



Disability Services Commission

Annual Report 2002-2003

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This Annual Report provides comprehensive data on the number and characteristics of Western Australians with disabilities and their family carers who have accessed disability support services funded or provided by the Disability Services Commission during 2002-2003, together with the cost of providing these services.

The data on service users have been contributed by 153 external service providers, as well as by the Commission's three service-providing directorates. In all, some 856 individual service outlets collect data which is recorded on 39,327 service records for this purpose. This represents an enormous effort by service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 60 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

- the data are collected according to national requirements and therefore are not completely congruent with Western Australian reporting requirements. Thus, variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;

- the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential within a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery;
- while the Commission contracts external agencies to provide services, it is sometimes difficult to separate government funded disability services from those services provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

THIS REPORT IS AVAILABLE IN ALTERNATIVE FORMATS ON REQUEST

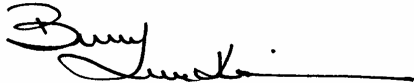
Hon Minister for Disability Services

ANNUAL REPORT

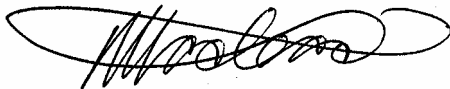
2002-2003

In accordance with the *Financial Administration and Audit Act 1985 (Section 66)*, 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 2003.

The Annual Report has been prepared in accordance with the provisions of the *Financial Administration and Audit Act 1985*.



Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD



Mallika Macleod
DEPUTY CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

27 August 2003

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Disability in Western Australia

Disability affects the lives of more than half a million Western Australians (one in every three people)

- One in every five Western Australians has a disability (381,000 people).
- One in every 10 Western Australians is a carer of a person with a disability (199,600 carers).
- One in every 25 Western Australians has both a disability and is a carer of a person with a disability (72,000 people).

Most Western Australians with a disability have a physical disability

- Nearly three-quarters of Western Australians with a disability (260,300 people) have a physical disability as their main disabling condition.
- One in every six Western Australians with a disability (59,000 people) has a mental or behavioural disorder as their main disabling condition.
- One in every 10 Western Australians with a disability (36,000 people) has a sensory disability as their main disabling condition.

Many people with a disability have more than one disability

- A quarter of people using the services of the Disability Services Commission have multiple disabilities.

Nearly 30 per cent of Western Australians with a disability are profoundly or severely restricted by their disability

- Of those Western Australians who are profoundly or severely restricted by disability, an estimated 66,100 people are under the age of 65.

Most Western Australians with a disability live in the community

- 93 per cent of people with a disability live in the community, either independently or with family or friends.

Most of the help needed by people with disabilities is provided by families and friends

- Families and friends provide 70 per cent of all assistance needed by Western Australians with a disability.
- Agencies provide 24 per cent of all assistance needed by Western Australians with a disability.

Most Western Australians with disabilities have their support needs fully or partly met. Of all Western Australians with a disability who report a need for personal assistance:

- 62 per cent have their needs fully met;
- 33 per cent have their needs only partly met; and
- 5 per cent are not receiving any assistance towards meeting their needs.

These data items are sourced from the ABS 1998 Survey of Disability, Ageing and Carers, and have been adjusted for population increase and population ageing up to 2001. Other data items are unchanged ABS 1998 figures. More recent data, from the ABS 2003 disability survey, will be available in May 2004.

2002-2003 at a Glance

This 2002-2003 financial year marks the:

- ninth full year of the Disability Services Commission;
- implementation of the third year of the Commission's Five-Year Strategic Plan; and
- implementation of the third year of the Commission's Five-Year Business Plan.

PEOPLE HELPED

19,260 Western Australians with disabilities accessed services funded or provided by the Disability Services Commission.

An estimated 381,000 Western Australians with a disability, along with some 200,000 carers, benefited from initiatives of the Disability Services Commission.

COST

The Commission expended \$243.5 million to support the needs of the estimated 20% of Western Australians with a disability. This represents a 7% increase on the \$227.4 million expended the previous year. The Disability Services Commission budget is equivalent to 2.3% of the State Budget.

Expenditure for 2002-2003 represents an average of:

- \$12,644 per person using the disability support services funded or provided by the Commission; and
- \$639 per person for the estimated 381,000 Western Australians with a disability.

1. STATEMENT OF COMPLIANCE

The Disability Services Commission administers the *Disability Services Act 1993* and, in the conduct of its business, is subject to a wide range of both State and Commonwealth statutes.

The Commission is listed as a government department for the purpose of meeting the requirements of the *Public Sector Management Act 1994*, *Superannuation and Family Benefits Act 1938*, *Government Employees Superannuation Act 1987* and the *Government Employees Housing Act 1964*.

Compliance with Written Law

The Commission has complied with all relevant written law and in particular the:

- *Equal Opportunity Act 1984*;
- *Equal Opportunity Amendment Acts 1988 and 1992*;
- *Financial Administration and Audit Act 1985*;
- *Occupational Health, Safety and Welfare Act 1984*;
- *Public Sector Management Act 1994*;
- *State Supply Commission Act 1991*;
- *Workers' Compensation and Rehabilitation Act 1981*;
- *Workers' Compensation and Rehabilitation Amendment Act 1992*;
- *Freedom of Information Act 1992*; and
- *Disability Discrimination Act 1992*.

Access and Equity

The Commission has complied with the requirement to:

- develop, implement and report on its Disability Service Plan (*Disability Services Act 1993*);
- report on language and cultural diversity outcomes; and
- report on youth outcomes.

(Reported under Customer Outcomes in Chapter 10.)

Freedom of Information

The Commission has complied with the requirement to report on the management of requests under the *Freedom of Information Act 1992*. (Reported under Other Reporting Requirements in Chapter 11.)

In addition, the Annual Report includes a detailed listing of all publications and resources produced by, and available from, the Commission. (See Appendix 15.7 *Publications and Resources*.)

Equal Employment Opportunities

Under the *Equal Opportunity Act 1984*, the Commission has complied with the requirement to develop and implement an Equal Employment Opportunity Management Plan. *(Reported under Other Reporting Requirements in Chapter 11.)*

Public Sector Standards

In accordance with the *Public Sector Management Act 1994 S 31 (1)*, the Disability Services Commission has policy, guidelines and processes in place which support compliance with the Public Sector Standards in Human Resource Management, the Public Sector Code of Ethics and the Commission's own Code of Conduct. *(Reported under Other Reporting Requirements in Chapter 11.)*

Advertising and Sponsorship

As required under the *Electoral Act S175ZE*, details are provided in the Commission's expenditure on advertising and sponsorship. *(Reported under Other Reporting Requirements in Chapter 11.)*

Waste Paper Recycling

The Commission is committed to the conservation and preservation of physical resources. As required by the *Cabinet Minute 2.7 of October 1991*, a report on Waste Paper Recycling is included in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 11.)*

Energy Smart Government Policy

In accordance with the Energy Smart Government Policy, the Commission is committed to achieving a 12% reduction in non-transport related energy use by 2006-2007 with a 5% reduction targeted for 2002-2003. Its achievements are shown in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 11.)*

Evaluations

In accordance with the *Circular to Ministers No. 37/94*, summaries of evaluations undertaken by the Commission are published in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 11.)*

In addition, the Annual Report includes a comprehensive outline of all research and development activities undertaken during the year. *(See Appendix 15.5 Research and Development.)*

2. THE DISABILITY SERVICES COMMISSION

The Disability Services Commission was established in December 1993 under the *Disability Services Act 1993*. The Act gives the Commission statutory responsibility for policy and program development and service planning in all areas that affect the rights and needs of Western Australians with disabilities.

2.1 Definition of Disability

Section 3
Disability Services Act 1993

"Disability" means a disability -

- (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- (b) which is permanent or likely to be permanent;
- (c) may or may not be of a chronic or episodic nature; and
- (d) which results in -
 - (i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - (ii) a need for continuing support services.

2.2 Legislative Functions

The key functions of the Disability Services Commission are specified in Section 12 of the *Disability Services Act 1993*. A summary of functions is presented below.

Policy Development - including advice, research and evaluation.

Service Provision - both directly and by encouraging the development of appropriate services by other agencies.

Funding and Accountability - enabling non-government agencies to provide a diverse range of services offering choices for people with disabilities, their families and carers.

Promotion of Equal Access - enabling access to services provided by government and those generally available in the community.

Community Education and Consumer Advocacy - promoting and protecting the dignity and rights of people with disabilities.

2.3 Legislative Principles

The operations of the Disability Services Commission are governed by nine legislative principles relating to the rights of people with disabilities and 17 objectives relating to the provision of services and programs to people with disabilities. The principles and objectives are listed in Schedules 1 and 2 of the *Disability Services Act 1993*. Based on the legislative principles, eight service standards provide a customer-focused framework for service provision and the Purchasing Agreements with funded external service providers.

LEGISLATIVE PRINCIPLES

1. People with disabilities are individuals who have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role of the family unit.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities.
7. People with disabilities have the same right of pursuit of any grievance in relation to services as have other members of society.
8. People with disabilities have the right to access the type of accommodation and employment that they believe is most appropriate.
9. People with disabilities who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.

Chapter 2 – The Disability Services Commission

2.4 Outcome, Outputs and Service Areas

Outcome	Output	Service Areas
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Output 1 Residential Services	<ul style="list-style-type: none">▪ Hostel Residential▪ Community Residential
	Output 2 Non-Residential Services	<ul style="list-style-type: none">▪ Supported Community Living*▪ Family Support and Respite▪ Day Options (including Post School Options)▪ Health and Individual Development (including therapy services)
	Output 3 Individual Coordination	<ul style="list-style-type: none">▪ LAC Coordination▪ LAC Direct Consumer Funding
	Output 4 Strategic Coordination	<ul style="list-style-type: none">▪ Policy Development▪ Strategic Planning and Evaluation▪ Access Improvement▪ Community Education▪ Quality Assurance

** As of 2003-2004, Supported Community Living will be reported as part of Output 1. Output 1 will be renamed Accommodation Support and Output 2 will change to Individual and Family Support.*

3. STRATEGIC SUMMARY

Vision, Values and Mission

VISION

All people live in welcoming communities that provide friendship, mutual support and a “fair go” for everyone including people with disabilities, their families and carers.

VALUES

- People with disabilities have the same right as other citizens to participate in their communities and to live a full and valued life.
- Communities are enriched by the inclusion and participation of people with disabilities.
- People with disabilities are in the best position to determine their own needs and goals for the future.
- Communities are the most important way of providing friendship, support and a meaningful life to people with disabilities and their families and carers.
- People with disabilities have the right to live a life free of neglect, abuse or exploitation.
- Services provided by government and funded agencies complement and support the role of families, carers and communities.
- Services are provided in a flexible and accountable manner to best meet individual needs.
- Services and supports are responsive to the individual needs and circumstances of people with disabilities, taking into consideration additional needs due to their location, Aboriginality, ethnic background or type of disability.
- Partnerships between individuals, families and carers, communities, governments, service providers and the business sector are vital in meeting the needs of people with disabilities.
- People who work with people with disabilities are valued and supported.

MISSION

The primary focus of the Commission is to make a positive difference to the lives of people with disabilities, their families and carers.

The Commission will provide leadership to:

- support local communities in welcoming and assisting people with disabilities, their families and carers;
- achieve access to quality support and services for people with disabilities; and
- protect the rights of people with disabilities who are especially vulnerable and support them to achieve a full and valued life.

3.2 Strategic Goals

TO STRENGTHEN INDIVIDUALS, FAMILIES AND CARERS

To protect the rights of people with disabilities and to promote the importance of individuals, families and carers in being able to influence what happens to people with disabilities in Western Australia.

Strategies

- Protecting rights and providing safeguards especially for people who are vulnerable.
- Acknowledging the pivotal importance of families and increasing their influence.
- Caring for carers by supporting families and carers in their caring role.
- Enhancing the provision of information and ensuring effective two-way communication.
- Providing quality services based on people's needs.

TO STRENGTHEN COMMUNITIES

To acknowledge, educate and assist communities throughout Western Australia in their role of supporting people with disabilities, families and carers.

Strategies

- Acknowledging and strengthening communities in providing support.
- Positively influencing community attitudes to people with disabilities.
- Mobilising and supporting the public and private sectors to ensure access to services and facilities.
- Ensuring people who live in regional areas or who come from diverse cultural backgrounds receive equitable access to services.

TO STRENGTHEN PARTNERSHIPS AND SUPPORT SERVICES

To ensure that partnerships and support services are developed to achieve the best possible outcomes for people with disabilities.

Strategies

- Increasing government support for disability services.
- Funding and providing quality services to meet the needs of people with disabilities.
- Developing more effective partnerships with government agencies and non-government service providers.
- Ensuring funding is flexible and responsive to individual needs.
- Encouraging and implementing creative and flexible initiatives.
- Promoting behaviours and lifestyles which prevent disabilities and provide people with disabilities with opportunities for optimal growth and development.

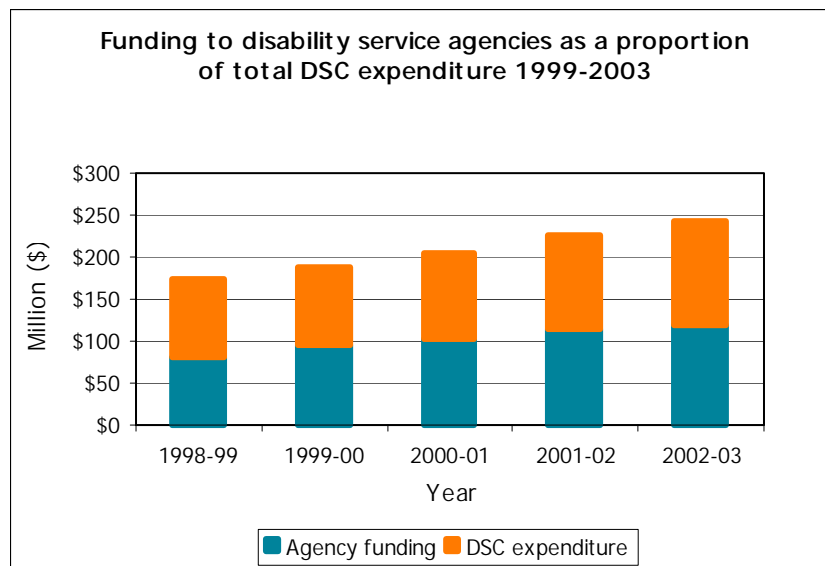
4. OPERATIONAL SUMMARY

During 2002-2003, the Disability Services Commission spent \$243.5 million (2.3% of the State Budget) to advance the rights and support the needs of Western Australians who have a disability.

Disability Services Commission Funding

The Disability Services Commission budget of \$243.5 million has increased by \$16.1 million (7%) over the past year (from \$227.4 million in 2001-2002).

Over the past five years, the budget has increased by 40% (from \$174.2 million in 1998-1999).



STATE FUNDING

During 2002-2003, the Commission allocated \$119.8 million (almost half the budget) to 153 external service providers to provide services and support for Western Australians with disabilities and their family carers. This is \$6.65 million or 6% more than the previous year. (See Appendix 15.3 for a full listing of funding to external service providers).

Over the past five years, the State Government's funding of disability services has increased. State funding in 2002-2003 for operations was \$195.5 million.

COMMONWEALTH FUNDING

The Commonwealth State and Territory Disability Agreement (CSTDA) is a five-year agreement between the Commonwealth and State and Territory Governments to reduce overlap and duplication in the administration of disability services. The first

Chapter 4 – Operational Summary

CSTDA was signed in 1991. Western Australia completed negotiations for a third CSTDA, covering the five-year period 2002-2003 to 2006-2007, in June 2003.

Under the CSTDA, States and Territories assumed administrative responsibility for accommodation, alternatives to employment, community access and respite, while the Commonwealth undertook administrative responsibility for specialist disability employment programs. Advocacy, print disability and information services remained as shared responsibilities. Responsibility for funding under the CSTDA continues to be shared between the two levels of government.

Under the third CSTDA, Ministers have agreed to make progress under five policy priority areas which are aimed at improving the linkages between, and coordination of, services for people with disabilities, namely:

- strengthened access to mainstream and generic services;
- strengthened across-government linkages;
- strengthened individuals and families;
- improved accountability, quality, efficiency and effectiveness of specialist disability services; and
- improved long-term strategies to respond to and manage demand for specialist services.

All States and Territories have entered into bilateral agreements with the Commonwealth to work together on local initiatives to progress the CSTDA policy priorities. Under its bilateral agreement, Western Australia has identified areas for joint work with the Commonwealth which include:

- the transition of young people from school to employment;
- planning for appropriate service provision;
- the interface with aged care; and
- advocacy.

In 2002-2003, the Commonwealth contributed 17.8% of the funding for accommodation and non-employment services administered by the Disability Services Commission, while the State Government contributed 82.2%.

The projected increase in State funding over the five years of the third CSTDA is \$60.6 million, compared with the Commonwealth's contribution of \$8.5 million (excluding employment).

Funding Across Outputs Areas

Disability Services funding in 2002-2003 was allocated across four outputs areas.

Output 1: Residential Services

Expenditure of \$119.9 million (49% of the total budget)

Chapter 4 – Operational Summary

Output 2: Non-Residential Services

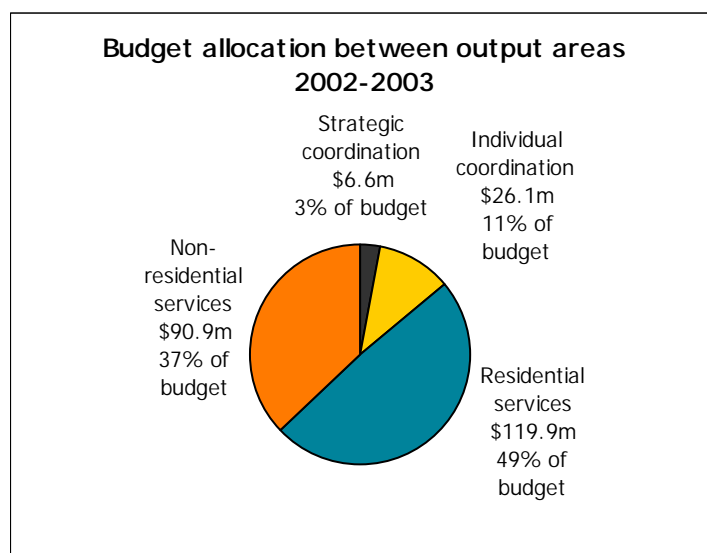
Expenditure of \$90.9 million (37% of the total budget)

Output 3: Individual Coordination

Expenditure of \$26.1 million (11% of the total budget)

Output 4: Strategic Coordination

Expenditure of \$6.6 million (3% of the total budget)



People Helped

During 2002-2003, 19,260 Western Australians with a disability used services funded or provided by the Disability Services Commission. These people may have accessed one or more services across the Commission's output areas.

Output 1: Residential Services

1,566 residents supported.

Output 2: Non-Residential Services

16,717 people supported.

Output 3: Individual Coordination

6,617 people supported.

Output 4: Strategic Coordination

Serving the needs of an estimated 381,000 Western Australians with disabilities, through the production of 86 strategic and policy projects.

Chapter 4 – Operational Summary

Cost per Person Helped

The cost of providing support was \$12,644 per service user in 2002-2003.

The cost per person supported for each of the Output areas is presented in the following table.

Output	Benefit	Budget	Cost per person
Output 1: Residential Services	1,566 residents	\$119.9 million (49% of DSC Budget)	\$76,591
Output 2: Non-Residential Services	16,717 service users	\$90.9 million (37% of DSC Budget)	\$5,439
Output 3: a. LAC Coordination	a. 6,617 service users	a. \$15.6million	a. \$2,365
b. LAC Direct Consumer Funding	b. 1,437 service users	b. \$10.4million (11% of DSC Budget)	b. \$7,253
Output 4: Strategic Coordination	381,000 Western Australians with a disability through 86 key strategic and policy projects	\$6.6 million (3% of DSC Budget)	\$76,553 (cost per strategic project)

Note: Under Outputs 1, 2 and 3, a person is only counted once within each Output. There will be multiple counting of people across Outputs 1,2 and 3, as a person may have accessed services from more than one output area over the 12-month period. Outputs 1 and 3 are specific services. Output 2 includes a range of services, however, persons accessing more than one type of service within the output (for example, respite, post school options and therapy), will be only counted once.

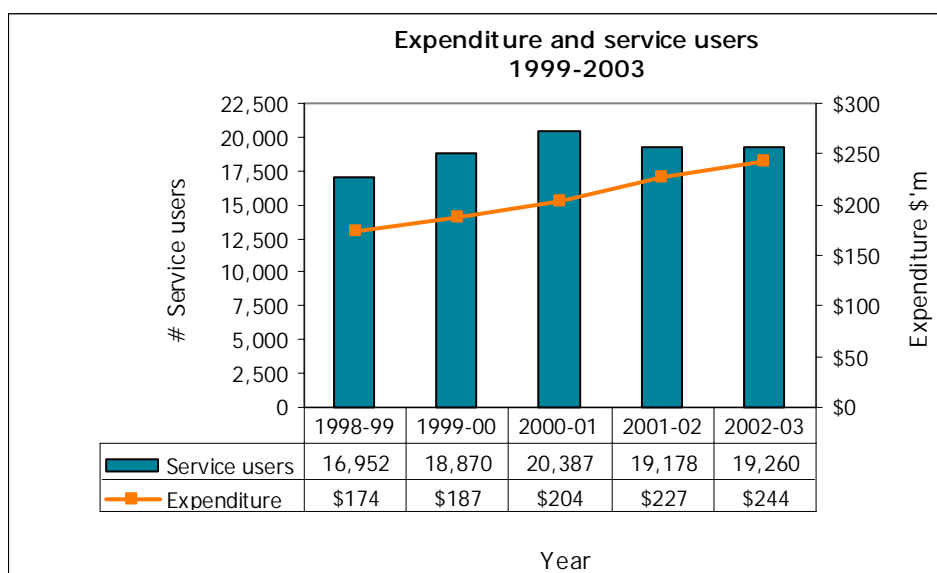
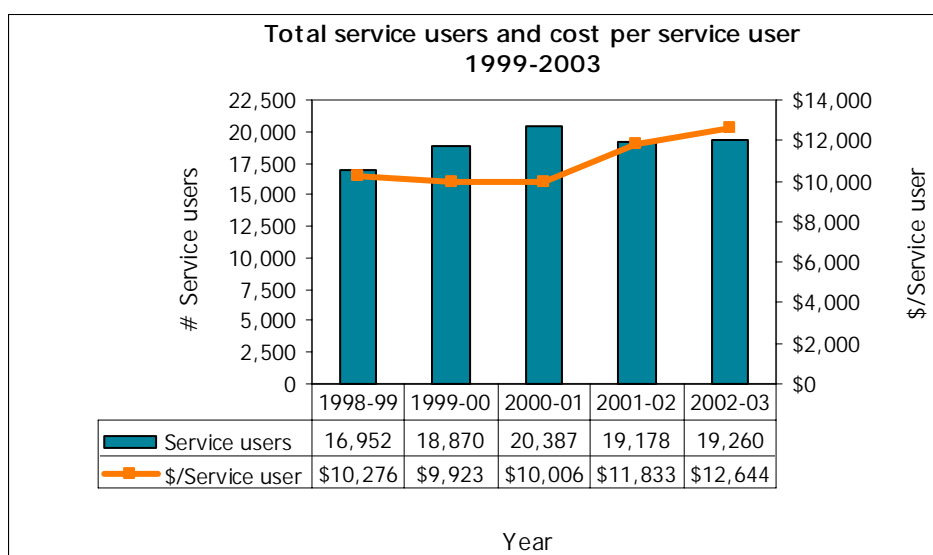
1999-2003 Five-year Trends

Five-year Operational Trends								
	1998-99	1999-00	2000-01	2001-02	2002-03	Five-year Trend		
						Variation	% change	Av. % change
People Helped	16,952	18,870	20,387	19,178	19,260	2,260	14	3
DSC Budget	\$174.2m	\$187.3m	\$204.0m	\$226.9m	\$243.5m	\$69.3m	40	9
Cost/Service User	\$10,276	\$9,923	\$10,006	\$11,833	\$12,644	\$2,399	23	6
Non-Govt Funding	\$81.6m	\$94.6m	\$103.2m	\$113.2m	\$119.8m	\$38.2m	47	10

Chapter 4 – Operational Summary

Over the past five years:

- the number of service users has increased by 14%;
- expenditure has increased by 40%;
- funding for external service providers has increased by 47%; and
- external service providers continue to receive half the Commission's budget (49%).



Chapter 4 – Operational Summary

Highlights 2002-2003

STRATEGIC PLAN 2000-2005 – YEAR 3

The Commission implemented the third year of its Strategic Plan 2000-2005. The plan, which details the vision, mission, values, goals and strategies for disability services, was developed in consultation with people with disabilities, families, advocates and disability providers.

BUSINESS PLAN – MAKING A DIFFERENCE 2000-2005 – YEAR 3

Under the Commission's Business Plan, the State Government provided a total of \$7.46 million additional growth funding for additional support and services for people with disabilities and their families during the 2002-2003 financial year. The Commonwealth Government contributed a further \$1.47 million. Funding was allocated Statewide, with an estimated 26% of funding being allocated to people with disabilities and their families living in country areas.

Business Plan Outcomes 2002-2003

Accommodation

Accommodation support has been provided to 92 people, with a priority on individuals identified as being homeless or at immediate risk of homelessness.

Disability Professional Services

Additional funding for disability professional services increased access for 761 people.

Respite and Family Care

A range of flexible respite and family care support packages was provided for an additional 262 families and additional funding was provided to 17 service providers to expand existing services and develop innovative new programs.

Post School Options and Alternatives to Employment

Alternatives to employment were provided for 99 school leavers and 64 adults not able to enter employment programs because of the severity of their disability.

Local Area Coordination

Access was extended to Local Area Coordination for an additional 470 families.

ACCOMMODATION BLUEPRINT

The Accommodation Blueprint Steering Committee was established in May 2002 to develop a blueprint for accommodation support for the next five years. Sixty recommendations were made, following statewide consultation. The report recommends that three key strategies be applied to address the current unmet demand and projected growth over the next five years through additional growth funding from government, improved vacancy management, and improved capacity from within existing services. Key recommendations are shown in Chapter 6.

REVIEW OF THE DISABILITY SERVICES ACT 1993

The Disability Services Act was reviewed during the year, with the particular brief of examining complaints procedures, the effectiveness of Disability Service Plans, and aspects related to structural and advisory mechanisms. Broad consultation showed satisfaction with the current structural arrangements. Key recommendations outlined in greater detail in Chapter 6, aim to ensure greater consumer participation in the decision-making process.

REVIEW OF LOCAL AREA COORDINATION

During the year, a review was conducted of Local Area Coordination (LAC), a program that delivers individualised support to people with disabilities and their families.

The review showed that it was highly valued by people with disabilities and their families and was good value for money. The review also indicated the full potential of the program was not being realised, since over time the program had been required to perform an ever-increasing and diverse range of functions.

It was determined that changes were needed to refocus the program on the values, core functions and quality processes required to consolidate and re-establish LAC as an effective, contemporary support system for people with disabilities and their families. The 40 separate recommendations to improve the program will be implemented over the next 12 months. Key recommendations are outlined in Chapter 6.

DISABILITY SYMPOSIUM

The Commission held its inaugural disability symposium in November 2002 to provide people in the disability sector the opportunity to join together, share ideas and contribute to future strategic planning. The symposium attracted more than 200 delegates.

ESTABLISHMENT OF THE HRCT

The Commission established the Health Resource and Consultancy Team (HRCT) to assist people with disabilities to access quality health care from community-based medical services. The team also supports general practitioners, hospitals and specialists to become more accessible and responsive to people with disabilities.

The concept was developed following consultation with families, health professionals and community members throughout country and metropolitan areas.

HONOURING VOLUNTEERS

The *Making a Difference Awards*, first established in 2000-2001 to celebrate the voluntary contribution of people and organisations to improving the lives of Western

Chapter 4 – Operational Summary

Australians with disabilities, were held at a ceremony at Parliament House in September 2002. A total of 23 individuals and six organisations were honoured in the awards. (A full list of recipients is presented in Appendix 15.8.)

ACCESS AND INCLUSION

Premier's Circular on Information Guidelines

During the year, the Commission devised comprehensive and practical guidelines, in consultation with people with disabilities and other key stakeholders. These guidelines were adopted for the whole-of-government for issue as a Premier's Circular.

Pedestrian Video

The Commission launched a new video on how to make communities physically accessible for all pedestrians, including people with disabilities. "Easy Street" is particularly useful for engineers, planners and designers. The video was developed by the Commission in conjunction with Main Roads WA and the Western Australian Pedestrian Advisory Committee.

Action on Access Awards

The fourth *Action on Access Awards* were presented in December 2002. These awards acknowledge community initiatives that improve the access of people with disabilities to services and facilities. The awards are judged in five categories and the Dr Louisa Alessandri Award for Excellence in Action on Access is chosen from the winners of these categories.

The winner of the prestigious Dr Louisa Alessandri Award for Excellence in Action on Access for 2002 was the Town of Vincent for its "Inclusion in Practice School Holiday Program". (A full list of recipients is presented in Appendix 15.9.)

ACCESS TO JUSTICE

In 2002-2003, the Commission:

- collaborated with the Chief Stipendiary Magistrate, the Department of Justice, the Police Service and the Community Forensic Mental Health Service to implement a pilot program to divert people with intellectual disabilities from the courts;
- conducted a community consultation with peak bodies and non-government agencies providing services to offenders with disabilities in the community; and
- participated in the review of the *Criminal Law (Mentally Impaired Defendants) Act 1996*.

SERVICE QUALITY

Disability Services Standards Achievement Awards

These awards recognise the commitment of service providers towards achieving service excellence in line with the Disability Services Standards and the principles and objectives of the *Disability Services Act (1995)*.

In 2003, a Certificate of Achievement was presented to Adventist Special Families Accommodation Services, Nollamara.

Certificates of High Commendation were presented to:

- Independent Living Centre, Client Assistive Technology and Equipment Service and Mobile Information and Equipment Display Service;
- Autism Association of Western Australia, Residential Respite Service; and
- Autism Association of Western Australia, Spearwood Group Home.

SERVICE PARTNERSHIPS

In 2002-2003, the Disability Services Commission provided funding to 153 external organisations that provide services to Western Australians with disabilities with funding increasing from \$113.2 million in 2001-2002 to \$119.8 million in 2002-2003.

The Commission is committed to building partnerships across the disability and community services sector and has worked cooperatively with peak disability organisations and a range of other funded agencies to realise shared service goals.

The Partnerships Roadmap established on the Commission's website last year continued in 2002-2003. This initiative provides information on committees/working groups, their purpose, members, timeframe, stakeholders and, most importantly, contact names and details for further information.

The Partnerships Roadmap underlines the Commission's commitment to working with the field and is complemented by other partnership initiatives, including:

- 10 lunchtime forums for the field;
- a broadcast email service to funded agencies on issues of interest;
- six-monthly cross-field consultations;
- orientations for 11 new chief executive officers of funded organisations; and
- continuation of the Making a Difference and Action on Access award schemes.

Chapter 4 – Operational Summary

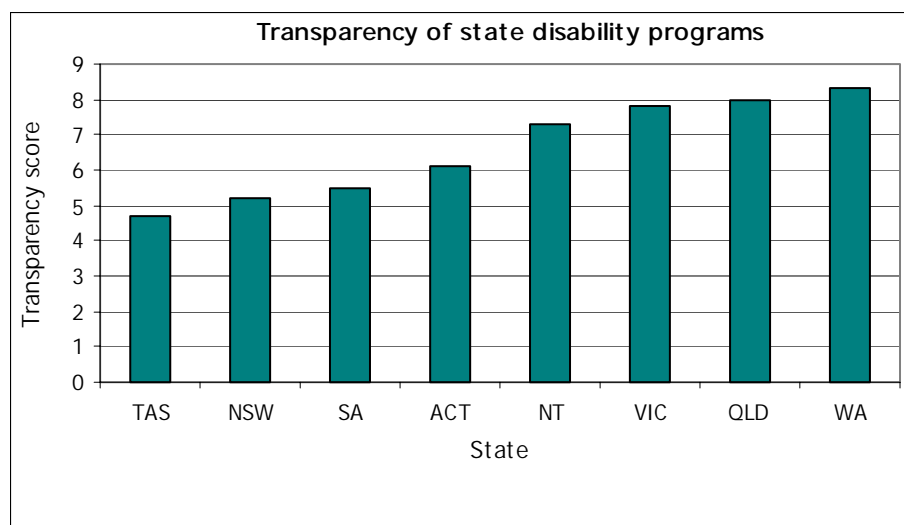
ACCOUNTABILITY

Lonnie Awards for Excellence in Annual Reporting

In June 2003, the Commission gained three achievements in the Lonnie Awards for excellence in annual reporting for its 2001-2002 Annual Report. The Commission was awarded the Silver Lonnie for Distinguished Achievement in Accountability through Annual Reporting; the Edith Cowan University's Award for Excellence in Corporate Governance; and the Ombudsman's Award for Excellence in Complaints Handling. This is the seventh successive year that the Commission's Annual Report has been acknowledged in the awards.

Transparency of Disability Programs

The Commonwealth Government commissioned Access Economics to construct a 'transparency index' for program reporting. The company considered State and Territory budgets against 32 criteria, all concerning the adequacy and transparency of descriptions of how money is being spent. Western Australia's State disability programs were commended as being the nation's most transparent, as shown in the graph below.



Source: Access Economics Report prepared for the Department of Family and Community Services

5. MANAGEMENT STRUCTURE

The Hon Sheila M^cHale MLA is responsible for the Disability Services portfolio as Minister for Disability Services.

The Ministerial Advisory Council for Disability Services provides independent advice to the Minister with input from 11 Regional Advisory Forums. The 14-member Ministerial Advisory Council is chaired by Ms Debbie Karasinski. The review of the Disability Services Act 1993 has recommended a range of improvements to advisory and consultative mechanisms which will be implemented during 2003-2004.

The Disability Services Commission Board is the governing body of the Commission. The Board has nine members including the Chair of the Ministerial Advisory Council for Disability Services. Mr Barry MacKinnon has chaired the Disability Services Commission Board since December 1994.

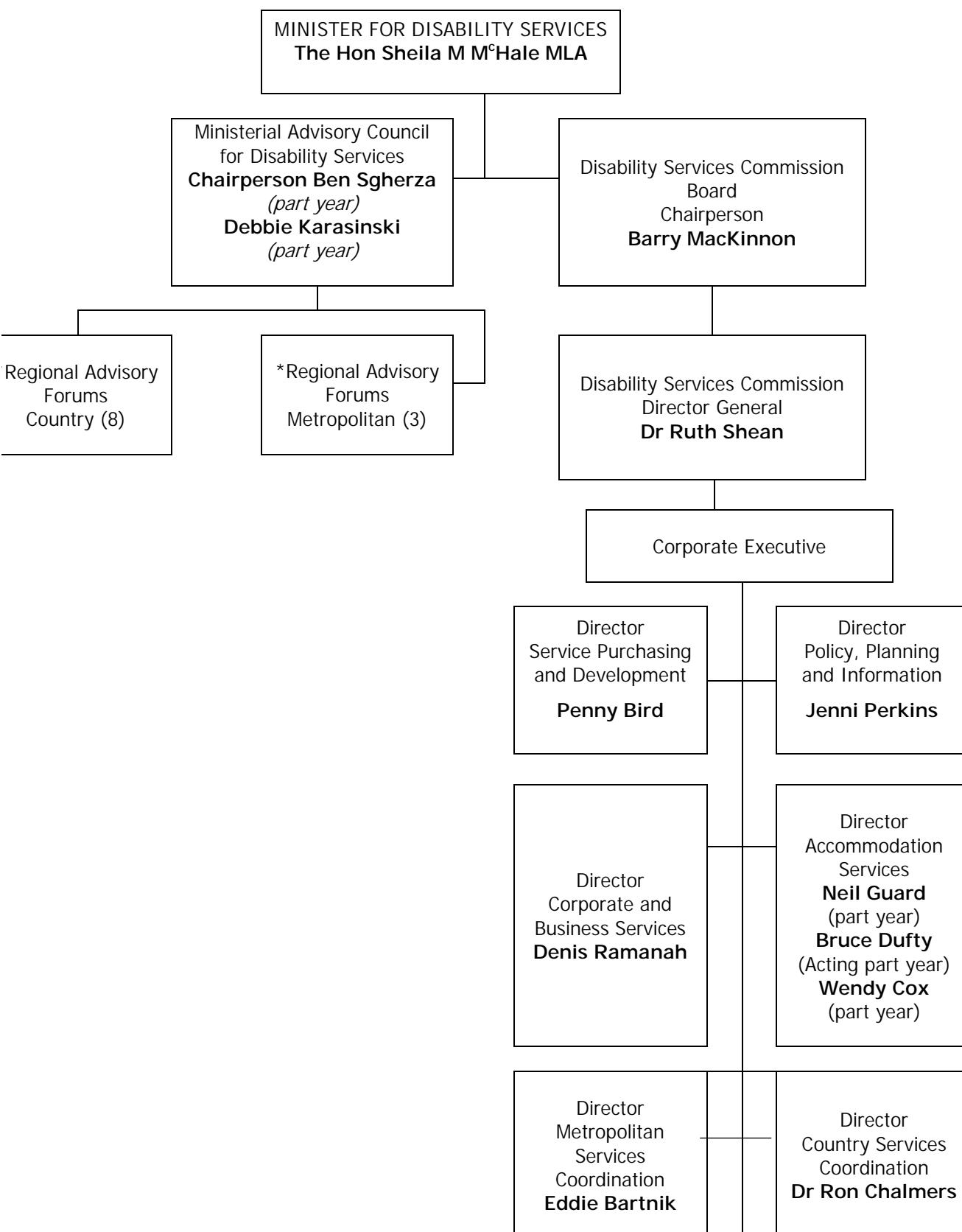
Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive of six Directors. Dr Ruth Shean has been Director General of the Disability Services Commission since April 1999.

As of 1 July 2002, the Commission moved from seven directorates to a six-directorate structure. In line with recommendations from organisational planning undertaken by the Commission, the functions of the Medical and Specialist Services Directorate were integrated into the remaining six directorates. This included the establishment of the HRCT as part of the renamed Country Services Coordination Directorate.

The Commission ensures a clear separation between its functions as a funder, provider, purchaser and coordinator of disability services by consolidating functions into six directorates. The special needs of people living in rural and isolated areas are recognised through a separate Country Services Coordination Directorate. All community-based support and Local Area Coordination services provided by the Commission in the metropolitan area are consolidated into a single Metropolitan Services Coordination Directorate.

The Disability Services Commission employs 1,527 Full Time Equivalent (FTE) staff and funds 153 external service providers collectively employing many thousands of staff in support of the needs of Western Australians with disabilities.

Chapter 5 – Management Structure



* The review of the Disability Services Act 1993 has recommended a range of improvements to advisory and consultative mechanisms which will be implemented during 2003-2004.

5.1 The Board of Management

The Disability Services Commission is governed by a Board consisting of nine members, at least five of whom either have a disability, have a relative with a disability, or have recent experience as a carer or an advocate.

The current Board Chairperson, Mr Barry MacKinnon, has held the position of Chairperson since December 1994.

The Board Chairperson is paid \$32,000 a year. Board Members are paid \$4,800 a year.

During 2002-2003, the Disability Services Commission Board met on 11 occasions.

Board Members	Term of Appointment	Board Attendance
Mr Barry MacKinnon (Chairperson) is an accountant and business management consultant, involved in various agencies on behalf of people with hearing disabilities, and is a parent of a son with a hearing disability.	Reappointed for a three-year term. Expires December 2005	11/11
Ms Mallika Macleod (Deputy Chairperson) is a graduate of politics, philosophy and sociology from Murdoch University and one of the faces of the <i>Count Us In</i> media campaign. She has personal experience of disability, is Executive Assistant with ACROD, and has a keen interest in access issues.	Reappointed for a two-year, five-month term. Expires March 2005	9/11
Mr Geoff Klem brings a rural perspective to the Board, has a background in State and Local Government management and administration, currently Director, Regional Policy Unit, Ministry of Premier and Cabinet and is an advocate for his older brother who has a disability.	Reappointed for a two-year, two-month term. Expires January 2005	10/11
Mr Christopher Smith consults in experimental statistical analysis and has a background in tutoring privately and at the University of WA. He has personal experience of disability and is active in access issues, and keen to raise levels of accessibility to the arts for people with disabilities.	Reappointed for a three-year term. Expires September 2005	9/11
Mr Bruce Langoulant has worked in the Financial Service Industry since 1987, is an Associate of the Financial Planning Association of Australia, and currently serves on the National Advisory Board for Associated Planners. He is the parent of a daughter with multiple disabilities, Chairperson of the Management Committee at The Meningitis Centre, and creator and Founding Committee Member of the Amanda Young Foundation.	Appointed for a three-year term Expires August 2004	11/11

Chapter 5 – Management Structure

Ms Heather D'Antoine has a Bachelor of Science (Health Service) and has extensive experience in health services, particularly in the provision and management of health services to Indigenous people in rural and remote locations of Western Australia. She is employed as a researcher at the TVW Telethon Institute for Child Health Research.	Reappointed for a three-year term. Expires March 2006	8/11
Dr Judith Davis is the Manager of a Women's Health Centre and has extensive experience in teaching, research and community practice in metropolitan, rural and regional Australia that embraces issues related to the care of people with disabilities. She is also Chairperson of i.d.entity.wa, a not-for-profit provider of services for people with disabilities.	Reappointed for a two-year, four-month term. Expires February 2005	9/11
Ms Debbie Karasinski is the Chief Executive Officer of Senses Foundation and is the Chairperson of the Ministerial Advisory Council for Disability Services. She was a member of the Board of the Disability Services Commission from 1993 to 1999. She has worked for the past 21 years in the disability and health industries and has a degree in Occupational Therapy and also holds a Master of Science Degree.	Appointed for a 15-month term. Expires February 2004	5/6
Ms Valerie Shiell is currently the Executive Director of Disability in the Arts, Disadvantage in the Arts (WA) and has extensive experience in the disability field working in a range of service areas which include independent consultancy, the delivery of therapy services, employment services, alternatives to employment, independent standards monitoring, disability policy development and quality assurance.	Reappointed for a two-year, 10-month term. Expires August 2005	7/8
Retiring Board Members	Term of Appointment	Board Attendance
Mrs Marjorie Harper was Chief Executive Officer of the Senses Foundation of WA (formerly the Royal WA Institute for the Blind and the WA Deaf-Blind Association) until her retirement at the end of April 2002.	Expired July 2002	1/1
Mr Ben Sgherza holds a Bachelor of Commerce degree and currently works as a disability consultant. He has personal experience of disability and was Chairperson of the Ministerial Advisory Council for Disability Services.	Expired November 2002	3/5

5.2 The Corporate Executive

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive.

DIRECTOR GENERAL

Dr Ruth Shean has worked in education, health and welfare in both government and non-government sectors, has a PhD in social psychology and an M Ed in Special Education, was a member of the first Western Australian Advisory Council for Disability Services (1992-1993), was Deputy Chair of the National Advisory Council to the Federal Minister for Disability Services (1996-99), and member of the Premier's Machinery of Government Taskforce (2002).

DIRECTOR, POLICY AND PLANNING

Ms Jenni Perkins has had broad experience in social policy and community development across non-government, local government and State Government sectors. She joined the organisation in 1992 just prior to the formation of the Disability Services Commission. Ms Perkins has direct care experience in the disability sector and holds a Master's degree in Public Policy.

DIRECTOR, METROPOLITAN SERVICES COORDINATION

Mr Eddie Bartnik has a long history of involvement with disability services in WA, and has postgraduate qualifications in both clinical psychology and education. He was closely involved with the statewide expansion of the Local Area Coordination Program since its establishment in 1988 and, as Director of Policy and Funding with the newly formed Disability Services Commission in 1993, was responsible for the development of a cohesive policy framework for funding of disability services through non-government agencies. Since 1998, he has consulted to several interstate and international organisations and developed collaborative projects.

DIRECTOR, COUNTRY SERVICES COORDINATION

Dr Ron Chalmers has a background in teaching and educational administration. He became involved in disability services in 1991 as a Local Area Coordinator Supervisor for the Upper Great Southern area. Dr Chalmers has extensive experience in the development and expansion of Local Area Coordination and in the needs of people living in rural communities. He holds a PhD enquiring into the inclusion of children with severe and profound disabilities into mainstream schooling.

Chapter 5 – Management Structure

DIRECTOR, ACCOMMODATION SERVICES (shared position for part of the year)

Mr Neil Guard (July 2002 to December 2002) has a background in the private and banking sectors in the United Kingdom with a focus on planning, development and management of customer service, quality improvements and cultural change programs. He joined the Commission in February 1998, working in a variety of roles before his appointment as Director, Accommodation Services, and left in December 2002 to become Chief Executive Officer of the WA Health Promotion Foundation.

Mr Bruce Dufty (January 2003 to April 2003) has a long history of involvement with disability services, health, mental health and social welfare in Western Australia, and has postgraduate qualifications in clinical psychology. Over the past five years he has been involved in planning a wide range of cost-effective reforms in the Commission's Accommodation Services Directorate.

Ms Wendy Cox (April 2003 to June 2003) became involved in service provision for people with a disability with the non-government sector in 1990. Prior to her appointment to the Commission she was a senior manager of accommodation, recreation, alternatives to employment, library and family services with Activ Foundation. Wendy has a Bachelor of Arts Degree in Psychology.

DIRECTOR, SERVICE PURCHASING AND DEVELOPMENT

Ms Penny Bird has a background in occupational therapy, won a Churchill Fellowship to study seating systems overseas, and has 14 years experience at the Cerebral Palsy Association of WA. She was Manager of Children's Services at CPAWA for nine years and was responsible for implementing the transition from centre-based therapy support to family-centred, community-based approaches and centre-based respite to community-based responses. Ms Bird is the former President of the national and local branches of Early Childhood Intervention Australia.

DIRECTOR, CORPORATE AND BUSINESS SERVICES

Mr Denis Ramanah has a strong background in government finance and accountability, and human service administration. After working in the finance area at the Department of Health, he joined the Authority for Intellectually Handicapped Persons in 1989 to head the Finance and Accounting Branch and implement the many reforms introduced in the public sector. On the formation of the Commission, he was appointed to the position of Manager Financial Services.

5.3 Staff of the Disability Services Commission

In 2002-2003, the Disability Services Commission had an employment level of 1,527 Full-time Equivalent (FTE). This represents an increase of 55 FTE on the previous year. (See Chapter 14 for full details).

6. THE CHAIRPERSON'S REPORT

The past year has again been a time of intense activity across the disability sector.

During this time, we have seen the culmination of many of the reviews put in place to consider key aspects of the Commission and its operations. As we begin the implementation process of the recommendations resulting from these important reviews - into the *Disability Services Act*, the Local Area Coordination program and the creation of an accommodation blueprint for the next five years – we are endeavouring to secure a strong position from which to address the changing and complex issues disability services invariably present.

In a time of fiscal restraint, we have also received a welcome funding boost through the State Budget and on a less positive financial note, finally concluded the third Commonwealth State Territory Disability Agreement, almost 12 months after the previous agreement expired.

We have also continued to foster strong ties with the non-government sector, as highlighted in November last year through a symposium that examined some of the big issues facing people with disabilities, their families and service providers.

Review of the Act

Perhaps the most significant issue over the past 12 months has been the outcomes from the review of the *Disability Services Act*. The review steering committee, chaired by the Hon Sue Ellery MLC, had three main areas to address - complaints procedures, the effectiveness of disability service plans and aspects that impacted on structural and advisory mechanisms.

The Gallop Government had pledged, pre-election, to retain the Disability Services Commission with a separate Minister, separate legislation and separate department to ensure that disability had an appropriate profile in both government and the community. This approach was soundly endorsed by the Western Australian community during the review.

The final report reflected strongly-held views within the disability sector which values the current structural arrangements. Proposed changes will ensure greater consumer participation in the decision-making process.

Key recommendations of the review include:

- a renewal of the commitment to retain the Disability Services Commission in its current form, as a separate department of state with its own Minister and legislation;
- both the Ministerial Advisory Council on Disability and the Disability Services Commission Board to be retained, along with the name 'Disability Services Commission';
- disability service plans to be renamed 'disability access and inclusion plans' to better reflect their intent;

Chapter 6 – The Chairperson's Report

- greater scrutiny of these plans to ensure public authorities are meeting their obligations, coupled with greater support to ensure plans reach an agreed standard;
- funded and/or contracted services by government or local government agencies will be required to meet the public authority's disability access and inclusion plan or develop their own;
- the Commission will support this initiative by providing training opportunities and developing a model access charter for those agencies that choose to develop their own;
- representation of people with disabilities and their families who live in regional Western Australia will be enhanced through both the Board and the Ministerial Advisory Council having a prescribed number of members with experience in regional and rural communities;
- support for country people will be further strengthened by having the Commission work together with Regional Development Commissions to address the disability-related concerns of regional communities;
- reference networks enabling country people to participate in meetings during the Board's regional liaison program will be established to replace the Regional Advisory Forums, which have only an indirect advisory capacity; and
- the existing independent, external complaints mechanism will be retained.

Drafting instructions for the proposed legislative changes have been prepared for endorsement by Cabinet and administrative action is proceeding to implement those recommendations not requiring legislative amendment.

Accommodation Blueprint

Meeting the increasing demand for accommodation options has been a significant challenge for the disability sector over the past 12 months. In May 2002, the Minister, the Honourable Sheila M^cHale established the Accommodation Blueprint Steering Committee with Dr Judith Davis as chair. The Committee was charged with the challenging task of developing a blueprint for accommodation support for the next five years. After extensive statewide consultation, its final report has resulted in 60 recommendations.

The key recommendations are:

- that the State Government place priority on addressing the accommodation support needs of an additional 548 people over the next five years;
- that priority is placed on addressing the needs of carers over 70 years of age through at least 10 additional accommodation support places made available annually for applicants in this group;
- that a Disability Sector Industry Plan is developed;
- that indexation issues and the appropriate rate of funding are incorporated into future purchasing agreements between the Commission and the sector;
- that research on key aspects of accommodation support is conducted to better inform decision making;
- that a quality framework guide the planning and provision of accommodation support; and

Chapter 6 – The Chairperson's Report

- that strategies are developed to encourage and facilitate the development of new ideas and more innovative approaches.

The Blueprint recommends that three key strategies be applied to address the current unmet demand and projected growth over the next five years through additional growth funding from government, improved vacancy management, and improved capacity from within existing services.

It notes that increased funding is only one part of the answer. Other solutions lie in a better use of existing funding, higher levels of cooperation and collaboration between service providers and exploring more innovative and creative ways of providing support.

Extensive work has already been undertaken in this significant area, and further work has begun on the recommendations from the Blueprint. The actions which stem from this report will continue the momentum that has already been established.

Local Area Coordination Review

The Review of Local Area Coordination (LAC) was convened to determine whether the LAC program was clear and achievable and was still providing value for money as a way of delivering individualised support to people with disabilities and their families.

The final report of the 13-member review steering committee headed by Dr Philip Deschamp was released in June 2003. Its major findings were:

- that the LAC program is highly valued by people with disabilities and their families/carers and should continue;
- that the LAC program offers a high level of value for money; and
- that the full potential of the program is not being realised and some changes are required to refocus and strengthen it.

The key recommendations will provide a stronger support basis for people with disabilities and their families in their local communities and include:

- \$450,000 of growth funding for LAC to respond to population growth in the new financial year;
- refocussing the work of LACs on key areas of inclusion, community participation and individual and family leadership and empowerment;
- making the LAC program more relevant and responsive to Indigenous people and people from culturally and linguistically diverse backgrounds;
- streamlining funding and administrative processes to make the program easier for people to use; and
- improved recruitment, training and supervision.

Chapter 6 – The Chairperson's Report

Commonwealth State Territory Disability Agreement

Almost 12 months since the previous agreement expired, Western Australia finally signed the third Commonwealth State Territory Disability Agreement earlier this month.

The signing was the culmination of a year of intense negotiations between the States and Territories and the Commonwealth. It was disappointing as the Commonwealth offer did not address population growth, let alone address the backlog of unmet need for accommodation services.

With 10 per cent of the country's disability population, Western Australia receives only 7.9 per cent of the funding provided to all States. The Commonwealth has refused to enter into negotiations on this issue, and will not budge on the level of funding it is offering.

In contrast, we welcomed increased funding within the State Budget and hope it is a forerunner of more significant efforts by the State Government over successive years to meet the growing demand for services.

Symposium

In November 2002, more than 200 delegates attended our inaugural disability symposium "The Dream". Its purpose was to give us a chance to come together as a sector to share ideas and experiences and reflect on the bigger disability picture.

Keynote speakers Clare Masolin and the Honourable Fred Chaney set the scene with their passionate and honest assessments of family needs and the community's capacity to respond to them. They were followed by four workshops covering early intervention, life planning, accommodation and disability and ageing.

The symposium was not intended to provide all of the answers but its outcomes have been important as they will help to inform future strategic planning.

The Way Ahead

In May 2002, Disability Services Minister Sheila M^cHale announced a seven-point plan for a sustainable disability service system, which will guide the Commission's activities over the next 12 months.

The plan will focus on:

- indexation for a viable disability sector;
- implementation of the Accommodation Blueprint;
- a strengthened and renewed system of Local Area Coordination;
- a year of strong growth and a firm foundation for a new five-year business plan;
- a more accessible community;
- a strong focus on rural and regional initiatives; and
- the finalisation of the third CSTDA (completed in June 2003).

Chapter 6 – The Chairperson's Report

Each of these issues will be of significant focus throughout the 2003-2004 financial year.

Board Business

In the past 12 months, we have farewelled two Board members Ben Sgherza and my former deputy chair, Marjorie Harper. I would like to thank both for their considerable contribution to the work of the Board on behalf of Western Australians with disabilities. In particular, I acknowledge the guidance and support provided to me by Marj Harper over a number of years in her role as deputy chair of the Board.

We welcomed two new board members, Val Shiell and Debbie Karasinski. Val is the Executive Director of Disability in the Arts, Disadvantage in the Arts WA (DADAA) and has extensive experience across the disability sector. Debbie is a founding Board member, having served from 1993-1999. Currently she is the Chief Executive Officer of Senses Foundation and the Chair of the Ministerial Advisory Council for Disability Services.

Finally, I again acknowledge and thank all those people – staff, volunteers, families and friends – who have worked so hard to improve the lives of people with disabilities over the past year. I extend my thanks to my fellow Board members, to the staff of the Commission and to the Director General, Dr Ruth Shean, for a job well done during yet another challenging year.

7. THE DIRECTOR GENERAL'S REPORT

The past 12 months have been a major period of review for the Commission and the disability sector. As I travel throughout the State on my regular visits to both rural and metropolitan areas, I see much evidence of evaluation and change – the hallmarks of a quality approach to service. This change builds on the foundations of a strong commitment to supporting the needs of people with disabilities.

Whether in a Commission community home in the metropolitan area, a non-government respite home, an LAC office in a remote centre or a family support association initiative, the same qualities abound – a commitment to community participation, quality service and dignity and human rights for all people. And the same challenges unite us - ethical dilemmas about choice and decision making, as well as complex service decisions in an area where the growth of the population requiring our assistance exceeds the resources which can be made available.

It is reassuring to note that in an era of significant change, the key directions of the Commission's strategic plan remain relevant and robust for all working in the field – a commitment to individuals, families and carers, communities and partnerships and support services.

The other areas where we share common goals are those of business issues – to ensure that we run our agencies as well as we possibly can – and corporate leadership – to foster leadership and principled practice within both the Commission and the wider disability field.

By necessity, the annual report is a snapshot rather than a cinematographic view of the year. Therefore, the following brief cameos of achievement serve to demonstrate some of the accomplishments of the disability sector for 2002-2003.

Individuals Families and Carers

A total of 92 people received funding for accommodation support (ASF) - 17 more than expected. A further 121 people received funding for Intensive Family Support (IFS) which was also more than the original target. People with ASF funding have been assisted with a range of accommodation options, including hostels, group homes or support in their own home. Those with IFS funding have been assisted to access family support and respite for carers.

A total of 163 people received funding for new ATE services. Those funded either had left school at the end of 2002 or were adults without appropriate day time occupation. Additionally, historically block funded ATE services to 260 adults were disaggregated so that individuals now have access to the choice of their service provider by having individually tied funding allocations.

An extensive capital works program commenced at high support/special care hostels with major renovations to the bathrooms, kitchens and other areas of each site. Work has been completed at Bristol, has made significant progress at Sussex, and

Chapter 7 – The Director General's Report

will commence at Norwich in the near future. Consultations with families on possible future accommodation options for their family member have resulted in a number of relocations by residents, all of whom have settled in well to their new homes.

After discussions with the Heritage Council of WA and the local council, new accommodation at the Fairholme Hostel site will be built early in the new financial year. On completion, 22 residents will remain living in the area with 20 residents relocating to other homes and duplexes throughout the community.

Bennett Brook residents have benefited from a partnership between Disability in the Arts, Disadvantage in the Arts WA (DADAA), Challenger TAFE and the Commission, with funding from Lotteries Commission resulting in an extended range of activities including t'ai chi, barbecue course, horticulture, mosaic and other art forms.

The Phoenix and Mirrabooka Access Recreation programs were both reviewed during the year and new models introduced to provide more choice to meet the changing needs of service users.

The Independent Living Centre was allocated \$200,000 for the provision of equipment to carers to assist them to care for their family members with disabilities who live at home.

Communities

The Country Services Coordination directorate initiated and supported a wide range of community capacity building strategies in many country regions. This has involved partnership-building with government and non-government organisations in country areas.

The Commission has successfully redeveloped its medical services through the introduction of a Health Resource and Consultancy Team. This is a new and unique approach to support and promote the health and wellbeing of people with disabilities throughout the State.

In an effort to strengthen support networks, there was continued development of local partnerships between Local Area Coordination, Individual and Family Support and other agencies and local/State government departments in local districts.

The Commission developed and coordinated the 'Universal Design Stream' at the 6th International Conference on Maturity Matters. This stream brought together State governments, local government authorities and private sector stakeholders in the building industry to discuss access requirements for people with disabilities, and how they can be accommodated within a universal design approach to building. This laid the foundation for future strategies to be pursued by the Commission, including a partnership within the City of Subiaco to develop a sustainable house based on universal design principles, to be opened in November 2003.

Chapter 7 – The Director General's Report

To further promote the principles of universal design, which is about building environments that are accessible for all, the Commission, in partnership with the Victorian Building Commission, developed the publication 'Welcome – Design Ideas for Accessible Homes', which has become a recommended text for all architecture students at Curtin University.

The Commission also developed the State Government Access Guidelines for Information Services and Facilities. These guidelines, which have received support from Directors General across all departments, will ensure that all State government agencies meet access standards for their information services and facilities.

There was continued implementation of the court diversion project for offenders with disability. This project was an initiative developed by the Commission's Access to Justice Working Party, and is jointly funded by the Commission and the Department of Justice.

Moves to improve support for Indigenous people with disabilities included the appointment of an Indigenous Senior Policy Officer, and commencement of a joint research project with Edith Cowan University. The university will undertake extensive consultations across the State with Indigenous people with disabilities and their families to inform the planning and development of culturally responsive services.

The Commission supported the ongoing development of family leadership and community initiatives through providing interstate/overseas speakers and facilitating local events and projects, especially around future planning and inclusion.

Partnerships and Support Services

Metropolitan Services Coordination has continued to develop its application of the Positive Parenting Program (PPP) through its Stepping Stones program for pre-school and school children. In collaboration with the University of Queensland and Families International, the Commission has published a resource video and booklet which will be sold internationally.

The Sector Development and Reform Working Party was established and has begun work on identifying ways in which the capacity of the existing sector can be increased to deal with rising costs and unmet need.

Three new service-based respite initiatives have been implemented:

- Crosslinks has expanded to the eastern hills area;
- Community Vision has aligned with Great Mates to provide respite for mid to late teens in the Joondalup area; and
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation (NPYWC) began respite services to people on the Ngaanyatjarra lands.

Chapter 7 – The Director General's Report

Standards Monitors carried out over 120 monitoring assignments and the Quality Assurance unit actively assisted service providers to introduce their own quality frameworks using the Service Improvement Grants.

The Commission facilitated a Ministerial review of the Local Area Coordination program. This has been the most comprehensive and thorough analysis of the program since its inception in 1988. Data from over 900 individuals/families and agencies have highlighted the value of the program and generated 10 themes for further strengthening of the program.

A range of new strategies was introduced to improve the responsiveness and effectiveness of the Commission's Country Services in meeting the needs of Indigenous people with disabilities in country areas of the State.

There was further development of formal partnership arrangements between the Commission and the Department of Health for the delivery of allied health services in country areas of the State. As well, joint protocols were developed between the Commission and the Office of Mental Health to guide staff when supporting people with a dual diagnosis of mental illness and intellectual disability.

A review of Country Autism Services has been implemented in all country areas. This new model of service delivery is based on family-centred practice principles and partnerships with local service providers.

Metropolitan Autism Services were relocated to the Metropolitan Services Coordination directorate with successful transition of the Early Intervention Services to a needs-based model with better linkages to other MSC programs.

The refurbishment of Epsom Hostel was completed in April, creating the Boulton Street Emergency Service and Dianella Centre. As a result, a four-bed emergency service with capacity to extend to 12-bed placement commenced operations. In addition, the Learning and Development Team, Area One Accommodation Team and Accommodation Support Team also occupy the building. This site is the base for internal training to direct care staff.

Business Issues

The procedures and practices for the procurement of goods and services have been subject to ongoing improvement, culminating in the Commission being awarded its Quality Assurance Accreditation.

Three new agreements were signed for:

- (i) support workers;
- (ii) enrolled nurses/nursing assistants; and
- (iii) social trainers and public servants.

Chapter 7 – The Director General's Report

A number of initiatives to improve practices of occupational safety and health were implemented. Ten large claims have been settled reducing claim costs by over \$300,000.

Broadbanding for telecommunications in 61 sites in country and metropolitan areas has allowed for cheaper and quicker communications.

The introduction of the automated rostering and time attendance system will increase the accuracy and efficiency of payroll production.

Internal management reports are in place to support the application of output-based management (Cascade report).

Corporate Issues

The Commission's corporate leadership team met three times during the financial year to develop policy, problem-solve management issues and develop management and leadership skills.

A new area of focus in the Director General's operational plan was the inclusion of building partnerships with the non-government sector. New initiatives included involvement of non-government CEOs in the Commission's corporate leadership program, the establishment of lunchtime forums and the introduction of an orientation program for new CEOs in the non-government sector.

The SMARThinking challenging behaviour package, developed by the Accommodation Services directorate in conjunction with ACROD to assist with training across the non-government sector, achieved the distinction of finalist in its category in the 2002 Premier's Awards.

The review of Principal Consultants was completed and a new model of professional leadership and coordination successfully introduced, resulting in a clearer alignment of professional issues and district-based service delivery in the metropolitan area.

Corporate Executive member and Director of Accommodation Services, Neil Guard, resigned from the Commission to accept the role of CEO of the Government's Health Promotion Foundation, Healthway. The new Director of Accommodation Services, Wendy Cox, has a strong operational background from over a decade at Activ Foundation, and brings with her a commitment to consultation and collaborative partnerships.

Conclusion

I would like to express my sincere thanks to all of those who have worked so hard to achieve so much over the past 12 months. Western Australia is lucky to have a committed team of individuals – people with disabilities, their families and carers, service providers, and members of the broader community – with a commitment to inclusion of all in society. Collectively, we all have so much more to do to achieve all that we want to on behalf of people with disabilities. I look forward to working with you all towards our common goals.

8. PROFILE OF TRENDS, ISSUES AND CUSTOMERS

In seeking to address the needs of Western Australians with disabilities, the Disability Services Commission has based its plans for the future on analysis of past and current trends.

Factors which may affect the provision of services to people with disabilities include changes in:

- the population of people with disabilities;
- the support networks available to people with disabilities;
- community attitudes and expectations;
- social and economic policies; and
- the administration of government.

The Disability Services Commission has published a detailed analysis of the most recent Survey of Disability, Ageing and Carers (1998), which includes comprehensive information on trends in the population of Western Australians with disabilities, service provision and funding. The publication is titled *Disability in Western Australia* and is available through the Commission. Rather than replicate the detail of this document, the following analysis focuses on more recent population projections from the 1998 data together with information from the Commission's 2002-2003 Annual Client and Service Data Collection (ACDC).

Western Australians with Disabilities

The number of Western Australians with a disability is currently estimated at 381,000.

The number of people with disabilities in Western Australia is expected to increase in line with the growth in the general population, with some variations due to the ageing of the population.

Detailed analysis of the results of a five-yearly survey of *Disability, Ageing and Carers* conducted by the Australian Bureau of Statistics has shown that the number of Western Australians with disabilities is increasing by about 8,500 per year from a current base estimated at 381,000. Almost two-thirds of this increase (5,300) is accounted for by older Western Australians and is related to the ageing of the population.

The primary focus of the Commission's provided and funded services is for Western Australians with more substantial disabilities, the onset of which occurred before 60 years of age. A comparable measure of this population is people aged under 65 years of age with a profound or severe core activity restriction as defined by the Australian Bureau of Statistics.

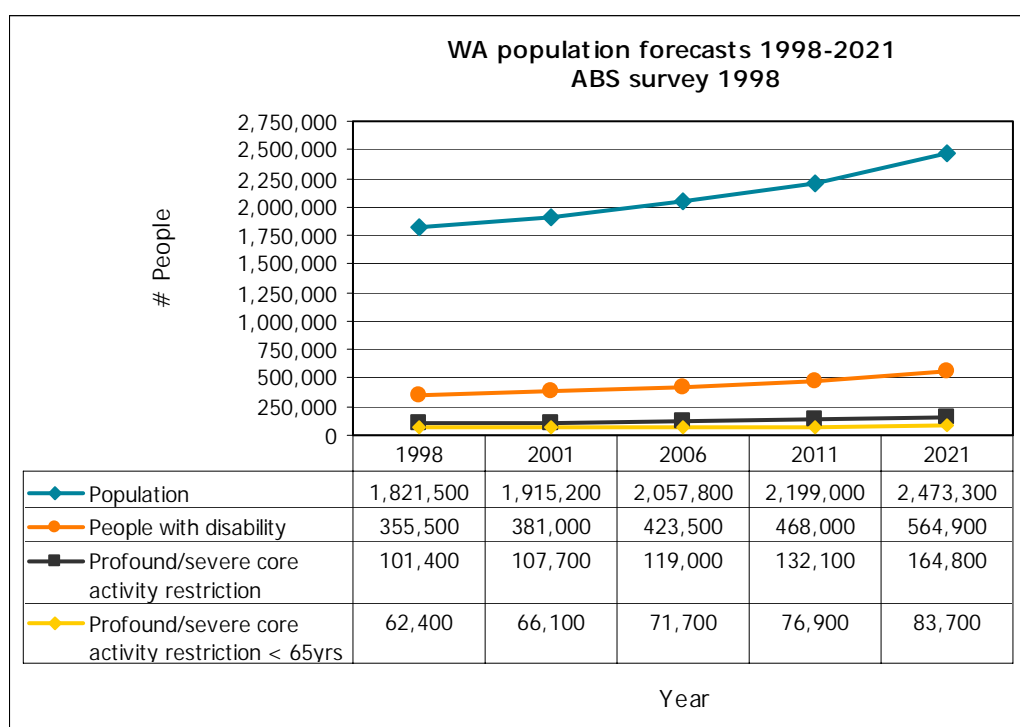
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Projected Growth

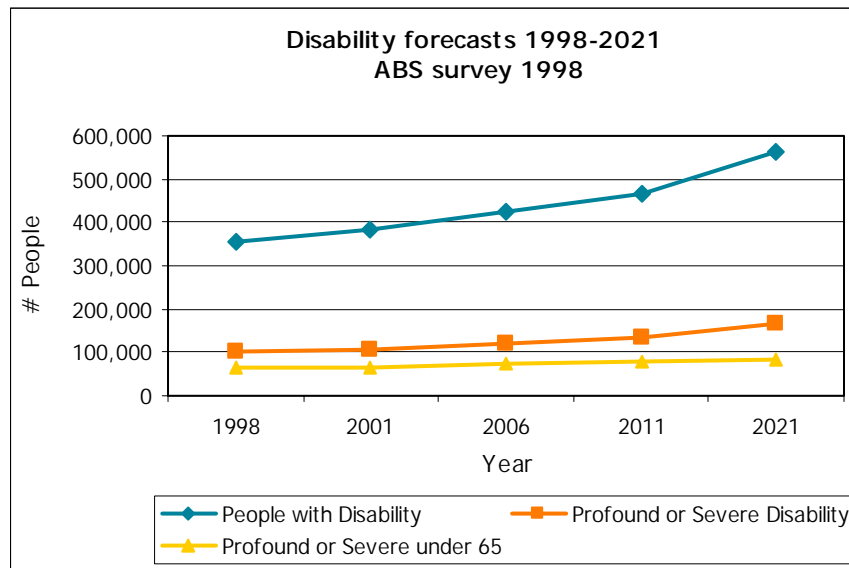
Longer term forecasts on expected trends in disability can be made by assuming constant age-sex specific disability rates and by applying them to ABS age-sex middle-level population projections for the State.

Increases in the number of people with disabilities in Western Australia are expected to follow the same general trends as the growth in the population.

The total number of people with disability is forecast to increase from 355,500 in 1998 (a prevalence of 20%) to 564,900 in 2021 (a prevalence of 23%). Over half of this numerical increase is accounted for by older Western Australians with associated age-related disabilities.



In the under 65 year age group, the proportion of the total population aged less than 65 years with disability will remain about the same, at about 14%. The proportion of the total population aged less than 65 years with profound or severe core activity restriction is also expected to remain about the same, at about 3.4%.

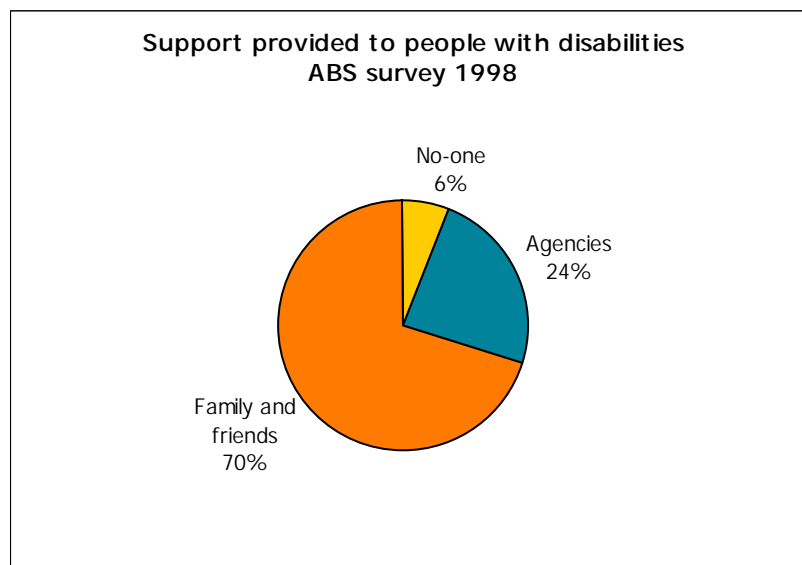


Supporting People with Disabilities

Most of the help needed by Western Australians with a disability is provided by family and friends. However, the proportion of help provided formally through agencies is increasing.

- 70% of all help is provided informally through family and friends.
- 24% of all help is provided formally through government, non-government or commercial agencies.
- No-one provides help in 6% of cases where help is needed.
- Some people may access needed help from a number of different sources.

The increasing role played by agencies in supporting the needs of people with disabilities is diminishing the demands placed on families.



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Supporting Carers

Carers play a vital role in maintaining the wellbeing of Western Australians with disabilities.

Providing support to carers to help them maintain their caring role is a critical dimension of disability service provision, not only in promoting individual and family wellbeing, but also in containing the demand for more costly and intrusive crisis intervention support and in reducing premature entry into residential care.

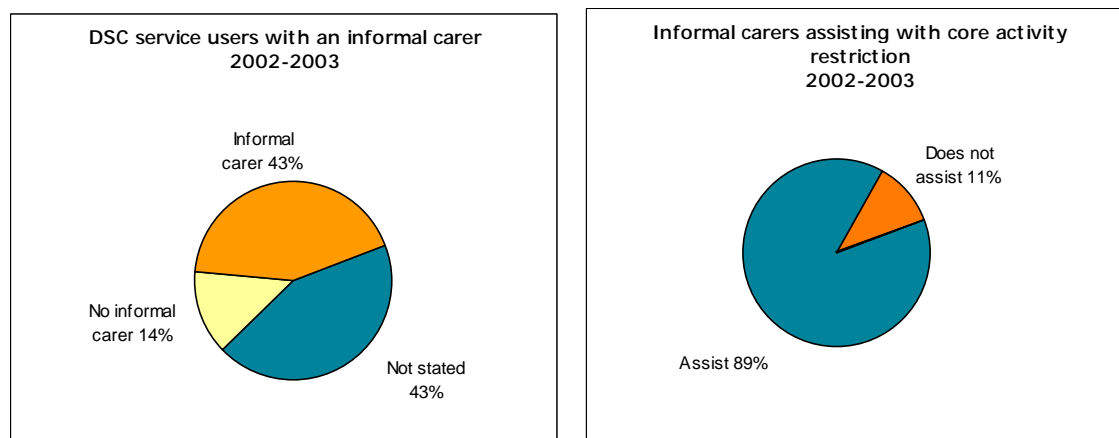
According to the 1998 Survey of Disability, Ageing and Carers, nearly half of all primary carers report they do not want or need assistance to undertake their caring role, while 83% do not want respite.

Just over half of all carers report they need assistance to maintain their caring role.

Consistent with the need to prevent family breakdown and contain service costs, provision of adequate support services for carers is being afforded a greater prominence in the mix of services funded or provided by the Disability Services Commission.

Commission Profile of Informal Carers

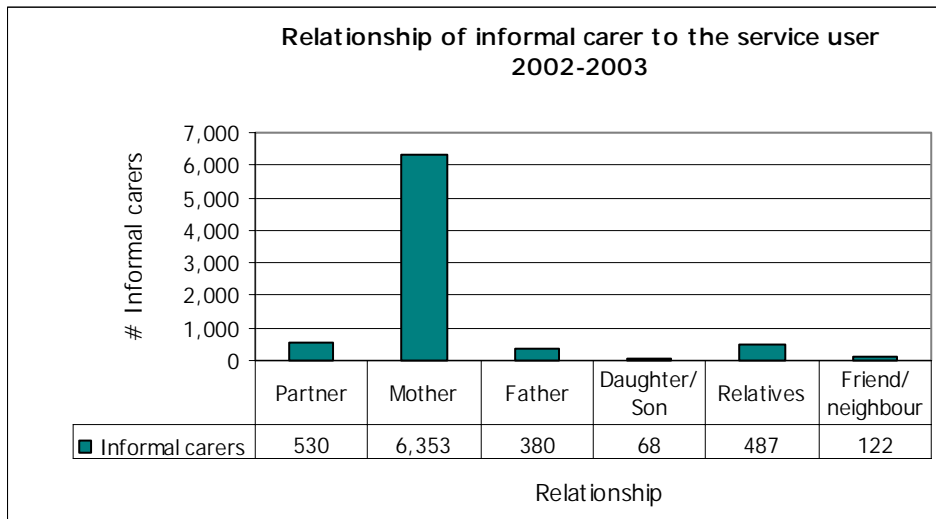
For the first time, data developments in the ACDC have enabled the Commission to provide a profile of informal carers. This field was completed for 57% of service users, with no data available for 43% of service users. For 2002–2003, 75% (11,026) of responses received indicate someone, such as a family member or friend provides care and assistance on a regular and sustained basis. Of those who provide informal care to service users, 89% of assistance was in the areas of self-care, mobility or communication, while 11% of assistance was provided in other areas of care.



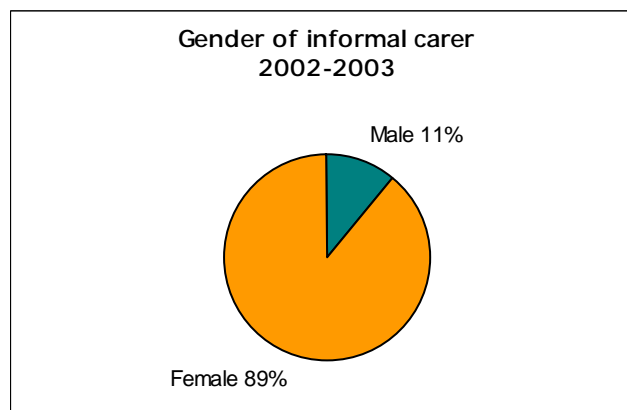
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The profile of the relationship of the informal carer to the service user suggests that:

- 80% of care is provided by mothers;
- 5% of care is provided by fathers;
- 7% of care is provided by partners; and
- 8% of care is provided by other relatives or friends and neighbours.



The gender profile of informal carers shows that 89% of informal care is provided to services users by female carers and 11% by male carers.

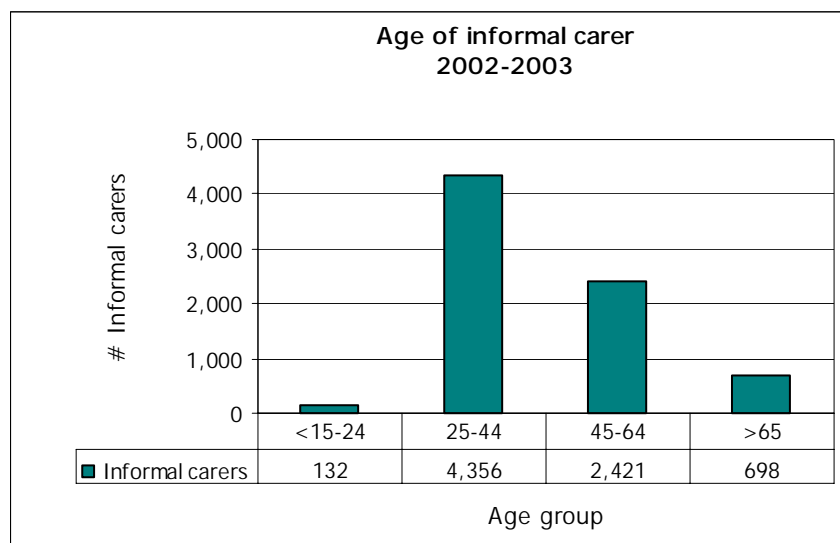


The data on the age group of informal carers providing care and assistance to service users show that:

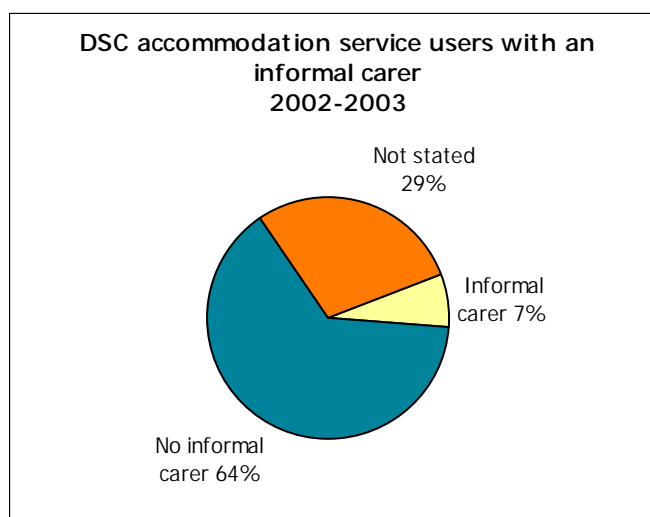
- 2% (132) are aged less than 24 years of age;
- 57% (4356) are in the 25-44 years age group;
- 32% (2421) are in the 45-64 years age group; and
- 9% (698) are over 65 years of age.

The significant proportion of carers in the 25-44 year age group, coupled with the majority of care provision and responsibility borne by women, highlights the need to ensure appropriate supports are in place that reflect the changing roles of women in this population group.

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In relation to the 1,566 people receiving accommodation support under Output 1, 7% of responses indicated informal carers were providing care and assistance on a regular and sustained basis.



The Demand for Disability Services

An analysis undertaken by the Disability Services Commission indicates that about three in every 10 people who may be eligible for support are accessing services funded or provided by the Commission. The analysis compares the number of people using services with the number of people receiving a Disability Support Pension from Centrelink in relation to limitations imposed by a disability.

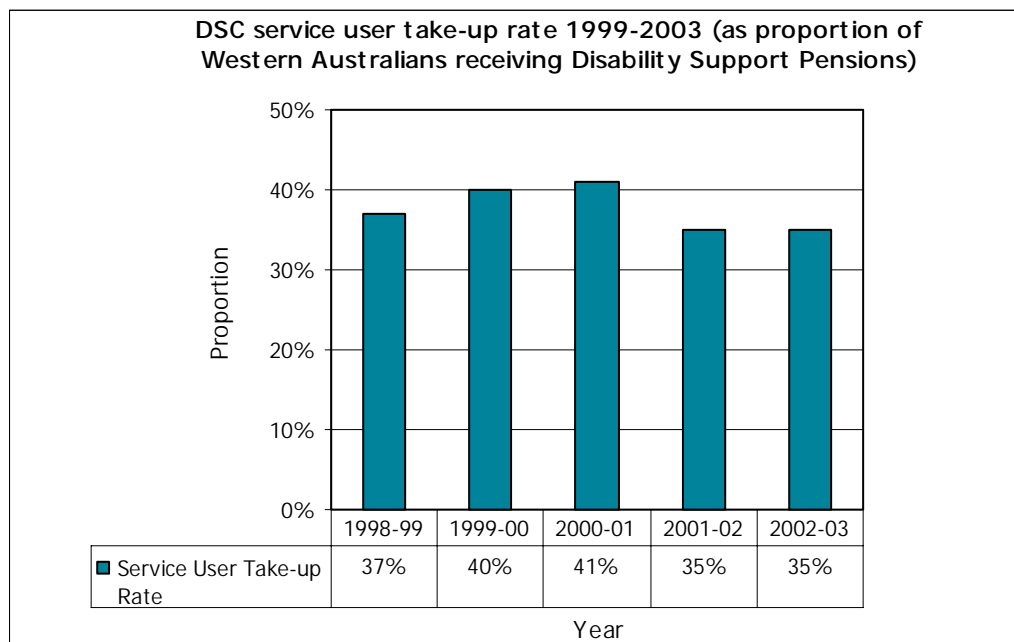
According to the Australian Bureau of Statistics, most people indicate they do not need (or do not choose to use) disability services. However, a significant proportion report that they are not using support services either because they do not know the service is available or because no service is available.

It may be expected that as the acceptability, availability and accessibility of services is promoted, and as the stigma associated with acknowledging a disability decreases, the demand for such support will increase. The increasing service take-up rate supports such a conclusion.

The Take-up Rate for Disability Services

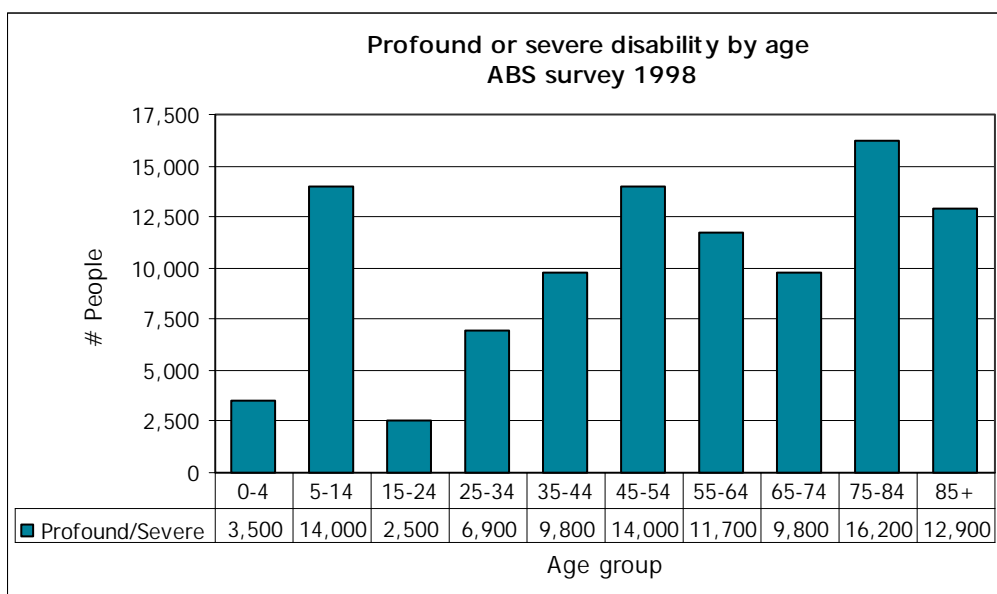
The take-up rate has been derived from whole-of-year service user data for 2002-2003 as a proportion of Western Australians receiving a Disability Support Pension.

Take-up rates measured using the Disability Support Pension have shown some degree of variability over the past five years, however, the variation has been relatively close to the five-year average of 37%. The variation comes from two sources; improvement in how the Commission counts service users, in particular a reduction of double counting, and changes in the Disability Support Pension. The number of people on a Disability Support Pension has seen a significant increase in recent years, increasing by 8,703 or 18% since 1999. These increases have been variable, with a relatively small increase from last year of 2% (1,181), compared with the increase in the previous year (14%).

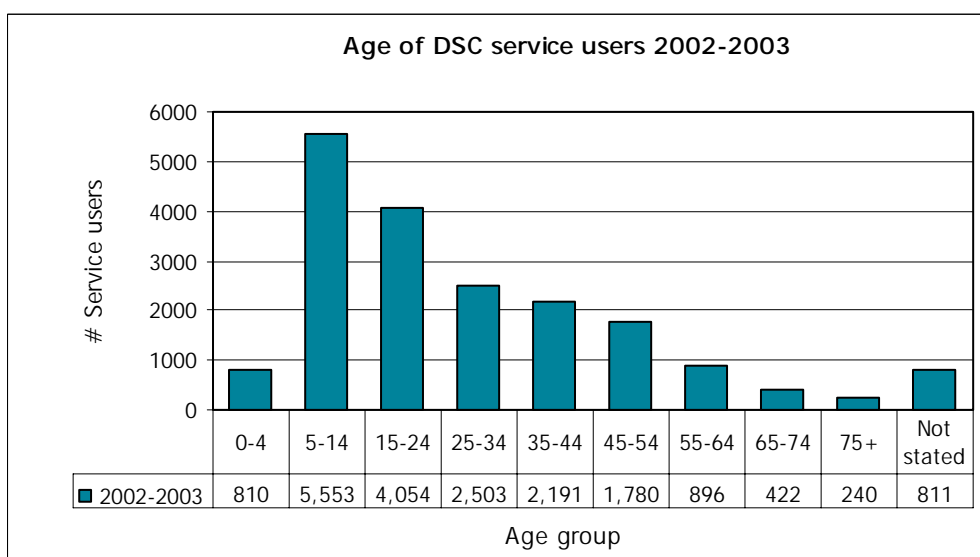


Trends in Service Use by Age

The largest group of users of services, funded or provided by the Disability Services Commission, are in the 5-14 years age group. This is consistent with the 1998 Survey of Disability, Ageing and Carers by the Australian Bureau of Statistics, which shows that 22% of people with a profound or severe core activity restriction under the age of 65 are aged 5-14 years.



During 2002-2003, 5,553 service users were aged 5-14 years representing 39.6% of the estimated 14,000 Western Australians with profound and severe core activity restriction in this age group.



The distribution in age of service users can be compared with the Australian Bureau of Statistics data on the number of people with a profound or severe disability in the broader population.

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The high take-up rate in the school aged group reflects:

- the way in which therapy services for school aged children are delivered (where a large number of children access a relatively small number of services); and
- a greater awareness of service availability promoted through the school environment and parent networks.

While the Commission's ACDC data show fewer numbers of service users in older age groups, there is a significant trend towards an ageing population of service users.

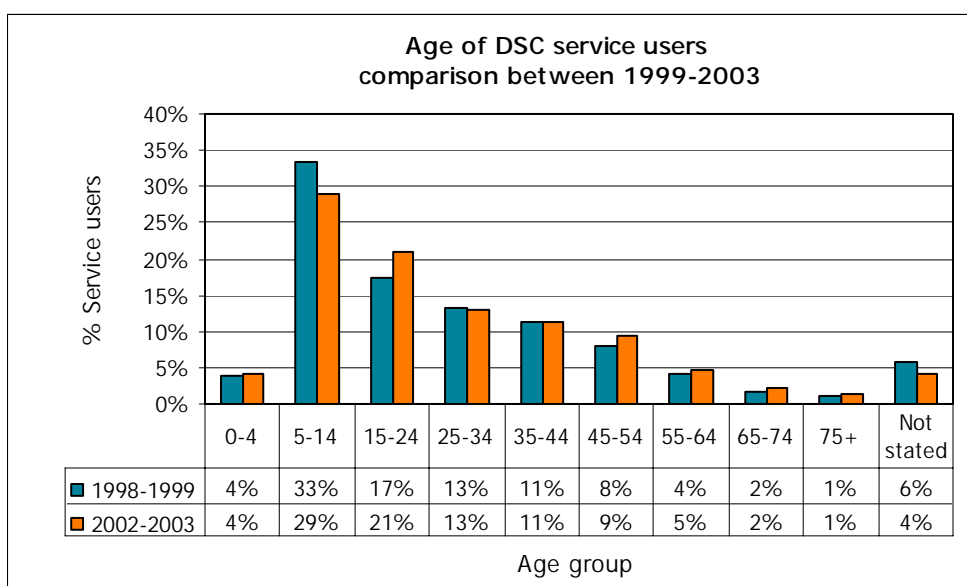
Service users aged 45-54 years have increased by 29% (from 1,377 in 1998-1999 to 1,780 in 2002-2003) and those aged 55-64 years have increased by 31% (from 685 in 1998-1999 to 896 in 2002-2003) over the past five years.

Apart from a peak in the 5-14 year age group, the 1998 Survey of Disability, Ageing and Carers shows larger numbers of people with profound and severe core activity restriction in the older age group from 35 years to 85+ years.

Age of service users 1999-2003							
Age Group	1998-99	1999-00	2000-01	2001-02	2002-03	Trend %	
						Year	5 Years
0-4	656	574	738	685	810	18	24
5-14	5,672	5,796	6,607	5,657	5,553	-2	-2
15-24	2,961	3,482	3,671	3,905	4,054	4	37
25-34	2,268	2,414	2,561	2,493	2,503	<1	10
35-44	1,917	1,980	2,151	2,151	2,191	2	14
45-54	1,377	1,420	1,632	1,757	1,780	1	29
55-64	685	736	847	843	896	6	31
65-74	268	261	368	354	422	19	58
75+	172	96	217	204	240	18	40
Unknown	976	2,111	1,595	1,129	811	-28	17
Total	16,952	18,870	20,387	19,178	19,260	<1	14

Using the Commission's ACDC, a comparison between the age of service users in 1999 and 2003 shows the number of service users in older age groups is increasing.

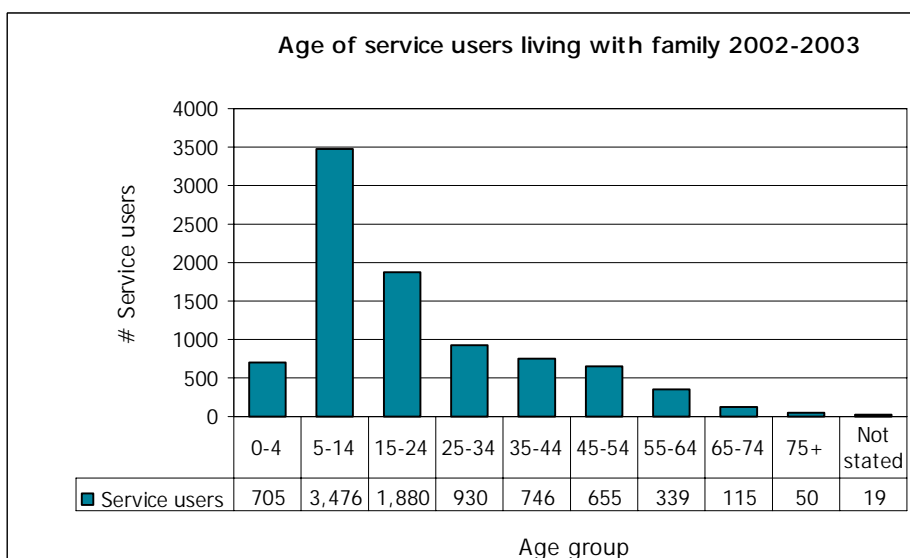
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Just over a third of the service users living at home with their family (6,061) are under the age of 24 years.

Age of service users living at home with family 1999-2003

Age Group	1998-99	1999-00	2000-01	2001-02	2002-03	Trend %	
						Year	5 Years
0-4	504	553	738	685	705	3	40
5-14	3,930	4,451	5,709	3,294	3,476	6	-12
15-24	1,603	1,872	2,043	1,826	1,880	3	17
25-34	769	809	907	873	930	7	21
35-44	525	569	658	760	746	-2	42
45-54	289	333	385	668	655	2	127
55-64	95	133	182	316	339	7	257
65-74	43	41	48	93	115	24	167
75+	30	23	33	38	50	32	67
Unknown	254	147	154	54	19	-65	-93
Not stated	8,910	9,934	9,530	10,571	10,345		
Total	16,952	18,870	20,387	19,178	19,260	4	11



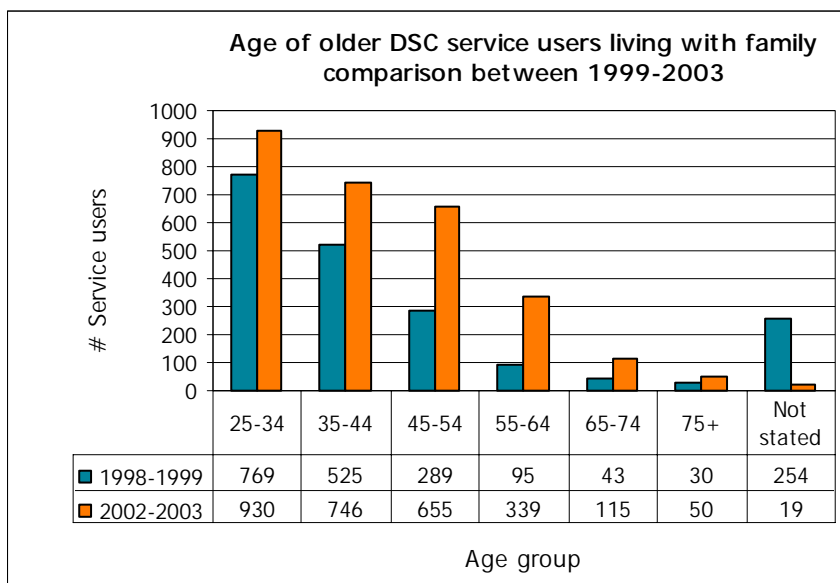
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An increasing number of people with disabilities live at home with ageing carers. Over the past five years the number of service users aged 35 or over living at home with their family has almost doubled (from 982 in 1998-1999 to 1,905 in 2002-2003).

Specifically, the group of service users living at home who are aged:

- 35-44 years has increased by 42% (from 525 to 746);
- 45-54 years has increased by 127% (from 289 to 655); and
- 55-64 years has increased by 257% (from 95 to 339).

These data highlight the importance of adequate planning and support for carers.

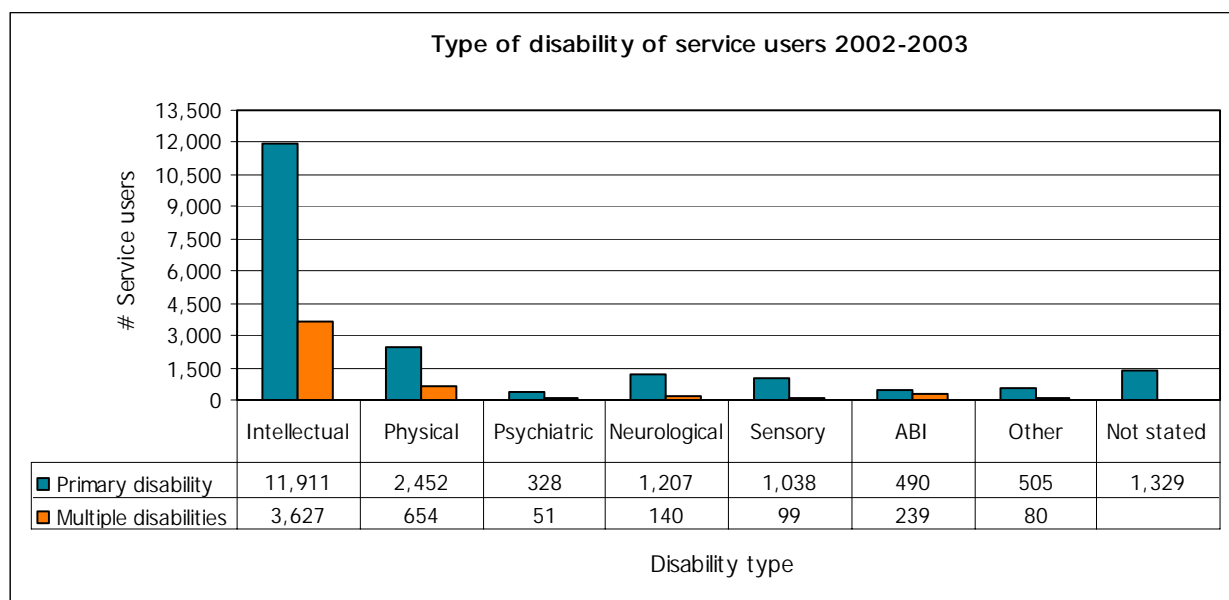


Type of Disability

A quarter of the people who used services funded or provided by the Disability Services Commission in 2002-2003 had multiple disabilities.

- 62% of service users had an intellectual disability as their main disabling condition.
- Of the total number of service users, 19% had an intellectual disability as their main disabling condition and had other disabilities.
- Of the 2,452 service users who had a physical disability as their main disabling condition, 654 had multiple disabilities.

Type of disability				
	People with disability		People with multiple disabilities	
Intellectual	11,911	62%	3,627	19%
Physical	2,452	13%	654	3%
Psychiatric	328	2%	51	<1%
Neurological	1,207	6%	140	<1%
Sensory	1,038	5%	99	<1%
Acquired Brain Injury	490	2%	239	12%
Other	505	3%	80	<1%
Not Specified	1,329	7%		
Total	19,260		4,890	



Level of Support Required

The following categories describe the level of support required by people to participate in their various life areas:

- unable to do or always needs help/supervision in this area;
- sometimes needs help/supervision in this area;
- does not need help/supervision in this life area but uses aids or equipment; and
- does not need help/supervision in this life area and does not use aids or equipment.

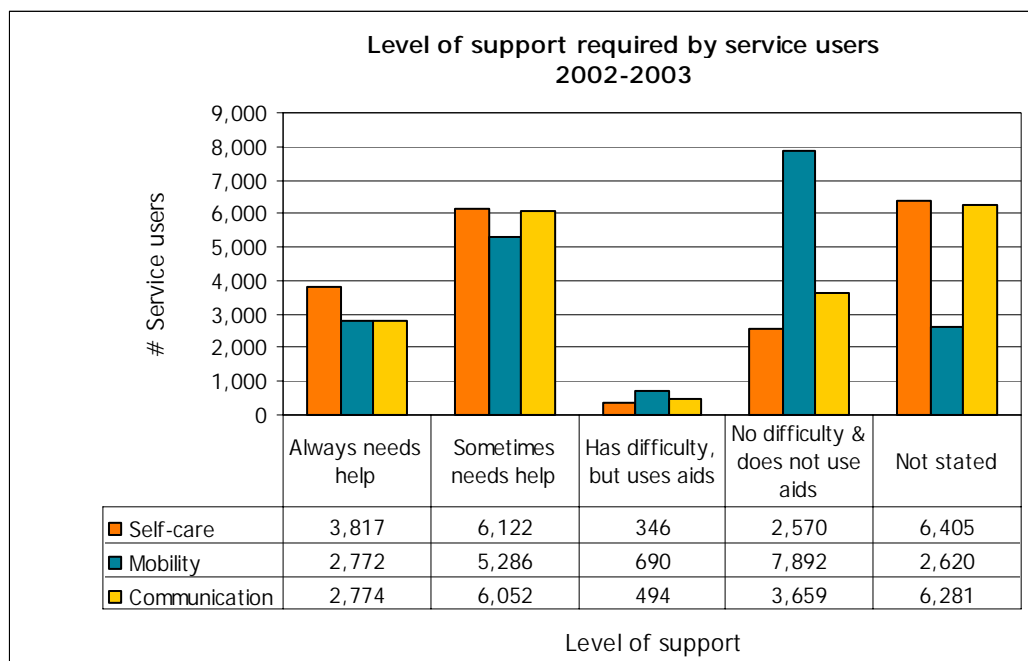
Many service users required continual or frequent support with daily tasks:

- 52% of service users required support with self-care;
- 42% of service users required support with mobility; and
- 46% of service users required support with communication.

Level of support required by service users 2002-2003

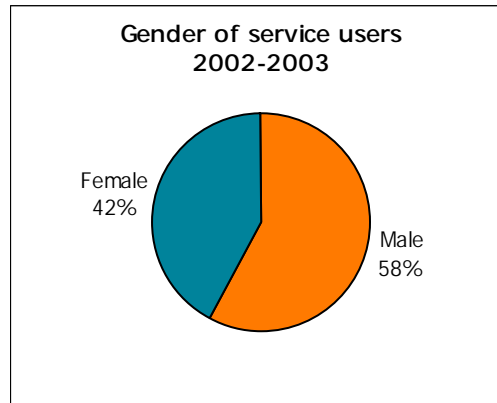
	Always requires help	Sometimes requires help	% requiring help	Does not need help/uses aids	Does not need help/does not use aids	Not stated
Self-care	3,817	6,122	52	346	2,570	6,405
Mobility	2,772	5,286	42	690	7,892	2,620
Communications	2,774	6,052	46	494	3,659	6,281

Note: A single service user may require support of varying levels in more than one core activity



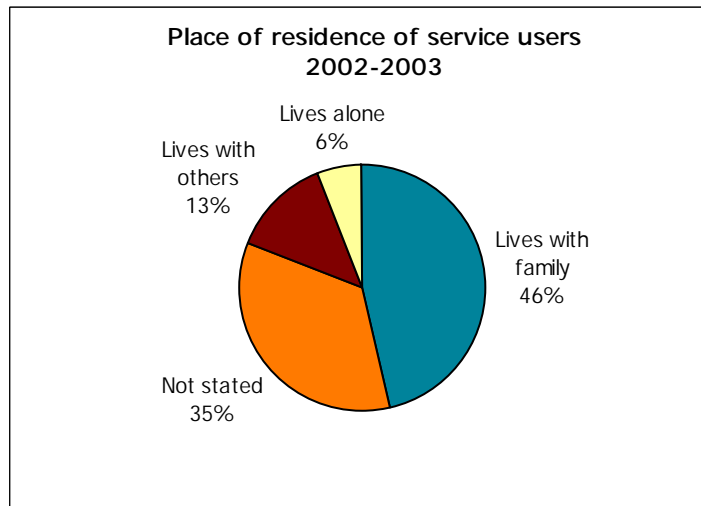
Gender of Service Users

- The higher representation of males among service users is consistent with a higher prevalence of disability among younger males than females.
- During 2002-2003, there were 10,874 male service users compared with 8,033 female service users. (Note: no gender was specified for 353 service users.)



Place of Residence of Service Users

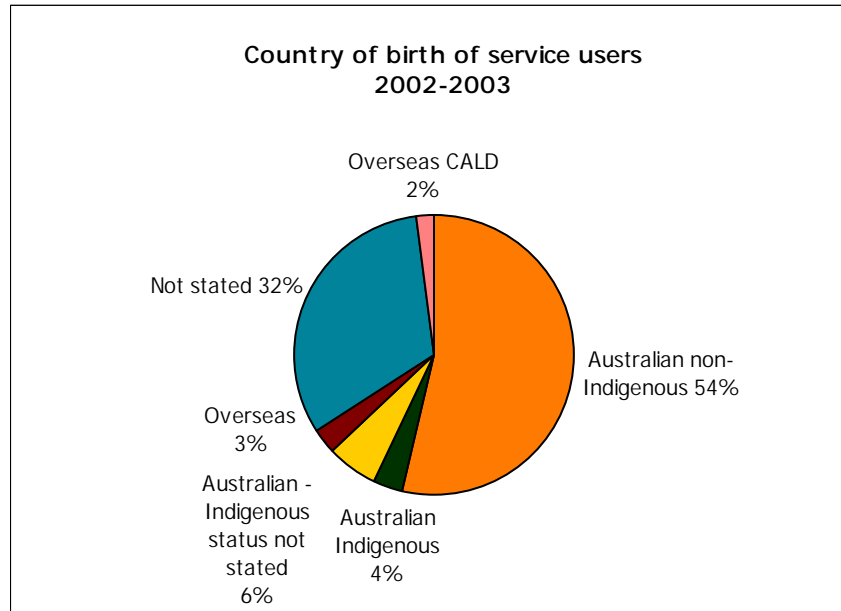
- 8,915 (46%) are living at home with their family.
- 2,553 (13%) live with others.
- 1,145 (6%) live alone.
- 6,647 (35%) not stated.



Note: the place of residence was not stated for more than one-third of service users.

Country of Birth of Service Users

The proportion of Indigenous service users (4%) is about one-third greater than their representation in the Western Australian population. Of the 5% born overseas, 2% are identified as born in culturally and linguistically diverse (CALD) countries.



Note: 6% of services users who were born in Australia did not state a response to the question of Indigenous identity.

9. CUSTOMER FOCUS

9.1 Access to Services

The Disability Services Commission has developed a three-tier system of eligibility for services related to functional responsibilities.

Level	Eligibility	Access to Services
Level 1 Access to Commission roles and functions	Available to all people with disabilities – approximately 381,000 people and their families and carers	Covers the Commission functions of policy and planning, legislation, advisory bodies, standards, community education, advocacy support, information and referral and Disability Service Plans
Level 2 Access to funded and provided disability services	Based on assessment of need – applies to approximately 66,100 people with a profound or severe disability (where the disability manifests and assistance is sought before age 60) and their families and carers	Services include Local Area Coordination, Community-based Support, Health and Individual Support, Day Options and Accommodation Services funded by the Commission
Level 3 Access to Commission provided services	Based on a diagnosis of intellectual disability. This includes children of pre-school age who have a confirmed diagnosis of Autism Spectrum Disorder <u>and</u> a diagnosis of intellectual disability 13,943 people registered with the Commission are eligible for these services	Access to Commission-provided services (previously provided by the Authority for Intellectually Handicapped Persons) to people with an intellectual handicap or autism on an eligibility and needs basis, includes Commission provided community-based support and accommodation services

Disability services are provided under four output areas. Services are either funded or provided by the Disability Services Commission.

Funded services are delivered by 153 external service providers.

Local Area Coordinators employed by the Commission provide a service brokerage role helping people to access the services they need within local communities. There are 129 Local Area Coordinators working in local communities throughout the State.

9.2 Service Standards

Eight service standards provide a customer-focused framework for services funded or provided by the Commission. The standards are based on the legislative principles and objectives of the *Disability Services Act 1993*.

Compliance with the Disability Services Standards is a requirement for service funding and incorporated into Purchasing Agreements with funded service providers.

To ensure compliance with the Disability Services Standards, independent monitors undertake regular assessments of the quality of services. All service providers also are required to provide an annual Self-Assessment of compliance with the Standards.

Disability Services Standard	
Standard 1 Service Access	Each consumer seeking a service has access to a service on the basis of relative need and available resources.
Standard 2 Individual Needs	Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.
Standard 3 Decision-making and Choice	Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.
Standard 4 Privacy, Dignity and Confidentiality	Each person's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.
Standard 5 Participation and Integration	Each person with a disability is supported and encouraged to participate and be involved in the life of the community.
Standard 6 Valued Status	Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.
Standard 7 Complaints and Disputes	Each consumer is free to raise, and have resolved, any complaints or disputes he or she may have regarding the agency or services.
Standard 8 Service Management	Each agency adopts sound management practices which optimise outcomes for consumers.

To ensure that high quality service standards are maintained, during 2002-2003 the Commission has:

- conducted independent standards monitoring assignments at 125 services;
- continued to monitor the annual Self-Assessments (158) submitted by service providers to the Commission;

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- maintained the panel of independent standards monitors at a total of 21 monitors;
- conducted a best practice forum in conjunction with the country service provider forum held in March; and
- allocated service improvement funding of \$85,500 to nine non-government service providers.

9.3 Complaints Handling

Standard 7 of the Disability Services Standards specifies that consumers should be free to raise and have resolved any complaints or disputes they may have regarding an agency or service.

The Commission has a Policy and Procedures for handling Consumer Complaints and a Consumer Liaison Service to oversee consumer grievance processes.

The Commission promotes its consumer complaints management processes through staff orientations, staff meetings and public forums.

The *Disability Services Act (Part 6)* also makes provision for an external, independent complaints review process.

Under the 1999 amendments to the *Disability Services Act*, the Office of Health Review is responsible for conciliation and mediation of complaints lodged under the Part 6 provisions of the Act.

COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

- 58 complaints were lodged about provided services (with a further two complaints carried over from the previous year making a total of 60 complaints for review)
- 57 complaints or 95% of complaints were closed.

Of the 57 complaints closed during the year, the complainant was satisfied with the *outcome* in 70% of cases and satisfied with the *process* in 88% of cases.

In seven (or 12%) of closed cases, the complaint led to service improvements.

Complaints were handled by the Consumer Liaison Service (43 or 75%), and line managers (14 or 25%).

COMPLAINTS LODGED UNDER PART 6 OF THE DISABILITY SERVICES ACT 1993

Forty-three complaints were lodged with the Office of Health Review under Part 6 of the *Disability Services Act 1993* (with nine further complaints carried over from the previous year making a total of 52 complaints for review).

Of the complaints lodged under the Part 6 provisions of the Act:

- 16 related to the Commission (with one further complaint carried over from the previous year);
- 22 related to non-government organisations funded by the Commission (with seven further complaints carried over from the previous year);
- two related to public authorities (with one further complaint carried over from the previous year); and
- three related to private organisations.

At the end of the year, 42 complaints had been closed and 10 were yet to be resolved. Of the 42 complaints closed, 30 were withdrawn, lapsed or not pursued; two were resolved mainly or completely in favour of the complainant; six were resolved partly in favour of the complainant; three were not upheld and one was out of jurisdiction.

TREND ANALYSIS

There has been a decrease (7%) in the total number of complaints from the previous year. There is no evidence suggesting any specific explanations that can be attributed to this decrease as a number of factors may be involved.

The main areas of concern reported by complainants continue to refer to communication issues, quality of service and staff conduct. As from the previous year, these issues related to different complaints. The Commission continues to address these issues through discussions with staff and the staff Performance Development Program.

A new trend that was identified related to service access to the Commission's Level 3 services for people with an intellectual disability. Of the seven complaints received in that area, five referred to cases whereby the applicants had a borderline intellectual disability as well as a psychiatric disability. While the Commission recognised the special needs of these applicants, they were not eligible for services as defined by internationally recognised criteria for intellectual disability, which require that the condition be manifest before the age of 18 years.

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Classification of Complaints

Complaint Type	Number
Communication	13
Funding Policy	7
Quality of Service	20
Resident Conduct	1
Service Eligibility	7
Staff Conduct	17
Other *	3
Total	68

Note: complaints can involve more than one classification

* refers to parking, individual's changing medical needs and organisational change.

RESPONDING TO CUSTOMER COMPLAINTS

Complaints were resolved in a timely manner where possible. In cases where it took longer to resolve than the required time (10-15 working days), complainants were kept informed of the progress of their complaint. Factors leading to longer response time included the complexity of the case and the availability of the complainant and/or staff.

Complaints Completed by Response Time

Response Time	Number of Complaints
Less than 15 days	27 (47%)
Between 15 and 30 days	20 (35%)
Between 31 and 60 days	8 (14%)
Between 61 and 99 days	2 (4%)
Greater than 90 days	-
Total	57 (100%)

The Commission has implemented a number of initiatives to empower customers to voice their concerns about service provision, and to promote a climate of service provision that is receptive and responsive to any concerns that may be expressed.

During 2002-2003, the Commission has:

- continued to promote consumer complaint management processes with staff and consumers through staff orientation and directorate briefings, and published articles in the staff newsletter, *Cheers*, the Commission's magazine, *disAbility Update*, and the LAC newsletters;
- continued to make its consumer complaint database system available to funded agencies for a small fee;

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- updated its Consumer Liaison Service brochures, which are now available in community languages upon request;
- finalised the review of its consumer complaint policy and procedures. The outcome of the review was that the Commission met the Disability Services Standard 7 Complaints and Disputes and the Australian Standard Complaints Handling AS 4269-1995; and
- made available its consumer complaint policy and procedures on the Commission's website.

10. CUSTOMER OUTCOMES

The Disability Services Commission addresses customer outcome issues through its Strategic Coordination Output.

10.1 Disability Service Plan

Under the *Disability Services Act 1993*, the Commission is required to develop and implement a Disability Service Plan to improve the accessibility of its services and facilities. The Disability Service Plan provides an important mechanism for monitoring and evaluating the Commission's services to help ensure that it meets the accessibility needs of its customers - people with disabilities, their families and carers.

During 2002-2003, the Commission has:

- completed year three of its Disability Service Plan 2000-2005;
- continued to convene a Disability Service Plan Reference Group to monitor the plan and provide regular progress reports;
- conducted public forums on a range of topics for people with disabilities, their families and carers;
- committed non-recurrent funding, under the State Government Carer's Strategy, for carer training, family and carer grants and drought relief. This funding is in addition to 2001-2002 recurrent initiatives for disability professional services, respite services for people from culturally and linguistically diverse backgrounds and Indigenous Australians and intensive family support;
- published and revised a number of resource materials to promote the general inclusion of people with disabilities (*Access Resource Kit (revised)*, *Guidelines for Hearing Augmentation in Cinemas* and *Expanding Your Sport and Recreation Markets*);
- posted *Have Your Say Information Sheets* on the Commission's website and finalised the consumer's Internet feedback site;
- developed and implemented strategies to increase the employment participation of people with disabilities and Indigenous Australians within the Commission;
- endorsed a public consultation policy which is available on the Commission's website; and
- developed the State Government Access Guidelines for Information, Services and Facilities. These are posted on the website and were released as a Premier's Circular on 4 June 2003.

10.2 Youth

Young people aged from 12 to 25 years benefit from the wide range of activities and services of the Commission. In 2002-2003, the Commission contributed to furthering the six goals of the State Youth Plan 2000-2003 through a number of initiatives and ongoing activities.

CITIZENSHIP AND PARTICIPATION

Achievements:

- reviewed and endorsed the Commission's Consultation Policy in line with the State Government's *Consulting Citizens: A Resource Guide (April 2002)*;
- finalised the Consumer's Internet feedback site to provide an accessible means of on-going public consultation on Commission services and facilities;
- redeveloped the *Access Resource Kit* which provides resources to facilitate effective participation by all citizens;
- identified disability awareness providers and made the information publicly available through the Commission's website; and
- developed the State Government's Access Guidelines for Information, Services and Venues that subsequently was issued as Premier's Circular 2003/08.

On-going Activities:

- continuing to promote citizenship and participation through all consultations undertaken, including development of the Accommodation Blueprint, review of the *Disability Services Act*, review of Local Area Coordination, the Disability Symposium and regular public forums;
- representing the Commission and people with disabilities on the Department of the Premier and Cabinet Citizens and Civics Consultation Reference Group; and
- ensuring that consultations are held in accessible venues, interpreters are available upon request, audio loops are implemented and alternative formats offered for publicly available material.

JUSTICE AND LEGAL ISSUES

Achievements:

- launched the Keep Cool anger management program for teenagers with intellectual disability and learning disability;
- finalised the model for court-based diversion and commenced the trial project; and
- participated in the Review of the *Criminal Law (Mentally Impaired Defendants) Act 1996* through written submissions and working parties.

On-going Activities:

- implementing the Diversion Project jointly with the Departments of Justice and Health; and
- working with the Department of Justice and the courts to ensure that young people with disabilities involved with the justice system are provided with supports and services to prevent their inappropriate incarceration.

Chapter 10 – Customer Outcomes

HEALTH AND WELLBEING

Achievements:

- established the Health Resource and Consultancy Team which supports mainstream health services in their work with young people with disabilities with a specific focus on health promotion;
- participated extensively in the Review of the *Mental Health Act 1996* through working parties and submissions;
- received a Healthway grant under the auspice of the University of Western Australia for a joint research project to increase the participation of people with intellectual disabilities in physical activities of daily living;
- developed a draft inter-agency framework for child protection and consulted the non-government sector;
- finalised protocols to guide service providers in their work with clients jointly managed by the Commission and the Department of Health; and
- developed a manual for the Sibs and Us program in collaboration with Curtin University of Technology.

On-going Activities:

- monitoring the quality of funded and provided services to ensure that they meet the Disability Services Standards;
- delivering *Feel Safe*, a protective behaviours and personal development program for older adolescents and adults with an intellectual disability, to a range of government and non-government agencies in both metropolitan and rural regions;
- working with generic health care services to promote the health and wellbeing of young people with disabilities; and
- trialing a group support program for adolescent siblings of people with intellectual disabilities in collaboration with Curtin University of Technology.

CULTURE, RECREATION AND LIFESTYLE

Achievements:

- provided direct funding to 110 young people aged 12 to 25 years for alternatives to employment activities that include a range of recreation and leisure pursuits.

On-going Activities:

- assisting young people with disabilities to lead fulfilling lives through a range of programs and services, including recreation and alternatives to employment, Local Area Coordination and the Disability Service Plan initiative.

EDUCATION, TRAINING AND EMPLOYMENT

Achievements:

- held eight information forums for school leavers and their families through metropolitan and country areas to inform their decision making on post-school choices (five metropolitan and three country);
- assisted 123 school leavers to access Commonwealth disability specialist employment programs and post-secondary education;
- worked in collaboration with other government agencies and non-government organisations to conduct a conference in the Pilbara focusing on the needs of Indigenous students with special needs;
- contributed to the Review of the Education Services for Students with Disabilities in Government Schools through participation in working parties;
- developed and implemented youth traineeships in both regional and metropolitan areas;
- employed 89 young people (76 women and 13 men less than 25 years), including four young people with disabilities; and
- provided work experience and student practicum to a number of students in the secondary, vocational education and training (VET) and tertiary education sectors.

On-going Activities:

- developing a two-year pilot funding program to assist school leavers to make the transition to employment. Implementation is planned for 2004 school leavers;
- working with the TAFE sector to increase and improve access to programs for students with disabilities;
- providing traineeship and other employment opportunities to young people; and
- promoting employment opportunities within the Commission for young Indigenous Australians and young people with disabilities.

LIVING IN THE COMMUNITY

Achievements:

- provided funding to assist 38 young people aged 12 to 25 years to live in the community through the Accommodation Support Program; and
- provided funding to assist 43 young people with family support and respite through the Intensive Family Support Program.

On-going Activities:

- continuing the availability of funding for family support and accommodation to those most in need; and
- continuing to support the inclusion of young people in their local communities through the work of LAC in metropolitan and rural areas.

Chapter 10 – Customer Outcomes

10.3 Language and Cultural Diversity Outcomes

The Commission monitors trends in the cultural diversity of its customers through the Annual Client and Service Data Collection (ACDC). This information assists a variety of planning, policy development and evaluation purposes, with the overall objective of ensuring that people from culturally and linguistically diverse backgrounds (CALD) are able to access services relevant to their needs.

Currently information is collected for country of birth, Indigenous status, requirement for interpreter services, and method of communication. In future, it is proposed to collect information on ancestry and language, other than English, spoken at home.

COUNTRY OF BIRTH AND INDIGENOUS STATUS

Of service users in 2002-2003, country of birth was not stated for 32%, 4% were Indigenous Australians and 5% were born overseas. Of people born overseas, 2% were from countries where English was not the major language.

INTERPRETER SERVICES

From the 51% of returns received, interpreter services were required for 1% of service users for spoken languages other than English and for 2% of service users for non-spoken communication. Interpreter services were not required for 48% of service users.

METHOD OF COMMUNICATION

- 53% use effective spoken language.
- 1% use effective sign language.
- 2% have effective non-spoken communication (eg using a Canon communicator, Compic).
- 11% have little or no effective communication.
- 5% children under five years.
- 28% information not available.

STAFF

The Commission employs 53 staff from CALD backgrounds (5.1% of employees) and eight staff of Indigenous descent (0.8% of employees).

In recognition of its low Indigenous workforce, the Commission has adopted this area as a specific equity target. Staffing initiatives included the appointment of an Indigenous person to a permanent senior policy officer position, with a primary focus on policy issues concerning Indigenous people with disabilities and their carers.

INITIATIVES

During 2002-2003, the Commission undertook a range of activities to improve its responsiveness to people from multicultural backgrounds. Some examples are provided below.

- The Commission continued to monitor and report on progress in implementing the recommendations of the report, *Addressing the Needs of Ethnic People with Disabilities*. The recommendations aim to improve service provision and access for people with disabilities from CALD backgrounds.
- In conjunction with Edith Cowan University, the Commission is completing a statewide consultation process with Indigenous people with disabilities and their families, service providers, agencies, government departments, the community and other key stakeholders. The consultation will help inform the development of a policy and funding framework to improve service responsiveness and access for Indigenous people with disabilities.
- The Commission commenced the Multicultural Profile Project, which seeks to obtain more accurate data and build a more comprehensive picture about the extent to which individuals from diverse cultural backgrounds are accessing services. The project will include an analysis of the Commission's data on ethnicity, disability and service use, along with available data from relevant Western Australian human services departments and multicultural agencies.
- There is a range of cultural training initiatives for staff. For example:
 - country LACs receive awareness training relevant to their clients' needs and work in conjunction with local ethnic workers in areas that have higher ethnic population groupings, such as the Muslim community in Katanning;
 - metropolitan LACs are developing networks with people from CALD backgrounds and implementing cultural awareness training for all staff in public contact positions;
 - a new cultural diversity module has been included in the nationally recognised training for direct care staff; and
 - information on equity and diversity plans and policies is included in the induction checklist for administrative staff.
- Field staff are engaged in diverse ongoing activities, including establishing and maintaining networks with local multicultural individuals and organisations; initiating local cultural awareness-raising activities; using qualified interpreters for individuals/carers who lack English skills; linking into a local health service and accessing support from CALD workers to act as 'cultural guides' on a needs basis; and developing interest groups in regional areas.
- The Ethnic Disability Advocacy Centre, an advocacy service funded jointly with the Commonwealth, completed its report, *Supporting CALD Carers*. The report was funded in 2002 under a Caring for Carers one-off development grant and launched in April 2003.
- The recently completed review of LAC entailed detailed consultations with people from CALD and Indigenous backgrounds. The review includes a number of recommendations concerning these groups and will be addressed by the LAC program over the next 12 months.

Chapter 10 – Customer Outcomes

- Some recruitment initiatives aimed at increasing the diversity of the Commission's workforce include providing staff vacancy information on the Commission's website; promoting employment opportunities through Indigenous networks; actively encouraging Indigenous people to apply in advertisements for traineeships and direct care positions; amending some job description forms to acknowledge experience rather than requiring post-secondary qualifications; training in innovative recruitment; and trialing alternatives to written applications with an appointment pool of domestic staff.
- A range of staff across all Directorates attended workshops run by the Office of Multicultural Interests to discuss implementation of the draft Charter of Multiculturalism.

11. OTHER REPORTING REQUIREMENTS

11.1 Freedom of Information

The Disability Services Commission received 13 applications to access information under the *Freedom of Information Act 1992* during 2002-2003. One application remained outstanding at 30 June 2003.

Of the 12 finalised applications, 11 related to personal information. Of these 11:

- information was released in full in six cases;
- edited access was granted in one case; and
- information was not located in four cases.

The remaining application related to an operational change while the deliberative process was still in progress. It was decided to grant only edited access. Following an internal review, that decision was reaffirmed.

11.2 Equal Employment Opportunity (EEO)

Significant work was undertaken to establish achievable and realistic objectives for the Commission in line with the Government Equity and Diversity Management Plan. Given the Commission's current employee demographic profile, Indigenous Australians and people with disabilities were identified as the two priority areas requiring targeted initiatives.

Strategies primarily focussing on the recruitment process were implemented with the goal of increasing the diversity of applicant pools. Various promotional actions were taken on specific job vacancies to increase the number of people with disabilities and Indigenous Australians applying for Commission vacancies. As a result, there has been significant improvement in the number of Indigenous Commission employees in regional areas and there has been an increase in the number of applicants who identify as having a disability.

Given the ageing profile of the Commission's workforce and the State Government's youth initiatives, the establishment of traineeships was identified as a priority. Considerable work has been undertaken in establishing traineeships in both metropolitan and regional areas.

The Commission continued to support and develop the role of equity officers as a key strategy in combating harassment and discrimination in the workplace. The appointment of eight equity officers was confirmed in October 2002 and professional training and development for these employees continues on an ongoing basis. In addition, workplace presentations focusing on harassment and bullying were delivered in a number of operational areas.

Chapter 11 – Other Reporting Requirements

The Commission developed a comprehensive response to changes to Western Australia's Equal Opportunity legislation dealing with gender history and sexual orientation. A review of internal processes was undertaken and educational sessions and promotional activities were provided for staff.

11.3 Public Sector Standards

Monitoring and review of compliance with public sector standards and assessing extent of compliance with ethical codes is included in the Commission's annual audit cycle. The review is conducted by an external consultant.

A review of compliance with Standards related to Transfers, Secondments, Performance Management and Discipline was completed in June 2003 and the initial report from the auditor indicates full compliance. There were no recommendations for improvement. For the Performance Management Standard in particular, this is a very pleasing result and reflects the significant work that has been undertaken across directorates to facilitate implementation of appropriate systems and processes to manage workplace performance.

An internal review of the Commission's Code of Conduct is in progress. This has involved extensive consultation with employees, including videoconferencing with regional areas, and identification of areas of particular focus for inclusion in the updated code and in awareness-raising activities.

Some areas of non-compliance have been identified and addressed via the internal Managing Breaches of Discipline process. While all new employees are advised of, and provided with, copies of the Code of Ethics and Code of Conduct, it has been identified that there is scope for improved refresher training for existing employees. This will be addressed as part of the promotion of the updated Code of Conduct.

The Commission received four applications for review of a breach of Standards related to the Recruitment, Selection and Appointment Standard. Following initial discussion, all four applicants withdrew their claims.

11.4 Advertising and Sponsorship

During 2002-2003, the Commission spent \$37,593 on advertising, as shown in the table below.

Statement of Advertising, Promotional and Market Research Expenditure	
Organisation	\$
In accordance with section 175ZE of the Electoral Act (1907), the Disability Services Commission has incurred the following expenditure for advertising, promotional and market research activities during 2002-2003	
Advertising Agencies	36,995
The advertising agencies that were engaged were:	
Marketforce Productions	
Market Research Organisations	
Media Advertising Organisations	598
The main media advertising organisations that were engaged were:	
The West Australian	
Community Newspapers	
Total Expenditure	37,593

11.5 Waste Paper Recycling

Staff continue to be encouraged to recycle all paper and other products. This is achieved by:

- the provision of special recycling bins in storerooms and adjacent to photocopy machines;
- the provision of a confidential documents disposal system;
- the provision of receptacles for staff to use at work stations to collect paper for recycling; and
- utilisation of the WA Government's Waste Paper Contract.

11.6 Reviews and Evaluations

The Commission conducts, funds and supports a wide range of research and development activities aimed at informing and improving disability services provision.

Research and development initiatives include:

- external activities funded by the Commission;
- external activities supported by Commission staff; and
- internal activities undertaken to improve professional practice and program development.

Chapter 11 – Other Reporting Requirements

Information on evaluations is provided in the Output Reports in Chapter 13 and a comprehensive account of all research and development activities during 2002-2003 is in Appendix 15.5.

11.7 Energy Smart Government Policy

In accordance with the Energy Smart Government policy, the Disability Services Commission has committed to achieve a 12% reduction in non-transport related energy use by 2006-2007 with a 5% reduction targeted for 2002-2003.

Energy Smart Government Program			
	Baseline Data	2002-2003 Actuals	Variation %
Energy Consumption (MJ)	25,740,921	24,338,432	-5.44
Energy Cost (\$)	743,031	727,996	
Greenhouse Gas Emissions (tonnes of CO ₂)	4,685	4,351	
Performance Indicators			
Tenant Services			
MJ/sqm	496.4	480.62	
MJ/FTE	12,920.3	12,236.44	
Combined Services			
MJ/sqm	734.39	544.94	
MJ/FTE	17041.09	12,516.18	
Other Health Care Buildings			
MJ/sqm	1,174.09	1,247.75	

During the year the following energy saving initiatives were undertaken:

- an energy executive was appointed;
- an energy management committee was established;
- a staff awareness program was established;
- lighting upgrades were made; and
- energy efficient equipment was purchased.

12. OVERVIEW OF OPERATIONS

The Disability Services Commission operates according to an integrated system of organisational, planning and operational performance which establishes clear links between government legislation and policy, the Commission's five-year Strategic Plan, the State Government's priorities and resourcing strategies, and annual Operational Plans for the Corporate Executive and each Directorate.

The Disability Services Commission is funded according to four Outputs, which support the achievement of an overall Outcome.

Performance measures and achievements for each of the funded Outputs are reported in Chapter 13 of this report. Performance measures for auditing purposes are consolidated in Appendix 15.1.

The table below shows the Outcome and Outputs for which the Disability Services Commission was funded in 2002-2003. The benefits and costs associated with each Output are shown within each service area.

Outcome	Outputs	Service Areas	Benefit/Cost
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Output 1: Residential Services	<ul style="list-style-type: none"> • Hostel Residential • Community Residential 	<ul style="list-style-type: none"> • 1,566 residents supported • Total cost: \$119.9million • Cost per person: \$76,591
	Output 2: Non-Residential Services	<ul style="list-style-type: none"> • Supported Community Living¹ • Family Support and Respite • Day Options (including Post School Options) • Health and Individual Development (including therapy services) 	<ul style="list-style-type: none"> • 16,717 people supported • Total cost: \$90.9million • Cost per person: \$5,439
	Output 3: Individual Coordination	<ul style="list-style-type: none"> • a. LAC Coordination 	<ul style="list-style-type: none"> • 6,617 people supported • Total cost: \$15.6 million • Cost per person: \$2,365
		<ul style="list-style-type: none"> • b. LAC Direct Consumer Funding 	<ul style="list-style-type: none"> • 1,437 people supported • Total cost: \$10.4 million • Funding per person: \$7,253
	Output 4: Strategic Coordination	<ul style="list-style-type: none"> • Policy Development • Strategic Planning and Evaluation • Access Improvement • Community Education • Quality Assurance 	<ul style="list-style-type: none"> • 86 key strategic and policy projects • Total cost: \$6.6 million • Average cost per strategic project: \$76,553

¹ From 2003-04 Supported Community Living will be reported in Output 1.

Accountability and Performance Reporting

ANNUAL CLIENT AND SERVICE DATA COLLECTION SYSTEM

Information on the users of Commission and funded agency services is collected through the Commission's Annual Client Data Collection system (ACDC). With almost nine in 10 agencies providing data electronically, ACDC provides a streamlined method for organisations to return data.

The data on service users which follow have been contributed by 153 external service providers, as well as by the Commission's three service-providing directorates. In all, some 856 individual service outlets collect data on 39,327 specific instances of service delivery. This represents an enormous effort by the service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 60 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

- the data are collected according to national requirements and therefore are not completely congruent with Western Australian reporting requirements. Thus, variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;
- the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential in a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery;
- while the Commission contracts external agencies to provide services, it is sometimes difficult to separate government funded disability services from those provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

Building on improvements in reliability achieved with the data linkage key in 2001-02, this financial year saw further enhancements to data collection through better monitoring of purchasing agreements between the Commission and service providers. This internal monitoring resulted in improved classification of the services provided, and the elimination of some over counting in some categories.

The revision of the National Minimum Data Set as developed by the Australian Institute of Health and Welfare (AIHW) in 2001-2002 saw the deletion of brokerage as a service. In Western Australia LACs are responsible for assisting service users and their families to purchase a range of services in the community (ie brokerage). This year ACDC incorporated data on the actual services that people purchased; this saw the introduction of data about LAC Direct Consumer Funding and untied grants, adding additional data on the services received by some 2,116 service users.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

Chapter 12 – Overview of Operations

Performance information is presented in time series tables and in charts with interpretive comments spanning a five-year period from 1998-1999 to 2002-2003.

The presentation of data over time allows for trends to be monitored, contributing to better long-term planning and more responsive operational decisions. Time series reporting also helps to demonstrate the relationship of outputs, which tend to be short-term objectives, to outcomes, which tend to be long-term objectives.

REPORTING AGAINST SPECIFIC TARGETS

The performance for the financial year is measured against targets set at the beginning of the year as part of the Budget process. Targets are set as performance measures for each output. Output targets are set according to outputs specified in the Business Plan and in the Budget Statement.

COMPARISON WITH PREVIOUS YEAR'S PERFORMANCE

A number of graphs and tables compare data with the previous year or in some cases trends over a greater number of years. Readers are cautioned that a range of factors will impede these comparisons. These include:

- data not being strictly comparable if definitions, counting rules or the scope of the measurement varies from year to year; and
- trade offs between accuracy of data and its timely availability means that some data from some agencies have fewer opportunities to undergo a rigorous processes of validation.

COMPARISON WITH NATIONAL LEVELS

Western Australia's performance is compared with that for Australia as a whole. Where possible, data are presented for the whole of the year. In some instances, however, national data are available only for a Snapshot Day. In these instances, comparable Snapshot Day data are used from Western Australia.

When making comparisons across jurisdictions care is required as there are local variables such as consumer needs, departmental structures in each State and geographic differences which will influence data comparability.

OUTPUT MEASURES

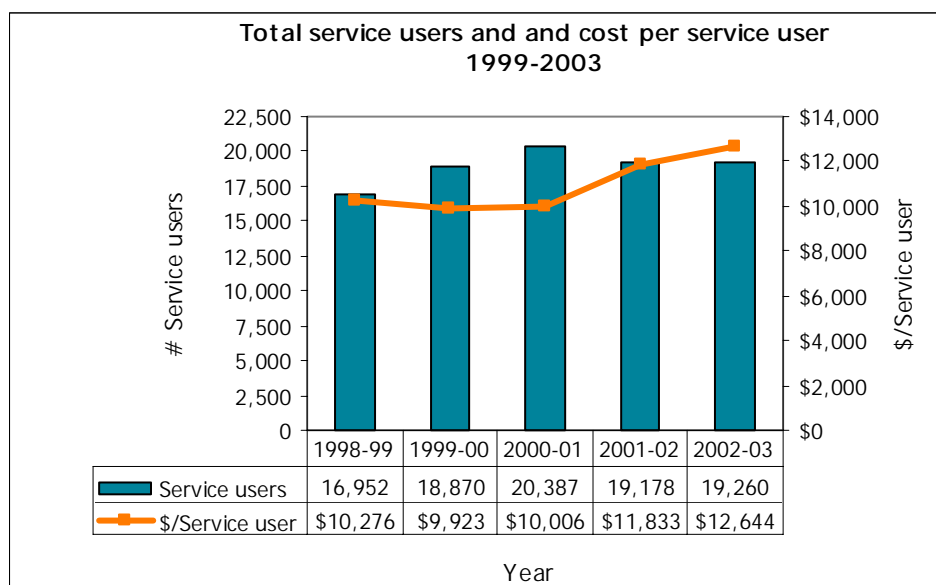
Output measures are presented in tables with information to enable an assessment of efficiency and effectiveness for each of the output groups.

Efficiency indicators are what the Department of Treasury and Finance refers to as cost indicators. The number of service users and the cost per service user are presented as bar charts for each output.

Chapter 12 – Overview of Operations

NUMBER OF SERVICE USERS AND COST PER SERVICE USER

The graph below demonstrates the Commission's performance in 2002-2003 compared with performance over a five-year time frame. The graph is presented in terms of the number of service users and cost per service user for the period 1998-1999 to 2002-2003.



Over the past five years the number of service users has increased by 14%.

The total number of service users has shown growth over last year. The reliability of the reported number of service users in 2001-2002 and 2002-2003 was significantly enhanced through the application of a statistical linkage key that eliminated the chance of double counting service users when they accessed multiple service outlets for the same service. For instance, a person might receive respite from two different services over the course of the year.

The cost per service user has increased by 23% (from \$10,276 to \$12,644) over the past five years. This cost does not include any adjustment for inflation.

NATIONAL BENCHMARKS (TAKE-UP RATES)

This indicator reports the proportion of people in a target group who are service users. Two data sources are used.

1. Service users – each year the Australian Institute of Health and Welfare records Australia-wide disability support service use on one selected Snapshot Day. These Snapshot Day data are regarded as objective, reliable, and highly comparable. Current year Snapshot Day data is not available until late in the year, therefore, the previous year's data is used.

Chapter 12 – Overview of Operations

Note: Western Australia also collects service use data on a whole-of-year basis, which better reflects annual service use, but comparable national whole-of-year data currently are not collected.

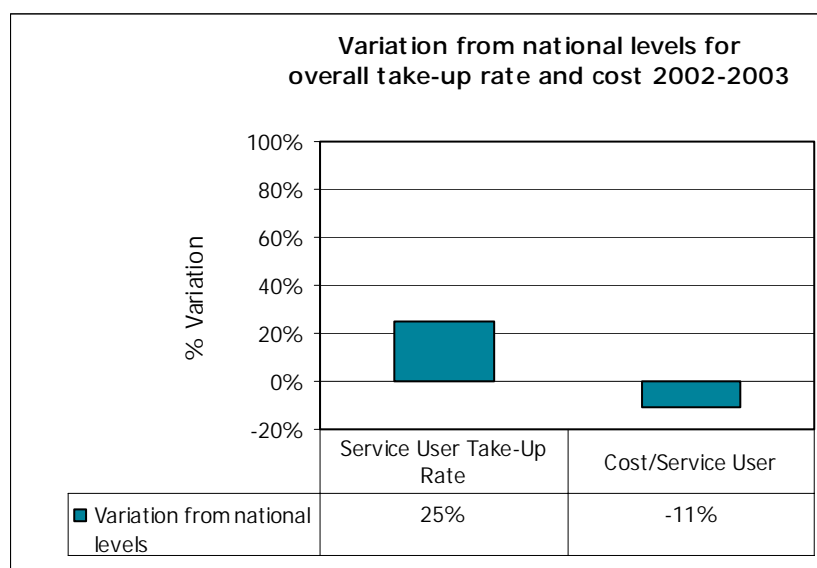
2. Target group – To ensure comparability, the target group is determined on the basis of the number of people in each State receiving Disability Support Pensions. These Centrelink-sourced data are comparable because benefit applicants in all States are assessed against the same specific, objective criteria by Centrelink staff.

Comparisons with national benchmarks show that Western Australia is providing services for a greater proportion of potential service users at a lesser cost per person than in Australia as a whole. In other words, Western Australia is performing both more effectively and efficiently in meeting the needs of people with disabilities, when compared with performance levels elsewhere in Australia.

Overall, Western Australia has:

- a Snapshot Day service take-up rate of 111 per 1,000 in receipt of Disability Support Pensions, which is 25% higher than the national take-up rate of 89 per 1,000 Disability Support Pension recipients; and
- a cost per service user of \$36,858, which is 11% below the national cost of \$41,507, when Snapshot Day data are used.

These Western Australian variations from the national level are shown in the graph below.

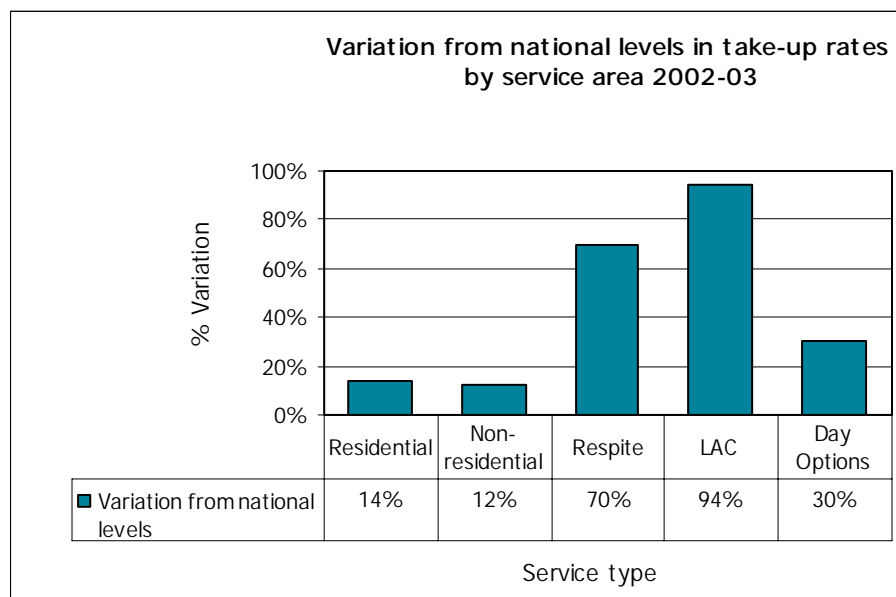


In each service area, Western Australian has a higher service take-up rate than Australia as a whole as follows:

- residential services have a 14% higher take-up rate;
- non-residential services have a 12% higher take-up rate;
- individual coordination has a 94% higher take-up rate;

Chapter 12 – Overview of Operations

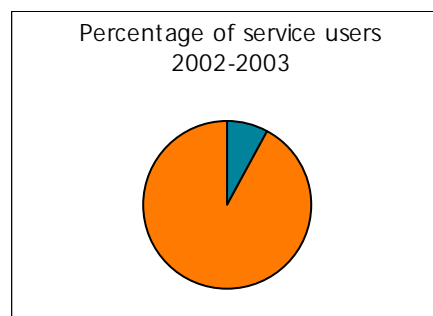
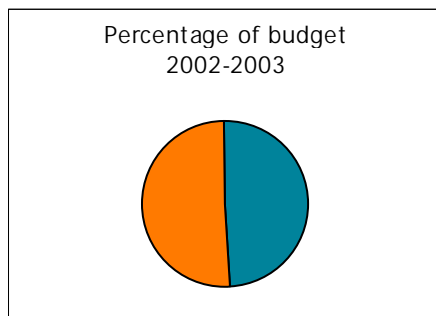
- respite services have a 70% higher take-up rate; and
- day options have a 30% higher take-up rate in Western Australia.



13. OUTPUT REPORTS

13.1 Output 1 – Residential Services

The Residential Services Output accounts for 49% of the budget and provides services to 8% of all service users. The Residential Services Output includes hostel residential and community residential accommodation (group homes and duplexes). It does not include people supported to live in their own homes, who are currently reported under Output 2².



KEY STRATEGY

Ensuring that people with disabilities who are unable to live within the family home continue to receive the level of care and support they require in an alternative residential setting.

KEY ISSUES AND TRENDS

- There remains an ongoing commitment to community-based accommodation options as the preferred alternative to hostel accommodation. The Commission has plans in place to continue to redevelop hostel accommodation, which will enable more appropriate community-based options for more than 110 people with disabilities currently in hostel accommodation.
- The residential population in Commission provided accommodation services continues to age with 25% aged 50 years or over (55% are aged over 40 years). This continues to present a range of issues associated with health, increasing frailty, mobility and hospitalisation. Lack of appropriate and available day and leisure options to assist with the transition to retirement is a further issue.
- Despite considerable efforts to achieve a balanced lifestyle for people with disabilities, which includes appropriate day occupation and engagement within the community, some 30% of the people supported within Commission provided accommodation services have no formal day occupation.
- The impact of Commonwealth welfare reforms on access to employment for people with high support needs continues to affect demand for State services in the areas of accommodation, day options and respite.

² From 2003-2004 all accommodation services will be reported under Output 1, which will be renamed "Accommodation Support".

Chapter 13.1 – Output Reports – Residential Services

- There is an ongoing need to develop increased capability and capacity to respond to the needs of people with complex and challenging behaviours. This includes a need to continue the development of flexible and cost-effective accommodation options, and a need for service development in the areas of alternatives to employment and community access programs for these people.
- Ageing of the workforce is a challenge for many accommodation service providers. Challenges relate to the potential loss of experience and the need to ensure that supports are in place to meet the physical demands of the role.
- Many people with disabilities live at home with ageing parents. As 70% of all care is provided by family members, the ageing and associated health issues of carers places new and urgent demands on accommodation and community-based support services. Ongoing planning is required to help support families plan for the future.
- Advances in medical technology and changing socio-demographic factors have contributed to improved life expectancy for many people with disabilities.
- Safeguarding the quality of care and maintaining a quality service for people with disabilities supported by accommodation service providers remains a priority. Most service providers have developed and implemented quality management systems to continue to identify and achieve service improvements, while responding to resource pressures.
- The trend towards funding individuals directly to purchase supports and services of their choice requires that various types of supports are available and are flexible, responsive, and individualised, and that individuals and families are adequately supported in their decision making.
- Cost-effective service design and service reconfiguration are strategies that will continue to be explored to increase the viability of the sector and reduce output costs.
- The number of people supported in group homes and hostels has changed over the years. Many people who traditionally may have moved into group homes and hostels are now choosing to live in the community or in the family home with support, as individual funding now allows people with disabilities to have more tailor-made supports in their residence of choice.

During 2002-2003

- 1,566 residents were supported in out-of-home residential accommodation.
- The average cost per person supported in residential accommodation was \$76,591.
- The Disability Services Commission spent \$119.9 million (49%) of its budget on the Residential Services Output.

Over the past five years

- There has been a decline in the number of people living in hostels (by 28%).
- The number of people living in community-based group homes has increased (by 14%).

Chapter 13.1 – Output Reports – Residential Services

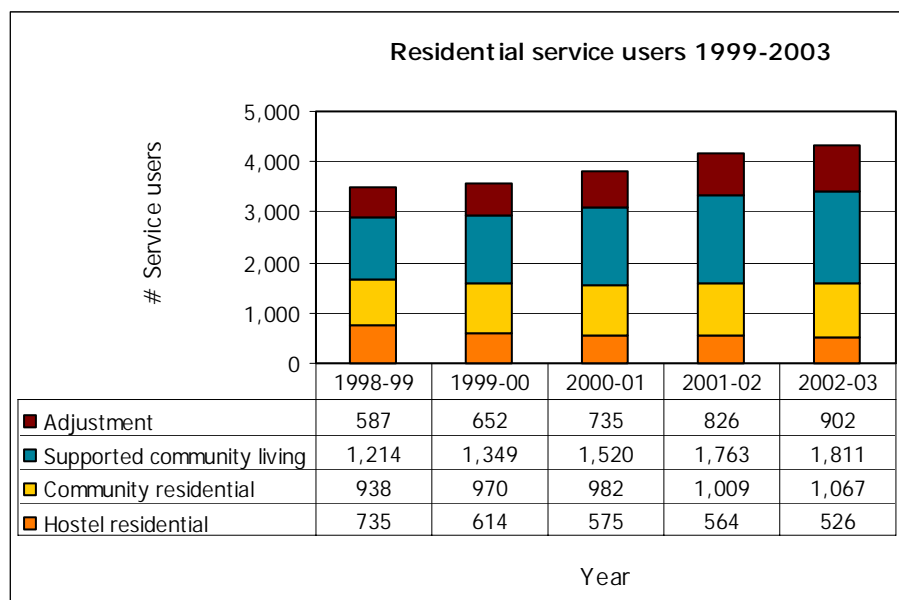
- Reflecting the continuing trend of people with a disability living in and being supported in the community, the largest increase has been in supported community living options (increasing by 49%).

The definition of supported community living is not as straight forward as that of formal residential accommodation (such as a group home). From time to time, service users are coded as receiving supported community living when they actually received some other type of service. The situation is made less clear by cases of people receiving high levels of family support, which is similar to what others receive as supported community living. Also, some people may move between formal residential (Output 1) and community living (Output 2).

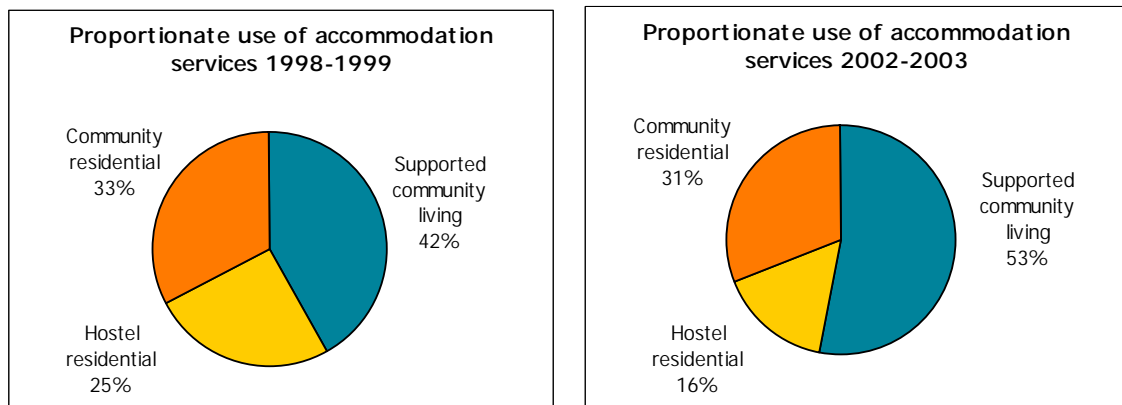
In reviewing the Commission's Performance Indicators it became clear that a number of service users had been incorrectly coded as receiving supported community living, when in fact they received services more akin to family support or community access and training. In clarifying these issues with agencies, a total of 902 service users have been recoded to other categories.

To allow a more helpful comparison with previous years' data, a retrospective correction has been applied for the years 1998-1999 to 2000-2001.

From 2003-2004, the reporting of all accommodation services will be incorporated in Output 1 and renamed "Accommodation Support". This will reduce the impact of double counting and coding irregularities; it will also more clearly group a set of services with a common user outcome, that is, to provide an accommodation service.

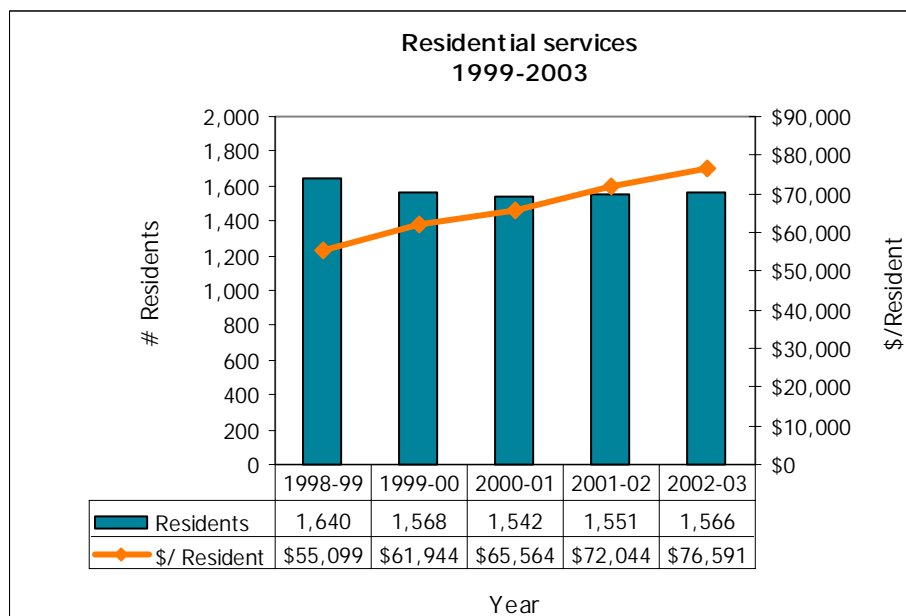


Chapter 13.1 – Output Reports – Residential Services



PERFORMANCE INDICATORS: RESIDENTIAL SERVICES

The chart below shows the number of residents and cost per resident from 1998-1999 to 2002-2003. Over the five years, the relative proportion of consumers living in the community has gradually increased. The growth in accommodation support has tended to be expressed as people living in the community either with their families or some other domestic arrangement. This growth in supported community living and respite services is reported in Output 2.



Chapter 13.1 – Output Reports – Residential Services

The table below presents the performance indicators for Residential Services for the past five years.

Performance Indicator	Description	ACTUAL RESULTS					TARGETS	VARIATION	
		1998-99	1999-00	2000-01	2001-02	2002-03	2002-03	Prev. Year	Target
Output 1 - Residential Services									
Quantity	# residents	1,640	1,568	1,542	1,551	1,566	1,664	1%	-6%
Quality	% clients satisfied		87%		91%	91%	90%	0%	1%
Timeliness	Response time	28 days	34 days	41 days	6 days	4 days	6 days	33%	33%
Efficiency	\$/resident	\$55,099	\$61,944	\$65,564	\$72,044	\$76,591	\$67,574	6%	13%
Total Cost	(\$'000)	\$90,362	\$101,487	\$101,168	\$111,740	\$119,942	\$112,443	7%	7%

Quantity

The number of residents in accommodation has increased to 1,566. The stability in this output reflects the increasing demand for community-based support rather than residential facilities. Growth over the past five years in supporting people to live in their own family homes through supported community living has been significant.

Quality

The Commission completed a consumer satisfaction survey in 2001-2002, which reported that 91% of residents in Western Australia were satisfied with the support they received. This was 1% higher than last year's target. The consumer survey will be repeated in 2003-2004.

Timeliness

This measure reports the average time taken from informing people of their funding application approval to when funds were available for use. The performance of four days this year exceeded the 2002-2003 target.

Efficiency (Cost)

The cost per resident for 2002-2003 was \$76,591, which is 6% higher than last year and 13% higher than the 2002-2003 target. It is likely that the increased cost per person reflects a changing client base in which people with lower support needs can now be supported through supported community living (Output 2). This has been driven both by individuals moving from residential options to live in the community as well as the success of the CAP funding process in ensuring funds are used to support people who have highest need. Other factors, such as the ageing of consumers in their residential places ("ageing in place"), declining access to Commonwealth funded employment options, the introduction of wage parity for Commission residential staff and increased workers' compensation charges, have all increased the cost of providing services under this output.

Chapter 13.1 – Output Reports – Residential Services

MAJOR ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- completed the Accommodation Blueprint Steering Committee Report. The report provides a wide range of recommendations related to how the disability sector can better meet future accommodation needs.
- provided 92 people with accommodation support, 43 people through hostels and group homes and 49 people through supporting people to live in the community. This was achieved through additional funding, efficiencies in service redesign, better coordination and improved use of accommodation vacancies and existing resources;
- completed a range of major capital works across three High Support Needs Hostels (Epsom, Bristol and Sussex), and progressed plans for the redevelopment of another three hostel sites (Dorset, Fairholme and Norwich);
- progressed plans to improve service provision to better respond to the needs of residents in the High Support Needs Hostels.
- progressed the redevelopment of Fairholme Hostel to provide more appropriate accommodation services to meet the needs of residents. The hostel currently accommodates 42 people in four facilities on the Fairholme site. The project includes construction of new accommodation for 22 people on-site and 20 people off-site in new and redeveloped group homes. This will be completed by 2005;
- progressed the implementation of plans to improve the effectiveness of its response to emergency respite situations. Epsom Hostel was refurbished and renamed Boulton Street Emergency Accommodation Centre to provide an improved environment and response to people with emergency needs;
- continued implementation of the Community Services Training Package for direct care staff within its Accommodation Services. Approximately 92 staff undertook training over the year;
- completed the Out-of-Home-Care Review;
- continued to assist a range of funded organisations with service development;
- contributed to the development of community options for people with intellectual disabilities who are in mental health institutions, and contributed to the Department of Health's Community Options 100 Working Party;
- continued to manage and develop the Combined Application Process;
- formulated a policy and strategic purchasing framework to address the Commission's responsibility as the 'provider of last resort' for Level 2 and Level 3 consumers; and
- continued implementation of the recommendations from the 2001 Review of the Accommodation Support Funding Process, including the creation of the Options Exploration Process for accommodation support funding which has resulted in additional people being supported within existing resources.

PLANNED ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission will:

- provide 80 new people with accommodation support, including an estimated 35 people supported through hostels and group homes and 45 people through supported community living. The mix of support will be influenced by individual choices and need;
- improve responses to, and options for, people with complex behaviours from both Commission-provided and funded services;
- investigate ways to increase the availability of accommodation service providers in rural and remote areas;
- progress the redevelopment of supported accommodation services for 10 clients;
- continue to maintain and develop the Periodic Service Review Management System within the Commission's Accommodation Services Directorate, including progress of the extension to supervising social trainers and management functions;
- continue the redevelopment of Commission accommodation facilities, including the completion of Fairholme and Norwich Hostel projects, progression of Dorset Hostel and planning of the Bennet Brook Hostel project;
- continue the Options Exploration Process for accommodation support funding to better respond to accommodation support needs and coordinate access to vacancies;
- develop a funding policy on out-of-home-care support for children;
- establish a comprehensive service provider directory to facilitate family decisions in choosing accommodation support providers; and
- develop an implementation plan for the recommendations of the Accommodation Blueprint Steering Committee Report.

PROGRAM EVALUATIONS 2002-2003

Pharmaceutical Review

The Commission's pharmaceutical assistance program was reviewed to explore alternative purchasing agreements that might reduce costs without jeopardising the safety of clients. Existing arrangements were found not to be the most effective, efficient or appropriate means of meeting the needs of the Commission or its clients.

An alternative service agreement was subsequently established with Royal Perth Hospital in January 2003.

Out-of-Home Care Review

The most common model in out-of-home care is family-based care. Funding is dependent on the organisation providing the service. There are no guiding principles in the allocation of out-of-home funds. Placement of children is not outcome focussed. Recruitment of family-based carers for children with disabilities is not widely researched.

Chapter 13.1 – Output Reports – Residential Services

A set of guiding principles has been developed as well as best practice indicators for each principle. Recommendations cover a range of options incorporating assessments of family/children's needs, support to families and shared care.

The Steering Group's report has been forwarded to the Commission and to the Council of DSC Funded Agencies (COFA). It is proposed that policy, procedures and funding benchmarks be developed for the 2003-2004 operational plan.

PROGRAM EVALUATIONS PROPOSED FOR 2003-2004

The Accommodation Services Directorate plans to conduct reviews of:

- joint Commission/Department of Housing and Works funding of modification and construction costs for group homes;
- lifestyle planning procedures and processes;
- Positive Behaviour Support Module for Certificate III training;
- cooking, gardening and domestic services to group homes;
- overtime cost drivers and evaluation of strategies to minimise costs; and
- facility maintenance contract arrangements.

Evaluation of the levels of physical activity of people with intellectual disabilities residing in supported accommodation settings

This detailed analysis of activity levels comprises part of a longer-term, comprehensive examination of the barriers to, and opportunities for, promoting mental and physical health in those resident in group homes and hostels.

Review of the Accommodation Support Funding Process

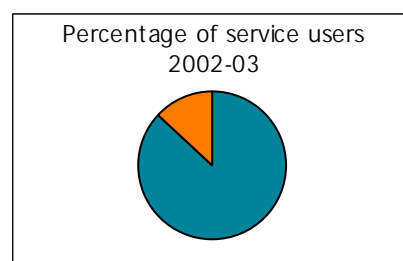
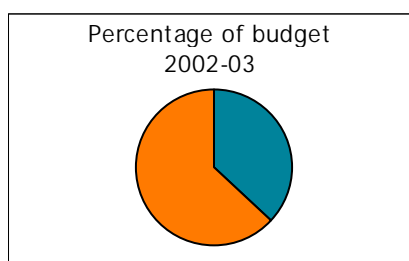
A review of the accommodation support funding process will be undertaken by Dr Maree Dyson for completion in September 2003.

13.2 Output 2 – Non-Residential Services

The Non-Residential Services Output includes support for people with disabilities to enable them to manage their daily living (supported community living), support to access positive and constructive day options, support to maintain health and develop individual skills and abilities, and family support and respite for carers. There are four key service areas:

- Supported Community Living³;
- Family Support and Respite;
- Day Options (including Post School Options); and
- Health and Individual Development (including therapy services).

The Non-Residential Services Output accounts for 37% of the budget and provides services to 87% of all service users.



KEY STRATEGY

- Ensuring that people with disabilities and their families and carers have access to support and services within the community that will support them attaining and maintaining a reasonable quality of life.
- Ensuring that people with disabilities who have left school but are not able to participate in the workforce have constructive daytime activities to improve their independence and support further skills development.
- Ensuring that people with disabilities receive necessary health care and therapeutic support to limit the restrictive effects of disability, increase independence and maximise skill development.

KEY ISSUES AND TRENDS

- The trend towards supporting people to live in their local communities rather than in residential facilities continues.
- Community-based support provides a more effective and efficient means of supporting people with disabilities in a way that enables natural social support networks to be strengthened through cooperation between service providers, families, carers and communities. The average cost of the Non-Residential

³ From 2003-2004, supported community living will be included in a redesigned Output 1 "Accommodation Services" and Output 2 will be renamed "Individual and Family Support".

Chapter 13.2 – Output Reports – Non-Residential Services

Services Output of \$5,439 compares with the Residential Services cost of \$76,591 per person supported.

- Families and carers continue to provide the main source of support for people with disabilities and in turn need to be supported to enable them to fulfil their caring role. According to the Australian Bureau of Statistics, families and friends provide 70% of all needed support for people with disabilities.
- The focus of service provision is increasingly on early intervention services and support to achieve positive outcomes for people with disabilities and their families and carers, and to avoid the need for more crisis-orientated and costly interventions at a later stage.
- Day options can improve the quality of life of a person with a disability by maximising skills and independence. Meaningful occupation is essential to all individual's health and wellbeing and a critical indicator of quality of life.
- Participation in a day option also offers a respite opportunity for family carers which potentially reduces the risk of individual and family crisis and the likelihood of premature admission into residential care.
- Since 1990, all Western Australian school leavers with a disability eligible for the State Government funded alternatives to employment program support have had access to a Post School Option to enable them to engage in constructive daytime activities.
- The Commonwealth reforms of its specialist disability employment program are placing additional pressure on alternatives to employment and accommodation services funded by the State. There are a growing number of individuals with high support needs, including school leavers, who are encountering difficulty in accessing appropriate employment options, or are ceasing employment. There were five students who left school at the end of 2001 and eight students who left school at the end of 2002 who were still waiting for an employment service in May 2003.
- There is a need for better coordination and flexibility between the Commonwealth and State disability programs to ensure a smooth and timely transition from school to employment and/or alternatives to employment programs, particularly for school leavers with high support needs.
- There is an increasing awareness across the fields of health and disability that a strategic approach is needed to increase and then sustain the number of allied health professionals.
- As an increasing number of people with developmental disabilities access community-based medical services it is important that the Commission can provide information, expertise and support for health professionals who are providing these services.
- Capitalising on existing and emerging technology will help the Commission to improve the quality and responsiveness of services to people living in country regions.
- As the life expectancy of people with disabilities increases, there is a need for medical and specialist medical services to be more responsive to the needs of people with disabilities who are ageing.
- The provision of effective community-based supports and services for Indigenous people with disabilities living in remote communities continues to be a significant

Chapter 13.2 – Output Reports – Non-Residential Services

challenge. Creative, culturally appropriate partnership models are required to meet the needs of Aboriginal people living in remote areas of the State.

- There is a need to develop new strategies and options for individuals and families to access agency support to manage their service supports in flexible ways, particularly in rural and remote areas.

During 2002-2003

- A total of 16,717 people were supported through non-residential services.
- 1,811 people received supported community living.
- 3,566 people received family support (which includes a range of community supports such as counselling, behavioural intervention and case management).
- 3,264 people received respite.
- 2,549 people received a day option (which includes Post School Options, community access and learning and life skills development).
- 6,316 people received a therapy service, including 3,982 children who received school age therapy.
- The average cost per person supported with non-residential services was \$5,439.
- The Commission expended \$90.9 million or 37% of its budget on the Non-Residential Services Output.

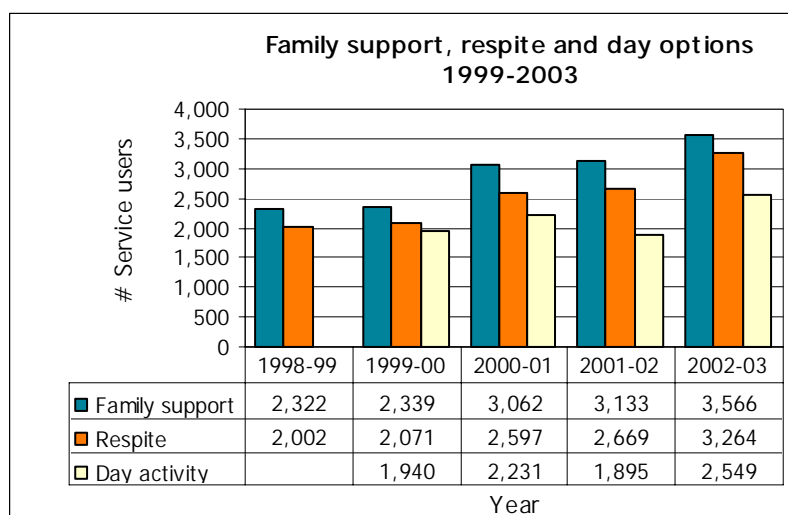
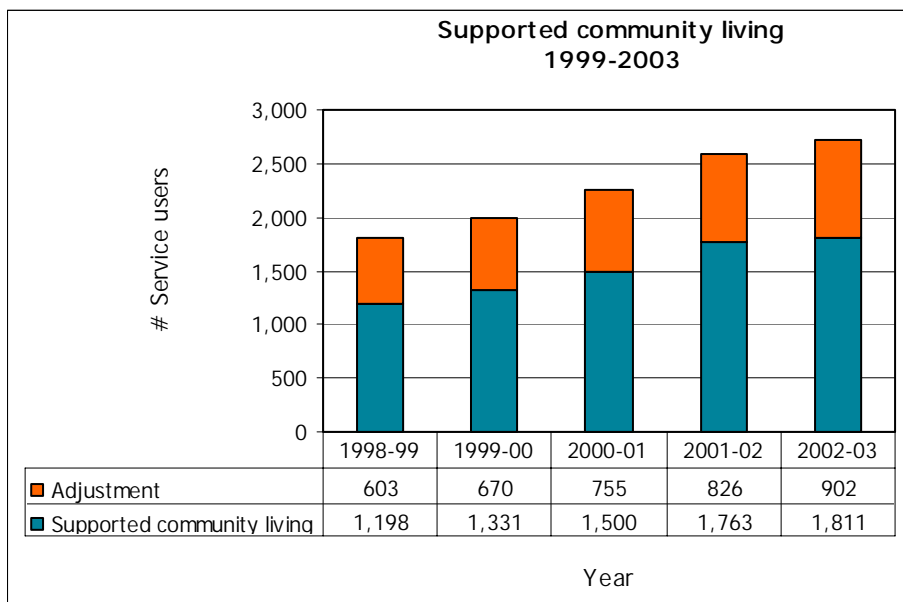
Over the past five years

- The number of non-residential service users has increased by 9% (from 15,312 service users in 1998-1999 to 16,717 in 2002-2003).
- The cost per service user supported through non-residential services has increased by 32%.
- The number of people in supported community living has increased substantially (51% from 1,198 to 1,811⁴).
- The number of service users who accessed family support services increased by 54%, from 2,322 to 3,566.
- Respite showed the largest increase in service use, growing by 63% from 2,002 to 3,264.

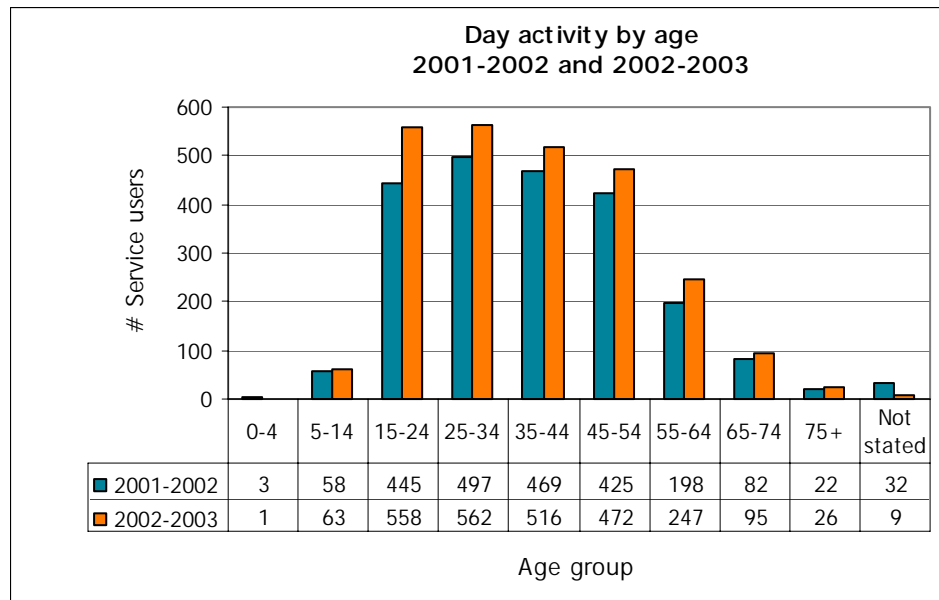
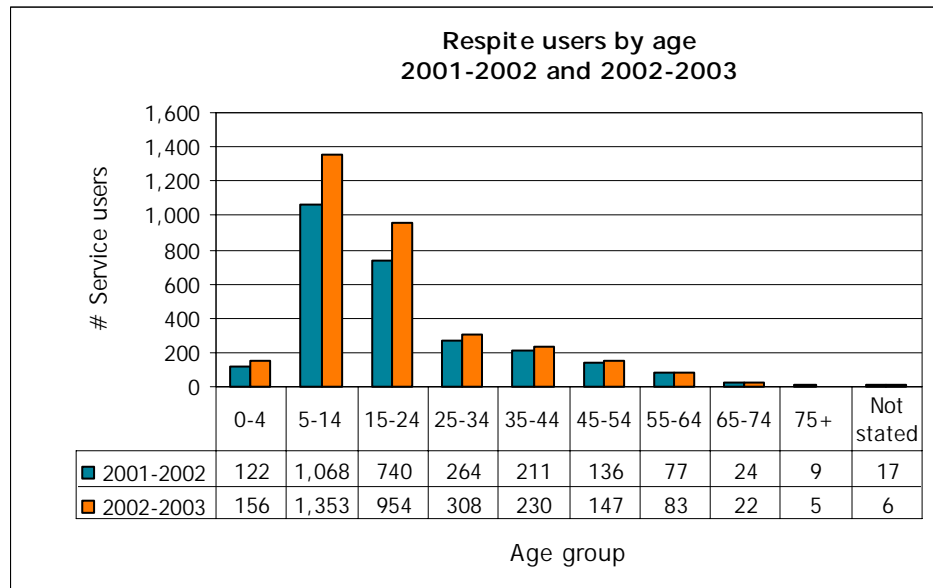
⁴ As discussed earlier, this included an adjustment for people who previously were miscoded as receiving supported community living services.

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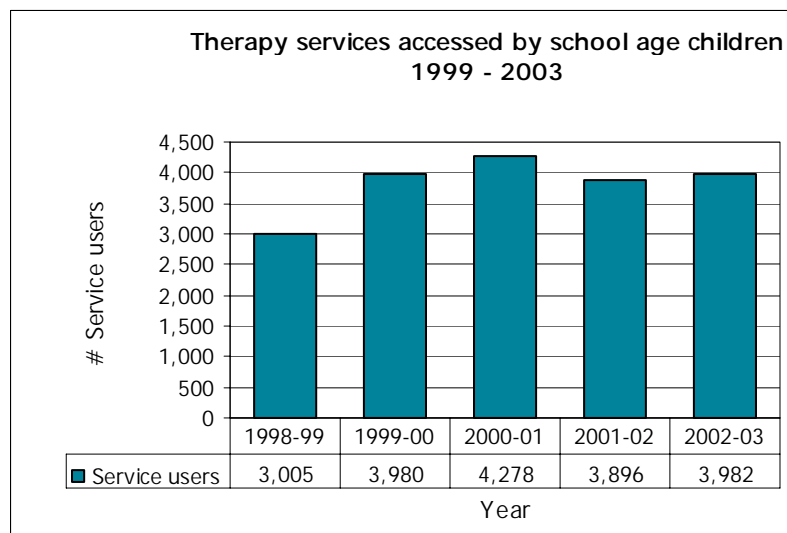
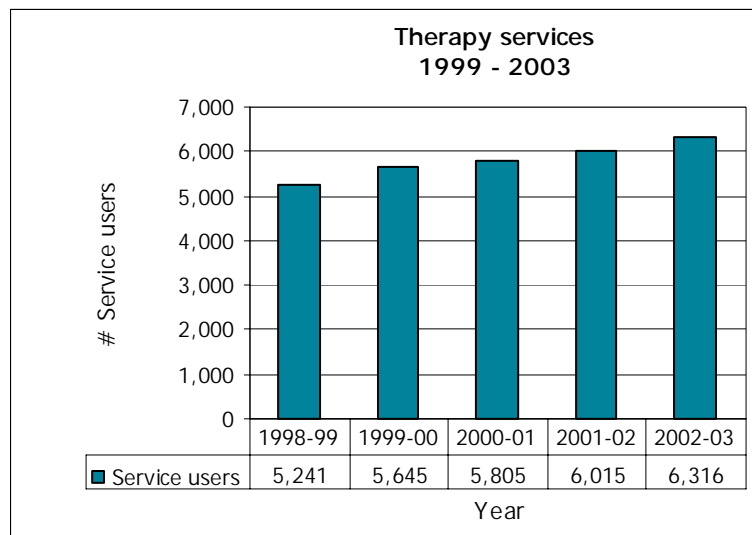
As outlined previously, in reviewing client data, 902 people were identified as miscoded by the Commission and agencies. They were coded as receiving a supported community living service. This miscoding has been corrected. An analysis of 2001-2002 data showed a similar situation. To allow comparison over the five-year period, the graph shows data in two parts – the people receiving this option during the year and an adjustment to show how data have been presented previously.



Chapter 13.2 – Output Reports – Non-Residential Services



Chapter 13.2 – Output Reports – Non-Residential Services

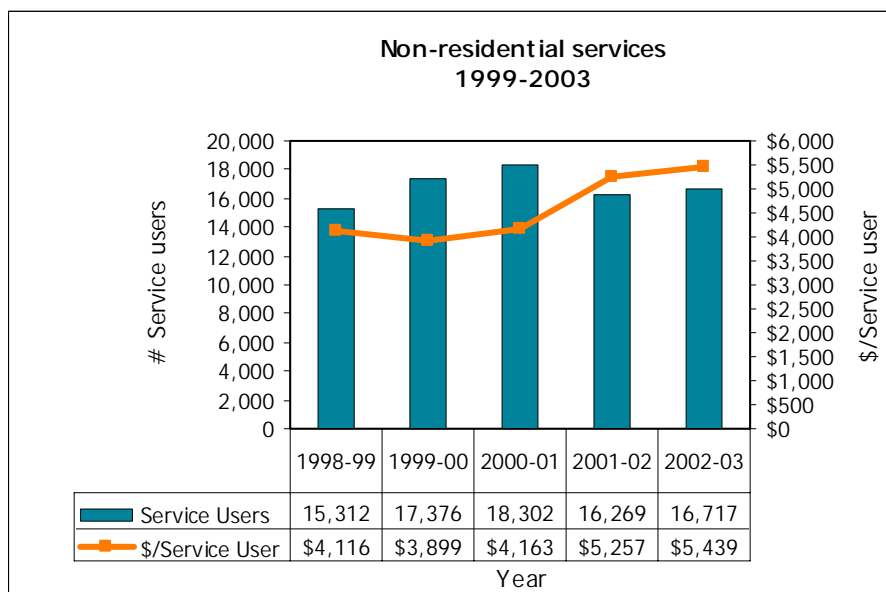


PERFORMANCE INDICATORS: NON-RESIDENTIAL SERVICES

The chart below shows the number of non-residential service users and cost per service user from 1998-1999 to 2002-2003. Under this output, which has numerous service areas, individuals are counted for each service type that they access. When calculating the total number of service users for this output, people are counted once. That is, the same person can access a number of service areas (for example, respite, therapy and a day option) but will only be counted once in the overall output total.

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Over the five-year period, the number of service users increased by 9% while the cost per service user increased by 32%.



The table below presents the performance indicators for non-residential services for the past five years.

Performance Indicator	Description	ACTUAL RESULTS					TARGET 2002-03	VARIATION	
		1998-99	1999-00	2000-01	2001-02	2002-03		Prev. Year	Target
Output 2 – Non-Residential Services									
Quantity	# service users	15,312	17,376	18,302	16,269	16,717	19,978	3%	-16%
Quality	% clients satisfied		78%		89%	89%	90%	0%	-1%
Timeliness	Response time	not measured	14 days	5 days	11 days	5.5 days	11 days	-50%	-50%
Efficiency	\$/service user	\$4,116	\$3,899	\$4,163	\$5,257	\$5,439	\$4,859	3%	12%
Total Cost	(\$'000)	\$63,028	\$67,748	\$76,423	\$85,526	\$90,920	\$97,071	6%	-6%

Quantity

The number of service users has increased by 3% from the previous year. With the improvements in data quality introduced in 2001-2002 this increase of 448 consumers represents a reliable change over the performance last year.

Quality

The Commission completed a consumer satisfaction survey in 2001-2002. This reported that 89% of service users in Western Australia were satisfied with the support they received which is 1% less than the target set for last year but an 11% higher rating than the previous survey in 1998. The consumer survey will be repeated late in 2003.

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Timeliness

The timeliness measure was reviewed in 2003 and changed to the average time taken to be offered the first appointment with Individual and Family Support Services. Previously a more specific target had been used to represent this diverse output (it was the time taken from initial referral to offer of first medical or therapy service consultation). The Commission has set a new target for this measure of 11 days.

Efficiency (Cost)

The cost per service user for 2002-2003 was \$5,439. This was 3% higher than the previous year and over the past five years has increased by 32%.

MAJOR ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- undertaken a review of the use of residential respite to inform future direction;
- continued support for small organisations, especially in country areas, to provide flexible, local respite;
- initiated and implemented the respite models in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands in Western Australia;
- continued to provide service development opportunities to organisations wishing to become pre-qualified providers, with particular emphasis on country areas where no providers exist;
- provided funding for Alternatives to Employment for a further 64 adults with a disability who did not have appropriate day options or who were exiting specialist employment services;
- provided funding for Alternatives to Employment services for 99 individuals with a disability who could not maintain full-time employment and who were leaving school at the end of 2002;
- redeveloped block grant funded Alternatives to Employment services so that funds are now individualised and portable, and individual outputs are specified;
- funded 121 families through the Intensive Family Support Program and provided 149 families with Flexible Family Support packages;
- implemented a new funding framework for the Autism Early Intervention Program to ensure equity of therapy funding across early intervention programs;
- continued to develop the strengthening relationship with the Department of Health in relation to the shared responsibility and management of the Community Aids and Equipment Program (CAEP) with particular emphasis on progressing the CAEP Workflow Solutions database system, rolling compliance audit and program eligibility requirements;
- consulted broadly with the disability sector about proposed directions for the provision of disability professional services for people with disabilities;
- implemented initiatives for carers as part of the State Government's Carers' Package, including development of carer training packages, family initiatives grants, and targeted promotion of support services to Indigenous and remote communities;

Chapter 13.2 – Output Reports – Non-Residential Services

- completed research to identify respite services for carers to assist government to plan for the provision of respite and carer support;
- completed research to look at the capacity of existing counselling services to meet the needs of carers;
- undertaken research to develop a framework of practice to facilitate and support the involvement of carers in the assessment, planning and delivery of services for them and the person they care for;
- introduced a streamlined eligibility determination process to ascertain the eligibility of people referred to the Commission for Level 3 services;
- worked with key stakeholders to initiate development of a policy and purchasing framework for School Aged Therapy and Professional Services;
- integrated the country Mildred Creak Autism service with the Country Resource and Consultancy Team to provide a more integrated service for country families;
- developed a statewide commitment to a partnership approach to the provision of therapy for people with disabilities in country areas through a memorandum of understanding with the Department of Health's WA Country Health Service;
- implemented a statewide Country Resource and Consultancy Team model to supplement and support the Department of Health in its provision of therapy services to people with disabilities living in country areas;
- strengthened local partnerships with Department of Health and country therapy and professional service providers to improve access to services for people with disabilities;
- promoted and supported the development of alternative models of service delivery to meet the needs of Indigenous people living in rural and remote Western Australia;
- engaged the TVW Telethon Institute for Child Health Research to develop ascertainment protocols for the Intellectual Disability Database;
- implemented phase two of the videoconferencing strategy to further improve the provision of information and services to people with disabilities and service providers in rural and remote areas. The purchase of equipment and the training of staff contributed to the ability to use videoconferencing to improve the efficiency of Commission processes in areas such as interviewing for new staff, consultations and information provision;
- reformed the Commission's medical services and fully implemented a new statewide Health Resource and Consultancy Team;
- completed a review of the Mirrabooka Access Centre with respect to contemporary practice in community access and recreation programs, taking account of the changing needs of participants;
- implemented the recommendations of the review of the Phoenix Centre recreation program, with particular emphasis on improved support for ageing people with disabilities;
- implemented the outcomes of the Review of Principal Consultants and Clinical Leadership within the Commission, with an emphasis on strengthening metropolitan district-based planning and service delivery as well as coordination of key clinical leadership functions.
- reviewed the Commission's Individual and Family Support program framework to better reflect the Commission's strategic directions in family leadership, family-centred practice, community connection and partnerships;

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- enhanced the capacity of mainstream providers to support people with disabilities and their families by expanding initiatives through the Commission's Individual and Family Support Program;
- successfully integrated Metropolitan Autism Services into Individual and Family Support, including the development of a needs-based model within Early Intervention Services;
- commenced the Modified Vehicle Scheme which matches buyers with sellers of vehicles modified for use by families with a family member with a disability; and
- completed 125 standards monitoring assignments.

CARING FOR CARERS

Family Initiatives Grants

During 2002-2003, the Carers Association of WA was contracted to administer \$250,000 for Family Initiatives for Family Carers. This grants program sought to create and strengthen linkages and relationships that enhance the capacity of family carers to support each other and work together to progress ideas and solutions to the issues that are of most concern to them and the people they care for.

Of the 70 applications for funding, 34 were successful, including 15 from the metropolitan area and 19 from the country. Those funded constitute good representation from country areas and address the needs of carers from across the disability, health and community care sector. The needs of young carers were also recognised. Some of the approved grants were specifically focused on people from culturally diverse and Indigenous backgrounds.

Many of the applications were concerned with bringing family carers together for information sharing, skill development, networking and mutual support. A number were concerned with developing ideas about how their sons and daughters with disabilities could be supported into the future, independent of government funding.

Metropolitan projects

- Down Syndrome Association, \$11,500 for a residential camp for 100 parents and children for mutual support and exchange of information;
- Northern Link, \$14,400 to develop and test a financial planning model to allow families to make investments that will financially underpin support for family members with a disability;
- People With Disabilities, \$20,000 for workshops to assist families to plan for the future with a focus on financial, social and legal issues;
- Resource Unit for Children with Special Needs, \$20,000 for two projects to enable carers to come together to determine and address their specific concerns;
- Alibata Writers Group, \$4,600 for a writing workshop to expand informal networks for carers to provide mutual support;
- City of Gosnells, \$5,710 for a three-day workshop for 10 families for networking, information sharing and the opportunity to discuss respite options;
- East Metropolitan Housing Association, \$10,000 to explore how people with disabilities could be supported in independent accommodation using resources already available;
- Ethnic Disability Advocacy Centre, \$10,285 to develop a multicultural book and website on issues and experiences of culturally and linguistically diverse carers;
- Foothills Support Group, \$5,000 to improve networks through mothers, fathers and family weekends;
- Hills Community Support Group, \$8,244 for an extended family empowerment weekend to improve self-care and coping strategies, develop mutual self help networks and assist with long-term respite planning;

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- Kalparrin Centre, \$7,900 for a weekend for families and individuals to gain knowledge and skills to strengthen their role as carers;
- Kwinana Home Support Services, \$581 to run challenging behaviour training for 16 people;
- Lupus Group of WA, \$5,000 for a one-day seminar and workshop about information, interaction and inspiration; and
- People With Disabilities, \$4,600 for a guide for parents who wish to provide their family member with a disability with a home of their own.

Country projects

- Where's Wendy, Albany, \$3,760 to fund Victorian autism advocate Wendy Lawson to provide families with information, support and understanding to assist them in their role of carer;
- Life Map Project, Albany, \$4,650 to develop a parent-driven book as a guide and resource to family carers of people with disabilities;
- Schizophrenia Fellowship, Albany, \$2,990 to bring carers together for a weekend of respite;
- Baptist Care, Geraldton, \$10,000 for a Carers Forum and community awareness campaign;
- East Kimberley Family Support, Kununurra, \$13,800 for a series of workshops to bring rural and remote families together to assist in overcoming their isolation;
- Esperance Home Care, \$3,317 for information and training to carers on self-care and stress management;
- Exmouth Carers Support Group, \$2,000 to bring carers and people they care for together to discuss concerns regarding health, lifestyle and available resources;
- Mid-West Health Service, Geraldton, \$8,600 for information to support carers in their caring role and help them to identify gaps in services;
- Katanning Parents Support Group, \$1,150 for a carers' workshop to examine existing strengths, develop future supports and enhance self-esteem;
- Kimberley Community Living Association, Broome, \$3,500 for a one-day legal workshop on guardianship and advocacy;
- Lake Grace Parents Groups, \$1,270 for an assertive skills workshop to help parents to be more effective advocates for their children;
- Lupus Group of WA, \$5,000 to bring carers from county areas to a day-long workshop about information, interaction and inspiration;
- Midlands Individual and Family Support Association, \$7,000 for a weekend retreat for 10-15 Wheatbelt families to address carer support issues and promote networking;
- Geraldton Lifestyle Advocacy, \$9,930 to establish a carer network and gather information on planning for the future for children;
- Mid-West Family Support Association, \$820 to provide opportunities for the siblings of people with disabilities to meet for mutual support;
- Parent Group for the Review of Education, Kalgoorlie, \$5,000 to bring two speakers to the region to assist parents with inclusive education issues;
- Second Step, Bunbury, \$19,480 for workshops throughout the South-West to reduce isolation, share experiences, learn skills and explore ways of improving support systems and services;

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- WA Country Health Services, Pilbara, \$9,900 to bring families together to discuss and share ideas and develop informal support networks; and
- Yarjarbulanji, Broome, \$6,283 for a Kimberley camp for families with a family member with a mental health problem, to raise awareness of services and resources and establish communication between carers and people with mental illness.

Training Packages for Carers

Thirteen agencies and organisations working in the disability, health and community programs sector successfully applied for grants of more than \$269,000 to develop carer training programs and packages that enhance the ability of carers to provide care.

Grants were provided to:

- the Association of Relatives and Friends of the Mentally Ill, \$29,564 to develop a resource manual to be used by locally-based groups to deliver information about mental illness, coping skills, stress management and dealing with challenging behaviours;
- Autism Association of WA, \$10,323 to provide a series of training seminars and informal workshops and produce a training manual for participants;
- Centre Care, \$29,872 to develop and deliver a flexible training package to provide information and training to carers on matters associated with sexuality and relationships;
- Goldfields Women's Health Care Association, \$13,981 to develop and conduct a generic training package to address the physical and social wellbeing of carers in Kalgoorlie by providing simple, practical strategies and skills;
- Gosnells Community Support Service, \$17,136 to develop a package and provide a range of education and training identified by local carers as relevant to their needs;
- Headwest, \$10,360 to develop a written and verbal education package to address the emotional and physical impact of caring for people with an acquired brain injury, planning the future and providing carer information;
- Independent Living Centre of WA, \$7,964 to develop a package and provide training to carers of people with degenerative neurological conditions to provide them with the practical skills to provide in-home care to meet changing and increasingly complex care needs;
- Midlands Individual and Family Support Association, \$21,851 to implement a specialised training package to build on and develop the skills and expertise of carers in the local area in the area of sexuality, human relationships and protective behaviours, where these relate to people with disabilities;
- Multicultural Services Centre of WA, \$30,000 to develop a training package to address both the practical and emotional aspects of caring within specific cultural contexts to provide carers with appropriate training;
- Multiple Sclerosis Society of WA, \$18,808 to develop a resource manual covering the practical and psychosocial aspects of caring as well as specific information regarding MS;

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- National Stroke Foundation, \$33,905 to develop a package consisting of a series of educational workshops, written information about stroke and a video of common problems after stroke and strategies to facilitate care;
- Sir Charles Gairdner Hospital, \$14,326 for the development of a self-directed learning package, comprising written material with picture support and linked with an audio and video tape, which will provide information about living and dealing with dysphasia; and
- Therapy Focus (WA) Inc, \$31,110 to develop a video, handbook and CD-Rom. The package will contain current information, practical demonstrations and examples across a range of areas fundamental to the role of the carer.

PLANNED ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission will:

- undertake sector development in specific locations in the Mid-west region, following the recommendations of the Midwest Respite Report;
- complete the development of the policy and purchasing framework for School Aged Therapy and Professional Services;
- adopt a streamlined approach to purchasing therapy services;
- implement a Rolling Compliance Audit in the Community Aids and Equipment Program to ensure funding reaches those for whom it is intended;
- develop business rules for Alternatives to Employment and community support service providers to establish appropriate benchmarks;
- provide a best practice forum for the funded Alternatives to Employment sector to promote inclusion and development of natural support networks;
- develop a two-year pilot program to provide support for school leavers to make the transition to employment. This will be implemented for individuals leaving school at the end of 2004;
- complete 135 standards monitoring assignments;
- undertake service development initiatives with service providers to increase the flexibility of service management arrangements for individuals and families;
- undertake service development initiatives with current and potential service providers to increase the scope and coverage of service provision, especially in country areas;
- conduct a two-day Country Forum for service providers;
- investigate the inclusion of an additional standard relating to the prevention of abuse, neglect and exploitation of people with disabilities;
- conduct a service improvement forum relating to the outcomes of the Service Improvement Grants;
- monitor Self Assessment reports regarding complaints mechanism and the client service priority list;
- implement the new Individual and Family Support Program Framework, including the ongoing development of family-centred and evidence-based practice;
- strengthen the connection and interface with government and non-government agencies, particularly in outlying metropolitan areas; and
- implement new support arrangements for people attending Mirrabooka Access Centre following a review completed in 2003.

Chapter 13.2 – Output Reports – Non-Residential Services

PROGRAM EVALUATIONS 2002-2003

Respite Models in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands

The respite service was implemented in March 2003, later than anticipated because of difficulty recruiting staff. The service will be fully operational in July 2003 and as a result, the evaluation has been postponed until 2003-2004.

Review of Residential Respite

Residential respite services were reviewed. Future planning will be assisted by this enhanced understanding of current services and needs.

Health Resource and Consultancy Team

An initial evaluation of the Commission's new Health Resource and Consultancy Team (HRCT) was conducted during the year. The initial assessment of HRCT has shown that the new model exceeds all direct medical service outputs (initial medical assessments, specialist medical consultations, audiology consultations) which were achieved prior to July 2002.

The first six months of operation of the HRCT has demonstrated that key groups and agencies in the health and medical field are prepared to establish collaborative partnerships with the Commission to pursue agendas to improve the health and wellbeing of people with disabilities.

The HRCT has been fully established and strategic directions have been established for the team. Key strategic alliances have been developed which will strengthen the impact of the team's operations into the future.

The Country Services Coordination Directorate has made the consolidation of the HRCT a major strategic focus for 2003-04. Key output targets will be developed during 2003-2004 as the basis for measuring the effectiveness of the team's operations.

Review of Autism Services

The review of Autism Services was refocused on the funding arrangements for the Commission's Autism Early Intervention Program.

Information from the review of Autism services has been used to reform funding arrangements for the Commission's Autism Early Intervention Program. Information from the review has been used to clarify the responsibilities of the Commission and the Department of Health in the provision of services for children with Autism. The review process also has shown that additional work is needed to establish standards and streamlined processes for the assessment and diagnosis of Autism Spectrum Disorders.

PROGRAM EVALUATIONS PROPOSED FOR 2003-2004

Respite Models in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands

The Review of Respite Models in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands, deferred from 2002-2003 because of the late commencement of the service, will be reviewed in 2003-2004.

Evaluation of the Commission's Health Resource and Consultancy Team

A major evaluation of the Health Resource and Consultancy Team will be conducted in 2003-2004. The results of the evaluation will be presented to the Commission Board in 2004.

Evaluation of the Business Rules and Benchmarks for Commission purchased Community Support and Alternatives to Employment Program

Following the successful analysis of the activities and costs of providing accommodation support services undertaken in 2001-2002 and Disability Professional Services in 2002-2003, it is planned that a similar exercise will be undertaken in 2003-2004 in respect of Community Support and Alternatives to Employment Programs. This work will result in a pricing model and benchmark costs that provide clarity and equity in service purchasing arrangements.

Evaluation of Indigenous Early Childhood Intervention Strategies

The Commission plans to undertake a focussed evaluation into the needs of young Indigenous children up to five years of age, who have a disability or who are at risk of developing a disability, and their families. The number of young children under five years of age who are reported to use services funded or provided by the Commission is low per head of population in comparison to non-Indigenous children. This suggests that Indigenous children are either less likely to be identified as in need of Early Childhood Intervention child and family supports, or are identified and receiving supports elsewhere.

The evaluation will:

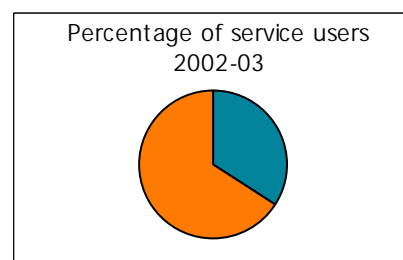
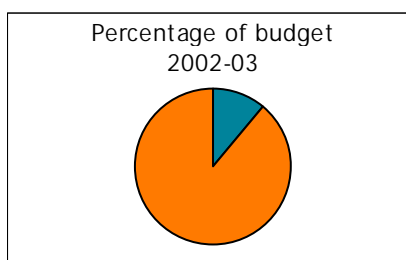
- report on the issues experienced by Indigenous people and service providers when responding to the needs of young Indigenous children who are at risk of developing a disability and their families;
- clarify the referral trends and service take-up of Indigenous children who are at risk of developing a disability, and their families; and
- identify effective service strategies currently in use or recommended by stakeholders or the literature.

13.3 Output 3 – Individual Coordination

KEY STRATEGIES

- Developing resources and support networks within local communities.
- Providing information and linking people within specified areas with local resources and support networks.
- Providing individualised funding to enable people with disabilities and their families to choose their own supports and services and purchase them direct.

The Individual Coordination Output accounts for 11% of the budget and 34% of service users.



KEY ISSUES AND TRENDS

- The Commission recognises the strength of existing informal and formal supports in communities and continues to facilitate improved partnerships that promote the inclusion of people with disabilities and their families in their local communities.
- There is increased acknowledgment of the potential for families to take a leading role in developing supports and services to meet their own needs. The Commission seeks to encourage and promote this family leadership potential by supporting family networks, access to information and ideas, and family-initiated projects.
- There is an increased focus on the role of Local Area Coordinators (LACs) in assisting families to plan for their future needs (ageing parents, as well as younger families around key life transition points) and family leadership initiatives such as developing networks, access to information and ideas, and technical support.
- Local Area Coordination (LAC) is considered to be a cost-effective option for achieving community-based support for people with disabilities and their family carers. The scheme is highly valued by people with disabilities and their families and serves to strengthen local support and friendship networks.
- The continued trend towards funding individuals directly to purchase supports and services of their choice requires supports to be varied, flexible, responsive and individualised and that individuals and families are adequately supported in their decision making.
- Demand for support through LAC has increased following the expansion of eligibility criteria to include people with cognitive disabilities.

Chapter 13.3 – Output Reports – Individual Coordination

- LAC has an increased role in providing information and advocacy support to people with disabilities who do not require formal registration with the Commission.
- LAC has a strategic focus regarding support to Indigenous people with disabilities, their families and local communities.
- LACs strive to obtain the right balance between responding to urgent and critical needs and assisting individuals and families to plan and put in place supports that strengthen people and prevent family breakdown.
- Increasing numbers of people with disabilities and their families are expressing a willingness to plan and meet their needs without the use of funding for services from government systems. New forms of assistance such as information, strategies, templates and guides, are being developed to support this self-sufficiency and independence.

During 2002-2003

- 6,617 people were supported in the community through LAC Coordination (470 or 8% more than were supported the previous year).
- The average operational cost per person supported by LAC Coordination was \$2,365. This represents a 2% increase in the operational cost of the program per person when compared with 2001-2002.
- 1,437 people received LAC Direct Consumer Funding (120 people or 9% more than the previous year).
- The average amount of LAC Direct Consumer Funding per person was \$7,253.
- The Disability Services Commission expended \$26.0 million or 11% of its budget on the Individual Coordination Output. Services under this output were accessed by 34% of service users.

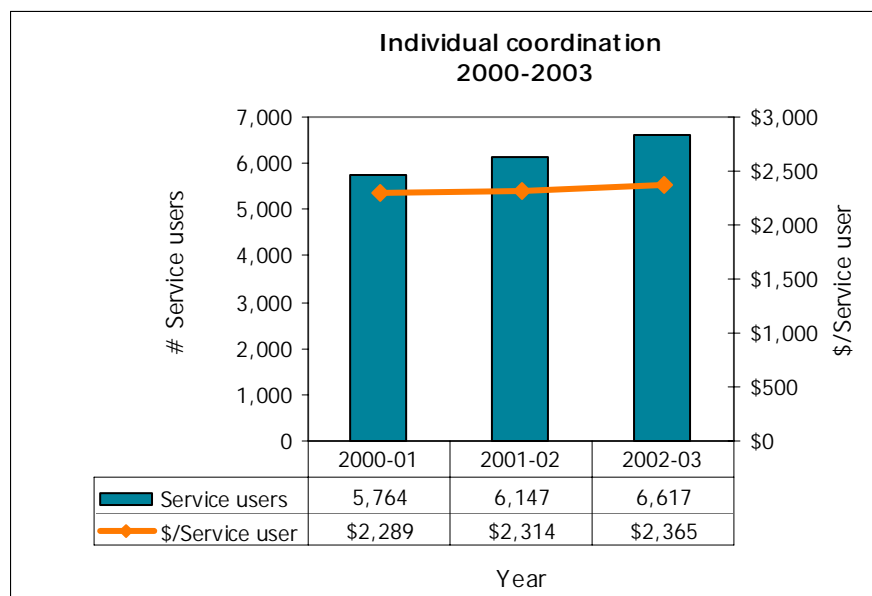
Over the past five years

- The number of people provided with LAC Coordination support has increased by 37% (from 4,819 in 1998-1999 to 6,617 in 2002-2003).
- In 2000-2001 the Commission began to report this output as LAC Coordination and LAC Direct Consumer Funding. Since this time, service users of LAC Coordination increased by 15%, while the total value of Direct Consumer Funding increased from \$7.8m to 10.4m.

Chapter 13.3 – Output Reports – Individual Coordination

PERFORMANCE INDICATORS: STRATEGIC COORDINATION

The chart below shows the number of service users and cost per service user for Individual Coordination 1998-1999 to 2002-2003.



The table below presents the performance indicators for Individual Coordination for the past five years.

Performance Indicator	Description	ACTUAL RESULTS					2002-03	TARGET	VARIATION	
		1998-99	1999-00	2000-01	2001-02	2002-03		2002-03	Prev. Year	Target
Output 3: Quantity (Local Area Coordination)										
Quantity LAC Coordination	# service users	4,819	5,110	5,764	6,147	6,617	6,003	8%	10%	
LAC Direct Consumer Funding	# service users			1,034	1,317	1,437	1,456	9%	-1%	
Quality	% clients satisfied			77%	81%	81%	90%	0%	-10%	
Timeliness	Response time	1.6 days	1.5 days	1.9 days	1.5 days	1.4 days	1.5 days	-7%	-7%	
Efficiency LAC Coordination	\$/service user			\$2,289	\$2,314	\$2,365	\$2,249	2%	5%	
LAC Direct Consumer Funding	\$/service user			\$7,549	\$7,198	\$7,253	\$8,582	1%	-15%	
Total Cost	(\$'000)	\$14,872	\$15,766	\$16,946	\$21,011	\$26,070	\$25,996	24%	<1%	

Quantity

The number of service users increased by 470 from the previous year, which was a growth of 8% over the previous year and 10% above the target. The number of people receiving individualised funding increased by 120 or 9% since the previous year.

Quality

The Commission completed a consumer satisfaction survey in 2001-2002 and this reported that 81% of service users in Western Australia were satisfied with the support they received, which is 9% less than the target set for last year but 4% higher rating than the previous survey in 1998. The consumer survey will be repeated in 2003-2004.

Timeliness

The time from initial referral to first contact by the LAC service was 1.4 days. The response time has decreased compared with the previous year.

Efficiency

The costs per service user in 2002-2003 was separated into operational costs, LAC Coordination (\$2,365) and LAC Direct Consumer Funding (\$7,253). People using LAC increased by 8% over the previous year and the average of LAC Direct Consumer Funding increased by 1%. The total budget allocated to LAC Direct Consumer Funding increased from \$9.5m to \$10.4m compared with last year.

MAJOR ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- supported families to explore and implement appropriate planning for future strategies, and supported the development of family leadership initiatives to assist families to develop independence and self-determination;
- continued to develop partnerships with local service providers, agencies and government departments to develop shared responsibility and commitment to supporting people with disabilities and their families in local communities;
- reviewed the LAC program to clarify its role, function and cost-effectiveness;
- progressed the development and implementation of a quality management framework for the LAC program;
- continued the strategic staff development initiatives for LACs around individual planning, personal network development and asset-based community development;
- promoted and supported development of alternative models of inter-sectoral cross-government approaches of service delivery for Indigenous people with disabilities and their families;
- enhanced Country Services operations through further development of quality management and supervision and investment in staff training and skills development;
- completed the first year of a two-year evaluation of Flexible Family Support packages, provided through the statewide LAC program;
- introduced new models of service delivery for Indigenous people in the Kimberley and Pilbara regions.

Chapter 13.3 – Output Reports – Individual Coordination

PLANNED ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission will:

- expand LAC to a further 250 people in response to population growth;
- simplify the LAC role statement and communicate the new statement to consumers, agencies and the general community;
- implement specific strategies to make the LAC program more relevant and responsive to Indigenous Australians and people from culturally and linguistically diverse backgrounds;
- improve the capacity of LAC to provide timely and accurate information to consumers;
- implement a range of developments in LAC recruitment, induction, training and supervision to ensure the quality and consistency of services;
- reduce the role of LACs in program funding and simplify the processes for direct funding to consumers;
- refocus the work of LACs on the key values of inclusion, community participation and individual/family empowerment;
- continue to strengthen the implementation of the Commission's Strategic Plan through family leadership development and support of family and community projects;
- develop a 'Life Map' planning tool for use by people with disabilities, families and organisations; and
- develop a 'Creative Living Options' publication as a resource for people with disabilities, families and organisations.

PROGRAM EVALUATIONS 2002-2003

Flexible Family Support Packages

The Commission conducted the second year of a two-year evaluation of the impact on families of the Flexible Family Support (FFS) packages implemented through the statewide LAC program direct consumer funding process with an emphasis on outcomes for families.

The evaluation results currently include families who were offered FFS between October 2000 and April 2002 (504 families). An additional 141 families have been offered FFS since that time. Families are at various stages along the evaluation process. One full year after starting their FFS, 267 families were asked to consider the extent to which FFS had contributed to their needs being met in the community. Of the 200 families who responded to this question, 173 (87%) indicated their needs were more than half met, while 102 (51%) indicated their need were mostly or fully met. Many families have commented on the positive effect that FFS has had in contributing to their needs being met in the community. Although a number of families have discontinued the use of FFS, the reasons have generally been because needs had been met, either through the FFS program or through other community resources.

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A large number of families have been keen to access the FFS program and 473 families (94%) have taken up and used all or part of their funding. When families first started to utilise their funding, 407 (81%) were using FFS funding without having accessed any other source of recurrent funding. Currently, 388 (77%) are still maintained with FFS support, without any other source of Commission funds. The results suggest the success of small amounts of funding being used to respond to problems before they are identified as crises. Although the evaluation will continue, families are clearly indicating at this point that the FFS program has made a clear, positive difference strengthening family capacity, enhancing family wellbeing, building on community supports and preventing problems from becoming crises.

Five rounds of FFS have been offered between October 2000 and October 2002 (approximately every six months) with a total of 645 families (500 metro, 145 country) being offered support.

It is proposed that the Commission continue to offer FFS to those families who identify that this support would have a positive effect on their lives within their community, and that additional families be offered FFS when further FFS funding becomes available.

Local Area Coordination Review

The Local Area Coordination (LAC) program delivers individualised support to people with disabilities and their families. During the year, a review was conducted of the program, which made 40 separate recommendations to improve the program.

The review showed the program was highly valued by people with disabilities and their families and was good value for money. The review also indicated the full potential of the program was not being realised, since over time the program had been required to perform an ever-increasing and diverse range of functions. This reduced the capacity of individual LACs to focus on the original core functions of the role.

It was determined that changes were needed to refocus the program on the values, core functions and quality processes required to consolidate and re-establish LAC as an effective, contemporary support system for people with disabilities and their families.

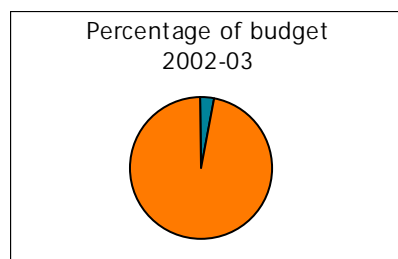
The recommendations will be implemented over 12 months.

PROGRAM EVALUATIONS PROPOSED FOR 2003-2004

No evaluations planned to date.

13.4 Outcome 4 – Strategic Coordination

While Strategic Coordination accounts for 3% of the budget, it has a broader perspective which addresses not only direct service users but also the broader issues of equity and access concerning all people with disabilities.



KEY STRATEGIES

- Collect and analyse information that will inform the development of disability policies and services.
- Develop processes that will allow for the early identification and monitoring of issues which impact on people with disabilities and their support needs.
- Promote access improvements and monitor the implementation of Disability Service Plans in all public authorities.
- Develop service standards that are consistent with the needs and rights of people with disabilities, monitoring the implementation of such standards, and providing mechanisms for correcting any identified service inadequacies.
- Conduct community education programs to promote public awareness of the rights, needs and abilities of people with disabilities.

KEY ISSUES AND TRENDS

- The Commission has contributed to the development of a national policy framework which underpins the Commonwealth State and Territory Disability Agreement (CSTDA). This framework aims to improve the links between, and coordination of, services for people with disabilities.
- Sustained increases in the number of people with disabilities and in the take-up rate of disability services continues to drive the demand for services. The growth in demand and increased service take-up rate are influenced by factors such as ageing carers, ageing of people with disabilities, increased survival rates of people with severe and profound disabilities and changing community expectations. The challenge for the Commission continues to be balancing its response to those in most critical need, while maintaining the capacity for early intervention and support strategies that prevent or delay the need for crisis intervention and enable people with disabilities to live more independent and fulfilling lives.
- A major challenge for the Commission is to maintain a strategic approach to policy development and coordination across key intra-government, inter-department and whole-of-sector issues. This has become particularly important

Chapter 13.4 – Output Reports – Strategic Coordination

in addressing the needs of people with disabilities who are ageing and whose needs are changing. In this area the Commission needs to work with the disability and aged care sectors and key State and Commonwealth Government departments to develop strategies to address the current and emerging needs of this group.

- It is crucial that the Commission maintains a strategic and integrated approach to data collection, analysis and evaluation and develops and coordinates policy initiatives and funding frameworks across all levels of government, non-government organisations and the disability sector.
- There is increasing demand for better data and well-analysed information to assist and guide decision making. This is evident in the area of forecasting future demand for services, the costs and implications of a range of service types, and understanding the cost drivers and the political dynamics of the field.
- As public authorities throughout Western Australia have implemented Disability Service Plans, people with disabilities are better able to access and participate in the community. There is growing awareness of the rights of people with disabilities to access all facets of community life, along with increased recognition of the importance of working in partnership with the private sector to support the creation of more accessible and welcoming communities.
- There is a significant increase in the demand for information related to complex access issues by State Government agencies, Local Governments and the private sector in relation to the built environment, the Internet and customer service provision.
- Private sector information and awareness strategies developed in partnership with the disability field and other key stakeholders are required to support the creation of accessible and welcoming communities.
- The implementation of the Disability Services Standards, through a range of measures including annual self-assessments and regular service monitoring, has led to a heightened public awareness about the rights of people with disabilities and increased expectations about the quality of service provision.
- There is an increasing awareness of the vulnerability of many people with disabilities and the need for special measures to ensure their rights are safeguarded.
- Non-government disability service providers and community groups continue to advocate in the public domain for the rights and needs of people with disabilities.
- The development of service guidelines for the funded advocacy program, by the Commission and service providers has clarified standards for service delivery.
- Research indicates a high level of public support for initiatives aimed at increasing community awareness and understanding about disability and disability issues.
- The profile of people with disabilities and community concern about maintenance of their rights continues to feature prominently in the news media's reporting of disability issues.
- As the demand for disability services increases there is a need for greater transparency and efficiency in determining eligibility for government funded and provided services. It is important that the Commission utilises processes for determining eligibility, which are consistent with the Disability Services Act 1993 and are universally accepted within the disability sector and wider community.

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- Indigenous people with disabilities, especially those living in rural and remote areas of the State, are under-represented in their use of disability services. There is a need to develop and promote new and culturally appropriate models of supports and service delivery that are acceptable and responsive to local Indigenous communities.
- The Commission has established a Sector Development and Reform Working Party to explore ways to contain the costs of services. Both government and non-government services are undertaking similar reforms, with a key objective to have all providers operating within agreed benchmarks. The Commission will continue to encourage cost effective and innovative service designs and management such as co-location, shared infrastructure and pooled resources where appropriate. At the same time, the Commission is working closely with other government agencies, the Department of the Premier and Cabinet and the Department of Treasury and Finance to develop an across-government indexation policy that will better reflect cost drivers in human services

PERFORMANCE INDICATORS: STRATEGIC COORDINATION

The table below presents the performance indicators for Strategic Coordination for the past five years.

Performance Indicator	Description	ACTUAL RESULTS					TARGET 2002-03	VARIATION	
		1998-99	1999-00	2000-01	2001-02	2002-03		Prev. Year	Target
Output 4: Strategic Coordination									
Quantity	# projects	67	67	67	71	86	70	21%	23%
Quality	Board rating	71%	100%	90%	95%	100%	95%	5%	5%
Timeliness	Board rating	86%	100%	96%	100%	100%	95%	0%	5%
Efficiency	\$/strategic project	\$75,403	\$81,045	\$85,104	\$83,887	\$76,553	\$77,786	-9%	-2%
Total Cost	(\$'000)	\$5,052	\$5,430	\$5,702	\$5,956	\$6,583	\$5,445	11%	21%

Quantity

The number of strategic projects conducted in 2002-2003 increased by 21% compared with last year.

Quality

This is derived from a survey of the Disability Services Commission Board concerning the quality of the work conducted within this output.

Timeliness

This is derived from a survey of the Disability Services Commission Board concerning the timeliness of the work conducted within this output.

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Efficiency (Cost per Strategic Project)

The cost per strategic project of \$76,553 was 9% less than the previous year and 2% less than the target set for this year.

POLICY PLANNING AND EVALUATION – MAJOR ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- completed multilateral and bilateral negotiations and entered into a third Commonwealth State Territory Disability Agreement with the Commonwealth Government to provide for the funding of disability services for the next five years;
- supported the Accommodation Blueprint Steering Committee appointed to develop a blueprint for the accommodation needs of people with disabilities;
- supported the process to review the Disability Services Act 1993 and commenced implementation of the Review recommendations;
- worked together to develop working protocols between the Commission and the Department for Community Development;
- continued to work jointly with the Department of Health to develop better responses to people with a coexisting disability of intellectual disability and mental illness and implemented the protocol developed to assist service providers in both departments;
- finalised the development of the Policy and Best Practice in Language Services document;
- implemented a streamlined process for determining Level 3 eligibility;
- implemented the redeveloped National Minimum Data Set;
- published key data from the Annual Client and Service Data Collection on the Internet to help inform sector planning;
- continued the development of a policy framework to underpin the provision of services to Indigenous people, including the employment of an Indigenous policy officer and commencement of a major research project to investigate models of service provision to rural and remote Indigenous communities;
- contributed to national projects concerning disability-related research through the National Disability Administrators group; and
- commenced the development of a third business plan for the Commission.

COMMUNITY ACCESS AND INFORMATION – MAJOR ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- developed information sharing strategies for the field, such as speaker forums that complement existing strategies, including networks of contacts and its disAbility Update magazine;
- participated in Edith Cowan University's Disability Awareness Week;

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- compiled a series of oral histories from leaders in the disability field in Western Australia over the past 20 to 30 years;
- developed State Government Access Guidelines for information, services and facilities which will be issued as a Premier's Circular to all State Government agencies;
- commenced development of a web-based guide to good/best practice in access provision;
- conducted an orientation for reporters from The West Australian;
- maintained an annual calendar for forthcoming events and Ministerial announcements;
- developed an archive of audio-visual tapes and photographs for use by the Commission and other organisations;
- developed an information sheet for Commission staff on appropriate terminology;
- reviewed and developed policies, processes and information for eligibility coordination;
- produced a video on pedestrian access (Easy Street) in conjunction with Main Roads Western Australia;
- coordinated the Staff Awards, Action on Access Awards and Making a Difference Awards;
- commenced development of an Access Advocacy Kit for the community;
- continued the regular, on-going consultation with community leaders and representative bodies of disability communities;
- organised the Universal Design Stream of the 6th International Conference on Ageing;
- organised the Disability Symposium for the disability field;
- developed partnerships with the Perth Convention Bureau to promote disability access in the tourism/hospitality industries;
- created the 10th Anniversary link on the Commission's website;
- published fact sheets on disability terminology and disability discrimination processes;
- conducted 10 lunchtime forums for the disability field;
- posted information on disability services training providers on the Commission's website;
- conducted presentations on disability issues in Western Australian to delegates from Slovenia and China; and
- developed and distributed assistive devices guidelines and an installation guide.

QUALITY ASSURANCE – ACHIEVEMENTS 2002-2003

In 2002-2003, the Commission has:

- enhanced the interdepartmental policy and program response to justice issues involving people with disabilities, including commencement of a strategic diversion project aimed at keeping people with a disability out of the formal court and prison system;
- participated in the development of a framework to ensure cross-agency coordination and collaboration in child protection matters, including a review of

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the reciprocal guidelines for child protection with the Department for Community Development;

- monitored 125 services, following an increase in the budget allocation for standards monitoring;
- investigated the development and establishment of a Quality Network maintained on the Internet;
- provided further opportunities for organisations to become pre-qualified to provide services in the Accommodation Support and Community Support Programs, Alternatives to Employment, and Therapy and Professional Services;
- provided service improvement grants totalling \$85,560 to nine non-government organisations to assist them to implement a quality framework for services;
- developed a framework on safeguards which outlines the range of safeguards, and identifies priorities for further development to inform funded and provided services;
- continued and concluded its representation on the Whole of Government Working Party on Contracting with Not-for-Profit Organisations, contributing to the development of the Funding and Purchasing Community Services Policy and a Common Service Agreement Shell; and
- established a Health Resource and Consultancy Team as the basis for promoting community-based medical services for people with disabilities.

PLANNED ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission will:

- develop a comprehensive policy to encourage research on disability issues;
- develop a policy framework to underpin the provision of services to Indigenous people;
- continue enhancing the interdepartmental policy and program response to justice issues involving people with disabilities, including strategic diversion;
- draft legislative amendments and effect administrative change to ensure implementation of the recommendations of the review of the Disability Services Act 1993;
- continue lunchtime forums for the disability field;
- coordinate and manage the Staff Awards, Action on Access Awards, Making a Difference Awards and submissions for the Premier's Awards;
- develop a range of strategies to raise general awareness of disability and educate the community on disability issues;
- continue to improve access for people with a disability including working with the private sector and local government to progress a number of disability access initiatives;
- use the Commission's Internet site to identify venues accessible to people with a disability.
- continue the work of the Sector Development and Reform Working Party to enhance the capacity of the sector to respond to changes in service needs and cost pressures;

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- continue to work with the Social Policy Unit to develop a whole-of-government indexation policy to support the financial viability and service sustainability of the disability sector;
- produce an advocacy and a generic Commission video;
- develop a community education campaign;
- provide additional growth funding for individual advocacy services an advocacy development; and
- make funds available to funded non-government agencies to improve access to their services, in line with the disability service plan key outcome areas.

PROGRAM EVALUATIONS 2002-2003

Annual Client and Service Data Collection (ACDC)

An evaluation of the Annual Client and Service Data Collection (ACDC) was conducted to inform the development of the ACDC in the context of changing national reporting requirements. The evaluation ensured that:

- the strategies, processes and procedures concerning the ACDC data management are adequate, in compliance with relevant legislation and in line with best practice principles;
- the control structures of ACDC data management are adequate and effective;
- the internal administration system is able to provide pertinent and timely information and reports for management monitoring and review purposes; and
- data are readily visible, easily accessible, and mutually coherent, and that analyses and other outputs based on these holdings are well presented and can be explained.

Evaluation of Eligibility Determination

While the Disability Services Act 1993 specifies eligibility according to functioning and support required, further interpretation was required with respect to specific types of impairment, such as attention deficit disorder, multiple chemical sensitivity and psychiatric disabilities. An eligibility evaluation established which clients have access to Commission services, as distinct from those who should be able to access supports within generic services. The evaluation has progressed throughout 2002-2003, with further information and clarification sought on a number of inter-related issues. A final paper with key findings, results and actions is expected in 2003-2004. In addition, an internal audit will be undertaken of eligibility determination processes and procedures.

Sector Development and Reform for Non-Government Agencies

Funding of the non-government sector accounts for almost 50% of the Commission's budget. Shortfalls in indexation funding have resulted in viability concerns for a large number of services. As part of the 2002-2003 budget process, the Commission

Chapter 13.4 – Output Reports – Strategic Coordination

committed itself to sector reform and development. The Commission will be seeking to identify strategies that can reduce output costs. To achieve this, the Commission has established a Steering Committee with representation from the sector and the Department of Treasury and Finance, which commenced in late 2002-2003. Action to date has been to scope the work ahead. Action proposed is to consult widely and facilitate service redesign to maximise the capacity of the sector.

PROGRAM EVALUATIONS PROPOSED 2003-2004

Evaluation of the Commission's Capacity to Measure Target Population and Service Demand Growth

This project is informed by the recommendations of the Accommodation Blueprint Steering Committee Report, which sought improved demand forecasting capacity and enhanced service-system monitoring.

Evaluation of the 2000-2005 Strategic Plan

The Commission's Strategic Plan 2000-2005 is mid point in the planning horizon. An evaluation of progress will be conducted:

- to determine overall progress made toward goals and objectives;
- to acknowledge new directions and priorities that have arisen;
- to identify political and socio-economic factors that shaped the Commission's directions in 2000, those that are currently operating, and the impact they may have during the second half of the plan; and
- in light of the above, to establish priorities for the second half of the plan.

Disability Diversion Project Evaluation

An interagency project has been established to provide a diversion service in the Perth Magistrate's Court. The agencies involved are the Department of Justice, Department of Police, Forensic Mental Health Services and the Commission.

The key areas that the evaluation will cover include:

- impact and outcomes for individuals and their families;
- impact on the court system; and
- impact for the community.

Advocacy Services for People with Hearing Impairment

An evaluation of the appropriate advocacy/service provision response for this group will be conducted.

14. HUMAN RESOURCES

14.1 Annual Staff Awards Program

Each year, the Commission acknowledges staff commitment, achievement and innovation through the Staff Awards Program. The award categories are:

- The Honourable Ray Young Scholarship;
- Length of Service;
- Academic Achievement for graduates of Certificates III and IV in Community Services (Disability Work);
- Excellence;
- Customer Focus and Continuous Improvement;
- Strategic Focus; and
- Equity and Diversity.

AWARD RECIPIENTS

The Honourable Ray Young Scholarship

Two scholarships were awarded in 2002.

Selina Wilson, the Coordinator of the Commission's Peer Support Team, received the award to undertake a recognised qualification that will enable her to provide subsequent training to team members.

The other scholarship was awarded to enable Commission staff to attend the 13th World Congress of Inclusion International in Melbourne. The participants were Meredith Johnson, Mark Hutson, Marc Lema, Helen McMahon and Robyn Massey.

Length of Service Awards

20 Years Service Recipients were:

Heather Abercrombie, Denise Berry, Susanne Bone, Christine Bramwell, Dean Bunter, Maria Campbell, Shirley Dasilva, John Dean, Norman Debyl, Sybil Giles, Jill Grammer, Lance Hogg, Alina Hutchinson, Dianne James, Jack Jennings, Linda Kazazi, Sean Kelly Oliver, Rosemary Kerr, Graham Kirkwood, Anne Mackin, Elizabeth Mcleod, Gregory Mortimer, Anna Mortimore, Sylvia Schofield, Alan Slaney, Geoffrey Thaw, Hazel Van Der Steen, Jillian Viner, Doreen Walker, and Denise Wettermann.

25 Years Service Recipients were:

Elsbeth Anderson, Robert Angus, Vernon Bastian, Henry Birmingham, Dorothy Carr, Jill Chandler, Lorraine Cornick, Alice Cousins, Steven Erceg, William Evans, Dieter Gummert, Mechthild Haleva, Kerry Healey, Michael Ingles, Patricia Joyce, Paula Lema, Gloria Liddiard, Margaret Meadly, Annie Omara, Mary Omara, Cheng Hock Ooi,

Margaret Pearce, Stephen Pettit, Thomas Rowden, James Russell, Vera Sharman, Ronald Simpson, Harinder Singh, Colleen Vanhaefte, David Vasiliauskas, Brian Waddell, David Waring, Geoffrey West, Selina Wilson, and Jeanne Woodcock.

30 Years Service Recipients were:

Patricia Baumgarten, Soon-Jong Flynn, Margaret Nelson, and Neil Paynter.

Academic Achievement

As a Registered Training Organisation, the Commission can award nationally recognised qualifications to employees completing the Certificate III and Certificate IV in Community Services (Disability Work). Up to July 2002, the graduates were as follows.

Certificate III (excluding graduates who progressed to Certificate IV):

Neil Allen, Luke Ball, Mari Callaghan, Ray Cavanagh, Jacqueline Cooper, Michael Craven, Kate Duell, Debra Griffiths, Fleur Jackson, Wayne Jeffries, Suzanne Kaye, Peter Lawson, Elaine Lawson, Rachel Massey, Deanne Matthews, Grace McGeown, Kim McMahon, Leigh Searle, Raelene Somers, Jacqueline Tyler, Peter Williamson, Mary Papadopoulos, Deanne Matthews, Shanie Nicholls, Michelle Peirce.

Certificate IV Graduates for 2002 were:

Vimala Athisdam, Julie Bloomfield, Cheryl Cooke, Gina Durrant, David Edwards, Ann Freeman, Britt-Marie Gerne, Jayne Griffiths, Martin Hartyl, Marie Indrellie, Debbie James, Judith Kay, Tony Lane, Nancy MacGillivray, Hayley Malkowski, Yvonne McDermott, Adam McGoldrick, Anne Pirga, Steven Shaw, Susan Swain, Bernice Taiatini, Catherine Walker, Colin White, Janine Zar.

Excellence Awards

The work of the following employees was acknowledged with an Excellence Award:

- Jacqueline Billington for flexibility and willingness to manage diverse requirements in a constantly changing environment;
- Carol Bogaers and Faye Pedalina for planning and organising “Mums Camps” providing respite for mothers/spouses of people with disabilities;
- John Dockerill, Jodie Fiegert, Aileen Porteous, Carolyn Price, Karen Masen, Anuska Rassau and Patricia Webb for outstanding leadership in the use of interactive conferencing technology;
- Christine Figueiredo for the Hanen Pilot Project;
- Neil Paynter for provision of services to people with complex needs;
- Dianne Reidy for commitment, resilience, creativity and skill in the provision of services to people with complex needs;
- Bill Gray, John Ralph, Sue Rutherford, John Treasure and Trevor Wilson for demonstrated competence, high professionalism and dedication in provision of services to people with complex needs; and

Chapter 14 – Human Resources

- Kate Smith for innovative programming and commitment to ethical practice in delivering autism services.

Customer Focus and Continuous Improvement

Award recipients were:

- Tracey Barrett, Peter Batini and Joy Harrop for work undertaken to improve the Combined Application Process;
- Meredith Johnson, Narelle Seinor, Natalie Wynen and Christy Flannagan for numerous achievements in training and development of direct care staff;
- Françoise Rousset for her work in dealing with difficult customer liaison issues; and
- Kaye Donec received a commendation for improved customer service.

Strategic Focus

Award recipients were:

- Miriam Johnston, Susan Peirce and Mia Sutton for the development of a workshop to maximise inclusion for children with disabilities in pre-school day care; and
- Marilyn Novak and David Phillips for community development and raising awareness of access within the community and local business.

14.2 Staff Profile

In 2002-2003, the Disability Services Commission had an employment level of 1,527 Full-time Equivalent (FTE). This represents an increase of 55 FTE on the previous year.

During the year, a total of 569 employment contracts were issued by the Commission.

The appointments comprised:

- 171 permanent contracts;
- 241 fixed term contracts; and
- 157 casual contracts.

Comparative staffing levels for the various categories of staff 2001-2002 and 2002-2003 are presented in the table below:

Full-time Equivalent Staff Positions (FTE)		
	2001-2002	2002-2003
Public Service Act	482	511
SocialTrainers/Client Assistants	845	888
Nurses	30	28
Nursing Assistants	37	21
Support Services	78	79
Total	1,472	1,527

WORKFORCE DEMOGRAPHICS

The following data are derived from demographic information provided by employees on a voluntary basis. Participation rates of people with disabilities (PWD), people from culturally and linguistically diverse backgrounds (CALD) and people of Aboriginal and Torres Strait Islander descent (ABTSI) are expected to be higher than those actually reported.

The response rate to the EEO demographic survey is currently 51%. Strategies to improve the response rate are being investigated.

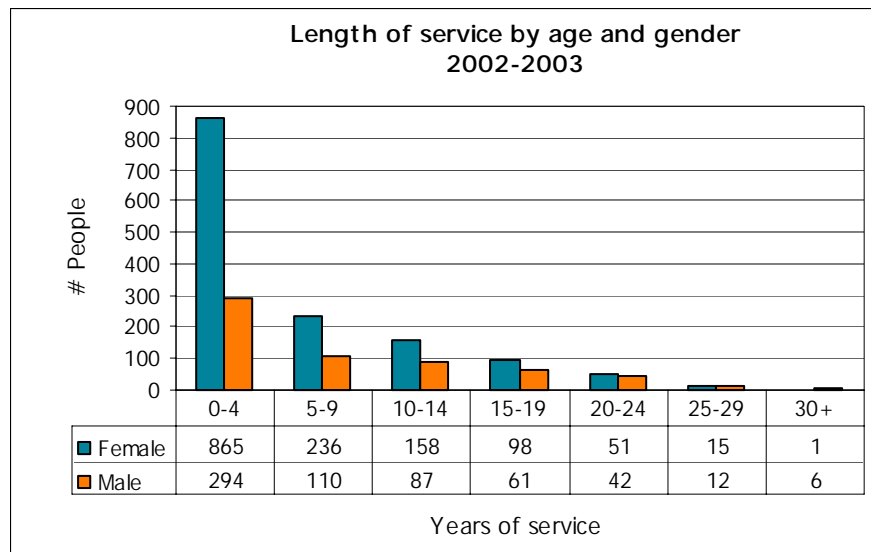
Demographic Characteristics					
Participation Rates	Male	Female	PWD	CALD	ATSI
Number Reported*	571	1,154	34	49	8
Percentage	33.1	66.9	1.97	2.8	0.5

*Note: Figures include permanent and fixed term employees only.

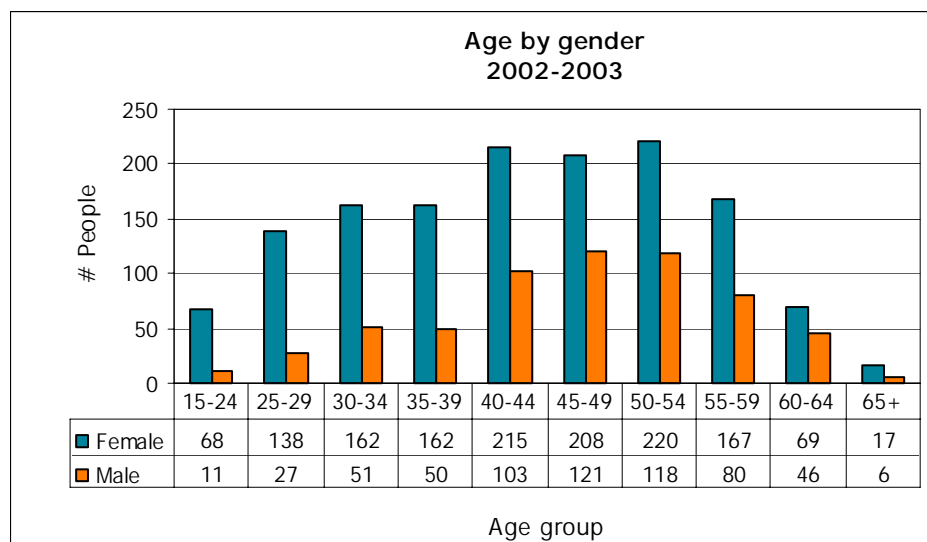
Demographic Characteristics					
Employment Type	Male	Female	PWD	CALD	ATSI
Permanent F/T	518	764	24	38	2
Permanent P/T	27	250	4	9	3
Fixed Term F/T	21	71	4	2	1
Fixed Term P/T	5	68	2	0	2
Casual	29	200	4	4	0
Sessional	8	67	1	0	0
Other	0	1	0	0	0
TOTAL	608	1,421	39	53	8

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Average Length of Service of Commission Employees



Current Age Profile of Commission Staff



14.3 Workforce Planning

Workforce planning has remained a topical area within the public and private sectors. The need for workforce planning has clearly been recognised, however, there are limited “best practice” examples available.

The Commission has continued to participate in the Workforce Planning Liaison Group coordinated by the Public Sector Management Division (PSMD), of the Department of the Premier and Cabinet. This has been a useful forum for information sharing and skill development.

Workforce planning at an organisation-wide level commenced in 2000. Since then, workforce planning has been incorporated into the annual operational planning cycle. The focus for strategy development and implementation has primarily been on attraction and retention of employees with particular emphasis on the Commission's equity and diversity objectives. To date, incremental improvements have been made, particularly in relation to employment of people with disabilities, Indigenous Australians and young people.

Selected workforce trends over the past four years are summarised below.

Current Indicators	1999-2000	2000-2001	2001-2002	2002-2003
Staff (as at 30 June)	1,904	1,904	1,969	2,029
New Permanent Staff	98	110	133	171
Staff Turnover	5.1%	5.7%	6.7%	8.7%
Annual Average Staffing Level	1,415	1,430	1,472	1,527
Industrial Disputes – Days Lost	Nil	37.2	565.7	Nil
Workers' Compensation – New Claims	203	186	215	144
Average Accrued Annual Leave (Days)	15.9	13.6	12.7	12.2
Average Accrued Long Service Leave (Days)	15.1	14.5	14.1	13.4
Average Sick Leave Taken (Days)	9.3	8.5	10.1	10.2
Overtime (Hours/FTE)	27.1	30.6	42.5	37.9

In order to address the significant leave liability, the Commission's Executive endorsed a leave management policy, guidelines and procedures.

A number of strategies have been developed to address the high level of overtime.

- For a trial period, a small number of additional direct care staff were recruited and deployed to meet operational requirements. This strategy is currently under review.
- Consultation is in progress on draft guidelines for authorising overtime which have been developed to ensure that employees do not work excessive overtime and that appropriate breaks between periods of work are achieved.
- In addition, performance is monitored through the "Forecast" system which has been established to coordinate staff relief for unplanned absences. Monthly reviews of performance are undertaken and adjustments made as required.

To address sick leave, which is also associated with overtime costs, the Commission implemented a strategy of providing influenza injections to employees engaged in direct care services.

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These strategies appear to have contributed to the small improvement in performance in each of these areas. Hence, progress is being evaluated and monitored to refine the measures that are having the greatest impact.

14.4 Occupational Safety and Health (OSH) – Workers' Compensation and Injury Management

ACHIEVEMENTS 2002-2003

During the year, the Commission has:

- facilitated the development of a three-year Occupational Safety and Health Management Plan. The plan sets out required actions resulting from the findings of the WorkSafe Plan Assessment conducted in the previous year, analysis of key performance indicators and assessment of accident/incident and claims data. An action plan was developed that set out actions required on a priority basis together with assigned responsibilities and timelines to complete actions during 2002-2003;
- developed and endorsed five key policies in relation to occupational safety and health, issue resolution, injury management, accident/incident and investigation reporting and vocation rehabilitation and related operating guidelines;
- established an Occupational Safety and Health Steering Committee to oversee the planning and direction of safety and health policy and programs;
- developed an injury management training package and conducted four injury management workshops for more than 60 line managers and supervisors;
- developed a strategic alliance with RiskCover, provider of the Commission's workers' compensation insurance, to facilitate effective workers' compensation claims management. The OSH Unit had regular meetings with RiskCover during the year to review active claims and set agreed action plans for each claim;
- provided a five-day introductory training program to 20 newly-elected safety and health representatives;
- established monthly meetings with Accommodation Services line managers to review and update progress of rehabilitation of injured employees;
- undertaken analysis of accident/incident data and provided monthly reports for directorates and occupational safety and health committees;
- received positive audit report findings of occupational safety and health and workers' compensation by Ernst and Young; and
- achieved improved performance by reduction in the frequency rate (by 18.3%), number of accidents/incidents (by 20%), number of workers' compensation claims (by 33%), and total actual lost time injury days (by 6%).

Workers' Compensation Performance/Trends

Indicators	2001-2002	2002-2003
Frequency Rate (the number of lost time injuries per million hours worked)	48.9	30.6
Estimated Cost of Claims (per \$100 of payroll)	4.79	3.43
Total Actual Lost Time Injury Days	2,147	2,011
Total Number of Accidents/Incidents	435	347
Total Number of Claims	215	144
Premium Contribution	\$3.01m	\$2.97m
Premium Contribution Rate	4.39	4.29
Number of Rehabilitation Cases	30	27

EMPLOYEE RELATIONS

The Employee Relations section has continued to promote effective communication by working collaboratively with employees, managers and unions to develop policies and procedures and to resolve issues at a local level. There was no lost time due to industrial disputes.

WORKPLACE BARGAINING

The Commission finalised and registered two new agreements with the Australian Liquor Hospitality and Miscellaneous Workers' Union, one covering support workers and the other, enrolled nurses and nursing assistants. Agency Specific Agreements were also finalised with the Civil Service Association to cover social trainers, trainee social trainers, client assistants and supervising social trainers, and public servants. These two agreements were also registered with the Industrial Commission.

WORKPLACE CHANGE

The Human Resources Branch has worked collaboratively with directorates to assist managers and affected employees in a changing environment. In particular, the branch has provided significant advice and support in relation to the Service Improvement Plan for Bristol, Dorset, Norwich and Sussex hostels in the Accommodation Services Directorate.

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14.5 Workforce Development

During the year the Commission continued to actively participate in a range of activities in the area of Vocational Education and Training (VET) at both State and national levels.

The Department of Education and Training arranged an audit of the Commission's compliance with the requirements of registered training organisations. This resulted in the Commission's re-registration for a further five-year period.

The Commission has also been instrumental in developing a new traineeship in the disability sector. An industry reference group has been established and work is progressing.

In collaboration with the Victorian Department of Human Services, the Commission participated in developing a successful submission to the Australian National Training Authority (ANTA) to develop a national network in the disability sector. The network comprises representatives from government disability sector organisations in each State. Its focus is to develop protocols for sharing training resources and working collaboratively on relevant Australia-wide projects.

The Best Practice forum has remained active during the year. It comprises a network of 10 Western Australian disability services agencies that meet regularly for common problem solving and sharing of resources and information. In addition, the Commission continues to contribute to the Training Exchange for Disability Staff (TEDS) website that is maintained by the Association for the Blind.

In addition to these external activities, the Commission has continued to actively support employees to develop and maintain their skills through attendance at internal and external forums. Participation rates have remained high with almost 1,700 employees engaging in training and development activities. These included:

- provision of the Orientation Program that is available to all staff;
- delivery of Certificate III and Certificate IV in Community Services (Disability Work);
- disability specific training;
- community development;
- diversity;
- safety and health training;
- injury management;
- risk management;
- staff attending leadership and service development seminars;
- seminars and conferences to provide ongoing development for therapy and professional services staff;
- frontline management;
- leadership;
- workplace assessor training;
- recruitment and selection;

- project management;
- provision of first aid training;
- manutension;
- communication skills training;
- complaints management;
- investigative techniques;
- workforce planning;
- participation in a range of external financial, technical and information service programs; and
- provision of in-house computing courses covering network operations and standard software applications has enabled staff to keep up to date with latest developments.

Other key activities included:

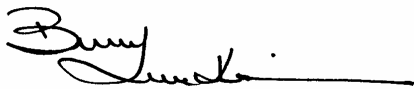
- Staff Excellence, Appreciation and Scholarship awards;
- provision of on-site training by Human Resource Branch staff to support the introduction of new or revised policies and practices, in particular, managing workplace performance;
- ongoing support to staff attending tertiary education facilities through the study assistance program; and
- on-the-job development and training opportunities in all directorates through deployment and job rotation activities.

15. APPENDICES

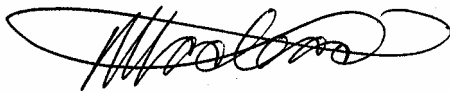
15.1 Performance Indicators

CERTIFICATION OF PERFORMANCE INDICATORS

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 2003.



Barry MacKinnon
DISABILITY SERVICES COMMISSION
BOARD CHAIRPERSON



Mallika Macleod
DISABILITY SERVICES COMMISSION
BOARD DEPUTY CHAIRPERSON

14 August 2003

OPINION OF THE AUDITOR GENERAL



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

**DISABILITY SERVICES COMMISSION
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2003**

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Disability Services Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended June 30, 2003.

Scope

The Board's Role

The Board is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of efficiency and effectiveness.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

A handwritten signature in dark ink, appearing to read 'D D R Pearson'.

D D R PEARSON
AUDITOR GENERAL
August 27, 2003

Chapter 15.1 – Performance Indicators

15.1 Performance Indicators

OUTCOME AND OUTPUTS

The table below shows the outcome and outputs for which the Disability Services Commission was funded in 2002-2003. The benefits and costs associated with each output are shown within the service areas.

Outcome	Outputs	Service Areas	Benefit/Cost
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Output 1: Residential Services	<ul style="list-style-type: none">• Hostel Residential• Community Residential	<ul style="list-style-type: none">• 1,566 residents supported• Total cost: \$119.9million• Cost per person: \$76,591
	Output 2: Non-Residential Services	<ul style="list-style-type: none">• Supported Community Living¹• Family Support and Respite• Day Options (including Post School Options)• Health and Individual Development (including therapy services)	<ul style="list-style-type: none">• 16,717 people supported• Total cost: \$90.9million• Cost per person: \$5,439
	Output 3: Individual Coordination	<ul style="list-style-type: none">• a. LAC Coordination• b. LAC Direct Consumer Funding	<ul style="list-style-type: none">• 6,617 people supported• Total cost: \$15.6 million• Cost per person: \$2,365• 1,437 people supported• Total cost: \$10.4 million• Funding per person: \$7,253
	Output 4: Strategic Coordination	<ul style="list-style-type: none">• Policy Development• Strategic Planning and Evaluation• Access Improvement• Community Education• Quality Assurance	<ul style="list-style-type: none">• 86 key strategic and policy projects• Total cost: \$6.6 million• Average cost per strategic project: \$76,553

¹ From 2003-2004 Supported Community Living will be reported in Output 1.

PERFORMANCE INFORMATION

Outcome

Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services.

Effectiveness Indicators

Effectiveness indicators provide information on the extent to which the results of the Commission's programs have contributed to the achievement of its desired outcome. Effectiveness for the Disability Services Commission is established by measuring the take-up rate per 1,000² Disability Support Pension recipients on a statewide basis, and then comparing the take-up rate with the national rate.

Outcome	Description	1999-00 (r)	2000-01 (r)	2001-02	2002-03
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services.	Take-up rate (per '000)				
	WA:	142	149	153	111
	Australia:	82	95	94	89
	Percentage variation from National Level	73%	57%	63%	25%

(r) Figures revised in light of refinements to be consistent with 2001-2002.

The Western Australian take-up rate of 111 service users per 1,000 recipients of Disability Support Pensions is higher than the national rate of 89 per 1,000. This indicator illustrates that compared with Australia as a whole, Western Australia has a service environment that is more likely to be accessed by people with disabilities and their carers.

The overall take-up rate is calculated using Snapshot Day data (that is all people using services on a given day in June) as published by the Australian Institute of Health and Welfare. To allow for a national comparison, the data used in this section is from the Snapshot Day in 2002. Usage based on the whole of year data for 2002-2003 (that is all consumers using services during the year) is provided elsewhere in this report (Chapter 13).

The National Minimum Data Set (NMDS) service definitions were significantly revised over 2001 and 2002 and data presented here is based on these new definitions. These changes in definition and data processing, along with the continual improvement in the Commission's data collection have impacted on these take-up rates.

² Take up rates in this context are a measure of service reach. It shows how many people have accessed a service out of a total possible group as defined as a function of the number of people receiving a Disability Support Pension.

Chapter 15.1 – Performance Indicators

Of particular note was the deletion of brokerage as a separate NMDS category and merging Post School Options (PSO) into an existing category; both changes had the effect of reducing Western Australia's take-up rate performance relative to other States.

While take-up rates indicate that Western Australians are able to access services at a rate which exceeds the national rate, there are also data which demonstrate that there is a high level of satisfaction with these services.

A consumer satisfaction survey was conducted by the Commission in 2002. The survey showed that satisfaction with the quality of life of service users in Western Australian is rated at 70%, an increase of 3% from the previous survey. The indicator shows that in relation to quality of life, Western Australian service users were relatively satisfied with the extent to which services foster quality of life. The Disability Services Commission will repeat this survey in November 2003.

Description	1999-00	2001-02
Overall Quality of Life of Western Australian service users	67%	70%

* Survey sampling error 4.6%, response rate 85.1%

Efficiency Indicators

Efficiency indicators relate the resource inputs for each output. This input/output relationship places the focus on key services the Commission delivers to its service users. Efficiency indicators for the Commission measure the cost per service user (or project) for each output and compare these with targets for the current year and performance in previous years.

Output	Description	ACTUAL UNIT COSTS					Target	Variation	
		1998-99	1999-00	2000-01	2001-02	2002-03	2002-03	Year	Target
Residential Services	\$/resident	\$55,099	\$61,944	\$65,564	\$72,044	\$76,591	\$67,574	6%	13%
Non-Residential Services	\$/service user	\$4,116	\$3,899	\$4,163	\$5,257	\$5,439	\$4,859	3%	12%
LAC Coordination	\$/service user	n/a	n/a	\$2,289	\$2,314	\$2,365	\$2,249	2%	5%
LAC Direct Consumer Funding	\$/service user	n/a	n/a ³	\$7,549	\$7,198	\$7,253	\$8,582	1%	-15%
Strategic Coordination	\$/per project	\$75,402	\$81,045	\$85,104	\$83,887	\$76,553	\$77,786	-9%	-2%

³ In 2001-2002 LAC funding was divided into the cost of LAC and the cost of direct funding provided through LACs. Data from 1999-2000 and earlier does not show this separation and is not comparable.

Chapter 15.1 – Performance Indicators

Compared with actual results in 2001-2002, the cost per unit in three outputs increased marginally, while in one it decreased.

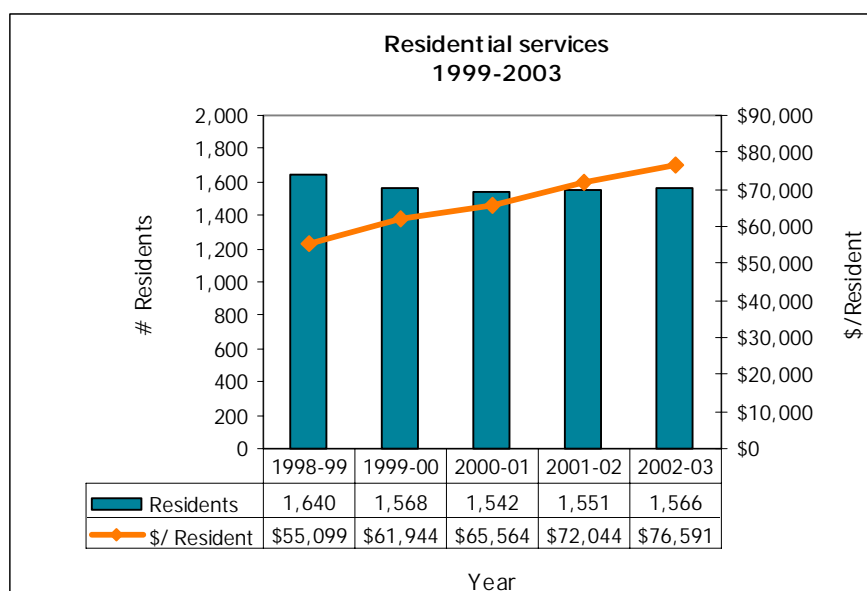
The unit cost increased more than projected because there were fewer consumers than projected. The apparent drop in the number of consumers was related to the redevelopment of the NMDS. Rather than revealing an actual drop in the number of consumers, the data reflect improved data collection techniques, an enhanced linkage key to reduce multiple counting and a more reliable method of counting therapy and medical and specialist services.

Output 1: Residential Services Cost Per Service User

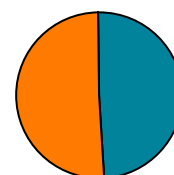
The aim of this output is to ensure that people with disabilities who are unable to live within the family home continue to receive the level of care and support they require in an alternative residential setting.

The cost per resident for 2002-2003 was \$76,591. This average cost per user was 6% higher than the previous year, and 13% higher than the target set for the year. The Residential Services budget represented 49% of the Commission's budget and supported 8% of service users.

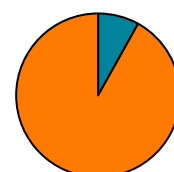
The increase in average cost is partly due to the increased inputs for accommodation providers (such as the Commission introducing wage parity for residential workers and the increase in premiums such as workers' compensation). The changing support needs of people in residential services, resulting from policies such as ageing in place, has also placed increased pressure on the cost per service user.



Percentage of budget
2002-2003



Percentage of service users
2002-2003

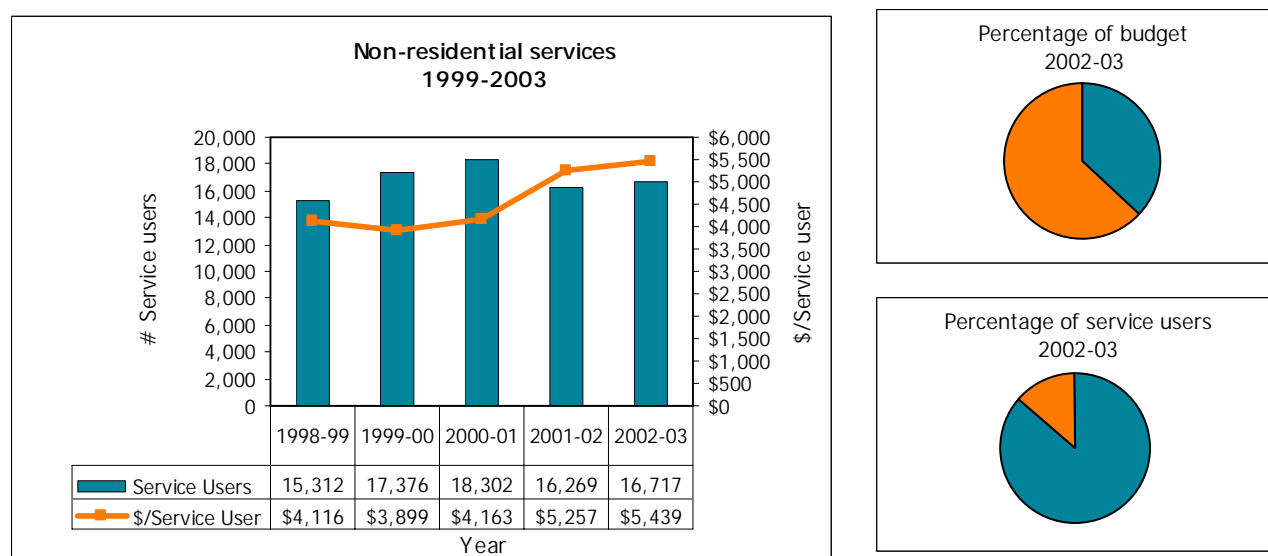


Chapter 15.1 – Performance Indicators

Output 2: Non-Residential Services Cost per Service User

The Non-Residential Services Output includes support for people with disabilities to enable them to manage their daily living (supported community living), support to access positive and constructive day options, support to maintain health and develop individual skills and abilities, and family support and respite for carers.

The cost per service user for 2002-2003 was \$5,439. This was marginally higher than the average cost per user for the previous year (3%). Non-residential services represented 37% of the Commission's budget and provided support to 87% of service users.



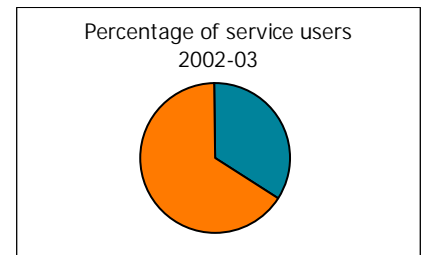
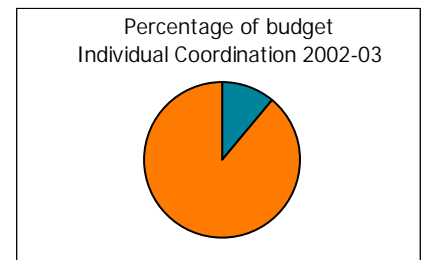
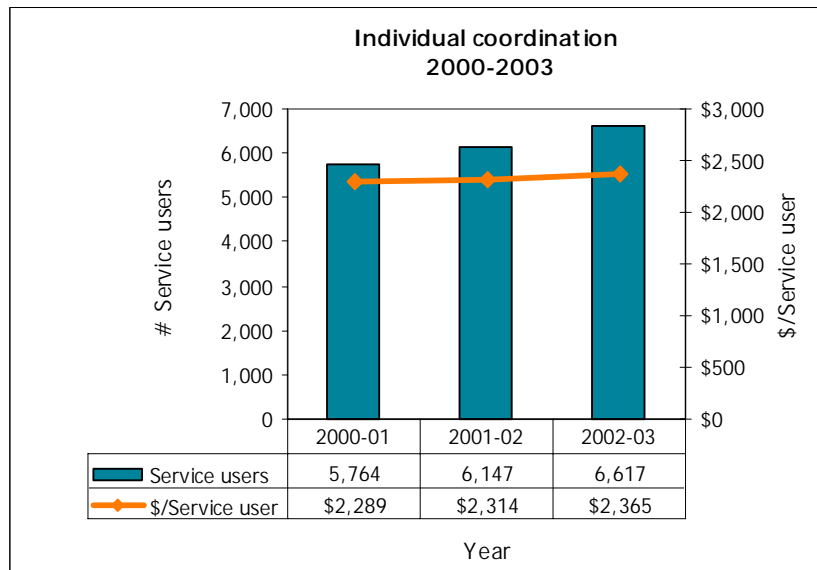
Output 3: Individual Coordination cost per service user

This output relates to the provision of a range of supports and strategies through Local Area Coordinators, who develop resources and support networks in local communities; provide information and link people with local resources and support networks; and also provide individualised funding to enable people with a disability and their families to choose and purchase their own supports and services directly.

In 2002-2003 the costs associated with this output were split into two sub-outputs, the cost of providing LAC Individual Coordination and the cost of LAC Direct Consumer Funding (or brokerage) distributed by LACs.

The cost per service user in 2002-2003 for LAC Individual Coordination was \$2,365 and for LAC Direct Consumer Funding it was \$7,253. LAC Individual Coordination was accessed by 34% of service users, and represented 6% of the Commission's budget. A further 4% of the Commission's budget was provided to service users via LAC Direct Consumer Funding.

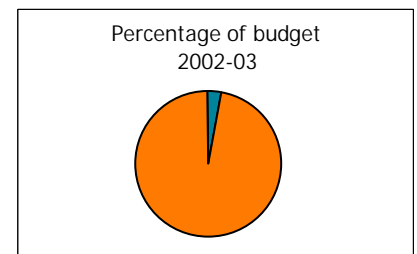
Chapter 15.1 – Performance Indicators



Output 4: Strategic Coordination Cost per Strategic Project

This output includes the monitoring of progress on disability service plans; early identification and monitoring of issues which impact on people with disabilities and their carers; development and monitoring of the quality of disability services; community education and awareness raising and the collection and analysis of data and information to inform the development of government policy and services to all people with disabilities.

As the work conducted within this output enhances the environment for all Western Australians with a disability, the costs are measured against the total number of strategic coordination projects. The cost of strategic coordination per project decreased by 9% since the previous year, and is 2% below the target. Strategic Coordination represents 3% of the Commission's budget.



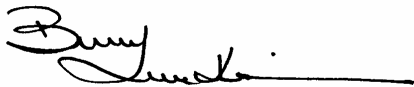
Chapter 15.2 – Financial Statements

15.2 Financial Statements

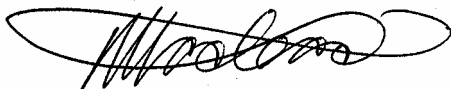
CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

The accompanying Financial Statements of the Disability Services Commission have been prepared in compliance with the provisions of the *Financial Administration and Audit Act 1985* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2003 and the financial position as at 30 June 2003.

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.



Barry MacKinnon
DISABILITY SERVICES COMMISSION
BOARD CHAIRPERSON



Mallika Macleod
DISABILITY SERVICES COMMISSION
BOARD DEPUTY CHAIRPERSON



Denis Ramanah
PRINCIPAL ACCOUNTING OFFICER

14 August 2003

OPINION OF THE AUDITOR GENERAL



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

**DISABILITY SERVICES COMMISSION
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2003**

Audit Opinion

In my opinion,

- (i) the controls exercised by the Disability Services Commission provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Commission at June 30, 2003 and its financial performance and cash flows for the year ended on that date.

Scope

The Board's Role

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
August 27, 2003

Chapter 15.2 – Financial Statements

Disability Services Commission Statement of Financial Performance For the year ended 30 June 2003			
	Notes	2003 \$'000	2002 \$'000
COST OF SERVICES			
Expenses from ordinary activities			
Employee Expenses	2	84,529	79,845
Supplies & Services	3	5,261	5,491
Depreciation & Amortisation expense	4	804	488
Borrowing costs expense	5	525	556
Administration Expense	6	7,603	5,702
Accommodation Expense	7	8,258	8,536
Expenditure on services provided by funded agencies		120,618	113,309
Individual Funding & Other Grants		13,736	12,582
Other expenses from ordinary activities	8	2,181	903
Total Cost of Services		243,515	227,412
Revenues from ordinary activities			
<i>Revenue from operating activities</i>			
User charges & fees	9	5,337	4,300
Commonwealth grants and contributions	10	42,201	39,831
<i>Revenue from non-operating activities</i>			
Proceeds from disposal of non-current assets		165	614
Other Revenues from ordinary activities	11	2,225	2,143
Total Revenue From Ordinary Activities		49,928	46,888
Net Cost Of Services	25	193,587	180,524
REVENUES FROM STATE GOVERNMENT			
Output Appropriation	13	195,461	184,139
Assets Assumed/(Transferred)		-	(1,435)
Resources received free of charge	13	295	243
Total Revenues From State Government		195,756	182,947
Change in Net Assets		2,169	2,423
Net increase/(decrease) in asset revaluation reserve		3,227	-
Total revenues, expenses and valuation adjustments recognised directly in equity		3,227	-
Total changes in equity other than those resulting from transactions with WA State Government as owners		5,396	2,423

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

Disability Services Commission Statement of Financial Position As at 30 June 2003			
	Notes	2003 \$'000	2002 \$'000
CURRENT ASSETS			
Cash assets	14	89	57
Restricted cash assets	15	3,828	4,902
Receivables	16	1,186	1,109
Amounts receivable for outputs	17	3,658	2,061
Other assets	18	379	310
Total current assets		9,140	8,439
NON-CURRENT ASSETS			
Property, vehicles, plant and equipment	19	21,683	17,969
Work in Progress		5,098	3,838
Leasehold Improvements		2,113	486
Total non-current assets		28,894	22,293
Total assets		38,034	30,732
CURRENT LIABILITIES			
Payables	20	1,146	2,124
Interest-bearing liabilities	21	1,340	625
Provisions	22	15,462	14,931
Other Liabilities	23	3,893	4,367
Total current liabilities		21,841	22,047
NON-CURRENT LIABILITIES			
Interest-bearing liabilities	21	5,966	6,018
Provisions	22	13,563	13,180
Total non-current liabilities		19,529	19,198
Total liabilities		41,370	41,245
NET ASSETS		(3,336)	(10,513)
EQUITY			
Contributed Equity	24	4,644	2,863
Reserves	24	21,244	18,017
Accumulated surplus /(deficiency)	24	(29,224)	(31,393)
Total Equity		(3,336)	(10,513)

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

Chapter 15.2 – Financial Statements

Disability Services Commission Statement of Cash Flows For the year ended 30 June 2003

		2003 \$'000 Inflows (Outflows)	2002 \$'000 Inflows (Outflows)
	Notes		
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		193,864	182,078
Capital contributions		1,781	2,863
Holding account drawdowns		-	-
Net Cash provided by State Government		195,645	184,941
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Costs		(73,753)	(67,854)
Payments for services provided by funded agencies		(120,618)	(113,309)
Individual Funding & Other Grants		(13,736)	(12,582)
Supplies and Services		(34,391)	(29,866)
GST Payments on purchases		(13,894)	(13,029)
GST Payments to Taxation Authority		(56)	(61)
Other Payments		-	-
Borrowing Costs		(643)	(565)
Receipts			
Commonwealth Grants and Contributions		42,542	39,831
Sale of goods and services		5,296	4,170
GST Receipts on Sales		61	54
GST Receipts from Taxation Authority		13,879	13,178
Other Receipts		2,209	2,084
Net Cash provided by/(used in) Operating Activities	25	(193,104)	(177,949)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(4,416)	(4,372)
Proceeds from the sale of non-current physical assets		170	614
Net Cash provided by/(used in) Investing Activities		(4,246)	(3,758)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from Borrowings		1,288	-
Repayment of borrowings		(625)	(617)
Net Cash provided by/(used in) by Financing Activities		663	(617)
Net increase/(decrease) in cash held		(1,042)	2,617
Cash assets at the beginning of the financial year		4,959	2,342
Cash Assets at the end of the Financial Year	25	3,917	4,959

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

Chapter 15.2 – Financial Statements

Disability Services Commission

Notes to the Financial Statements

30 June 2003

1. Significant Accounting Policies

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated these policies are consistent with those adopted in the previous year.

General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with the Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views 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 Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and where practicable, the resulting financial effect, are disclosed in the individual notes to these financial statements.

Basis of Accounting

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

(a) Output Appropriations

Output Appropriations are recognised as revenues 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 into the Commission's bank account or credited to the holding account held at the Department of Treasury and Finance.

(b) Contributed Equity

Under UIG 38 "Contributions by owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. All other transfers have been recognised in the Statement of Financial Performance.

(c) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Commission has passed control of the goods or other assets or delivery of the service to the customer.

(d) Acquisitions of Assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

(e) Depreciation of Non-Current Assets

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

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

Buildings	40 years
Computing, Office and Other Equipment	5 years
Medical Equipment and Plant and Machinery	10 years

(f) Revaluation of Land, Buildings and Infrastructure

The Commission has a policy of valuing land, buildings and infrastructure at fair value. The annual revaluations of the Commission's land and buildings undertaken by the Valuer General's Office are recognised in the financial statements. (See note 19).

(g) Leases

The Disability Services Commission has entered into a number of operating lease arrangements for its motor vehicle fleet, building leases and IT equipment where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term as this is representative of the pattern of benefits derived from the leased property.

The Commission has no finance lease commitments.

Chapter 15.2 – Financial Statements

(h) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets net of outstanding bank overdrafts. These include short-term deposits that are readily convertible to cash on hand and are subject to insignificant risk of changes in value.

(i) Receivables

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubts as to collection exists and in any event where the debt is more than 60 days overdue.

(j) Intangible assets and expenditure carried forward

(i) Software

Significant costs associated with the acquisition or development of computer software are capitalised and amortised on a straight line basis over the periods of the expected benefit, which varies from three to five years.

(k) Payables

Payables, including accruals not yet billed, are recognised when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. Payables are generally settled within 30 days.

(l) Interest-bearing liabilities

Bank loans and other loans are recorded at an amount equal to the net proceeds received. Borrowing costs expense is recognised on an accrual basis.

(m) Employee Benefits

(i) Annual Leave

This benefit is recognised at the reporting date in respect to employees services up to that date and is measured at the nominal amounts expected to be paid when the liability is settled.

(ii) Long Service Leave

Leave benefits are calculated at remuneration rates expected to be paid when the liabilities are settled. A liability for long service leave is recognised after an employee has completed four years of service. An actuarial assessment of long service leave undertaken by PricewaterhouseCoopers Actuaries in 2001 determined that the liability measured using the short hand method was not materially different from the liability measured using the present value of expected future payments.

This method of measurement of the liability is consistent with the requirements of Accounting Standard AASB 1028 "Employee Benefits"

(iii) Superannuation

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit and lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

The pension Scheme and the pre-transfer benefit for employees who transferred to the Gold State Superannuation Scheme are unfunded and the liability for future payments are provided for at reporting date.

The liabilities for Superannuation charges under the Gold State Superannuation Scheme and West State Superannuation Scheme are extinguished by payment of employer contributions to the GESB.

The note disclosure required by paragraph 6.10 of AASB 1028 (being the employer's share of the difference between employee's accrued superannuation benefits and the attributable net market value of plan assets) has not been provided. State scheme deficiencies are recognised by the State in its whole of government reporting. The GESB's records are not structured to provide the information for the Disability Services Commission, (DSC). Accordingly, deriving the information for the Commission is impractical under current arrangements, and thus any benefits thereof would be exceeded by the cost of obtaining the information.

Employee benefit on-costs

Employee benefit on-costs, are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses.

(n) Accrued Salaries

Accrued salaries (refer note 23) represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. The Commission considers the carrying amount approximates net fair value.

Chapter 15.2 – Financial Statements

- (o) Resources received free of charge or For Nominal Value

Resources received free of charge or for nominal value which can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

- (p) Comparatives

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

- (q) Rounding

Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain circumstances, to the nearest dollar.

2. Employee Expenses

	2003	2002
	\$'000	\$'000
Wages and Salaries	62,743	59,824
Superannuation	7,397	5,748
Long Service Leave	2,124	2,386
Annual Leave	9,290	6,361
Other related expenses (l)	2,975	5,526
	<u>84,529</u>	<u>79,845</u>

- (l) These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. The related on-costs liability is included in employee benefit liabilities at Note 22.

3. Supplies and Services

	2003	2002
	\$'000	\$'000
Consultants and contractors	4,595	4,841
Travel	559	576
Other	107	74
	<u>5,261</u>	<u>5,491</u>

4. Depreciation and Amortisation Expense

	2003	2002
	\$'000	\$'000
Depreciation		
Buildings	82	87
Plant and Machinery	62	41
Computer Equipment	269	213
Medical Equipment	27	33
Motor Vehicle	2	1
Office Equipment	68	57
Total Depreciation	<u>510</u>	<u>432</u>
Amortisation		
Leasehold Improvements	267	56
Intellectual Property	27	-
Total Amortisation	<u>294</u>	<u>56</u>
	<u>804</u>	<u>488</u>

5. Borrowing costs expense

	2003	2002
	\$'000	\$'000
Interest paid	525	556
	<u>525</u>	<u>556</u>

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6. Administration expenses

	2003	2002
	\$'000	\$'000
Communications	1,307	1,217
Consumables	4,821	3,144
Maintenance	549	400
Other staff costs	926	941
	<u>7,603</u>	<u>5,702</u>

7. Accommodation expenses

	2003	2002
	\$'000	\$'000
Lease rentals	6,735	6,692
Repairs & Maintenance	876	1,103
Cleaning	593	688
Other	54	53
	<u>8,258</u>	<u>8,536</u>

8. Other expenses from ordinary activities

	2003	2002
	\$'000	\$'000
Insurance	567	366
Doubtful Debts	29	47
Carrying amount of non-current assets disposed of	233	487
Other	1,352	3
	<u>2,181</u>	<u>903</u>

9. User charges and fees

	2003	2002
	\$'000	\$'000
Board & Lodging	5,337	4,300
	<u>5,337</u>	<u>4,300</u>

10. Commonwealth grants and contributions

	2003	2002
	\$'000	\$'000
Commonwealth and State Disability Agreement	42,083	39,801
Other	118	30
	<u>42,201</u>	<u>39,831</u>

11. Other revenues from ordinary activities

	2003	2002
	\$'000	\$'000
Sundry Revenue	2,003	1,624
Executive Vehicle Scheme Contribution	53	47
Sale of Publications	7	8
Home and Community Care Program (HACC)	-	157
Government Employee Housing Authority - Employee Contribution	41	39
Transport of Clients	50	66
Donations	-	10
Recoups from Service Providers	71	185
Intensive Family Support	-	7
	<u>2,225</u>	<u>2,143</u>

Chapter 15.2 – Financial Statements

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

	2003	2002
	\$'000	\$'000
<u>Gain on Disposal of Non-Current Assets</u>		
Land	-	91
Buildings	2	38
<u>Loss on Disposal of Non-Current Assets</u>		
IT Equipment	(9)	(2)
Land	(60)	-
Plant and Equipment	(2)	-
Net gain/(loss)	(69)	127

13. Revenues from State Government

	2003	2002
	\$'000	\$'000
Appropriation revenue received during the year:		
Output appropriations (I)	195,461	184,139
	195,461	184,139
The following assets have been assumed from/(transferred to) other state government agencies during the financial year: (II)		
- Land and Buildings	-	(1,435)
Total assets assumed/(transferred)	-	(1,435)
Resources received free of charge (III)		
Determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General	53	53
Health Department	220	172
Crown Solicitors Office	22	18
	295	243
	195,756	182,947

- (I) Output appropriations are accrual amounts reflecting the full cost of outputs delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.
- (II) Represents proceeds from the disposal of property transferred to Treasury.
- (III) Where assets or services have been received free of charge or for nominal consideration, the Commission recognises revenues (except where the contribution of assets or services is in the nature of contributions by owners, in which case the Commission shall make a direct adjustment to equity) equivalent to the fair value of the assets and/or fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

14. Cash assets

	2003	2002
	\$'000	\$'000
Operating Funds in the Operating Bank Account at Commonwealth Bank	41	3
Petty Cash Advance	48	54
	89	57

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15. Restricted cash assets

		2003	2002
		\$'000	\$'000
a	Accrued Payroll	-	1,069
b	Advisory Council	85	55
c	Alternatives to Employment Program	-	45
d	Carers Package	21	365
e	Community Aids and Equipment Program Systems Development	60	60
f	Community Development	11	11
g	CSDA Growth Funds	441	-
h	Donations	22	22
i	DSC / EDWA Education Pilot Project	-	7
j	Employment Day Services Project	10	10
k	Feel Safe Program	17	14
l	Keep Cool Project	10	9
m	LAC Seminars	19	14
n	Leadership and Service Development	15	15
o	Makaton Trust	6	5
p	MSC Project	14	14
q	NGO Provision for 27th Pay	234	234
r	Provision for 27th Pay	2,601	2,310
s	Psychology Trust Account	7	6
t	Receipts in suspense	-	12
u	Salaries in advance	37	37
v	Salary Packaging Deductions	167	158
w	Sale of Publications	1	1
x	Service Provider Management System	10	10
y	Service Provision	-	376
z	Smooth Food Recipes	2	2
aa	Unclaimed Monies	31	31
ab	Universal Design Conference	2	2
ac	You Can Make a Difference	5	8
		<hr/>	<hr/>
		3,828	4,902

Chapter 15.2 – Financial Statements

The nature of the restriction for the above funds:

- a. Funds held to meet salary commitments unpaid at year end.
- b. Department of Health and Family Services contribution toward the running costs of the Disability Advisory Council.
- c. Funds held for review of the method of funding allocation under the 'Alternatives to Employment' Program
- d. Funds held to be applied to Carer's Initiatives
- e. Funds held for Community Aids and Equipment Program System Development
- f. Funds held to meet part cost of Autism conference.
- g. CSDA growth funds held for projects to be undertaken by service providers
- h. Private donations held for specific groups of clients.
- i. Funds held for a joint pilot education project between the DSC and Edith Cowan University.
- j. Commonwealth funds held for a joint project between the Department of Health and Family Services and DSC, to examine aspects of employment and day services.
- k. Funds held to develop the 'Feel Safe' program.
- l. Funds held to develop the 'Keep Cool' Program.
- m. Contributions received to be applied towards the cost of LAC Seminars
- n. Funds provided for a Leadership and Development course
- o. Funds held for the Makaton Program
- p. Funds held for the purchase of specialised equipment
- q. Provision held towards NGO 27th pay when it occurs in a future financial year
- r. Provision towards a 27th pay when it occurs in a future financial year.
- s. Funds raised through lectures at universities, to be applied towards training.
- t. Revenue received pending identification
- u. Funds received in advance to cover the salary of one employee for two years
- v. Contributions from employees for Fringe Benefits Tax under Salary Packaging arrangement to be remitted to Australian Taxation Office.
- w. Proceeds of sale of publications held to cover costs of reprint.
- x. Funds held for the purchase of a management system for the Department of Family and Children Services.
- y. Funds received to cover the cost of services provided to a client in receipt of a compensation payment.
- z. Funds held to develop Smooth Food Recipes
- aa. Monies relating to cheques from Reserve Bank Account (now closed) issued but not presented
- ab. Funds held for running seminars, conferences & other educational activities
- ac. Funds held to develop 'You Can Make a Difference' program

16. Receivables

	2003	2002
	\$'000	\$'000
Current		
Worker's Compensation Recoups	53	45
Board and Lodging	518	392
Sundry Debtors	177	216
Provision for doubtful debts	(116)	(87)
GST Receivable	554	543
	<u>1,186</u>	<u>1,109</u>

17. Amounts receivable for outputs

	2003	2002
	\$'000	\$'000
Current	3,658	2,061
Non-current	-	-
	<u>3,658</u>	<u>2,061</u>

18. Other assets

	2003	2002
	\$'000	\$'000
Current		
Prepayments	379	310
	<u>379</u>	<u>310</u>

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19. Property, vehicles, plant and equipment

	2003 \$'000	2002 \$'000
Freehold Land		
At fair value (I)	16,498	13,331
	<u>16,498</u>	<u>13,331</u>
Buildings		
At fair value	3,285	3,478
Accumulated depreciation	(582)	(529)
	<u>2,703</u>	<u>2,949</u>
Motor Vehicles		
At cost	23	23
Accumulated depreciation	(3)	(1)
	<u>20</u>	<u>22</u>
Computing Equipment and Software		
At cost	3,225	2,469
Accumulated depreciation	(1,554)	(1,569)
	<u>1,671</u>	<u>900</u>
Medical Equipment		
At cost	423	392
Accumulated depreciation	(253)	(208)
	<u>170</u>	<u>184</u>
Plant and Machinery		
At cost	780	704
Accumulated depreciation	(386)	(320)
	<u>394</u>	<u>384</u>
Office and Other Equipment		
At cost	691	648
Accumulated depreciation	(464)	(449)
	<u>227</u>	<u>199</u>
	<u>21,683</u>	<u>17,969</u>

(I) The revaluation of freehold land was performed in June 2003 in accordance with an independent valuation by the Valuer General's Office. Fair value has been determined on the basis of current market buying values. The valuation was made in accordance with a regular policy of annual revaluation and in compliance with the initial adoption of AASB 1041.

Reconciliations

Reconciliations of the carrying amounts of property, plant equipment and vehicles at the beginning and end of the current financial year are set out below.

	Land	Buildings	Motor Vehicles	Computing Equipment and Software	Medical Equipment	Plant & Machinery	Office Equipment
	\$000	\$000	\$000	\$000	\$000	\$000	\$000
2003							
Carrying amount at start of year	13,331	2,949	22	900	184	384	199
Additions	-	-	-	1,079	13	72	101
Disposals	(60)	(164)	-	(12)	-	-	(5)
Depreciation	-	(82)	(2)	(296)	(27)	(62)	(68)
Revaluation Increments (decrements)	3,227	-	-	-	-	-	-
Write-off of assets	-	-	-	-	-	-	-
Carrying amount at end of year	<u>16,498</u>	<u>2,703</u>	<u>20</u>	<u>1,671</u>	<u>170</u>	<u>394</u>	<u>227</u>

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20. Payables

	2003	2002
	\$'000	\$'000
Current		
Trade payables	1,146	2,124
	<u>1,146</u>	<u>2,124</u>

21. Interest-bearing liabilities

	2003	2002
	\$'000	\$'000
Current		
WATC	1,340	625
	<u>1,340</u>	<u>625</u>
Non-Current		
WATC	5,966	6,018
	<u>5,966</u>	<u>6,018</u>

22. Provisions

	2003	2002
	\$'000	\$'000
Current		
Annual leave (I)	7,319	7,132
Long service leave (I)	3,835	3,722
Superannuation (II)	711	661
Accrued Days Off (I)	2,107	2,025
Public Holidays (I)	1,432	1,329
Days Off in Lieu (I)	58	62
	<u>15,462</u>	<u>14,931</u>
Non Current		
Long service leave	5,812	5,692
Superannuation	<u>7,751</u>	<u>7,488</u>
	<u>13,563</u>	<u>13,180</u>

(I) The settlement of annual leave, long service leave and other liabilities gives rise to the payment of employment on-costs including superannuation and workers compensation premiums. The liability for such costs is included in the leave balance. The associated expense is included in the leave type under Employee expenses at note 2.

(II) The superannuation liability has been established from an actuarial assessment of the present value of the employer's unfunded liability for superannuation associated with the Commission, and the present value of the amounts of that liability that will be met by the Treasurer without recovery from the Commission. The assessment is dated 30 June 2003, and is based on salary, wage and pension inflation of 3.5% and a discount rate of 6%.

Employee Benefit Liabilities

The aggregate employee benefit liability recognised and included in the financial statements is as follows:

	2003	2002
	\$'000	\$'000
Provision for employee benefits:		
Current	15,462	14,931
Non-current	<u>13,563</u>	<u>13,180</u>
	<u>29,025</u>	<u>28,111</u>

23. Other Liabilities

	2003	2002
	\$'000	\$'000
Current		
Accrued Expenses	1,104	1,334
Accrued Interest	125	243
Accrued Salaries	1,990	2,493
Accrued Fringe Benefits Tax	90	90
Accrued Utilities	59	58
Accrued Superannuation	184	149
Income Received in Advance	<u>341</u>	<u>-</u>
	<u>3,893</u>	<u>4,367</u>

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24. Equity

	2003	2002
	\$'000	\$'000
Contributed equity		
Opening balance	2,863	-
Capital contributions (I)	1,781	2,863
Closing balance	4,644	2,863

(I) Capital Contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.

Reserves		
Asset revaluation reserve (I)		
Opening balance	18,017	18,017
Net revaluation increments:		
Land	3,227	-
Closing Balance	21,244	18,017

(I) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 1.

Accumulated surplus/(deficiency)		
Opening balance	(31,393)	(33,816)
Change in net assets	2,169	2,423
Closing balance	(29,224)	(31,393)

26. Notes to the Statement of Cash Flows

(a) Reconciliation of cash

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

	2003	2002
	\$'000	\$'000
Cash assets	89	57
Restricted cash assets (refer to note 15)	3,828	4,902
	3,917	4,959

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

	2003	2002
	\$'000	\$'000
Net cost of services	(193,587)	(180,524)
Non-cash items:		
Depreciation and amortisation charge	804	488
Doubtful Debts Expense		
Resources received free of charge	295	243
Net (gain)/loss on sale of property, plant and equipment	68	(127)
(Increase)/decrease in assets:		
Current receivables	(67)	(93)
Other current assets	(69)	(195)
Increase/(decrease) in liabilities:		
Current payables	(978)	(81)
Current provisions	531	1,997
Other current liabilities	(474)	181
Non-current provisions	383	19
Net GST receipts/(payments)		
Change in GST in receivables/payables	(10)	143
Net cash provided by/(used in) operating activities	(193,104)	(177,949)

27. Commitments for Expenditure

(a) Non-Cancellable Lease Commitments (Motor Vehicles)

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, are payable as follows:

	2003	2002
	\$'000	\$'000
Within 1 year	1,501	1,437
Later than 1 year and not later than 5 years	1,595	620
Later than 5 years	-	-
Total	3,096	2,057
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	3,096	2,057
Future finance charges	-	-
	3,096	2,057

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(b) Non-Cancellable Lease Commitments (Buildings)

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, are payable as follows:

	2003	2002
	\$'000	\$'000
Within 1 year	1,926	1,987
Later than 1 year and not later than 5 years	6,360	6,798
Later than 5 years	1,966	3,395
Total	10,252	12,180
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	10,252	12,180
Future finance charges	-	-
	10,252	12,180
Properties:	Term	Renewal Options
Gosnells	1.125 years	1+1 years
Redemptora Road, Henderson	2 years	1+1+1 years
Joondalup House, Joondalup	5 years	3 +3 years
The Avenue, Midland	5 years	3+3 years
Myaree	10 years	3+3+3 years
146 - 160 Colin Street, West Perth	10 years	4+3+3 years

(c) Non-Cancellable Lease Commitments (Computers)

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, are payable as follows:

	2003	2002
	\$'000	\$'000
Within 1 year	216	344
Later than 1 year and not later than 5 years	63	207
Later than 5 years	-	-
Total	279	551
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	279	551
Future finance charges	-	-
	279	551

28 Contingent Liabilities

The Disability Services Commission has no contingent liabilities.

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29. Explanatory Statement

(i) Significant variations between estimates and actual results for the financial year

Details and reasons for significant variations between estimates and actual results are detailed below. Significant variations are considered to be those greater than 10% or \$500,000.

	2003 Actual	2003 Estimates	Variance
	\$000	\$000	\$000
Employee Expenses	84,529	81,767	2,762
Supplies & Services	5,261	4,688	573
Depreciation & Amortisation expense	804	947	(143)
Borrowing costs expense	525	650	(125)
Administration Expense	7,603	6,873	730
Accommodation Expense	8,258	7,051	1,207
Expenditure on services provided by funded agencies	120,618	123,149	(2,531)
Individual Funding & Other Grants	13,736	15,332	(1,596)
Other expenses from ordinary activities	2,181	498	1,683
Commonwealth grants and contributions	42,201	39,801	2,400
Other Revenues from ordinary activities	2,225	759	1,466
Output Appropriation	195,461	194,933	528
Resources received free of charge	295	182	113

Employee Expenses (Increase \$2.762M)

Represents impact of Government's wages policy on salary rates and associated increases for superannuation and growth initiatives implemented under the State Business Plan.

Supplies and Services (Increase \$0.573M)

Funding held against 'expenditure on services provided by funded agencies'.

Depreciation and Amortisation expense (Decrease \$0.143M)

Variance reflects projects under the Capital Works Program that are not yet complete.

Borrowing costs expense (Decrease \$0.125M)

Represents reduction in expense to the Western Australian Treasury Corporation due to improved debt management.

Administration Expense (Increase \$0.730M)

Funding held against 'expenditure on services provided by funded agencies'.

Accommodation Expense (Increase \$1.207M)

Funding held against 'expenditure on services provided by funded agencies'.

Expenditure on services provided by funded agencies (Decrease \$2.531M)

Variance represents growth funding which was unallocated at the start of the year. These amounts were distributed as appropriate during the year.

Individual Funding and Other Grants (Decrease \$1.596M)

Variance represents growth funding which was unallocated at the start of the year. These amounts were distributed as appropriate during the year.

Other Expenses from ordinary activities (Increase \$1.683M)

Reflects increased charges for insurance premium and the cost of a public liability claim.

Commonwealth Grants and Subsidies (Increase \$2.400M)

Increase represents funding for:

Base Growth

Indexation

Regional Advisory Forum

Superannuation Guarantee Charge

Other Revenues from ordinary activities (Increase \$1.466M)

Reflects recoup of funds from compensable clients and return of grants provided to Service Providers in prior year.

Output Appropriation (Increase \$0.528M)

Increase represents funding for:

Director General's Salary

Superannuation Past Service Liability

Public Liability Claim

Resources received free of charge (\$0.113M)

Mainly reflects increase in allied health and dental services received during the year.

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(ii) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year

Details and reasons for significant variations between actual results with the corresponding items of the preceding year are detailed below. Significant variations are considered to be those greater than 10% or \$500,000.

	2003 \$000	2002 \$000	Variance \$000
Employee Expenses	84,529	79,845	4,684
Supplies & Services	5,261	5,491	(230)
Depreciation & Amortisation expense	804	488	316
Borrowing costs expense	525	556	(31)
Administration Expense	7,603	5,702	1,901
Accommodation Expense	8,258	8,536	(278)
Expenditure on services provided by funded agencies	120,618	113,309	7,309
Individual Funding & Other Grants	13,736	12,582	1,154
Other expenses from ordinary activities	2,181	903	1,278
User charges & fees	5,337	4,300	1,037
Commonwealth grants and contributions	42,201	39,831	2,370
Other Revenues from ordinary activities	2,225	2,143	82
Output Appropriation	195,461	184,139	11,322
Resources received free of charge	295	243	52

Employee Expenses (Increase \$4.684M)

Represents impact of Government's wages policy on salary rates and associated increases for superannuation and growth initiatives implemented under the State Business Plan. This increase is offset by reduction in severance payments.

Depreciation & Amortisation Expenses (Increase \$0.316M)

Reflects depreciation of completed works undertaken as part of the approved Capital Works Program.

Administration Expense (Increase \$1.901M)

Increase reflects cost escalation, increased cost of consumables provided to clients and increased cost of repairs and maintenance.

Expenditure on services provided by funded agencies (Increase \$7.309M)

Reflects funding provided for initiatives under the State Business Plan, Commonwealth growth funding and cost escalation.

Individual Funding and Other Grants (Increase \$1.154M)

Reflects increased funding provided for initiatives under the State Business Plan.

Other Expenses from ordinary activities (Increase \$1.278M)

Reflects increased charges for insurance premium and the cost of a public liability claim.

User Charges and Fees (Increase \$1.037M)

Reflects increased revenue due to a change in the client board and lodging policy.

Commonwealth Grants and Contributions (Increase \$2.370M)

Increase represents funding for:

Base Growth	1,131
Indexation	874
Superannuation Guarantee Charge	365
	<hr/>
	2,370

Output Appropriation (Increase \$11.322M)

Increase represents funding for:

Business Plan Initiatives	6,470
Cost Escalation	2,425
15 Additional Accommodation Support Places	990
Superannuation	1,373
Advertising/Consultancy/Travel	8
Parity and Wages Policy	1,618
Public Liability Claim	392
	<hr/>
	13,276

Reductions in funding for:

Embedded Wholesale Sales Tax Savings	(396)
Administered Grant - Lady Lawley Cottage Redevelopment	(1,000)
Transfer Speech Pathology Services to Education Department	(89)
Debt Repayment	(5)

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Accrual Appropriation

(464)
(1,954)
11,322

Resources received free of charge (\$0.052M)

Reflects increase in allied health and dental services received during the year.

30. Financial Instruments

(a) Interest rate risk exposure

The following table details the Commission's exposure to interest rate risk as at the reporting date:

	Weighted Average Effective Interest Rate	Variable Interest Rate	Fixed Interest Rate Maturity			Non Interest Bearing	Total
			Less than 1 year	1 to 5 years	More than 5 years		
2003	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets							
Cash Resources	-	-	-	-	-	89	89
Restricted Cash Resources	-	-	-	-	-	3,828	3,828
Accounts Receivable	-	-	-	-	-	1,186	1,186
	-	-	-	-	-	5,103	5,103
Financial Liabilities							
Accounts Payable	-	-	-	-	-	1,146	1,146
WATC	7.35	7,306	-	-	-	-	7,306
	7.35	7,306	-	-	-	1,146	8,452
2002							
Financial assets	-	-	-	-	-	6,068	6,068
Financial liabilities	-	6,643	-	-	-	2,124	8,767

(b) Credit Risk Exposure

All financial assets are unsecured and the Commission does not have any significant exposure to any individual party.

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. In respect of other financial assets the carrying amount represents the Commission's maximum exposure to credit risk in relation to those assets.

(c) Net Fair Values

The carrying amount of financial assets and financial liabilities recorded in the financial statements are not materially different from their net fair values, determined in accordance with the accounting policies disclosed in note 1 to the financial statements.

31. Remuneration of Auditor

The audit of DSC is provided free of charge by the Auditor General. Please refer to Note 13.

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32. Remuneration and Retirement Benefits of Members of Accountable Authority and Senior Officers

Remuneration of Members of Accountable Authority

The number of members of the Accountable Authority, whose total of fees, salaries superannuation and other benefits for the financial year, fall within the following bands are:

	2003	2002
\$ 0 - \$10,000	9	6
\$ 10,001 - \$20,000	-	1
\$ 20,001 - \$30,000	-	-
\$ 30,001 - \$40,000	1	1
\$ 40,001 - \$50,000	-	-
\$ 50,001 - \$60,000	-	-
\$ 60,001 - \$70,000	-	-
\$ 70,001 - \$80,000	-	-
\$ 80,001 - \$90,000	-	-
\$ 90,001 - \$100,000	-	-
\$100,001 - \$110,000	-	-
\$110,001 - \$120,000	-	-
\$130,001 - \$140,000	-	-
\$140,001 - \$150,000	-	-
\$150,001 - \$160,000	-	-
\$160,001 - \$170,000	-	-
\$170,001 - \$180,000	-	-
	10	8
	\$'000	\$'000
The total remuneration of the members of the Accountable Authority is:	83	74

The superannuation included here represents 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 of fees, salaries superannuation and other benefits for the financial year, fall within the following bands are:

	2003	2002
\$ 0 - \$10,000	-	-
\$ 10,001 - \$20,000	-	-
\$ 20,001 - \$30,000	-	1
\$ 30,001 - \$40,000	1	-
\$ 40,001 - \$50,000	-	-
\$ 50,001 - \$60,000	-	1
\$ 60,001 - \$70,000	1	-
\$ 70,001 - \$80,000	-	-
\$ 80,001 - \$90,000	-	1
\$ 90,001 - \$100,000	-	-
\$100,001 - \$110,000	-	2
\$110,001 - \$120,000	2	3
\$120,001 - \$130,000	2	-
\$130,001 - \$140,000	1	-
\$140,001 - \$150,000	-	-
\$150,001 - \$160,000	-	-
\$160,001 - \$170,000	-	-
\$170,001 - \$180,000	-	-
\$180,001 - \$190,000	-	1
\$190,001 - \$200,000	-	-
\$200,001 - \$210,000	-	-
\$210,001 - \$220,000	1	-
	8	9
	\$'000	\$'000
The total remuneration of senior officers is:	904	929

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The superannuation included here represents 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.

33. Affiliated Bodies

Name of Organisation	2003 \$000	2002 \$000
Adventist Special Family	343	383
Autism Association of WA	3,403	2,838
Belmont Districts F & I S A	50	48
Better Hearing Association (WA)	49	35
Blind Citizens	11	-
Cerebral Palsy Association	16,998	16,487
Council of Funded Agencies	219	-
Crosslinks Inc	1,191	1,215
Deafness Council	-	3
Development Disability Council	157	144
East Kimberley FSA.	93	49
ELBA	427	347
Get There	99	96
Goldfields Family Support	187	178
HeadWest Inc.	181	166
Heritage Individual & FSA	129	138
I.D. Entity	8,738	8,549
Independent Living Centre	848	-
Interchange	558	621
ISADD	438	379
Kalparrin Centre (PMH)	29	28
Kids' Camps Inc	-	109
Kimberley Community Living	43	-
KIRA	470	469
Landsdale FSA	974	629
Lifeplan Recreation & Leisure	228	290
Lower Great Southern CLA	1,255	1,055
Lower Great Southern FSA	238	180
Mandurah HACC	22	-
Mandurah Disabled Sport and Recreation	23	21
Midlands F.S.A.	87	46
Midwest FSA	106	88
Mosaic (Gosnells/Armada)	653	1,292
Multicare	79	77
My Place	4,466	3,870
NASCHA	348	304
Noah's Ark Toy Library	88	85
Nulsen Haven	8,021	7,365
OPAL	387	180
Outline	199	193
Peel Community Living Assoc	1,293	842
PACT (People Actively Com.)	204	256
Pilbara FSA	79	70
Phylos Incorporated	310	299
PLEDG Projects	125	132
Recreation Network	591	558
Riding For Disabled	179	174
Rocky Bay	7,229	6,476
S.E.C.C.A.	104	101
South West FSA	1,130	938
Spectrum Counselling	42	20
Strive Warren Blackwood	233	229
Teenspirit Incorporated	36	-
Therapy Focus	4,246	3,896
Transition & Integration Services	-	388

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Upper Great Southern FSA	-	59
Valued Independent People	1,099	972
Vemvane	215	209
WA Blue Sky Inc	396	388
West Kimberley FSA	117	104
Western Swan Community	422	396

34. Supplementary Financial Information

<u>Write-Offs</u>	2003	2002
	\$000	\$000
Debts due to the state written off during the financial year	6	5
<u>Losses through Theft, Defaults and Other Causes</u>	2003	2002
	\$000	\$000
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amount recovered	Nil	Nil
<u>Gifts of Public Property</u>	2003	2002
	\$000	\$000
Gifts of public property provided by the Commission	Nil	Nil

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35. Output reporting

(a) Output Schedule of Expenses and Revenue as at 30 June 2003

	Client services - Residential \$000's	Client services - Non-Residential \$000's	Individual Coordination \$000's	Strategic Co-ordination \$000's	Unallocated \$000's	TOTAL \$000's
COST OF SERVICES						
Expenses from ordinary activities						
Employee Expenses	55,458	15,847	10,412	2,812	-	84,529
Supplies & Services	1,915	2,147	688	511	-	5,261
Depreciation & Amortisation expense	384	314	86	20	-	804
Borrowing costs expense	525	-	-	-	-	525
Administration Expense	4,762	1,372	1,242	227	-	7,603
Accommodation Expense	3,907	2,002	2,065	284	-	8,258
Expenditure on services provided by funded agencies	50,969	66,939	-	2,710	-	120,618
Individual Funding & Other Grants	36	2,198	11,502	-	-	13,736
Other expenses from ordinary activities	1,986	101	75	19	-	2,181
Total Cost of Services	119,942	90,920	26,070	6,583	-	243,515
Revenues from ordinary activities						
Revenue from operating activities						
User charges & fees	5,337	-	-	-	-	5,337
Commonwealth grants and contribution	16,537	21,952	1,622	2,090	-	42,201
Revenue from non-operating activities						
Proceeds from disposal of non- current assets	165	-	-	-	-	165
Other Revenues from ordinary activities	881	725	546	73	-	2,225
Total revenue from ordinary activities	22,920	22,677	2,168	2,163	-	49,928
Net Cost Of Services	97,022	68,243	23,902	4,420	-	193,587
REVENUES FROM GOVERNMENT						
Output Appropriation	97,947	68,883	24,162	4,469	-	195,461
Assets Assumed/Transferred	-	-	-	-	-	-
Resources received free of charge	161	124	8	2	-	295
Total revenues from government	98,108	69,007	24,170	4,471	-	195,756
Change in net assets	1,086	764	268	51	-	2,169

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(b) Output Schedule of Assets and Liabilities as at 30 June 2003

	Client services - Residential \$000's	Client services - Non-Residential \$000's	Individual Coordination \$000's	Strategic Co-ordination \$000's	Unallocated \$000's	TOTAL \$000's
CURRENT ASSETS						
Cash assets	-	-	-	-	89	89
Restricted cash assets	1,728	527	413	149	1,011	3,828
Receivables	526	79	23	5	553	1,186
Amounts receivable for outputs	2,293	704	379	97	185	3,658
Other assets	-	78	78	-	223	379
Total current assets	4,547	1,388	893	251	2,061	9,140
NON-CURRENT ASSETS						
Property, vehicles, plant and equipment	18,133	1,509	280	70	1,691	21,683
Work in Progress	2,374	174	23	-	2,527	5,098
Leasehold Improvements	-	-	798	-	1,315	2,113
Total non-current assets	20,507	1,683	1,101	70	5,533	28,894
Total assets	25,054	3,071	1,994	321	7,594	38,034
CURRENT LIABILITIES						
Payables	564	428	123	31	-	1,146
Interest-bearing liabilities	1,340	-	-	-	-	1,340
Provisions	7,616	5,773	1,655	418	-	15,462
Other Liabilities	1,981	1,407	403	102	-	3,893
Total current liabilities	11,501	7,608	2,181	551	-	21,841
NON-CURRENT LIABILITIES						
Interest-bearing liabilities	5,966	-	-	-	-	5,966
Provisions	6,680	5,064	1,452	367	-	13,563
Total non-current liabilities	12,646	5,064	1,452	367	-	19,529
Total liabilities	24,147	12,672	3,633	918	-	41,370
NET ASSETS	907	(9,601)	(1,639)	(597)	7,594	(3,336)

36. Clients Private Cash as at 30 June 2003

Opening Balance	7,482,256
Debits	(8,443,369)
Credits	8,775,316
Fees & Taxes	(1,614)
Interest Earned	82,693
Closing Balance	7,895,282

DSC manages client funds through a block of individual bank accounts at branches of BankWest.

Chapter 15.3 – Funding to External Service Providers

15.3 Funding to External Service Providers

External Service Provider	Output 1	Output 2	Output 3	Output 3	Total
ACROD Limited (WA Division)		30,000		455,718	485,718
Activ Foundation Inc	10,193,561	6,127,584		732,670	17,053,815
Adventist Special Family	343,104	0			343,104
Anglican Health and Welfare Services (Inc.)		25,389			25,389
Armada Health Service		72,000			72,000
Association for the Blind of Western Australia (Inc)		279,342			279,342
Association of Relatives & Friends of the Mentally		29,564			29,564
Australian Red Cross (Lady Lawley Cottage)		1,922,844			1,922,844
Autism Association of WA	2,231,269	1,171,610			3,402,879
Avon Health Service		25,000			25,000
Bega Garberringu Health Services Aboriginal		81,284			81,284
Belmont Districts Family & Individual Support		49,681			49,681
Bentley Health Service		177,365			177,365
Better Hearing Australia (WA) Inc		48,925			48,925
Blind Citizens WA Inc		0		10,798	10,798
Brightwater Care Group (Inc)	7,529,300	609,239			8,138,539
Bunbury Health Service		108,467			108,467
Cancer Foundation		50,846			50,846
Care Options Incorporated		559,815			559,815
Central Great Southern Community Health		20,873			20,873
Central Wheatbelt Health Service		15,000			15,000
Centrecare		29,872			29,872
Cerebral Palsy Association	7,418,047	9,580,006			16,998,053
City of Canning		543,275			543,275
City of Cockburn		12,398			12,398
City of Fremantle		8,544			8,544
City of Gosnells		66,440			66,440
Claremont Therapeutic Riding Centre		58,666			58,666
Community Vision		143,461			143,461
Council of DSC Funded Agencies		0		218,508	218,508
Crosslinks		1,191,124			1,191,124
Deafness Council of WA		0		2,766	2,766
Derbarl Yerrigan Health Service Incorporated		120,461			120,461
Developmental Disability Council of WA		0		156,559	156,559
Disability in the Arts Disadvantage in the Arts (WA)		72,168			72,168
East Kimberley Family Support Association		92,873			92,873
East Pilbara Health Service		40,000			40,000
Eastern Metropolitan Regional Council		27,582			27,582
Eastern Wheatbelt Health Service		56,171			56,171
Elba Inc		426,818			426,818
Esperance District Recreation Association		27,432			27,432
Ethnic Disability Advocacy Centre		0		105,755	105,755
Fairbridge Western Australia Inc.		71,710			71,710
Family Planning WA		288,700			288,700
Fremantle Hospital and Health Service		255,121			255,121

Chapter 15.3 – Funding to External Service Providers

External Service Provider	Output 1	Output 2	Output 3	Output 4	Total
Gascoyne Health Service		21,465			21,465
Geraldton Health Service		144,139			144,139
Geraldton Personnel Inc		85,084			85,084
Get There		99,057			99,057
Goldfields Individual and Family Support		187,288			187,288
Goldfields Women's Health Care Association		13,981			13,981
Gosnells Community Support Service Inc		17,136			17,136
Granny Spiers Community House Inc		16,975			16,975
Harvey Yarloop Health Service		10,797			10,797
Headwest (Brain Injury Association of WA Inc.)		10,360		170,831	181,191
Health Department of WA	1,889,108	834,081		22,590	2,745,779
Heritage Individual and Family Support Association		129,202			129,202
Hills Community Support Group (Inc)	1,074,863	783,774			1,858,637
i.d.entity.wa	6,773,997	1,963,645			8,737,642
Independent Living Centre		848,001			848,001
Interchange Inc		557,540			557,540
Intework		1,012,547			1,012,547
ISADD WA Pty Ltd		438,005			438,005
Kalamunda Health Service		21,267			21,267
Kalgoorlie Boulder Health Service		79,700			79,700
Kalparrin Centre		16,058		12,623	28,681
Kids are Kids! Therapy and Education Centre Inc.		53,312			53,312
Kids' Camps Inc.		112,495			112,495
Kimberley Community Living Association		42,959			42,959
Kimberley Health Service		71,593			71,593
Kira		469,873			469,873
Landsdale Family Support Association		973,518			973,518
Lifepan Recreation & Leisure Association Inc		227,952			227,952
Lower Great Southern Community Living Association		1,255,475			1,255,475
Lower Great Southern Family Support Association		238,224			238,224
Lower Great Southern Health Service		177,131			177,131
Mandurah Disabled Support & Recreational		22,729			22,729
Mandurah HACC	463	21,218			21,681
Midlands Individual and Family Support Association		87,031			87,031
Midway Community Care	138,250	55,546			193,796
Midwest Family Support Association		105,933			105,933
Mofflyn	819,270	810,045			1,629,315
Mosaic Family Support Services Inc		653,352			653,352
Multicultural Services Centre of WA		30,000			30,000
Multicare WA		79,376			79,376
Multiple Sclerosis Society	573,296	1,209,821			1,783,117
My Place		4,466,315			4,466,315
Nascha Inc		348,004			348,004
National Stroke Foundation		33,905			33,905
Ngaanyatjarra Pitjantjatjara Yankunytjatjara		142,714			142,714
Noah's Ark Toy Library		87,613			87,613
North Metropolitan Health Service		299,250			299,250
Nulsen Haven Association	7,596,543	424,212			8,020,755
Office of Health Review		0		37,846	37,846

Chapter 15.3 – Funding to External Service Providers

External Service Provider	Output 1	Output 2	Output 3	Output 4	Total
Options for People's Accommodation and Lifestyles		386,795			386,795
Outline		198,879			198,879
Paraplegic Quadriplegic Association		741,739			741,739
Peel Community Living Inc	943,183	349,673			1,292,856
Peel Health Service		162,144			162,144
Peel Personnel Inc		827			827
People Actively Committed Together		203,617			203,617
People With Disabilities		0		136,061	136,061
Pep Employment Services (Inc.)		5,765			5,765
Personal Advocacy Service		0		74,637	74,637
Perth Homecare Services Inc.		525,207			525,207
Phylos Inc		310,483			310,483
Pilbara Homecare		264,835			264,835
Pilbara Individual & Family Support Association		79,229			79,229
Pledg Projects		125,136			125,136
Princess Margaret Hospital		111,000			111,000
Recreation Network Inc		590,931			590,931
Respiratory Sleep Disorders Clinic - Sir Charles Gairdner Hospital		126,820			126,820
Riding for the Disabled Association of WA		179,135			179,135
Rockingham Kwinana Health Service		98,677			98,677
Rocky Bay Inc	1,375,176	5,854,172			7,229,348
Royal Perth Hospital and Health Service		802,012			802,012
Salvation Army (Western Australia) Property Trust	204,087	9,126			213,213
SECCA		104,323			104,323
Senses Foundation (Inc)	975,864	202,421		61,449	1,239,734
Silver Chain Nursing Association		576,610			576,610
Sir Charles Gairdner Hospital		340,486			340,486
South East Coastal Health Service		7,500			7,500
South Metropolitan Personnel		529,263			529,263
South West Area Health Service		74,260			74,260
South West Family Support Association		1,130,010			1,130,010
Spectrum Counselling Inc		41,864			41,864
Spina Bifida Association		39,494			39,494
Strive Warren Blackwood		233,126			233,126
Swan Health Service		61,650			61,650
TeenSpirit Incorporated		35,694			35,694
The Richmond Fellowship of Western Australia Inc	93,207	0			93,207
Therapy Focus Inc.		4,245,784			4,245,784
Transition & Integration Services		608,440			608,440
Upper Great Southern Family Support Association		155,916			155,916
Upper Great Southern Health Service		22,822			22,822
Valued Independent People		1,098,607			1,098,607
Vasse Leeuwin Health Service		36,026			36,026
Vemvane		215,206			215,206
WA Baptist Hospital and Homes Trust Inc	554,251	118,607			672,858
WA Blue Sky Inc		396,295			396,295
WA Council of Social Service				55,000	55,000
WA Deaf Society		164,195			164,195
WA Disabled Sports Association		146,577			146,577

Chapter 15.3 – Funding to External Service Providers

External Service Provider	Output 1	Output 2	Output 3	Output 4	Total
Warren Blackwood Health Service		33,616			33,616
Warren Blackwood Health Service Board		23,019			23,019
Wellington Health Service		30,900			30,900
Wesley Mission Perth (Take Time)		18,113			18,113
West Kimberley Family Support Association		117,431			117,431
West Pilbara Health Service		10,000			10,000
Westcare Inc	128,800	20,183			148,983
Western Desert Puntukurnuparna Aboriginal		20,986			20,986
Western Health Service		20,000			20,000
Western Swan Community Living Association		422,224			422,224
TOTALS	50,855,639	66,735,198	0	2,253,811	119,844,648

15.4 Disability Service Plans

The *Disability Services Act 1993* requires public authorities and Local Government Authorities (LGAs) to develop Disability Service Plans (DSPs) and report annually on their implementation. The purpose of DSPs is to ensure that people with disabilities have the same opportunities as other community members to access services and facilities provided by public authorities in Western Australia.

Previously, public authorities and LGAs were required to submit to the Disability Services Commission a DSP and report on the implementation of this plan. Subsequently, the *Disability Services Amendment Act 1999* required that reports on implementation of DSPs be included in the Annual Reports of public authorities and LGAs, with there being no requirement for an implementation plan to be submitted to the Commission.

During 2002-2003, the Community Access and Information Branch of the Commission undertook an audit of the Annual Reports of public authorities and LGAs. The audits confirmed that 100% of the departments identified in the Machinery of Government Taskforce Report have reported on their DSPs in their Annual Report, and approximately 89% of LGAs reported progress of DSPs in their Annual Report.

Throughout 2002-2003, a number of specific initiatives and partnerships were developed with public authorities and LGAs regarding access for people with disabilities. Many of these are reported in other areas of the Annual Report, and include development of a video (Easy Street) in partnership with the Main Roads Department and the Department of Planning and Infrastructure on pedestrian access issues, work with the City of Swan and the Australian Building Code Board on the development of accessible toilet information, work with a number of State Government and inter-state government departments on the publication 'Welcome: Design Ideas for Accessible Homes', contribution to the Department of Housing and Works input to residential codes, and work with the Department of Community Development on the hosting of the Universal Design Stream of the 6th International Conference of Maturity Matters.

In addition to these initiatives, three significant access-related projects were commenced in 2002-03.

- The Commission forwarded the Human Rights and Equal Opportunity Commission a document which identified access achievements over the past 10 years by State Government departments and LGAs. This document was subsequently modified and placed on the Commission's website under the 10th Anniversary icon.
- Premier's Circular 2003/08 requesting government departments to adopt State Government Access Guidelines for Information Services and Facilities was prepared in June 2003 and placed on the Commission's website. Public authorities have been asked to ensure that these guidelines are followed within their respective jurisdictions.

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- The Review of the *Disability Services Act 1993* included several significant recommendations for the strengthening of DSPs, including extending the provisions to funded and contracted services, re-introducing a formal reporting relationship to the Commission, and incorporating standards for DSPs which it has been recommended be re-named Disability Access and Inclusion Plans.

15.5 Research and Development

Research activities have made a significant contribution to the community's understanding of issues associated with disability and has guided the development of services and support systems for people with disabilities and their families. The Commission has promoted and supported a wide range of pure and applied research initiatives, the results of which have contributed to a greater understanding of disability issues and the development of programs and intervention strategies which have improved the lives of people with disability in Western Australia.

The Commission performed a variety of roles in supporting and promoting research initiatives. It has:

- sought to influence the local research agenda;
- encouraged staff to undertake research projects;
- funded research initiatives;
- supported university students;
- entered into research partnerships with the tertiary sector;
- permitted access to client records as a source of research data;
- supervised post graduate research;
- encouraged research to be conducted in specific areas;
- provided scholarships for research projects;
- initiated program evaluations; and
- maintained a staff capacity to undertake research associated with strategic planning for the Commission and the sector.

In order that the Commission's varied research interests are coordinated and managed appropriately, responsibility for this function has been centralised in the Policy, Planning and Information Directorate, which is currently developing a comprehensive policy statement and guidelines and procedures.

The Commission has been working with Dr Margaret Crowley and representatives from key organisations with an interest in disability research to examine the feasibility of establishing a disability research network. This network, with appropriate support from the Commission, could serve to coordinate and stimulate the research effort in the broad field of disability.

National Disability Administrators Research Role

The Commonwealth State Territory Disability Agreement (CSTDA) research and development fund was established under Part 10 of the CSTDA. Jurisdictions contribute a combined total of \$400,000 annually to the fund for research projects.

In 2003, Western Australia accepted the offer from the National Disability Administrators (NDA) group to take on the role of coordinating NDA research. Using funding allocated to the administrative responsibility, the Commission is moving to establish a part-time research officer position to undertake a coordinating role. This provides the Commission with an opportunity to be involved in national research

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projects that will help set the research agenda into services for people with disabilities in Australia.

The NDA previously has carried out research in the following areas:

- ageing and disability;
- CSDA minimum data set redevelopment;
- CSTDA growth funding accelerated equity formula;
- current responses to meeting the service needs of people with a disability and the effectiveness of strategies to support families;
- day support service options for older adults with a lifelong disability;
- disability service provision for people with high support needs: improving access to employment assistance and the interface between Commonwealth and State/Territory funded programs for people with high support needs;
- Indigenous disability data project;
- integrating indicators of supply, outcome and demand;
- methods to address requirements for changes in funding disability services brought about by external change;
- national survey on satisfaction of clients of disability services;
- quality assurance and abuse prevention in CSTDA funded services;
- supporting families with children with disabilities - identifying service responses that impact on the risk of family breakdown;
- synthetic estimates of disability; and
- the effectiveness of existing funding to reduce unmet need for disability services and identification of any remaining shortfalls.

Commission Research Projects

A variety of research and development projects have been ongoing throughout the 2002-2003 financial year. Some of the projects are being undertaken in conjunction with external agencies and universities, while others are internal research undertakings. These projects are briefly outlined in the following pages, with a few highlighted in greater detail below. Program evaluations undertaken during 2002-2003 and proposed evaluations for 2003-2004 are reported in the relevant output reports in Chapter 13.

Increasing Healthy Lifestyles Among People with Intellectual Disability

The Commission, in collaboration with the University of Western Australia and Ability Solutions, is conducting an investigation into the physical activity levels of people with disabilities living in group homes. The team hopes to identify the barriers to participating in physical activities in and around the home, for people with disabilities living in supported accommodation. The group recently received a grant of \$19,600 from Healthway to undertake the research in the Commission's Accommodation Services Directorate. The research is at the initial stages and soon a survey will be sent to all direct care staff.

Multicultural Profile Project

This project will analyse internal and external data indicators of, and service use/type by clients from culturally and linguistically diverse (CALD) communities. The project will include comparative analysis of Commission CALD data with data from other human service organisations in Western Australia. It will incorporate discussion of literature on the context/concept of care and disability within CALD communities and consequent impact on Commission service delivery.

Intellectual Disability Among Indigenous Australians

The Commission is supporting the work of Professor Alan Bittles from the Centre for Human Genetics at Edith Cowan University. This epidemiological study forms part of a larger ongoing project into the survival, severity and aetiology of people with intellectual disabilities. Using group data, and with ethical approval from Edith Cowan University and the Commission, the research aims to:

- calculate the prevalence of intellectual disability among Indigenous Australians in WA;
- describe the severity and aetiology of intellectual disability among Indigenous Australians in WA; and
- describe the distribution and demographics of Indigenous Australians with intellectual disability who have registered with the Commission.

The Commission's client medical database will be used to collect demographic and medical information about clients of Indigenous heritage. Analysis will concentrate on survival, severity and aetiology of intellectual disability.

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CLINICAL RESEARCH AND PROGRAM DEVELOPMENT

Research Ventures with External Organisations

Research	Joint Venture Organisation	Researchers
Linkage of the Western Australian Encephalopathy Cohort with the Western Australian Intellectual Disability Database. Ongoing.	Princess Margaret Hospital for Children Westmead Children's Hospital TVW Telethon Institute for Child Health Research	Dr Nadia Badawi (Westmead) Dr Helen Leonard (DSC)
Perceived Effect of Disability and other Predictors of Adjustment for Adolescent Siblings of Children with an Intellectual Disability. (ongoing) A questionnaire has been completed, papers presented at National and State Conferences and a pilot program for sibling adaption started in 6/03 at DSC.	Curtin University of Technology	Prof. David Hay (Curtin) Monique Nesa (Curtin) Mairéad McCoy (DSC)
The Screening of Autism in 18-24 Month old Children: Implications for Theories of Autism. (ongoing). Papers have been presented at State Autism conferences and accepted for the APS National Conference 10/03. The screening questionnaire will be piloted from 1/7/03 by DOH Community Health Nurses.	University of Western Australia	Sharyn Sakadakis (UWA) Prof. Durkin (UWA) Mairéad McCoy (DSC)
Changing models of care: tools towards best practice for consumers and professionals in the Paediatric Disability Sector. (ongoing). The research is completed and a Best Practice Manual for Professional Staff is being developed.	Therapy Focus Edith Cowan University Cerebral Palsy Association of WA	Angie Paskevicius (Therapy Focus) A/Prof. Saggars (ECU) Anita Ghose (CPA) Kerry Stopher (DSC)
A Tool for Identifying Depression in People with Intellectual Disability. Completed. Report catalogued in Activ Library, results presented to DSC staff.	University of Western Australia	Dr Jan Fletcher (UWA) Alicia Fernando (UWA) Wendy O'Connor (DSC)
Pilot of the Measures of Processes of Care (MPOC) Scale in Western Australian Families Receiving Early Intervention Services. Completed. The project was written up in Cheers and a copy has been placed in Activ Library.	University of Western Australia. TVW Telethon Institute for Child Health Research	Dr Linda Slack-Smith (UWA) Dr Helen Leonard (TVW-ICHR) Mairéad McCoy (DSC)
Pattern of Abilities in Developmental Delay. (NH&MRC Grant). Ongoing. Presentations made at International and State Conferences. Publications submitted to two Journals.	University of Western Australia. Curtin University of Technology. Stanford University.	A/Prof. Mike Anderson (UWA) A/Prof. Murray Dyck (Curtin) Y Pintabona & S Elsley (Curtin) Mairéad McCoy (DSC) A/Prof. J. Hallmayer (Stanford)
The Effectiveness of Early Intervention Strategies for Children with Autism Spectrum Disorders. (ongoing). Papers presented at WA Autism Research Week (5/03) and the Inaugural World Autism Conference 11/02. Paper submitted to the National Australian Psychological Conference 10/03.	University of Western Australia	Alana Maley (UWA) Dr Maybery (UWA) Mairéad McCoy (DSC)
A comparative investigation of longevity and morbidity in Angelman Syndrome and Prader-Willi syndrome Ongoing.	Edith Cowan University	Allyson Thomson (ECU) Prof Alan Bittles (ECU) Dr Emma Glasson (ECU) Ms Sheena Sullivan (ECU) Dr Bev Petterson (DSC)

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Research	Joint Venture Organisation	Researchers
Obstetric Factors Associated with Autism: A Statewide Analysis. Completed. PhD awarded and paper submitted for Publication 27/5/03 Papers presented at the Inaugural World Autism Conference 11/2002. Open employment options for people with disabilities in the Post Schools Options Program 1995-2005. Ongoing.	Centre for Clinical Research in Neuropsychiatry Murdoch University	Dr Emma Glasson (CCRN) Dr Bev Petterson (DSC) A/Prof Trish Harris Marilyn Novak (DSC)
Epidemiology of Autism in Western Australia a) To use established sources to ascertain cases of autism spectrum disorders, born in Western Australia after 1980, and to link these data to the Maternal and Child Health Database. A description of the epidemiology and investigation of possible associations of pre, peri and postnatal factors to this spectrum of developmental disorders will be undertaken. b) To establish a Statewide register for the Autism spectrum. Ongoing. Annual Reports 2000, 2001 available. 2002 report in progress.	Centre for Clinical Research in Neuropsychiatry Dept of Health Princess Margaret Hospital	Dr Emma Glasson (CCRN) Dr Bev Petterson (DSC) Dr John Wray (DOH) Dr Chauvel (PMH)
Head Growth Patterns During Early Childhood in Children Diagnosed with Autism. Ongoing.	Centre for Clinical Research in Neuropsychiatry	Dr Emma Glasson (CCRN) Dr Bev Petterson (DSC)
Analysis of Chromosomal Anomalies Associated with Autistic Spectrum Disorders. Ongoing. Paper accepted for publication March 03 Presentation to Autism Week seminar 4/03	University of Western Australia	Dini Nair-Miranda (UWA) Dr Bev Petterson (DSC)
Nutrition Project - Disability Services Nutrition and Swallowing Screening Checklist development in DSC Accommodation Units. Completed, now being implemented at DSC. Copy of Final report to DSC Directorates. Paper presented at the National Dietitians Conference 10/02.	NSW Dept of Community Services	Michelle Lane (DSC) Sheri Cooper (DSC) Jillian Margetts (DSC) Jackie Hollick (DSC)
Evaluation of Tympanoplasty in Aboriginal Children in WA and Factors Associated with Successful Outcome. Completed. Copy forwarded to NH & MRC. Papers submitted to several Journals.	Kimberley Public Health Unit (KPHU)	Donna Mak (KPHU) Dr A MacKendrick (ENT Surgeon) Dr F Lannigan (ENT Surgeon) Dr H Coates (ENT Surgeon) Sharon Weeks (DSC)
An Investigation of the Role of Causal Attributions in the Adjustment of Siblings of Down Syndrome. Completed. Copy sent to Activ Library Now developing a comparative data analysis with a Retts Sibling Study.	University of Western Australia TVW-ICHR	Shona Leonard (UWA) Dr Helen Leonard (TVW-ICHR) Dr Bev Petterson (DSC)
Family Adjustment to a Disability. Ongoing. Papers presented at State conferences.	Curtin University of Technology	Lisa Studman (DSC) Trevor Mazzuchelli (DSC) Dr Clare Roberts (Curtin)
Parent's Acceptability of Tip Sheets Used to Manage Challenging Behaviour in Children with Developmental Disability. Completed. Used to develop a Tip Sheet as part of the completed "Stepping Stones" program.	Curtin University of Technology	Melinda Andrews (Curtin) Roisin Reid (Curtin) Trevor Mazzuchelli (DSC)
A Clinic-based Study of Consanguineous Marriages and its Outcomes in WA Ongoing.	Edith Cowan University Royal Perth Hospital	Professor Alan Bittles (ECU) Katrina Port (ECU) Dr P Montgomery (RPH) Dr Bev Petterson (DSC)

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Research	Joint Venture Organisation	Researchers
Pathways of Risk from conception to disease: A population based study of the offspring of women with bi-polar disorder and schizophrenia. Ongoing. Has been presented at 15 Conferences and led to 9 Journal publications.	TVW Telethon Institute for Child Health Research Graylands Hospital.	Dr Vera Morgan (TVW-ICHR) Dr Jayasri Nadarhajah Dr Bev Petterson (DSC)
A survey of Critical/Traumatic Incidents at DSC Completed. Summary report sent to DSC Peer Support Team and Director, Accommodation.	Curtin University of Technology	A/Prof. Murray Dyck (Curtin) Deborah Skender (Curtin) Mairéad McCoy (DSC)
Impact of Disability on Hospital Morbidity (Oral Health) and Investigation of Associated Factors in Children. (ongoing). A larger investigation is planned for 2003/04 to include all health issues. NH & MRC funding applied for.	University of Western Australia TVW-ICHR Royal Perth Hospital	Dr Linda Slack-Smith (UWA) Dr Philip Montgomery (RPH) Dr Helen Leonard (TVW-ICHR) Mairead McCoy (DSC)
The experiences of parents in caring for young adults with disabilities.	Curtin University DSC	C Rapanaro (Curtin) Dr A Bartu (Curtin) Dr A Lee (Curtin) Ming Thomson (DSC)
Increasing healthy lifestyles among people with intellectual disability.	DSC UWA Ability Solutions	Karen Soldatic (DSC) Wendy O'Connor (DSC) Meredith Johnson(DSC) Alyssa Garrett (DSC/UWA) A/Professor Andrew Page (UWA) Dr Richard Lockwood
Investigating the unique needs and issues experienced by Indigenous people with disabilities and determining innovative and culturally appropriate responses.	DSC ECU	Kerry Stopher (DSC) Dr Ron Chalmers (DSC) Prof Neil Thomson (ECU) Rhonda Murphy (ECU)
Informal Care and the Kith and Kin Care role: Carer and Family Strengths Research . Completed. Report distributed within the Sector and a copy sent to Activ Library	Curtin University of Technology	Cher Rapanaro Dr G Holloway (DSC)
The Changing Age Profile of Intellectual Disability in Western Australia. Ongoing. 3 papers published.	Royal Perth Hospital CCRN Edith Cowan University Stanford University.	Dr P Montgomery (RPH) Dr Bev Petterson (DSC) Sheena Sullivan (ECU) Prof. Alan Bittles (ECU) Assoc. Prof J Hallmayer (Stanford)
Ageing and Associated Health Outcomes in Adults with Down Syndrome. (ongoing) Publications in 3 Journals.	Edith Cowan University	Prof. Alan Bittles (ECU) Dr R Hussain (ECU) Dr Bev Petterson (DSC)
Are women with Intellectual Disability Being Screen for Breast Cancer? Completed. Presented at State Conferences and given media coverage. MSc passed with credit. Now being developed into a screening program. Paper accepted for publication, 2 more submitted.	Edith Cowan University UWA	Sheena Sullivan (ECU) Dr Bev Petterson (DSC) Dr L Slack-Smith (UWA)
How Western Australian Participant Parents Manage the Home Schooling of their Disabled Children. Completed. Copy available at UWA Graduate School of Education.	University of Western Australia	Lucy Reilly Dr Ron Chalmers (DSC)

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Research	Joint Venture Organisation	Researchers
Hydrocephalus in Western Australia: Survival, Functional Outcome and Aetiology, (II) The aims of part II of the study are: a) to use parental questionnaire to obtain information about functional outcome in the surviving children, the services which they are currently using and any unmet needs. b) To investigate the relation of data from ultrasound records plus other information available antenatally to survival and functional outcome in children. Ongoing. Several presentations.	University of Western Australia. King Edward Memorial Hospital	Amalia Burmas (UWA) Dr Bev Petterson (DSC)
Inclusion Index. Ongoing. Development work on modifying the British Inclusion Index for Western Australian schools has been completed. Resource materials are available from Edith Cowan University. Resource materials are used in Western Australian schools.	Edith Cowan University	Assoc. Prof. Chris Forlin Dr Ron Chalmers (DSC)
The Antecedents and Outcomes of Empowerment Within a Direct Consumer Funding Model for People with Significant Disabilities and their Families. Ongoing.	University of Western Australia	Angus Buchanan (DSC) Steve McShane (UWA)
Supporting Families with Children with Disabilities: Identifying Services that Impact on the Risk of Family Breakdown. Ongoing.	La Trobe University	Trevor Mazzuchelli (DSC) Lloyd Owen (La Trobe University)
An Examination of the Criminal Law (Mentally Impaired Defendants) Act 1996 and its Effect on People with an Intellectual Disability. Completed. Copy of the report in the Activ Library.	University of Western Australia	A/Prof. J Straton Francine Holder (DSC)
Development of Formal Communication Strategies to increase the transfer of information in a Human Services Organisation. Ongoing. The results of the initial research have been presented to SP & D and formed the basis of staff training.	Murdoch University	Sharee Hogg (DSC) Penny Bird (DSC) A/Prof Mark Rapley (Murdoch)
Epidemiology of Intellectual Disability in Western Australia. The aims of the study are: a) To ascertain cases of intellectual disability born in Western Australia since 1980. b) To establish a Database and link it to the Maternal and Child Health Database. Ongoing. Four published Journal articles and presentations at State and National conferences.	DSC TVW Telethon Institute for Child Health Research	Dr Bev Petterson (DSC) Dr Helen Leonard (TVW-ICHR) Carol Bower (TVW-ICHR)
Transition from School: Outcomes for Rural Families of School Leavers with Disabilities. Completed. Paper presented at ASSID National Conference (11/03) and to Country Services Forum and Directorate Staff. A Copy of the report is in Activ Library.	DSC University of Western Australia.	Chris Yates (DSC) Prof. K. Punch (UWA)

Research Undertaken by the Commission

Research	Researchers
A Survey of Toe-Walking in Children in the Autism Spectrum. Completed. Journal article submitted. Results presented at a physiotherapy conference.	Meredith Wilkinson Denise Luscombe
Support Needs of Accommodation Services Clients as Measured by the ICAP.	Wendy O'Connor

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Publications and Presentations

Articles

Hallmeyer J, Glasson EJ, Bower C, Petterson B, Croen L, Grether J, Risch N. (2002). On the twin risk in autism. *Am J Hum Genet.* **71**, 941-6.

Glasson EJ, Sullivan SG, Hussain R, Petterson BA, Montgomery PD, Bittles AH. (2002) The changing survival profile of people with Down's syndrome: implications for genetic counselling. *Clin Genet.* **62**, 390-3.

Bittles AH, Petterson BA, Sullivan SG, Hussain R, Glasson EJ, Montgomery PD. (2002) The influence of intellectual disability on life expectancy. *J Gerontol A Biol Sci Med Sci.* **57(7)**:M470-2.

Glasson EJ, Sullivan SG, Hussain R, Petterson BA, Montgomery PD, Bittles AH. (2003) Comparative survival advantage of males with Down Syndrome *Am J Hum Biol* **15**, 192-195.

Sullivan SG, Glasson EJ, Hussain R, Petterson BA, Slack-Smith LM, Montgomery PD, Bittles AH (2003) Breast cancer and the uptake of mammography screening services by women with intellectual disabilities. *Preventive Medicine* (in press)

Leonard H, Petterson B, Bower C, Sanders R. (2003) Prevalence of Intellectual Disability in Western Australia. *Paediatric and Perinatal Epidemiology* **17**, 58-65.

Piek, J., Dyck, M., Nieman, A., Anderson, M., Hallmayer, J., Hay, D., McCoy, M., & Smith, L. (submitted). The relationship between motor coordination, executive functioning and attention in school aged children. *Archives of Clinical Neuropsychology*.

Dyck, M., Hay, D., Anderson, M., Smith, L., Piek, J., & Hallmayer, J. (accepted). Is the discrepancy criterion for defining developmental disorders valid? *Journal of Child Psychology & Psychiatry*.

Nesa, M, Hay, D, Roberts, C McCoy, M. "Perceived effect of disability" on adolescent siblings of children with an intellectual disability. University of Queensland Family Centre Newsletter No.1, March 2002.

Presentations

Department of Education, University of Goteborg, Sweden. Dyck, M. (2002, November). "How does the structure of ability change across developmental epochs?"

Institute of Cognitive Neuroscience, University of London, United Kingdom. Dyck, M. (2002, October). "Is the discrepancy criterion for defining developmental disorders valid?"

3rd International Child & Adolescent Mental Health Conference, Brisbane, Australia. Piek, J., Skinner, R & Dyck, M. (2002, June). The relationship between poor motor coordination and psychol-social wellbeing in children and your adolescents.

University of Queensland Family Centre National Conference Brisbane 2002. Nesa, M, Hay, D, Roberts, C & McCoy M. The Development of a "Perceived Effect of Disability: Measure for Adolescent Siblings of Children with an Intellectual Disability.

Curtin University Health Services Seminar Perth November 2002. Nesa, M, Hay, D, Roberts, C & McCoy M. The Development of a "Perceived Effect of Disability" Measure for Adolescent Siblings of Children with an Intellectual Disability.

Grants Involving DSC Register Data

UWA Research Grant Scheme 2002

Psychiatric morbidity and mental retardation: a Western Australian record linkage study

Investigators include: Vera Morgan, Assen Jablensky, Helen Leonard

\$14,000

Theodore and Vada Stanley Foundation Research Award Program 2000-2002

Pathways of risk from conception to disease: a population-based study of the offspring of women with bipolar disorder and schizophrenia

Investigators include: Assen Jablensky, Steve Zubrick, Carol Bower, Vera Morgan, Neil Preston

\$USD115,433

Theodore and Vada Stanley Foundation Research Award Program 1995-1997

Reproductive Pathology in Women with Schizophrenia and Bipolar Affective Disorder: An Epidemiological and Clinical Study

Investigators include: Assen Jablensky, Steve Zubrick, Carol Bower, Vera Morgan, Li-Anne Yellachich

\$USD82,750

(Note: The 1995-1997 Stanley grant was for the study in which DSC data were first linked to MCHRDB data and it funded that linkage)

RPH Medical Research Foundation Grant 1995

Influenza epidemics and the incidence of CNS disorders in Western Australia

Investigators include: Assen Jablensky, David Castle, Vera Morgan

\$20,000

Publications Including the Analysis of DSC Register Data

Published articles

Morgan V, Castle D, Page A, Fazio S, Gurrin L, Burton P, Montgomery P, Jablensky A. Influenza epidemics and the incidence of schizophrenia, affective disorders and mental retardation in Western Australia: no evidence of a major effect. *Schizophrenia Research* 1997, 26, 25-39.

Published abstracts

Morgan V., Zubrick S., Bower C., Yellachich L., Bass N., Jablensky A. Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *Australasian Epidemiologist* 2000, 7, 28.

Jablensky A, Zubrick S, Morgan V, Bower C, Pinder T. The offspring of women with schizophrenia and affective psychoses: A population study. *Schizophrenia Research* 2000. 41, Special Issue: 8.

Jablensky A, Zubrick S, Morgan V, Bower C, Pinder T, Montgomery P, Yellachich LA (1999) Obstetric complications and offspring outcomes in women with schizophrenia and affective psychoses: A population study. *Schizophrenia Research* 36, Special issue: 44.

Morgan V, Castle D, Page A, Montgomery P, Gurrin L, Burton P, Fazio S, Jablensky A. Influenza epidemics and the incidence of schizophrenia, affective disorders and mental retardation: further data from Western Australia. *Schizophrenia Research* 1998, 29, Special issue: 18

Jablensky A, Zubrick S, Bower C, Morgan V, Yellachich L, Pinder T, Castle D, Montgomery P. Reproductive pathology and offspring outcomes in women with schizophrenia: genetic vulnerability or environmental risk? *American Journal of Medical Genetics (Neuropsychiatric Genetics)* 1998, 81, 456.

Jablensky A, Zubrick S, Morgan V, Bower L, Yellachich LA, Nguyen H, Pinder T, Montgomery P, Croft M, Castle D. Reproductive Pathology in Women with Schizophrenia and Affective Psychoses. *Schizophrenia Research* 1998, 29, Special issue: 20.

Morgan V, Castle D, Page A, Montgomery P, Gurrin L, Burton P, Fazio S, Jablensky A. Influenza epidemics and the incidence of CNS disorders in Western Australia 1950-1960. *Schizophrenia Research* 1997, 24, Special issue: 254.

Jablensky A, Yellachich L, Zubrick S, Morgan V, Bower C, Nguyen H, Fazio S, Montgomery P, Castle D. Reproductive Pathology in Women with Schizophrenia and Bipolar Affective Disorder: An Epidemiological and Clinical Study. *Schizophrenia Research* 1997, 24, Special issue: 252.

Conference Papers and Posters Including the Analysis of DSC Register Data

Papers

Shean, R. Sustainable planning for disability services. How to reach your priorities. *Unlocking Potential...from Vision to Reality – A National Conference on Alternatives for Young People in Nursing Homes*. Melbourne, June 2003.

Jablensky A, Morgan V, Zubrick S, C Bower C. Spectrum of psychiatric morbidity and adverse health outcomes among the offspring of women with schizophrenia or affective psychoses: a population-based study *Australasian Society for Psychiatric Research Annual Scientific Meeting*. Melbourne, Dec 2001.

Morgan V., Zubrick S., Bower C., Yellachich L., Bass N., Jablensky A. Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *Australasian Epidemiology Association Annual Meeting*, Canberra, Nov 2000.

Morgan V., Zubrick S., Bower C., Yellachich L., Bass N., Jablensky A. Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *6th Bi-annual Australasian Schizophrenia Conference*, Lorne, Oct 2000.

Morgan V, Bower C, Yellachich LA, Pinder T, Nguyen H, Montgomery P, Croft M, Castle D, Zubrick S, Jablensky A. Reproductive pathology in women with schizophrenia and affective psychoses. *Australasian Epidemiology Association Annual Scientific Meeting*. Hobart, 1998.

Morgan V, Bower C, Yellachich LA, Pinder T, Nguyen H, Montgomery P, Croft M, Castle D, Zubrick S, Jablensky A. Reproductive pathology in women with schizophrenia and affective psychoses. *Australasian Schizophrenia Conference*. Hobart, 1998.

Jablensky A, Zubrick S, Morgan V, Bower C, Pinder T, Montgomery P, Yellachich LA. Reproductive pathology in women with schizophrenia and affective psychoses. *Sixth World Congress of Psychiatric Genetics, 6-10 October 1998*. Bonn, 1998.

Jablensky A, Zubrick S, Morgan V, Bower C, Pinder T, Montgomery P, Yellachich LA. Reproductive pathology in women with schizophrenia and affective psychoses. *Australasian Society for Psychiatric Research Annual Scientific Meeting*. Brisbane, Australia, 1998.

Jablensky A, Zubrick S, Morgan V, Bower C, Yellachich L, Nguyen H, Pinder T, Montgomery P, Croft P, Castle D. Reproductive pathology in women with schizophrenia and affective psychoses. *Australasian Society for Psychiatric Research Annual Scientific Meeting*. Wellington, New Zealand, 1997.

Morgan V, Castle D, Page A, Montgomery P, Gurrin L, Burton P, Fazio S, Jablensky A. No major effect of influenza epidemics on the incidence of CNS disorders in Western Australia 1950-1960. *Australian Society for Psychiatric Research Annual Scientific Meeting*. Newcastle, Australian Society for Psychiatric Research, 1996.

Morgan V, Castle D, Page A, Jablensky A, Fazio S. Influenza epidemics and the incidence of schizophrenia in Western Australia. *Australian Society for Psychiatric Research Annual Scientific Meeting*. Melbourne, Australian Society for Psychiatric Research, 1995.

Posters

Bower C, Jablensky A, Morgan V, Zubrick S, Nguyen H, Yellachich L-A, Pinder T, Croft M, Montgomery P, Castle D. Infants of women with affective psychoses and schizophrenia. *Human Genetics: Diversity and Disease*. Fremantle, 1997.

Morgan V, Castle D, Page A, Montgomery P, Gurrin L, Burton P, Fazio S, Jablensky A. Influenza epidemics and the incidence of CNS disorders in Western Australia 1950-1960. *4th Australasian Schizophrenia Conference*. Fremantle, 1996.

Morgan V, Zubrick S, Yellachich L, Bower C, Nguyen H, Fazio S, Montgomery P, Castle D, Jablensky A. Using record linkage in the study of Reproductive pathology in women with major psychoses. *Australian Society for Psychiatric Research Annual Scientific Meeting*. Newcastle, 1996.

Jablensky A, Zubrick S, Morgan V, Yellachich L, Bower C, Nguyen H, Fazio S, Montgomery P, Castle D. Reproductive Pathology in Women with Schizophrenia and Bipolar Affective Disorder: An Epidemiological and Clinical Study. *Australian Society for Psychiatric Research Annual Scientific Meeting*. Newcastle, 1996.

Jablensky A, Zubrick S, Morgan V, Yellachich L, Bower C, Nguyen H, Fazio S, Montgomery P, Castle D. Reproductive Pathology in Women with Schizophrenia and Bipolar Affective Disorder: An Epidemiological and Clinical Study. *4th Australasian Schizophrenia Conference*. Perth, 1996.

15.6 Ministerial Advisory Council for Disability Services

The Ministerial Advisory Council for Disability Services was established as a means of keeping the government informed on major issues affecting the lives of people with disabilities, their families and caregivers. Membership of the council is drawn from key stakeholders and others with relevant expertise. The Council's advice to government is based on regular consultations with the community.

MEMBERSHIP

Ms Debbie Karasinski (Chairperson)

2nd Term 03.02.02 – 02.02.04

Ms Karasinski was Chief Executive Officer of the Multiple Sclerosis Society of Western Australia for 11 years and was recently appointed as Chief Executive Officer of Senses Foundation. Ms Karasinski was a member of the Board of the Disability Services Commission for six years from 1993 to 1999.

Ms Karasinski has worked for the past twenty years in the 'disability' and 'health' industry, has a degree in Occupational Therapy and also holds a Masters of Science.

Ms Norma Josephs (Deputy Chairperson)

2nd Term 01.12.02 - 30.11.04

Ms Josephs holds a Bachelor and Masters of Social Work as well as a Certificate in Health care Management. Canadian work experience was predominantly in the rehabilitation field where she was involved in a number of innovative accommodation options and was a founding member of the Head Injury Association and the Amyotrophic Lateral Sclerosis Societies of British Columbia. Australian experience includes five years in Human Resource Management at the Water Corporation and six years in the disability field. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors. Ms Josephs has an eye condition and receives services through the Association for the Blind.

Ms Kerry Allan

1st Term 01.04.03 - 31.03.05

Ms Allan is currently a Disability Awareness and Communications Consultant. Ms Allan is contracted as a Lecturer at Curtin University in "Communicating with People with Disabilities" and Disability Education Training with various government and non-government agencies.

Ms Allan has held varied positions within the Cerebral Palsy Association of WA (CPA) which have included Director and Deputy Chairperson of the Board, Chairperson of the Children's Services Committee of Management and Member of the Commercial Enterprises Committee of Management. Ms Allan has extensive community service and disability awareness experience and has addressed many and varied events as a presenter. Ms Allan is also an Independent Service Standards Monitor for the Disability Services Commission, has personal experience of a physical disability and is a mother of three children.

Chapter 15.6 – Ministerial Advisory Council for Disability Services

Dr Tony Buti

1st Term 01.04.03 - 31.03.05

Dr Buti holds a Bachelor of Law with Honours, Masters of Industrial Relations, Diploma of Education and Bachelor of Physical Education with Honours. He also holds a Doctor of Philosophy (in Law) from Oxford University.

Dr Buti is currently Senior Lecturer in Law, Associate Dean (Research) and the JLV/Louis Johnson Fellow at the School of Law, Murdoch University. Dr Buti is also a Barrister and Solicitor of the Supreme Court of Western Australia and the High Court of Australia.

Dr Buti is a current member of the Management Committee of People With Disabilities Inc. (WA), the Louisa Alessandri Memorial Scholarship Committee, the Management Committee of the Gosnells Community Legal Centre, a Board member of the Armadale Redevelopment Authority and the Chair of the Community Reference Group to the Authority.

Ms Tracey Cross

2nd Term 01.12.02 - 30.11.04

Ms Cross completed a Law Degree at Murdoch University in 1994 and is currently employed as a Solicitor at Freehills in the Employee Relations section. Ms Cross has achieved success in swimming at national and international levels, representing Australia at the Paralympics.

Ms Cross has held varied positions including Disability Services Commission Board member from July 1996 to October 2000, Women's Advisory Council to the Minister for Women's Interests, Association for the Blind (WA) Consumer Advisory Committee, Vice President WA Sports Association for the Blind, member of the executive committee of Blind Citizens WA and a board member of the Royal WA Institute for the Blind.

Mr Bevan Dellar

2nd Term 01.12.02 - 30.11.04

Mr Dellar has extensive experience in Management and is currently a Human Resource Management Consultant and the Executive Officer at the McCusker Foundation for Alzhiemers Disease Research. Mr Dellar holds a Bachelor of Business (Majoring in Organisation Psychology) from (WAIT) and Diploma of Administration (P.T.C.) He is guardian (with his wife Dianne) of his brother-in-law who has an intellectual disability.

Mr Dellar has been actively involved for almost 22 years as a member and on the Executive at local and State levels of various disability services committees and reviews.

Ms Melanie Hawkes

1st Term 01.04.03 - 31.03.05

Ms Hawkes graduated from Murdoch University with a double major in Japanese and Communication Studies in 2000. Ms Hawkes is currently employed by Murdoch

Chapter 15.6 – Ministerial Advisory Council for Disability Services

University as an Administration and Support Worker and was previously employed by Rocky Bay as Assistant Conference Coordinator for the “Women On Wellness” Conference.

Ms Hawkes is currently a member of the Department for Planning and Infrastructure’s Consumer Advisory Committee and has delivered training sessions on Disability Awareness with Main Roads Western Australia. Ms Hawkes has considerable knowledge and personal experience in the areas of access and transport.

Ms Anne Jeavons

2nd Term 01.12.02 - 30.11.04

Born in England of Viennese parents, Ms Jeavons has spent a little over half her life in Australia. Trained as a Teacher of European languages, with German as her mother tongue, she has had extensive teaching experience in the secondary and TAFE systems.

Ms Jeavons currently works as Principal Lecturer in the Centre of Auslan and Deaf Studies at Central TAFE. She established this centre in 1997. Ms Jeavons has also had considerable administrative experience as Program Manager for Languages. Ms Jeavons works closely with deaf and hard of hearing people and won a Telstra Business Woman of the Year Award in 1998 in recognition of this work. In 1999 Ms Jeavons completed a Master of Education by research in the adult second language learning of Auslan in the TAFE context at Melbourne University.

Ms Jeavons has a keen interest and involvement in the access of deaf and hard of hearing people to education and employment. Due to a congenital progressive hearing loss in both ears Ms Jeavons uses Auslan interpreters, communicates using Auslan and understands the frustration and difficulties experienced by the deaf and hard of hearing.

Mr Jasbir Mann

1st Term 01.04.03 - 31.03.05

Mr Mann holds a Masters in Social Work from Curtin University and Bachelor of Arts majoring in Economics from the University of Western Australia. Mr Mann is currently employed part-time as an Advocacy Officer for the Ethnic Disability Advocacy Centre (EDAC) and as the Coordinator of the Personal Support Programme at the Multicultural Services Centre of WA. These roles have exposed Mr Mann to issues such as housing, access, employment and transport that impact on the lives of people with disabilities and in particular for people from ethnic backgrounds.

Mr Mann is currently a representative on the National Ethnic Disability Alliance (NEDA) and is involved with both Centrelink and the Department of Family and Community Services with regard to disability reform. Mr Mann was also a member of the Mental Health Act 1996 Review Committee WA as EDAC’s Proxy Representative and Management Member of the Ethnic Communities Council of WA (ECC).

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Mr Mann brings to Council expertise in systemic and individual advocacy, ethnic issues, housing, access, and employment and has knowledge of issues related to people who have physical and psychiatric disabilities. Mr Mann also has personal experience of a neurological/physical disability.

Ms Gaye Matthews

2nd Term 01.12.02 - 30.11.04

Ms Matthews is the mother of a young woman with severe multiple disabilities. Trained as a teacher, Ms Matthews was the inaugural Executive Officer of AAMA (now the Development Disability Council of WA), served on the Board of Activ Foundation and for three years was Vice President, was a member and later Chair of the Children's Advisory Council and has participated in numerous committees. During the past 30 years Ms Matthews has spent much of her time advocating on behalf of her daughter and other people with disabilities. As a member of the Council Ms Matthews chairs the Regional Advisory Forum Standing Committee.

Ms Hilary Rumley

1st Term 01.07.02 – 30.06.04

Ms Rumley is currently a self-employed Anthropologist and Disability Consultant. Ms Rumley holds a Bachelor of Arts Joint Honours Degree in Anthropology and Geography, Masters in Anthropology and a Diploma of Education. Ms Rumley has widespread research skills and has provided numerous academic papers and reports to varied organisations via her Consultancy.

Ms Rumley is currently a member of the Sussex Street Community Legal Centre's Disability Discrimination Unit and is a member of the Committee of Management of People with a Disability WA Inc. Ms Rumley has previously held positions on the Western Australian Council of Social Service Aboriginal Disability Forum and People with Disabilities WA Inc Consumer Reference Group. Ms Rumley's area of expertise is disability, Aboriginal and women's interests. Ms Rumley also has personal experience of a physical disability.

Dr Eamon Shanley

1st Term 01.07.02 – 30.06.04

Dr Shanley is currently Director of Walker Shanley Consultancy and holds a Bachelor of Arts with Honours, Masters in Science (Nursing Education) and a Doctorate of Philosophy. Dr Shanley has held positions of Clinical Professor of Mental Health Nursing and the Foundation Clinical Chair in Mental Health Nursing at Edith Cowan University/Graylands Hospital from 1997–2001. Dr Shanley has many years experience in the mental health field in organisations and Universities in Ireland, Scotland, England and Western Australia. In addition to his experience in the clinical and academic areas of mental health nursing he has extensive experience in the development of mental health nursing education in Western Australia.

Ms Bethel Walker

1st Term 01.07.02 – 30.06.04

Ms Walker is retired and is currently involved with various community committees in the Goldfields region. Ms Walker has worked for the City of Kalgoorlie-Boulder

Chapter 15.6 – Ministerial Advisory Council for Disability Services

particularly in the area of access and in the co-ordination of various services to people who have a disability and seniors and has an in depth knowledge of Home and Community Care (HACC) services. Since her retirement in 1996 Ms Walker has been involved, in a voluntary capacity, in a wide range of services to people with disabilities and seniors.

Ms Walker holds a Certificate for Care of the Elderly and a Certificate for Management, Occupational (Health) Safety Training.

Mr Michael WRIGHT

1st Term 01.04.03 - 31.03.05

Mr Wright is a qualified social worker and has extensive experience working in the health and welfare sectors. Mr Wright is currently studying for his Masters of Applied Epidemiology Indigenous Health at the National Centre for Epidemiology and Population Health, Australian National university.

Mr Wright has previously worked as a Senior Policy Officer, Aboriginal Affairs, WA Council of Social Services, Manager, Mental Health Support Unit, and as the Aboriginal Social Worker, Royal Perth Hospital.

Mr Wright brings a depth of experience in Indigenous health and mental health, Aboriginal welfare policy and issues related to service access for Indigenous people with disabilities. Mr Wright is also the grand parent of a child with a severe developmental disability.

Ministerial Advisory Council for Disability Services` Retiring Council Members 2002-2003

Mr Ben Sgherza - November 2002
Mr Daniel Avery - November 2002
Mr Ken Ridge - November 2002
Mr Roy Smith - November 2002
Mrs Pamela Walsh - May 2003

Chapter 15.7 – Publications and Resources

15.7 Publications and Resources

COUNTRY SERVICES COORDINATION

Title of publication	Target market/purpose	Brief description of publication	Cost
Country Resource and Consultancy Team	To inform people with disabilities, families, agencies, schools and others about specialist country services.	DL Brochure	Free of charge
Therapy Services for School-age Children	To inform people with disabilities, families, agencies, Department of Health and others about therapy services.	DL Brochure	Free of charge
Autism Diagnostic Assessment in Country Areas	To inform people about autism assessment processes.	DL Brochure	Free of charge
Country Services – Local Area Coordination	To inform the general public about the local area coordination services provided by Country Services. Includes an application form.	A5 Booklet (6 pages)	Free of charge
Specialist Support Services for People with Disabilities in Rural and Remote Western Australia	Provides information on Perth-based services which provide specialist professional support to people with disabilities and local service providers in rural and remote Western Australia.	A5 Booklet	Free of charge

HEALTH RESOURCE CONSULTANCY TEAM

Title of publication	Target market/purpose	Brief description of publication	Cost
Psychology Strategy (brochure)	Provides information on the Country Psychology Strategy for families.	DL Brochure	Free of charge
Psychology Strategy (booklet)	Provides information on the Country Psychology Strategy for agencies and Commission staff	A5 Booklet	Free of charge
Country Autism	Provides information on referral and access processes to the Country Autism Service. For agencies and families.	DL Brochure	Free of charge
HRCT Information	Provides information on the HRCT services. For agencies and families	A4 booklet (four pages)	Free of charge

Chapter 15.7 – Publications and Resources

ACCOMMODATION SERVICES

Title of publication	Target market/purpose	Brief description of publication	Cost
Smooth Food Manual	To provide information on nutrition and food choices for children with chewing and swallowing problems.	A4 File (reviewed in 1999)	\$50 + postage
Smooth Food Cuisine	To provide recipes suitable for adults and children who require a smooth, thick consistency. The recipes are tasty, quick, easy to prepare and meet nutritional requirements.	(set of 7 x A5 booklets) <input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Main Meals <input type="checkbox"/> Vegetables <input type="checkbox"/> Desserts <input type="checkbox"/> Party Foods <input type="checkbox"/> Thickened Fluids	\$7 per set OR \$1 per booklet.
Board and Lodging Policy	Two brochures on the Commission's Board and Lodging Policy and ready reckoner	DL brochures	Free of charge

METROPOLITAN SERVICES COORDINATION

Title of publication	Target market/purpose	Brief description of publication	Cost
Local Area Coordination	Provides information on the role of Local Area Coordinators in the metropolitan area for the general public.	DL brochure	Free of charge
Individual and Family Support Program	A brochure about the Individual and Family Support Program and how to access it.	DL brochure	Free of charge
Autism Diagnostic Assessments at DSC Autism Centre	Two brochures for parents Providing details on the assessment procedures and how to prepare for an assessment.	DL brochures	Free of charge
Your Child Has Been Referred for an Assessment for Autism – What Happens Next?			
Asperger's Syndrome	Provides information on some of the signs and symptoms of Asperger's Syndrome.	DL brochure	Free of charge
Autism is not always visible	Provides some signs and symptoms of Autism (prepared several years ago by a group of parents).	DL brochure	Free of charge
Calf and Hamstring Muscles	Provides activities and stretching exercises for calf and hamstring for parents, carers and general public.	DL brochure	Free of charge

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Title of publication	Target market/purpose	Brief description of publication	Cost
Fitting Footwear	Information of the correct fitting of footwear.	DL brochure	Free of charge
Toenail Care	Information for carers on the correct care for toenails.	DL brochure	Free of charge
Toe-Walking	Information about toe waking for parents, carers and general public.	DL brochure	Free of charge
Lower Limb Assessment and Assessment Form	Information on lower limb assessment for diabetes, disabilities and communication barriers for therapists.	A5 booklet	Free of charge
Feel Safe	A protective behaviours program and video for people with a disability	Trainer's Kit (includes video); Participant's Kit (audio tape and workbook)	\$80 plus \$10 per Participant Kit
Introduction to OT	A brochure provided to families during the initial visit from an IFS occupational therapist describing the nature of OT services.	DL brochure	Free of charge
Makaton WA	An introduction to Makaton workshops – a communication method based on Auslan	DL brochure	Free of charge

POLICY AND PLANNING

Title of publication	Target market/purpose	Brief description of publication	Cost
Access Resource Kit (ARK)	Provide agencies / organisations with information and checklists to audit level of access to their services; buildings and facilities; information; consultation and grievance mechanisms and level of staff awareness of access requirements. It details some of the relevant building legislation codes and access standards that apply to services and facilities.	Includes a checklist to assist identify access barriers to services.	\$35.00 (plus \$10.00 postage)
Buildings – A Guide to Access Requirements Brochure (2001)	A brochure that outlines access legislation standards to assist developers to understand their access responsibilities	DL Brochure	Free of charge

Chapter 15.7 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
Buildings: A Guide to Access Requirements Manual (2001)	A manual developed to assist anyone with an interest in planning, designing, developing, managing, regulating or operating buildings and facilities that are accessible to people with disabilities	Manual	\$25.00 plus \$10.00 postage
Action on Access Newsletter (11/97; 4/99; 11/00; 11/01)	For State Government agencies, local governments and members of Parliament. Reports progress on disability service plans and highlights access improvements made by public authorities in Western Australia	Newsletter	Free of charge
Access Improvement. Have Your Say!	People with disabilities, their carers, families and friends. Encourages changes to barriers impacting negatively on people with disabilities. Includes a form for people with disabilities to provide feedback to organisations.	Brochure	Free of charge
Disability Service Plans – Resource Manual For Local Government.	For Local Government. Provides information to assist local governments develop Disability Services Plans.	Manual	Free of charge
Disability Service Plans – Resource Manual for State Public Authorities. (July 1995)	For State Government Agencies. Provides information to assist State Government agencies develop Disability Services Plans.	Manual	Free of charge
Getting There – (1994)	Identifies barriers facing people with disabilities in their day to day lives and gives practical examples of steps taken to improve environmental access for people with disabilities.	15 minute Video	\$25

Chapter 15.7 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
Creating Accessible Events (1998)	Provides helpful information on planning and conducting public events that are accessible for people with disabilities.	A5 Booklet	Free of charge
Accessing New Markets – Message to Management Hospitality Guide Tourism Guide Retail Guide Entertainment Guide	Provides information on how to meet the customer service needs of people with disabilities.	Brochures	Free of charge
Disability Access Consultants	List of pre-qualified access consultants available to offer advice to government and the private sector.	List	Free of charge
You Can Make a Difference to Customers Relations for People with Disabilities. (Retail, tourism, hospitality and entertainment industries) 2000	Designed primarily for use by lecturers, teachers and facilitators who conduct vocational training in the four industry groups and provides customer service professionals with information they require to ensure quality service for customers with disabilities.	Package includes 15 minute video, facilitator's guide, student handbook and PowerPoint presentation on computer disk	\$145 (postage and packaging included) Applicable to not-for-profit disability and related organisations through ACROD.
State Supply Commission- Buying Wisely to Ensure Access for People With Disabilities	Guidelines to assist agencies ensure that the goods and services they purchase for use by the public can be accessed by people with disabilities.		Available on State Supply Commission web page.
You Can Make a Difference to Customers Relations for People with Disabilities (Local governments and State Government agencies)	Targeted to help improve customer service for people with disabilities.	Package includes a video, interactive CD ROM, facilitator's guide and PowerPoint presentation	\$65
Have Your Say!	People of non-English speaking backgrounds	Information sheets	Free of charge
The Disability Services Commission	To inform the general public of the purpose of the Commission. Includes vision, mission, values.	A4 Booklet (4 pages) (under revision)	Free of charge

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Title of publication	Target market/purpose	Brief description of publication	Cost
General Fact Sheets 1 -12	12 fact sheets to explain: <ul style="list-style-type: none"> Commonwealth State Territory Disability Agreement Accessing New Markets Disability Service Plans Local Area Coordination Budget 2003/04 Accommodation Support Funding Flexible Family Support Funding Intensive Family Support Funding Alternatives to Employment Funding for Adults Legislation on Access Putting People First – Disability and Appropriate Language Have you been discriminated against because of your disability 	A4 Sheets printed on DSC letterhead	Free of charge
2001-2002 Annual Report	Comprehensive data on the Commission's activities for the financial year	Electronic version, other formats available on request	Free of charge
Synthetic Estimates (Disability Profiles)	A resource document that estimates the number of people with disabilities in WA regions and local government areas.	Single sheets for each region and Shire/City/Town	Free of charge
Disability Counts	Profile and trends of people with disabilities in WA by diagnostic conditions.	A4 printed book (137 pages)	Free of charge
Annual Client and Service Data Collection 97	Results of the DSC Annual Client and Service Data Collection.	A4 printed book (112 pages)	Free of charge
Disability in Western Australia	Key facts and figures about disability in WA	A4 booklet (20 pages)	Free of charge
Strategic Plan 2000 - 2005	Outlines key strategic directions for DSC for the next 5 years	24 page booklet	Free of charge
Disability Services Commission Disability Service Plan 2000 – 2005	The Commission's second DSP follows a review of the original plan, outlining objectives and strategies to overcome access barriers.	A4 Booklet (31 pages)	Free of charge
Keep Cool Package	An anger management training package for Parents and Teenagers	2 videos 2 training manuals DL brochure	\$60.00 package
Recovering Funding Support from Compensable Clients	Information on recovering funds for Commission services	A5 booklet	Free of charge
Aid to Survival	A guide to surviving in the bush	A5 book	Free of charge
Signage Guide for Assistive Listening Devices in Cinemas, Theatres and Auditoriums	A guide to listening devices for architects, building designers and venue managers.	A4 booklet	Free of charge
Installation Guide for Assistive Listening Devices	A guide to the installation of listening devices	A4 booklet	Free of charge

Chapter 15.7 – Publications and Resources

SERVICE PURCHASING AND DEVELOPMENT

Title of publication	Target market/purpose	Brief description of publication	Cost
CAEP Manual and Imprest List	Available only to CAEP specifiers and providers.	Hard cover manual (130 pages) NB. CAEP eligibility criteria being updated	Free of charge
CAEP Home Modifications Manual	Available only to CAEP specifiers and providers.	Hard cover manual NB. CAEP eligibility criteria being updated	Free of charge
CAEP Referrals Information Kit	To guide community and other organisations, including medical personnel, to help clients access CAEP effectively.	DSC folder (17 pages) Being updated NB. CAEP eligibility criteria being updated	Free of charge to appropriate people
CAEP Brochure	Brief overview for consumers regarding CAEP and how to access.	Brochure	Free of charge to appropriate people
In-Home, Out-of-Home A Residential Guide for People with Disabilities	A guide of residential accommodation services available for people with disabilities.	A4 Booklet (32 pages)	Free of charge
Policy Information Sheets	To inform service providers of the principles and policies applied in purchasing services from this sector.	Individual Policies	Free of charge
Post School Options Program	To inform the parents of children with disabilities of the programs for initial application.	A4 pamphlet	Free of charge
Pathways to the Future	To inform the parents of children with disabilities about Post School Options and processes.	A5 Booklet (12 pages)	Free of charge
Help Us to Help You	To inform consumers of the Commission's complaints process.	A5 Pamphlet	Free of charge
Let Us Help You	Illustrated version of the above pamphlet to inform consumers of the Commission's complaints process.		Free of charge
How to Have Your Say	To inform consumers on all possible avenues for registering a complaint about any of the services provided for people with disabilities.	A5 Booklet (16 pages)	Free of charge
Policy and Procedures Resource Manual	Example policies and procedures for funded service providers.	A4 File	Free of charge

Chapter 15.7 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
Disability Service Standards	Lists standards supporting standards.	A4 Booklet	Free of charge
Disability Services Standards Pamphlet	Describes standards monitoring process.	A3 Pamphlet	Free of charge
Running with the Standards	Describes summary of 96/97 funded projects.	A4 Booklet	Free of charge
Talking Book Kit	Booklet in plain English about the Standards. 80 wpm explanation of Standards.	A4 Booklet and cassette	Free of charge
Disability Services Standards	Lists standards.	A3 Poster 2 copies left	Free of charge
Disability Services Standards	Lists standards – promotional	60cm x 42cm poster	Free of charge
About the Standards (cassette)	Explanation of the standards	24 copies remaining	Free of charge
"Our Lives Our Choice" video	For consumers with learning and comprehension difficulties	Video	Available for loan only
Review of the Accommodation Support Funding Process	For stakeholders of the ASF process	A4 bound document of approx 100 pages	Free of charge

DL brochure – an A4 size page folded in three

The above documents are available in hard copy and most can be accessed from the Commission's website. In addition, there are a number of information resources available for download directly from the Commission's website www.dsc.wa.gov.au

15.8 Making a Difference Awards

The Disability Services Commission's *Making a Difference Awards 2002* were presented to individuals and organisations that have made a difference to the lives of Western Australians with disabilities, their families and carers.

MAKING A DIFFERENCE AWARDS FOR INDIVIDUALS

Aussie Barton's Gateway to Hope House in Albany provides long-term or transitional accommodation for people with disabilities, mental health or drug-related problems. He also runs a woodwork shop to help people develop work skills and confidence.

Lawrence Berkhout has been providing his time, effort and professional expertise to the Lady Lawley Cottage for the past 10 years. He came in contact with Lady Lawley Cottage as he has a child with a disability. Since then he has been an active supporter of the cottage, including eight years on the Board. He has also chaired the Friends of Lady Lawley Cottage Committee.

Ron and Doreen Bowen began Helping Hands Inc more than 10 years ago in Mandurah after their son Allan was injured in a motor cycle accident at the age of 25. Over the years, Helping Hands has steadily and successfully gone about the often difficult job of raising money to provide services such as financial assistance and equipment for people with head injuries and other disabilities.

Linda Bowes works tirelessly on behalf of people with disabilities in the Kalgoorlie-Boulder area both in a paid and voluntary capacity. She is a support worker for a person with a disability, coordinates an individual funding option and works with the Goldfields Individual Family Support Association and for the Eastern Goldfields Community Centre's Get Out Club. Linda has a young person with a disability boarding with her and makes her home available to people with disabilities during times of crisis.

Linda Furnish has been a member of the South West Family Support Association's board for eight years. During that time, she has provided exceptional support and a stabilising influence despite her hectic professional life. Linda's steady influence as a board member has helped provide continuity to the organisation as it grows.

Sheila Hittich has served on Better Hearing Australia's Board since 1987 and has served as honorary treasurer and as president. She has represented Better Hearing Australia on the Disability Services Commission's committees on Access Improvement and Hearing Augmentation in Cinema Complexes. She is a member of the Deafness Council of WA and a director of Deafness Forum Australia. Sheila is a valued speaker for community groups and was instrumental in setting up the WA Tinnitus Association.

Carolyn Hynes is the voluntary secretary for the Regional Advisory Forum in Katanning and she also provides ongoing support for the Commission's Local Area

Chapter 15.8 - Making a Difference Awards

Coordinator by helping to forge links with relevant community people as well as providing regular input on improvements for people with disabilities in the area. She was a key player in an exercise that involved inviting local business people to experience first-hand some of the barriers people with disabilities faced carrying out chores such as shopping. The event was an outstanding success and significantly raised public awareness of a range of access issues in the community.

Sophie Jasinski is an energetic and dedicated volunteer who established the AMPS Associates, an offshoot of the Civilian Maimed and Limbless Association. As its president and worker, Sophie visited amputees in hospitals and then at home, providing assistance and support. As an amputee, Sophie understands only too well the emotional trauma and the difficulties faced every day by those who have lost limbs. In 1995 she founded the Ethnic Disability Group and later helped set up an advocacy centre, of which she became president. She was also president of the National Disability Alliance based in Canberra.

Nicki Longmire, an occupational therapist, worked as senior therapist with the inaugural School-age Therapy Services Management team before joining the team that set up Therapy Focus in 1998. Earlier she helped set up cooperative "cottage industry" activities for people with head injuries and set up, funded and ran holiday programs for children with disabilities and their non-disabled siblings and peers. Nicki is involved on a voluntary basis with a number of community groups and helps secure equipment grants to assist families of children with disabilities.

Patrick McGurk is a past president of People with Disabilities. He has also been involved with the MS Society for many years, the Independent Living Centre and the board of the Recreation Network. He has been actively involved with Subiaco Council's disability service plan as well as conducting disability awareness presentations for schools, university students and government agencies.

Janine Needham was the convenor of the Easy Access Committee that was formed to raise awareness of access issues in the retail and hospitality industries. Janine formed a committee and invited members of the City of Bunbury and the Disability Services Commission to be involved. The committee held a Wheelchair Access Rally with the cooperation of 90 Bunbury businesses, which agreed to complete an access checklist.

Carole Noonan joined the WA Deaf Society's board of management in 1993 and has been vice-president since November 1994. She is the chairperson of the society's interpreting advisory group, a member of the finance and community access committees and an interpreting service consultant. She is a dedicated, committed and passionate member of the society.

Doug Paling founded Foodbank in 1994 and is committed to employing people with disabilities for as many positions as possible. Foodbank was established to help Western Australian families in crisis. In particular, it provides food for primary school children who would otherwise miss out on that vital meal. Doug also brings high school children with disabilities into Foodbank for work experience.

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Peggy Parkin is President of the Nulsen Haven Association, where she has been a board member since 1980. Under her leadership, the association managed the major shift in moving people with disabilities out of a large institution and into community housing in the late 1980s. Mrs Parkin has also acted as a supervisor to the Board of Phyllos Homes for the past seven years and served 18 years on the City of Belmont - the past seven as mayor. During her time on the Council, she was a strong advocate for people with disabilities, especially regarding access issues. Mrs Parkin has helped shape the disability sector in Western Australia into a working model where agencies are prepared to listen and work in partnership with the Commission to achieve the best possible outcome for people with disabilities.

Carey Paterson volunteered for the job of head coach when Riding for the Disabled began in Port Hedland, and her enthusiasm has inspired both the children she works with and volunteers. Carey also assists isolated children with disabilities through school of the air and was instrumental in getting the first education assistants for school of the air students with a disability.

Dennis Rollins has served on the board of Elba as its voluntary chairperson at the Star of the Sea Primary School for six years. He is also a vital member of the Parents and Friends Committee that fund raises for the school. As a self-employed IT consultant, Dennis has provided Elba's computer needs on a volunteer basis since 1996. He has also assisted the Neurological Council, the WA Stroke Foundation and the Tourette Syndrome Organisation of WA.

Cherie Shaw is a member of the Community Vision Board in Joondalup and editor of the Wanneroo Informer, a family-oriented newsletter. Cherie is a committee member for the Commission's funding panels and a panel member for Local Area Coordinator interviews. She is also the local adviser and support person for families who have children diagnosed with autism. Cherie recently brought together Community Vision, the Great Mates Program run by basketball player James Crawford and the LAC. The outcome was a successful funding application for a new service to assist young people deemed to be at risk.

Daniela Spadaccini's first posting as a Department of Education psychologist was in Merredin where she works at a number of the region's schools. She is a vigorous participant in student's individual education plans and offers supported solutions to a range of issues. Daniela has helped arrange events to raise community awareness of people living with a disability and teamed up with the town's speech pathologist to run a fortnightly after-school spelling and social skills group in their own time and free of charge.

Donald Swann was an inaugural member of the Easy Access Committee that was established to address access issues for people with disabilities in the Bunbury City area. He was instrumental in the committee's Wheelchair Access Rally that significantly raised public awareness of access issues for people with disabilities. Donald undertook a number of roles in planning and negotiating the rally, including

interacting with the media. The rally involved inviting Bunbury businesses to be a part of an initiative to improve access for people with disabilities.

Amy Vaninetti, of Mandurah, asked her local cinema to improve access and seating for people with disabilities and when they refused, Amy took the cinema to the Human Rights and Equal Opportunities Commission. When that action failed, and undeterred by either her age or disability, Amy took her case to the Federal Magistrate's Court last year and won. The cinema agreed to install two lifts and improve seating in an out-of-court settlement.

Fred and Trace Weinbrecht began Elite Furnishings some 22 years ago and have always employed people with disabilities. Fred's philosophy is to see the person, not the disability and he is totally committed to improving the quality of life of those around him. Elite Furnishings presently has four people on staff with a disability. As well as providing paid work, the company takes an active interest in other areas of the lives of its employees with a disability.

AWARDS FOR ORGANISATIONS AND BUSINESSES

Aquinas College conducts a community service program and through this, a number of students have been assisting adults and children who are clients of the Cerebral Palsy Association. This includes assisting with the Australian Rules Football activity and helping out at the Bentley Children's Respite House. Students have also been involved with CPA's community access program and its annual fun day. The association said that without the students' help pushing wheelchairs and assisting with meals, the clients would not be able to fully participate in the regular outings for football at Subiaco Oval.

CASA or Committed About Securing Accommodation is a voluntary parent support group run by parents with children and adult children with a disability who are in need of accommodation support services. CASA has been instrumental in lobbying State and Federal Governments to improve and expand the accommodation services provided by Western Australia.

Geraldton Variety Club provides funds to numerous families in the Mid-West to help them buy equipment that they would otherwise not be able to afford. Many Mid-West families of children who have a disability have benefited from the Variety Club's activities in the region over the years, making a significant difference to their lives.

The West Murray Pottery Group has welcomed 12 people with a disability into the group, which has picked up and run with its newfound role, including changing its structure to suit the needs of its new potters. Members are the first to admit their lives are now richer for the experience and, in return, they have had a major and beneficial impact on the lives of those people with disabilities who now attend.

Woodside Energy, through its Community Partnerships program has provided a much-needed facelift to a number of Activ's homes and facilities. The program

Chapter 15.8 - Making a Difference Awards

donates materials and staff hours and three teams of 20 employees visited Activ Recreation, Inglewood, Active Accommodation in Selby Street, Activ Day Service in Fremantle and Activ Industries in East Victoria Park. In an effort rivalling that of Backyard Blitz, each facility received a make over of its garden area with Woodside staff replanting gardens, installing reticulation and rockeries, building a new gazebo and repairing tired pergolas.

YASS, or Young Adults Support Scheme, operates in the Swan and hills area of Perth and represents families who are caring for people with disabilities. It runs regular recreational, leisure and educative activities for people who would otherwise be isolated and without access to, or support for, regular community activities. The group is unfunded and meets operating costs through a modest fee-for-service and various fundraising activities.

Chapter 15.9 Action on Access Awards

The Action on Access Awards recognise access improvements for people with disabilities in five categories. The Dr Louisa Alessandri Award for Excellence in Action on Access is chosen from the winners of these categories:

- Local Government;
- State Government;
- Private Sector; and
- Disability Action by an Individual.

Dr Louisa Alessandri Award for Excellence in Action on Access

The winner of the prestigious Dr Louisa Alessandri Award for Excellence in Action on Access for 2002 was the Town of Vincent for its "Inclusion in Practice" school holiday program. Category winners are as follows.

Local Government (small)

The Town of Narrogin won the award for its newly constructed recreation complex, Narrogin Leisure, developed in consultation with people with disabilities, disability service providers, and support groups. The fully accessible facility allows carers of people with disabilities to enter free of charge and disability awareness training is provided to staff.

Local Government (large)

The Town of Vincent won the award for its "Inclusion in Practice" school holiday program, ensuring accessibility for all children and promoting inclusion.

The City of Canning received a commendation for the Riverton Leisureplex, which was developed in consultation with local people with disabilities and organisations and which offers a range of specialised equipment for people with significant mobility disabilities.

The Shire of Busselton received a commendation for a comprehensive range of initiatives, including the Cape to Cape Access project, a brochure on accessible tourism accommodation in the Shires of Busselton and Margaret River, the 2002 Access Challenge to increase access awareness in the business community, an inventory of accessible parking bays and a beach access project.

State Government (small)

His Majesty's Theatre won the award for improvements that have provided access to all levels of the theatre through the installation of a wheelchair accessible lift.

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State Government (large)

The Department of Culture and the Arts won the award for its commitment to making culture and the arts accessible and enjoyable to people with disabilities, through a variety of outlets, including the Art Gallery of Western Australia, the State Library and the Perth Concert Hall, and audits and improvements to all the Department's cultural venues.

The Department of Housing and Works received a commendation for three self-contained purpose-built units in Bunbury that incorporate the latest access improvements and include design features that take into account changes in mobility as the residents age.

Private Sector (small)

Dewson's Nedlands, a family-owned supermarket, won the award for refurbishing their premises with access to and throughout the store as a priority.

Pilbara Medical Services in Karratha received a commendation for rigorous application of Australian Standards for Access in developing the medical centre.

Westoby Plantations of Carnarvon received a certificate of commendation for striving to cater to the needs of all visitors, and adapting facilities and services to meet access needs of customers with disabilities, including providing meals to suit specific dietary needs.

Private Sector (large)

The Niche, a facility at the Queen Elizabeth II Medical Centre, Nedlands, won the award for providing a fully accessible building to house non-government organisations providing services for people with disabilities, including access features developed in consultation with specialists to ensure that the needs of all consumers were identified and met.

The Catholic Education Office of WA received a commendation for significant access improvements to its heritage buildings in Leederville.

Disability Action by an Individual

This award was presented by the advocacy organisation People With Disabilities (WA) Inc to Ms Anne Oliver of Spearwood for her strong commitment to community education and advocacy on behalf of people with disabilities, and promoting a positive image of people with disabilities.

15.10 Glossary and List of Abbreviations

GLOSSARY

Access Improvement	Coordination, development and improvement of access to public and private services and facilities for people with disabilities, their families and carers.
Accommodation Support Funding Process	Provides assistance to people with disabilities who are in immediate need of accommodation support outside their family home. Funding is based on individual need and applications are considered four times a year.
Annual Client and Service Data Collection	The annual collection of comprehensive data on the number and characteristics of all Western Australians with disabilities and their family carers who have accessed services funded and/or provided by the DSC, for State and Commonwealth reporting requirements.
Budget Statements	Forecasted financial and performance budget provided to Treasury for the following year.
CALD background	Replacing the previous term of 'ethnic' and 'nesb', that is, non-English speaking background, people from culturally and linguistically diverse backgrounds, inclusive of Indigenous communities.
Combined Application Process	The process used by the Commission for applications for Accommodation Support, Intensive Family Support and Alternatives to Employment Support.
Community Education	Advocacy for, and promotion of, community awareness and acceptance of people with disabilities.
Consumer Satisfaction Survey	A survey of all service users of the Commission's funded and provided services, for the purpose of collating information on the levels of service satisfaction and social participation.
Day Options	Provision of constructive and positive day activities, for people with disabilities who do not attend school or are not employed full time, to maximize their full potential and social independence.
Direct Consumer Funding	Individualised funding via the LAC program to enable people with disabilities and their families to choose and purchase their own supports and services.
Disability Service Plan (DSP)	A requirement under the <i>Disability Services Act (1993)</i> . Its purpose is to ensure that people with disabilities have the same opportunities as other community members to access services and facilities provided by public authorities in Western Australia.
DSC Five-Year Business Plan	The second five-year plan which continues to outline operational strategies and initiatives that strengthen the caring capacity of families and communities.
DSC Five-Year Strategic Plan	The second five-year plan which sets out the goals, visions and objectives for the Commission's future direction.

Chapter 15.10 – Glossary and List of Abbreviations

Effectiveness Indicators	Provide qualitative information to measure the extent to which the outputs of a program have contributed to the achievement of its desired outcome.
Efficiency Indicators	Provides quantitative information to measure how efficiently the Commission has delivered its services against current targets and past performance.
Equity and Diversity Plan	The development of an equitable and diverse Commission workforce which is representative of the WA community at all levels of employment.
Family Support and Respite	Provision of information and counselling services, in-home help and respite services, and assistance to families to develop support networks and access necessary supports.
Funded agencies	Agencies funded by the Commission to provide a range of services to people with disabilities and their families.
Health and Individual Development	Provision of medical and other specialist services directed at maintaining health, promoting family wellbeing and developing skills and abilities.
Hostel Residential	Provision of residential accommodation and necessary support and supervision in a congregate setting (usually less than 20 beds) and may or may not provide 24hr residential support.
Individual Coordination	The provision of services through the LAC service which assists people with disabilities, their families and carers to access local supports and services appropriate to their individual needs.
Local Area Coordination	Provision of support for people with disabilities, their families and carers to link with, and access, local supports and services within their own community.
Non-Residential Services	Provision of a range of supports within the community to assist people with disabilities and their families and carers to attain a 'reasonable' quality of life.
Outcome	A broad statement that links the provision of services to the articulated goals of the Commission.
Output	The goods and services produced by the Commission and provided to people with disabilities and their families and carers.
Performance Indicators	Qualitative and quantitative information used to measure the performance of the Commission, against determined yearly targets, in its delivery of services.
Provided services	Services directly provided by the Commission to meet the needs of people with disabilities, their families and carers.
Quality Assurance	Development, maintenance and monitoring of effective mechanisms to preserve consumer rights, ensure appropriate safeguards, and promotion of service quality.
Residential Services	The provision of residential accommodation and/or necessary accommodation supports and supervision for people with disabilities within hostel or group home/duplex accommodation.

Chapter 15.10 – Glossary and List of Abbreviations

Service user	Any person with a disability who has accessed either a Commission funded or provided service throughout the year.
Snapshot Day data	Service user data collected by all services funded and provided in all jurisdictions in Australia, on the one day in the year, for performance comparability.
Strategic Coordination	Provision of strategic advice to support the informed development of disability policies, and the planning and coordination of disability services in Western Australia.
Strategic goals	The broad aims that the Commission wants to achieve which are: to strengthen individuals, families and carers; strengthen communities; and strengthen partnerships and support services.
Strategic Planning and Evaluation	The collation, research and analysis of information that will inform the development of disability policies and services.
Supported Community Living	Provision of a range of supports to assist people with disabilities live in the community in their own home.
Whole-of-year data	The collation of service and service user data on all service users who have accessed any funded or provided service throughout the year.

LIST OF ABBREVIATIONS

ABS	Australian Bureau of Statistics
ACDC	Annual Client and Service Data Collection
AIHW	Australian Institute of Health and Welfare
ATE	Alternatives to Employment
CALD	Culturally and Linguistically Diverse
CAP	Combined Application Process
COFA	Council of DSC Funded Agencies
CSTDA	Commonwealth State Territory Disability Agreement
DSP	Disability Service Plans
EEO	Equal Employment Opportunity
FOI	Freedom of Information
IFS	Intensive Family Support
LAC	Local Area Coordination
NDA	National Disability Administrators
NMDS	National Minimum Data Set



DISABILITY SERVICES COMMISSION Annual Report 2002-2003 Feedback Form



The Disability Services Commission is seeking your feedback and comments regarding the 2002-2003 Annual Report. Your opinions will help us improve our reports in the future, and help make it more informative and useful to our readers. Please feel free to attach further information if you have more comments.

	Excellent
On an overall basis, how would you rate the Annual Report?	Good
	Poor

	Very useful
How useful did you find the information in the Annual Report?	Useful
	Not very useful

Which aspects of the Annual Report did you like?

Which aspects of the Annual Report do you think need improvement?

Have you any other comments?

Please detach this form and return to:

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