation

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

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

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

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a

defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the Commission to GESB extinguishes the agency's obligations to the related superannuation liability.

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

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

### **(ii) Provisions – other**

Employment on-costs

Employment on-costs, including workers' 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, or adopted, for annual reporting periods beginning on or after 1 July 2015 that impacted on the Commission.

AASB 2013-9	<p>Amendments to Australian Accounting Standards - Conceptual Framework, Materiality and Financial Instruments.</p> <p>Part C of this 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>
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 &amp; 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 AASB 9.</p>
AASB 2015-3	<p>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>

### 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 the following Australian Accounting Standards from their application date.

Title	Operative for reporting periods beginning on/after
<p>AASB 9 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>	1 January 2018
<p>AASB 15 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>	1 January 2018
<p>AASB 16 Leases</p> <p>This Standard introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 January 2019

Title	Operative for reporting periods beginning on/after
<p>AASB 1057</p> <p>Application of Australian Accounting Standards</p> <p>This Standard lists the application paragraphs for each other Standard (and Interpretation), grouped where they are the same. There is no financial impact.</p>	1 January 2016
<p>AASB 2010-7</p> <p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 &amp; 1038 and Int 2, 5, 10, 12, 19 &amp; 127]</p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.</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>	1 January 2018
<p>AASB 2014-1</p> <p>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</p> <p>Amendments to Australian Accounting Standards – Accounting for Acquisitions of Interests in Joint Operations [AASB 1 &amp; 11]</p> <p>The Commission establishes Joint Operations in pursuit of its objectives and does not routinely acquire interests in Joint Operations.</p> <p>Therefore, there is no financial impact on application of the Standard.</p>	1 January 2016
<p>AASB 2014-4</p> <p>Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation [AASB 116 &amp; 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

Title	Operative for reporting periods beginning on/after
<p>AASB 2014-5</p> <p>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>	<p>1 January 2018</p>
<p>AASB 2014-7</p> <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>
<p>AASB 2014-9</p> <p>Amendments to Australian Accounting Standards – Equity Method in Separate Financial Statements [AASB 1,127 &amp;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>	<p>1 January 2016</p>
<p>AASB 2014-10</p> <p>Amendments to Australian Accounting Standards – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture [AASB 10 &amp; 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>	<p>1 January 2016</p>

Title	Operative for reporting periods beginning on/after
<p>AASB 2015-1</p> <p>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 &amp; 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</p> <p>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 101 [AASB 7, 101, 134 &amp; 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 2015-6</p> <p>Amendments to Australian Accounting Standards – Extending Related Party Disclosures to Not-for-Profit Public Sector Entities [AASB 10, 124 &amp; 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. There is no financial impact.</p>	1 July 2016
<p>AASB 2015-8</p> <p>Amendments to Australian Accounting Standards – Effective Date of AASB 15</p> <p>This Standard amends the mandatory effective date (application date) of AASB 15 Revenue from Contracts with Customers so that AASB 15 is required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2017. The Commission has not yet determined the application or the potential impact of AASB 15.</p>	1 January 2017

Title	Operative for reporting periods beginning on/after
<p>AASB 2015-10</p> <p>Amendments to Australian Accounting Standards – Effective Date of Amendments to AASB 10 &amp; 128</p> <p>This Standard defers the mandatory effective date (application date) of amendments to AASB 10 &amp; 128 that were originally made in AASB 2014-10 so that the amendments are required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2016. The Commission has not yet determined the application or the potential impact of AASB 2014-10.</p>	<p>1 January 2016</p>
<p>AASB 2016-2</p> <p>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107</p> <p>This Standard amends AASB 107 Statement of Cash Flows (August 2015) to require disclosures that enable users of financial statements to evaluate changes in liabilities arising from financing activities, including both changes arising from cash flows and non-cash changes. There is no financial impact.</p>	<p>1 January 2017</p>
<p>AASB 2016-3</p> <p>Amendments to Australian Accounting Standards – Clarification to AASB 15</p> <p>This Standard clarifies identifying performance obligations, principal versus agent considerations, timing of recognising revenue from granting a licence, and provides further transitional provisions to AASB 15. The Commission has not yet determined the application or the potential impact.</p>	<p>1 January 2018</p>
<p>AASB 2016-4</p> <p>Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities</p> <p>This Standard clarifies that the recoverable amount of primarily non-cash-generating assets of not-for-profit entities, which are typically specialised in nature and held for continuing use of their service capacity, is expected to be materially the same as fair value determined under AASB 13 Fair Value Measurement. The Commission has not yet determined the application or the potential impact.</p>	<p>1 January 2017</p>

## Note 6. Employee benefits expense

	2016 \$000	2015 \$000
Wages and salaries (see note a)	146,783	142,037
Superannuation – defined contribution plans (see note b)	13,514	13,358
	<u>160,297</u>	<u>155,395</u>

## 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

	2016 \$000	2015 \$000
Communications	1,344	1,324
Consultants and contractors	15,881	18,524
Consumables	6,508	7,084
Repairs and maintenance	507	601
Lease rentals (Motor Vehicles)	2,471	2,683
Travel	673	763
Other	822	1,336
	<u>28,206</u>	<u>32,315</u>

### Note 8. Depreciation and amortisation expense

	2016 \$000	2015 \$000
<b>Depreciation</b>		
Buildings	632	805
Plant and equipment	34	55
Computer equipment	1,477	1,605
Medical equipment	20	21
Motor vehicles	2	1
Office equipment	115	118
Leasehold improvements	1,563	1,672
<b>Total depreciation</b>	<b>3,843</b>	<b>4,277</b>
<b>Amortisation</b>		
Intangible assets	1,655	722
<b>Total amortisation</b>	<b>1,655</b>	<b>722</b>
<b>Total depreciation and amortisation</b>	<b>5,498</b>	<b>4,999</b>

### Note 9. Accommodation expenses

	2016 \$000	2015 \$000
Lease rentals	7,701	7,953
Repairs and maintenance	2,244	2,502
Cleaning	370	885
Other	375	386
	<b>10,690</b>	<b>11,726</b>

### Note 10. Other expenses

	2016 \$000	2015 \$000
Insurance	693	546
Doubtful debts expense	4	22
Employment on-costs (see note a)	2,583	3,602
Other	6	2
	<b>3,286</b>	<b>4,172</b>

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

	2016 \$000	2015 \$000
Board and lodging	6,518	8,119
	<b>6,518</b>	<b>8,119</b>

## Note 12. Commonwealth grants and contributions

	2016 \$000	2015 \$000
National Disability Agreement	138,498	151,326
National Partnership Payment	3,637	12,489
National Partnership Payments - HACC	2,176	-
National Partnership Agreement on pay equity	13,296	1,179
Other	102	109
	<u>157,709</u>	<u>165,103</u>

## Note 13. Other revenue

	2016 \$000	2015 \$000
Sundry revenue	3,823	3,259
Community aides equipment program	2,189	2,157
Executive vehicle scheme contribution	76	71
Government employee housing authority – Employee contribution	137	129
Recoups from disability sector organisations	4,268	4,955
	<u>10,493</u>	<u>10,571</u>

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

	2016 \$000	2015 \$000
Net proceeds from disposal of non-current assets		
Land, plant and equipment	-	1,535
Carrying amount of non-current assets disposed		
Land, plant and equipment	(385)	(1,595)
Net gain/(loss)	<u>(385)</u>	<u>(60)</u>

### Note 15. Income from State Government

	2016 \$000	2015 \$000
Appropriation received during the period:		
Service appropriation (see note a)	720,819	699,448
	720,819	699,448
Services received free of charge from other State government agencies during the period:		
Health Department	4,426	1,538
State Solicitors Office	87	77
Department of Finance	556	579
	5,069	2,194
Royalties for Regions Fund	80	124
	725,968	701,766

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

	2016 \$000	2015 \$000
<b>Current</b>		
Special Purpose Fund (see note a)	67,800	13,472
27 <sup>th</sup> Pay Provision (see note c )	-	5,610
Other (see note b)	1,823	1,854
	69,623	20,936

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

	2016 \$000	2015 \$000
Current		
Receivables	2,514	2,650
Allowance for impairment of receivables	(90)	(87)
Accrued revenue	219	248
GST receivable	4,363	3,707
	7,006	6,518
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of period	87	141
Doubtful debts expense	4	22
Amounts written off during the period	-	(27)
Amount recovered/ written back during the period	(1)	(49)
Balance at end of period	90	87

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

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

	2016 \$000	2015 \$000
Current	509	904
Non-current	50,164	44,391
	50,673	45,295

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

	2016 \$000	2015 \$000
Current		
Prepayments	2,079	1,343
	2,079	1,343

# Note 20. Property, plant and equipment

	2016 \$000	2015 \$000
<b>Land</b>		
At fair value (see note a)	18,659	19,155
	18,659	19,155
<b>Buildings</b>		
At fair value (see note a)	11,839	13,060
	11,839	13,060
<b>Computing equipment</b>		
At cost	12,372	9,630
Accumulated depreciation	(5,759)	(5,740)
	6,613	3,890
<b>Medical equipment</b>		
At cost	270	231
Accumulated depreciation	(162)	(142)
	108	89
<b>Motor Vehicle</b>		
At cost	7	7
Accumulated depreciation	(3)	(1)
	4	6
<b>Plant and equipment</b>		
At cost	604	734
Accumulated depreciation	(466)	(558)
	138	176

	2016 \$000	2015 \$000
<b>Office equipment</b>		
At cost	588	567
Accumulated depreciation	(290)	(236)
	298	331
<b>Leasehold improvements</b>		
At cost	18,009	16,240
Accumulated depreciation	(13,011)	(12,567)
	4,998	3,673
<b>Work in Progress</b>	1,968	9,645
	44,625	50,025

Note:

- Land and buildings were revalued as at 1 July 2015 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2016 and recognised at 30 June 2016. In undertaking the revaluation, fair value was determined by reference to market values for land: \$12.877 million (2015: \$14.213 million) and buildings: \$3.084 million. For the remaining balance, fair value of land was determined on the basis of current use land 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 next page.

Information on fair value measurements is provided in Note 21.

	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
<b>2016</b>										
Carrying amount at start of year	19,155	13,060	3,890	89	6	176	331	3,673	9,645	50,025
Additions	-	-	-	-	-	-	-	-	7,021	7,021
Disposals	-	-	-	-	-	(5)	(4)	(376)	-	(385)
Depreciation	-	(632)	(1,477)	(20)	(2)	(34)	(115)	(1,563)	-	(3,843)
Transfer between asset classes	-	7,108	4,200	39	-	1	86	3,264	(14,698)	-
Revaluation increments/(decrements)	(496)	(7,697)	-	-	-	-	-	-	-	(8,193)
<b>Carrying amount at end of year</b>	<b>18,659</b>	<b>11,839</b>	<b>6,613</b>	<b>108</b>	<b>4</b>	<b>138</b>	<b>298</b>	<b>4,998</b>	<b>1,968</b>	<b>44,625</b>
<b>2015</b>										
Carrying amount at start of year	20,355	10,320	5,210	104	-	275	278	4,949	5,253	46,744
Additions	-	-	-	-	-	-	-	-	6,834	6,834
Disposals	(1,080)	(431)	-	-	-	(44)	(2)	(38)	-	(1,595)
Depreciation	-	(805)	(1,605)	(21)	(1)	(55)	(118)	(1,672)	-	(4,277)
Transfer between classes	-	1,537	285	6	7	-	173	434	(2,442)	-
Revaluation increments/(decrements)	(120)	2,439	-	-	-	-	-	-	-	2,319
<b>Carrying amount at end of year</b>	<b>19,155</b>	<b>13,060</b>	<b>3,890</b>	<b>89</b>	<b>6</b>	<b>176</b>	<b>331</b>	<b>3,673</b>	<b>9,645</b>	<b>50,025</b>

## Note 21. Fair Value Measurements

Assets measured at fair value:

2016	Level 1	Level 2	Level 3	Fair Value At end of period
	\$000	\$000	\$000	\$000
Land (see note 20)	-	12,877	5,782	18,659
Buildings (see note 20)	-	3,084	8,755	11,839
	-	<b>15,961</b>	<b>14,537</b>	<b>30,498</b>

### Valuation techniques to derive Level 2 fair values

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

### Fair value measurements using significant unobservable inputs (Level 3)

2016	Land \$000	Buildings \$000
Fair Value at start of period	4,942	13,060
Additions	-	7,108
Revaluation increments/(decrements) recognised in Other Comprehensive Income	(60)	(2,841)
Transfers (from/(to) Level 2)	900	(8,270)
Disposals	-	-
Depreciation Expense	-	(302)
Fair Value at end of period	<b>5,782</b>	<b>8,755</b>
Total gains or losses for the period included in profit or loss, under 'Other Gains'	-	-

2015	Land \$000	Buildings \$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	<b>4,942</b>	<b>13,060</b>
Total gains or losses for the period included in profit or loss, under 'Other Gains'	-	-

## 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.

### Land (Level 3 fair values)

Fair value for restricted use land is based on comparison with market evidence for land with low level utility (high restricted use land). The relevant comparators of land with low level utility are selected by the Western Australian Land Information Authority (Valuation Services) and represents the application of a significant Level 3 input in this valuation methodology. The fair value measurement is sensitive to values of comparator land, with higher values of comparator land correlating with higher estimated fair values of land.

### Buildings (Level 3 fair values)

Fair value for existing use specialised buildings 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.

Valuation using depreciated replacement cost utilises the significant Level 3 input, consumed economic benefit/obsolescence of asset which is estimated by the Western Australian Land Information Authority (Valuation Services). The fair value measurement is sensitive to the estimate of consumption/obsolescence, with higher values of the estimate correlating with lower estimated fair values of buildings.

## 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.

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

Description and fair value as at 30 June	Fair Value 2016 \$000	Fair Value 2015 \$000	Valuation technique(s)	Unobservable inputs
Land	5,782	4,942	Market approach	Selection of land with similar approximate utility
Buildings	8,755	13,060	Depreciated Replacement Cost	Consumed economic benefit/ obsolescence of asset Historical cost per square metre floor area (m <sup>2</sup> )

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

### Note 22. Intangible assets

	2016 \$000	2015 \$000
<b>Computer software</b>		
At cost	13,166	12,427
Accumulated amortisation	(7,864)	(6,209)
	5,302	6,218
Work in Progress	-	755
	5,302	6,973
<b>Reconciliation</b>		
<b>Computer software</b>		
Carrying amount at start of period	6,973	1,602
Additions	-	5,338
Disposals	-	-
Work in Progress	-	755
Transfers*	(16)	-
Amortisation expense	(1,655)	(722)
Carrying amount at end of period	5,302	6,973

\* expensed during the year

### Note 23. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2016.

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

	2016 \$000	2015 \$000
<b>Current</b>		
Trade Payables	806	1,222
State and Commonwealth grant contribution	67,800	-
Accrued expenses	312	717
Accrued salaries	-	5,808
	<u>68,918</u>	<u>7,747</u>

### Note 25. Provisions

	2016 \$000	2015 \$000
<b>Current</b>		
Employee benefits provision		
Annual leave (see note a)	10,877	9,976
Long service leave (see note b)	14,734	12,335
Accrued days off (see note a)	3,157	2,241
Public holidays (see note a)	3,772	3,224
Deferred Salary	145	210
Time off in lieu (see note a)	18	31
	<u>32,703</u>	<u>28,017</u>
Other provisions		
Employment on-costs (see note c)	892	3,480
	<u>892</u>	<u>3,480</u>
	<u>33,595</u>	<u>31,497</u>
<b>Non-current</b>		
Employee benefits provision		
Long service leave (see note b)	5,454	5,045
	<u>5,454</u>	<u>5,045</u>
Other provisions		
Employment on-costs (see note c)	149	642
	<u>149</u>	<u>642</u>
	<u>5,603</u>	<u>5,687</u>

## Notes:

- 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:

	2016 \$000	2015 \$000
Within 12 months of the end of the reporting period	15,112	13,143
More than 12 months after the end of the reporting period	2,712	2,329
	<u>17,824</u>	<u>15,472</u>

- 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:

	2016 \$000	2015 \$000
Within 12 months of the end of the reporting period	4,826	3,730
More than 12 months after the end of the reporting period	15,362	13,650
	<u>20,188</u>	<u>17,380</u>

- 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'.

## Movement employment on-cost provisions

	2016 \$000	2015 \$000
Carrying amount at start of the period	4,122	4,249
Additional provision recognised	246	(127)
Carrying amount at the end of the period	<u>4,368</u>	<u>4,122</u>

## 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.

	2016 \$000	2015 \$000
<b>Contributed equity</b>		
Balance at start of period	33,322	24,222
Contributions by owners		
Capital appropriation	1,999	9,100
<b>Total contributions by owners</b>	1,999	9,100
<b>Balance at end of period</b>	35,321	33,322
<b>Reserves</b>		
Asset revaluation surplus		
Balance at start of period	50,417	48,098
Net revaluation increments/(decrements)		
Land	(496)	(120)
Buildings	(7,696)	2,439
<b>Balance at end of period</b>	42,225	50,417
<b>Accumulated surplus/(deficit)</b>		
Balance at start of period	8,142	(4,441)
Result for the period	(10,060)	12,583
<b>Balance at end of period</b>	(1,918)	8,142
	75,628	91,881

## 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:

	2016 \$000	2015 \$000
Cash and cash equivalents	4,436	5,722
Restricted cash and cash equivalents (refer to note 16)	69,623	20,936
	74,059	26,658

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

	2016 \$000	2015 \$000
Net cost of services	(736,028)	(689,183)
<b>Non-cash items</b>		
Depreciation and amortisation expense (note 8 'Depreciation and amortisation expense')	5,498	4,999
Services received free of charge (note 15 'Income from State Government')	5,069	2,194
Net (gain)/loss on sale of property, plant and equipment (note 14 'net gain/ (loss) on disposal of non-current assets')	385	60
<b>(Increase)/decrease in assets</b>		
Current receivables (see note a)	168	749
Other current assets	(736)	48
<b>Increase/(decrease) in liabilities</b>		
Current payables (see note a)	44,222	2,527
Current provisions	2,098	604
Non-current provisions	(84)	(176)
Change in GST in receivables/payables (see note b)	(656)	1,202
<b>Net cash provided by/ (used in) operating activities</b>	<b>(680,064)</b>	<b>(676,976)</b>

Notes:

- 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.
- This reverses out the GST in receivables and payables.

**Note 28. Commitments**

	2016 \$000	2015 \$000
<b>Non-cancellable operating lease commitments (Motor vehicles)</b>		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	918	1,286
Later than 1 year and not later than 5 years	825	1,389
Later than 5 years	3	9
	<b>1,746</b>	<b>2,684</b>
<b>Non-cancellable operating lease commitments (Buildings)</b>		
Within 1 year	7,117	8,458
Later than 1 year and not later than 5 years	10,333	17,113
Later than 5 years	7	136
	<b>17,457</b>	<b>25,707</b>

The Commission has entered into a property lease which is a non-cancellable lease with a minimum five year term, with rent payable monthly in advance. Contingent rent provisions within the lease agreement require 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

All variances between estimates (original budget) and actual results for 2016, and between the actual results for 2016 and 2015 are shown below. Narratives are provided for key variations selected from observed major variances which are generally greater than:

- 5% and \$17.5 million for the Statements of Comprehensive Income and Cash flows; and
- 5% and \$2.5 million for the Statement of Financial Position

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Statement of Comprehensive Income (Controlled Operations)</b>						
<b>Expenses</b>						
Employee benefits expense		166,399	160,297	155,395	(6,102)	4,902
Supplies and services		36,683	28,206	32,315	(8,477)	(4,109)
Depreciation and amortisation expense		6,282	5,498	4,999	(784)	499
Accommodation expenses		10,879	10,690	11,726	(189)	(1,036)
Expenditure on Services provided by funded agencies	1, A	721,147	674,420	641,826	(46,727)	32,594
Individual funding and other grants		18,818	27,966	22,483	9,148	5,483
Loss on disposal of non-current assets		0	385	60	385	325
Other expenses		3,517	3,286	4,172	(231)	(886)
<b>Total cost of services</b>		<b>963,725</b>	<b>910,748</b>	<b>872,976</b>	<b>(52,977)</b>	<b>37,772</b>

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Income</b>						
User charges and fees		8,535	6,518	8,119	(2,017)	(1,601)
Commonwealth grants and contributions	2	231,857	157,709	165,103	(74,148)	(7,394)
Other revenue		5,500	10,493	10,571	4,993	(78)
<b>Total Revenue</b>		<b>245,892</b>	<b>174,720</b>	<b>183,793</b>	<b>(71,172)</b>	<b>(9,073)</b>
<b>Total income other than income from State Government</b>						
		<b>245,892</b>	<b>174,720</b>	<b>183,793</b>	<b>(71,172)</b>	<b>(9,073)</b>
<b>Net Cost of Services</b>						
		<b>717,833</b>	<b>736,028</b>	<b>689,183</b>	<b>18,195</b>	<b>46,845</b>
<b>Income from State Government</b>						
Service appropriation	B	716,831	720,819	699,448	3,988	21,371
Services received free of charge		1,130	5,069	2,194	3,939	2,875
Royalties for Regions Fund		86	80	124	(6)	(44)
<b>Total income from State Government</b>		<b>718,047</b>	<b>725,968</b>	<b>701,766</b>	<b>7,921</b>	<b>24,202</b>
<b>Surplus/(Deficit) for the Period</b>						
	C	<b>214</b>	<b>(10,060)</b>	<b>12,583</b>	<b>(10,274)</b>	<b>(22,643)</b>
<b>Other Comprehensive Income</b>						
Changes in asset revaluation surplus		0	(8,192)	2,319	(8,192)	(10,511)
<b>Total other comprehensive income</b>		<b>0</b>	<b>(8,192)</b>	<b>2,319</b>	<b>(8,192)</b>	<b>(10,511)</b>
<b>Total Comprehensive Income for the Period</b>		<b>214</b>	<b>(18,252)</b>	<b>14,902</b>	<b>(18,466)</b>	<b>(33,154)</b>

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Statement of Financial Position (Controlled Operations)</b>						
<b>Assets</b>						
<b>Current Assets</b>						
Cash and cash equivalents		4,366	4,436	5,722	70	(1,286)
Restricted cash and cash equivalents	3, D	977	69,623	20,936	68,646	48,687
Receivables		8,469	7,006	6,518	(1,463)	488
Amounts receivable for services		509	509	904	0	(395)
Other current assets		1,352	2,079	1,343	727	736
<b>Total Current Assets</b>		<b>15,673</b>	<b>83,653</b>	<b>35,423</b>	<b>67,980</b>	<b>48,230</b>
<b>Non-Current Assets</b>						
Amounts receivable for services	E	50,164	50,164	44,391	0	5,773
Property, plant and equipment	4, F	58,678	44,625	50,025	(14,053)	(5,400)
Intangible assets	5	1,602	5,302	6,973	3,700	(1,671)
<b>Total Non-Current Assets</b>		<b>110,444</b>	<b>100,091</b>	<b>101,389</b>	<b>(10,353)</b>	<b>(1,298)</b>
<b>Total Assets</b>		<b>126,117</b>	<b>183,744</b>	<b>136,812</b>	<b>57,627</b>	<b>46,932</b>

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Liabilities</b>						
<b>Current Liabilities</b>						
Payables	6, G	1,108	68,918	7,747	67,810	61,171
Provision	7	30,903	33,595	31,497	2,692	2,098
<b>Total Current Liabilities</b>		<b>32,011</b>	<b>102,513</b>	<b>39,244</b>	<b>70,502</b>	<b>63,269</b>
<b>Non-Current Liabilities</b>						
Provisions		5,863	5,603	5,687	(260)	( 84)
<b>Total Non-Current Liabilities</b>		<b>5,863</b>	<b>5,603</b>	<b>5,687</b>	<b>(260)</b>	<b>(84)</b>
<b>Total Liabilities</b>		<b>37,874</b>	<b>108,116</b>	<b>44,391</b>	<b>70,242</b>	<b>63,185</b>
<b>Net Assets</b>		<b>88,243</b>	<b>75,628</b>	<b>91,881</b>	<b>(12,615)</b>	<b>(16,253)</b>
<b>Equity</b>						
Contributed equity		33,646	35,321	33,322	1,675	1,999
Reserves	8, H	58,585	42,225	50,417	(16,360)	(8,192)
Accumulated surplus/(deficit)	I	(3,988)	(1,918)	8,142	2,070	(10,060)
<b>Total Equity</b>		<b>88,243</b>	<b>75,628</b>	<b>91,881</b>	<b>(12,615)</b>	<b>(16,253)</b>

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Statement of Cash Flows (Controlled Operations)</b>						
<b>Cash Flows from State Government</b>						
Service appropriation	9, J	710,549	731,486	693,167	20,937	38,319
Capital appropriations		1,999	1,999	9,100	0	(7,101)
Holding account drawdown		904	904	1,120	0	(216)
Royalties for Regions Fund		86	80	124	(6)	(44)
Receipts paid into Consolidated Account		(1,675)	0	0	1,675	0
<b>Net cash provided by State Government</b>		<b>711,863</b>	<b>734,469</b>	<b>703,511</b>	<b>22,606</b>	<b>30,958</b>
<b>Cash Flows from Operating Activities</b>						
<b>Payments</b>						
Employee benefits		(171,509)	(164,449)	(153,033)	7,060	(11,416)
Supplies and services		(49,892)	(38,408)	(45,387)	11,484	6,979
Payments for services provided by funded agencies	10, K	(721,147)	(674,420)	(641,826)	46,727	(32,594)
Individual funding and other grants		(18,818)	(27,966)	(22,483)	(9,148)	(5,483)
GST payments on purchases		(74,293)	(70,214)	(68,448)	4,079	(1,766)
GST payments to taxation authority		(503)	(960)	(1,402)	(457)	442

	Variance Note	Estimate 2016 \$000	Actual 2016 \$000	Actual 2015 \$000	Variance between estimate and actual \$000	Variance between actual results for 2016 and 2015 \$000
<b>Receipts</b>						
User charges and fees		8,535	6,551	8,137	(1,984)	(1,586)
Commonwealth grants and contributions	11, L	231,857	208,560	165,103	(23,297)	43,457
GST receipts on sales		466	1,038	1,237	572	(199)
GST receipts from taxation authority		74,330	69,479	69,814	(4,851)	(335)
Other receipts		5,500	10,725	11,312	5,225	(587)
<b>Net cash provided by/(used in) operating activities</b>		<b>(715,474)</b>	<b>(680,064)</b>	<b>(676,976)</b>	<b>35,410</b>	<b>(3,088)</b>
<b>Cash Flows from Investing Activities</b>						
<b>Payments</b>						
Purchase of non-current assets		(2,903)	(7,004)	(12,927)	(4,101)	5,923
<b>Receipts</b>						
Proceeds from sale of non-current assets		1,675	0	1,535	(1,675)	(1,535)
<b>Net cash provided by/(used in) investing activities</b>		<b>(1,228)</b>	<b>(7,004)</b>	<b>(11,392)</b>	<b>(5,776)</b>	<b>4,388</b>
Net increase/(decrease) in cash and cash equivalents		(4,839)	47,401	15,143	52,240	32,258
Cash and cash equivalents at the beginning of the period		10,182	26,658	11,515	16,476	15,143
<b>Cash and Cash Equivalents at the end of the Period</b>		<b>5,343</b>	<b>74,059</b>	<b>26,658</b>	<b>68,716</b>	<b>47,401</b>

### Major Estimate and Actual (2016) Variance Narratives

- (1) Expenditure on Services provided by funded agencies were underspent by \$46.7 million (6.5%). This is mainly due to underspend in the WA NDIS trial sites and also as a result of the deferral of payment for Pay Equity for the Social and Community Services Sector, offset by payments to disability sector organisations as part of the Commission's accommodation client transition program.
- (2) Commonwealth grants and contributions were under estimated by \$74.1 million (32%) due to recognition of the underspend in the WA NDIS trial sites as a liability and deferral in the receipt of funding for Pay Equity for the Social and Community Services Sector to 2016/17.
- (3) Restricted cash and cash equivalents exceeded estimates by \$68.6 million (7026.2%) due to unspent funds in the WA NDIS trial sites quarantined in a Special Purpose Account.
- (4) Property, plant and equipment under estimated by \$14.1 million (23.9%) mainly due to decrement in the value of land and buildings resulting from independent valuations performed during the year ended 30 June 2016.
- (5) Intangible assets exceeded estimates by \$3.7 million (231%) mainly due capitalisation of WA NDIS trial sites information and technology systems and web application upgrades.
- (6) Payables exceeded estimates by \$67.8 million (6120%) mainly due to recognition of unspent funds in the WA NDIS trial sites. The unspent funds will be returned to Department of Treasury in 2016/17.
- (7) Provision exceeded estimates by \$2.7 million (8.7%) mainly due to the impact of actuarial assessment of leave liabilities undertaken at year-end the wage increase in June 2016.
- (8) Reserves was less than estimate by \$16.4 million (27.9%) mainly due to the decrement in the value of land and buildings as a result of valuations performed during the year ended 30 June 2016.
- (9) Service appropriation exceeded estimates by \$20.9 million (3%) due to supplementary funding received for the delayed transition of existing Commission-funded individuals to the Commonwealth-operated NDIS trial site in the Perth Hills. This has been offset by various corrective measures implemented by the State Government.
- (10) Payments for services provided by funded agencies were underspent by \$46.7 million (6.5%) mainly due to the underspend in the WA NDIS trial sites and the deferral of payment for Pay Equity for the Social and Community Services Sector, offset by payments to disability sector organisations as part of the Commission's accommodation client transition program.
- (11) Commonwealth grants and contributions was less than estimate by \$23.3 million (10%) mainly due to deferral in the receipt of funding for Pay Equity for the Social and Community Services Sector to 2016/17.

**Major Actual (2016) and Comparative (2015) Variance Narratives**

- (A) Expenditure on Services provided by funded agencies increased by \$32.6 million (5.1%) mainly due to additional funding for growth, WA NDIS trial sites and Non-Government Human Services Sector indexation to disability sector organisations.
- (B) Service appropriation increased by \$21.4 million (3.1%) mainly due to additional funding for growth and Non-Government Human Services Sector indexation, offset by various corrective measures implemented by the State Government.
- (C) The variance of \$22.6 million (179.9%) is primarily due to a restatement of the 2015-16 operating result. The 2015-16 operating surplus of \$3.412 million has been adjusted to recognise an underspend in 2014-15 of \$13.472 million in the WA NDIS trial site in 2014-15. This adjustment presents the operating surplus as a deficit of \$10.06 million in 2015-16.
- (D) Restricted cash and cash equivalents increased by \$48.7 million (232.6%) mainly due to unspent funds for the WA NDIS trial sites quarantined in a Special Purpose Account.
- (E) Amounts receivable for services increased by \$5.8 million (13%) mainly due to the accrual appropriation used to fund the depreciation charges for 2015-16.
- (F) Property, plant and equipment decreased by \$5.4 million (10.8%) mainly due to decrement in the value of land and buildings resulting from independent valuations performed during the year ended 30 June 2016.
- (G) Payables increased by \$61.2 million (789.6%) mainly due to recognition of unspent funds in the WA NDIS trial sites. The unspent funds will be returned to Department of Treasury in 2016/17.
- (H) Reserves decreased by \$8.2 million (16.2%) due to decrement in value of land and buildings as a result of valuations performed during the year ended 30 June 2016.
- (I) Accumulated deficit increased by \$10.1 million (123.6%) mainly results of an adjustment to income arising from underspend of \$13.5 million in grants expenditure in the WA NDIS trial site in 2014-15.
- (J) Service appropriation increased by \$38.3 million (5.5%) mainly due to additional funding for growth and Non-Government Human Services Sector indexation, offset by various corrective measures implemented by the State Government.
- (K) Payments for services provided by funded agencies increased by \$32.6 million (5.1%) mainly attributable to additional funding provided for growth, WA NDIS trial sites and Non-Government Human Services Sector indexation to disability sector organisations.
- (L) Commonwealth grants and contributions increased by \$43.5 million (26.3%) due to additional funding for the WA NDIS trial sites, growth, indexation and Pay Equity for the Social and Community Services Sector.

**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:

	2016 \$000	2015 \$000
<b>Financial Assets</b>		
Cash and cash equivalents	4,436	5,722
Restricted cash and cash equivalents	69,623	20,936
Receivables (see note a)	53,097	47,858
<b>Financial Liabilities</b>		
Financial liabilities measured at amortised cost	68,918	7,747

- 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.

**Ageing analysis of financial assets**

	Carrying Amount \$000	Not past due and not impaired \$000	Past due but not impaired					Impaired financial assets \$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	
<b>2016</b>								
Cash and cash equivalents	4,436	4,436						
Restricted cash and cash equivalents	69,623	69,623						
Receivables (see note a)	2,424	429	102	29	1,358	506	0	0
Amounts receivable for services	50,673	50,673						
	127,156	125,161	102	29	1,358	506	0	0
<b>2015</b>								
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

Note:

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

### Liquidity risk and interest rate exposure

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

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

	Weighted Average Effective Interest Rate %	Carrying amount \$000	Interest rate exposure			Nominal Amount \$000	Maturity dates				
			Fixed interest rate \$000	Variable interest rate \$'000	Non- Interest Bearing \$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
<b>2016</b>											
<b>Financial Assets</b>											
Cash and cash equivalents		4,436			4,436	4,436	4,436				
Restricted cash and cash equivalents		69,623			69,623	69,623	69,623				
Receivables (see note a)		2,424			2,424	2,424	2,424				
Amounts receivable for services		50,673			50,673	50,673	50,673				
		127,156			127,156	127,156	127,156				
<b>Financial Liabilities</b>											
Payables		68,918			68,918	68,918	68,918				
		68,918			68,918	68,918	68,918				

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

	Weighted Average Effective Interest Rate  %	Carrying amount  \$000	Interest rate exposure			Nominal Amount  \$000	Maturity dates				
			Fixed interest rate  \$000	Variable interest rate  \$'000	Non- Interest Bearing  \$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).

#### 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:

	2016	2015
\$		
0 - 10,000	5	5
10,001 - 20,000	2	2
20,001 - 30,000	1	1
40,001 - 50,000	1	1
	9	9
	<b>\$000</b>	<b>\$000</b>
Base remuneration and superannuation	138	137
Other benefits		-
<b>The total remuneration of the members of the accountable authority</b>	<b>138</b>	<b>137</b>

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:

	2016	2015
\$		
30,001 - 40,000	1	-
40,001 - 50,000	1	-
120,001 - 130,000	-	1
140,001 - 150,000	1	1
160,001 - 170,000	1	2
180,001 - 190,000	-	2
190,001 - 200,000	3	3
200,001 - 210,000	1	-
220,001 - 230,000	1	-
260,001 - 270,000	-	1
320,001 - 330,000	1	-
420,001 - 430,000	1	1
	11	11
	<b>\$000</b>	<b>\$000</b>
Base remuneration and superannuation	2,308	1,971
Annual leave and long service leave accruals	(209)	195
Other benefits	62	56
<b>The total remuneration of senior officers</b>	<b>2,161</b>	<b>2,222</b>

The total remuneration includes the superannuation expense incurred by the Commission in respect of senior officers other than senior officers reported as members of the accountable authority.

No senior officers are members of the Pension Scheme.

### Note 34. Remuneration of auditor

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

	2016 \$000	2015 \$000
Auditing the accounts, financial statements and key performance indicators	125	122

### 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	2016 \$000	2015 \$000
Autism Association of WA Inc	37,168	34,740
BGSR Pty Ltd Supported Accommodation Services	6,992	5,689
Cam Can & Associates Pty Ltd ATF the Lema Family Trust	19,134	16,422
Community Living Association Inc	11,110	11,065
Crosslinks Inc	6,953	6,104
Directions Disability Support Services Inc	3,415	0
Diversity South Inc	6,167	5,972

Name of organisation	2016 \$000	2015 \$000
Elba Inc	5,194	5,491
Empowering People In Communities (EPIC) Inc	3,142	3,435
Enable Southwest Inc	12,115	6,924
Family Support WA Inc	4,041	4,155
Goldfields Individual and Family Support Association Inc.	5,896	5,675
Headwest Brain Injury Association of WA Inc	220	361
Identitywa	24,543	23,702
Inclusion WA Inc	3,134	2,537
Interchange Inc	7,848	6,531
Intework Inc	11,323	10,153
ISADD WA Pty Ltd	1,107	1,011
Kimberley Individual & Family Support Association Inc	4,347	2,792
Kira Inc	3,007	2,602
Lifepan Recreation and Leisure Association Inc	1,411	1,296
Mandurah Disabled Support & Recreational Respite Inc	52	41
Midway Community Care	9,187	8,273
Midwest Community Living Association Inc	2,452	2,150
Mosaic Community Care Inc	10,915	9,369
My Place Foundation Inc	33,560	27,779
Nascha Inc	2,145	2,602
Nulsen Haven Association Inc	40,017	31,473
One 2 One Individualised Services Inc	4,512	4,188
Orion Services WA Pty Ltd ATF the Andison Family Trust	4,760	4,161

Name of organisation	2016 \$000	2015 \$000
Peel Home & Community Support Incorporated	299	67
People Actively Committed Together PACT Inc	664	647
People With Disabilities (WA) Inc	948	541
Perth Home Care Services Inc	33,247	33,560
Phylos Inc	915	834
Pledg Inc	237	226
Rocky Bay Inc	33,817	29,934
Sexuality Education Counselling & Consultancy Agency Inc	478	345
South Metropolitan Personnel Inc	3,057	2,798
Senses Australia	13,084	12,001
Teem Treasure Pty Ltd	5,868	5,402
TeenSpirit Inc	110	168
The Cerebral Palsy Association of Western Australia Ltd	54,220	52,393
Therapy Focus Inc	16,683	19,031
Upper Great Southern Family Support Association Inc	2,016	1,655
Valued Independent People (Inc)	6,117	6,329
Vemvane Inc	703	653
WA Blue Sky Inc	3,579	3,262
We Can Community Services Pty Ltd	2,086	3,218
Western Australian Motor Industry Foundation Inc	654	2,519
Wheatbelt Individual and Family Support Association Incorporated	1,769	1,846

### Note 36. Related bodies

The 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

	2016 \$000	2015 \$000
<b>Write-offs</b>		
Debts due to the state written off during the financial year	Nil	27
<b>Losses through theft, defaults and other causes</b>		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
<b>Gifts of public property</b>		
Gifts of public property provided by the Commission	Nil	Nil

## Note 38. Schedule of income and expenses by service

	Accommodation support \$000's		Community-focused supports \$000's		Coordination and individual support \$000's		Family support \$000's		Access and inclusion \$000's		Total \$000's	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Cost of Services</b>												
<b>Expenses</b>												
Employee benefits expense	86,789	89,956	17,240	15,684	50,512	44,149	4,595	4,710	1,161	896	160,297	155,395
Supplies and services	12,637	18,550	6,381	4,580	7,327	7,319	1,698	1,403	163	463	28,206	32,315
Depreciation and amortisation expense	1,866	1,514	2,391	2,217	598	581	636	680	7	7	5,498	4,999
Accommodation expense	3,791	4,521	2,673	2,986	3,506	3,294	711	916	9	9	10,690	11,726
Expenditure on services provided by funded agencies	228,878	194,381	293,252	284,675	73,344	74,546	77,994	87,326	952	898	674,420	641,826
Individual funding and other grants	810	-	12,619	15,015	11,558	4,879	2,979	2,589	-	-	27,966	22,483
Loss on disposal of non-current assets	131	60	167	-	42	-	45	-	-	-	385	60
Other expenses	1,114	1,262	1,425	1,848	363	489	379	567	5	6	3,286	4,172
<b>Total Cost of Services</b>	<b>336,016</b>	<b>310,244</b>	<b>336,148</b>	<b>327,005</b>	<b>147,250</b>	<b>135,257</b>	<b>89,037</b>	<b>98,191</b>	<b>2,297</b>	<b>2,279</b>	<b>910,748</b>	<b>872,976</b>

	Accommodation support \$000's		Community-focused supports \$000's		Coordination and individual support \$000's		Family support \$000's		Access and inclusion \$000's		Total \$000's	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
<b>Income</b>												
User charges and fees	6,518	8,119	-	-	-	-	-	-	-	-	6,518	8,119
Commonwealth grants and contribution	57,147	58,678	62,626	61,844	20,950	25,580	16,657	18,570	329	431	157,709	165,103
Other revenue	3,802	3,756	4,167	3,960	1,394	1,638	1,108	1,189	22	28	10,493	10,571
<b>Total income other than income from State Government</b>	<b>67,467</b>	<b>70,553</b>	<b>66,793</b>	<b>65,804</b>	<b>22,344</b>	<b>27,218</b>	<b>17,765</b>	<b>19,759</b>	<b>351</b>	<b>459</b>	<b>174,720</b>	<b>183,793</b>
<b>Net Cost of Services</b>	<b>268,549</b>	<b>239,691</b>	<b>269,355</b>	<b>261,201</b>	<b>124,906</b>	<b>108,039</b>	<b>71,272</b>	<b>78,432</b>	<b>1,946</b>	<b>1,820</b>	<b>736,028</b>	<b>689,183</b>
<b>Income From State Government</b>												
Service appropriation	261,187	248,587	286,242	261,996	95,754	108,369	76,135	78,670	1,501	1,826	720,819	699,448
Resources received free of charge	1,837	779	2,013	822	673	340	535	247	11	6	5,069	2,194
Regional community	28	45	32	46	11	19	8	14	1	-	80	124
<b>Total income from State Government</b>	<b>263,052</b>	<b>249,411</b>	<b>288,287</b>	<b>262,864</b>	<b>96,438</b>	<b>108,728</b>	<b>76,678</b>	<b>78,931</b>	<b>1,513</b>	<b>1,832</b>	<b>725,968</b>	<b>701,766</b>
<b>Surplus/(deficit) for the period</b>	<b>(5,497)</b>	<b>9,720</b>	<b>18,932</b>	<b>1,663</b>	<b>(28,468)</b>	<b>689</b>	<b>5,406</b>	<b>499</b>	<b>(433)</b>	<b>12</b>	<b>(10,060)</b>	<b>12,583</b>

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.

	2016 \$000	2015 \$000
Balance at start of the financial year	6	(8)
Receipt from Commonwealth	102	109
Expenditure	(216)	(95)
Balance at the end of the financial year*	(108)	6

\* Deficit in 2015-16 is due to the increase in number of residents with disabilities needing support than estimated.

### Note 40. Special Purpose Account

#### My Way Trial Sites Fund (see note a)

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.

	2016 \$000	2015 \$000
Balance at start of the financial year	13,472	-
Receipts	103,279	25,695
Payments	(48,951)	(12,223)
Balance at the end of the financial year	67,800	13,472

Note:

a) Established under section 16(1)(b) of FMA.

## Case study:

### Autism early intervention trial

As disability supports and services in WA become more individualised, we need to meet the challenge of offering people with disability with as many provider choices as possible.

This can be particularly challenging in regional areas, where there are generally fewer disability sector organisations.

This year we looked at how to provide greater equity of services to people with disability, beginning with a new approach to how we deliver early intervention services in the Upper South West. The trial, which began on 1 November 2015, has given us an opportunity to test the market's capacity to support individualised therapy in a regional area.

Families taking part in the trial have been engaging in an individualised planning process to access individualised funding packages for early intervention. It also gives them the same opportunity to plan for local early intervention services through a non-government provider as those in the Lower South West, who are taking part in WA NDIS.

By using this approach we have been able to strengthen service provision across the South West – we knew that a certain critical mass was required before specialised services could be sustainable for non-government providers.

Developing a strong local market, based on service demand, also directly supports WA's preparedness for broader roll-out of the NDIS in the future.

Bunbury mother Liz Martin said our Upper South West trial had given her three year old son Micah the chance to access life changing therapy.

"Through intensive therapy and hard work, Micah is now beginning to talk," she said. "He is calmer and his behaviour is more manageable – Micah is ready to learn and making cognitive progress. We are able to take him out to public spaces without the fear of him running away or becoming overwhelmed."

The early intervention trial is open to children aged from 0 to 8 years, who are diagnosed with Autism Spectrum Disorder. The process begins with the family and their Local Coordinator developing a plan which outlines the child's therapy needs, such as occupational therapists, speech therapists, psychologists and physiotherapists. The family then chooses their preferred provider, in a location of their choice and an individualised funding package is developed that reflects their circumstances and preferences.



Micah Martin, left, has benefited from an autism early intervention trial in the Upper South West, with his brother Kai, who also has autism.



Joseph and his pet bird.

## Key performance indicators

### Certification of performance indicators for the year ended 30 June 2016

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 2016.



Bruce Langoulant  
Chairperson  
Disability Services Commission Board



Russell Aubrey  
Board member  
Disability Services Commission Board

31 August 2016



## 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 2016, 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.

#### *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 2016 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.

#### *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 for the Audit of the Financial Statements*

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

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

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

### **Report on Controls**

I have audited the controls exercised by the Disability Services Commission during the year ended 30 June 2016.

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.

### ***Opinion***

In my opinion, in all material respects, 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 2016.

### ***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 for the Audit of Controls***

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

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

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

### **Report on the Key Performance Indicators**

I have audited the key performance indicators of the Disability Services Commission for the year ended 30 June 2016.

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

#### ***Opinion***

In my opinion, in all material respects, 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 2016.

#### ***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 for the Audit of Key Performance Indicators***

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

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


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

#### **Independence**

In conducting the above audits, 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 2016 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  
6 September 2016



## Performance management framework

### Overview

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

The framework includes key effectiveness and efficiency indicators that show how services have contributed to achieving reportable outcomes (see page 23). 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 including the rate of serious incidents, take-up rate of services, consumer satisfaction, compliance with Disability Access and Inclusion Plans and individual plan outcomes.

### Key efficiency indicators

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

## Key effectiveness indicators

### 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 chosen services effectively assisted them to achieve their goals and therefore the outcomes achieved through individual planning.

Results for this indicator are drawn from service users in the WA NDIS Lower South West and Cockburn-Kwinana area, or who receive Local Coordination services. Service users whose first plans commenced in the 2015–2016 reporting year will not yet have undertaken a review.

#### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Percentage of service users who achieved their individual plan outcomes	n/a	91%	78%	70%	▲ 8%	▼ 13%

#### Analysis

Planning incorporates individualised strategies that encourage, support and prioritise the use of informal and local community connection. Planning may also identify a requirement for formal supports and services. Individual plans developed by Local Coordinators are reviewed at least once every 12 months to determine whether the plan supports assisted the person to achieve their plan goals.

A review is a process of assessing whether a person's goals have been achieved, the effectiveness of the strategies identified in the person's Individual Plan, whether the person is satisfied with the effectiveness of their current plan, consideration of any factors that may impact upon this, and includes any changing needs or circumstances.

The review process provides an opportunity for the person with disability (and those involved) to share and discuss outcomes, creative new ideas, strategies and/or approaches for the future. The person with a disability is central to the review process, with the level of goal achievement based on their perception demonstrating the choice and control they have over the services and supports they receive.

As 2014–2015 was the first year of reporting on this indicator, only limited data was available for analysis. This meant that the 2014–2015 result was calculated on a very small number of plans, primarily from WA NDIS Lower South West, that had undergone early review.

The 2015–2016 target was intentionally set at a lower level than the 2014–2015 result to more accurately reflect the expected results as individualised planning is phased in across the business.

This year's results suggest that the planning process undertaken by individuals with their coordinator is providing clear achievable goals.

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

### Background

Service providers are required under 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, and are responsible for ensuring the safety and security of people with disability who receive accommodation support and the staff employed to provide this support.

A serious incident is defined as one or more of the following: the death of any person with disability; significant physical or psychological harm suffered by a person with disability; or neglect of a person with disability to an extent that results, or is likely to result, in significant physical or psychological harm to that person.

Managing serious incidents is an important aspect to safeguard people with disability and ensuring sound practices are in place to reduce the occurrence of such incidents. Where an incident does occur every effort is made to minimise the consequences of the serious incident and where possible prevent the occurrence of a similar serious incident in the future. This could include investigation, provision of support, evaluation of practices, or involvement of other parties to ensure that people with disability are receiving the appropriate services and supports to promote their wellbeing, choice and control over their lives.

### Analysis

In line with previous years, the number of serious incident reports (SIRs) submitted to the Commission has continued to increase. While there is some expected fluctuation in the rate of serious incident reports year to year, overall the trend suggests a general increase of serious incidents reported across the sector. The Commission has increased education to disability sector organisations to highlight the need for submitting multiple serious incident reports where a serious incident has affected/involved more than one person with a disability registered with the Commission. With the introduction of the computerised data collection, it is expected that we will be able to enhance the analysis of serious incidents to provide a more comprehensive overview of trends to further direct improvements in safeguarding and management of serious incident reports across the sector.

### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Rate of serious incidents per 1,000 service users per year	39	26	37	23	▲61%	▲42%

## 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. The take-up rate in this context is a measure of service reach. The take-up rate reports on the proportion of the potential population accessing disability services (per 1,000) as per the measure adopted by the National Disability Agreement. As per an agreement on reporting measurement across all jurisdictions, the denominator is from the 2012 Survey of Disability, Ageing and Carers (SDAC).

The survey estimated that 57,200 people in WA younger than 65 years have a severe or profound disability.

### Analysis

The take-up rate demonstrates the Commission's reach in the services and supports provided to people with disability to promote their wellbeing, choice and control over their lives.

This target was set prior to the introduction of the WA NDIS trial. The total estimated potential population is based on all people younger than 65 years in WA with a severe and profound disability. The SDAC population includes all jurisdictions in WA. The population the Commission reports to is reduced by the number of people eligible to receive services from the National Disability Insurance Agency (NDIA) NDIS trial operating in the Perth Hills. Hence the Commission's take-up rate per 1,000 members of the SDAC population is lower than target.

## Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Take-up rate for services	420	447	449	477	▼6%	0%

## Service users' satisfaction with services

### Background

We conduct an annual Consumer Survey which gathers information on service users' satisfaction with the services they receive. An independent market research agency is commissioned to conduct the survey. The survey is an important tool for the Commission that shows how satisfied people with disability are with access to appropriate services and supports that promote their wellbeing, choice and control over their lives.

Structured telephone interviews were conducted by an independent market research company. A stratified random sample of age and services was used with a total of 1,238 individuals contacted to participate and 735 interviews completed in 2015–2016 and the results provided an overall confidence interval of plus/minus 3.6 per cent at the 95 per cent level.

The response rate to the annual Consumer Survey has increased to 59 per cent this year, from 45 per cent last year, due to a greater awareness in the annual survey.

### Analysis

In 2015–2016, 82 per cent of service users were 'very happy' or 'happy' with the quality of the service support they received. This figure represents an increase of 2 per cent since the 2014–2015 period.

This year's target was initially established during the previous financial year with the intention of establishing a longer-term goal. We will continue to work towards that goal in future years.

### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Service users' satisfaction with services	84%	80%	82%	86%	▼4%	▲2%

## Service users' satisfaction with social inclusion and community acceptance

### Background

Our annual Consumer Survey (refer to the previous section for details) also measures service user satisfaction with social inclusion and community acceptance. Results are calculated from responses to three questions assessing satisfaction with access to local services and amenities, opportunities for maintaining relationships and feeling accepted and valued in the general community. The survey is an important tool for the Commission that shows how inclusive the community is of people with disability and achieving results in key service delivery areas that benefit all West Australians.

Structured telephone interviews were conducted by an independent market research company. A stratified random sample of age and services was used with a total of 1,238 individuals were contacted to participate, and 735 interviews completed in 2015–2016 and the results provided an overall confidence interval of plus/minus 3.6 per cent at the 95 per cent level. The response rate to the annual Consumer Survey has increased to 59 per cent this year, from 45 per cent last year, due to a greater awareness in the annual survey.

### Analysis

In 2015–2016, satisfaction with social inclusion and community acceptance was 75 per cent. This result shows a relatively stable level of experience with small incremental gains each year from 2013–2014. Achievement of the higher level target for satisfaction will continue to be monitored.

### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Service users' satisfaction with social inclusion and community acceptance	73%	74%	75%	80%	▼5%	▲1%

## 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. Monitoring DAIPs is an important tool for the Commission that shows how inclusive the community is of people with

disability and achieving results in key service delivery areas that benefit all West Australians.

We collect annual progress reports on DAIPs, assess them for compliance and provide approval prior to lodging. DAIPs must be reviewed at least every five years.

### Analysis

Every year, a number of DAIPs expire and relevant public authorities are required to lodge a new DAIP accordingly. Where this does not occur, the public authority is deemed non-compliant. In order to support public authorities to maintain valid DAIPs, the Commission employs

dedicated DAIP officers to maintain regular contact with relevant authorities and provide advice on access and inclusion.

This year's result demonstrates progress towards the target of 100 per cent DAIP compliance, with 234 out of 243 public authorities having a current DAIP lodged with us. We offer support to authorities yet to progress their plans.

### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Percentage of public authorities that have lodged Disability Access and Inclusion Plans with the Commission	82%	92%	96%	100%	▼4%	▲4%

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

### Background

The Disability Services Act 1993 requires all local government and selected State government agencies to develop a DAIP. Each public authority must provide an annual progress report that includes 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 report provided to Parliament. Disability Access and Inclusion Plans is an important government tool focused on building inclusive communities and achieving results in key service delivery areas to benefit all West Australians.

### Analysis

Of the 243 public authorities, 234 were expected to provide an annual progress report during the year. A total of 182 reports were received reflecting a response rate of 78 per cent. Many public authorities reported that budgetary constraints affected their ability to implement DAIP initiatives successfully. This was particularly true for local government authorities, which reported 71 per cent effectiveness compared to 82 per cent reported by State Government agencies. Public authorities also reported difficulty coordinating initiatives or engaging with stakeholders. In response our access and

inclusion team has provided support in these areas. Additionally the Lighthouse Project, a partnership with WALGA to increase the employment of people with disability in local government, has provided targeted support in relation to DAIP Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with the Commission.

### Results

Key effectiveness indicator	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Percentage of public authorities that reported Disability Access and Inclusion Plans enhanced inclusion for people with disability	72%	73%	76%	87%	▼11%	▲3%

## Key efficiency indicators

### 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 the strategies identified to achieve those goals.

All service users are required to have a current individual plan, which records the person's goals and identifies strategies to achieve those goals. Planning needs to be commenced, signed off in 30 days for existing individuals or 90 days for new individuals, and reviewed within 30 days of the current plan concluding. This ensures that the individual is able to access appropriate supports and services as soon as possible and ensure that any changed needs are taken into account. Ensuring plans are developed and reviewed in a timely manner is an important measure of service efficiency.

#### Analysis

While the results for 2015–2016 are all significantly lower than the previous reporting period, they are not strongly comparable given that the 2014–2015 period was the first year of reporting on this indicator. Last year's result was based on a small number of reportable plans, most of which were not due for review until after the reporting period closed.

Targets for 2015–2016 were therefore defined with respect to the phasing in of this indicator more comprehensively across the business.

Results for all service areas except for accommodation support were within  $\pm 5\%$  of the target. The planning process has been phased in over the year for individuals receiving accommodation support and has not been previously reported. The inclusion of accommodation services planning processes in 2015–2016 has resulted in a decrease from 2014–2015 targets. This decrease is expected due to accommodation services often involving making big decisions and, as a result, the planning process is more in depth to ensure supports are appropriate and sustainable into the future.

Setting up plans for individuals in accommodation services requires a detailed assessment of individual needs, services, supports and personal circumstances. For these reasons, there are no set timelines for people to make decision or start the handover of supports. The focus is on achieving the best possible outcomes for the individual, knowing these things take as long as they take. It would be anticipated that the

variation in accommodation support may directly relate to family support where the transition in supports would also require changes to the family support environment.

If people are requiring an accommodation option, there may be some waiting period due to limited opportunities being available.

In 2015–2016, a new requirement for all Supported Community Living plans was that they be signed by either the person with disability, their families or carer. With many individuals not having anyone available in the Perth metropolitan area to sign, it has delayed the sign off a significant number of plans within the specified time frame.

As houses have been transitioned to the sector during the year, some plans were transferred to service providers to review and/or complete according to their own processes.

(Results table on the following page.)

## Results

Service area	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Accommodation support	n/a	91%	67%	75%	▼8%	▼24%
Community-focused supports	n/a	94%	75%	75%	0%	▼19%
Coordination and individual support	n/a	80%	74%	75%	▼1%	▼6%
Family support	n/a	96%	71%	75%	▼4%	▼25%

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

### Background

Projects are an important way we achieve outcomes for the community. Access and inclusion projects include DAIPs, advocacy and community education projects as well as service improvement projects which raise community awareness about disability.

This indicator captures projects completed during the reporting period and assesses whether projects are undertaken efficiently.

### Analysis

The 2015–2016 reporting period captures a greater number of projects than the previous year. This reflects the fact that 2015–2016 included the provision of many targeted grants and grants aiming to improve individual capacity, which are assessed as completed to deliver their outcomes within the required time.

## Results

Key efficiency indicators	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Percentage of projects that achieved their outcome/s within the required time frame	83%	86%	89%	90%	▼1%	▲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 range of different services accessed by service users, measures service efficiency and assists to allocate funding across services.

### Analysis

In 2015–2016, we have continued to align our reporting to the individualised funding process, which allows for a more granular level of reporting than under the previous program model.

Continued transition away from program funding streams to localised decision-making and supporting individuals to exercise choice and control over the type of services they receive is reflected in the larger numbers of services users accessing services in more than one service area. This has resulted in variances between actual and budget for the cost per service user and the cost per service activity as individuals access a wider range of services.

The results of the individualised planning approach indicates how people with disability are enabled to pursue a greater range of services which promote ongoing development of their skills and abilities, expand their relationships and increase their community connections. As a result of implementing natural supports with low cost or no cost options, there is a direct impact on the reduction of cost per service activity.

### Results

Service area	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Accommodation support	\$155,495	\$161,514	\$169,448	\$173,532	▼2%	▲5%
Community-focused support	\$35,814	\$28,882	\$25,545	\$42,226	▼40%	▼12%
Coordination and individual support	\$3,730	\$3,459	\$3,538	\$3,844	▼8%	▲2%
Family support	\$13,951	\$16,060	\$12,945	\$15,324	▼16%	▼19%
Access and inclusion (see note)	\$13,511	\$16,049	\$13,921	\$13,322	▲4%	▼13%

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

## Average cost per service user

### Background

This indicator monitors the relationship between the resources provided for each service and the number of individuals who receive services. It complements measures of average cost per service activity (detailed above) and hence provides a fuller 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

Continued transition away from program funding streams to localised decision making and supporting individuals to exercise choice and control over the type of services they receive is reflected in the larger numbers of services users accessing services in more than one service area. This has resulted in variances between actual and budget for the cost per service user and the cost per service activity as individuals access a wider range of services.

The increase in average cost per user in coordination and individual support is due to increased Local Coordinators providing information, linkages and community based supports and natural networks and capacity building.

The increased cost per service user in Coordination and Individual Support is also impacted by the introduction of Local Individualised Funding (LIF) in October 2015. LIF is allocated via the local decision making process and includes funding streams previously known as Community Living Initiative, Family Living Initiative and School Leavers funding. Individuals with self-managed LIF are included in Coordination and individual support.

### Results

Service area	2013–2014	2014–2015	2015–2016	2015–2016 target	Variation from target	Variation from 2014–2015
Accommodation support	\$166,529	\$174,015	\$184,624	\$185,902	▼1%	▲6%
Community-focused support	\$46,473	\$45,557	\$41,919	\$54,792	▼23%	▼8%
Coordination and individual support	\$5,537	\$5,653	\$6,037	\$5,522	▲9%	▲7%
Family support	\$19,658	\$20,918	\$16,784	\$21,590	▼22%	▼20%

## Case study:

### Changing Places

In April 2015, The City of Greater Geraldton became the first local government in WA to open a Changing Place facility – and local resident and Count Me In Ambassador Christine Kerr says she is thrilled.

Christine, who uses a wheelchair, said the establishment of the Changing Place meant there was now more opportunity for people with a range of abilities to take part in community life.

“The addition of a facility like this can be the difference between exclusion and an opportunity to be part of our community alongside others,” she said.

Changing Places are clean and private facilities that are different to standard accessible toilets – they have an adult size change table, hoist and enough space for two people to assist.

The Town Beach facility in Geraldton, funded by a \$100,000 Disability Services Commission grant, was administered by the WA Local Government Association for the toilet block’s refurbishment.

“The City of Greater Geraldton has combined the location of this facility with much improved beach access and a beach wheelchair, meaning people with disability can access the ocean more easily and make use of our great beach and foreshore area,” Christine said.

“Standard accessible toilets are often too small to fit more than one person inside to support an individual.”

“Without Changing Places facilities, the person with disability is put at risk. Families are often forced to chance their own health and safety by changing their daughter or son on a toilet floor – or lifting them in ways that are unsafe for both them and the person with disability.”



Christine Kerr from Geraldton at WA's first local government Changing Place

## Ministerial directives

No ministerial directives were given during the reporting period.

## Other financial disclosures

### Pricing policies of services

We charge for goods and services we provide on a full or partial cost-recover basis. Fees and charges generally consist of board and lodging charged to people with disability who live in our facilities. The rate recovered is generally equivalent to 75 per cent of each resident's pension.

### Major capital works

#### Major capital projects completed:

- Enhancements totalling \$1.35 million were made to our existing information technology systems to upgrade them for the duration of the WA NDIS trial.
- New office accommodation was provided to support the trial in the Lower South West and the Cockburn-Kwinana areas. The fit out of new offices in Busselton and South Lake was completed at a total cost of \$1.65 million.
- New Local Coordination offices in Bunbury, Jindalee and Mandurah were also fitted out to accommodate the growth in the number of staff based at these locations. The combined total for this work was \$1.60 million.

#### Major capital projects incomplete:

- No major capital projects were in progress at the end of the 2015–2016 financial year.

## Employment and industrial relations

### Staff profile

#### FTE staff by occupational category and area

Service area	2011–2012	2012–2013	2013–2014	2014–2015	2015–2016	Change from 2014–2015
Social trainers (see note a)	887	873	796	764	678	▼11.3%
Registered nurses	18	17	18	18	18	0
Enrolled nurses / nursing assistants	0	0	0	0	0	0
Support workers (see note a)	75	74	66	49	41	▼16.3%
Direct care	304	332	298	295	317	▲7.5%
Total direct care	1,284	1,296	1,178	1,126	1,054	▼6.4%
Public servants (see note b)	392	381	384	408	450	▲10.3%
Total	1,676	1,677	1,562	1,534	1,504	▼2%

#### Notes:

- a) The decrease in the number of social trainers and support workers is in line with the State Government's decision to decrease the number of places available in Commission-run accommodation by 60 per cent.
- b) The increase is attributed to higher demand for Local Coordination associated with the implementation of the WA NDIS in the trial sites; and the implementation of the Disability Justice Centre and In-reach program.

## Equal employment opportunity and diversity

### Demographic characteristics – participation by employment type as at 30 June 2016

Employment type	Male	Female	Culturally and linguistically diverse backgrounds	Aboriginal and Torres Strait Islander people	People with disability
Permanent F/T	454	693	180	7	22
Permanent P/T	40	320	46	3	15
Fixed term F/T	25	46	8	1	1
Fixed term P/T	1	38	8	1	0
Casual	20	98	17	2	2
Sessional (other)	0	0	0	0	0
Other	11	17	9	0	2
Total	551	1,212	268	14	42

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	WA Public Sector workforce 2015 (%)	WA Public Sector workforce 2016 (%)	Commission workforce 30 June 2015 (%)	Commission workforce 30 June 2016 (%)
People with disability	2.3	2.1	3.6	3.6
Youth	4.6	4.4	1.9	1.1
Aboriginal people	2.9	2.8	2.0	0.9
People from culturally diverse backgrounds	12.5	12.4	20.2	19.5

Note: Equity and diversity data has been derived from employees who voluntarily completed the survey and does not represent 100% of the workforce.

## Workforce trends

### Five year trend

Demographic	2011–2012	2012–2013	2013–2014	2014–2015	2015–2016
Staff as at 30 June (head count)	2,048	2,047	1,890	1,894	1,755
New permanent staff	173	138	83	158	74
Staff turnover	10.9%	11.5%	10.2%	10%	9.4%
Annual average staffing level (FTE)	1,676	1,677	1,562	1,533	1,504
Industrial disputes – days lost	0	0	0	0	0
Average accrued annual leave in days	19.5	19.4	16.7	17.9	15.5
Average accrued long service leave in days	11.5	10.6	8.2	9	9.9
Average sick leave taken in days	13	12.5	14.7	16.3	16.4
Overtime in hours/FTE	63	71.1	58.7	67.2	59.4

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

## Government disclosures

### Contracts with senior officers

There were no declarations of any interest in any existing or proposed contracts with senior officers.

## Unauthorised use of credit cards

There was no unauthorised use of credit cards during 2015–2016.

## Government policy requirements

### Government building training policy

There were no contracts meeting the requirements for reporting against the government building training policy.

### Substantive equality

During 2015–2016, a range of initiatives and events were held to strengthen cultural understanding and awareness. Several centred around NAIDOC week celebrations in 2015.

Ten News presenter Narelda Jacobs and Aboriginal cultural consultant, Kim Collard, shared their personal stories and discussed their interest in disability and reconciliation in a short film that screened at an afternoon tea. The film was later made available online to staff and has been widely viewed.

Staff were invited to help create a pop-up Aboriginal art gallery by bringing in their Aboriginal artwork or cultural artefact that were placed on display for all staff to view.

Fifty staff participated in a cultural heritage walking tour of King's Park to learn more about Aboriginal history and culture, with specific reference to the Noongar people and the sacred and historic Aboriginal sites located in the park.

Cultural awareness-raising remained an important component of our training program throughout the year.

A total 38 staff completed the Public Sector Commission's online Aboriginal cultural awareness training.

The Learning and Development team engaged 25 frontline staff from the Disability Justice Centre to complete Aboriginal Cultural Awareness Training.

Sixty nine new Local Coordinators attended 'The CaLD perspective – valuing diversity' course, as part of their core skills training and 13 staff took part in 'Planning in a culturally sensitive way' in Broome.

### Occupational safety and health

We are committed to providing and maintaining a safe and healthy workplace as stipulated by the Occupational Safety and Health Act 1984, Occupational Safety and Health Regulations 1996, the Code of Practice – Occupational Safety and Health in the Western Australian Public Sector 2007, Workers' Compensation and Injury Management Act 1981 and the Workers' Compensation Code of Practice (Injury Management) 2005, and other associated legislation.

Our Board and Corporate Executive take a strong leadership role in ensuring a clear focus on achieving a physically, emotionally and psychologically safe workplace. During the year, Corporate Executive undertook strategic Occupational Health and Safety (OSH) training in relation to governance, due diligence and risk

management. There has also been a dedicated commitment through increased funding and resources to ensure the safety and health of employees is properly governed, implemented and maintained.

OSH is a standing agenda item at Board and Corporate Executive meetings, and quarterly reports are provided on safety performance. This commitment is underpinned by the OSH and Injury Management policies, procedures and systems in place that are reviewed and approved by the Director General and/or Corporate Executive.

We have a dedicated incident management system that escalates incidents or accidents in the workplace so that urgent attention can be sought. Escalation includes the Safety and Health Representative (SHR), line and senior management. Every incident or accident is then discussed by management at monthly team meetings with staff.

### Consultation

Our safety committee meets on a quarterly basis and comprises 10 management and 40 SHRs from all directorates. The Chair is a SHR duly elected by the committee members and the meeting minutes, its terms of reference and OSH policies and procedures are easily accessible to all staff via the Commission's intranet. The average attendance at the committee meetings was 53 per cent, an increase of 14 per cent from 2014–2015.

Committee members received training in accident incident investigation and prevention of workplace bullying, The Code of Practice – Elimination of Restrictive Practices and its impact on aggression in the workplace, suicide prevention and chemical management (Chemwatch). A Safety and Security Review Panel was established during the year for the Bennett Brook Disability Justice Centre. It comprises Centre management, SHRs, employees and staff of the Work Health and Safety Unit to problem solve and discuss safety and security matters on a monthly basis.

This year saw a corporate restructure and planning for WA NDIS. Lunchtime workshops were held on wellbeing and change management to assist employees during this time. Consultation and support was also provided through the Employee Assistance Program and specific area/team debriefing workshops.



On R U OK? Day on 10 September, Life Line WA presented five suicide prevention information sessions to 117 staff across the Commission.

### Key initiatives

- We established a new Injury Prevention and Wellness Branch
- There was a 43 per cent increase in ergonomic assessments undertaken compared with last year to assist with injury prevention initiatives
- There was an increase of seven per cent in the number of staff taking up the influenza vaccination program compared with last year
- We commenced monthly health and wellbeing broadcasts to foster a healthy workplace across the Commission

### Training

We continued to use the OSH online induction program for new and returning staff during the year. In addition, role-specific training also continued in 16 areas of safety such as due diligence, mental health, psychosocial hazards, conflict resolution, prevention of workplace bullying, hazardous substances management, home visiting and critical incident response.

The following new training programs were introduced during the year to incorporate theory modifications and address training needs.

### New training initiatives

Training	Number of staff trained
Manual tasks (revised theoretical module)	394
Personal safety and situational awareness	551
Food safety (revised theoretical module)	438
Infection control	60
Behaviour based safety	70

### Compliance with injury management requirements and return to work plans

We are committed to and compliant with the injury management requirements of 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. An external audit was undertaken by William Buck to review compliance with return to work programs, lost days, wages paid and recouping of wages from RiskCover.

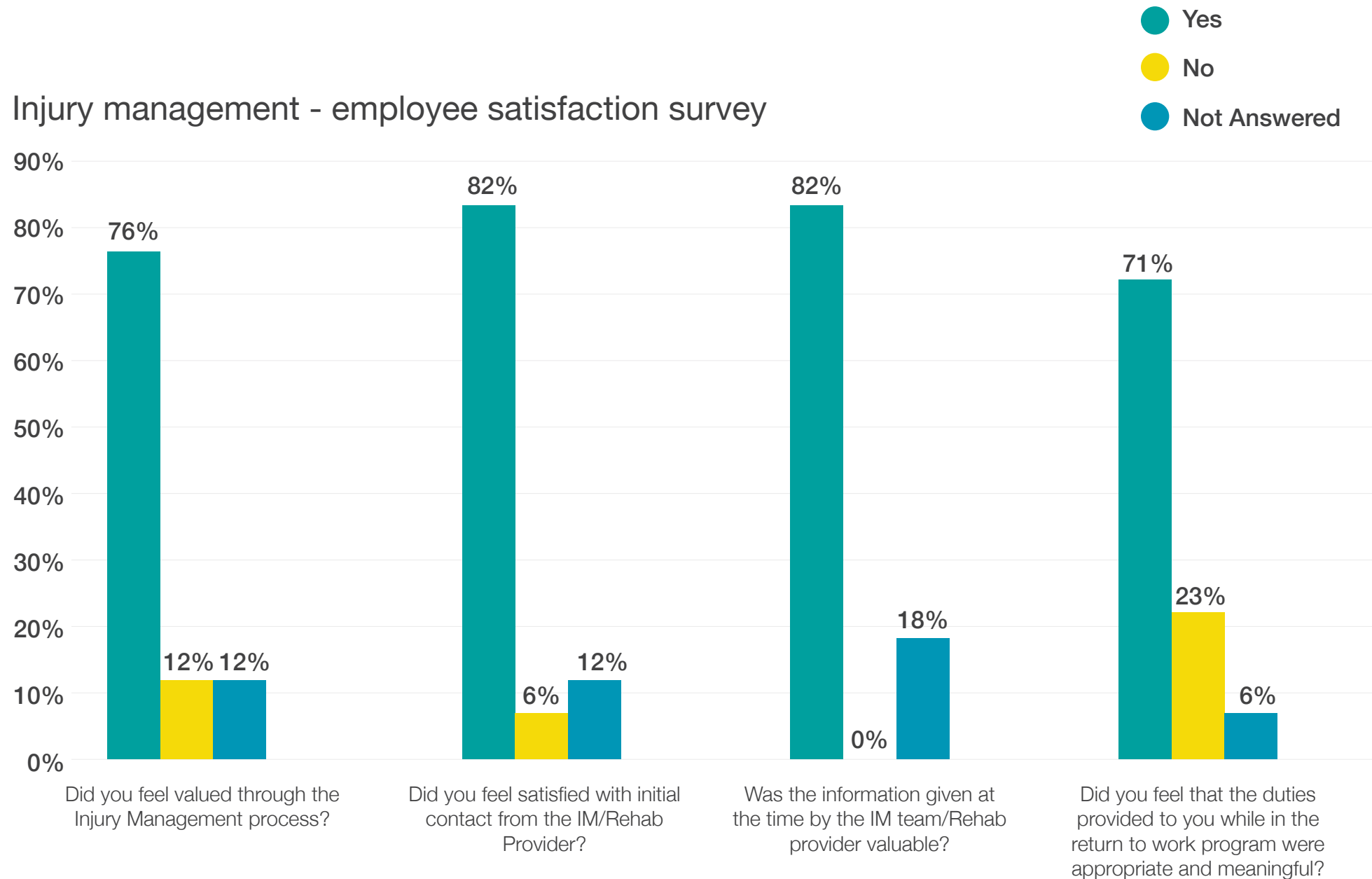
There were nil adverse findings and a further audit is scheduled for the end of the year to review case management and effectiveness of early return to work strategies.

Our injury management system requires that every incident that results in an injury initiates the injury management process. This helps to ensure a thorough approach from the time of the initial incident until the worker returns to work. A proactive strategy of a quarterly stakeholder meeting with the injured worker, allied health, the doctor and management for better injury management was introduced in 2015–2016. This has proved beneficial for the worker, with treatment being consistent and consolidated.

We have also set up triage meetings with lawyers and RiskCover to establish the most effective case management strategies for complex claims.

Management education on the value of early return to work and supernumerary duties has proven beneficial. To further enhance return to work goals, monthly meetings are held regarding rehabilitation cases with line and senior managers.

Every employee who has returned to work receives an injury management survey (results on the following page).



### Assessment of the OSH management system

We assessed our OSH Management Systems in line with the quality management standard AS/NZS4801:2001 in May 2014 at which time we received silver certification for our management systems with the following results:

- management commitment 76 per cent
- planning 80 per cent
- consultation and reporting 80 per cent
- hazard management 80 per cent
- training and supervision 77 per cent.

In 2015–2016, we developed a comprehensive strategy to further enhance health and safety standards. The next WorkSafe Plan Assessment and Training Needs Analysis audits are due to commence in March and May 2017.

## OSH key performance indicators and trends

Key performance indicator	Actual results			Results against target	
	2013–2014	2014–2015	2015–2016	Government target	Comment on result
Number of fatalities	0	0	0	0	-
Lost time injury and/or disease incidence rate	4.6	3.2	3.9	0 or 10% reduction	15% reduction
Lost time injury and/or disease severity rate	16.7	30.1	26.8	0 or 10% reduction	
Percentage of workers returned to work within 13 weeks	80%	71%	65%	Greater than or equal to 80%	(see note a)
Percentage of workers returned to work within 26 weeks	87%	78%	73%	Greater than or equal to 80%	
Percentage of managers training in occupational safety and injury management responsibilities	89%	98.5%	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 2013–2014. Reductions are calculated against the comparison year.

- a) The severity rate and the return to work rate at the 13 week and 26 week milestones provide evidence of the complexity of claims dealt with by the Commission.

Various contributory factors underpin these results, and include an aging workforce, increase in surgeries, the complex nature of claims requiring people to remain away from work for longer periods of time, claims such include secondary claims such as physical claims that include psychological factors, and so forth. Such claims require intensive injury management and intervention, and despite good injury management systems and practices, early return to work is necessarily hampered.

Due to the complexity of the injuries, many of which had secondary conditions, there has been an impact on the Commission's ability to achieve our key targets, as the time needed to support people is more extensive in line with the severity of their conditions and the rehabilitation and supports required away from work.

## Additional OSH key performance indicators

Key performance indicator	2013–2014	2014–2015	2015–2016	Commission target	Variation from 2013–2014
Insurance premium	\$3.7 million	\$3.4 million	\$3.1 million		
Lost time injury and/or disease frequency rate	25.0	18.6	21.7	10% reduction	13% reduction
Number of accidents and incidents	463	432	411	10% reduction	19% reduction
Number of lost days	3,605	3,732	3,368	10% reduction	7% reduction
Lost time only claims	69	49	56	10% reduction	19% reduction
Medical only claims	18	24	25	10% reduction	39% increase
Total number of workers' compensation claims	87	73	81	10% reduction	7% reduction
Total number of recurrences (workers' compensation)	26	9	13	10% reduction	50% reduction
Number of notifiable injuries to WorkSafe	8	7	7	10% reduction	13% 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.

## Board and committee remuneration

### Disability Services Commission Board remuneration

Position	Name	Board meeting attended	Type of remuneration (see note a)	Period of membership (see note b)	Gross/actual remuneration 2014–2015 financial year
Chair	Bruce Langoulant	11	Sitting fee	12 months	\$39,442
Deputy Chair	Kathy Hough	9	Sitting fee	12 months	\$14,988
Member	Julie Carr	10	Sitting fee	12 months	\$8,677
Member	Russell Aubrey	9	Nil	12 months	Nil (see note c)
Member	Gavin Robins	8	Sitting fee	12 months	\$8,677
Member	Sandy Jensen	11	Sitting fee	12 months	\$8,677
Member	Crispin Roberts	8	Nil	12 months	Nil (see note c)
Member	Melissa Northcott	8	Sitting fee	12 months	\$8,677
Member	Rachel Skoss	11	Sitting fee	12 months	Nil (see note d)

## Ministerial Advisory Council on Disability remuneration

Position	Name	Type of remuneration (see note a)	Period of membership (see note b)	Gross/actual remuneration 2015–2016 financial year
Chair	Dr Rachel Skoss	Annual Sitting Fee	12 months	\$19,305
Deputy Chair	Mr Stuart Jenkinson	Annual Sitting Fee	12 months	\$8,125
Member	Mr Andrew Thompson	Annual Sitting Fee	12 months	\$5,555
Member	Mr Angelo Cinciosi	Annual Sitting Fee	12 months	\$5,555
Member	Mr Darren Lomman	Annual Sitting Fee	3 months	\$1,515
Member	Mr Anthony Pursell	Annual Sitting Fee	6 months	\$3,030
Member	Mr Jethro Hepton	Annual Sitting Fee	12 months	\$5,555
Member	Mr Tom Armington	Annual Sitting Fee	12 months	\$5,555
Member	Ms Cindy Evans	Annual Sitting Fee	10 months	Nil (see note c)
Member	Ms Eloise Bolam	Annual Sitting Fee	12 months	\$5,555
Member	Ms Helen Dullard	Annual Sitting Fee	6 months	\$2,525 (see note e)
Member	Ms Barbara Oosterhuis	Annual Sitting Fee	6 months	\$3,030
Member	Ms Helen Wright	Annual Sitting Fee	12 months	\$5,555
Member	Ms Penny Fogarty	Annual Sitting Fee	6 months	\$2,525 (see note e)
Member	Mr David Carrington	Annual Sitting Fee	6 months	Nil (see note c)
Member	Ms Wendy Dimer	Annual Sitting Fee	12 months	Nil (see note c)
Member	Ms Carole Kagi	Annual Sitting Fee	6 months	\$3,030

### Independent Priority Assessment Panel remuneration

Identities of panel members assessing funding applications remain confidential to prevent potential lobbying from stakeholders. The Chair is identified as the representative of the panel when reporting on funding outcomes to the Commission's Board and participating in sector information sessions and other public functions. The Chair has no role in the assessment of applications.

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2015–2016 financial year
Chair	A/Professor Sherry Saggars	Annual sitting fee	12 months	\$2,240
Deputy Chair	Deputy Chair	Nil	12 months	Nil (see note f)
Panel members external to the Commission				
Consumer	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	\$19,555
Consumer	Panel member 2		12 months	\$8,982
Consumer	Panel member 3		12 months	\$4,303
Family member	Panel member 4		12 months	\$25,225
Family member	Panel member 5		12 months	\$4,477
Family member	Panel member 6		12 months	\$23,657
Family member	Panel member 7		12 months	\$4,477
Disability sector organisation representative	Panel member 8		12 months	\$21,053
Disability sector organisation representative	Panel member 9		12 months	\$19,555
Disability sector organisation representative	Panel member 10		12 months	\$5,871
Advocate or peak body representative	Panel member 11		12 months	\$10,348

Position	Name	Type of remuneration	Period of membership	Gross/actual remuneration 2015–2016 financial year
Panel members internal to the Commission				
Commission representative	Panel member 12	Journal transfer – Funding Directorate to Operations Directorate	2 months	\$8,274
Commission representative	Panel member 13	Journal transfer – Funding Directorate to Reform Directorate	2 months	\$6,277
Commission representative	Panel member 14	Journal transfer – Funding Directorate to the Office of the Director General	2 months	\$4,477

## WA NDIS Appeals Panel

People participating in WA NDIS have access to an independent WA NDIS Appeals Panel. Where people are dissatisfied with the results of a review, they can appeal this decision and have their case heard by the panel. People can appeal decisions related to a number of areas including those made around eligibility, reasonable and necessary supports, self-management of funds,

grace period extensions, plan reviews and the application of Compensation Reduction Amounts.

The WA NDIS Appeals Panel is chaired by an independent person, who draws on a pool of appointed panel members who are also external to the Commission.

For each appeal, panel members are selected based on their expertise and experience relevant to the matter being considered. Identities of panel members hearing appeals remain confidential to prevent potential lobbying from stakeholders. The Chair has no role in the assessment of appeals.

Member	Gross/actual remuneration 2015–2016 financial year
Panel Chair Judy Hogben (Panel member 1)	\$6,183
Panel member 2 (Paid direct to disability sector organisation and not individual)	\$684
Panel member 3	\$912
Panel member 4	\$1,263
Panel member 5	\$1,391
Panel member 6	\$807

Notes:

- a) If applicable, include sessional payment, pre meeting, half day or annual.
- b) The period of membership refers to the board or committee member's membership of the respective board or committee during the 2015–2016 reporting period
- c) Member is a State Government employee there no sitting fee was payable.
- d) Part of Ministerial Advisory Council on Disability responsibilities.
- e) Members are not paid in December.
- f) Deputy Chair was unavailable during the sitting period and did not receive remuneration.

## Other legal requirements

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

In accordance with section 175ZE of the Electoral Act 1907, we spent \$127,237 during 2015–2016 in advertising, market research, polling, direct mail and media advertising.

Expenditure	\$
Advertising agencies	
• Adcorp Australia Ltd	41,272
Market research organisations	
• Patterson Research Group	65,780
Polling organisations	Nil
Direct mail organisations	
• Westcare Inc	11,892
Media advertising organisations	
• Optimum Media Decisions (WA) Ltd	8,293
<b>Total</b>	<b>127,237</b>

## Disability Access and Inclusion Plan outcomes

We are operating within our final year of our current Disability Access and Inclusion Plan (DAIP), for the period 2011–2016. The DAIP includes a range of initiatives focused on seven outcomes which aim to ensure our services, facilities and information are accessible and inclusive to the community.

### **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.**

We are committed to developing and assuring ongoing alternate entry pathways are available to enable wide reach access to WA NDIS. In doing so, we hosted events and activities in public venues, which were widely publicised via social media, newsletters, website and the Local Coordination network. In the past year, more than 100 engagement opportunities took place, aimed primarily at reaching potentially eligible people with disability in the Cockburn-Kwinana area. Similar initiatives and engagement strategies are being considered for implementation in 2016–2017 in the WA NDIS expansion areas.

Local Coordinators meet with people wherever possible to offer support and assistance regarding WA NDIS. This includes systemic attempts to connect with Aboriginal and culturally and linguistically diverse (CaLD) people via advocates or support agencies, and ensuring staff have adequate multicultural awareness to effectively engage with diverse groups, as well as engaging with other government agencies to assist with supporting people who are potentially eligible for services within WA NDIS.

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

We continue to monitor our premises to ensure compliance with the Building Code of Australia 2010, Australian Standard 1428 and the Disability Discrimination Act 1992. Where possible, opportunities to introduce current standards and accessibility are incorporated within new fit-outs. ACROD parking is an important consideration for new buildings.

As WA NDIS expands, every effort is being made to ensure new offices are easily accessible to the broader community. Considerations for office access include proximity to public transport, adequate visitor parking, and clearly visible and accessible ACROD parking.

### **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.**

A project to improve the accessibility and usability of our website was completed in January 2016. The upgrade aimed to meet Website Content Accessibility Guidelines 2.0 to AA standards and included modifications to the search function and home page design. The website includes information about these standards as well as the opportunity for website visitors to request information in other languages and formats to meet their needs.

We added a search tool to our website so that people can obtain information about service providers in the WA NDIS trial areas.

Our publications are provided in both PDF and accessible Word versions and are available in other formats on request. Some documents are produced in 'easy read' versions to meet the needs of specific groups.

In December 2015 we launched a Facebook page and increased our use of Twitter. This increased use of social media not only expands our reach of our general communications to the public but also is likely to be a key information

source for people with disability for whom internet activity is their key form of communication. We also used YouTube to publish a series of films, and ensured these were captioned. We use these platforms because they are some of the most commonly used social media platforms across Australia. While we cannot control the accessibility of these platforms, we make every effort to create and promote accessible content.

### **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.**

We are focused on ensuring all staff have the knowledge and skills to provide quality services for people with disability, their families and carers. This includes providing information and developing staff skills in areas including psychosocial supports, positive behaviour support, emergency transitions, and rights-based approaches to disability support for Local Coordination and Disability Justice Service staff.

### **Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.**

We continue to monitor and promote the complaints process at community forums and open days, as well as at our offices and orientation sessions. The complaints process is promoted by local offices in the following ways.

The Consumer Liaison Service brochure - Assistance with Concerns and Complaints - is included in welcome packs provided to all newly engaged people.

Consumer Liaison Service brochures are displayed in the reception area of all offices, and are provided at community forums.

### **Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

Local Advisory Groups (LAGs) have been established in the WA NDIS Lower South West and Cockburn-Kwinana areas. Members include people with disability, their families, carers, service provider representatives as well as representatives of community, mainstream and local government organisations. LAGs are a forum for the constructive exchange

of information and ideas relating to local trial experience, and for problem-solving issues as they emerge. Feedback received through these forums has been invaluable in ensuring that the WA NDIS model is responsive and supportive of people on the ground, in order to achieve good outcomes.

LAGs are an effective mechanism for local communication strategies and information provision to maximise stakeholder awareness and understanding of WA NDIS. They also provide a forum for building and maintaining positive partnerships with the mental health sector, local government and mainstream organisations, and ensure a multi-faceted approach to supporting people with disability in WA.

A further LAG will be established as the trial expands into the local government areas of Armadale, Murray and Serpentine-Jarrahdale in October 2016.

### **Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

We continue to develop and improve mechanisms to improve the attraction, recruitment and retention of employees with disability.

This includes initiatives to examine barriers to recruitment and retention of people with disability; and to support pathways for trainees with disability.

Human Resource Services is reviewing job description forms (JDFs) to identify any barriers that may exist for people with disability applying for jobs, such as online accessibility.

We work with our staff with disability to make reasonable modifications to workstations such as adjusting desk heights and surrounding partitioning to accommodate staff with mobility issues; and providing magnification hardware and software for staff with visual impairment.

Our Colin Street office building has meeting rooms with audio loop technology and emergency lights have been upgraded to assist people with hearing impairment in case of an evacuation.

We exceeded the WA public sector average and the Public Sector Commission's targets for the employment of people with disability with 3.6 per cent of people employed at the Commission stating they have a disability compared to the average across the public sector of 2.1 per cent.

## 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 2015–2016 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 to prevent non-compliance.

In 2015–2016, we received 40 allegations regarding potential breaches of the WA Public Sector Code of Ethics and/or our Code of Personal Conduct. Of these, seven were found to be breaches of our Code of Personal Conduct relating to relationship with others/inappropriate conduct towards residents, accountability/failure to follow policy and relationship with others/inappropriate conduct towards colleagues.

No public sector standard breach claims were received.

Our policies and operational procedures cover performance development, managing specific performance issues, managing suspected breaches of discipline, managing workplace grievances, managing employees who are absent without leave, the Code of Personal Conduct, managing conflicts of interest, outside employment and public interest disclosures.

During 2015–2016, our policy on managing workplace grievances was updated. Training was conducted for managers and staff on Accountable and Ethical Decision Making, the Code of Personal Conduct, managing suspected breaches of discipline, performance development and performance management, and managing workplace grievances.

New staff undertake an online induction program which covers their obligations under the Code of Personal Conduct, occupational health and safety and an understanding of our values and structure.

## Recordkeeping plans and compliance reporting

Our recordkeeping systems are audited and evaluated for efficiency and effectiveness every three years at a minimum, in line with our internal audit plan. The most recent audit was conducted in May 2014 and the next is scheduled in 2017.

We host an online, self-paced records awareness training package which outlines a person's recordkeeping responsibilities and obligations as they specifically relate to the State Records Act 2000. New employees and contractors are automatically enrolled for this training on commencement and are required to complete the training within three months of employment.

During the 2015–2016 reporting period, 149 new employees/contractors were enrolled and 91 completed the compulsory training. A total of 4,104 staff have undertaken this training since its introduction in May 2006, with an overall completion rate of 82 per cent.

The recordkeeping training is monitored on an ongoing basis for efficiency and effectiveness by utilising reports and results of participant surveys.

The recordkeeping training includes an assessment quiz which gauges an employee's level of understanding of their recordkeeping responsibilities and obligations.

An employee must demonstrate they have achieved a pass mark before they can successfully complete the course.

We host additional compulsory online training courses focused on Induction and Accountable and Ethical Decision Making, which also address recordkeeping responsibilities and protocols for the use and/or release of information. A checklist must be signed off by the employee's line manager on completion of these courses. Our orientation program is held every two months for new employees and includes a short session on recordkeeping. Each directorate also conducts further training that is specific to its activities and processes.

Departmental publications are hosted on our intranet and include our Recordkeeping Plan, Standards, records practices for staff and recordkeeping operational procedures. The online training courses allow staff/contractors to refer back to the content once they have completed their training. Staff can also use the intranet to search for general access administrative files.

It is expected that migration from the existing records management system, configuration of the new system and implementation of the management of physical records in the new system will be completed in the next reporting period.

An initial trial for electronic document management is to commence soon afterwards. A feasibility analysis will be undertaken to determine a strategy to implement the new electronic document management system across the Commission.

## Case study:

### Choice and control a reality for Mount Hawthorn man

When David Stewart moved from the Quadriplegic Centre in Shenton Park to his own home in Mount Hawthorn, his plans of living more independently came to fruition.

“It’s pretty good – you have your own privacy and everything in general is better,” David said. “I get to be in my own house and hang out with my mates.”

David was assisted through the process by One2One, which receives funding from us. The organisation develops partnerships with individuals and families who want to self-direct their services so they can live the lifestyle of their choice.

One2One Service Coordinator Lee Selkirk said David’s transition to his own home began when David, who has tetraplegia, was approved for a Housing Authority home.

“We met weekly, looking at services, therapists and anyone who needed to be involved to make sure he was safeguarded and assisted and could meet and recruit staff,” Lee said.

David’s move was a result of our commitment to a more individualised approach to service delivery, which means we work closely with each individual to identify what they might need to reach their goals.

The approach also aligns with the principles of the NDIS, which aims to provide people with disability with choice and control over their services and supports. We allocate funding on that basis, in a package developed according to each person’s needs.

This funding can be managed by an individual, their family, a carer or a service provider. Or they can choose a ‘shared management’ option, where the funding arrangement is shared between more than one person or organisation.

For David, this highly individualised approach has resulted in him moving from a group home to living more independently in the community in his own home.

## 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	\$381,741	\$0	\$9,537	<b>\$391,278</b>
2	Activ Foundation Inc.	\$34,004,770	\$12,703,393	\$1,283	\$6,855,540	<b>\$53,564,986</b>
3	Advocacy South West Inc.	\$0	\$0	\$0	\$73,006	<b>\$73,006</b>
4	Aftercare	\$15,309	\$72,554	\$0	\$0	<b>\$87,863</b>
5	Alkira Care Services Pty Ltd	\$0	\$112,533	\$0	\$97,149	<b>\$209,682</b>
6	Alpha Carers Australia Pty Ltd	\$0	\$27,147	\$0	\$0	<b>\$27,147</b>
7	Anglicare WA	\$0	\$1,771,148	\$0	\$292,425	<b>\$2,063,573</b>
8	Anne Marie Pearce	\$0	\$0	\$868	\$0	<b>\$868</b>
9	Ashton Horsley	\$0	\$0	\$238,605	\$0	<b>\$238,605</b>
10	Australian Red Cross Society	\$0	\$3,462,459	\$0	\$4,828,455	<b>\$8,290,914</b>
11	Autism Association of WA Inc.	\$17,366,321	\$9,934,280	\$7,381,232	\$2,486,282	<b>\$37,168,115</b>
12	Avon Community Employment Support Centre Inc.	\$0	\$1,164,672	\$0	\$843,403	<b>\$2,008,075</b>
13	Baptistcare Inc.	\$3,484,200	\$7,962,564	\$8,853	\$1,335,011	<b>\$12,790,628</b>
14	BGSR Pty Ltd Supported Accommodation Services	\$4,043,292	\$1,820,538	\$0	\$1,128,466	<b>\$6,992,296</b>
15	Blind Citizens WA Inc.	\$0	\$0	\$0	\$15,323	<b>\$15,323</b>
16	Brightwater Care Group Inc.	\$12,681,837	\$185,620	\$0	\$99,566	<b>\$12,967,023</b>

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
17	Bronia Anne Holyoak ATF the Valued Lives Trust	\$0	\$136,645	\$0	\$0	<b>\$136,645</b>
18	Cam Can & Associates Pty Ltd ATF the Lema Family Trust	\$0	\$16,605,651	\$1,330	\$2,527,016	<b>\$19,133,997</b>
19	Carers' Association of Western Australia Inc.	\$0	\$133,302	\$0	\$0	<b>\$133,302</b>
20	Caroline Ann Marshall and Rebecca Jodie Salamon	\$0	\$83,677	\$0	\$4,304	<b>\$87,981</b>
21	Caryn Jane Mincherton and Penelope Jane Melsom	\$0	\$0	\$10,862	\$0	<b>\$10,862</b>
22	Catholic Archdiocese of Perth Personal Advocacy Service	\$0	\$0	\$0	\$105,920	<b>\$105,920</b>
23	Child & Adolescent Health Service	\$0	\$0	\$35,000	\$0	<b>\$35,000</b>
24	City of Canning	\$323,412	\$517,186	\$0	\$228,430	<b>\$1,069,028</b>
25	City of Cockburn	\$0	\$78,186	\$0	\$1,907	<b>\$80,093</b>
26	City of Fremantle	\$0	\$22,066	\$0	\$0	<b>\$22,066</b>
27	City of Gosnells	\$0	\$0	\$0	\$98,133	<b>\$98,133</b>
28	Claremont Therapeutic Riding Centre Inc.	\$0	\$800	\$0	\$50,000	<b>\$50,800</b>
29	Community First International Limited	\$0	\$165,416	\$0	\$7,812	<b>\$173,228</b>
30	Community Living Association Inc.	\$0	\$9,989,447	\$0	\$1,120,074	<b>\$11,109,521</b>

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
31	Community Vision Inc.	\$67,028	\$1,647,061	\$0	\$708,405	<b>\$2,422,494</b>
32	Crosslinks Inc.	\$3,223,372	\$3,297,697	\$0	\$431,665	<b>\$6,952,734</b>
33	DADAA Limited	\$0	\$465,830	\$0	\$215,501	<b>\$681,331</b>
34	Dainton, Benjamin (T/As Ben's Administration Company)	\$0	\$142,372	\$0	\$0	<b>\$142,372</b>
35	Developmental Disability Council of Western Australia Inc.	\$0	\$0	\$0	\$539,714	<b>\$539,714</b>
36	Directions Disability Support Services Inc.	\$0	\$2,625,587	\$335	\$788,719	<b>\$3,414,641</b>
37	Diversity South Inc.	\$5,253,665	\$872,594	\$0	\$40,277	<b>\$6,166,536</b>
38	Down South Therapy Services Pty Ltd	\$0	\$1,080	\$110,458	\$1,344	<b>\$112,882</b>
39	Ease WA Pty Ltd	\$0	\$3,127	\$65,538	\$0	<b>\$68,665</b>
40	Elba Inc.	\$0	\$4,953,938	\$0	\$240,072	<b>\$5,194,010</b>
41	Empowering People In Communities (EPIC) Inc.	\$0	\$1,907,388	\$0	\$1,234,292	<b>\$3,141,680</b>
42	Enable Southwest Inc.	\$0	\$9,566,237	\$60,459	\$2,488,100	<b>\$12,114,796</b>
43	Ethnic Disability Advocacy Centre	\$0	\$0	\$0	\$503,118	<b>\$503,118</b>
44	Excel Physiotherapy Pty Ltd ATF Madan Unit Trust	\$0	\$0	\$35,921	\$157	<b>\$36,078</b>
45	Explorability Inc.	\$0	\$0	\$0	\$275,000	<b>\$275,000</b>
46	Fairbridge Western Australia Inc.	\$0	\$0	\$0	\$104,113	<b>\$104,113</b>

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
47	Family Support WA Inc.	\$114,365	\$3,000,209	\$2,224	\$923,886	<b>\$4,040,684</b>
48	Forrest Personnel Inc.	\$0	\$13,815	\$0	\$0	<b>\$13,815</b>
49	Funtalk Pty Ltd	\$0	\$0	\$12,547	\$56	<b>\$12,603</b>
50	Goldfields Individual and Family Support Association Inc.	\$1,580,325	\$3,333,086	\$0	\$982,713	<b>\$5,896,124</b>
51	Good Samaritan Industries	\$0	\$90,408	\$0	\$0	<b>\$90,408</b>
52	Headwest Brain Injury Association of WA Inc	\$0	\$0	\$0	\$219,554	<b>\$219,554</b>
53	Home Health Pty Ltd	\$0	\$84,851	\$3,601	\$2,481	<b>\$90,933</b>
54	Identitywa	\$17,990,366	\$3,408,278	\$0	\$3,144,020	<b>\$24,542,664</b>
55	Inclusion WA Inc.	\$0	\$2,823,748	\$0	\$310,078	<b>\$3,133,826</b>
56	Independence Australia Group	\$0	\$4,125,401	\$0	\$96,000	<b>\$4,221,401</b>
57	Independent Living Centre of Western Australia Inc.	\$0	\$5,973	\$2,778,370	\$268,724	<b>\$3,053,067</b>
58	Interchange Inc.	\$0	\$6,731,320	\$0	\$1,116,432	<b>\$7,847,752</b>
59	Intework Inc.	\$0	\$10,601,373	\$1,768	\$720,196	<b>\$11,323,337</b>
60	ISADD WA Pty Ltd	\$0	\$0	\$1,077,889	\$29,534	<b>\$1,107,423</b>
61	Joanne Michelle Edmond	\$0	\$0	\$21,036	\$0	<b>\$21,036</b>
62	Key Assets WA Ltd	\$0	\$1,048,064	\$760	\$38,073	<b>\$1,086,897</b>

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
63	Kids are Kids! Therapy and Education Centre Inc.	\$0	\$0	\$923,623	\$1,174	<b>\$924,797</b>
64	Kids' Camps Inc	\$0	\$0	\$0	\$208,202	<b>\$208,202</b>
65	Kimberley Individual and Family Support Association Inc.	\$483,432	\$2,199,641	\$0	\$1,664,285	<b>\$4,347,358</b>
66	Kira Inc.	\$0	\$2,944,781	\$0	\$62,495	<b>\$3,007,276</b>
67	Learning About Mental Problems Inc.	\$0	\$468,870	\$1,586	\$3,738	<b>\$474,194</b>
68	Leath Marshall	\$0	\$0	\$10,966	\$0	<b>\$10,966</b>
69	Life Without Barriers	\$4,250,074	\$12,658,271	\$4,649	\$2,340,246	<b>\$19,253,240</b>
70	Lifeplan Recreation & Leisure Association Inc.	\$0	\$1,301,219	\$0	\$110,014	<b>\$1,411,233</b>
71	Lifestyle Solutions Aust Ltd	\$1,708,388	\$1,325,124	\$0	\$839,589	<b>\$3,873,101</b>
72	Lisa Dianne Cargeeg	\$0	\$0	\$598	\$0	<b>\$598</b>
73	Mandurah Disabled Support & Recreational Respite Inc	\$0	\$42,067	\$0	\$9,598	<b>\$51,665</b>
74	Marjorie Laura Rosenhart	\$0	\$0	\$25,357	\$0	<b>\$25,357</b>
75	Mental Health Carers Arafmi (WA) Inc.	\$0	\$14,185	\$60	\$1,355	<b>\$15,600</b>
76	Mental Illness Fellowship of Western Australia Incorporated	\$0	\$266,760	\$0	\$0	<b>\$266,760</b>
77	Mercy Community Services Incorporated	\$0	\$7,120	\$0	\$10,638	<b>\$17,758</b>

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
78	Midway Community Care	\$3,358,192	\$5,051,743	\$0	\$777,561	<b>\$9,187,496</b>
79	Midwest Community Living Association Inc.	\$0	\$1,887,163	\$0	\$564,897	<b>\$2,452,060</b>
80	Miscellaneous Providers	\$8,043,407	\$2,037,768	\$0	\$633,175	<b>\$10,714,350</b>
81	Mosaic Community Care Inc.	\$8,189,141	\$2,525,492	\$474	\$200,129	<b>\$10,915,236</b>
82	Multicultural Services Centre of Western Australia Incorporated	\$0	\$372,721	\$0	\$190,257	<b>\$562,978</b>
83	Multiple Sclerosis Society of Western Australia Inc.	\$4,244,242	\$7,269,423	\$457,616	\$2,154,146	<b>\$14,125,427</b>
84	My Place Foundation Inc.	\$0	\$33,356,647	\$9,694	\$193,298	<b>\$33,559,639</b>
85	My Place WA Pty Ltd	\$0	\$0	\$0	\$279,242	<b>\$279,242</b>
86	Nascha Inc.	\$370,464	\$1,442,668	\$0	\$332,011	<b>\$2,145,143</b>
87	National Disability Services Limited	\$77,923	\$1,168,782	\$0	\$1,783,792	<b>\$3,030,497</b>
88	Next Challenge Enterprises Pty Ltd	\$0	\$0	\$320,326	\$6,082	<b>\$326,408</b>
89	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council	\$0	\$0	\$0	\$858,620	<b>\$858,620</b>
90	North Metropolitan Area Health Service	\$0	\$0	\$1,301,735	\$0	<b>\$1,301,735</b>
91	Nulsen Haven Assn Inc.	\$33,857,819	\$3,822,356	\$2,095,879	\$240,685	<b>\$40,016,739</b>
92	One2One Individualised Services Inc.	\$0	\$3,803,623	\$0	\$708,475	<b>\$4,512,098</b>
93	One2One Pty Ltd ATF The Apollon Trust	\$0	\$140,539	\$2,586	\$0	<b>\$143,125</b>

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	Orion Services WA Pty Ltd ATF the Andison Family Trust	\$2,346,163	\$1,979,709	\$0	\$434,593	<b>\$4,760,465</b>
95	Orthotic & Prosthetic Solutions Pty Ltd	\$0	\$0	\$1,063	\$404	<b>\$1,467</b>
96	Outcare Inc.	\$0	\$1,211,764	\$18,104	\$26,240	<b>\$1,256,108</b>
97	Parents of Children with Special Needs Inc.	\$0	\$0	\$0	\$190,000	<b>\$190,000</b>
98	Peel Home & Community Support Incorporated	\$0	\$0	\$0	\$298,855	<b>\$298,855</b>
99	People Actively Committed Together PACT Inc.	\$0	\$422,412	\$0	\$241,421	<b>\$663,833</b>
100	People With Disabilities (WA) Inc.	\$0	\$0	\$0	\$948,414	<b>\$948,414</b>
101	Perth Home Care Services Inc.	\$0	\$27,389,899	\$2,002	\$5,854,651	<b>\$33,246,552</b>
102	Phylos Inc.	\$0	\$847,321	\$0	\$67,273	<b>\$914,594</b>
103	Physioconcept Pty Ltd	\$0	\$0	\$246,385	\$0	<b>\$246,385</b>
104	Pia Louise Leeming	\$0	\$3,452	\$0	\$0	<b>\$3,452</b>
105	Pledg Inc.	\$0	\$0	\$0	\$236,608	<b>\$236,608</b>
106	Potential Occupational Therapy for Children ATF The Rogan Family Trust	\$0	\$2,609	\$25,260	\$0	<b>\$27,869</b>
107	Pu-Fam Pty Ltd	\$455,003	\$0	\$0	\$0	<b>\$455,003</b>
108	Richmond Wellbeing Inc.	\$450,654	\$72,950	\$2,585	\$114,475	<b>\$640,664</b>

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
109	Riding for the Disabled Association of WA Inc.	\$0	\$402,107	\$0	\$0	<b>\$402,107</b>
110	Rise Network Inc.	\$8,043,979	\$3,520,315	\$0	\$694,237	<b>\$12,258,531</b>
111	Rocky Bay Inc.	\$11,153,595	\$6,449,421	\$11,440,195	\$4,774,184	<b>\$33,817,395</b>
112	Ruah Community Services	\$0	\$77,687	\$34	\$205	<b>\$77,926</b>
113	Senses Australia	\$4,467,975	\$4,184,964	\$3,240,268	\$1,190,402	<b>\$13,083,609</b>
114	Sensory Connections Occupational Therapy Services Pty Ltd	\$0	\$0	\$14,352	\$0	<b>\$14,352</b>
115	Seventh Day Adventist Aged Care WA	\$1,546,363	\$31,119	\$0	\$158,727	<b>\$1,736,209</b>
116	Sexuality Education Counselling & Consultancy Agency Inc.	\$0	\$0	\$351,716	\$126,623	<b>\$478,339</b>
117	Silver Chain Group Limited	\$0	\$29,647	\$0	\$518,497	<b>\$548,144</b>
118	South Metropolitan Area Health Service	\$0	\$0	\$3,563,501	\$0	<b>\$3,563,501</b>
119	South Metropolitan Personnel Inc.	\$0	\$2,926,100	\$0	\$130,970	<b>\$3,057,070</b>
120	Southern Cross Care WA Inc.	\$0	\$139,370	\$1,365	\$5,308	<b>\$146,043</b>
121	Spine & Limb Foundation Inc.	\$0	\$1,629,913	\$0	\$51,249	<b>\$1,681,162</b>
122	Strive Warren Blackwood Inc.	\$0	\$149,895	\$5,462	\$41,930	<b>\$197,287</b>
123	Sunflower Care Services Pty Ltd	\$1,284,925	\$154,068	\$0	\$223,785	<b>\$1,662,778</b>
124	Teem Treasure Pty Ltd	\$1,307,211	\$4,560,529	\$0	\$0	<b>\$5,867,740</b>

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
125	TeenSpirit Incorporated	\$0	\$0	\$0	\$109,830	<b>\$109,830</b>
126	Telethon Kids Institute	\$0	\$0	\$0	\$11,200	<b>\$11,200</b>
127	Telethon Speech and Hearing LTD	\$0	\$0	\$430,045	\$65,021	<b>\$495,066</b>
128	Terramore Pty Ltd	\$0	\$0	\$3,032	\$0	<b>\$3,032</b>
129	The Cerebral Palsy Association of Western Australia Ltd	\$26,509,691	\$8,774,050	\$13,315,603	\$5,620,726	<b>\$54,220,070</b>
130	The Family Planning Association of Western Australia (Inc.)	\$0	\$8,651	\$692,677	\$158,372	<b>\$859,700</b>
131	The Western Australian Deaf Society Inc.	\$0	\$90,549	\$184,578	\$7,504	<b>\$282,631</b>
132	Therapy Focus Inc.	\$0	\$31,492	\$16,209,460	\$441,573	<b>\$16,682,525</b>
133	UnitingCare West	\$2,526,751	\$2,462,874	\$0	\$321,729	<b>\$5,311,354</b>
134	Upper Great Southern Family Support Association Inc	\$0	\$1,641,273	\$0	\$374,450	<b>\$2,015,723</b>
135	Valued Independent People (Inc.)	\$0	\$5,478,197	\$0	\$639,115	<b>\$6,117,312</b>
136	Valued Lives Foundation Inc.	\$0	\$92,567	\$0	\$33,072	<b>\$125,639</b>
137	Vemvane Inc.	\$0	\$237,669	\$0	\$464,981	<b>\$702,650</b>
138	VisAbility Limited	\$0	\$24,498	\$1,403,395	\$932,198	<b>\$2,360,091</b>
139	WA Blue Sky Inc.	\$2,636,366	\$814,908	\$0	\$127,712	<b>\$3,578,986</b>
140	WA Country Health Service	\$0	\$0	\$3,859,249	\$0	<b>\$3,859,249</b>

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
141	WA Disabled Sports Association Inc.	\$0	\$294,942	\$0	\$27,592	<b>\$322,534</b>
142	We Can Community Services Pty Ltd	\$1,174,831	\$750,239	\$0	\$161,114	<b>\$2,086,184</b>
143	West Australian Sleep Disorders Research Institute Inc.	\$0	\$0	\$358,106	\$0	<b>\$358,106</b>
144	Westcare Inc.	\$243,019	\$43,203	\$0	\$0	<b>\$286,222</b>
145	Western Australian Local Government Association	\$0	\$100,000	\$0	\$0	<b>\$100,000</b>
146	Western Australian Motor Industry Foundation Inc.	\$0	\$654,425	\$0	\$0	<b>\$654,425</b>
147	Wheatbelt Individual and Family Support Association Incorporated	\$0	\$510,301	\$0	\$1,258,885	<b>\$1,769,186</b>
148	Wize Therapy Pty Ltd	\$0	\$2,814	\$971,408	\$0	<b>\$974,222</b>
149	Workpower Incorporated	\$0	\$2,866,564	\$220	\$57,828	<b>\$2,924,612</b>
	<b>Total</b>	<b>\$228,877,870</b>	<b>\$293,251,892</b>	<b>\$73,344,153</b>	<b>\$78,945,640</b>	<b>\$674,419,555</b>

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Cathy next to her artwork.





Disability Services Commission



@DisabilityWA



DisabilityWA

## Disability Services Commission

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