



Disability Services Commission

Annual Report 2003-2004

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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 2003-2004, together with the cost of providing these services.

The data on service users have been contributed by 148 external service providers, as well as by the Commission's three service-providing directorates. In all, some 1,258 individual service outlets collect data which are recorded on 38,076 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 70 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; and
- 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

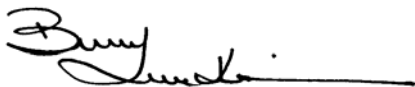
HON MINISTER FOR DISABILITY SERVICES

ANNUAL REPORT

2003-2004

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 2004.

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

26 August 2004

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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

- 23 per cent of people using services funded or provided by 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 Survey of Disability, Ageing and Carers, will be available in the latter part of 2004.

2003-2004 at a Glance

This 2003-2004 financial year marks the:

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

PEOPLE HELPED

19,401 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 \$261.1 million to support the needs of the estimated 20% of Western Australians with a disability. This represents a 7.2% increase on the \$243.5 million expended the previous year. The Disability Services Commission expenditure is equivalent to 2.3% of the State Budget.

Expenditure for 2003-2004 represents an average of:

- \$13,460 per person using the disability support services funded or provided by the Commission; and
- \$685 per person for the estimated 381,000 Western Australians with a disability.

Chapter 1 – Statement of Compliance

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 Australian Government statutes.

The Commission is listed as a government department for the purpose of meeting the requirements of the *Public Sector Management Act 1994*, *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:

- *Disability Discrimination Act 1992*;
- *Equal Opportunity Act 1984*;
- *Financial Administration and Audit Act 1985*;
- *Freedom of Information Act 1992*;
- *Occupational Health, Safety and Welfare Act 1984*;
- *Public Interest Disclosure Act 2003*;
- *Public Sector Management Act 1994*;
- *State Records Act 2000*;
- *State Supply Commission Act 1991*;
- *Workers' Compensation and Rehabilitation Act 1981*

Access and Equity

The Commission has complied with the requirement to:

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

(Reported under Customer Outcomes in Chapter 11.)

Advertising and Sponsorship

As required under the *Electoral Act S175ZE*, details are provided on the Commission's expenditure on advertising and sponsorship. *(Reported under Other Reporting Requirements in Chapter 12.)*

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 6% reduction targeted for 2003-2004. Its achievements are shown in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 12.)*

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 12.)*

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 12.)*

In addition, this Annual Report includes a comprehensive outline of all research and development activities undertaken during the year. *(See Appendix 16.5 Research and Development.)*

Information Statement

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 12.)*

In addition, this Annual Report includes a detailed listing of all publications and resources produced by, and available from, the Commission. *(See Appendix 16.6 Publications and Resources.)*

Public Interests Disclosures

In accordance with the *Public Interest Disclosure Act 2003*, policy, procedures and guidelines for staff and informants have been developed and are progressing through the Commission's policy approval processes. During the 2003-2004 financial year, the Commission did not receive any enquiries regarding Public Interest Disclosures. *(Reported under Other Reporting Requirements in Chapter 12.)*

Public Sector Standards and Ethical Codes

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

Chapter 1 – Statement of Compliance

Public Sector Code of Ethics and the Commission's own Code of Conduct. *(Reported under Other Reporting Requirements in Chapter 12.)*

Regional Development Policy

The Commission continually strives to increase its responsiveness and effectiveness in supporting people with disabilities and families/carers living in regional and remote areas of the state. In 2003-2004, the Commission's activities in the regions were guided by specific strategies listed in the Government's Regional Development Policy. *(Reported under Other Reporting Requirements in Chapter 12.)*

Reporting and Recordkeeping Plans

The Disability Services Commission's Record Keeping Plan has been completed and submitted to the State Records Office on 31 December 2003. The full approval of the State Records Office will be obtained on the finalisation of the Retention and Disposal Schedule. The development of the Schedule is in progress. *(Reported under Other Reporting Requirements in Chapter 12.)*

Sustainability Action Plan

The Commission has commenced the preparation of a Sustainability Action Plan and will be in a position to submit a draft to the Department of the Premier and Cabinet by 31 October 2004. The Plan will detail how the Commission will meet its obligations under the Government's State Sustainability Strategy.

The Commission has already introduced a number of strategies that reduce energy consumption and recycle waste office materials *(refer Chapters 12.3 and 12.10)*.

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 12.)*

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.

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* Accommodation Support	<ul style="list-style-type: none"> ▪ Hostel Residential ▪ Community Residential ▪ Supported Community Living*
	Output 2* Individual and Family Support	<ul style="list-style-type: none"> ▪ 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 and Planning ▪ Access and Community Education ▪ Quality Assurance and Advocacy

* Last year Output 1 was called "Residential Services"; Output 2 was called "Non-Residential Services"; and Supported Community Living was reported under Output 2.

3. BETTER PLANNING: BETTER SERVICES

The Premier circulated the Western Australian Government's *Better Planning: Better Services – Strategic Planning Framework for the Western Australian Public Sector* in December 2003. The aim of the framework, which is built around five strategic goals, is to deliver cohesive, holistic and coordinated public services. Over time, the Commission's strategic plan will be crafted to integrate with the framework and, in the shorter term, the following table is provided to show a clear alignment with the Disability Services Commission Strategic Planning Framework and how it reports on its operations.

<i>Better Planning: Better Services - Strategic Planning Framework</i>	<i>Disability Services Commission Strategic Planning Framework and Annual Reporting Structure</i>
1 People and Communities	
To enhance the quality of life and wellbeing of all people throughout Western Australia.	All of the Commission's strategic goals fit within this State Strategic Plan objective and are reported in Chapter 14 – Output Reports.
1.10 A positive difference to the lives of people with disabilities, their families and carers.	<ol style="list-style-type: none">1. To Strengthen Individuals, Families and Carers.2. To Strengthen Communities.3. To Strengthen Partnerships and Support Services. <p><u>Obligatory Reporting:</u> Cultural Diversity and Language Services Outcomes (Chapter 11.1) Disability Service Plan (Chapter 11.2) Youth Outcomes (Chapter 11.3)</p>
2 The Economy	
To develop a strong economy that delivers more jobs, more opportunities and greater wealth to Western Australians by creating the conditions required for investment and growth.	A considerable amount of annual reporting requirements, as well as required reporting of information in relation to the State Budget process, relate to financial and/or economic aspects. These are listed separately at the end of this section.

3 The Environment

To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected.

Obligatory Reporting:
Waste Paper Recycling (Chapter 12.10)
Energy Smart Government Policy (Chapter 12.3)

4 The Regions

To ensure that regional Western Australia is strong and vibrant.

Obligatory Reporting:
Regional Development Policy (Chapter 12.7)

5 Governance

To govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future.

Obligatory Reporting:
Advertising and Sponsorship (Chapter 12.1)
Compliance with Public Sector Standards and Ethical Codes (Chapter 12.2)
Equal Employment Opportunity Outcomes (Chapter 12.4)
Evaluations (Chapter 12.5)
Information Statement (Chapter 12.6)
Public Interest Disclosures (Chapter 12.9)
Reporting on Recordkeeping Plans (Chapter 12.8)

Financial/economic reporting requirements:

- Auditor General's Audit Opinion (Chapter 16.2)
- Financial Statements (Chapter 16.2)
- Certification of Performance Indicators (Chapter 16.1)
- Performance Indicators (Chapter 16.1)
- Report on Operations (Chapter 13)
- Statement of Compliance (Chapter 1)

4. STRATEGIC SUMMARY

4.1 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.

4.2 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.

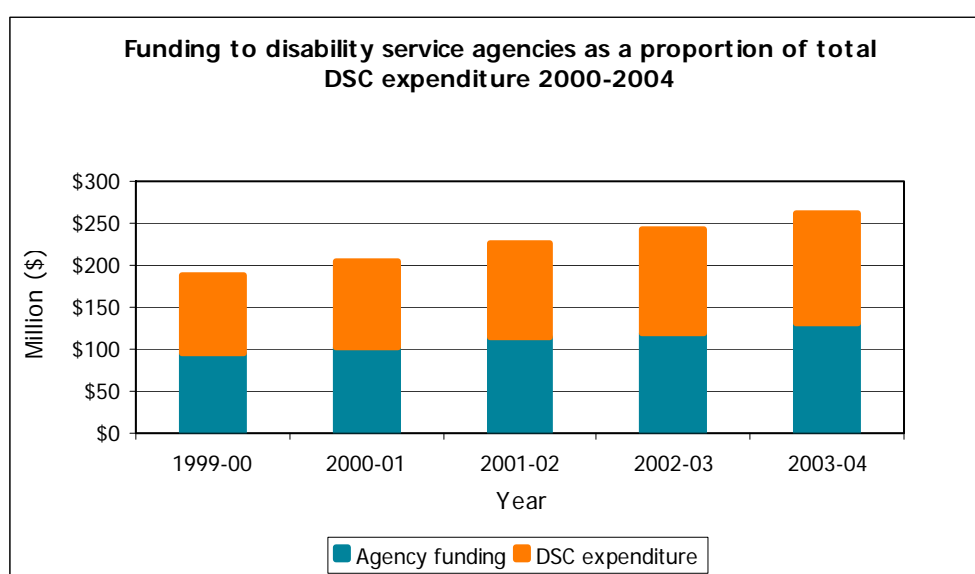
5. OPERATIONAL SUMMARY

During 2003-2004, the Disability Services Commission spent \$261.1 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 \$261.1 million has increased by \$17.6 million (7.2%) over the past year (from \$243.5 million in 2002-2003).

Over the past five years, the budget has increased by 39% (from \$187.3 million in 1999-2000).



STATE FUNDING

During 2003-2004, the Commission allocated \$129.9 million (almost half the budget) to 148 external service providers to provide services and support for Western Australians with disabilities and their family carers. This is \$10.1 million or 8.4% more than the previous year. (See Appendix 16.3 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 by 32.7%. State funding in 2003-2004 for operations was \$207.4 million.

AUSTRALIAN GOVERNMENT FUNDING

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

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

In 2003-2004, the Australian Government contributed 17.6% of the funding for accommodation and non-employment services administered by the Disability Services Commission, while the State Government contributed 82.4%.

The projected increase in State growth funding over the five years of the third CSTDA is \$49.3 million, compared with the Australian Government's contribution of \$3.4 million (excluding employment).

Funding Across Output Areas

Disability Services funding in 2003-2004 was allocated across four output areas.

Output 1: Accommodation Support

Expenditure of \$147.7 million (57% of the total budget)

Chapter 5 – Operational Summary

Output 2: Individual and Family Support

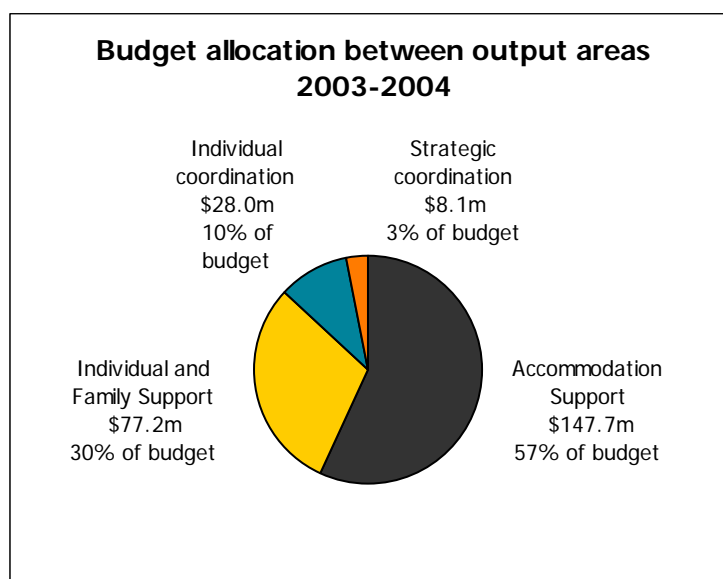
Expenditure of \$77.2 million (30% of the total budget)

Output 3: Individual Coordination

Expenditure of \$28.0 million (10% of the total budget)

Output 4: Strategic Coordination

Expenditure of \$8.1 million (3% of the total budget)



People Helped

During 2003-2004, 19,401 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: Accommodation Support

3,319 people supported.

Output 2: Individual and Family Support

16,497 people supported.

Output 3: Individual Coordination

6,981 people supported.

Output 4: Strategic Coordination

Developing policy and providing information and advocacy for an estimated 381,000 Western Australians with disabilities.

Average Cost per Person Helped

The average cost of providing support was \$13,460 per service user in 2003-2004. The average cost per person supported for each of the Output areas is presented in the following table.

Output	Benefit	Budget	Average cost per person
Output 1: Accommodation Support	3,319 people	\$147.7 million (57% of DSC Budget)	\$44,512
Output 2: Individual and Family Support	16,497 people	\$77.2 million (30% of DSC Budget)	\$4,681
Output 3: a. LAC Coordination b. LAC Direct Consumer Funding	a. 6,981 people b. 1,465 people	a. \$16.5million b. \$11.5million (10% of DSC Budget)	a. \$2,367 b. \$7,853
Output 4: Strategic Coordination	*381,000 Western Australians with a disability through 102 key strategic and policy projects	\$8.1 million (3% of DSC Budget)	\$79,882 (average cost per strategic project)

* This data item is sourced from the ABS 1998 Survey of Disability, Ageing and Carers, and has been adjusted for population increase up to 2001. More recent data from the ABS 2003 Survey of Disability, Ageing and Carers will be available in the latter part of 2004.

People who use Commission funded and provided disability services are counted in Outputs 1, 2 and 3. Output 3 is a specific service whereas Outputs 1 and 2 include a range of services. A person is counted once only within each output, regardless of how many different service types they use from that output. For example, a person may access respite, therapy and day activity services (all under Output 2) but will only be counted once within the output. The same person may also access services in more than one output in the 12-month reporting period. Thus there will be multiple counting of people across Outputs 1, 2 and 3. As Output 4 deals with strategic activities (such as access and policy) it delivers a benefit to the 381,000 Western Australians with a disability identified in the ABS Survey of Disability, Ageing and Carers. This output is measured using the 102 strategic activities that impact on the 381,000 Western Australians with a disability.

Chapter 5 – Operational Summary

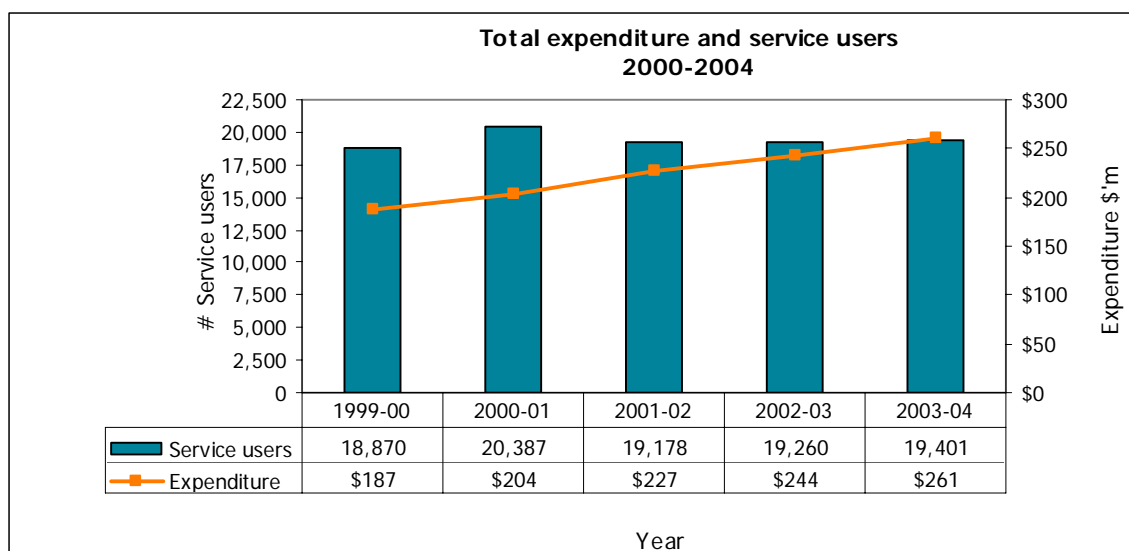
2000-2004 Five-year Trends

Five-year Operational Trends								
	1999-00	2000-01	2001-02	2002-03	2003-04	Five-year Trend		
						Variation	% change	Av. % change
People Helped	18,870	20,387	19,178	19,260	19,401	531	3	1
DSC Budget	\$187.3m	\$204.0m	\$226.9m	\$243.5m	\$261.1m	\$73.8m	39	9
Av. Cost/Service User	\$9,923	\$10,006	\$11,833	\$12,644	\$13,460	\$3,537	36	8
Non-Govt Funding	\$94.6m	\$103.2m	\$113.2m	\$119.8m	\$129.9m	\$35.3m	37	8

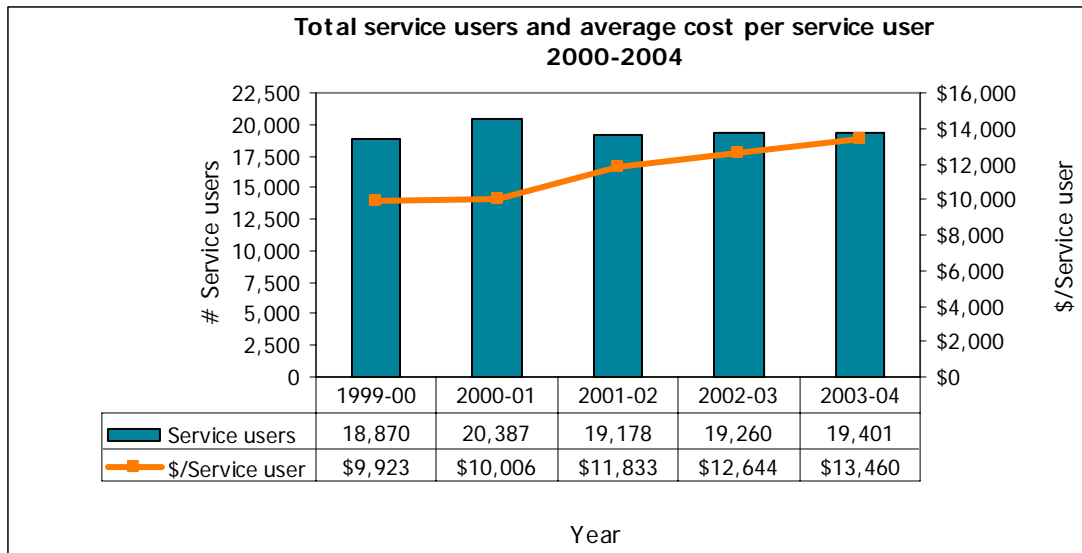
When considering the time series data for service users, it is important to note the refinement of data that has occurred over the past three years.

The introduction of a more sophisticated statistical linkage key in 2001-2002 improved the accuracy of the number of service users, especially when they accessed multiple service outlets for the same service, which contributed to some double counting in earlier years.

The following graphs present the overall growth of service users and budget over the five year period (2000-2004) and the growth in average cost per service user. It is important to note the impact of the refinements to service user data collection as explained above.



Chapter 5 – Operational Summary



Chapter 5 – Operational Summary

Highlights 2003-2004

STRATEGIC PLAN 2000-2005 – YEAR 4

The Commission implemented the fourth 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 4

Under the Commission's Business Plan, the State Government provided a total of \$7.92 million additional growth funding for additional support and services for people with disabilities and their families during the 2003-2004 financial year. The Australian Government contributed a further \$1.96 million. Funding was allocated statewide, with an estimated 27% of funding for therapy, local area coordination and flexible family support being allocated to people with disabilities and their families living in country areas.

Business Plan Outcomes 2003-2004

Accommodation

Accommodation support has been provided to 103 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 621 people.

Respite and Family Care

A range of flexible respite and family care support packages was provided for an additional 115 families in metropolitan and country areas, and 91 people were provided with new Intensive Family Funding packages to complement the care provided by their families.

Post School Options and Alternatives to Employment

Alternatives to employment were provided for 96 school leavers and 37 adults not able to enter employment programs because of the severity of their disability.

Local Area Coordination (LAC)

Access was extended to LAC for an additional 365 families.

IMPLEMENTATION OF ACCOMMODATION BLUEPRINT

The final report of the Accommodation Blueprint Steering Committee was completed in May 2003. An implementation steering committee, chaired by Mr Barry MacKinnon, has overseen a detailed workplan over the past 12 months to progress work across the 60 recommendations contained in the Accommodation Blueprint. Significant progress has been made, with some 48 of the 60

recommendations being implemented to date. Key achievements include the following:

- growth under the 2004/2005 State Budget and forward estimates which will provide accommodation support to an anticipated total of 628 people over the five years of the Accommodation Blueprint – 80 people over and above the Blueprint target of 548;
- establishment of a biennial Churchill Fellowship to study best practice and innovation in disability services, providing for three fellowships over the next six years;
- establishment of an innovation think tank on accommodation, to be coordinated through ACROD; and
- funding of \$200,000 for training and development initiatives for support workers across the State.

Progress in related areas includes:

- implementation of a range of initiatives to strengthen support in country areas, including the 'Covering WA' project to develop agency capacity in country regions through partnerships and mentoring arrangements;
- better vacancy management through the Options Exploration Pool, providing for more transparent access to accommodation vacancies;
- development of an interagency policy and support model across the Commission, Department of Health (DOH) and Department for Community Development (DCD) for children with high medical support needs;
- development of protocols with DOH around people with a dual diagnosis of mental illness and intellectual disability;
- agreed protocols and respective roles and responsibilities with the DCD around the support and funding of children with disabilities under the guardianship of DCD; and
- establishment of a non-government consortium to help expand the capacity of the sector to respond to the needs of people with challenging behaviours.

INDUSTRY PLAN

The Commission has worked closely with the Social Policy Unit of the Department of the Premier and Cabinet to develop two key documents related to the arrangements between the State Government and the not-for-profit non-government human services sector. This work has been undertaken by a working party comprising representatives across government agencies involved in the community services sector and representatives from ACROD, Health Consumers' Council, Ethnic Communities Council of WA (ECCWA) and Western Australian Council of Social Services (WACOSS).

These key documents are outlined below:

- Industry Plan for the Non-Government Human Services Sector, June 2004 – this plan seeks to improve human service outcomes to create a more just and inclusive Western Australia by improving the way that Government and non-

Chapter 5 – Operational Summary

government work together. The policy areas currently addressed by the Industry Plan are:

- government and non-government relations;
 - the financial capacity and sustainability of non-government human services; and
 - the capacity of non-government organisations in relation to service delivery, policy, governance and human resource management.
- Western Australian Government Indexation Policy for the Non-Government Human Services Sector, May 2004 – the policy establishes a whole-of-Government approach, incorporating a new indexation formula appropriate to the needs of non-government organisations, a basis for funding, and identification of efficiency and effectiveness measures in funding arrangements. It has been developed in the context of the Industry Plan.

These documents build further on the work done by the Department of the Premier and Cabinet and the State Supply Commission in developing *Funding and Purchasing Community Services* – a Policy Statement on a Fresh approach to Funding and Purchasing Relationships with the Not-For-Profit Sector in October 2002. The Commission was a key contributor to the development of this policy framework and has been a leader in its implementation.

The Commission is also working specifically with the disability non-government sector, through the Sector Development Working Party, to carry forward this work and develop a disability sector-specific Industry Plan.

IMPLEMENTATION OF THE REVIEW OF LOCAL AREA COORDINATION

An Implementation Steering Committee (ISC) has met monthly during 2003-2004 to oversee the implementation of all 40 recommendations of the Ministerial Review of Local Area Coordination (2003). The review found that LAC had been a highly successful program over an extended period of time, but that substantial changes were required for the program to refocus its role and consolidate a level of quality into the future. The ISC was jointly chaired by the Commission's Directors of Metropolitan and Country Services Coordination and had statewide membership drawing from LACs, family members, agencies, the Disability Services Commission Board and the Commission's Service Purchasing and Development Directorate. There was extensive input from local area coordination staff across the State, with 50 staff contributing directly as members of the six working parties and all others participating in the developmental work to progress the necessary changes in the following areas:

- LAC role and framework;
- quality processes;
- indigenous and culturally and linguistically diverse (CALD) issues;
- evaluation;
- information; and
- funding processes.

The final report of the ISC sets out the completed work under each of the recommendations and also lists 32 specific documents, products and changes that have been generated from the review. The major thrust of the changes has been to refocus the role on core values and functions, increase the level of support to LACs, simplify and reduce the role in funding processes and administration, and increase the consistency of quality of LAC support across the State (particularly for people from indigenous and CALD backgrounds). Further work on implementation of the changes is required in the coming year, in particular as they relate to the LAC role in funding processes and also the new supervision and management structures and processes.

Full details of the ISC Report will be posted on the Commission's website at www.dsc.wa.gov.au

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 Australians with disabilities, were held at a ceremony at Parliament House on 2 September 2003. A total of 26 individuals and 12 organisations were honoured in the awards. (A full list of recipients is presented in Appendix 16.8.)

ACCESS AND INCLUSION

"Speaking Out" Advocacy Video

The Commission launched its new advocacy video, "Speaking Out", as part of a range of advocacy training projects designed to tackle discrimination against people with disabilities. The new video profiles people with disabilities telling of the real-life difficulties they have experienced and the steps they took to overcome these difficulties.

Accessible Communities Awards

The fifth Accessible Communities Awards (formerly the Action on Access Awards) were held in 2003 to recognise improvements in access for people with disabilities to services and facilities. In 2003 a new category for seniors was introduced and the focus of the awards was broadened to include the concept of universal design – planning for people of all ages and needs. The awards are judged in five categories and the Dr Louisa Alessandri Award for Excellence is chosen from the winners of these categories.

The winner of the prestigious Dr Louisa Alessandri Award for Excellence for 2003 was Rockingham City Council, which impressed the judging panel with a range of initiatives to improve community access, including a universal access playground to meet the needs of all children, an aquatic and leisure centre, and a number of initiatives to improve communication access for people with disabilities. (A full list of recipients is presented in Appendix 16.9.)

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“Easy Street” Pedestrian Video

The Commission was a finalist in the Insurance Commission of WA 2003 Road Safety Awards, Safer Roads Category, for its “Easy Street” video. The “Easy Street” video, which was launched last year and developed by the Commission in conjunction with Main Roads WA and the Western Australian Pedestrian Advisory Committee, shows how to make communities physically accessible for all pedestrians, including people with disabilities. “Easy Street” is particularly useful for engineers, planners and designers.

SERVICE QUALITY

Disability Services Standards Achievement Awards

The 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 1993*.

In 2004, Certificates of High Commendation were presented to:

- Activ Foundation Westwood House Group Home in Bunbury;
- the Disability Services Commission Metropolitan Service Coordination’s Autism Service;
- Rocky Bay Incorporated Children’s Clinical Service; and
- the Disability Service Commission Country Services LAC Service in the Pilbara.

SERVICE EXCELLENCE

The Commission was acknowledged for service excellence across a number of areas during 2003-2004.

- Department of Education and Training – Training and Excellence Award for the Learning and Development Team.
- Finalists for the Premier’s Awards:
 - Facilitating Family Networks;
 - Home Based Autism Program and Stepping Stones Positive Parenting Program (Education and Skills Development category); and
 - Early Childhood Intervention Australia (WA Branch) Achievement Award for Early Childhood Development Program, Individual and Family Support Services.
- Bonitas Award from the Autism Association of Western Australia to Kate Smith (A/Manager, Metropolitan Autism Services) and Roley McRobert (LAC, Bassendean).

SERVICE PARTNERSHIPS

In 2003-2004, the Disability Services Commission provided funding to 148 external organisations that provide services to Western Australians with disabilities, with funding increasing from \$119.8 million in 2002-2003 to \$129.9 million in 2003-2004.

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 in 2002 continued in 2003-2004. 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:

- 11 lunchtime forums for the field;
- a broadcast email service to funded agencies on issues of interest; and
- continuation of the Making a Difference and Accessible Communities award schemes.

ACCOUNTABILITY

Lonnie Awards for Excellence in Annual Reporting

For its 2002-2003 Annual Report, the Commission was awarded the Gold Lonnie for Distinguished Achievement in Accountability through Annual Reporting and the Ombudsman's Award for Excellence in Complaints Handling. This is the ninth successive year that the Commission's Annual Report has been acknowledged in the awards.

6. 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. The 14-member Ministerial Advisory Council is chaired by Ms Norma Josephs.

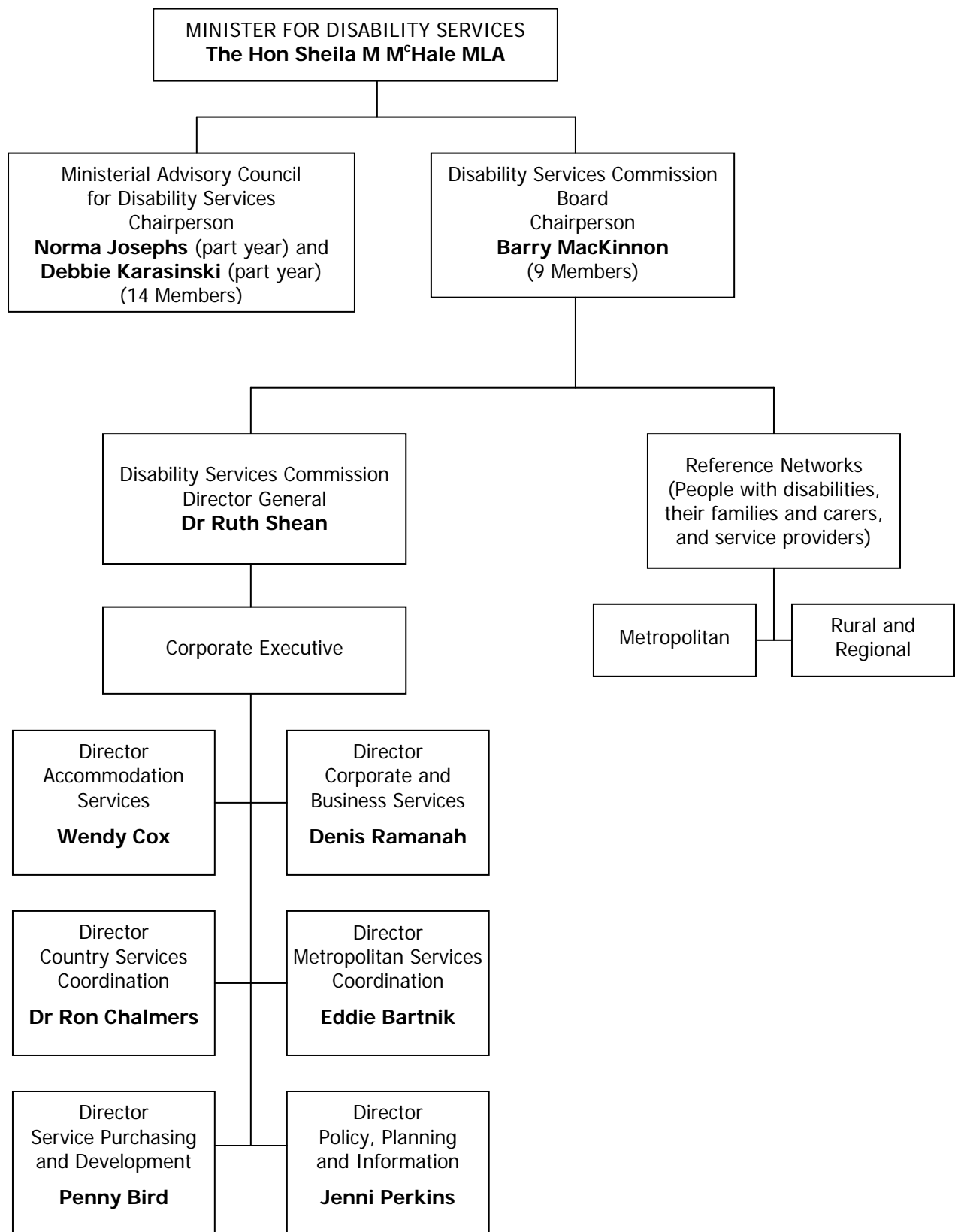
The review of the *Disability Services Act 1993* recommended a range of improvements to advisory and consultative mechanisms that have been implemented during 2003-2004. This has involved replacing the Regional Advisory Forums with Reference Networks, which consult statewide with people with disabilities, their families and carers, and service providers. All networks report directly to the Board of the Disability Services Commission.

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.

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 LAC services provided by the Commission in the metropolitan area are consolidated into a single Metropolitan Services Coordination Directorate.

Chapter 6 – Management Structure



Chapter 6 – Management Structure

6.1 The Disability Services Commission Board

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 2003-2004, the Disability Services Commission Board met on 13 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.	Expires December 2005	13/13
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.	Expires March 2005	11/13
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, the Department of the Premier and Cabinet and is an advocate for his older brother who has a disability.	Expires January 2005	5/13
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.	Expires September 2005	11/13
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.	Expires August 2004	12/13

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 Telethon Institute for Child Health Research. She is currently the Manager, Kulunga Research Network, Telethon Institute for Child Health Research.	Expires March 2006	11/13
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.	Expires February 2005	7/13 (Due to illness)
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.	Expires August 2005	13/13
Ms Norma Josephs holds a Bachelor and Masters of Social Work and a Certificate in Health Care Management. She has worked in both Canada and Australia in rehabilitation, human resource management and disability. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors and the Chairperson of the Ministerial Advisory Council for Disability Services. She has personal experience of a disability.	Expires November 2004	8/8
Retiring Board Members	Term of Appointment	Board Attendance
Ms Debbie Karasinski is the Chief Executive Officer of the Senses Foundation. She was a member of the Board of the Disability Services Commission from 1993 to 1999 and this year retired as Chairperson of the Ministerial Advisory Council for Disability Services. 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.	Expired February 2004	5/6

Chapter 6 – Management Structure

6.2 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, ACCOMMODATION SERVICES

Ms Wendy Cox became involved in service provision for people with a disability with the non-government sector in 1990. Prior to her appointment to the Commission in April 2003, 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, 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.

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 LAC Supervisor for the Upper Great Southern area. Dr Chalmers has extensive experience in the development and expansion of LAC 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.

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 LAC 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 ongoing collaborative projects.

DIRECTOR, POLICY, PLANNING AND INFORMATION

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, 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.

6.3 Staff of the Disability Services Commission

In 2003-2004, the Disability Services Commission had an employment level of 1,569 Full-time Equivalent (FTE). This represents an increase of 42 FTE on the previous year.

7. THE CHAIRPERSON'S REPORT

Over the past financial year, the disability sector has implemented change, consolidated gains and benefited from increased funding, following a period of intense activity and review. Our collective efforts to secure a sustainable service and support network for Western Australians with disabilities and their families have resulted in a strengthened sector with increased capacity to provide assistance to a greater number of people.

Implementation of Review Recommendations

Implementation of the outcomes from the three major undertakings of recent years - the Accommodation Blueprint, the Local Area Coordination Review and the review of the *Disability Services Act 1993* – has continued.

The Accommodation Blueprint is the basis for the Commission's five-year plan to increase the sector's capacity to address the need for more accommodation options for people with disabilities. The Blueprint Implementation Steering Committee, which I chair, has met every two months to oversee the implementation of the 43 recommendations to be completed in the first year of operation, resulting in:

- the provision of accommodation support for a total of 103 people;
- securing support for 10 carers aged over 70 years;
- the allocation of significant funding to agencies to support carers and families and to increase staff training;
- the development of proposals to establish an innovation think-tank and a biennial Churchill Fellowship to study best practice and innovation in disability services;
- signing a Memorandum of Understanding with the Department of Health for joint models of support for children with complex medical support needs; and
- increasing agency capacity to provide accommodation options for people in rural and remote areas through the Covering WA Project.

Significant accommodation funding was secured in May 2004 through the 2004-2005 State Budget which, together with forward estimates funding, will provide accommodation services for 446 people (with a further 79 people to be accommodated through vacancies). With the 103 people provided with accommodation support during this financial year, this brings the anticipated total to 628 people, well above the Accommodation Blueprint target of 548 people. A workplan, charting the progress, can be found on the Commission's website at www.dsc.wa.gov.au

Implementation of the 40 recommendations of the Local Area Coordination (LAC) program review is largely completed. Changes made to the LAC program to date have been aimed at refocussing the program on the values, core functions and quality processes required to consolidate and re-focus LAC as an effective, contemporary support system for people with disabilities and their families and carers.

Some of the actions include:

- producing a new LAC brochure detailing the LAC framework and principles, role statement and examples of LAC roles;
- developing a video to be made available to people with disabilities, families and service providers;
- engaging a project officer to work with the Indigenous/Culturally and Linguistically Diverse Working Party to ensure LACs receive appropriate support and information when working with people from these backgrounds;
- streamlining funding accountability processes; and
- refining information packages to be provided to people with disabilities and families by LACs.

Further work will continue on the LAC supervision and management structure. More information on the progress of the review recommendations can be found on the Commission's website.

The third significant project has been the drafting of legislative amendments arising from the 2002 review of the *Disability Services Act 1993*. Through statewide consultations, people with disabilities, families, service providers and others had significant input into the recommendations to strengthen the Act. The review focused on increasing the provisions for the involvement of the disability community across the State, evaluating the quality of existing complaints provisions and strengthening the provisions requiring public authorities to provide access to services for people with disabilities.

Drafting of the amended legislation has been completed and, at the time of writing (June 2004), it was anticipated that the *Disability Services Amendment Bill 2004* would be put before Parliament in the very near future.

A sustainable disability sector

In my last report, I referred to the Disability Services Minister's plan for a sustainable disability sector. These issues continue to be critical to the future of the sector:

- indexation for a viable disability sector;
- strong growth and a new business plan;
- a more accessible community;
- strong focus on rural and regional initiatives; and
- the impact of the Commonwealth State Territory Disability Agreement.

Indexation: The 2004-2005 State Budget, announced in May 2004, included the introduction of a whole-of-government Indexation Policy for the non-government human services sector. This will enhance the financial viability and sustainability of the non-government sector to deliver human services throughout Western Australia.

The State Government provided a realistic rate of indexation of 3.1% to help non-government organisations meet rising costs. Unfortunately, the Australian Government provided an indexation rate of only 1.6% meaning most organisations

Chapter 7 – The Chairperson's Report

will end up with a weighted indexation of 2.69%. This is particularly disappointing as it could cause difficulties for some agencies to meet rising costs in areas such as wage increases and goods and services.

Strong growth into the future: The 2004-2005 State Budget delivered unprecedented funding increases for disability services for the next four years. This ensures a sound foundation for business planning across the sector. The Budget provided a recurrent allocation of \$224.133 million, an 8.2% increase on the previous year's allocation of \$207.092 million. This includes an increase of \$10.808 million from the State Government and \$0.491 million from the Australian Government to give a total of \$11.299 million in growth funding. An additional \$5.7 million in growth funding or \$25 million recurrent by 2007/2008 will be for accommodation support.

A more accessible community: In the Year of the Built Environment, the Commission's Universal Design network hosted a lunchtime forum on accessible housing design for people with disabilities; local government access information was placed on the Commission's website and the annual Accessible Communities Awards, organised by the Commission and People With Disabilities (WA) Inc in conjunction with the Office of Seniors Interests and Volunteering, all highlighted the importance of access to the quality of life of Western Australians with disabilities. Legislative amendments from the review of the *Disability Services Act 1993* will strengthen the requirements of State Government agencies and local government and their funded and contracted services to develop Disability Access and Inclusion Plans.

From a national perspective, the Commission, in conjunction with the Office of Seniors Interests and Volunteering, hosted a briefing by the Human Rights and Equal Opportunity Commission for key stakeholders on the Disability Discrimination Act draft Access to Premises Standard. The development of this draft Standard has huge potential benefits, not just for people with disabilities but for all of the Australian community. The Commission also lodged submissions to the Australian Building Codes Board on the draft Standard and the associated Regulation Impact Statement, and briefed the Building Regulation Advisory Council on the impact of the proposed draft Standard.

Rural and regional initiatives: In specific program areas, growth funding is allocated between the metropolitan area and regional areas on the basis of a 73%-27% split, reflecting the population distribution in the State. In all program areas there has been a specific focus on improving services for indigenous people with disabilities and their families. The development of a new indigenous policy framework, piloted in country regions, is guiding this service development. In addition, the Covering WA Project is working to address a long-term challenge that is to increase agencies' capacity to provide accommodation support to people with disabilities in country regions.

Commonwealth State Territory Disability Agreement: In negotiating the third Commonwealth State Territory Disability Agreement (CSTDA), we sought the Australian Government's commitment to reducing unmet demand through an

immediate injection of funding, providing an adequate indexation level and linking annual growth funding to population growth. The Australian Government's funding response was disappointing, with no new funds for unmet need, a low rate of indexation and minimal growth funding. New initiatives such as respite for ageing carers and significant funding for disability employment services are welcome, but there is still concern about the impact of the disability employment reforms on younger people with high support needs seeking to enter employment. We have worked cooperatively with the Australian Government on initiatives under the bilateral agreement of the new CSTDA, and have taken the lead on several projects within the CSTDA implementation plan. It is particularly pleasing to note Western Australia's lead in coordinating the National Disability Administrators' research agenda, which promises some interesting projects that will benefit people with disabilities nationally.

Board Business

In December 2003 we celebrated the 10th anniversary of the *Disability Services Act 1993* and the creation of the Disability Services Commission with a gathering of past and present Ministers, former and current Board and Advisory Council members and others who have made a significant contribution to the sector. It was marvellous to catch up with so many of the people who have made such a substantial difference to the lives of people with disabilities and their families.

In response to recommendations from the 2002 review of the *Disability Services Act 1993*, the Board established Reference Networks to gain input from people with disabilities, their families and carers, and service providers, on matters relating to service delivery and the work of the Commission.

To date, five meetings attended by Board members have been held, two in Perth and three in the country, in Karratha, Broome and Albany. More are planned for the coming financial year.

In October 2003, I initiated a series of breakfast meetings with the Chairs of non-government agencies within the disability sector. I was keen to get a sense of issues that agencies were facing from the Chairs' perspective. There has been a very good response to the four meetings held so far and some of the issues canvassed include Board membership and training, the challenges set by an ageing population, and sector funding and viability matters.

As well, I hosted two breakfast meetings for community and business leaders. These meetings were designed to provide leaders with a better understanding of the issues facing people with disabilities and their families – to make them more 'disability-aware' - so that they could make a contribution towards creating a more inclusive and supportive community.

There has been only one new member on the Board; Norma Josephs, the new Chair of the Ministerial Advisory Council, who replaced Debbie Karasinski as the Council

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representative. We welcome Norma and acknowledge Debbie as a valued colleague who has made a significant contribution during her time as a Board member.

As always, I thank all those people who have worked hard to improve the lives of Western Australians with disabilities over the past year. I also extend my thanks to my fellow Board members, to the staff of the Commission and to the Director General, Dr Ruth Shean, for their ongoing commitment and efforts on behalf of people with disabilities and their families.

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

8. THE DIRECTOR GENERAL'S REPORT

An annual report provides a snapshot of the myriad activities that go to make up the Disability Services Commission's diverse operations over a 12-month period. Guiding much of our work this year has been the implementation of recommendations from the Local Area Coordination review and the Accommodation Blueprint, as well as progressing the draft amendments for the *Disability Services Act 1993*.

These major initiatives have laid the foundations to ensure a sustainable disability sector which is well positioned to meet future challenges. As our population ages, the need for formal services and support is anticipated to increase significantly. A strong, vibrant and innovative disability sector is crucial if we are to maintain our current level of services and support to people with disabilities. Increasing sector capacity to respond in innovative and effective ways to a greater demand for services within available resources, will be an on-going challenge for all of us working in human services.

Of particular significance over the past year has been the immense amount of work done to ensure Commission services are accessible and appropriate for indigenous people with disabilities. Statewide consultations with communities, individuals and families have resulted in a clear policy direction to further develop culturally appropriate services. Raising the Commission's profile and awareness of the services and support we can provide within diverse and often remote indigenous communities remains a priority in the immediate future.

The following brief cameos provide some indication of the diversity and scope of the Commission's undertakings for 2003-2004.

Individuals, Families and Carers

- The Accommodation Blueprint, the Commission's five-year plan to address unmet demand for accommodation support was launched following extensive statewide consultation with people with disabilities, families and carers, service providers and other interested parties.
- In all, 233 people received funding for services through the three rounds of the Combined Application Process, 18 more people than anticipated. A total of 84 people received funding for accommodation support - four more people than expected; a further 19 people were accommodated through vacancies. A total of 43 people received funding for Alternatives to Employment services, 12 more than anticipated. The number of people receiving funding for Intensive Family support was 17 less than anticipated – 87 compared with an expected 104 people, despite additional funding being provided. This was because the people supported had significantly higher needs than had been anticipated.
- The Commission's extensive capital works program to upgrade its high support hostels continued with substantial work being completed at Fairholme, Sussex, Bristol and Norwich. This caused some disruption but all those concerned –

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residents, staff, families - were very supportive, patient and resilient during a time of upheaval.

- Metropolitan Services Coordination staff from the Home Based Autism Service completed a video to be used as a reference for families and others in the community.
- KIDScreen, a revised screening tool for therapists working with preschool children was completed, with considerable interest in the project and product from other agencies.
- More than \$1 million was provided to support school leavers with disabilities through the Post School Options program.
- More than \$900,000 of growth funding was allocated across the State to increase the number of people with disabilities receiving therapy and other services.

Communities

- Work progressed on a major community disability awareness campaign following a grant to ACROD by Lotterywest. The campaign will focus on the legal rights of people with disabilities and is being guided by a sector-based steering group, supported by an Expert Reference Group.
- Considerable progress has been made to improve support and services for indigenous people with disabilities, including:
 - working to address the needs of indigenous children with disabilities through a workshop that attracted more than 100 participants;
 - widespread consultation across the State with indigenous people and their families and carers on issues that affect them;
 - cross cultural training for Commission staff to ensure they have the skills and knowledge necessary to provide culturally sensitive and effective support to indigenous people with disabilities;
 - establishing a pilot program in the Kimberley region for indigenous disability assistants;
 - a community education video to advise indigenous communities about disability issues and services;
 - developing a strategy to provide a supportive and encouraging environment for the Commission's indigenous employees; and
 - establishing the Access for Indigenous People Steering Committee that helps to oversee policy and makes recommendations on future service development.
- In July, the country service forum was attended by people with disabilities, their carers and families, LACs and others to discuss the key elements of change, diversity and renewal.
- The Commission worked with the Heritage Council of Western Australia and other industry stakeholders to organise a seminar focusing on access for people with disabilities to heritage buildings.
- Training programs by the Health Resource Consultancy Team for General Practitioners were accredited by the Royal College of General Practitioners. The Commission also signed an agreement with the General Practice Divisions of Western Australia to formalise their relationship.
- Rockingham City Council won the Dr Louisa Alessandri Award for Excellence at the annual Accessible Communities Awards (previously the Action on Access

Awards) presented by the Commission in conjunction with People with Disabilities (WA) Inc and the Office of Seniors’ Interests and Volunteering.

Partnerships and Support Services

- Three editions of a new resource, the “Making a Difference” newsletter were produced. The publication was introduced primarily to advise service providers of forthcoming tenders for grants and also included information on Commission activities such as the lunchtime forums or the availability of new publications.
- The Commission prepared a feasibility report on the introduction of the Companion Card concept, based on the Victorian model. The card would allow free access to venues for carers of people with disabilities.
- A total of 20 disability service organisations shared \$250,000 for a variety of projects to improve access. The projects ranged from the practical – such as ramps or handrails – to the educative such as publications for people living in rural and remote communities.
- A total of \$200,000 in one-off grants was allocated to family carers of people with disabilities, chronic or mental illness and those who are frail.
- Tenders were approved by the Commission board for agencies to develop a one-stop shop to provide information and support to people with disabilities and families, primarily for people whose children have been diagnosed with a disability.
- The popular monthly lunchtime forums for the sector continued with a wide range of topics, from sector development and reform to accommodation issues being canvassed.
- The Commission worked with the Department of Sport and Recreation, ACROD and other stakeholders to organise the “You Can Do It” sport and recreation expo, a first for Western Australia. It presented people with disabilities and service providers with an innovative range of options – including belly dancing, martial arts and yoga - to increase their level of physical activity, as well as enhance social participation and inclusion within communities.
- A number of joint Commission/Department for Community Development initiatives encouraged partnerships in approaching complex issues relating to children. These included:
 - improving networks at a local level to achieve better outcomes for children with disabilities and their families;
 - working to develop protocols for interdepartmental cooperation for children living away from home;
 - progressing issues relating to children who are in foster care or are wards of the State; and
 - in partnership with the Department of Health, developing a joint agreement for a three-year trial for the community support of children with disabilities who require medical technology to maintain respiratory function.
- Funding of \$100,000 was made available to four organisations to develop and implement training for carers of people with disabilities under the State Government’s “Caring for Carers” initiative.
- The partnership between the Commission and the Western Australian Country Health Service was fully implemented with each of the six regional agreements,

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which are components of the overarching Memorandum of Understanding, allowing the delivery of high quality therapy services.

- In conjunction with ACROD, the Commission participated in a Christmas disability parking campaign to raise the awareness of the need to keep accessible parking places free for people with disabilities.
- A new advocacy video, *Speaking Out*, was produced to help people with disabilities tackle discrimination in an effective manner.
- Three forums were held to provide the sector with an opportunity to have input into the State budget process.
- Data collection was carried out on the 2003-2004 Consumer Satisfaction survey; the survey had three key elements – satisfaction on specific service provision, quality of life and social participation.

In addition, the Commission's work has been acknowledged through a variety of awards over the past 12 months including:

- Disability Service Standards Achievement Award:
 - for the Assessment, Diagnosis, Information and Consultancy Team at Metropolitan Autism Services; and
 - Quality Service Award for the Pilbara Local Area Coordination team;
- Department of Education and Training, Training and Excellence Award for the Learning and Development team;
- Premier's Awards (finalists):
 - Facilitating Family Networks;
 - Home Based Autism Program (Education and Skills Development category);
 - Stepping Stones Positive Parenting Program (Education and Skills Development category); and
 - Early Childhood Intervention Australia (WA Branch) Achievement Award for the Early Childhood Development Program, Individual and Family Support Services;
- Bonitas Award from the Autism Association of Western Australia to Kate Smith (A/Manager, Metropolitan Autism Services) and Roley McRobert (Local Area Coordinator, Bassendean);
- Lonnie Awards for 2002-2003 Annual Report:
 - Gold Award for Distinguished Achievement in Accountability through Annual Reporting; and
 - Ombudsman Award for Excellence in Complaint Handling; and
- Insurance Commission of WA 2003 Road Safety Awards (finalist) – 'Easy Street' video in the Safer Roads Category.

Conclusion

All of us who work within the human services sector know it to be both a rewarding and challenging area. I would like to thank all those who have worked so hard throughout the disability sector - people with disabilities, families and carers, service providers, Commission staff, volunteers and others - over the past 12 months and who continue to demonstrate their ongoing commitment towards creating a more inclusive and supportive community.

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Disability is a challenging but complex field of human endeavour, and I am grateful to the many, many people who work collaboratively and positively towards our mutual goals.

Dr Ruth Shean
DIRECTOR GENERAL
DISABILITY SERVICES COMMISSION

9. 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) by the Australian Bureau of Statistics, 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 2003-2004 Annual Client and Service Data Collection (ACDC). More recent data from the 2003 Disability, Ageing and Carers Survey will be available in the latter part of 2004.

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.

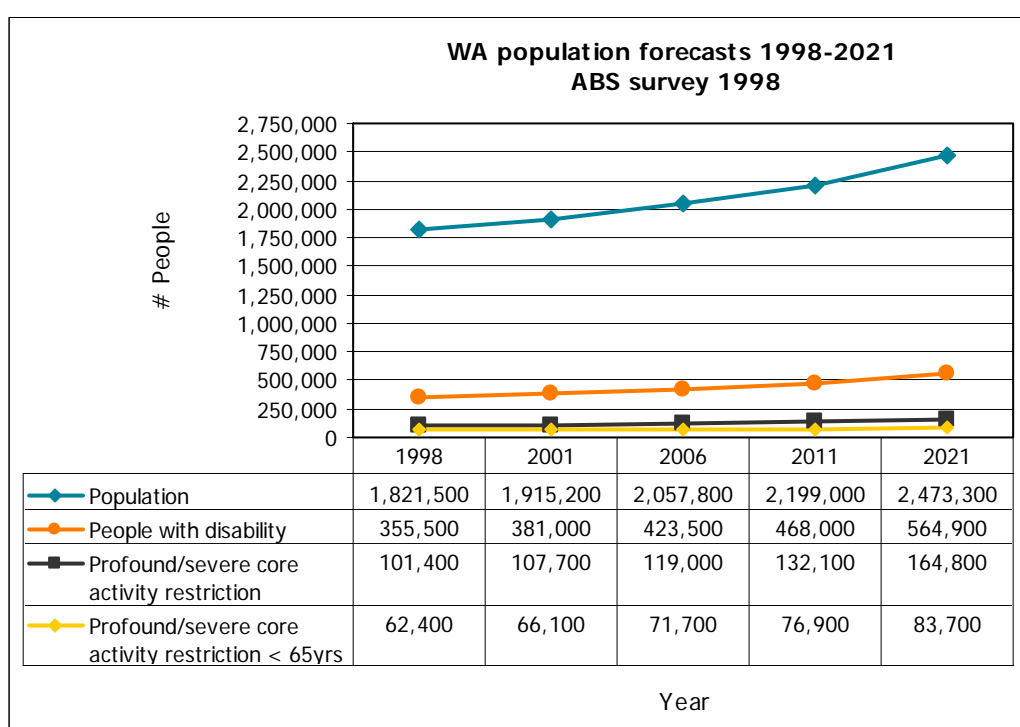
The primary focus of the Commission's provided and funded services is for Western Australians with more substantial disabilities, the onset of which occurred before 60 years of age. A comparable measure of this population is people aged under 65 years of age with a profound or severe core activity restriction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

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.

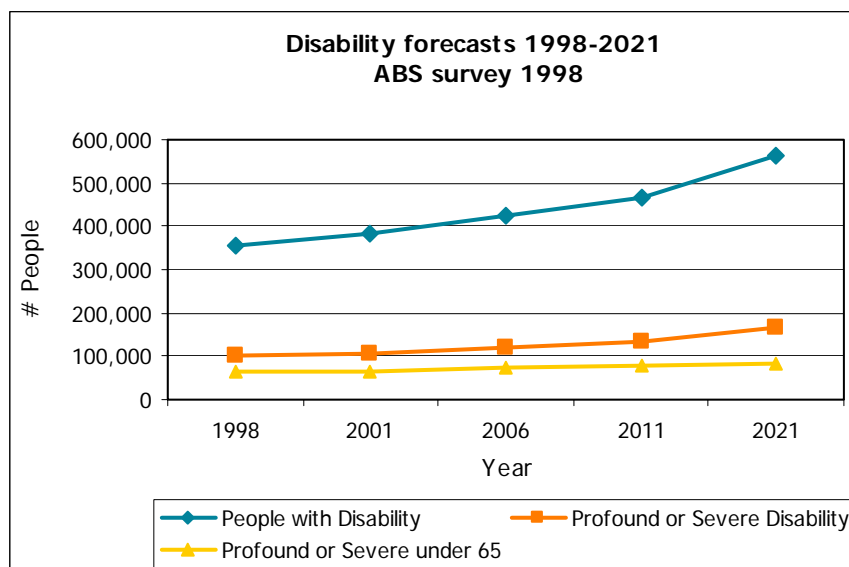
Increases in the number of people with disabilities in Western Australia are expected to follow the same general trends as the growth in the population.

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%.

Chapter 9 – Profile of Trends, Issues and Customers

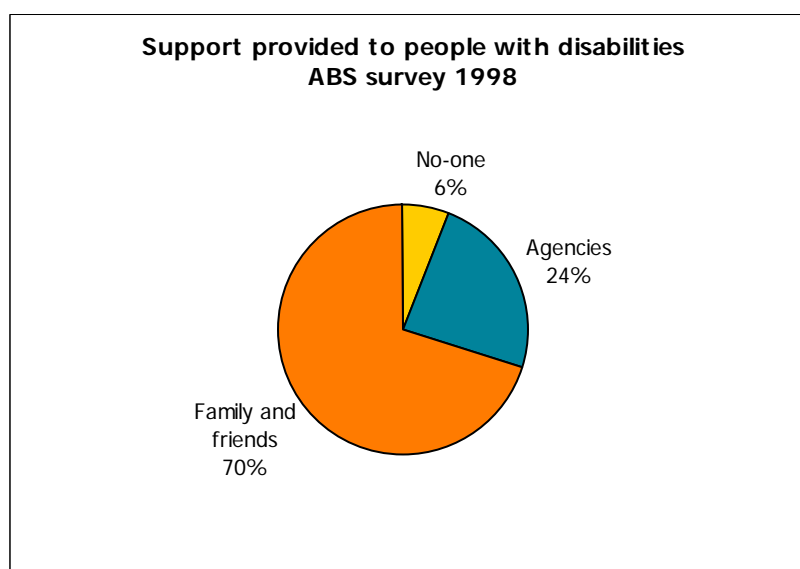


Supporting People with Disabilities

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.



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.

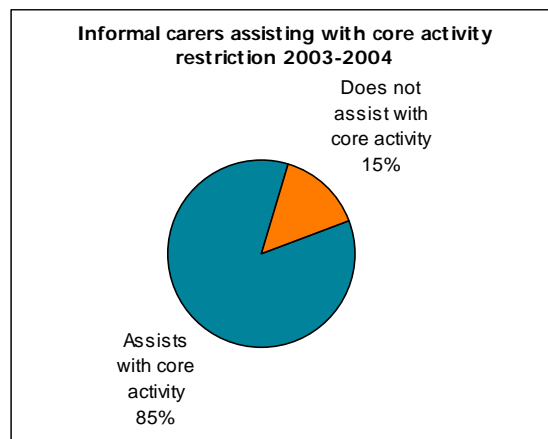
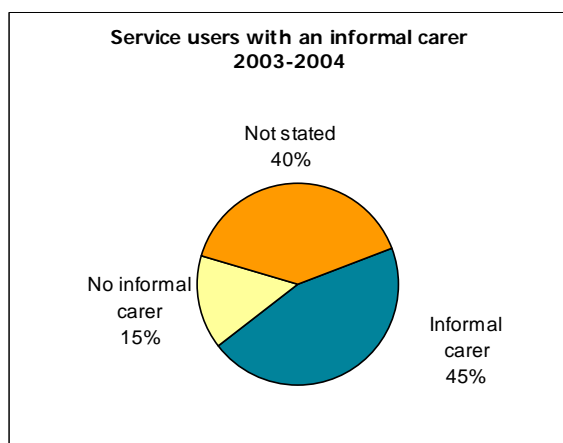
According to the 1998 Survey of Disability, Ageing and Carers, nearly half of all primary carers report they do not want or need assistance to undertake their caring role, while 83% do not want respite.

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

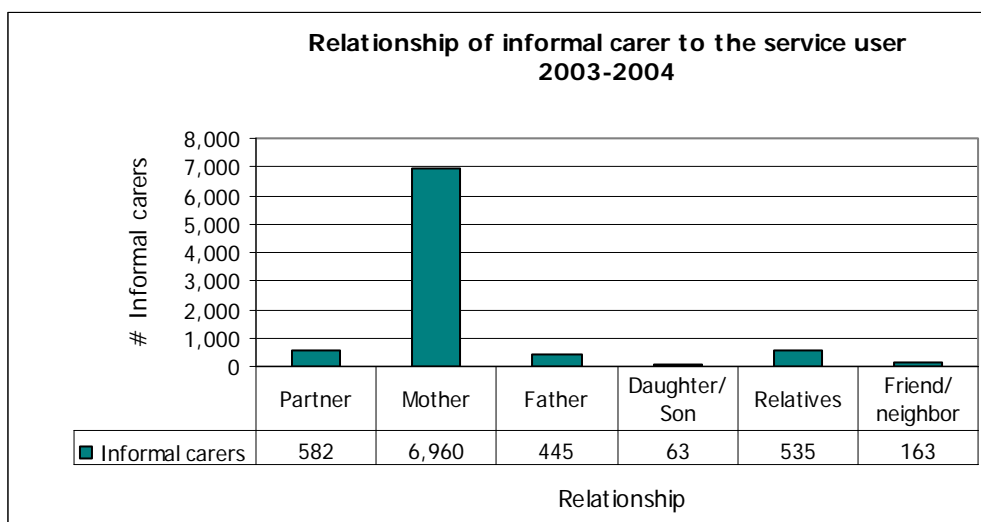
Since 2002-2003, data developments in the ACDC have enabled the Commission to provide a profile of informal carers. This field was completed for 59% of service users, with no data available for 40% of service users. For 2003–2004, 75% (8,675) of responses received indicate someone, such as a family member or friend, provides care and assistance on a regular and sustained basis. Of those who provide informal care to service users, 85% of assistance was in the areas of self-care, mobility or communication, while 15% of assistance was provided in other areas of care.



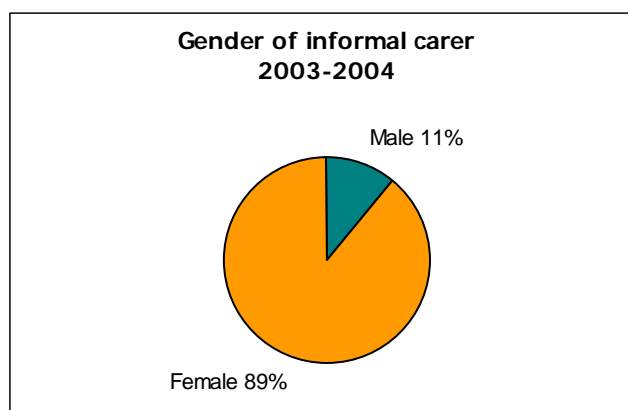
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The profile of the relationship of the main informal carer to the service user suggests that:

- 79% of care is provided by mothers;
- 5% of care is provided by fathers;
- 7% of care is provided by partners; and
- 9% 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.



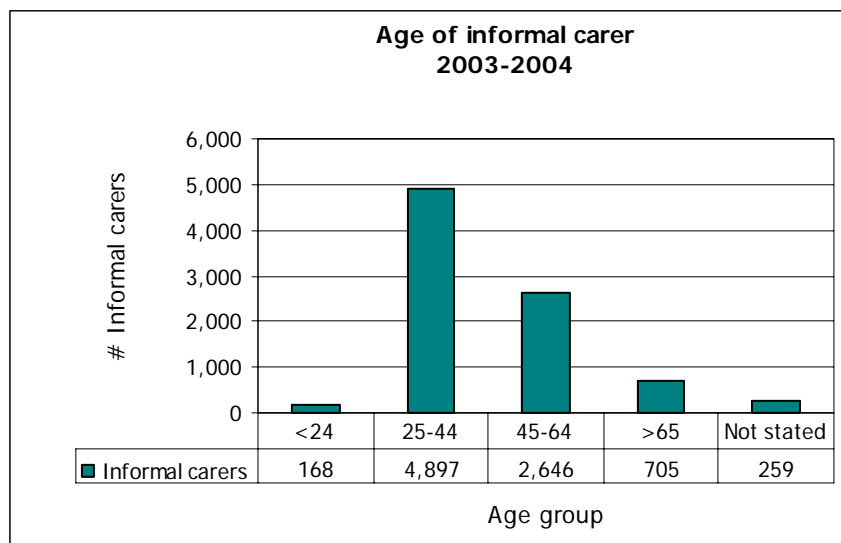
The data on the age group of informal carers providing care and assistance to service users show that:

- 2% (158) are aged less than 24 years of age;
- 58% (4,897) are in the 25-44 years age group;
- 32% (2,646) are in the 45-64 years age group; and
- 8% (705) are over 65 years of age.

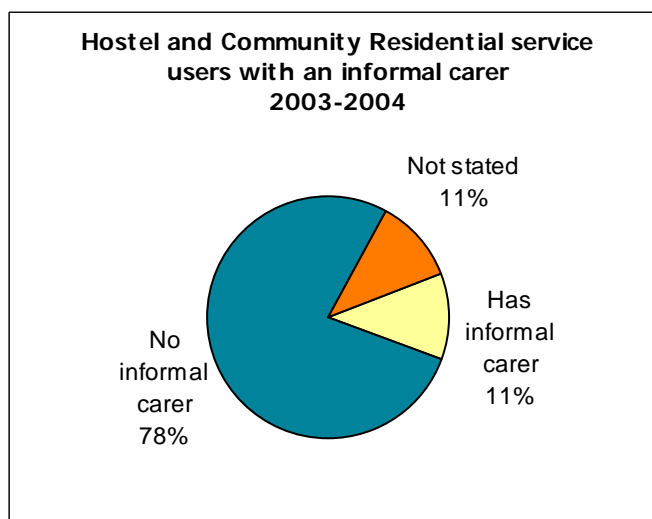
The significant proportion of carers in the 25-44 year age group, coupled with the majority of care provision and responsibility borne by women, highlights the need to

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ensure appropriate supports are in place that reflect the changing roles of women in this population group.



In relation to the 1,575 people receiving hostel or community residential support under Output 1, 11% 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

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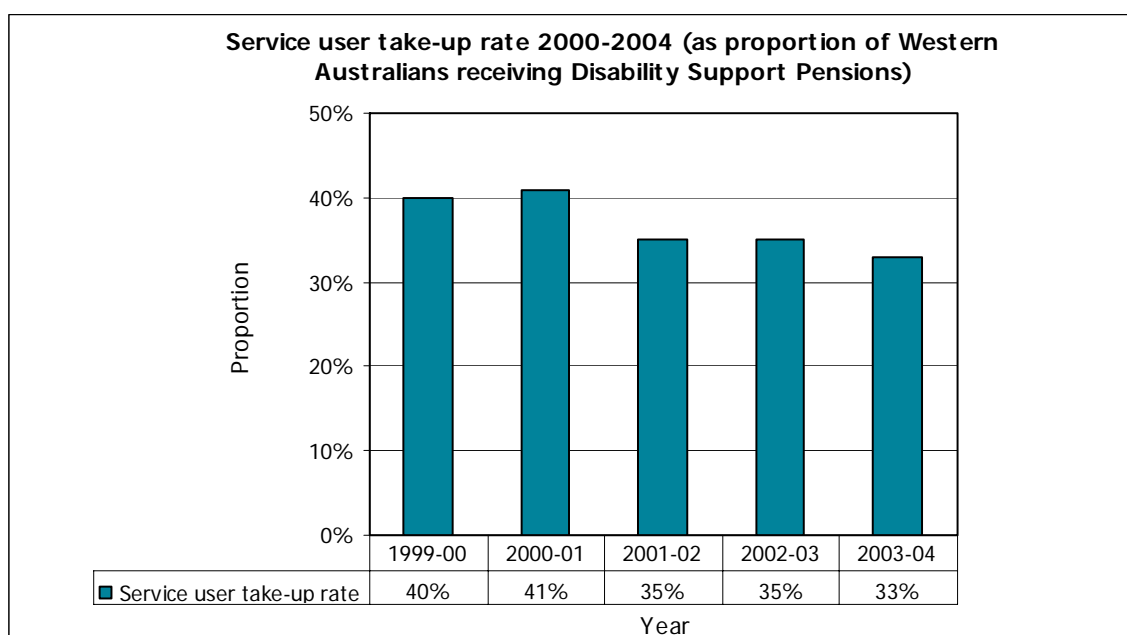
report that they are not using support services either because they do not know the service is available or because no service is available.

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 2003-2004 as a proportion of Western Australians receiving a Disability Support Pension.

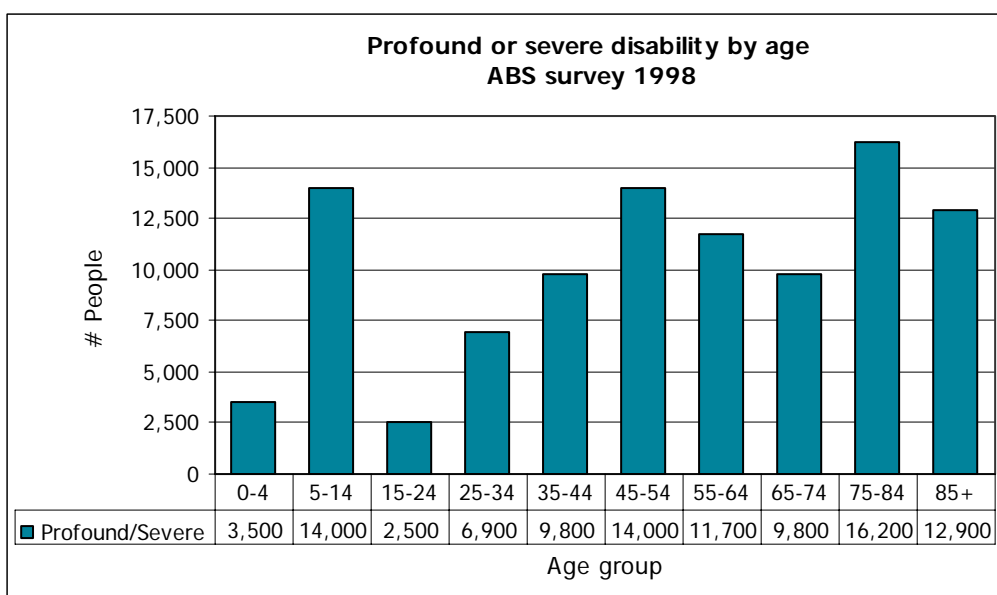
Take-up rates measured using the Disability Support Pension have shown some degree of variability over the past five years, however, the variation has been relatively close to the five-year average of 36%. The variation comes from two sources; improvements in how the Commission counts service users, in particular a reduction of double counting, and changes in the Disability Support Pension (from 2001-2002). The number of people on a Disability Support Pension has seen a significant increase in recent years, increasing by 11,158 or 23.5% since 1999-2000.



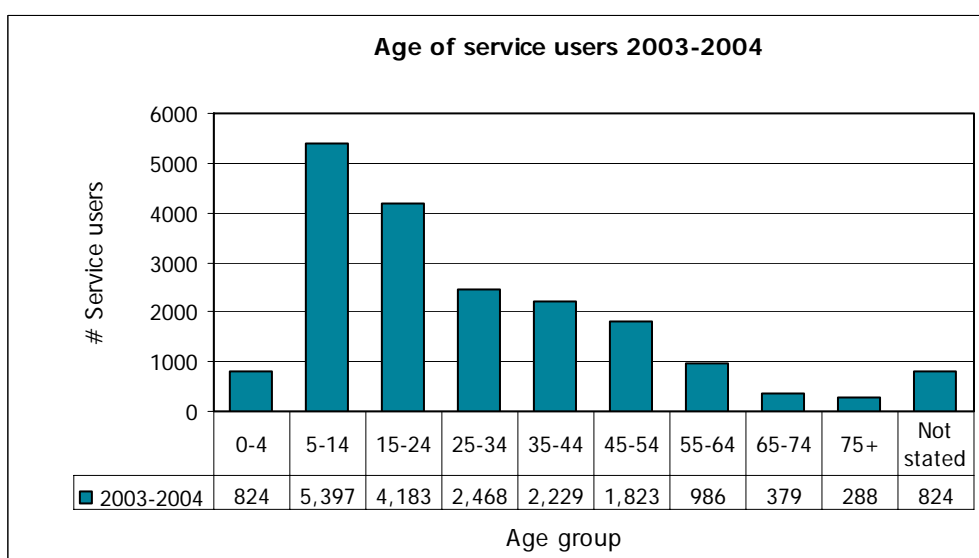
Age Distribution

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.

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During 2003-2004, 5,316 service users were aged 5-14 years representing 38% of the estimated 14,000 Western Australians with profound and severe core activity restriction in this age group.



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.

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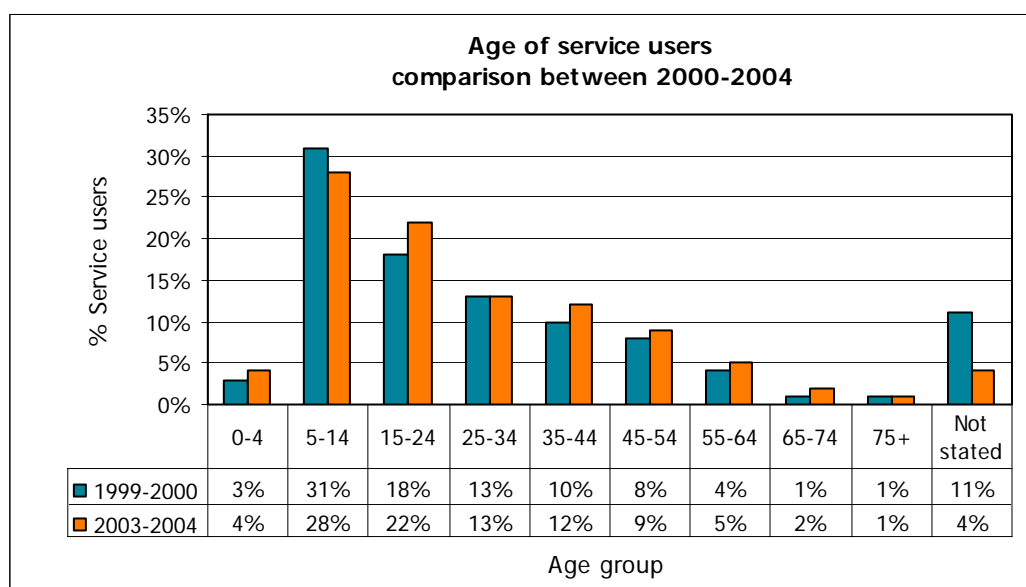
Service users aged over the age of 45 years have increased considerably over the past five years – specifically, this group has increased by 38% (from 2,513 in 1999-2000 to 3,476 in 2003-2004). Improvements in data quality are reflected in the 61% decline in the number of service users where the age was not known.

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 2000-2004

Age Group	1999-00	2000-01	2001-02	2002-03	2003-04	Trend %	
						Year	5 Years
0-4	574	738	685	810	824	2	44
5-14	5,796	6,607	5,657	5,553	5,397	-3	-7
15-24	3,482	3,671	3,905	4,054	4,183	3	20
25-34	2,414	2,561	2,493	2,503	2,468	-1	2
35-44	1,980	2,151	2,151	2,191	2,229	2	13
45-54	1,420	1,632	1,757	1,780	1,823	2	28
55-64	736	847	843	896	986	10	34
65-74	261	368	354	422	379	-10	45
75+	96	217	204	240	288	20	200
Not stated	2,111	1,595	1,129	811	824	2	-61
Total	18,870	20,387	19,178	19,260	19,401	1	3

A comparison between the age of service users in 2000 and 2004 shows the number of service users in older age groups is increasing.

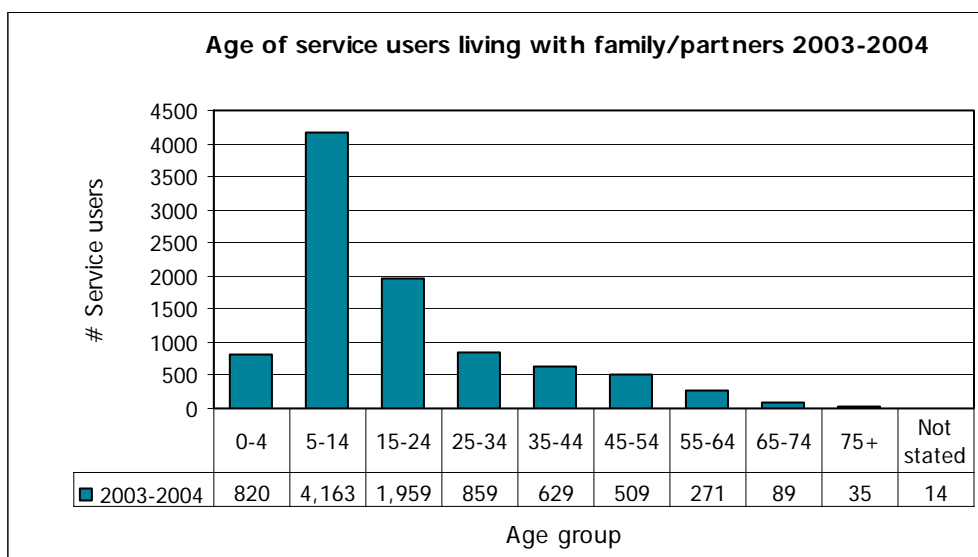


Age of Service Users Living at Home

In excess of two-thirds of the service users living at home with their family or partner (6,942) are under the age of 24 years.

Age of service users living at home with family/partner 2000-2004

Age Group	1999-00	2000-01	2001-02	2002-03	2003-04	Trend %	
						Year	5 Years
0-4	553	738	685	705	820	16	48
5-14	4,451	5,709	3,294	3,476	4,163	20	-7
15-24	1,872	2,043	1,826	1,880	1,959	4	5
25-34	809	907	873	930	859	-8	6
35-44	569	658	760	746	629	-16	11
45-54	333	385	668	655	509	-22	53
55-64	133	182	316	339	271	-20	104
65-74	41	48	93	115	89	-23	117
75+	23	33	38	50	35	-30	52
Not stated	147	154	54	19	14	-26	-91
Total	8,931	10,857	8,607	8,915	9,348	5	3



People Living at Home

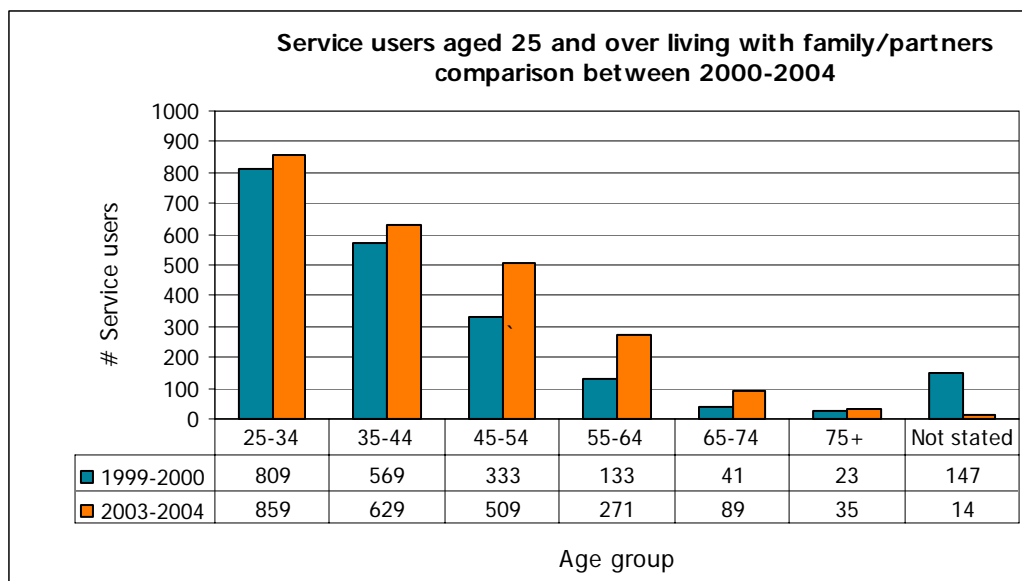
Over the past five years the number of service users aged 35 or over living at home with their family or partner has increased by approximately 40% (from 1099 in 1999-2000 to 1,533 in 2003-2004). Some of these service users will be living with ageing carers.

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

- 35-44 years has increased by 11% (from 569 to 629);
- 45-54 years has increased by 53% (from 333 to 509);
- 55-64 years has increased by 104% (from 133 to 271); and
- 65-74 years has increased by 117% (from 41 to 89).

Chapter 9 – Profile of Trends, Issues and Customers

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



Type of Disability

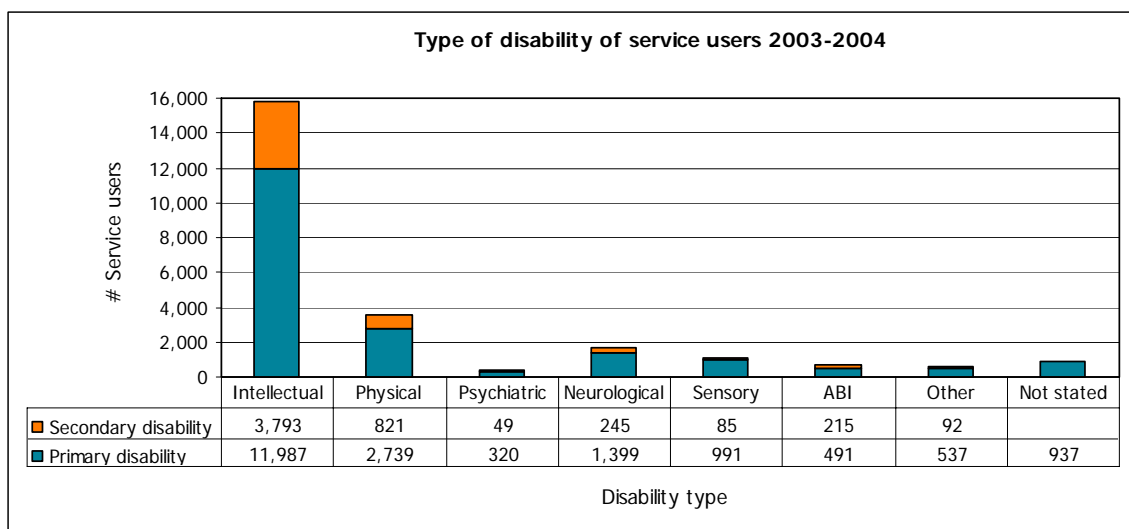
Of the 19,401 service users who used services funded or provided by the Commission in 2003-2004, 23% (or 4,462) reported that they had multiple disabilities.

- 62% of service users had an intellectual disability as their main disabling condition. Within this group 21% also reported having other disabilities.
- 14% of service users had a physical disability as their main disabling condition. Within this group 31% also reported having other disabilities.

Type of disability				
	People		With other disabilities reported	
	#	%	#	%
Intellectual	11,987	62	2,474	21
Physical	2,739	14	850	31
Psychiatric	320	2	75	23
Neurological	1,399	7	277	20
Sensory	991	5	108	11
Acquired Brain Injury	491	2	218	44
Other	537	3	460	86
Not stated	937	5		
Total	19,401	100	4,462	23

Chapter 9 – Profile of Trends, Issues and Customers

Service users can have primary and secondary disabilities. The following graph shows the total number of people who have each of the listed disabilities – either as a primary or a secondary disability.



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:

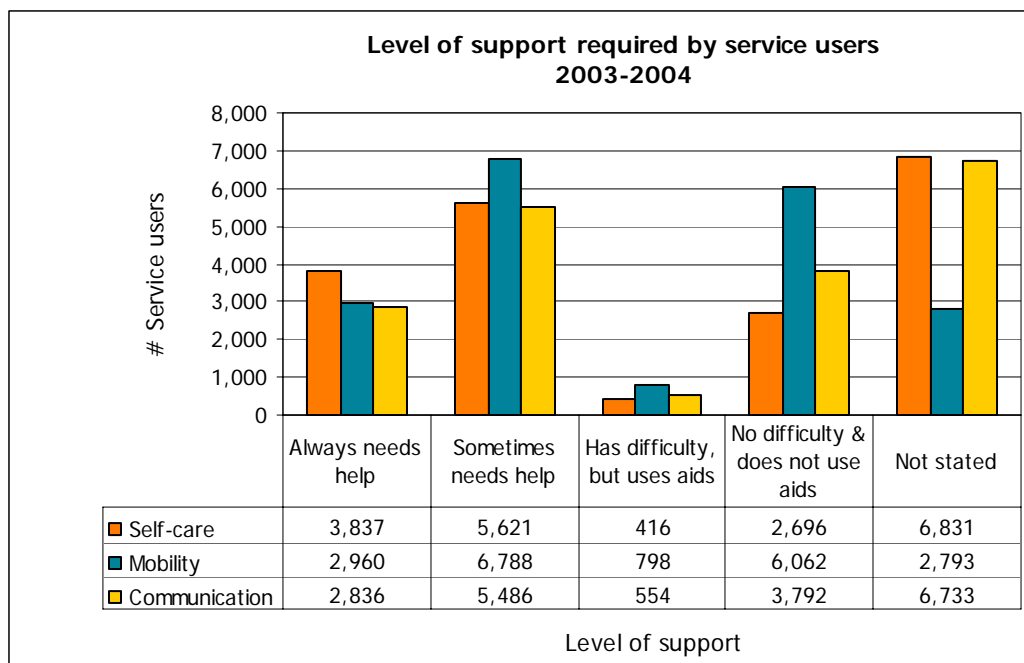
- 49% of service users required support with self-care;
- 50% of service users required support with mobility; and
- 43% of service users required support with communication.

Level of support required by service users 2003-2004

	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	3,837	5,621	49	416	2,696	6,831
Mobility	2,960	6,788	50	798	6,062	2,793
Communications	2,836	5,486	43	554	3,792	6,733

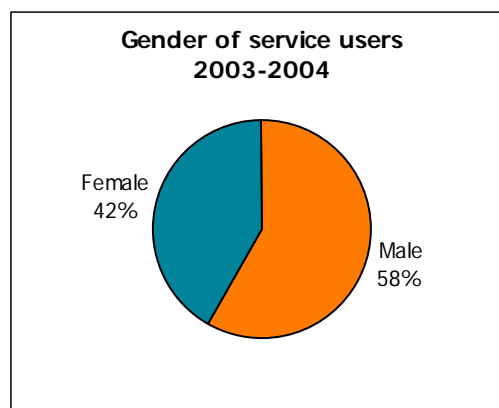
Note: A single service user may require support of varying levels in more than one core activity

Chapter 9 – Profile of Trends, Issues and Customers



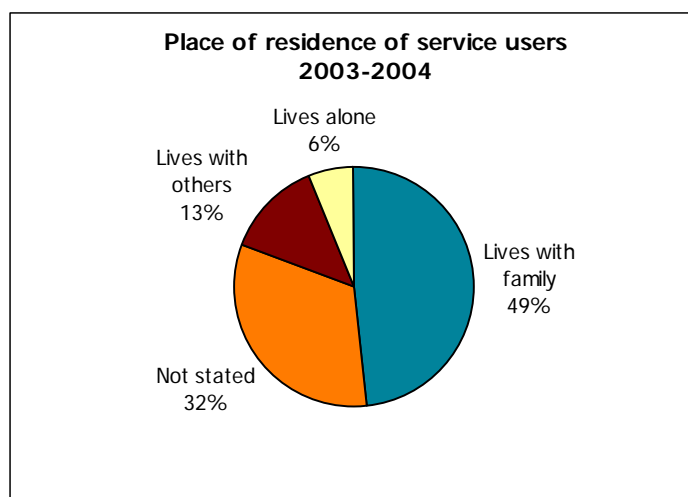
Gender of Service Users

- The higher representation of males among service users is consistent with a higher prevalence of disability among younger males than females.
- During 2003-2004, there were 11,283 male service users compared with 8,111 female service users. (Note: no gender was specified for 7 service users.)



Place of Residence of Service Users

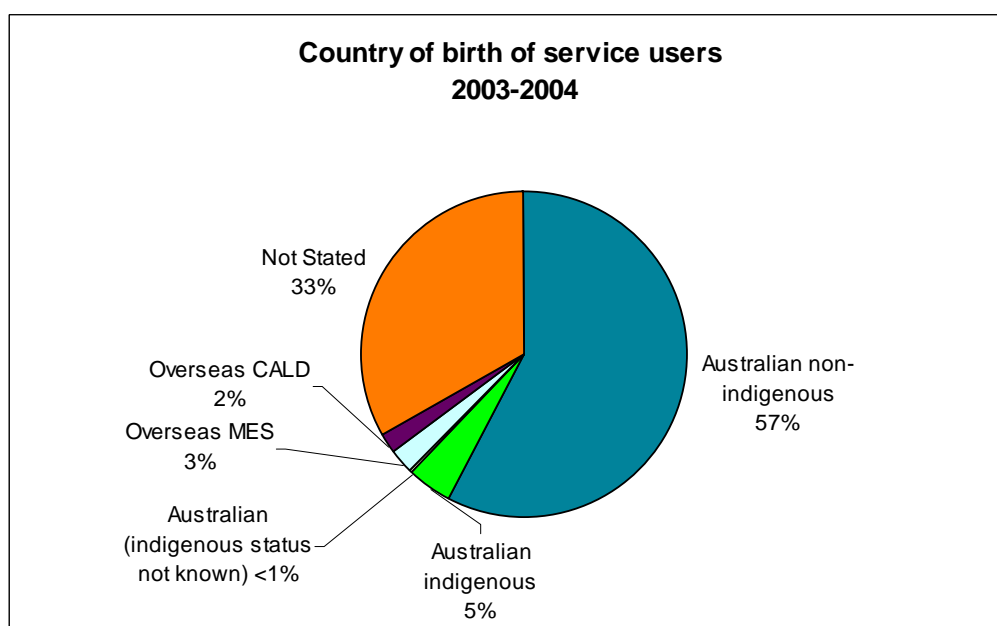
- 9,348 (49%) live with family.
- 2,540 (13%) live with others.
- 1,209 (6%) live alone.
- 6,304 (32%) not stated.



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 (5%) 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, with the remaining 3% from main English-speaking (MES) countries.



Note: <1% of services users who were born in Australia did not state a response to the question of indigenous identity.

10. CUSTOMER FOCUS

10.1 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 13,698 people registered with the Commission are eligible for these services	Access to Commission provided services (previously provided by the Authority for Intellectually Handicapped Persons), including Commission provided Individual and Family Support Services and Accommodation.

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

Funded services are delivered by 148 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 131 Local Area Coordinators working in local communities throughout the State.

10.2 Disability Services Standards

Eight disability services 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*. Consultation on the development of a ninth standard on protection of human rights and freedom from abuse and neglect will be undertaken in 2004-2005.

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

To ensure compliance with the Disability Services Standards, Independent Standards 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.

Chapter 10 – Customer Focus

To ensure that high quality service standards are maintained, during 2003-2004 the Commission has:

- conducted independent standards monitoring assignments at 135 services;
- continued to monitor the annual Self-Assessments (197) submitted by service providers to the Commission;
- maintained the panel of Independent Standards Monitors at a total of 20 monitors;
- conducted a best practice forum in conjunction with the country service provider forum held in March;
- allocated service improvement funding of \$71,320 to seven non-government service providers;
- presented Standards Monitoring Awards to service providers - two from the non-government sector and two from the government sector; and
- conducted a series of consultation sessions (five) and information sessions (three) involving over 220 participants on the introduction of a ninth Standard, "Protection of Human Rights and Freedom from Abuse and Neglect". A report on the outcome will be presented to the Standards Reference Group in July 2004 and the Board of the Commission in August 2004.

10.3 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 1993* (Part 6) also makes provision for an external, independent complaints review process.

Under the 1999 amendments to the *Disability Services Act 1993*, 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

- 20 complaints were lodged about provided services (with a further two complaints carried over from the previous year making a total of 22 complaints for review)
- 22 complaints or 100% of complaints were closed.

Of the 22 complaints closed during the year, the complainant was satisfied with the *outcome* in 55% of cases, and satisfied with the *process* in 64% of cases.

In four (or 18%) of the closed cases, the complaint led to service improvements.

Complaints were handled by the Consumer Liaison Service (five or 22%), line managers (15 or 68%), Local Consumer Liaison Officers (one or 5%), and other staff members (one or 5%).

COMPLAINTS LODGED UNDER PART 6 OF THE *DISABILITY SERVICES ACT 1993*

Twenty-eight complaints were lodged with the Office of Health Review under Part 6 of the *Disability Services Act 1993* (with 10 further complaints carried over from the previous year making a total of 38 complaints for review).

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

- 11 related to the Commission (with three further complaints carried over from the previous year);
- 13 related to non-government organisations funded by the Commission (with four further complaints carried over from the previous year);
- three related to public authorities (with one further complaint carried over from the previous year); and
- one related to a provider which was not identified (two further complaints were carried over from the previous year which related to private organisations).

At the end of the year, 33 complaints had been closed and five were yet to be resolved. Of the 33 complaints closed, 15 were rejected under section 37 (complainant failure to provide further information); five were withdrawn or lapsed; five were resolved partly in favour of the complainant; five were unable to be determined, referred elsewhere or declined as more appropriate for another body; two were not upheld and one was out of jurisdiction.

TREND ANALYSIS FOR COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

There has been a decrease (66%) 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 refer to funding policy, 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.

Chapter 10 – Customer Focus

Classification of Complaints

Complaint Type	Number
Communication	3
Funding Policy	4
Quality of Service	4
Lack of Resources	1
Service Eligibility	1
Staff Conduct	8
Other *	3
Total	24

Note: Complaints can involve more than one classification

* refers to clients' behaviour, family participation, industrial issues, and impact of new policy.

RESPONDING TO CUSTOMER COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

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	13 (59%)
Between 15 and 30 days	4 (18%)
Between 31 and 60 days	-
Between 61 and 99 days	5 (23%)
Greater than 90 days	-
Total	22 (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 2003-2004 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; and
- updated its Consumer Liaison Service brochures, which are now available in community languages upon request.

11. CUSTOMER OUTCOMES

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

11.1 Cultural Diversity and Language Services

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 (CALD) backgrounds are able to access services relevant to their needs.

Information is collected on indigenous status, country of birth, main language (other than English) spoken at home, requirement for interpreter services, and most effective method of communication.

In 2003-2004, the Commission provided services to 19,401 individuals. Information on the diversity indicators below is not available for all individuals, and the amount of information known varies for each item.

COUNTRY OF BIRTH

Of the 12,925 service users for whom country of birth is known, 871 (7%) were born overseas:

- 518 (4%) were from main English-speaking countries; and
- 353 (3%) were from countries whose main language was not English.

INDIGENOUS STATUS

Of the 12,054 service users for whom indigenous status is known, 822 (7%) were indigenous Australians.

LANGUAGE AND COMMUNICATION

Of the 13,143 service users for whom information about interpreter use is known, interpreter services were required for:

- 184 (1%) for spoken languages other than English;
- 327 (3%) for non-spoken communication; and
- interpreter services were not required for 12,632 (96%) service users.

Of the 13,868 service users for whom method of communication is known:

- 9,890 (71%) use effective spoken language;
- 168 (1%) use effective sign language;
- 483 (4%) have effective non-spoken communication (eg Using a Canon communicator, Compic);

Chapter 11 – Customer Outcomes

- 2,320 (17%) have little or no effective communication; and
- 825 (6%) are children under five years of age.

STAFF

The Commission employs 10 staff of indigenous descent (0.6% of employees) and 153 staff from CALD backgrounds¹ (9.8% of employees).

INITIATIVES

During 2003-2004, the Commission undertook a range of activities to improve its responsiveness to people from CALD backgrounds. Some examples are outlined below.

Broad Diversity Initiatives

- As part of Harmony Week celebrations, the Commission's Equity and Diversity Committee hosted a lunchtime forum for staff profiling three of the Commission's cultural diversity initiatives. The forum was very well received and further forums are planned.
- The Local Area Coordination Review included consultations with CALD and indigenous individuals/carers and service providers. Strategies have been developed to increase the program's responsiveness to individuals and carers from CALD and indigenous backgrounds.
- Field staff continued to engage in a range of initiatives with CALD individuals, families and organisations. For example:
 - a CALD Interest Group has been developed as a means of progressing strategies to reach cultural groups and to provide them with information and supports that are relevant to respective cultures;
 - LACs have held many meetings with indigenous leaders, resulting in significantly strengthened connections;
 - new information displays at LAC entrances have improved information accessibility; and
 - LACs are represented as members on a variety of committees and boards associated with groups from a range of ethnic backgrounds.
- Recruitment initiatives aimed at increasing the diversity of the Commission's workforce are outlined below.
 - A review of the Commission's Recruitment and Selection Guidelines was completed. The guidelines were substantially rewritten, with a heavy emphasis on equity and diversity and the use of more innovative methodologies. The implementation of the new guidelines and the provision of human resources support to line managers during specific recruitment exercises should increase the diversity of applicant pools.
 - The Commission provides regular recruitment opportunities for direct care accommodation staff through information sessions, which attract attendance from a broad cross-section of the community. There is also ongoing liaison

¹ Defined here as born overseas in a country whose main language is not English.

with the Ethnic Disability Advocacy Centre and indigenous recruitment sources in an effort to expand the equity targets, and advertisements in local indigenous newsletters are among the new strategies being undertaken.

- Further training in innovative recruitment practices in non-accommodation directorates has been provided. Flexibility has been built into ongoing recruitment processes for support staff, in order to reduce reliance on written skills. Applicants are also encouraged to identify their need for language interpreting support during the recruitment process.
- The new module “Work Effectively with Culturally Diverse Clients and Co-Workers” has been developed and continues to be delivered in Certificate III and IV training for the Commission’s direct care staff.

Indigenous-Specific Initiatives

- The Commission has undertaken extensive consultations and action planning with indigenous individuals, families and communities in order to inform policy development and make recommendations for future service development.
- An Indigenous Therapy Assistant model has been developed in the Kimberley. The Commission is working in partnership with key stakeholders to develop local Indigenous Disability Assistant positions. This initiative will enable people living in remote areas to access quality support. A pilot project will be conducted in the Kimberley region, following which the approach will be adapted in other parts of the State.
- A video is being produced to assist the indigenous community to understand the range of disabilities, priority needs and available services and supports.
- Closer links and partnerships have been developed with the indigenous community to ensure an understanding of indigenous issues and to promote strong links.
- The Commission is participating in cultural competency training programs to ensure that staff have the skills and knowledge required to provide culturally sensitive, equitable and effective support to indigenous families.
- New communication strategies have been introduced to ensure that indigenous people have timely access to information about available supports and services.
- An Aboriginal Employee Network has been established to provide a supportive and encouraging working environment for Aboriginal employees.
- The Commission’s representatives at the national Indigenous Disability Network facilitated the inclusion of State issues and developments.
- Specific strategies are being developed to encourage indigenous people to apply for positions within the Commission.
- A strategic plan for the delivery of services to communities in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Lands is being developed in collaboration with the Northern Territory and South Australian Governments.
- The Commission has supported the establishment of a local indigenous disability consumer action group to identify and address local disability issues, and is encouraging the development of further groups around the State.

Chapter 11 – Customer Outcomes

CALD-Specific Initiatives

- The Commission continued to monitor and report on progress in implementing the recommendations of the Addressing the Needs of Ethnic People with Disabilities report. The recommendations aim to improve service provision and access for people with disabilities from CALD backgrounds.
- In conjunction with a range of internal and external stakeholders, the Commission developed an eight-point information strategy to assist individuals and families whose first language is from an overseas non English-speaking country. The strategy includes:
 - key Commission brochures translated into eight languages;
 - a message on the Commission letterhead in multiple languages;
 - website entry point for people from CALD backgrounds;
 - radio segments on the Office of Multicultural Interests (OMI) radio station;
 - online connection to OMI website;
 - storage of translated information on the Commission's website;
 - new brochure about the Commission in eight languages; and
 - ongoing presentations to CALD community groups.
- The Commission completed research into CALD data issues, examining both its own databases as well as available data from external sources, including the Australian Bureau of Statistics, the Australian Institute of Health and Welfare and Centrelink. A report has been prepared that identifies shortcomings in the available data from all sources. The Commission will improve its own data collections and consider opportunities for further work.
- A workshop on developing the cultural competency of people working with CALD carers was held in December 2003. There were over 40 attendees, including representatives from a range of disability, Home and Community Care, CALD agencies and local government authorities. The workshop considered the additional needs and issues CALD carers face in accessing supports, and included a focus on workers' assumptions and practice.
- The Commission awarded a grant to the Ethnic Disability Advocacy Centre for a project to train CALD support workers. A project steering committee has been established, with ACROD representation and involvement. The project aims to identify CALD support worker trainees and provide appropriate training through the TAFE system.

11.2 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 2003-2004, the Commission has:

- completed year four 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;
- used available and emerging technologies to enhance the provision of services to people with disabilities and increase consumer access to information;
- increased awareness in communities throughout the State about the roles and functions of the Commission and LAC;
- provided a range of services through the Health Resource and Consultancy Team, which has increased access to information and referrals to services;
- conducted public forums and consultations on a range of topics for people with disabilities, their families and carers;
- awarded funding to develop accessible communities through the Access Improvement Grants;
- developed information resources to support people with disabilities living in the community, including the “Easy Street” video and the “Speaking Out” Video.
- coordinated the Accessible Communities Awards;
- coordinated the Making a Difference Awards;
- published a resource which lists all the Commission’s access resources available from its website; and
- embarked on a process for making information available to people from CALD backgrounds.

11.3 Youth

The Disability Services Commission has also had a strong commitment to youth with disabilities, their families and carers. The following strategies are to enhance young people’s participation and engagement within the Western Australian community.

EDUCATION, TRAINING AND EMPLOYMENT

During 2003-2004, the Commission:

- organised an across-government forum on the school-to-work transition needs of young people with disabilities. Representatives were from the Disability Services Commission, Department of Education and Training, TAFE WA, Australian Government Department of Education, Science and Technology, Australian Government Department of Family and Community Services and Education Support Association;
- assisted 140 school leavers to access Australian Government disability specialist employment programs and post-secondary education;
- held nine information forums for school leavers with disabilities and their families through metropolitan and country areas to inform their decision making on post-school choices (six metropolitan and three country);
- provided funding for 93 school leavers through the Post School Options program;

Chapter 11 – Customer Outcomes

- employed 124 young people (100 women and 24 men less than 25 years of age), including three young people with disabilities (two women and one man less than 25 years of age); and
- provided work experience and student practicum placements to a number of students in the secondary, vocational education and training (VET) and tertiary education sectors.

LIVING IN THE COMMUNITY

During 2003-2004, the Commission:

- provided funding to assist 30 young people aged 12 to 25 years to live in the community through the Accommodation Support program;
- provided funding to assist 38 young people with family support and respite through the Intensive Family Support Program;
- supported the inclusion of young people in their local communities through the work of LAC in metropolitan, regional and remote areas;
- ran two group programs for adolescents as part of the "Sibs and Us" program;
- delivered the Feel Safe program to clients in metropolitan and regional areas;
- established a working partnership with Protective Behaviours WA and a Special Education Teacher to develop a "Teen Safe" program for adolescents with disabilities; and
- supported Carers WA to hold a Young Carers Forum to listen to the experiences and identify needs of young people providing care for family members with disabilities and to develop a Young Carer Network.

CULTURE AND RECREATION

During 2003-2004, the Commission:

- held an across-government Physical Activity and Recreation seminar on the need for increasing active community inclusion for people with disabilities. The event was organised in collaboration with the Disability Services Commission, ACROD's Recreation Taskforce, the Premier's Physical Activity Taskforce and the Department of Sport and Recreation, and sponsorship was received through the Water Corporation;
- provided direct funding to young people for alternatives to employment activities; and
- assisted young people with disabilities to lead fulfilling lives through a range of programs and services, including recreation and alternatives to employment, LAC and the Disability Service Plan initiative.

12. OTHER REPORTING REQUIREMENTS

12.1 Advertising and Sponsorship

During 2003-2004, the Commission spent \$35,689 on advertising, as shown in the table below.

Statement of Advertising, Promotional and Market Research Expenditure	
Organisation	\$
In accordance with section 175ZE of the <i>Electoral Act 1907</i> , the Disability Services Commission has incurred the following expenditure for advertising, promotional and market research activities during 2003-2004	
Advertising Agencies	14,519
The advertising agencies that were engaged were:	
Marketforce Productions	
Market Research Organisations	12,725
Media Monitors Australia	
Media Advertising Organisations	8,445
The main media advertising organisations that were engaged were:	
Community Newspapers	
Marketforce Productions	
The West Australian	
Total Expenditure	35,689

12.2 Compliance with Public Sector Standards and Ethical Codes

During the year, work has continued in the area of policy development and review to assist staff to understand their rights and responsibilities relevant to Standards and Ethical Codes.

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 EEO Management was completed in June 2004 and the report from the auditor indicated that appropriate controls are in place. A recommendation for improvement was made in relation to policy review but it was also acknowledged that actions were in progress to address this.

The Commission received three applications for review of a breach of Standards related to the Recruitment Selection and Appointment Standard. Following initial discussion one applicant withdrew their claim. A second claim was not substantiated and the matter was resolved internally. A third claim was referred to the Office of the Public Sector Standards Commission, with no breach being found.

Chapter 12 – Other Reporting Requirements

12.3 Energy Smart Government Program

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 6% reduction targeted for 2003-2004.

Energy Smart Government Program			
	Baseline Data (2001-2002)	Actuals 2003-2004	Variation %
Energy Consumption (MJ)	25,740,921	22,730,132	-11.69
Energy Cost (\$)	743,031	676,275	
Greenhouse Gas Emissions (tonnes of CO ₂)	4,712	4,174	
Performance indicators			
Tenant Services			
▪ MJ/sqm	496.4	405	
▪ MJ/FTE	12,920.3	10,315	
Combined Services			
▪ MJ/sqm	734.39	448	
▪ MJ/FTE	17,041.09	10,232	
Other Health Care Buildings			
▪ MJ/sqm	1,174.09	1,015	
Residential Buildings			
▪ MJ/sqm	532	483	
▪ MJ/Occupant	19,175	17,401	

During the year the following energy saving initiatives were undertaken:

- Energy audits of various Commission properties were conducted.
- Energy efficient guidelines for new leased premises were implemented.
- The air-conditioning plant at West Perth office was recommissioned to improve efficiency.
- Energy efficient equipment was purchased.

12.4 Equal Employment Opportunity (EEO)

An agency-wide EEO/diversity survey of all employees was undertaken in December 2003. EEO/diversity data are collected on a voluntary, self-identification basis and a thorough promotional campaign was conducted to maximise the response rate from employees. The survey structure and content was reviewed and modified to enable the Commission to capture EEO data in a format which meets mandatory reporting requirements effective from June 2005. Preliminary results of the survey indicate that the number of people from CALD backgrounds and people with disabilities employed by the Commission has been considerably under-reported in the past.

Chapter 12 – Other Reporting Requirements

The Commission has continued to focus on recruitment strategies to increase the diversity of the applicant pool for positions ranging from LACs and direct care jobs to policy and administrative roles. In some areas, job descriptions have been rewritten to simplify selection criteria and to more accurately document the required outcomes. Application packages have been amended for some vacancies to provide greater information to potential applicants. Promotional and advertising strategies for specific positions have been developed to target applications from people with disabilities and indigenous Australians.

The use of Traineeships in Business in both metropolitan and regional areas has continued to be utilised as a method for increasing the number of young people employed by the Commission.

As an active member of the Community Services, Health and Education Industry Training Advisory Body, the Commission spearheaded the establishment of a Traineeship in Disability Work in late 2003. The full benefits of this initiative for the Commission are to be realised in the coming year as the Traineeship will be used to attract and retain people from identified equity groups such as Aboriginal people interested in working in the disability sector.

Under the auspices of the Equity and Diversity Steering Committee, a number of lunchtime forums have been delivered to staff to raise awareness on equity and diversity issues; and information on relevant external events is disseminated regularly throughout the Commission by committee members. Awareness of diversity in the workplace continues to be addressed through orientation and induction processes for new employees and through performance management processes for existing staff. Equity Officers continued to be supported by the Commission as a key strategy in combating harassment in the workplace.

12.5 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.

Information on evaluations is provided in the Output Reports in Chapter 14 and a comprehensive account of all research and development activities during 2003-2004 is in Appendix 16.5.

Chapter 12 – Other Reporting Requirements

12.6 Information Statement

The Disability Services Commission received 12 applications to access information under the Freedom of Information Act 1992 during 2003-2004. One application was subsequently withdrawn.

Of the 11 applications processed, two related to non personal information which was released in full.

The other nine applications related to personal information. In seven cases, information was released in full. In one case, edited access was granted. That decision was confirmed upon a subsequent internal review. In the remaining case, information could not be located.

12.7 Regional Development Policy

The Commission continually strives to increase its responsiveness and effectiveness in supporting people with disabilities and families/carers living in regional and remote areas of the State. In 2003-2004, the Commission's activities in the regions were guided by specific strategies listed in the Government's Regional Development Policy.

In addition to expansion of the Commission's Local Area Coordination program in regional areas, the following initiatives relate directly to the strategies listed in the Regional Development Policy.

- The Commission works collaboratively with the Department of Housing and Works to meet the housing needs of people with disabilities through the Community Disability Housing Program (CPHP).
- A new model of service delivery for the Country Autism Service, which provides early intervention services for young children with Autism Spectrum Disorders, was implemented.
- A new partnership agreement with the Western Australian Country Health Service for the delivery of therapy services in regional areas was implemented. This involved a streamlined funding process and new models of service delivery in some areas.
- Local government disability service plans to increase access to services in regional areas were developed further.
- Preventive support for families of children with disabilities through the Commission's Flexible Family Support program was expanded.

12.8 Reporting and Recordkeeping Plans

The Disability Services Commission's Record Keeping Plan has been completed and was submitted to the State Records Office on 31 December 2003. The full approval of the State Records Office will be obtained on the finalisation of the Retention and Disposal Schedule. The development of the Schedule is in progress.

An initial training program on record keeping has been developed and is being delivered to staff. The program is being continually reviewed to take into account feedback received from staff and deficiencies identified. Consideration is being given to the inclusion of the training program in the Commission's induction program.

12.9 Public Interests Disclosures

As part of its commitment to open and accountable government in Western Australia, the State Government has established the Corruption and Crime Commission and its enabling legislation, the *Corruption and Crime Commission Act 2003*. Associated legislation to protect people who report corruption in the public sector has also been developed. The *Public Interest Disclosure Act 2003* commenced operation on 1 July 2003. The object of the Act is to:

- facilitate and encourage the disclosure of public interest information;
- provide protection for those who make disclosures; and
- provide protection for those who are the subject of a disclosure.

The Act provides a system for the matters disclosed to be investigated and for appropriate action to be taken.

The Commission's Public Interest Disclosure Officer is the Manager Workforce, Corporate and Business Services. Policy, procedures and guidelines for staff and informants have been developed and are progressing through the Commission's policy approval processes.

During the 2003-2004 financial year, the Commission did not receive any enquiries regarding Public Interest Disclosures.

12.10 Waste Paper Recycling

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

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

13. 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 14 of this report. Performance measures for auditing purposes are consolidated in Appendix 16.1.

The table below shows the Outcome and Outputs for which the Disability Services Commission was funded in 2003-2004. 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: Accommodation Support	<ul style="list-style-type: none"> Hostel Residential Community Residential Supported Community Living² 	<ul style="list-style-type: none"> 3,319 people supported Total cost: \$147.7 million Average cost per person: \$44,512
	Output 2: Individual and Family Support	<ul style="list-style-type: none"> Family Support and Respite Day Options (including Post School Options)] Health and Individual Development (including therapy services) 	<ul style="list-style-type: none"> 16,497 people supported Total cost: \$77.2 million Average cost per person: \$4,681
	Output 3: Individual Coordination	<ul style="list-style-type: none"> (a) LAC Coordination (b) LAC Direct Consumer Funding 	<ul style="list-style-type: none"> 6,981 people supported Total cost: \$16.5 million Average cost per person: \$2,367 1,465 people supported Total cost: \$11.5 Million Average funding per person: \$7,853
	Output 4: Strategic Coordination	<ul style="list-style-type: none"> Policy and Planning Access and Community Education Quality Assurance and Advocacy 	<ul style="list-style-type: none"> 102 key strategic and policy projects Total cost: \$8.1 million Average cost per strategic project: \$79,882

² Prior to 2003-2004 Supported Community Living was reported in Output 2.

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 and Service Data Collection system (ACDC). With nine out of 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 148 external service providers, as well as by the Commission's three service-providing directorates. In all, some 1,258 individual service outlets collect data which are recorded on 38,076 service records for this purpose. 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 70 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 back in 2001-2002, this financial year saw further enhancements to data collection through better monitoring of purchasing agreements between the Commission and service providers. This internal monitoring continues to improve classification of the services provided, and the elimination of some over-counting in some categories.

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 13 – Overview of Operations

Performance information is presented in time series tables and in charts with interpretive comments spanning a five-year period from 1999-2000 to 2003-2004.

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;
- the need for balance between accuracy of data and its timely availability means that some data from some agencies have fewer opportunities to undergo a rigorous process of validation; and
- ongoing improvements to data accuracy which have eliminated over-counting in some categories, and reduced miscoding of services by some agencies.

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 for each of the output groups.

Chapter 13 – Overview of Operations

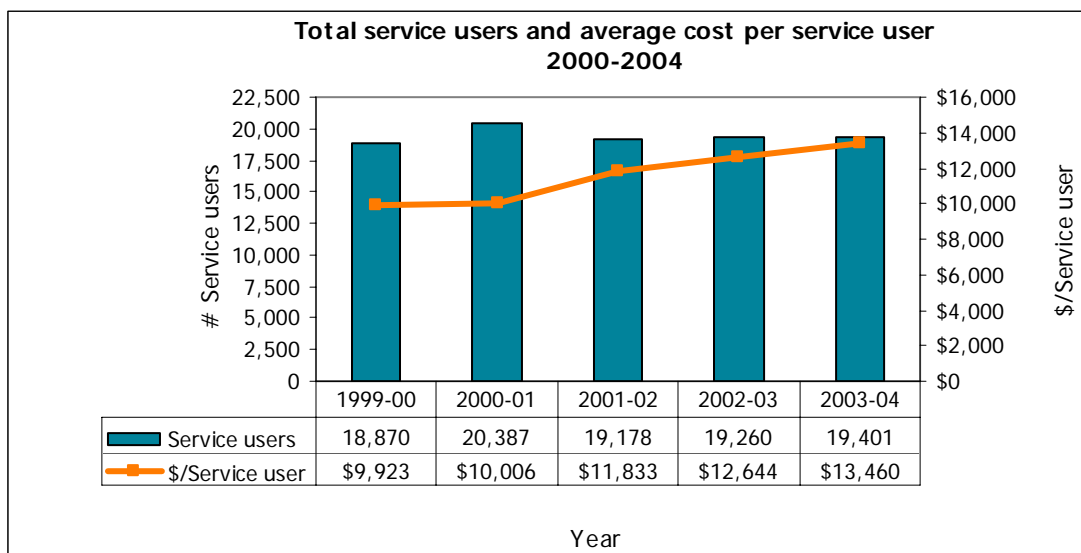
Efficiency indicators are what the Department of Treasury and Finance refers to as cost indicators. The number of service users and the average cost per service user are presented as bar charts for each output.

NUMBER OF SERVICE USERS AND AVERAGE COST PER SERVICE USER

The graph below demonstrates the Commission's performance in 2003-2004 compared with performance over a five-year time frame. The graph is presented in terms of the number of service users and average cost per service user for the period 1999-2000 to 2003-2004.

When considering the time series data for service users it is important to note the refinement of data that has occurred over the past three years.

The introduction of a more sophisticated statistical linkage key in 2001-2002 improved the accuracy of the number of service users, especially when they accessed multiple service outlets for the same service, which contributed to some double counting in earlier years.



The total number of service users has shown growth over last year. The reliability of the reported number of service users in 2002-2003 and 2003-2004 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 average cost per service user has increased by 36% (from \$9,923 to \$13,460) over the past five years. This cost does not include any adjustment for inflation.

Chapter 13 – Overview of Operations

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 are not available until late in the year, therefore, the previous year's data are used.

Note: Western Australia also collects service use data on a whole-of-year basis, which better reflect 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.

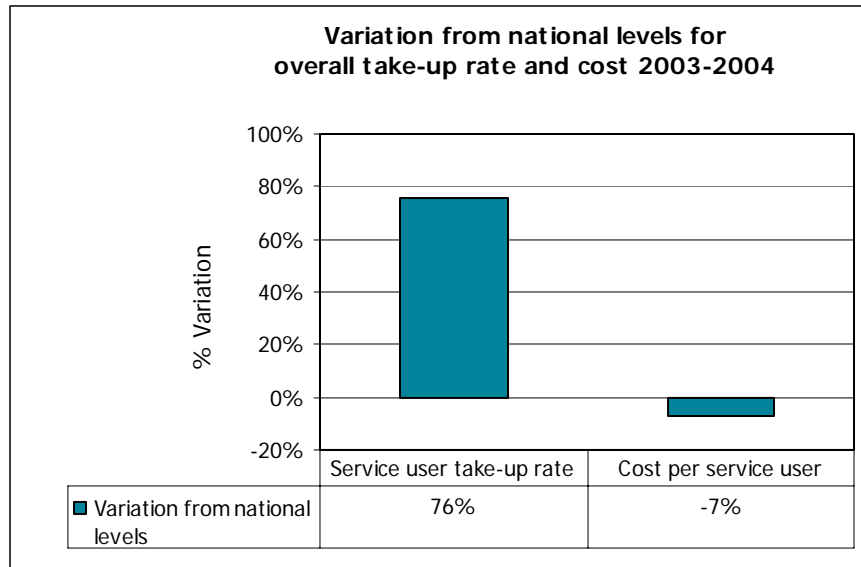
Comparisons with national benchmarks show that Western Australia is providing services for a greater proportion of potential service users at a lower average cost per person than in Australia as a whole. In other words, Western Australia is performing both more effectively and efficiently in meeting 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 109 per 1,000 in receipt of Disability Support Pensions, which is 76% higher than the national take-up rate of 62 per 1,000 Disability Support Pension recipients; and
- based on the Australian Institute of Health and Welfare estimate of the potential population for disability support services (as reported in the *CSTDA Annual Public Report 2002-03*), the average cost per person of \$4,016 is 7% below the national average cost of \$4,308.

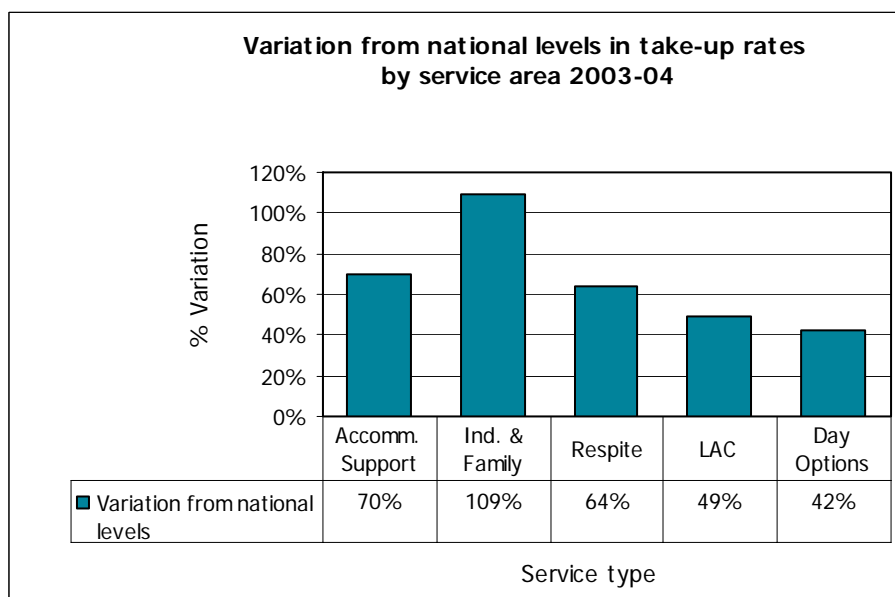
Chapter 13 – Overview of Operations

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



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

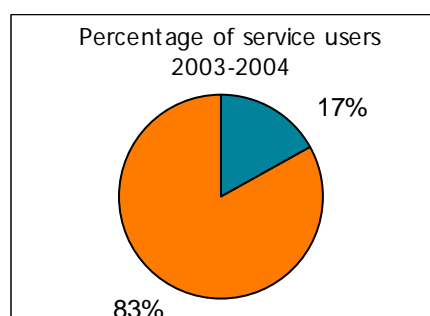
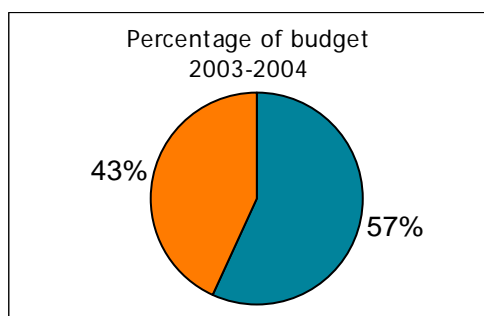
- accommodation support services have a 70% higher take-up rate;
- individual and family support services have a 109% higher take-up rate;
- individual coordination has a 49% higher take-up rate;
- respite services have a 64% higher take-up rate; and
- day options have a 42% higher take-up rate in Western Australia.



14. OUTPUT REPORTS

14.1 Output 1 – Accommodation Support³

The Accommodation Support Output accounts for 57% of the Commission's budget and provides services to 17% of all service users. The Accommodation Support Output includes hostel residential, community residential accommodation (group homes and duplexes) and supported community living.



KEY STRATEGIES

Accommodation Support includes assistance for people with disabilities to live in a range of accommodation options, including hostels, group homes or supported community living in their own home. This includes support with personal care and independent living skills and may range from a few hours of support a week to 24-hour care.

KEY ISSUES AND TRENDS

- Models of accommodation support are changing in response to individual needs and choice. The proportion of people living in group homes and hostels has changed over the years. Hostel accommodation continues to be redeveloped, providing for more community-based options. Many people who previously may have moved into group homes or hostels are now choosing to live in the community, as individual funding increasingly allows people with disabilities to choose their place of residence and type of support. The most significant growth has been in the number of people living in supported community living options, which include a variety of formal and informal support arrangements.
- Advances in medical technology and changing socio-demographic factors have contributed to improved life expectancy for many people with disabilities. The ageing of people with a disability impacts on both the design and demand for services, particularly accommodation services. Accommodation providers are increasingly addressing issues around an ageing population, and the interface with aged care services.

³ From this year Output 1 (previously named "Residential Services") reports on all accommodation services. Prior to 2003-2004, Supported Community Living was reported under Output 2.

Chapter 14.1 – Output Reports – Accommodation Support

- A significant proportion of people with disabilities live at home with ageing parents. The ageing of carers is placing new and urgent demands on accommodation and community-based support services. Planning is underway to help support families to plan for the future.
- Concerns remain around the level of access to appropriate day occupation and opportunities to participate in the community for people living in supported accommodation. Up to a third of people supported within the Commission's provided accommodation have no formal day occupation. This is being compounded by a lack of retirement options for people seeking to retire from their employment or alternatives to employment place as they age. The impact of the Australian Government's welfare reforms to employment services, which have resulted in some people with disabilities, particularly those with high support needs, losing their employment place or having their hours reduced, has also compounded the problem.
- There is a need to continue to develop greater capacity across the sector to respond to the needs of people with complex and challenging behaviours, including more flexible and cost-effective accommodation options and community access programs.
- Ageing of the disability 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.
- 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.
- Cost-effective service design and service reconfiguration are strategies that will continue to be explored to increase the viability of the sector, maximise capacity and reduce output costs.

During 2003-2004

- 1,575 residents were supported in out-of-home residential accommodation.
- 1,907 people received supported community living.
- The average cost per person receiving accommodation support was \$44,512.
- The Disability Services Commission spent \$147.7 million (57%) of its budget on the Accommodation Support Output.

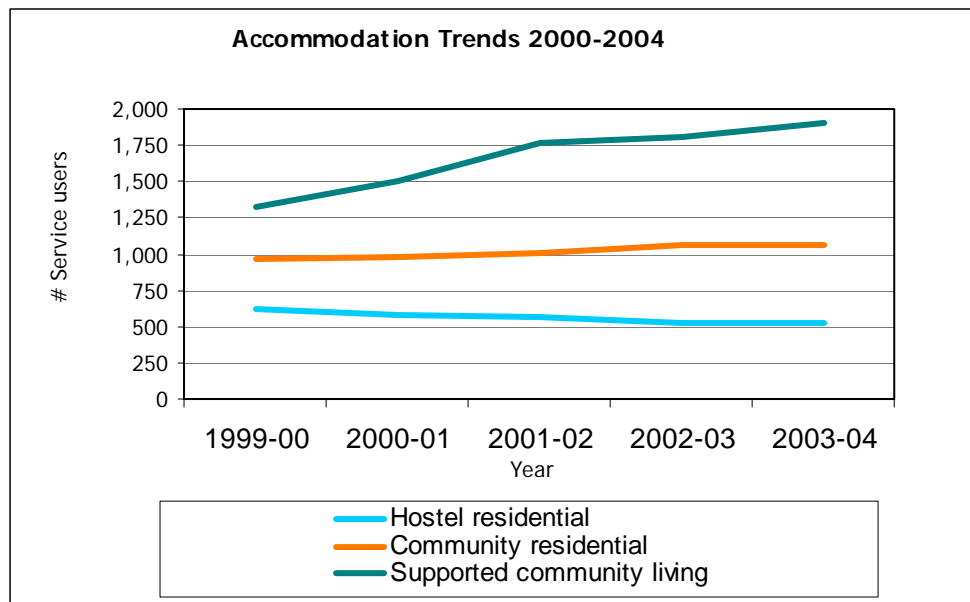
Over the past five years

- There has been a decline in the number of people living in hostels (by 15%).
- The number of people living in community-based group homes has increased (by 10%).
- The number of people in Supported Community Living has increased substantially (41% from 1,349 to 1,907⁴).

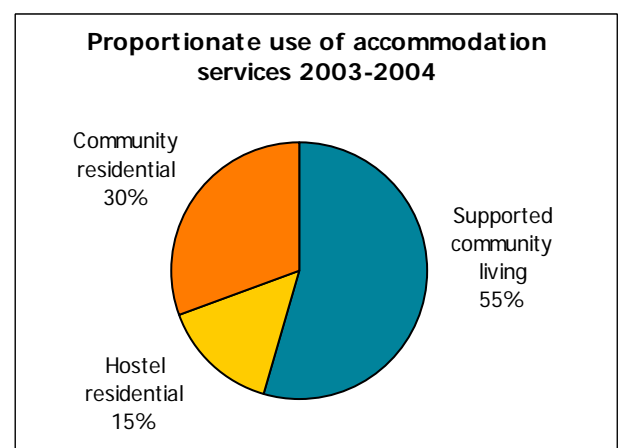
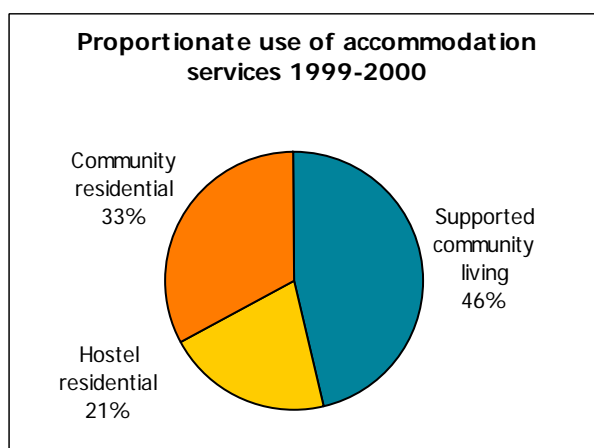
⁴ The 1999-2000 result of 1,349 was recalculated to adjust for people who previously were miscoded as receiving Supported Community Living services.

Chapter 14.1 – Output Reports – Accommodation Support

The Accommodation Trends 2000-2004 graph shows the changing composition of the Accommodation Support Output specifically the significant growth in supported community living, steady growth in community residential and a decline in people living in hostels, reflecting the devolution to more community-based options.

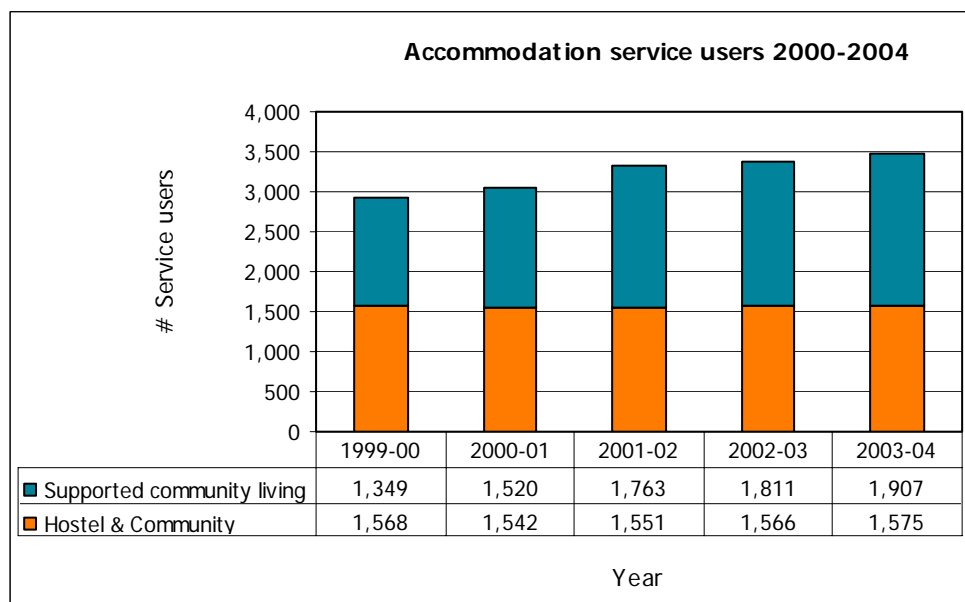


From this year, the reporting of all accommodation services has been incorporated in Output 1 and renamed “Accommodation Support”. This more clearly groups a set of services with a common outcome, that is, to provide an accommodation service. In previous reports people living in the community (Supported Community Living) were included in Output 2. The performance under this new arrangement was recalculated for the past two years. The increase in the output for the three years from 2001-2002 to 2003-2004 was 4%.



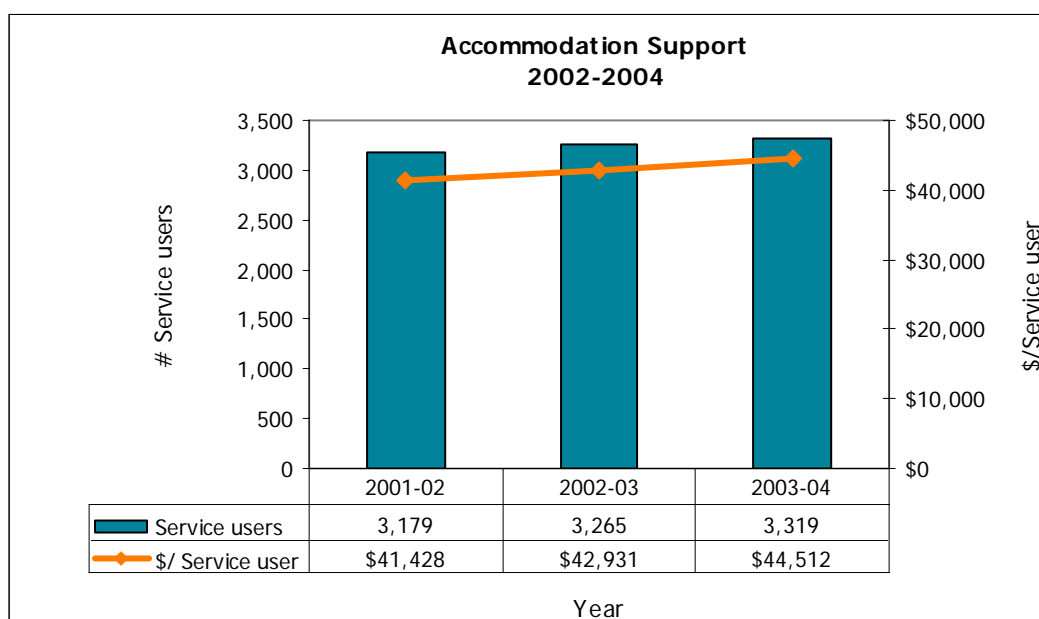
Chapter 14.1 – Output Reports – Accommodation Support

The “Accommodation service users” graph presented below, shows the five year trend in residential accommodation and supported community living. The “Hostel & Community” series represents the previous composition of Output 1 (that is excluding supported community living). Note that people may move between various types of accommodation support in a given year and these subtotals, when added, will total more than Output 1.



PERFORMANCE INDICATORS: ACCOMMODATION SUPPORT

The chart below shows the number of people and average cost per person from 2001-2002 to 2003-2004. Over the three years for which comparable data are available, the relative proportion of consumers living in the community has gradually increased.



Chapter 14.1 – Output Reports – Accommodation Support

The table below presents the performance indicators for Accommodation Support for the past five years.

ACTUAL RESULTS ⁵							TARGETS	VARIATION	
Performance Indicator	Description	1999-00	2000-01	2001-02	2002-03	2003-04	2003-04	Prev. Year	Target
Output 1 – Accommodation Support									
Quantity	# people	n/a	n/a	3,179	3,265	3,319	3,334	2%	<1%
Quality	% clients satisfied	87%	Not measured	91%	91%	87%	90%	-4%	-3%
Timeliness	Response time	n/a	n/a	6 days	4 days	4 days	6 days	0%	-33%
Efficiency	\$/service user	n/a	n/a	\$41,428	\$42,931	\$44,512	\$43,952	4%	1%
Total Cost	(\$'000)	n/a	n/a	\$131,700	\$140,169	\$147,734	\$146,536	5%	1%

Quantity

The number of people in accommodation has increased to 3,319. This is an increase of 54 (2%) over 2002-2003, and is marginally below (15 or <1%) the target of 3,334. Changes to Supported Community Living and progress made in linking funding to individuals in the move away from historic block funding, has resulted in more accurate counting in 2003-2004.

Quality

The Commission completed a consumer satisfaction survey in 2003-2004, which reported that 87% of people receiving Accommodation Support aged over 18 years of age in Western Australia were satisfied with the support they received. While a strong result from Accommodation Support users, the result was marginally below the target and the previous survey. The statistical margin of error, however, was 3.7%, making the result of 87% statistically indistinguishable from the previous result of 91%.

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 2003-2004 target.

Efficiency (Cost)

The average cost per person for 2003-2004 was \$44,512, which is 4% higher than last year and is less than 1% higher than the 2003-2004 target.

⁵ The Quantity, Efficiency (average cost) and Total Cost have been recalculated for 2001-2002 and 2002-2003 taking into account the change in Supported Community Living from Output 1 to Output 2. Comparable data for 1999-2000 and 2000-2001 are not available.

MAJOR ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission:

- continued to redevelop its accommodation facilities, with the project at Norwich Hostel being completed, the Fairholme Hostel project significantly progressed, and planning for Dorset Hostel and Bennet Brook Hostel projects underway;
- consolidated its Accommodation Support Team which assists provided and funded services to manage people with challenging behaviours. During 2003-2004, significant emphasis was placed on developing service protocols and working relationships with funded organisations;
- commenced planning for the redevelopment of the Commission's Supported Accommodation Services for 10 clients;
- maintained and further developed the Periodic Service Review Management and Quality Assurance system for direct care staff and supervisors/managers of the Commission's Accommodation Services Directorate;
- consolidated an emergency accommodation service for people with a disability in crisis at Boulton Street (a Commission provided service);
- developed an implementation plan for the recommendations of the Accommodation Blueprint Steering Committee Report and work is progressing. Of the 60 Blueprint recommendations, the Accommodation Blueprint Implementation Steering Committee has overseen full implementation of 48 recommendations, partial implementation of 6 recommendations, with 6 planned for completion by June 2005;
- has worked with the Department for Community Development to develop agreed protocols around funding for out-of-home options for children with disabilities who are wards of the State;
- provided 103 people with accommodation support, including 46 people supported through hostels and group homes and 57 people through supported community living. The type of support is influenced by individual choices and need;
- continued the Options Exploration Process for accommodation support funding to better respond to accommodation support needs and coordinate access to vacancies;
- started providing a skills development program for members of a newly-developed consortium of service providers committed to improving the availability of services to people with challenging behaviours;
- commenced the Covering WA initiative, bringing representatives from rural and remote areas together to problem-solve ways to increase service provider availability in all areas of the State;
- developed a draft funding policy on out-of-home-care support for children;
- compiled a comprehensive service provider directory to facilitate family decisions in choosing accommodation support providers. The directory will be available on the Commission's website in July 2004; and
- commenced mapping service provider capacity and potential service need in rural and remote areas.

Chapter 14.1 – Output Reports – Accommodation Support

PLANNED ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission will:

- develop greater choice and availability of services for individuals with challenging behaviours through a challenging behaviour consortium formed with the non-government sector. This strategy will also reduce the incidence of individuals requiring relocation as the result of challenging behaviours;
- continue to implement the redeveloped Commission Supported Accommodation Service for 10 people;
- continue to develop the Periodic Service Review Management System with an objective to computerise much of this system in 2004-2005 within the Commissions Accommodation Services Directorate;
- identify alternative methods of responding to requests for emergency support to complement the Boulton Street facility;
- continue redevelopment of its accommodation facilities, including research and planning for the redevelopment of Bennett Brook Hostel; commence construction of a new building for hostel residents in Armadale (Dorset Hostel); and complete the redevelopment of Fairholme;
- implement the remaining Accommodation Blueprint Steering Committee Report recommendations. A small number of recommendations tied to research initiatives and longer-term projects will require a longer timeframe;
- provide the available growth funding and vacancies to approximately 126 people. This will include at least 10 people who currently live with ageing carers;
- complete the disaggregation of existing accommodation support funding so that everyone receiving accommodation support will have a notional funding level, to assist with any future applications for changed need and/or requests for changes in service provider or service models;
- complete the development of a funding policy on out-of-home-care support for children; and
- through the Covering WA initiative, assist in the development of additional service providers in the southern areas of WA and provide greater choice for individuals and families. Extend the Covering WA initiative to include consultations with people in the Midwest region and the Kimberley.

PROGRAM EVALUATIONS 2003-2004

Joint Commission/Department of Housing and Works Funding of Modification and Construction Costs for Commission Group Homes

- Action taken: Held discussions in relation to number of living areas.
- Action proposed: Ongoing consultation and feedback in relation to Department of Housing and Works policy on universal design and meeting individual needs.

Lifestyle Planning Procedures and Processes for Commission Clients

- Action taken:
 - working party has consulted with staff; and
 - proposed changes to current system have been collated.

Chapter 14.1 – Output Reports – Accommodation Support

- Action proposed: Changes to be piloted, and further consultation with other key stakeholders to occur in 2004-2005.

Positive Behaviour Support Module for Certificate III Training

- Action taken: Program delivery brought forward to provide new Commission staff with an overview of positive behaviour support.
- Action proposed: Additional session added post induction for more intensive training and problem solving.

Cooking, Gardening and Domestic Services to Commission Group Homes

Not completed. Will continue to be reviewed over the next 12 months.

Overtime Cost Drivers and Evaluation of Strategies to Minimise Costs within Commission Provided Services

- Key Findings: The following have been identified as having a significant impact:
 - staff vacancy rate;
 - increased hospital and requested support; and
 - pooling of human resources to meet needs of those in Boulton Street (emergency accommodation).
- Action taken: Reviewed recruitment practices to ensure minimum time delay in addressing staff vacancies and availability of casual pool of staff.
- Action proposed: Continue to negotiate with hospitals regarding support required, and identify, in consultation with other directorates, a strategy for increasing staffing at Boulton Street as the need arises.

Commission Facility Maintenance Contract Arrangements

- Key Findings:
 - response time not conducive to effective service provision; and
 - quotation prices up to 50% more than other reputable providers.
- Results: Review completed and contract absolved.
- Action proposed: New maintenance service provider to be identified through consultation with the Department of Housing and Works and the Commission's Contracts Management section.

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.

- Key Findings/Results: The research has ascertained that people with disabilities living in Commission supported accommodation have limited opportunities to participate in a range of physical activities, including those opportunities in and around the home, such as vacuuming, gardening and walking to the post box.

Chapter 14.1 – Output Reports – Accommodation Support

Direct observations, including the use of pedometers, are planned for the 2004-2005 financial year to support the validity of staff reporting.

- **Action Taken:** On 18 June 2004, the Minister for Disability Services announced the release of one-off funding of \$100,000 for a grants program to encourage the physical and cultural participation of people with disabilities living in group homes. The grants program aims to build sustainable partnerships at the local community level as a means to maintain the health and wellbeing of this group.
- **Action Proposed:** The Commission is exploring avenues to develop the knowledge and skills of direct care staff in the area so that they can facilitate the participation of group home residents in physical activities in and around the home.

PROGRAM EVALUATIONS PROPOSED FOR 2004-2005

Children with Disabilities Who Require Medical Technology to Maintain Respiratory Function to Live in the Community

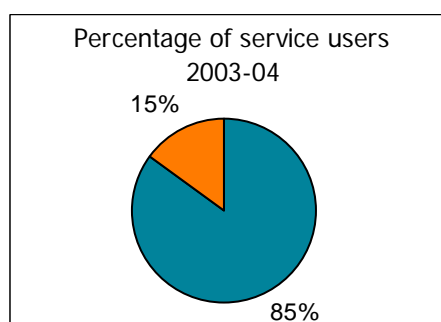
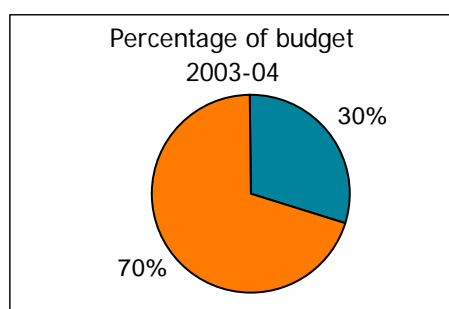
This program will support approximately 10 children who require medical technology to move out of institutional care and into the community. An action evaluation will be undertaken to monitor the process as it unfolds. This is an interagency program involving the Department for Community Development; Department of Education and Training; Department of Health; Women and Children's Health Service; and the Commission.

14.2 Output 2 – Individual and Family Support⁶

The Individual and Family Support Output includes support for people with disabilities to access positive and constructive day options, maintain health and develop individual skills and abilities, and family support and respite for carers. There are three key service areas:

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

The Individual and Family Support Output accounts for 30% of the Commission's budget and provides services to 85% of all service users.



KEY STRATEGIES

- 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

- Sustained increases in the number of people with disabilities continues to drive the demand. The growth in demand is 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

⁶ From this year Output 2 (previously named "Non-Residential Services") no longer reports on Supported Community Living, this is now reported under Output 1.

Chapter 14.2 – Output Reports – Individual and Family Support

support strategies that prevent or delay the need for crisis intervention and enable people with disabilities to live more independent and fulfilling lives.

- 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 Individual and Family Support Output of \$4,681 compares with the Accommodation Support cost of \$44,512 per person supported.
- Families and carers continue to be the main source of support for people with disabilities, providing some 70% of all needed support for people with disabilities. The provision of timely and adequate support for families and carers to help them maintain their caring role is important in promoting individual and family well-being, reducing the need for crisis support and avoiding premature or inappropriate entry into high-cost out-of-home accommodation.
- 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 individuals' health and wellbeing and a critical indicator of quality of life. 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 Australian Government reform of its specialist disability employment program is 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 is an increasing awareness across the fields of health and disability that a strategic approach is needed to both increase and 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 community health professionals.
- The effective application of new and emerging communication technologies is helping the Commission improve the quality and responsiveness of services to people living in country regions.
- Indigenous people with disabilities, especially those living in rural and remote areas of the State, are under-represented in their use of disability services. The Commission is supporting the development and promotion of new and culturally appropriate models of support and service delivery that are acceptable and responsive to local indigenous communities.
- 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 2003-2004

- A total of 16,497 people were supported through individual and family support services.

Chapter 14.2 – Output Reports – Individual and Family Support

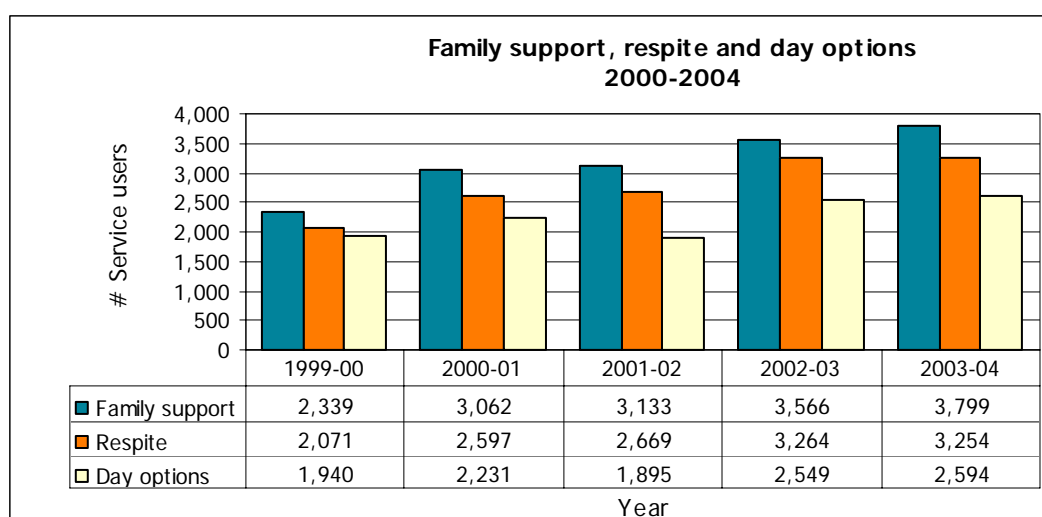
- 3,799 people received family support (which includes a range of community supports such as counselling, behavioural intervention and case management).
- 3,254 people received respite.
- 2,594 people received a day option (which includes Post School Options, community access and learning and life skills development).
- 6,344 people received a therapy service, including 3,915 children who received school age therapy.
- The average cost per person supported with Individual and Family Support services was \$4,681.
- The Commission expended \$77.2 million or 30% of its budget on the Individual and Family Support Output.

Over the past three years⁷

- The number of individual and family support users has increased by 5% (from 15,670 service users in 2001-2002 to 16,497 in 2003-2004).
- The cost per service user supported through Individual and Family Support services has increased by 14%.

Over the past five years

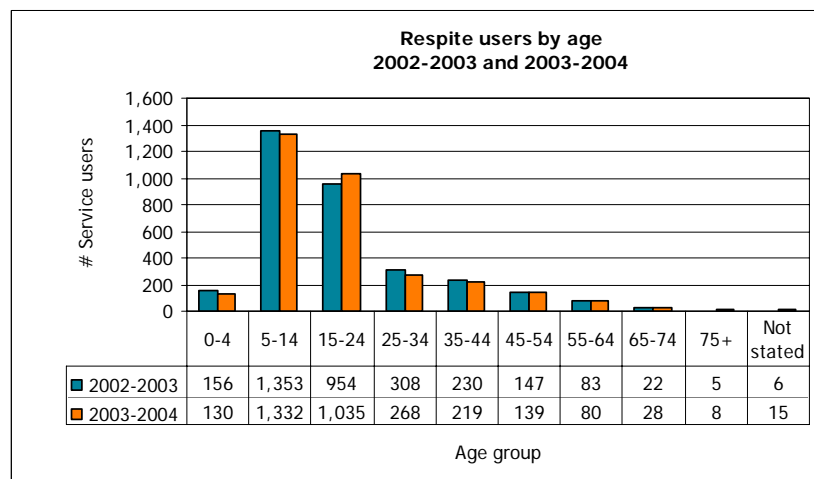
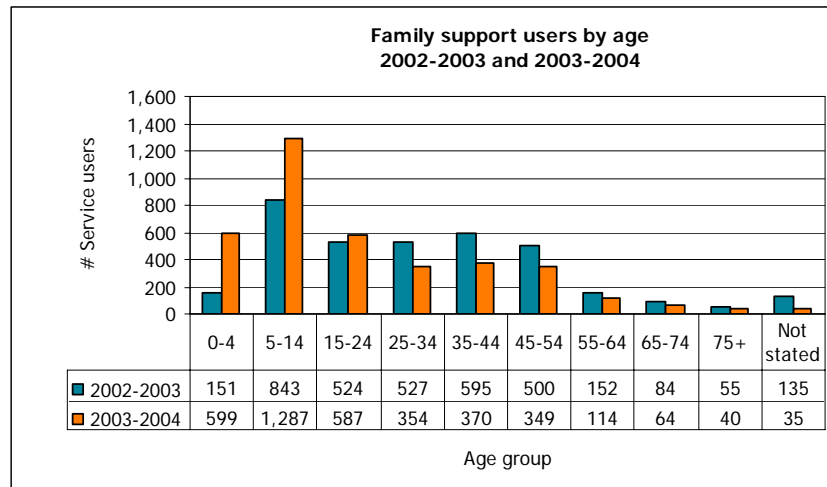
- The number of service users who accessed family support services increased by 62%, from 2,339 to 3,799.
- The number of service users accessing respite increased by 57% from 2,071 to 3,254.
- The number of service users who access day activities increased by 34% from 1,940 to 2,594.
- The number of service users receiving a therapy service increased by 12% from 5,645 to 6,344.



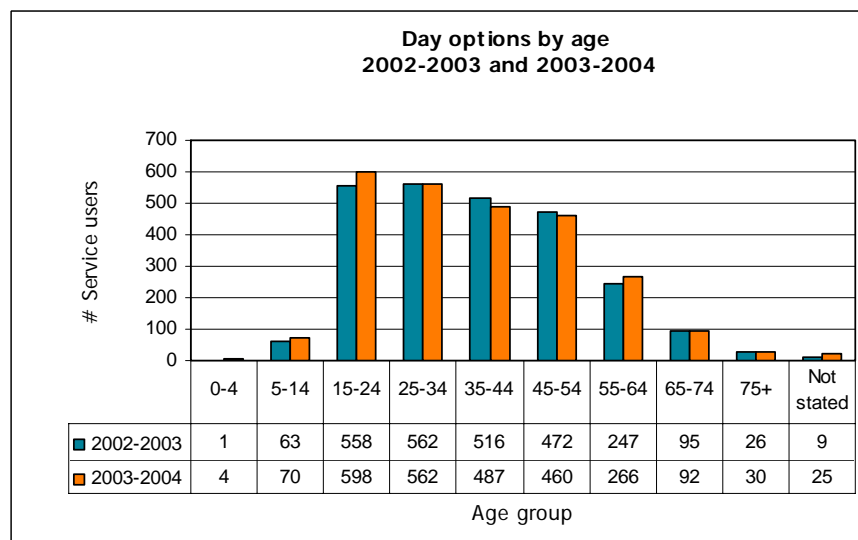
⁷ Comparable data are only available for the past three years.

Chapter 14.2 – Output Reports – Individual and Family Support

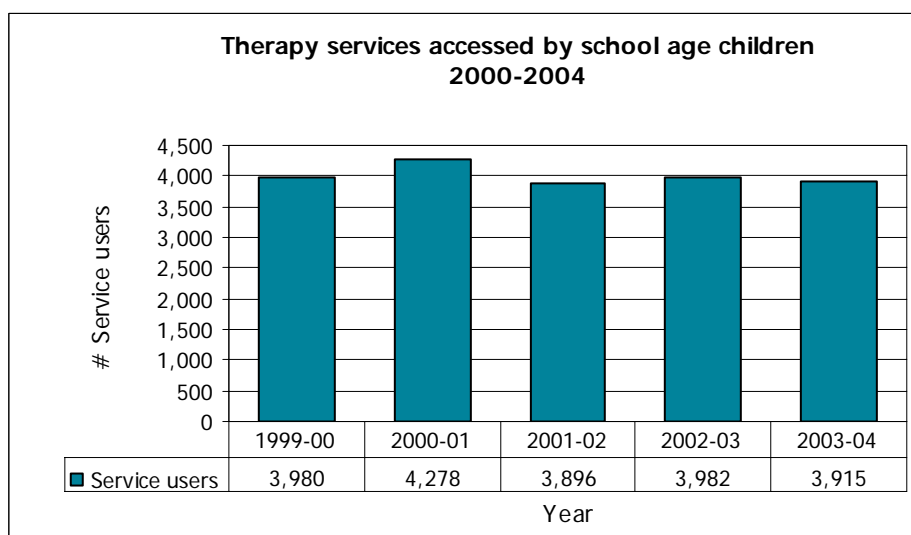
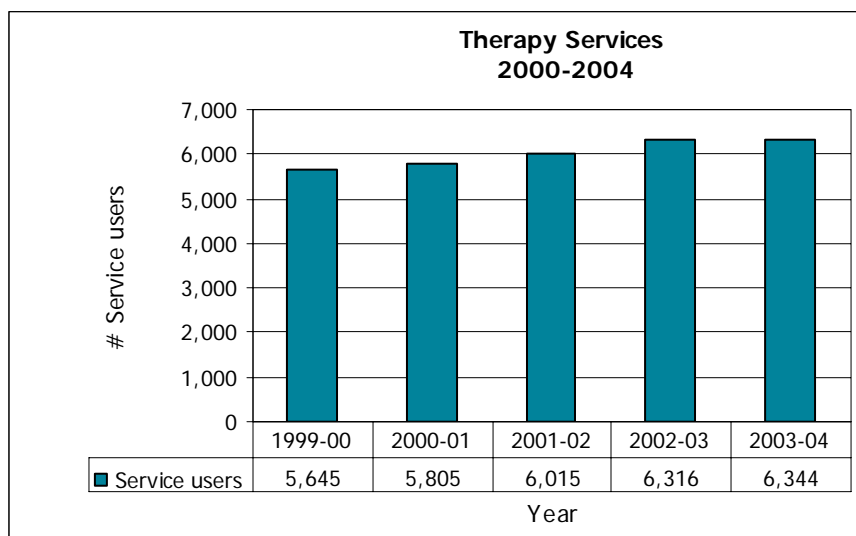
There has been a significant growth in family support and respite for families with younger people with disabilities, reflecting the importance of support for families.



The increased day activity services being accessed by people aged over 55 years reflects the ageing population and trends in retirement, as well as the availability of growth funding for day options for adults.



Chapter 14.2 – Output Reports – Individual and Family Support



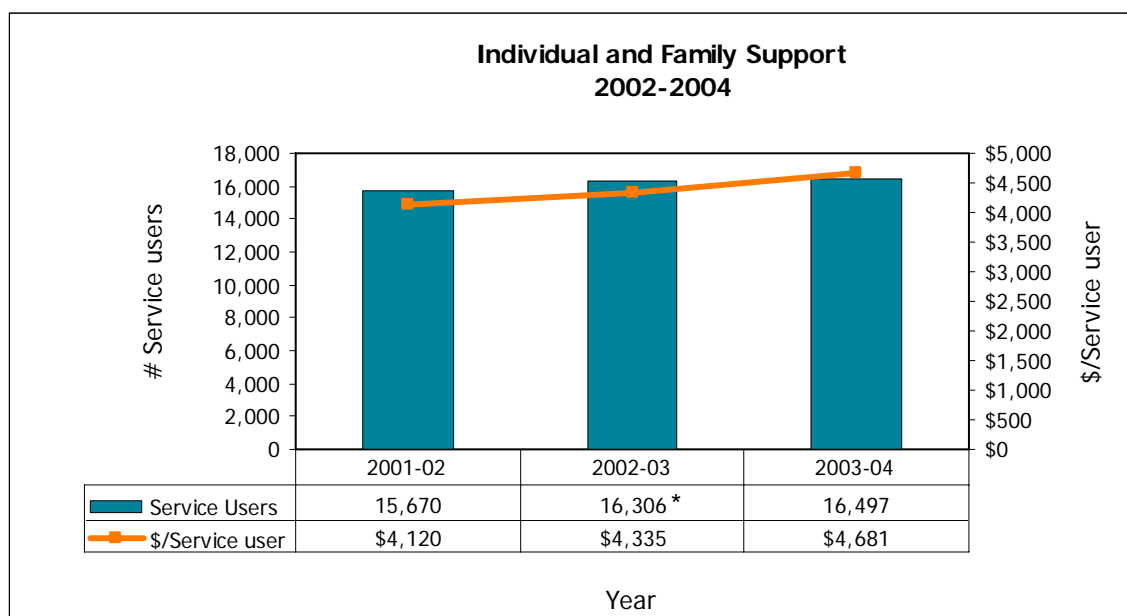
The apparent marginal decline in school age therapy users in 2003-2004 reflects improved data accuracy in reporting, as illustrated by one agency which had previously over-reported 134 service users who were specifically funded through other funding sources, and another agency which reported 34 fewer service users in 2003-2004 as a result of refinements to their data reporting which had previously been based on target service numbers, rather than actual numbers of service users.

PERFORMANCE INDICATORS: INDIVIDUAL AND FAMILY SUPPORT

The chart below shows the number of individual and family support users and cost per service user from 2001-2002 to 2003-2004. 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.

Chapter 14.2 – Output Reports – Individual and Family Support

Over the three-year period for which comparable data are available, the number of service users increased by 5% while the cost per service user increased by 14%.



* The 2003-2004 Budget Statements reported 16,717 service users as the actual performance in 2002-2003. This has been recalculated to exclude Supported Community Living.

For comparison, data from the periods 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Output 2 to Output 1 in 2003-2004.

The table below presents the performance indicators for individual and family support services for the past five years.

ACTUAL RESULTS ⁸							TARGET	VARIATION	
Performance Indicator	Description	1999-00	2000-01	2001-02	2002-03	2003-04	2003-04	Prev. Year	Target
Output 2 – Individual and Family Support Services									
Quantity	# service users	n/a	n/a	15,670	16,306	16,497	16,715	1%	-1%
Quality	% clients satisfied	78%	Not measured	89%	89%	84%	90%	-6%	-7%
Timeliness	Response time	n/a	n/a	11 days	5.5 days	6.4 days	6 days	16%	7%
Efficiency	\$/service user	n/a	n/a	\$4,120	\$4,335	\$4,681	\$4,503	8%	4%
Total Cost	(\$'000)	n/a	n/a	\$64,566	\$70,693	\$77,228	\$75,271	9%	3%

⁸ The Quantity, Efficiency (average cost) and Total Cost have all been recalculated for 2001-2002 and 2002-2003 taking into account the change in Supported Community Living from Output 1 to Output 2. Comparable data for 1999-2000 and 2000-2001 are not available.

Chapter 14.2 – Output Reports – Individual and Family Support

Quantity

The number of service users has increased by 191 (1%). This is 218 (1%) below the projected target for 2003-2004. The main factor contributing to this variation is less than projected growth reported in therapy services. This partly reflects improved data accuracy in reporting, as illustrated by one agency which had previously over-reported 134 service users who were specifically funded through other funding sources, and another agency which reported 34 fewer services users in 2003-2004 as a result of refinements to their data reporting which had previously been based on target service numbers, rather than actual numbers of service users.

Quality

The Commission completed a consumer satisfaction survey in 2003-2004. This reported that 84% of service users aged over 18 years of age in Western Australia were satisfied with the support they received which is 7% less than the target set for last year and 6% lower rating than the previous survey in 2001-2002. The result indicates that four out of five clients or their families rated the level of client satisfaction as either "very satisfied" or "satisfied".

Timeliness

Timeliness is measured as the average time taken to be offered the first appointment with Individual and Family Support Services. The Commission has set a target of 6 days, which was marginally exceeded (by 0.4 of a day).

Efficiency (Cost)

The cost per service user for 2003-2004 was \$4,681. This was 8% higher than the previous year and 4% higher than the 2003-2004 target. The main factor contributing to this variation is less than projected growth reported in Therapy Services as a result of improved data accuracy.

MAJOR ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission has:

- completed the implementation of a new partnership agreement with the Western Australian Country Health Service for the delivery of therapy services in regional areas. This involved a streamlined funding process and new models of service delivery in some areas;
- finalised an agreement with the South West Area Health Service for the establishment of a unified, integrated therapy service for the South West region;
- finalised the implementation of a new model of service delivery for the Country Autism Service which provides early intervention services for young children with Autism Spectrum Disorders;
- provided alternatives to employment for 96 school leavers and 37 adults not able to enter employment programs because of the severity of their disability;

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- implemented new support arrangements for people attending Mirrabooka Access Centre following a review completed in 2003. All 28 people were relocated, on the basis of individual choice, to Alternatives to Employment Services provided by the non-government sector. The Centre closed in June 2004;
- implemented the new Individual and Family Support Program Framework of the Commissions Metropolitan Services Coordination Directorate, including the ongoing development of family-centred and evidence-based practice;
- employed a consultant to develop a needs based funding model and tool to purchase Disability Professional Services for individuals aged from 0 to 18 years;
- eCAEP, the web-based management tool of the Community Aids and Equipment Program (CAEP) was enhanced to include a rolling compliance audit to ensure equity and transparency in the use of CAEP funds. The rolling compliance audit will be reviewed after 12 months' operation of eCAEP;
- commenced the development of Business Rules for Alternatives to Employment and Family Support services. This process involves representation from the sector and will deliver a clearer and fairer basis for determining the funding levels for new services. Benchmarks are expected to be in place by the end of 2004;
- held a two-day best practice forum for the funded Alternatives to Employment sector. Seventy people attended the forum and topics discussed included ageing and retirement, community inclusion and development of natural support networks;
- significantly progressed the development of 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;
- undertaken service development initiatives with service providers to increase the flexibility of service management arrangements for individuals and families. Consultations were held in June 2004 with country service providers to inform the development of a stepped administration model which will facilitate organisations to offer a choice of self-managed, shared management or agency managed models for the delivery of individual support options. (This is part of a larger project called Covering WA);
- further developed the purchasing framework for Disability Professional Services into comprehensive and targeted services. This will guide purchasing and is the first stage of implementation for a policy and purchasing framework;
- included a pre-qualification process in the allocation of funding for Disability Professional Services leading to a simplified and more robust purchasing process for existing providers;
- conducted a two-day forum for country service providers;
- conducted a service improvement forum relating to the outcomes of the Service Improvement Grants;
- strengthened the connection and interface with government and non-government agencies, particularly in outlying metropolitan areas;
- provided an additional 115 Flexible Family Support packages as a preventive strategy to families who are not in crisis, but who have unmet needs that, if not met, will significantly diminish family wellbeing and capacity to provide ongoing support;
- provided 91 people with new Intensive Family Funding packages to complement the care provided by their families;

Chapter 14.2 – Output Reports – Individual and Family Support

- made good progress with the Modified Vehicle Scheme to match buyers with sellers of vehicles and sold 14 vehicles from 30 listings with 221 registered buyers. The scheme has been extended until July 2004 when it will be reviewed;
- provided two organisations with project funding to develop innovative waitlist strategies in Early Childhood Intervention. The results will be shared with all providers when complete;
- allocated \$200,000 for training of support workers to increase skills and numbers of trained workers. The project focussed on regional service and will increase the community's capacity to support families and people with disabilities; and
- provided funding for additional Disability and Professional Services, including:
 - an additional 453 individuals in the metropolitan area, comprising 34 in early intervention, 357 in school age (331 for children entering year one) and 62 for adults to help achieve better outcomes in their home environment; and
 - an additional 168 individuals in country areas, comprising 20 individuals for early intervention, 140 for school age and eight for adults.

CARING FOR CARERS

Family Initiatives Grants

During 2003-2004, \$200,000 joint State and Australian Government funding was allocated to range of innovative and imaginative programs designed to benefit Western Australians who care for a family member or friend with disabilities or mental illness. This was part of the State Government's Family and Carers Initiative.

The new carer support programs vary from laughter therapy workshops for carers of people with Huntington Disease to more targeted programs dealing with issues of behaviour management and sexuality for people with Down Syndrome.

A total of 24 agencies were funded to provide carer support programs in metropolitan and country areas, with funding administered by Carers WA Inc.

Metropolitan Programs

- ARAFMI Mental Health Carers and Friends: Information/skills development program for carers of a partner with mental illness and pre-school age children - \$11,800.
- The Australasian Charge Syndrome Assoc Ltd: Development of a support network for carers/parents of a child affected by CHARGE and their siblings - \$5,000.
- Caring into the Future: Production of a book of personal experiences as information and support for other families caring for a person with a disability - \$5,000.
- Christian Youth Camps Lake Cooloongup: Launch of social club for carers in Rockingham with workshops to identify issues of concern - \$9,650.
- Down Syndrome Assoc of WA: Workshop for 100 parents covering topics on Down Syndrome including behaviour management, sexuality, wills, LACs - \$9,800.

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- HOPE: Workshops on life coaching and story telling/mentoring to assist carers to develop a vision for a good life for their family member - \$2,000.
- Australian Huntington Disease Assoc: Laughter therapy workshop and anniversary forum and dinner for carers and families - \$6,420.
- ISHAR Multicultural Centre for Women's Health: Program for carers from CALD background to interact and express themselves in a supportive environment - \$19,600.
- Lions Club Forrestfield High Wycombe: Camping holiday adventure/time out for carers and families with adults with a disability to reconnect families - \$5,000.
- Motor Neurone Disease Association: Conference to educate and encourage carers to be effective advocates for themselves and care recipient - \$4,850.
- People with Disabilities WA Inc: Safeguards workshops in country and metropolitan areas specifically for indigenous carers - \$20,000.
- Resource Unit for Children with Special Needs Inc: Develop a support network for carers in Armadale area - \$10,000.
- Senses Foundation: A support network for family carers and family members of people who are deaf blind - \$10,000.

Country Programs

- Bunbury Pathways '92 Inc: Development of ways to identify the needs of regional families supporting a person with a mental illness so that appropriate information can be provided - \$8,000.
- Collie Respite Group: Workshops to explore local options for respite care - \$3,000.
- East Kimberley Family Support Assoc Inc: Workshops to broaden carer knowledge of disability and contemporary thinking on disability services - \$8,975.
- Goldfields Individual and Family Support Assoc: Workshops for people with disabilities and families on futures planning (legal/financial safeguards) - \$7,000.
- Hedland Community Living Assoc: Carers' conference for the Pilbara region to reduce isolation and to better equip/educate carers - \$17,000.
- Mandurah Carers Group: Workshops and individual facilitation to develop plans for carers to clarify the caring role and how it can be implemented - \$4,725.
- Midlands Individual and Family Support Assoc Inc: A weekend workshop for families from the Wheatbelt area - \$10,000.
- Milligan Foundation Housing Assoc Inc: Retreat at Fairbridge Village to assist sole parents with a mental illness who are isolated, to develop positive parenting skills and build supportive networks - \$4,753.
- Narrogin and Districts Parents Group: Workshops for the Upper Great Southern area to develop parents' knowledge and skills to assist and participate in the programs developed for their children - \$5,000.
- Positive Post School Parents Group: Workshops for parents of young people with disabilities to explore options for their children to participate in the community - \$5,657.
- Where's Wendy: Autism workshop in the Albany region to assist family members to develop specific strategies - \$6,932.

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Training Packages for Carers

Four organisations working in the disability, health and community programs sector successfully applied for grants of more than \$100,000 to develop carer training programs and packages that enhance the ability of carers to provide care.

Grants were provided to:

- the Independent Living Centre (ILC) of WA Inc (up to \$26,934) for the “We Want to Look After Our Own Project”. This is a collaborative project between ILC and the Community Development Foundation Inc working with an identified group of Indigenous carers in Narrogin and/or Mandurah-Pinjarra area. The project will produce an instructional video using a “yarning” technique to provide the requisite knowledge and skills to care for family members who have disabilities in their own home;
- Therapy Focus Inc (up to \$19,692) for the “Caring for Carers – Training Packages for Carers of Children with Disabilities”. The first training packages will provide practical skills to assist carers to help children develop social skills and the second will be to provide carers with a practical guide regarding equipment, positioning and seating for children;
- Adult Learning Australia Inc (up to \$32,000) for the “Carers Learning Circle Kit” which will be developed and piloted in conjunction with Carers WA. The kit will include a facilitator’s guide to learning circles and will cover self-care, dealing with loss and grief, law and advocacy, and benefits and pensions; and
- Centre for Social and Community Research, Murdoch University (up to \$24,420) for the “Moving Forward with your Teenage Child” booklet and web-based training packages for carers of teenagers with physical and intellectual disability to assist them to successfully negotiate the changes and transitions of adolescence.

PLANNED ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission will:

- develop a strategic plan for the delivery of disability services to communities in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands in collaboration with the Northern Territory and South Australian governments;
- provide implementation and on-going development of models of therapy service provision for people with disabilities in rural and remote Western Australia based on the Memorandum of Understanding between the Western Australian Country Health Service and the Commission;
- implement a unified and integrated allied health service system for the South West region of the State in collaboration with the South West Area Health Service;
- increase the knowledge and skills of therapists and psychologists in regional areas to undertake autism assessments and to become involved in the provision of services for children with Autism Spectrum Disorders;

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- develop an enhanced service framework for the support of adults living in their own homes under the Individual and Family Support Program;
- implement the newly funded Intensive Behaviour Intervention and Support Service for adolescents and young adults;
- develop an Indigenous Therapy Assistant model in the Kimberley and trial therapy service delivery models in other rural and remote locations;
- enhance the provision of services to children with Autism Spectrum Disorders by clarifying respective responsibilities of the Commission and the Department of Health and implementing training with the Department of Health staff to ensure a consistent approach to responding to the needs of these children;
- streamline the process of purchasing Disability Professional Services. An approach will be developed that is based on relative need, that identifies critical need and provides an equitable, fair and value-for-money outcome to eligible individuals;
- consolidate and refine the purchasing strategy in Early Childhood Intervention/ Disability Professional Services to ensure consistency across Early Childhood Intervention programs;
- continue meetings of the Alternatives to Employment and Family Support Business Rules working party through 2004-2005 to complete the development of the Business Rules. Business Rules clarify what funding covers and determines appropriate cost benchmarks;
- assess the supply of services relative to demand through service mapping and market analysis for Alternatives to Employment and Disability Professional Services. This will indicate where service development needs to occur;
- continue to implement eCAEP to achieve accountable and equitable provision of equipment to people with disabilities, compliance with CAEP Business Rules and policy, and a closer working relationship with the Department of Health and CAEP providers.
- work with the Department of Health to ensure CAEP equipment is available to the CAEP target group, through implementation of CAEP Business Rules and policy with eCAEP. This will also lead to the review of the CAEP manual to identify any need for change;
- establish a policy for Continued Support to Service Access for Disability Professional Services Autism Early Intervention which will ensure clearer service access to benefit children and families;
- investigate non-traditional ways of meeting governance requirements for small funded organisations, including a study of the use of a virtual board and a pilot project with a country service provider. The project resource material will be completed by August 2004. The pilot project, which has commenced, is expected to be completed by January 2005; and
- review the Modified Vehicle Scheme.

PROGRAM EVALUATIONS 2003-2004

Respite Models in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Lands

The Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council was the subject of an extensive and wide-ranging review during 2003. This review, which

Chapter 14.2 – Output Reports – Individual and Family Support

was conducted by the Flinders University Centre for Rural Health, examined the operations and programs of the NPY organisation. Given the extensive nature of the review, it was considered inappropriate to proceed with the planned evaluation of respite models in the lands.

Evaluation of the Commission's Health Resource and Consultancy Team (HRCT)

- Key findings and results (as reported to the Commission's Board): There has been a positive response to the HRCT from its target populations within the health services field, and the demand for training in disability-related health education has continued to increase. This contrasts with an unexpectedly low take-up of health care planning assistance to people with disabilities, despite a significant number of promotions and demonstrations. A recent revision of the health-care planning approach has resulted in a more appropriate format being trialled and some resources have also been partially redirected to meet the increasing requests for community education. Requests for information have also been less frequent than initially anticipated and this has allowed resources to be allocated to the development of undergraduate and postgraduate training in key health professions.

Examples of the areas of most significant activity include the presentations made to more than 150 general practitioners in clinics across metropolitan and country areas. Many hospital departments have also welcomed the opportunity to receive training on topics such as communication, and have had attitudes and preconceptions challenged as a result. Divisions of General Practice, the coordinating organisations for the majority of GPs in the State, have been very keen to promote the goals and services of the HRCT through their newsletters and in the distribution of HRCT materials. A partnership agreement signed with the overarching Division of WA was a major achievement for the team and will continue to deliver excellent opportunities in the future. The Royal Australian College of General Practitioners has accredited the HRCT's training and this has resulted in greatly improved access to busy GPs.

- Action taken: A strategic planning process was conducted with the team and the Country Services Coordination Director at the end of 2003. The successes and failures encountered during the initial year of operation were analysed and a plan for 2004 was developed in response to these experiences and observations. The team has begun 2004 with a clearer vision and understanding of its role, and an increased confidence and maturity.
- Action proposed: The following initiatives are planned for 2004-2005:
 - developing training within indigenous health worker courses;
 - building closer working relationships with families through LAC;
 - influencing community-wide screening programs to be more sensitive to the needs of people with disabilities;
 - delivering additional training to a community-based organisations that have the capacity and opportunity to improve the health and wellbeing of people with disabilities;

Chapter 14.2 – Output Reports – Individual and Family Support

- influencing the curricula of additional university and college courses to ensure future health practitioners are aware of, and are responsive to the needs of people with disabilities;
- printing and launching of the breast screening booklet;
- printing and distributing personal health diaries for use by people with intellectual disabilities living in the community and supported accommodation;
- direct involvement in the many physical activity initiatives currently being developed across the Commission; and
- partnering with the Health Consumers' Council to consult with people with disabilities and their families regarding access to health services.

Review of the Accommodation Support Funding Process

The Accommodation Support Funding Process was extensively reviewed in 2001. The original Working Party was reconvened during 2003 to assess the progress and impact of its recommendations. Dr Maree Dyson recontacted key informants and independently analysed each of the original recommendations.

- Key findings and results: In summary, Dr Dyson reported that significant improvements had occurred, resulting in more people being supported than expected and in a shorter timeframe than had previously occurred. The Commission and sector were congratulated on making such a difference within this extremely challenging area.

Further enhancements to the process were recommended as a result of the follow-up review.

- Action taken/proposed: Outcomes of the review were broadcast to the sector via *disAbility update*. A copy of the working party's report has also been posted on the Commission's website for public viewing.
The overall performance of the process has been added to the Commission's audit program. Additional performance indicators have been agreed to monitor the effectiveness of the options exploration process.

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

This evaluation will continue into 2004-2005 and is expected to be completed by January 2005. Extensions have been needed to ensure the full involvement of the sector, and collection of essential data. The analysis of the activities and costs of providing Community Support and Alternatives to Employment programs will result in pricing models and benchmark costs that provide clarity and equity in service purchasing arrangements.

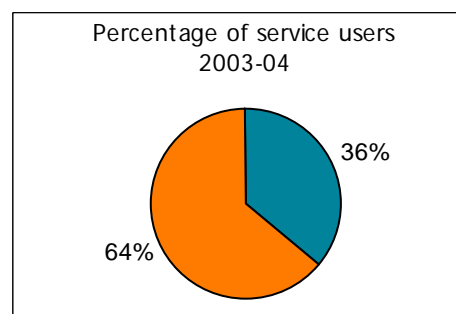
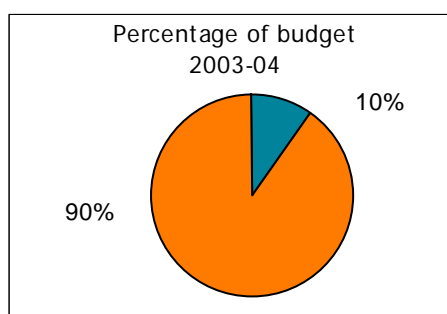
PROGRAM EVALUATIONS PROPOSED FOR 2004-2005

No evaluations planned to date.

14.3 Output 3 – Individual Coordination

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 disabilities and their families to choose and purchase their own supports and services directly.

The Individual Coordination Output accounts for 10% of the Commission's budget and 36% of service users.



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.

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 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.
- 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

Chapter 14.3 – Output Reports – Individual Coordination

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.
- 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 2003-2004

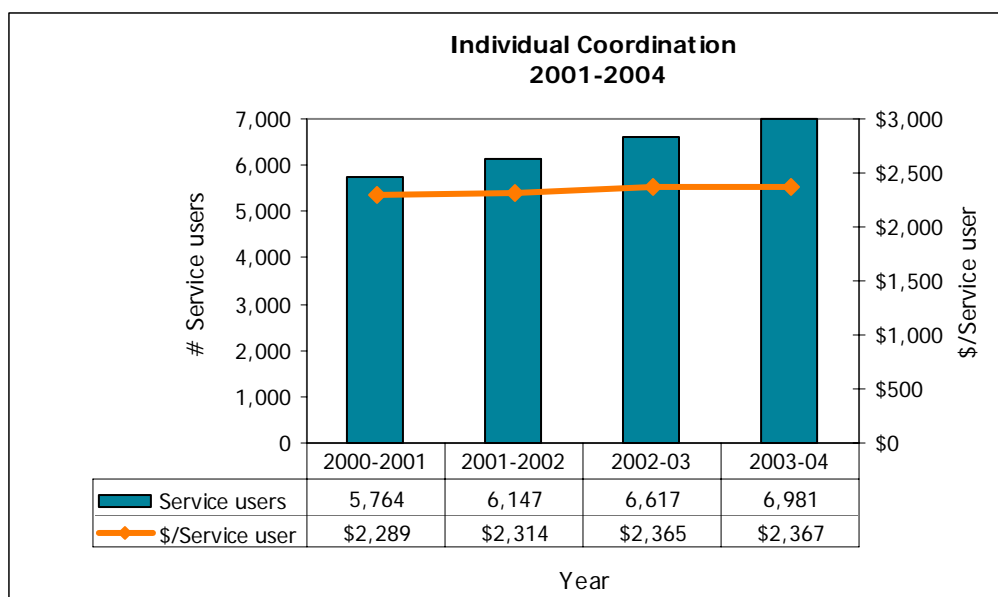
- 6,981 people were supported in the community through LAC Coordination (6% more than were supported the previous year).
- The average operational cost per person supported by LAC Coordination was \$2,367. This represents a change of only \$2 in the operational cost of the program per person when compared with 2002-2003.
- 1,465 people received LAC Direct Consumer Funding (2% more than the previous year).
- The Disability Services Commission expended \$28 million or 10% of its budget on the Individual Coordination Output. Services under this output were accessed by 36% of service users.
- A total of \$11.5 million (4% of the Commission's budget) was paid as LAC Direct Consumer Funding. This represented an average amount of \$7,853 per person.

Over the past five years

- The number of people provided with LAC Coordination support has increased by 37% (from 5,110 in 1999-2000 to 6,981 in 2003-2004).
- 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 21%, while the number of people receiving Direct Consumer Funding increased by 42%.

Chapter 14.3 – Output Reports – Individual Coordination

The chart below shows the number of service users and cost per service user for Individual Coordination 1999-2000 to 2003-2004.



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

ACTUAL RESULTS							TARGET	VARIATION	
Performance Indicator	Description	1999-00	2000-01	2001-02	2002-03	2003-04	2003-04	Prev. Year	Target
Output 3: Quantity (Local Area Coordination)									
Quantity	# service users	5,110	5,764	6,147	6,617	6,981	6,463	6%	8%
LAC Coordination	# service users		1,034	1,317	1,437	1,465	1,488	2%	-2%
LAC Direct									
Consumer Funding									
Quality	% clients satisfied		77%	81%	81%	81%	90%	0%	-10%
Timeliness	Response time	1.5 days	1.9 days	1.5 days	1.4 days	1.2 days	1.5 days	-14%	-20%
Efficiency	\$/service user		\$2,289	\$2,314	\$2,365	\$2,367	\$2,462	0%	-4%
LAC Coordination									
LAC Direct									
Consumer Funding									
Total Cost	(\$'000)	\$15,766	\$16,946	\$21,011	\$26,070	\$28,032	\$27,910	18%	0%

Quantity

The number of service users increased by 364 from the previous year, which was a growth of 6% over the previous year and 8% above the target. The number of people receiving individualised funding increased by 28 or 2% since the previous year.

Chapter 14.3 – Output Reports – Individual Coordination

Quality

The Commission completed a consumer satisfaction survey in 2003-2004 and this reported that 81% of service users aged over 18 years of age in Western Australia were satisfied with the support they received. While this was 10% less than the target it represents a significant number of consumers being satisfied with the service and is the same rating as was achieved in 2001-2002.

Timeliness

The time from initial referral to first contact by the LAC service was 1.2 days. The response time has decreased compared with the previous year and remains below target.

Efficiency

In 2002-2003 the costs associated with this output were split into two sub-outputs; the cost of providing LAC Coordination and the cost of LAC Direct Consumer Funding. The cost per service user in 2003-2004 for LAC Coordination was \$2,367 and for LAC Direct Consumer Funding it was \$7,853. People using LAC increased by 6% over the previous year with a minimal increase to the average cost per service user. The average of LAC Direct Consumer Funding increased by 2%. The total budget allocated to LAC Direct Consumer Funding increased from \$10.4 million in 2002-2003 to \$11.5 million in 2003-2004.

MAJOR ACHIEVEMENTS 2003-2004

In 2003-2004, the Commission has:

- expanded LAC in response to population growth, with new LACs appointed in high growth areas;
- simplified the LAC role statement and developed strategies to communicate the new statement to consumers, agencies and the general community;
- implemented specific strategies to make the LAC program more relevant and responsive to indigenous Australians and people from culturally and linguistically diverse backgrounds;
- developed systems to increase the capacity of LACs to provide timely and accurate information to consumers;
- developed a range of strategies to improve recruitment, induction, training and supervision and to ensure the quality and consistency of services in the LAC program;
- completed the development work to reduce and simplify the role of LACs in program funding;
- via its LACs, continued to strengthen the implementation of the Commission's Strategic Plan through family leadership and support of family and community projects; and
- refocussed the work of LACs on the key values of inclusion, community participation and individual /family empowerment.

PLANNED ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission will:

- implement strategies to enable LAC to respond effectively to population growth in metropolitan and regional areas;
- implement new role statement for LACs and communicate the new statement to all parts of the Commission, people with disabilities, government agencies, the disability sector and the general community;
- implement additional targeted strategies to make the LAC program more relevant and responsive to indigenous Australians and people from culturally and linguistically diverse backgrounds;
- provide a package of integrated information for consumers and families, tailored to their specific information needs, utilising a range of communication strategies;
- refine and refocus the supervision and management structure for LAC to ensure consistency of services and adherence to the new LAC role statement;
- increase opportunities for people with disabilities and their families to gain access to a range of funding management options that reduces further the role of LACs in program funding and administration;
- develop strategies to focus the work of LACs on the key values of inclusion, community participation and individual/family empowerment;
- develop further strategies to strengthen the implementation of the Commission's Strategic Plan through family leadership development and support of family and community projects;
- implement a redeveloped accountability framework to simplify direct funding processes for consumers and LAC;
- implement an ongoing evaluation framework for the LAC Program;
- 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 2003-2004

No evaluations were conducted.

PROGRAM EVALUATIONS PROPOSED FOR 2004-2005

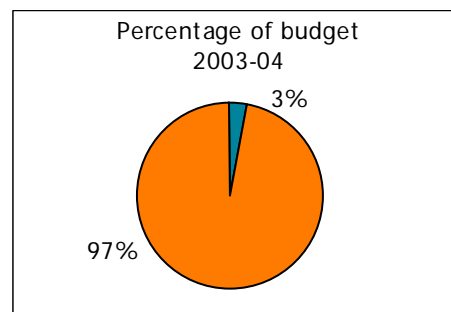
No evaluations planned to date.

Chapter 14.4 – Output Reports – Strategic Coordination

14.4 Output 4 – Strategic Coordination

The Strategic Coordination output includes the monitoring of progress by public authorities in implementing Disability Service Plans and improving access; data collection and monitoring of population trends to identify issues which impact on people with disabilities and their carers and inform the development of government policies and programs; policy development; monitoring the standards and quality of services; community education and disability awareness strategies; and advocacy and information.

The Strategic Coordination accounts for 3% of the Commission's budget, and includes strategies which benefit all Western Australians with disabilities, including those who access services funded or provided directly by the Commission.



KEY STRATEGIES

- Data collection and analysis to monitor and inform the development of disability policies and services.
- Promotion of access improvements and monitoring the implementation of Disability Service Plans in all public authorities.
- Development of service standards that are consistent with the needs and rights of people with disabilities and monitoring their implementation.
- Community education programs and activities to promote public awareness of the rights, needs and abilities of people with disabilities.
- Supporting the provision of systemic advocacy and information services.

KEY ISSUES AND TRENDS

- 17.6% of the Commission's budget is from funding provided by the Australian Government under the Commonwealth State Territory Disability Agreement (CSTDA). Following extensive negotiations, the third Agreement, covering the period 2002-2003 to 2006-2007, was signed by the Western Australian and Australian Government Ministers prior to 30 June 2003. Under the new CSTDA, the Commission is working collaboratively with the Australian Government to progress joint initiatives, particularly around the interface between employment and day options, and is working closely with other disability jurisdictions to progress projects under the National Disability Administrators' (NDA) Workplan. Western Australia is coordinating the NDA research agenda.

Chapter 14.4 – Output Reports – Strategic Coordination

- The Commission needs 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 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 Australian 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 to assist and guide policy and program development. There is increasing demand for better data and well-analysed information, particularly with regard to 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. Proposed changes to the *Disability Services Act 1993* seek to further strengthen access requirements.
- 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.
- 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.
- 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.

Chapter 14.4 – Output Reports – Strategic Coordination

PERFORMANCE INDICATORS: STRATEGIC COORDINATION

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

ACTUAL RESULTS							TARGET	VARIATION	
Performance Indicator	Description	1999-00	2000-01	2001-02	2002-03	2003-04	2003-04	Prev. Year	Target
Output 4: Strategic Coordination									
Quantity	# projects	67	67	71	86	102	85	19%	20%
Quality	Board rating	100%	90%	95%	100%	100%	95%	0%	5%
Timeliness	Board rating	100%	96%	100%	100%	100%	95%	0%	5%
Efficiency	\$/strategic project	\$81,045	\$85,104	\$83,887	\$76,553	\$79,882	\$69,824	4%	14%
Total Cost	(\$'000)	\$5,430	\$5,702	\$5,956	\$6,583	\$8,148	\$5,935	24%	37%

The increased expenditure under Output 4 for 2003-2004 reflects provision of growth funding for advocacy services and the realignment of existing grants from Output 2 for the provision of information services.

Quantity

The number of strategic projects in 2003-2004 increased by 19% compared with the previous year. This increase was associated with the recoding of some Output 2 services more appropriately under Output 4, resulting in additional projects being counted under Output 4.

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.

Efficiency (Cost per Strategic Project)

The cost per strategic project of \$79,882 was 4% more than the previous year and 14% more than the target set for this year. This reflects provision of growth funding for advocacy services and the realignment of existing grants from Output 2 for the provision of information services.

MAJOR ACHIEVEMENTS 2003-2004

Policy and Planning

In 2003-2004, the Commission has:

- completed consultations in rural and remote and metropolitan areas to help inform the development of a policy framework to underpin the provision of services to indigenous people;
- developed a comprehensive policy to encourage research on disability issues;
- undertaken research planning, including the development and commencement of the Disability Research Network and an associated Internet website;
- enhanced the interdepartmental policy and program response to justice issues involving people with disabilities, through implementation of the Intellectual Disabilities Diversion Project, participation in the review of the *Criminal Law (Mentally Impaired Defendants) Act 1996* and the provision of information sessions for police recruits;
- drafted legislative amendments and effected administrative change to ensure implementation of the recommendations of the 2002 review of the *Disability Services Act 1993*; and
- held a forum on physical activity for people with disabilities in collaboration with ACROD's Recreation Taskforce, the Department of Sport and Recreation and the Premier's Physical Activity Taskforce.

Access and Community Education

In 2003-2004, the Commission has:

- conducted 10 lunchtime forums for the disability field covering significant issues across the sector;
- coordinated and managed the Staff Awards, Accessible Communities Awards, Making a Difference Awards and submissions for the Premier's Awards;
- developed a range of strategies to raise general awareness of disability and educate the community on disability issues, including videos, publications and presentations;
- continued 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;
- identified venues accessible to people with a disability on the Commission's website;
- produced an advocacy video;
- commenced the development of a community education campaign;
- made \$250,000 funds available to funded non-government agencies to improve access to their services, in line with the disability service plan key outcome areas; and
- produced and distributed the Making a Difference newsletter for service providers.

Chapter 14.4 – Output Reports – Strategic Coordination

Quality Assurance and Advocacy

In 2003-2004, the Commission has:

- continued supporting the Sector Development Working Party, which provided key input into the Western Australian Government Indexation Policy for the Non-Government Human Services Sector. The result has been a significant improvement in the rate of indexation, which will result in a more sustainable service system into the future;
- supported the development of a forum on accommodation support best practice, hosted by ACROD;
- supported the delivery of a workshop on triple bottom line for the sector, hosted by the Council of DSC Funded Agencies;
- supported the development of a guide to developing partnerships for use by community service organisations. This was achieved through work with WACOSS;
- provided additional growth funding for individual advocacy services and advocacy development;
- initiated *disabilityonestop* for children and adults with a new diagnosis of disability, and their families and carers;
- completed 135 standards monitoring assignments;
- undertaken consultation on the development of an additional standard relating to the prevention of abuse, neglect and exploitation of people with disabilities; and
- monitored Self Assessment reports regarding complaints mechanisms and the client service priority list.

PLANNED ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission will:

- develop a Disability Research Network site within the Disability Services Commission intranet website;
- under the CSTDA, continue Western Australia's leadership role in coordinating and supporting research under the National Disability Administrators' Research and Development Fund; one project of note is the National Resource Allocation and Assessment Framework which aims to develop a framework and toolkit to assess eligibility, need, priority, service response and demand management;
- finalise the Commission's indigenous policy framework – to guide the Commission to become more responsive to indigenous communities and to underpin the provision of services to indigenous people;
- continue to develop interdepartmental policy and program responses to justice issues, including improved sex offender treatment options, improved options for people found unfit to stand trial and given custody under the *Criminal Law (Mentally Impaired Defendants) Act 1996*, and responding to the evaluation of the Intellectual Disabilities Diversion Project;
- work with advocacy providers to expand the reach of advocacy services, especially to people with a disability who are indigenous, have complex needs,

Chapter 14.4 – Output Reports – Strategic Coordination

are living in disability accommodation, live in rural and remote areas and are from culturally and linguistically diverse backgrounds;

- continue lunchtime forums on key issues that impact on the disability field and monitor the effectiveness of these forums;
- coordinate and manage the Staff Awards, Accessible Communities Awards, Making a Difference Awards and submissions for the Premier's Awards;
- develop a range of strategies to raise general awareness of disability issues and educate the community on disability issues;
- engage in a range of access-related activities as part of the Year of the Built Environment (2004);
- review the State Government's strategic planning framework for the public sector (Better Planning: Better services, November 2003) and incorporate activities and directions into key Commission initiatives as appropriate;
- develop strategies to use physical activity as a means of increasing and improving the physical and mental health outcomes of people with disabilities through collaborative research projects and educational initiatives;
- implement information strategies for people from CALD backgrounds;
- participate in WA on Show;
- develop a media campaign to promote the rights of people with disabilities and to promote the inclusion and participation of people with disabilities in all aspects of community life;
- complete the implementation of the ninth Disability Service Standard – "Protection of Human Rights and Prevention of Abuse and Exploitation";
- develop a Code of Conduct for Independent Standards Monitors prior to the establishment of the next panel contract;
- seek Quality Assurance for the Service Purchasing and Development Directorate procurement process. This will formalise current contracting systems, implement strategies to streamline it and provide clarity surrounding the directorate's contracting function;
- through the Churchill Trust, sponsor "The Disability Services Commission of Western Australia Churchill Fellowship for the study of best practice and innovation in disability services";
- contribute to the delivery of an inaugural State conference titled "Living in the West" to be hosted by ACROD; and
- fund the delivery of a forum on disaster recovery plans, to be arranged by COFA for the benefit of non-government organisations.

PROGRAM EVALUATIONS 2003-2004

Intellectual Disabilities 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

Chapter 14.4 – Output Reports – Strategic Coordination

- impact for the community.

Outcome: The final report is due to be delivered in late August 2004.

Advocacy Services for People with Hearing Impairment

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

The services reviewed, while labelled advocacy, fall more correctly into information, education (for example lip reading classes) and interpreting services. Advocacy services for people with a hearing impairment are available through the Funded Advocacy Program.

The reviews, *At the Crossroads* and *Windows of Opportunity*, were conducted to determine suitability of Commission funding for services for people with a hearing impairment received through Better Hearing Australia and WA Deaf Society (WADS).

- Key findings:
 - Accommodation: *Windows of Opportunity* review indicated that the accommodation services provided by WADS was appropriate for recurrent funding by the Commission.
 - Other services: The reviews also indicated that there is a fundamental mismatch between some of the services provided and Commission funding policy and purchasing priorities. In the case of the interpreter service, this is more correctly funded as an Australian Government responsibility.
The reviews recommended that non-recurrent funding be continued on a time-limited basis while the organisations are supported to source alternative funding and that during this time the Commission will provide support to develop planning, marketing and business processes to build their capacity for the future.
- Action taken: The Commission has provided support by:
 - providing non-recurrent funding to continue with service provision in the immediate future;
 - providing external expertise and consultation to both organisations to develop future plans and strategies;
 - supporting both organisations to develop business strategies to maximise their property and capital investment; and
 - providing active contract management.
- Action proposed: In addition to the above, the Commission will provide:
 - strong support to both organisations to source alternative funding;
 - support to determine appropriate staffing and use of volunteers;
 - support to clarify the target group;
 - support with relocation options; and
 - support to build organisational capacity.

PROGRAM EVALUATIONS PROPOSED 2004-2005

Evaluation of the Community Awareness Campaign on Disability in Western Australia

A post campaign survey of the Western Australian business and residential communities will be undertaken to evaluate how well the Community Awareness Campaign has achieved its goals.

15. HUMAN RESOURCES

15.1 Staff Awards

Each year, the Commission acknowledges staff commitment, achievement and innovation through the Staff Awards Program. The Awards were held on 21 July 2003.

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

Scholarships were awarded as follows:

- Russell Brown and Karen Soldatic - This scholarship enabled Russell and Karen to undertake a study tour to New South Wales and Victoria to investigate initiatives to assist with the development of the transition funding program recently approved by the Board. Additionally, the transfer of policy to practice in the development of youth transition programs was evaluated.
- Leanne Parsons - Leanne's project took her to New Zealand to research best practice models and techniques in Person Centred Planning and Essential Lifestyle Planning. Her knowledge will help to improve and develop the Accommodation Services Directorate's current Individual Planning and Lifestyle Plan and Review systems.
- Fiona Ruddock - Fiona's project sought to identify the extent of the 'digital divide' among people with disabilities in Western Australia. She proposed to examine why information and communications technologies and internet uptake are hampered and to suggest possible solutions. Unfortunately, due to unforeseen circumstances the project was deferred.
- Petra Sommerville - Petra's study tour took her to Brisbane and Melbourne to work with service providers to develop an understanding of the current trends and issues in the area of emergency respite. Petra evaluated procedures and policies in emergency respite facilities to identify what constitutes an efficient service, what works and what does not, and how to overcome obstacles. Her knowledge will then be applied to Commission services.

Length of Service Awards

20 Years Service Recipients were:

Toni Brooke, Yvonne Brown, Ivy Crockford, David Drakeford, Michelle Fidler, Malcolm Giles, Graham Gladman, Julian Hamlet, Coralie Hardy, Peter Hodgson, Maria Johnson, Mark Lema, David McKenzie, Marie Mondeil, Peter Proud, Kate Smith, Petra Sommerville, Margaret Willison and Rena Young.

25 Years Service Recipients were:

Norma Cooper, Valerie Daly, Maurice Embley, Susan Falconer, Ronald Giudici, Hilary Gunning, Meredith Johnson, Gloria Liddiard, Francis Lupino, Mairead McCoy, Geoffrey Mortimore, Paul Norman, Colin Smiley, Caroline Smith and William Turner.

30 Years Service Recipients were:

Albert Lakstins, Norma Marcello, Jennifer Phillips, Carl Pizzino, and the late Lynette Cunningham.

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).

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

Paul Adams, Cheryl Archibald, Ingrid Bartier, Maria Del Cid Aviles, Jennifer Henderson, Helen Lancaster, Lydia Play, Steven Bollard, Barry Callan, Joseph Crolla, Lindy Evans, Ian Forrest, Liam Gallagher, Craig Glasheen, Colleen Headland, Susan Kuszyk, Steven Lynch, Kathleen McCrory, Michael McGeown, Michael Mech, Valerie Monteiro, Joanne Moylan-Prouse, Mark Mulholland, Leo Rechichi, Anthony Robeck, Margaret Rose, Debra Salmon, Stephanie Scott, Adam Shaw, Yolanda Shreuders, Christine Smith, Larry Smith, Joyce Smyth, Susannah Stewart, Brenda Thompson, Sue Trudgian and Derek Whittick.

Certificate IV Graduates for 2003 were:

David Bentley, Sarah Bradley, Suzanne Clark, Marie Falconer, Susan Fuller-Bellingham, Karen Jones, Yuliana Lee, Kerwin Mathews, Kathryn Rice, Kylie Rogers, Melanie Shier, Heather Smith, Mary Szmekura, Joyce Turner and Tracey White.

Excellence Awards

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

- Harry Bouckley for his continuous high level of customer service and dedication to his role as the Commission's Database Administrator.
- Pip Daly Smith for her role in overseeing the development of the 2002 inaugural Universal Design Stream of the International Federation on Ageing Conference.

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- Dr Jenny Hanna for excellence in providing consultation to families, Commission staff and other health professionals and providing clinical leadership to the Health Resource and Consultancy Team.
- Members of the Home-based Autism Services Team – Diana Peters, Lois Danks, Ritu Campbell, Wendy Bajgerytsch and Bronwynn Comerford - for their innovative work to support children with autism and their families.

Customer Focus and Continuous Improvement

Award recipients were:

- Mark Crofts and Jeni Owens for their commitment to monitoring and improving the quality of services delivered to people with disabilities, their families and carers.
- Susan Peden and Geoff Cole, for leading the development of the Individual and Family Services Coordination Framework.
- The members of the People at Risk Panels – (north region): Angus Buchanan, Susan Peden, Jacki Hollick, Chris Coopes, Barbara Vintila, Paul Larkin, and Lee Shew Lee. (South region): Angus Buchanan, Geoff Cole, Prem-Tej Sacha, Lisa Jones, Marc Lema, Andrew Adlem and Sue Davis.

Strategic Focus

Award recipients were:

- Di Ritson, Simone Bastin and Sharee Hogg, for managing the evolution of Purchasing Agreements for non-government organisations in the disability sector.

Equity and Diversity Award

Goldfields LAC Supervisor, Heather Lowndes, for her work with the people of the Ngaanyatjarra Lands to make the Commission more relevant to local indigenous people with disabilities.

Special Award

A special surprise award acknowledging his many years of service was presented to an unsuspecting Haydn Lowe, the Commission's former Chief Executive Officer, at the end of the proceedings.

15.2 Staff Profile

In 2003-2004, the Disability Services Commission had an employment level of 1,569 Full-time Equivalent (FTE). This represents an increase of 42 FTE on the previous year.

During the year, a total of 608 employment contracts were issued by the Commission.

The appointments comprised:

- 174 permanent contracts;
- 260 fixed term contracts; and
- 174 casual contracts.

Comparative staffing levels for the various categories of staff in 2002-2003 and 2003-2004 are presented in the table below:

Full-time Equivalent Staff Positions (FTE)		
	2002-2003	2003-2004
Public Service Act	511	548
Social Trainers/Client Assistants	888	899
Nurses	28	21
Nursing Assistants	21	8
Support Services	79	93
Total	1,527	1,569

WORKFORCE DEMOGRAPHICS

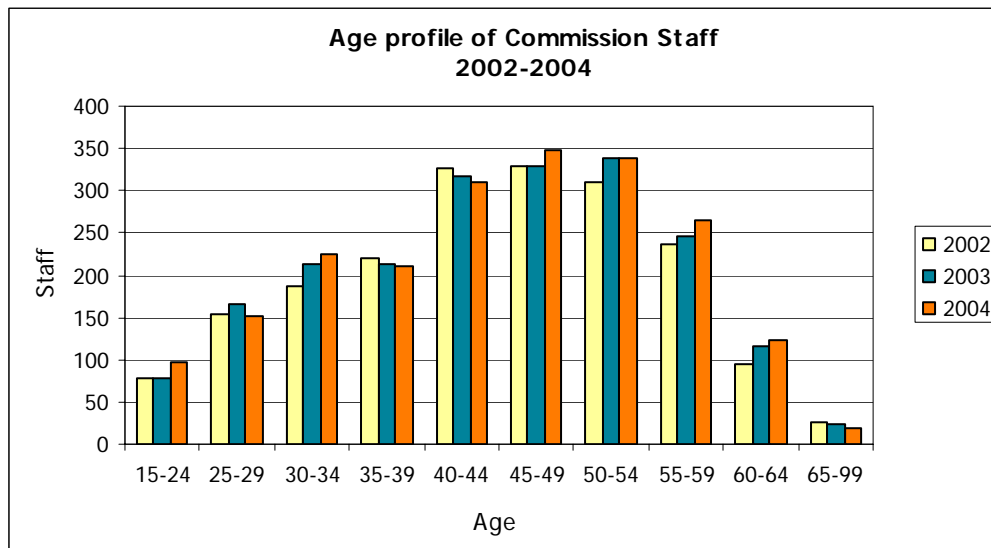
A major project was undertaken in the latter half of 2003 to re-survey all Commission staff to ascertain their EEO demographic details. An extensive promotional campaign was run at the same time as employees were being asked to complete the survey and self identify, on a confidential basis, their membership of each of the equity groups. The response rate of participating employees increased from 51.5% to 75.2% with resultant significant increases in participation rates for people with disabilities and people from CALD background.

Demographic Characteristics - Workforce Participation					
Participation Rates	Male	Female	People from CALD Backgrounds	Indigenous Australians	People with Disabilities
Number Reported	643#	1448#	153*	10*	70*
Percentage	30.8%#	69.2%#	9.7%*	0.6%*	4.5%*
<i># Based on total workforce numbers</i>			<i>* Calculated on survey response rate</i>		

Demographic Characteristics - Participation by Employment Type					
Employment Type Rates	Male	Female	People from CALD Backgrounds	Indigenous Australians	People with Disabilities
Permanent F/T	543	753	96	5	51
Permanent P/T	31	259	23	2	10
Fixed Term F/t	23	67	7	0	2
Fixed Term P/T	6	57	5	0	0
Casual	33	233	14	2	3
Sessional (Other)	6	75	7	1	3
Trainee	1	4	1	0	1
TOTAL	643	1,448	153	10	70

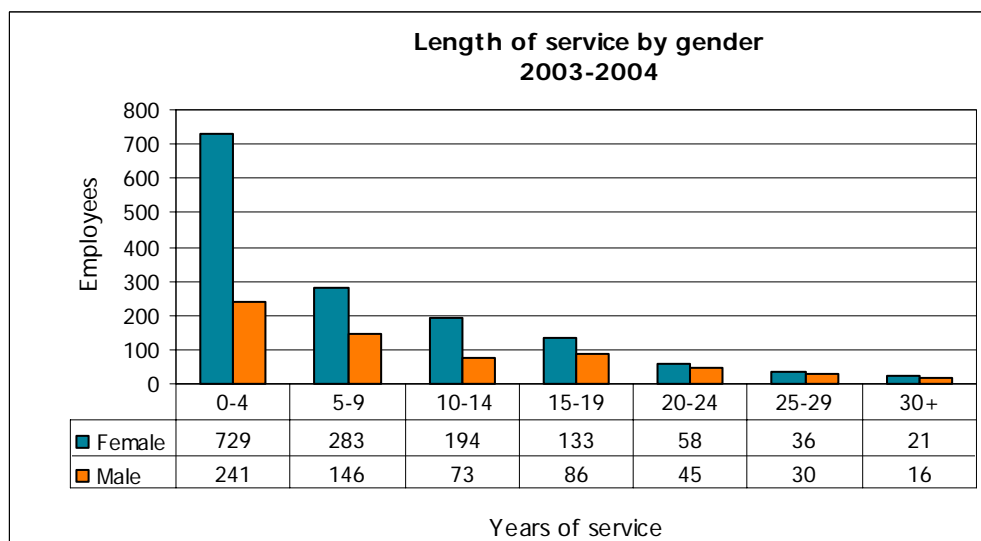
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Current Age Profile of Commission Staff



Consistent with trends across the public sector, the Commission continues to employ a high proportion of mature-aged workers. One of the contributing factors is the Commission's high retention rate.

Average Length of Service of Commission Employees



While having a number of benefits, this high retention rate to some extent limits the Commission's capacity to change its employee profile to better reflect the composition of the community.

WORKFORCE TRENDS

Current Indicators	2000-2001	2001-2002	2002-2003	2003-2004
Staff (as at 30 June)	1941	1969	2029	2091
New Permanent Staff	110	133	171	174
Staff Turnover	5.7%	6.7%	8.7%	8.3%
Annual Average Staffing Level	1430	1472	1527	1569
Industrial Disputes - Days Lost	37.2	565.7	Nil	92
Workers' Compensation - New Claims	186	215	144	118
Average Accrued Annual Leave (Days)	13.6	12.7	12.2	10.7
Average Accrued Long Service Leave (Days)	14.5	14.1	13.4	12.9
Average Sick Leave Taken (Days)	8.5	10.1	10.2	8.2
Overtime (Hours/FTE)	30.6	42.5	37.9	43.8

Leave management has continued to be a priority for the Commission. Strategic implementation of the leave management policy, guidelines and procedures has resulted in a decrease in the total leave liability.

As in the previous year, influenza injections were made available to employees and may have contributed to the reduction in sick leave. The program was extended to all Commission employees in the 2003-2004 year.

Other workforce trends are discussed in the following sections.

15.3 Workforce Planning

Workforce planning is increasingly becoming a key activity undertaken by the strategic human resource function within public sector agencies. Within the Commission, workforce planning is an integral part of the annual operational planning cycle. With support from the Commission's Equity and Diversity Steering Committee, a key area of focus has been on development of strategies to attract and retain employees from diverse backgrounds to support the Commission's strategic initiatives in providing services to our diverse community. Workforce planning to support specific change initiatives has also remained a priority.

Strategies to increase the diversity of the applicant pool, including more strategic use of indigenous networks and specialist employment agencies have resulted in an increase in representation of people with disabilities and indigenous Australians. Promotion of traineeship opportunities to young people has also contributed to the Commission's success in these important areas of focus.

The increase in reported participation rates of people from the identified target groups is also partially attributable to work undertaken during the year to improve the quality of data available in relation to employee demographic characteristics. This resulted in an increased self-report survey response rate. Further work is required to identify and address those areas where the survey response rate was low.

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Another exciting workforce planning initiative was undertaken within the Commission Accommodation Services Directorate focussing on about 70% of the Commission's workforce.

Using scenario planning tools and materials developed and supported by the activities of the Workforce Planning Liaison Group coordinated by the Public Sector Management Division of the Department of the Premier and Cabinet, a workforce forecasting session was conducted in early 2004. The outcomes of the workshop, along with data gathered through a subsequent series of focus groups with a broad range of employees within the program, have provided a framework for recruitment and development of potential and existing employees within the program. Work is continuing through a standing committee comprising representatives of the Accommodation Services Directorate, including the Learning and Development Branch, and the Human Resources Branch.

EMPLOYEE RELATIONS

There has been continued emphasis on promoting effective resolution of operational issues at a local level. This has been achieved by continuing to use established procedures and joint consultative forums with the unions.

To maintain a consistent approach in the application of employment conditions and entitlements, the Employee Relations Section has maintained direct communication with management and staff, and maintained a high profile in operational areas.

The Employee Relations Section has also actively contributed to the award modernisation process in respect to the industrial awards covering employees of the Commission.

The section has continued to work collaboratively with directorates to assist managers and affected employees in the changing environment.

15.4 Occupational Safety and Health

ACHIEVEMENTS 2003-2004

An external review commissioned by RiskCover has confirmed that the Commission continues to make significant progress in relation to occupational safety and health.

An independent consultant was engaged to review the performance of the Commission in relation to the WorkSafe Plan Assessment conducted in 2001. The consultant found that the Commission has made significant progress towards addressing the findings and recommendations of the report, particularly in relation to developing systems and processes for consultation, planning, implementation and monitoring of initiatives as well as policy development. A summary of achievements for the year is reported below.

During the year, the Commission has:

- planned, developed and implemented an Action Plan which set out specific actions, responsibilities and timelines as part of the Occupational Safety and Health Management Plan 2002-2005;
- developed and endorsed key policies in relation to hazard management in the workplace, first aid services, safety and health representatives and consultation in the workplace;
- undertaken an organisation-wide occupational safety and health training needs analysis that involved extensive consultation, including interviews with directors and line managers, focus group sessions and survey questionnaires across all occupational groups;
- facilitated two delegates meetings and conducted the safety and health representative elections (2004-2006) in line with legislative requirements;
- facilitated the work of the occupational safety and health steering and operational committees;
- maintained an effective workers' compensation claims management alliance with RiskCover, provider of the Commission's workers' compensation insurance, by meeting on eight occasions to review active claims and set agreed action plans for each claim;
- maintained monthly meetings with Accommodation Services line managers to review and update progress of rehabilitation of injured employees;
- implemented an OSH Information Management System to record occupational safety and health and workers' compensation information and data to enable effective analysis of data and provision of relevant reports;
- developed and implemented a health promotion awareness program through the provision of regular information to employees via the *Cheers* newsletter; and
- achieved a reduction of \$1m in the workers' compensation premium cost from the previous year;
- achieved a reduction of 18% in workers' compensation claims (42% reduction over the past 2 years); and
- achieved a reduction in the number of accidents and incidents by over 11%.

The following table provides a summary of performance in a number of key areas.

Workers' Compensation Performance/Trends		
Indicators	2002-2003	2003-2004
Frequency Rate (the number of lost time injuries per million hours worked)	30.6	26.7
Estimated Cost of Claims (per \$100 of payroll)	3.43	2.87
Total Actual Lost Time Injury Days	2,011	2084
Total Number of Accidents/Incidents	347	308
Total Number of Claims	144	118
Premium Contribution	\$2.97m	\$1.93m
Premium Contribution Rate	4.29	3.87
Number of Rehabilitation Cases	27	24

Chapter 15 – Human Resources

15.5 Workforce Development

The Commission has continued to actively participate in a range of external workforce development activities at both State and national levels, particularly in the area of Vocational Education and Training (VET).

A significant achievement has been the development of a new traineeship in the disability sector, which was funded in December 2003. Work has since commenced to facilitate the introduction of traineeships in the near future.

The National Disability Learning and Development network continues to meet. Focus for the year has been around induction training for new workers in the field, assessment strategies, supporting indigenous workers and performance development.

The Commission remains active in promoting learning and development through a range of avenues. These include the "Best Practice" forum which has seen an additional two agencies join in 2004; membership on the inaugural Disability Training Steering Committee hosted by ACROD and developed as a result of the Accommodation Blueprint report; and through membership on the Committee of Management of the Industry Training and Advisory Board.

Due to increasing demand for training across the sector, the Commission has continued to actively support direct care staff from other agencies to develop and maintain their skills. This has been achieved through the delivery of Certificate III and IV in Community Services (Disability Work), and the introduction of a four-day refresher program for staff.

In addition to these external activities, Commission employees have undertaken a range of internal and external training and development programs as a means to maintain and develop their skills and knowledge.

These included:

- orientation program run monthly targeting new staff but also available to existing staff;
- Certificate III and IV in Community Services (Disability Work) for direct care staff;
- first aid;
- passive self-defence;
- safe food handling;
- infection control;
- grief and loss;
- medication;
- behaviour support;
- values, attitudes and ethics;
- manutension;
- finance procedures;
- Commission policy and procedures;

- manual handling;
- occupational health and safety training;
- injury management;
- risk management - concept and system training - group and individual;
- leadership;
- recruitment and selection;
- project management;
- communication skills and other personal development training;
- leadership and service development seminars;
- seminars and conferences to provide ongoing development for therapy and professional services staff;
- participation in a range of external financial, technical and information service programs;
- provision of in-house computing courses covering network operations and standard software applications has enabled staff to keep up to date with latest developments; and
- refresher training for staff in Accommodation Services in the areas of infection control, grief and loss, medication, behaviour support, CPR, functional communication and skills development.

Other key activities included:

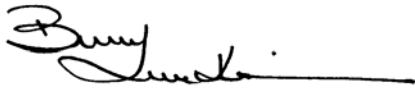
- continuation of the Staff Awards Program (reported in section 15.1);
- provision of ongoing support to staff attending tertiary education facilities through the study assistance program;
- on-the-job development and training opportunities in all directorates through acting opportunities and job rotation activities; and
- workplace training and awareness raising relating to human resource management policies, procedures and practices.

16. APPENDICES

16.1 Performance Indicators

CERTIFICATION OF PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2004

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 2004.



Barry MacKinnon
DISABILITY SERVICES COMMISSION
BOARD CHAIRPERSON



Mallika Macleod
DISABILITY SERVICES COMMISSION
BOARD DEPUTY CHAIRPERSON

11 August 2004

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, 2004**

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, 2004.

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 effectiveness and efficiency.

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 black ink, appearing to read 'D D R Pearson'.

D D R PEARSON
AUDITOR GENERAL
August 25, 2004

Chapter 16.1 – Performance Indicators

16.1 Performance Indicators

OUTCOME AND OUTPUTS

The table below shows the outcome and outputs for which the Disability Services Commission was funded in 2003-2004. 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: Accommodation Support	<ul style="list-style-type: none">▪ Hostel Residential▪ Community Residential▪ Supported Community Living	<ul style="list-style-type: none">▪ 3,319 service users supported▪ Total cost: \$147.7 million▪ Average cost per person: \$44,512
	Output 2: Individual and Family Support	<ul style="list-style-type: none">▪ Family Support and Respite▪ Day Options (including Post School Options)▪ Health and Individual Development (including therapy services)	<ul style="list-style-type: none">▪ 16,497 people supported▪ Total cost: \$77.2 million▪ Average cost per person: \$4,681
	Output 3: Individual Coordination	<ul style="list-style-type: none">▪ a. LAC Coordination▪ b. LAC Direct Consumer Funding	<ul style="list-style-type: none">▪ 6,981 people supported▪ Total cost: \$16.5 million▪ Average cost per person: \$2,367▪ 1,465 people supported▪ Total cost: \$11.5 million▪ Average funding per person: \$7,853
	Output 4: Strategic Coordination	<ul style="list-style-type: none">▪ Policy and Planning▪ Access and Community Education▪ Quality Assurance and Advocacy	<ul style="list-style-type: none">▪ 102 key strategic and policy projects▪ Total cost: \$8.1 million▪ Average cost per strategic project: \$79,882

* Last year Output 1 was called "Residential Services"; Output 2 was called "Non-Residential Services"; and Supported Community Living was reported under Output 2.

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 1,000¹ 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	2003-04
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	109
	Australia:	82	95	94	89	62
	Percentage variation from national level	73%	57%	63%	25%	76%

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

The Western Australian take-up rate of 109 service users per 1,000 recipients of Disability Support Pensions is 76% higher than the national rate of 62 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 are from the Snapshot Day in 2003.

The review of the National Minimum Data Set (NMDS) and the redevelopment of the national data collection have resulted in some instability and possibly an underestimate of the take-up rate calculated for "Australia".

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.

¹ 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 16.1 – Performance Indicators

A consumer satisfaction survey was conducted by the Survey Research Centre at the University of Western Australia for the Commission in 2004. The survey showed that satisfaction with the quality of life of service users in Western Australian is rated over 70% using two measures as indicated in the table below. The first measure is based on consumer satisfaction with their level of social/community participation. The second measure is derived using a direct question about how satisfied people are with their quality of life and is a new measure piloted in 2004. The most recent national survey, conducted in 1999-2000 using similar questions, reported a quality of life result of 66% in Australia.

Description	2001-02	2003-04*
Satisfaction with Social Participation	70%	73%
Satisfaction with Quality of Life	n/a	75%

* Survey sampling error +/-3.7%, response rate 87%

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 average 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	AVERAGE COST ^{2, 3}					TARGET 2003-04	VARIATION	
		1999-00	2000-01	2001-02	2002-03	2003-04		Prev Year	Target
Accommodation Support	\$/service user	n/a	n/a	\$41,428	\$42,931	\$44,512	\$43,952	4%	1%
Individual and Family Support	\$/service user	n/a	n/a	\$4,120	\$4,335	\$4,681	\$4,503	8%	4%
LAC Coordination	\$/service user	n/a	\$2,289	\$2,314	\$2,365	\$2,367	\$2,462	0%	-4%
LAC Direct Consumer Funding	\$/service user	n/a	\$7,549	\$7,198	\$7,253	\$7,853	\$8,065	8%	-3%
Strategic Coordination	\$/ project	\$81,045	\$85,104	\$83,887	\$76,553	\$79,882	\$69,824	4%	14%

² The average cost for Output 1 and 2 has been recalculated for 2001-2002 and 2002-2003 taking into account the change in Supported Community Living from Output 1 to Output 2.

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

Chapter 16.1 – Performance Indicators

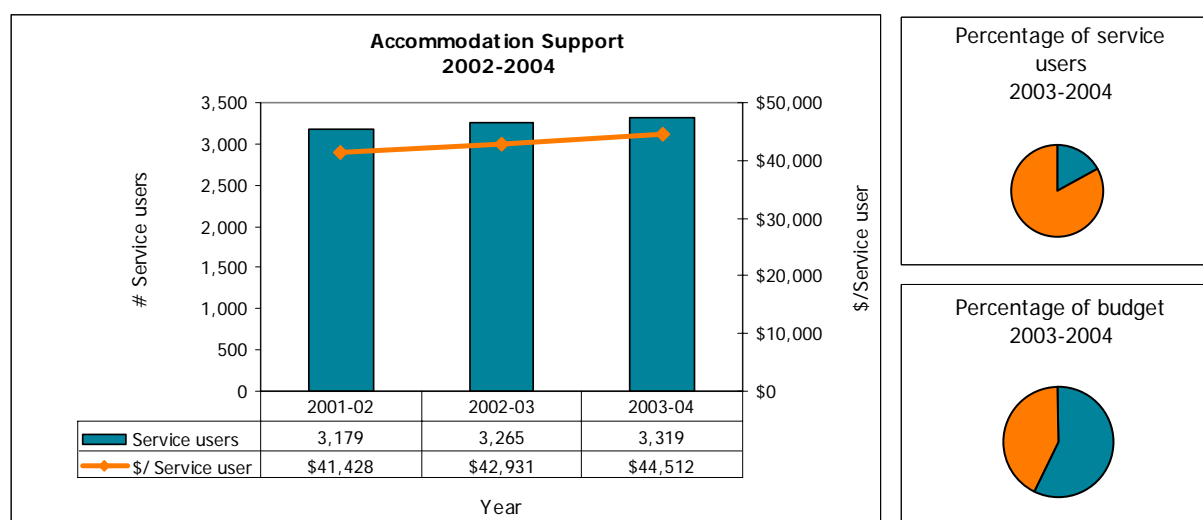
The average costs in Output 1 and Output 2 have been recalculated taking into consideration the transfer of Supported Community Living to Output 1. Changes to Supported Community Living and progress made in linking funding to individuals in the move away from historic block funding, has resulted in more accurate counting in 2003-2004. The resulting lower count of service users has seen a marginal increase in the average cost (total cost divided by the number of service users). The 2003-2004 Target was set prior to the availability of the more accurate estimate of service users.

The increase in the average cost for Output 4 reflects the increased funding of significant projects, growth in individual advocacy funding and a number of one-off grant programs being administered through this output.

Output 1: Accommodation Support Average Cost Per Service User

Accommodation Support includes assistance for people with disabilities to live in a range of accommodation options including hostels, group homes or supported community living in their own home. This includes support with personal care and independent living skills and may range from a few hours of support a week to 24-hour care.

The average cost per service user for 2003-2004 was \$44,512. This average cost per user was 4% higher than the previous year, and 1% higher than the target set for the year. The Accommodation Support budget represented 57% of the Commission's budget and supported 17% of service users.



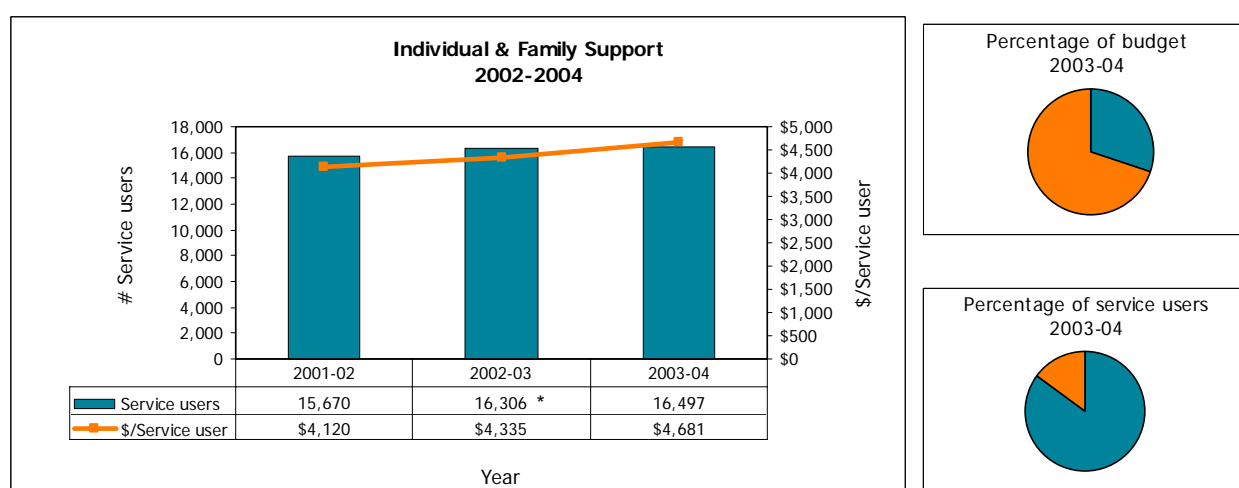
For comparison, data from 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Output 2 to Output 1 in 2003-2004.

Chapter 16.1 – Performance Indicators

Output 2: Individual and Family Support Average Cost Per Service User

The Individual and Family Support Output includes support for people with disabilities to access positive and constructive day options; maintain health and develop individual skills and abilities; and family support and respite for carers.

The average cost per service user for 2003-2004 was \$4,681. This was 8% higher than the average cost per user for the previous year and 4% above the target cost. Individual and Family Support represented 30% of the Commission's budget and provided support to 85% of service users.



* The 2003-2004 Budget Statements reported 16,717 service users as the actual performance in 2002-2003. This has been recalculated to exclude Supported Community Living.

For comparison, data from the periods 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Output 2 to Output 1 in 2003-2004.

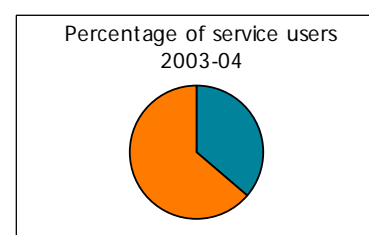
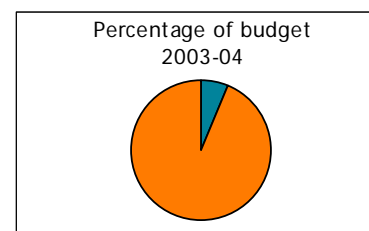
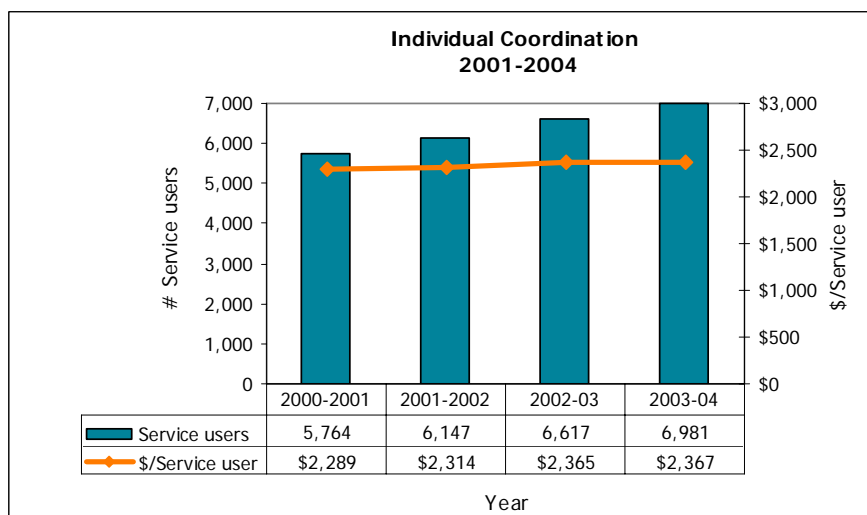
Output 3: Individual Coordination Average Cost Per Service User

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 disabilities 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 Coordination and the provision of LAC Direct Consumer Funding (or brokerage) distributed by LACs.

Chapter 16.1 – Performance Indicators

The average cost per service user in 2003-2004 for LAC Coordination was \$2,367, which was less than 1% higher than the previous year and 4% less than the target cost. LAC Coordination was accessed by 36% 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.

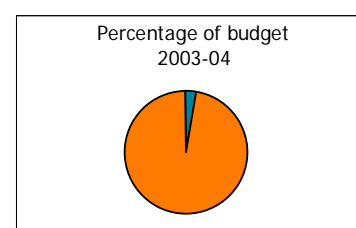


Output 4: Strategic Coordination Average Cost Per Strategic Project

The Strategic Coordination output includes the monitoring of progress by public authorities in implementing disability service plans and improving access; data collection and monitoring of population trends to identify issues which impact on people with disabilities and their carers and inform the development of government policies and programs; policy development; monitoring the standards and quality of services; community education and disability awareness strategies; and advocacy and information.

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 and activities.

The average cost of strategic coordination per project increased by 4% since the previous year, and is 14% above the target. This increase is partly due to increased funding for individual advocacy, as well as a number of one-off grants programs (including the Family and Carers Initiative Grants, Physical and Cultural Activity Grants and Service Improvement Grants) that were administered under this output. Strategic Coordination represents 3% of the Commission's budget.



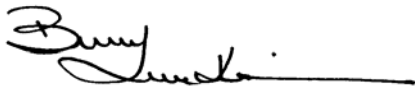
Chapter 16.2 – Financial Statements

16.2 Financial Statements

CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

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 2004 and the financial position as at 30 June 2004.

At the date of signing we are not aware of any circumstances which would render any 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

11 August 2004

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, 2004

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, 2004 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.

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

D D R PEARSON
AUDITOR GENERAL
August 25, 2004

Disability Services Commission
Statement of Financial Performance
For the year ended 30 June 2004

	Notes	2004 \$'000	2003 \$'000
COST OF SERVICES			
Expenses from ordinary activities			
Employee Expenses	2	91,987	84,529
Supplies and Services	3	6,590	5,261
Depreciation and Amortisation expense	4	1,927	804
Borrowing costs expense	5	480	525
Administration Expenses	6	7,362	7,603
Accommodation Expenses	7	7,577	8,258
Expenditure on services provided by funded agencies		129,793	120,618
Individual Funding & Other Grants		14,807	13,736
Other expenses from ordinary activities	8	619	2,181
Total Cost of Services		261,142	243,515
Revenues from ordinary activities			
<i>Revenue from operating activities</i>			
User charges and fees	9	5,540	5,337
Commonwealth grants and contributions	10	44,352	42,201
<i>Revenue from non-operating activities</i>			
Proceeds from disposal of non-current assets	12	-	165
Other Revenues from ordinary activities	11	3,534	2,225
Total Revenue From Ordinary Activities		53,426	49,928
Net Cost Of Services		207,716	193,587
REVENUES FROM STATE GOVERNMENT			
Output Appropriation	13	207,362	195,461
Resources received free of charge	13	605	295
Total Revenues From State Government		207,967	195,756
Change in Net Assets		251	2,169
Net increase/(decrease) in asset revaluation reserve		15,043	3,227
Total revenues, expenses and valuation adjustments recognised directly in equity		15,043	3,227
Total changes in equity other than those resulting from transactions with WA State Government as owners		15,294	5,396

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 2004**

	Notes	2004 \$'000	2003 \$'000
CURRENT ASSETS			
Cash assets	14	73	89
Restricted cash assets	15	4,518	3,828
Receivables	16	1,380	1,186
Amounts receivable for outputs	17	614	3,658
Other assets	18	322	379
Total current assets		6,907	9,140
NON-CURRENT ASSETS			
Amounts receivable for outputs	17	4,671	-
Property, plant, equipment and vehicles	19	31,254	21,683
Work in Progress		4,563	5,098
Leasehold Improvements		2,068	2,113
Total non-current assets		42,556	28,894
Total assets		49,463	38,034
CURRENT LIABILITIES			
Payables	20	1,672	1,146
Interest-bearing liabilities	21	511	1,340
Provisions	22	15,497	15,462
Other Liabilities	23	2,273	3,893
Total current liabilities		19,953	21,841
NON-CURRENT LIABILITIES			
Interest-bearing liabilities	21	6,305	5,966
Provisions	22	7,111	13,563
Total non-current liabilities		13,416	19,529
Total liabilities		33,369	41,370
NET ASSETS		16,094	(3,336)
EQUITY			
Contributed Equity	24	8,780	4,644
Reserves	24	36,287	21,244
Accumulated surplus /(deficiency)	24	(28,973)	(29,224)
Total Equity		16,094	(3,336)

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

Chapter 16.2 – Financial Statements

Disability Services Commission Statement of Cash Flows For the year ended 30 June 2004

	Notes	2004 \$'000 Inflows (Outflows)	2003 \$'000 Inflows (Outflows)
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		205,141	193,864
Capital contributions		3,261	1,781
Holding account drawdowns		594	-
Net Cash provided by State Government		208,996	195,645
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee Costs		(80,504)	(73,753)
Payments for services provided by funded agencies		(129,793)	(120,618)
Individual Funding & Other Grants		(14,807)	(13,736)
Supplies and Services		(31,844)	(34,391)
Borrowing Costs		(480)	(643)
GST Payments on purchases		(14,765)	(13,894)
GST Payments to Taxation Authority		(136)	(56)
Other Payments		-	-
Receipts			
Commonwealth Grants and Contributions		44,011	42,542
Sale of goods and services		5,520	5,296
GST Receipts on Sales		143	61
GST Receipts from Taxation Authority		14,812	13,879
Other Receipts		3,308	2,209
Net Cash provided by/(used in) Operating Activities	25	(204,535)	(193,104)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(3,297)	(4,416)
Proceeds from the sale of non-current physical assets		-	170
Net Cash provided by/(used in) Investing Activities		(3,297)	(4,246)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from Borrowings		850	1,288
Repayment of borrowings		(1,340)	(625)
Net Cash provided by/(used in) by Financing Activities		(490)	663
Net increase/(decrease) in cash held		674	(1,042)
Cash assets at the beginning of the financial year		3,917	4,959
Cash Assets at the end of the Financial Year	25	4,591	3,917

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

Disability Services Commission Notes to the Financial Statements 30 June 2004

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 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) Acquisition 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.

Assets costing less than \$1,000 are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

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, Officer and other Equipment	5 years
Medical Equipment and Plant and Machinery	10 years
Motor Vehicles (modified)	13 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 and John Stranger Partnerships respectively 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.

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.

Chapter 16.2 – Financial Statements

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 uncollectible 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, Public Holidays and Accrued Days Off

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

ii) Long Service Leave

The liability for long service leave expected to be settled within 12 months of the reporting date is recognised in the provisions for employee benefits, and is measured at the nominal amounts expected to be paid when the liability is settled. The liability for long service leave expected to be settled more than 12 months from the reporting date is recognised in the provisions for employee benefits and is measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given, when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

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).

From June 30 2004, the Treasurer has assumed the liability for pension and pre-transfer benefit superannuation liabilities. The assumption has been designated as a contribution by owners under TI 955(3) (iv). An expense equivalent to the change in this liability during this year has been included under Employee Expenses.

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.

iv) 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. (See notes 2 and 22)

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.

o) Resources received free of charge or for a 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 of amounts

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

Chapter 16.2 – Financial Statements

2. Employee Expenses

	2004 \$'000	2003 \$'000
Wages and Salaries	68,505	62,743
Superannuation	7,774	7,397
Long Service Leave	2,442	2,124
Annual and Other Leave	10,377	9,290
Other related expenses (I)	2,889	2,975
	<u>91,987</u>	<u>84,529</u>

- (I) These employee expenses include 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

	2004 \$'000	2003 \$'000
Consultants and contractors	5,931	4,595
Travel	641	559
Other	18	107
	<u>6,590</u>	<u>5,261</u>

4. Depreciation and Amortisation Expense

	2004 \$'000	2003 \$'000
Depreciation		
Buildings	94	82
Plant and Machinery	62	62
Computer Equipment	641	269
Medical Equipment	36	27
Motor Vehicle	2	2
Office Equipment	72	68
Total Depreciation	<u>907</u>	<u>510</u>
Amortisation		
Leasehold Improvements	931	267
Intellectual Property	89	27
Total Amortisation	<u>1,020</u>	<u>294</u>
	<u>1,927</u>	<u>804</u>

5. Borrowing costs expense

	2004 \$'000	2003 \$'000
Interest paid	480	525
	<u>480</u>	<u>525</u>

6. Administration expenses

	2004 \$'000	2003 \$'000
Communications	1,272	1,307
Consumables	4,855	4,821
Maintenance	395	549
Other staff costs	840	926
	<u>7,362</u>	<u>7,603</u>

7. Accommodation expenses.

	2004 \$'000	2003 \$'000
Lease rentals	6,705	6,735
Repairs & Maintenance	615	876
Cleaning	184	593
Other	73	54
	<u>7,577</u>	<u>8,258</u>

Chapter 16.2 – Financial Statements

8. Other expenses from ordinary activities

	2004	2003
	\$'000	\$'000
Insurance	553	567
Doubtful Debts	71	29
Carrying amount of non-current assets disposed of	-	233
Other	(5)	1,352
	<u>619</u>	<u>2,181</u>

9. User Charges and Fees

	2004	2003
	\$'000	\$'000
Board & Lodging	5,540	5,337
	<u>5,540</u>	<u>5,337</u>

10. Commonwealth grants and contributions

	2004	2003
	\$'000	\$'000
Commonwealth and State Disability Agreement	44,209	42,083
Other	143	118
	<u>44,352</u>	<u>42,201</u>

11. Other Revenues from ordinary activities

	2004	2003
	\$'000	\$'000
Sundry Revenue	3,071	2,003
Executive Vehicle Scheme Contribution	60	53
Sale of Publications	5	7
Government Employee Housing Authority - Employee Contribution	47	41
Transport of Clients	42	50
Recoups from Service Providers	309	71
	<u>3,534</u>	<u>2,225</u>

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

	2004	2003
	\$'000	\$'000
<u>Gain on Disposal of Non-Current Assets</u>		
Land	-	-
Buildings	-	2
<u>Loss on Disposal of Non-Current Assets</u>		
IT Equipment	-	(9)
Land	-	(60)
Plant and Equipment	-	(2)
	<u>-</u>	<u>(69)</u>
Net gain/(loss)		

13. Revenues from State Government

	2004	2003
	\$'000	\$'000
Appropriation revenue received during the year:		
Output appropriations (I)	207,362	195,461
	<u>207,362</u>	<u>195,461</u>
Resources received free of charge (II)		
Determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General (III)	-	53
Health Department	574	220
Crown Solicitors Office	31	22
	<u>605</u>	<u>295</u>
	<u>207,967</u>	<u>195,756</u>

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- (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) 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.
- (III) Commencing with the 2003-04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003-04 audit (\$60,000) will be due and payable in the 2004-05 financial year.

14. Cash assets

	2004	2003
	\$'000	\$'000
Operating Funds in the Operating Bank Account at		
Commonwealth Bank	22	41
Petty Cash Advance	51	48
	<hr/> 73	<hr/> 89

15. Restricted cash assets

Restricted funds in the Operating Bank Account at Commonwealth Bank:

	2004	2003
	\$'000	\$'000
a Accrued Payroll	2,850	2,601
b Advisory Council	85	85
c Business ATE and Community Support Program	22	-
d CALD	30	-
e Carers Package	21	21
f Carers WA Taskforce Implementation	50	-
g Community Aids and Equipment Program Systems Development	-	60
h Community Development	12	11
i Compensable clients	82	-
j CSDA Growth Funds	-	441
k Deferred Salary Scheme	74	-
l Disability Professional Services Grants	115	-
m Donations	18	22
n Employment Day Services Project	10	10
o Feel Safe Program	18	17
p Hav-a-chat	1	-
q Identity WA Review	35	-
r Information Technology Development	87	-
s Keep Cool Project	11	10
t LAC Seminars	33	19
u Leadership and Service Development	15	15
v Makaton Trust	6	6
w MSC Project	-	14
x NDA Contribution	33	-
y NGO Provision for 27th Pay	234	234
z OHS Training Program	170	-
aa Physical Activity Grants	-	-
ab Office Fitout	99	-
ac Psychology Trust Account	5	7
ad Ray Young Scholarship	13	-
ae Salaries in advance	37	37
af Salary Packaging Deductions	218	167
ag Sale of Publications	1	1
ah Sector Development Working Party	50	-
ai Service Provider Management System	10	10
aj Smooth Food Recipes	3	2
ak Stepping Stones	3	-
al Traineeship Scheme	20	-
am Unclaimed Monies	38	31
an Universal Design Conference	2	2
ao You Can Make a Difference	7	5
	<hr/> 4,518	<hr/> 3,828

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The nature of the restriction for the above funds:

- a Funds held to meet salary commitments unpaid at year end plus provision towards a 27th payment when it occurs in a future year.
- b Department of Health and Family Services contribution toward the running costs of the Disability Advisory Council.
- c Funds held to be applied to the Business ATE and Community Support Program
- d Funds held for Information for people from Culturally and Linguistically Diverse backgrounds program
- e Funds held to be applied to Carer's Initiatives.
- f Funds held for implementation of Carers WA Taskforce.
- g Funds held for Community Aids and Equipment Program System Development.
- h Funds held to meet part cost of Autism conference.
- i Funds held to provide services to clients in receipt of compensation payments.
- j CSDA growth funds held for projects to be undertaken by service providers.
- k Funds held for payment of employees deferred salaries.
- l Funds held for the disability professional services program.
- m Private donations held for specific groups of clients.
- n 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.
- o Funds held to develop the 'Feel Safe' program.
- p Funds held for Hav-a-chat program
- q Funds held for review of Identity WA.
- r Funds held for information technology development project
- s Funds held to develop the 'Keep Cool' Program.
- t Contributions received to be applied towards the cost of LAC Seminars.
- u Funds provided for a Leadership and Development course.
- v Funds held for the Makaton Program.
- w Funds held for the purchase of specialised equipment.
- x National Disability Administrators contributions
- y Provision held towards NGO 27th pay when it occurs in a future financial year.
- z Funds held for Occupational Health and Safety Training Program.
- aa Funds held for the physical activity grants program.
- ab Funds held for the office fitouts for Country Services and Policy & Planning.
- ac Funds raised through lectures at universities, to be applied towards training.
- ad Funds held for the Ray Young Scholarship.
- ae Funds received in advance to cover the salary of one employee for two years.
- af Contributions from employees for Fringe Benefits Tax under Salary Packaging arrangement to be remitted to the Australian Taxation Office
- ag Proceeds of sale of publications held to cover costs of reprint.
- ah Funds held for the sector development working party program.
- ai Funds held for the purchase of a management system for the Department of Family and Children Services.
- aj Funds held to develop Smooth Food Recipes.
- ak Funds held for Stepping Stones program.
- al Funding received for the Commonwealth Traineeship program
- am Monies relating to cheques issued but not presented.
- an Funds held for running seminars, conferences & other educational activities.
- ao Funds held to develop 'You Can Make a Difference' program.

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16. Receivables

	2004 \$'000	2003 \$'000
Current		
Worker's Compensation Recoups	57	53
Board and Lodging	450	518
Sundry Debtors	504	177
Provision for doubtful debts	(130)	(116)
GST Receivable	499	554
	<u>1,380</u>	<u>1,186</u>

17. Amounts receivable for outputs

	2004 \$'000	2003 \$'000
Current	614	3,658
Non-current	<u>4,671</u>	<u>-</u>
	<u>5,285</u>	<u>3,658</u>

This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

18. Other assets

	2004 \$'000	2003 \$'000
Current		
Prepayments	<u>322</u>	<u>379</u>
	<u>322</u>	<u>379</u>

19. Property, plant, equipment and vehicles

	2004 \$'000	2003 \$'000
Freehold Land		
At fair value (I)	<u>9,068</u>	<u>16,498</u>
	<u>9,068</u>	<u>16,498</u>
Buildings (II)		
At fair value	18,350	3,285
Accumulated depreciation	<u>-</u>	<u>(582)</u>
	<u>18,350</u>	<u>2,703</u>
Motor Vehicles		
At cost	68	23
Accumulated depreciation	<u>(5)</u>	<u>(3)</u>
	<u>63</u>	<u>20</u>
Computing Equipment and Software		
At cost	4,636	3,225
Accumulated depreciation	<u>(1,780)</u>	<u>(1,554)</u>
	<u>2,856</u>	<u>1,671</u>
Medical Equipment		
At cost	491	423
Accumulated depreciation	<u>(289)</u>	<u>(253)</u>
	<u>202</u>	<u>170</u>
Plant and Machinery		
At cost	957	780
Accumulated depreciation	<u>(448)</u>	<u>(386)</u>
	<u>509</u>	<u>394</u>
Office and Other Equipment		
At cost	743	691
Accumulated depreciation	<u>(537)</u>	<u>(464)</u>
	<u>206</u>	<u>227</u>
	<u>31,254</u>	<u>21,683</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 revaluation.
- (II) The valuation of buildings was performed in June 2004 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of written down replacement value. The valuation was made in accordance with a regular policy of revaluation.

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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
2004	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at start of year	16,498	2,703	20	1,671	170	394	227
Additions	-	698	45	1,915	68	177	51
Disposals	-	-	-	-	-	-	-
Depreciation	-	(94)	(2)	(730)	(36)	(62)	(72)
Revaluation Increments/(Decrements)	-	15,043	-	-	-	-	-
Transfers	(7,430)	-	-	-	-	-	-
Write-off of assets	-	-	-	-	-	-	-
Carrying amount at end of year	9,068	18,350	63	2,856	202	509	206

20. Payables

	2004 \$'000	2003 \$'000
Current		
Trade Payables	1,672	1,146
	1,672	1,146

21. Interest-bearing liabilities

	2004 \$'000	2003 \$'000
Current		
WATC Loans	511	1,340
	511	1,340
Non-Current		
WATC Loans	6,305	5,966
	6,305	5,966

22. Provisions

	2004 \$'000	2003 \$'000
Current		
Annual leave (I)	7,913	7,319
Long service leave (I)	3,391	3,835
Superannuation (II)	-	711
Accrued Days Off (I)	2,513	2,107
Public Holidays (I)	1,631	1,432
Days Off in Lieu (I)	49	58
	15,497	15,462
Non Current		
Long service leave (I)	7,111	5,812
Superannuation (II)	-	7,751
	7,111	13,563

(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 on-costs is included here. The associated expense is included in the leave type under Employee expenses at Note 2.

(II) From Jun 30 2004, the Treasurer has assumed the liability for pension and pre-transfer benefit superannuation liabilities. The assumption has been designated as a contribution by owners under T1 955(3) (iv). An expense equivalent to the change in this liability during the year has been included under Employee Expenses.

Employee Benefit Liabilities

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

	2004 \$'000	2003 \$'000
Provision for employee benefits:		
Current	15,497	15,462
Non-current	7,111	13,563
	22,608	29,025

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23. Other Liabilities

	2004	2003
	\$'000	\$'000
Current		
Accrued Expenses	853	1,104
Accrued Interest	125	125
Accrued Salaries	924	1,990
Accrued Fringe Benefits Tax	101	90
Accrued Utilities	13	59
Accrued Superannuation	249	184
Income Received in Advance	-	341
Receipts in Suspense	8	-
	<u>2,273</u>	<u>3,893</u>

24. Equity

	2004	2003
	\$'000	\$'000
Contributed equity		
Opening balance	4,644	2,863
Capital contributions (I)	3,261	1,781
Contribution by owners (II)	875	-
Closing balance	<u>8,780</u>	<u>4,644</u>

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

(II) Assumption of Superannuation Liability by Department of Treasury and Finance	8,305 : refer note 22 (II)
Transfer of land to the Crown	(7,430)
	<u>875</u>

Reserves		
Asset revaluation reserve (I)		
Opening balance	21,244	18,017
Net revaluation increments / (decrements):		
Land and Buildings	<u>15,043</u>	<u>3,227</u>
Closing Balance	<u>36,287</u>	<u>21,244</u>

(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	(29,224)	(31,393)
Change in net assets	<u>251</u>	<u>2,169</u>
Closing balance	<u>(28,973)</u>	<u>(29,224)</u>

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25. 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:

	2004	2003
	\$'000	\$'000
Cash assets	73	89
Restricted cash assets (refer to note 15)	4,518	3,828
	<u>4,591</u>	<u>3,917</u>

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

	2004	2003
	\$'000	\$'000
Net cost of services	(207,716)	(193,587)
Non-cash items:		
Depreciation and amortisation charge	1,927	804
Resources received free of charge	605	295
Net (gain)/loss on sale of property, plant and equipment	-	68
(Increase)/decrease in assets:		
Current receivables (III)	(250)	(67)
Other current assets	(3,031)	(69)
Increase/(decrease) in liabilities:		
Current payables (III)	526	(978)
Current provisions	35	531
Other current liabilities	1,461	(474)
Non-current provisions	1,854	383
Net GST receipts/(payments) (I)		
Change in GST in receivables/payables (II)	54	(10)
Net cash provided by/(used in) operating activities	<u>(204,535)</u>	<u>(193,104)</u>

(I) This is the net GST paid/received, i.e. Cash transactions.

(II) This reverses out the GST in receivables and payables.

(III) Note that ATO receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they are not reconciling items.

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26. 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:

	2004 \$'000	2003 \$'000
Within 1 year	1,659	1,501
Later than 1 year and not later than 5 years	1,207	1,595
Later than 5 years	-	-
Total	2,866	3,096
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	2,866	3,096
Future finance charges	-	-
	2,866	3,096

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:

	2004 \$'000	2003 \$'000
Within 1 year	2,037	1,926
Later than 1 year and not later than 5 years	5,894	6,360
Later than 5 years	1,163	1,966
Total	9,094	10,252
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	9,094	10,252
Future finance charges	-	-
	9,094	10,252
Properties:	Term	Renewal Options
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:

	2004 \$'000	2003 \$'000
Within 1 year	-	216
Later than 1 year and not later than 5 years	-	63
Later than 5 years	-	-
Total	-	279
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	-	279
Future finance charges	-	-
	-	279

These commitments are all exclusive of GST

Note: Lease agreements for computers expired during the current year.

27. Contingent Liabilities and Contingent Assets

The Disability Services Commission has no contingent liabilities nor assets.

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28. 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.

	2004 Actual \$000	2004 Estimates \$000	Variance \$000
Employee Expenses	91,987	84,213	7,774
Supplies & Services	6,590	6,209	381
Depreciation & Amortisation expense	1,927	1,594	333
Borrowing costs expense	480	740	(260)
Administration Expense	7,362	7,303	59
Accommodation Expense	7,577	7,595	(18)
Expenditure on services provided by funded agencies	129,793	132,196	(2,403)
Individual Funding & Other Grants	14,807	15,152	(345)
Other expenses from ordinary activities	619	650	(31)
Commonwealth grants and contributions	44,352	41,739	2,613
Other Revenues from ordinary activities	3,534	790	2,744
Output Appropriation	207,362	207,253	109
Resources received free of charge	605	243	362

Employee Expenses (Increase \$7.77m)

The increase reflects:

- Growth funding allocated to grants at the start of the year and subsequently re-allocated to employee expenses based on the outcomes of the Combined Applications Process funding rounds. (refer note on 'Expenditure on services provided by funded agencies'.)
- Commonwealth growth and indexation not previously brought to account as part of the 2003/2004 budget process. (refer note on 'Expenditure on services provided by funded agencies'.)
- Occupational Safety and Health initiatives implemented and funded from one-off workers' compensation premium savings. (refer note on 'Other Revenues from ordinary activities'.)
- Impact of Government's wages policy on salary rates and associated increases for superannuation and other on-costs.

Depreciation and Amortisation expense (Increase \$0.33m)

Reflects increased capitalisation of projects undertaken as part of the approved Capital Works Program.

Borrowing Costs expense (Decrease \$0.260m)

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

Expenditure on services provided by funded agencies (Decrease \$2.403m)

Variance represents growth funding which was unallocated at the start of the year. These amounts were distributed as appropriate during the year pending the outcomes of the Combined Applications Process funding rounds.

Commonwealth Grants and Subsidies (Increase \$2.613m)

Increase represents funding for:	\$000
Base Growth	1,963
Indexation	197
Other	112
Carryover funds from 2002/03	341
	<u>2,613</u>

Other Revenues from ordinary activities (Increase \$2.744m)

Reflects recoup of funds from compensable clients, return of grants provided to Service Providers in prior year and one-off workers' compensation premium savings.

Output Appropriation (Increase \$0.109m)

Increase represents funding for:	\$000
Recruitment Advertising and Management System Savings	(16)
Superannuation Past Service Liability	270
Depreciation - Accrual appropriation	(145)
	<u>109</u>

Resources received free of charge (Increase \$0.23m)

Mainly reflects the infrastructure costs provided by the Department of Health for the Community Aids and Equipment Program - Disability Services Commission joint program.

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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

	2004	2003	Variance
	\$000	\$000	\$000
Employee Expenses	91,987	84,529	7,458
Supplies & Services	6,590	5,261	1,329
Depreciation & Amortisation expense	1,927	804	1,123
Borrowing costs expense	480	525	(45)
Administration Expense	7,362	7,603	(241)
Accommodation Expense	7,577	8,258	(681)
Expenditure on services provided by funded agencies	129,793	120,618	9,175
Individual Funding & Other Grants	14,807	13,736	1,071
Other expenses from ordinary activities	619	2,181	(1,562)
User charges & fees	5,540	5,337	203
Commonwealth grants and contributions	44,352	42,201	2,151
Other Revenues from ordinary activities	3,534	2,225	1,309
Output Appropriation	207,362	195,461	11,901
Resources received free of charge	605	295	310

Employee Expenses (Increase \$7.458m)

Represents the impact of Government's wages policy on salary rates and associated increases for superannuation and other on-costs, growth initiatives implemented under the State Business Plan, the cost of services now provided internally and internal labour costs relating to the implementation of the Labour Management System.

Supplies & Services (Increase \$1.329m)

Reflects the expensing of the cost of implementation of Labour Management System and minor works projects undertaken as part of the Capital Works Program

Depreciation & Amortisation Expenses (Increase \$1.123m)

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

Accommodation Expense (Decrease \$0.681m)

Reflects the cost of services now provided internally and a reduction in repairs and maintenance costs.

Expenditure on services provided by funded agencies (Increase \$9.175m)

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

Individual Funding and Other Grants (Increase \$1.071m)

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

Other Expenses from ordinary activities (Decrease \$1.562m)

Reflects the cost of the public liability claim and asset disposals in prior year.

Commonwealth Grants and Contributions (Increase \$2.151m)

Increase represents funding for:

Base Growth	491
Indexation	925
Impact of carryover funds from 2002/03	682
Other	53
	<u>2,151</u>

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Output Appropriation (Increase \$11.901m)

Increase represents funding for:

Business Plan Initiatives	7,920
Cost Escalation	2,739
Salary and Wages	1,629
Superannuation	160
Accrual Appropriation	624
	<u>13,072</u>

Reduction in funding for:

Embedded wholesale sales tax savings	397
Debt servicing costs	266
Functional Review Taskforce savings	100
Public liability claim (funded in 02/03)	392
Recruitment advertising and management system savings	16
	<u>1,171</u>
Net Increase	<u>11,901</u>

Resources received free of charge (Increase \$0.310m)

Reflects increase in allied health and dental services received during the year and infrastructure costs for CAEP-DSC joint program with the Health Department of WA.

29. 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 Less than 1 year	1 to 5 Years	More than 5 years	Non Interest Bearing	Total
2004	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets							
Cash Resources	-	-	-	-	-	73	73
Restricted Cash Resources	-	-	-	-	-	4,518	4,518
Accounts Receivable	-	-	-	-	-	1,380	1,380
	-	-	-	-	-	5,971	5,971
Financial Liabilities							
Accounts Payable	-	-	-	-	-	1,672	1,672
WATC	7.57	6,816	-	-	-	-	6,816
	7.57	6,816	-	-	-	1,672	8,488
2003							
Financial assets	-	-	-	-	-	5,103	5,103
Financial liabilities	7.35	7,306	-	-	-	1,146	8,459

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.

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30. 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:

	2004	2003
\$ 0 - \$10,000	7	9
\$ 10,001 - \$20,000	-	-
\$ 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	-	-
	8	10
	\$'000	\$'000

The total remuneration of the members of the Accountable Authority is: 64 83

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

	2004	2003
\$ 0 - \$10,000	-	-
\$ 10,001 - \$20,000	-	-
\$ 20,001 - \$30,000	-	-
\$ 30,001 - \$40,000	-	1
\$ 40,001 - \$50,000	-	-
\$ 50,001 - \$60,000	-	-
\$ 60,001 - \$70,000	-	1
\$ 70,001 - \$80,000	-	-
\$ 80,001 - \$90,000	-	-
\$ 90,001 - \$100,000	-	-
\$100,001 - \$110,000	1	-
\$110,001 - \$120,000	2	2
\$120,001 - \$130,000	3	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	-	-
\$190,001 - \$200,000	-	-
\$200,001 - \$210,000	-	-
\$210,001 - \$220,000	-	1
\$221,001 - \$230,000	1	-
	7	8
	\$'000	\$'000
	928	904

The total remuneration of senior officers is:

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

31. Remuneration of Auditor

Commencing with the 2003-04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003-04 audit (\$60,000) will be due and payable in the 2004-05 financial year.

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32. Affiliated Bodies

Funding provided to affiliated bodies

Name of Organisation	2004	2003
	\$000	\$000
ACROD	589	-
Adventist Special Family	-	343
Autism Association of WA	3,818	3,403
Belmont Districts F & I S A	51	50
Better Hearing Association (WA)	48	49
Blind Citizens	11	11
Cerebral Palsy Association	17,862	16,998
Council of Funded Agencies	188	219
Crosslinks Inc	1,204	1,191
Deafness Council	3	-
Development Disability Council	148	157
East Kimberley FSA.	105	93
ELBA	508	427
Get There	101	99
Goldfields Family Support	204	187
HeadWest Inc.	175	181
Heritage Individual & FSA	151	129
I.D. Entity	9,264	8,738
Independent Living Centre	735	848
Interchange	549	558
ISADD	442	438
Kalparrin Centre (PMH)	71	29
Kids' Camps Inc	120	-
Kimberley Community Living	47	43
KIRA	455	470
Landsdale FSA	1,182	974
Lifeplan Recreation & Leisure	247	228
Lower Great Southern CLA	1,839	1,255
Lower Great Southern FSA	225	238
Mandurah HACC	34	22
Mandurah Disabled Sport and Recreation	23	23
Midlands F.S.A.	80	87
Midwest FSA	92	106
Mosaic (Gosnells/Armadale)	1,065	653
Multicare	81	79
My Place	5,131	4,466
NASCHA	445	348
Noah's Ark Toy Library	89	88
Nulsen Haven	8,385	8,021
OPAL	-	387
Outline	115	199
Peel Community Living Assoc	1,780	1,293
PACT (People Actively Com.)	288	204
Pilbara FSA	76	79
Phylos Incorporated	379	310
PLEDG Projects	128	125
Recreation Network	667	591
Riding For Disabled	183	179
Rocky Bay	7,799	7,229
S.E.C.C.A.	110	104
South West FSA	1,021	1,130
Spectrum Counselling	52	42
Strive Warren Blackwood	237	233
Teenspirit Incorporated	46	36
Therapy Focus	4,628	4,246
Transition & Integration Services	850	-
Upper Great Southern FSA	178	-

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Valued Independent People	1,326	1,099
Vemvane	220	215
WA Blue Sky Inc	473	396
West Kimberley FSA	119	117
Western Swan Community	356	422

33. Supplementary Financial Information

<u>Write-Offs</u>	2004	2003
	\$000	\$000
Debts due to the state written off during the financial year	5	6
<hr/>		
<u>Losses through Theft, Defaults and Other Causes</u>	2004	2003
	\$000	\$000
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amount recovered	Nil	Nil
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<u>Gifts of Public Property</u>	2004	2003
	\$000	\$000
Gifts of public property provided by the Commission	Nil	Nil
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Chapter 16.2 – Financial Statements

34. Output reporting

a) Output Schedule of Expenses and Revenue for the year ended 30 June 2004.

	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	59,595	18,446	11,079	2,867	-	91,987
Supplies & Services	2,624	2,197	724	1,045	-	6,590
Depreciation & Amortisation expense	1,090	569	208	60	-	1,927
Borrowing costs expense	271	142	52	15	-	480
Administration Expense	4,681	1,383	1,106	192	-	7,362
Accommodation Expense	3,694	1,473	2,267	143	-	7,577
Expenditure on services provided by funded agencies	75,392	50,473	121	3,807	-	129,793
Individual Funding & Other Grants	37	2,362	12,408	-	-	14,807
Other expenses from ordinary activities	350	183	67	19	-	619
Total Cost of Services	147,734	77,228	28,032	8,148	-	261,142
Revenues from ordinary activities						
Revenue from operating activities						
User charges & fees	5,540	-	-	-	-	5,540
Commonwealth grants and contribution	18,432	21,949	2,002	1,969	-	44,352
Revenue from non-operating activities						
Proceeds from disposal of non-current assets	-	-	-	-	-	-
Other Revenues from ordinary activities	1,288	1,642	442	162	-	3,534
Total revenue from ordinary activities	25,260	23,591	2,444	2,131	-	53,426
Net Cost Of Services	122,474	53,637	25,588	6,017	-	207,716
REVENUES FROM STATE GOVERNMENT						
Output Appropriation	122,368	53,453	25,551	5,990	-	207,362
Assets Assumed/Transferred	-	-	-	-	-	-
Resources received free of charge	283	221	65	36	-	605
Total revenues from government	122,651	53,674	25,616	6,026	-	207,967
Change in net assets	177	37	28	9	-	251

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b) Output Schedule of Assets and Liabilities for the year ended 30 June 2004.

CURRENT ASSETS

Cash assets	-	-	-	-	73	73
Restricted cash assets	117	321	34	108	3,938	4,518
Receivables	708	118	43	12	499	1,380
Amounts receivable for outputs	-	-	-	-	614	614
Other assets	-	68	68	-	186	322
Total current assets	825	507	145	120	5,310	6,907

NON-CURRENT ASSETS

Amounts receivable for outputs	-	-	-	-	4,671	4,671
Property, vehicles, plant and equipment	29,254	960	348	101	591	31,254
Work in Progress	-	4	-	-	4,559	4,563
Leasehold Improvements	-	-	910	-	1,158	2,068
Total non-current assets	29,254	964	1,258	101	10,979	42,556
Total assets	30,079	1,471	1,403	221	16,289	49,463

CURRENT LIABILITIES

Payables	946	495	180	51	-	1,672
Interest-bearing liabilities	511	-	-	-	-	511
Provisions	10,040	3,108	1,866	483	-	15,497
Other Liabilities	1,374	491	234	64	110	2,273
Total current liabilities	12,871	4,094	2,280	598	110	19,953

NON-CURRENT LIABILITIES

Interest-bearing liabilities	6,305	-	-	-	-	6,305
Provisions	4,607	1,426	856	222	-	7,111
Total non-current liabilities	10,912	1,426	856	222	-	13,416
Total liabilities	23,783	5,520	3,136	820	110	33,369

NET ASSETS

	6,296	(4,049)	(1,733)	(599)	16,179	16,094
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35. Clients Private Cash as at 30 June 2004

Opening Balance	7,895,282
Debits	11,102,553
Credits	(11,273,903)
Fees & Taxes	(3,131)
Interest Earned	109,358
Closing Balance	7,830,159

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

36. The Impact of Adopting International Accounting Standards.

The Australian Accounting Standards Board (AASB) is adopting the standards of the International Accounting Standards Board (IASB) for application to reporting periods beginning on or after 1st January 2005.

AASB 1047 'Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards' requires financial reports to disclose information about the impacts of any changes in accounting policies in the transition period leading up to the adoption date.

The Commission has established an International Financial Reporting Standards working group in order to manage the transition to the Australian equivalents of the International Financial Reporting Standards. The Commission is reviewing the standards and the pending Australian equivalents analysing the differences, the impact on reporting, the impact on the operating result and net assets, and any system applications.

Reviews conducted to date have not yet established any significant impact on the Commission's reporting.

Chapter 16.3 – Funding to External Service Providers

16.3 Funding to External Service Providers

Service Provider		Output 1	Output 2	Output 3	Output 4	Totals
1	ACROD Limited (WA Division)		158,500		430,849	589,349
2	Activ Foundation Inc	12,001,217	4,781,049		860,260	17,642,526
3	Adult Learning Australia (WA Branch)		32,000			32,000
4	Advocacy South West (Inc)				17,656	17,656
5	Anglicare WA Inc	19,726	84,727			104,453
6	Armadale Health Service		33,074			33,074
7	Association for the Blind of Western Australia		359,488			359,488
8	Australian Red Cross (Lady Lawley Cottage)		1,817,346			1,817,346
9	Autism Association of WA	2,689,597	1,128,557			3,818,154
10	Avon Health Service		7,500			7,500
11	Bega Garbarringu Health Services Aboriginal	83,113				83,113
12	Belmont Districts Family & Individual Support	6,815	43,984			50,799
13	Bentley Health Service		46,821			46,821
14	Better Hearing Australia (WA) Inc		47,625			47,625
15	Blind Citizens WA Inc				11,040	11,040
16	Brightwater Care Group (Inc)	8,261,416				8,261,416
17	Cancer Foundation		51,374			51,374
18	Care Options Incorporated	564,605	94,451			659,056
19	Carers' Association of Western Australia		30,000			30,000
20	Central Great Southern Community Health		7,500			7,500
21	Central Wheatbelt Health Service		4,500			4,500
22	City of Canning	391,140	151,418			542,558
23	City of Cockburn	27,502				27,502
24	City of Fremantle		14,053			14,053
25	City of Gosnells		62,340			62,340
26	Claremont Therapeutic Riding Centre		55,643			55,643
27	Community Vision		179,538			179,538
28	Council of DSC Funded Agencies		60,000		128,265	188,265
29	Crosslinks		1,204,160			1,204,160
30	Deafness Council of WA				2,828	2,828
31	Department of Health of Western Australia	2,525,439	131,684		25,437	2,682,560
32	Derbarl Yerrigan Health Service Incorporated		53,108			53,108
33	Developmental Disability Council of WA				148,173	148,173
34	Disability in the Arts Disadvantage in the Arts		215,273		29,878	245,151
35	East Kimberley Family Support Association	17,298	88,200			105,498
36	East Metropolitan Health Region		713,917			713,917
37	East Pilbara Health Service		27,007			27,007
38	Eastern Metropolitan Regional Council		27,069			27,069
39	Elba Inc	491,800	16,306			508,106
40	Esperance District Recreation Association		10,703			10,703
41	Ethnic Disability Advocacy Centre				91,906	91,906
42	Fairbridge Western Australia Inc		73,817			73,817
43	Family Planning WA		315,471			315,471
44	Fremantle Hospital and Health Service		58,882			58,882

Chapter 16.3 – Funding to External Service Providers

	Service Provider	Output 1	Output 2	Output 3	Output 4	Totals
45	Gascoyne Health Service		8,400			8,400
46	Geraldton Health Service		43,857			43,857
47	Geraldton Personnel Inc		100,594			100,594
48	Get There		101,286			101,286
49	Goldfields Individual and Family Support	45,573	158,152			203,725
50	Granny Spiers Community House Inc	0	17,512			17,512
51	Headwest (Brain Injury Assoc of WA Inc)				174,675	174,675
52	Heritage Individual and Family Support	67,904	82,734			150,638
53	Hills Community Support Group (Inc)	1,466,791	1,251,919			2,718,710
54	i.d.entity.wa	7,312,839	1,951,110			9,263,949
55	Independent Living Centre		88,643		646,116	734,759
56	Interchange Inc		549,199			549,199
57	Intework		1,218,709			1,218,709
58	ISADD WA Pty Ltd		441,751			441,751
59	Kalamunda Health Service		6,380			6,380
60	Kalgoorlie Boulder Health Service		23,910			23,910
61	Kalparrin Centre		70,814			70,814
62	Kids are Kids! Therapy and Education Centre		65,784			65,784
63	Kids' Camps Inc		120,026			120,026
64	Kimberley Community Living Association		46,904			46,904
65	Kimberley Health Service		21,478			21,478
66	Kira		455,206			455,206
67	Landsdale Family Support Association	824,289	358,134			1,182,423
68	Lifepan Recreation & Leisure Association Inc		247,287			247,287
69	Lower Great Southern Community Living	1,456,698	336,556		45,261	1,838,515
70	Lower Great Southern Family Support Assoc	25,312	199,953			225,265
71	Lower Great Southern Health Service		51,339			51,339
72	Mandurah Disabled Support & Recreational		23,240			23,240
73	Mandurah HACC	33,594				33,594
74	Midlands Individual and Family Support Association		79,727			79,727
75	Midway Community Care	208,400	60,934			269,334
76	Midwest Family Support Association		92,212			92,212
77	Mofflyn	1,682,507				1,682,507
78	Mosaic Family Support Services Inc	1,042,926	22,362			1,065,288
79	Multicare WA	81,162				81,162
80	Multiple Sclerosis Society	1,430,136	498,312			1,928,448
81	Murdoch University		24,420			24,420
82	My Place (WA) Pty Ltd	4,553,191	578,367			5,131,558
83	Nascha Inc	418,061	27,025			445,086
84	Ngaanyatjarra Pitjantjatjara Yankunytjatjara	6,095	230,101			236,196
85	Noah's Ark Toy Library				89,584	89,584
86	North Metropolitan Health Region		395,267			395,267
87	North Metropolitan Health Service		115,514			115,514
88	Nulsen Haven Association	7,917,973	466,665			8,384,638
89	Options for People's Accom & and Lifestyles	440,609	129,228			569,837
90	Outline	101,581	13,204			114,785
91	Paraplegic Quadriplegic Association	601,790	178,055			779,845

Chapter 16.3 – Funding to External Service Providers

	Service Provider	Output 1	Output 2	Output 3	Output 4	Totals
92	Peel Community Living Inc	1,511,983	267,757			1,779,740
93	Peel Health Service		65,191			65,191
94	People Actively Committed Together	220,035	68,219			288,254
95	People With Disabilities				208,780	208,780
96	Personal Advocacy Service				76,316	76,316
97	Perth Homecare Services Inc	889,062	10,833			899,895
98	Phylos Inc	379,261				379,261
99	Pilbara Homecare	65,452	218,461			283,913
100	Pilbara Individual & Family Support Assoc		75,674			75,674
101	Pledg Projects		117,727		10,225	127,952
102	Princess Margaret Hospital		30,900			30,900
103	Recreation Network Inc		552,383		114,770	667,153
104	Respiratory Sleep Disorders Clinic - SCGH		140,143			140,143
105	Riding for the Disabled Association of WA		183,166			183,166
106	Rockingham Kwinana Health Service		34,628			34,628
107	Rocky Bay Inc	2,612,154	5,187,324			7,799,478
108	Royal Perth Hospital and Health Service		235,000			235,000
109	Salvation Army (Western Australia) Property	260,111	10,383			270,494
110	SECCA		109,810			109,810
111	Senses Foundation (Inc)	1,066,722	182,339			1,249,061
112	Seventh Day Adventist Aged Care WA	544,121				544,121
113	Silver Chain Nursing Association	336,574			298,679	635,253
114	Sir Charles Gairdner Hospital		86,104			86,104
115	South East Coastal Health Service		3,600			3,600
116	South Metropolitan Health Service		404,702			404,702
117	South Metropolitan Personnel		636,414			636,414
118	South West Area Health Service		335,268			335,268
119	South West Family Support Association	550,252	470,921			1,021,173
120	Spectrum Counselling Inc		51,790			51,790
121	Spina Bifida Association		86,992			86,992
122	Strive Warren Blackwood	205,156	31,650			236,806
123	Swan Health Service		30,808			30,808
124	TeenSpirit Incorporated		46,497			46,497
125	Telethon Institute for Child Health Research				42,000	42,000
126	The Cerebral Palsy Association of Western	7,274,521	10,250,711		337,111	17,862,343
127	The Richmond Fellowship of WA	190,415				190,415
128	The Speech & Hearing Centre for Children WA		12,070			12,070
129	Therapy Focus Inc		4,627,960			4,627,960
130	Transition & Integration Services	831,494	18,500			849,994
131	Upper Great Southern Family Support Association	18,522	159,237			177,759
132	Upper Great Southern Health Service		7,500			7,500
133	Valued Independent People		1,326,452			1,326,452
134	Vemvane	17,125	202,923			220,048
135	WA Baptist Hospital and Homes Trust Inc	741,429	21,139			762,568
136	WA Blue Sky Inc	333,480	139,672			473,152
137	WA Country Health Service		509,292			509,292
138	WA Deaf Society	38,417	132,958		15,002	186,377

Chapter 16.3 – Funding to External Service Providers

Service Provider		Output 1	Output 2	Output 3	Output 4	Totals
139	WA Disabled Sports Association		149,875			149,875
140	WA Wheatbelt Region Country Health Service		49,980			49,980
141	We Can Community Services Pty Ltd		1,701			1,701
142	West Kimberley Family Support Association		119,333			119,333
143	West Pilbara Health Service		6,000			6,000
144	Westcare Inc	152,335				152,335
145	Western Desert Puntukurnuparna Aboriginal		16,093			16,093
146	Western Health Service		18,314			18,314
147	Western Swan Community Living Association	356,073				356,073
148	Women's and Children's Health Service		82,100			82,100
	TOTALS	75,391,793	50,665,849	0	3,804,811	129,862,453

Chapter 16.4 – Disability Service Plans

16.4 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.

The Community Access and Information Branch of the Commission undertook an audit of Annual Reports prepared by public authorities and LGAs for 2002-2003. 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 94% of LGAs reported progress of DSPs in their Annual Report. All LGAs have a Disability Service Plan and most had undertaken actions to improve access.

Throughout 2003-2004, a number of specific initiatives and partnerships were developed by the Commission with public authorities and LGAs regarding access for people with disabilities. These initiatives include the launch of the video, "Easy Street", developed with Main Roads Western Australia and the Department for Planning and Infrastructure, and an access to heritage buildings forum conducted with the Heritage Council of Western Australia during Architecture Week 2003.

Access projects developed as Australian firsts during 2004, the Year of the Built Environment, included the production of an Accessible Toilet Design Guide with the City of Swan, the inclusion of universal access features within the City of Subiaco's Sustainability Demonstration Home and the Department of the Premier and Cabinet's Sustainable Living website.

Additionally, three significant initiatives were progressed during 2003-2004.

- Premier's Circular Number 2003/08 was released requesting that government departments adopt *State Government Access Guidelines for Information Services and Facilities*. These guidelines were also printed and distributed to other key stakeholders within Local Government and the private sector.
- The Commission, in partnership with the Department for Community Development's Office of Seniors Interests and Volunteering, hosted briefings for the disability and seniors sectors on the Disability Discrimination Act (DDA) *Draft Access to Premises Standard* and associated *Draft Regulation Impact Statement*.

Chapter 16.4 – Disability Service Plans

The Commission lodged submissions on both drafts and also briefed the Building Regulation Advisory Council on the proposed legislation.

- Proposed amendments under the *Disability Services Amendment Bill 2004* to be introduced into Parliament in 2004-2005 include:
 - renaming DSPs to Disability Access and Inclusion Plans (DAIPs);
 - requiring that DAIPs be lodged with the Commission;
 - prescription of access standards to be met;
 - extension of the DAIP requirement to public authorities' agents or contractors; and
 - additional consulting, reviewing and reporting requirements.

Chapter 16.5 – Research and Development

16.5 Research and Development

The Commission promotes and supports a wide range of pure and applied research initiatives. The results of this work contribute to a better understanding of disability issues and assist in the development of programs and intervention strategies which improve the lives of people with disabilities 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 postgraduate research;
- encouraged research to be conducted in specific areas;
- 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 is centralised in the Policy, Planning and Information Directorate.

The Commission is currently working to establish 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 Coordination

The National Disability Administrators' (NDA) Research and Development Program fund was established under Part 10 of the Commonwealth State Territory Disability Agreement (CSTDA). Jurisdictions contribute a combined total of \$400,000 annually to the fund for research projects.

In 2003, Western Australia undertook to coordinate the research and development program on behalf of the NDA. This provides the Commission with an opportunity to be involved in national research projects that will help set the research agenda into services for people with disabilities in Australia.

Commission Research Projects

A variety of research and development projects have been ongoing throughout the 2003-2004 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 2003-2004 and proposed evaluations for 2004-2005 are reported in the relevant output reports in Chapter 14.

Increasing Healthy Lifestyles Among People with Intellectual Disability

Increasing healthy lifestyles among people with intellectual disability is an investigative study into the physical activity levels of people with disabilities living in group homes. The study is a collaborative research project, combining the efforts of: A/Professor Andrew Page of the University of Western Australia, School of Psychology; the Disability Services Commission; and Dr Richard Lockwood, Chair of Ability Solutions. The study is funded through Healthway and will be completed in November 2004.

Multicultural Profile Project

This project commenced in 2002-2003 and was completed in 2003-2004. It entailed a detailed examination of available data from both internal and external sources about people with disabilities from culturally and linguistically diverse backgrounds and identified a range of issues affecting the production of reliable information at the present time. At the time of preparation of this Annual Report, the Commission's Corporate Executive had endorsed the report.

Western Australian Aboriginal Child Health Survey

The Western Australian Aboriginal Child Health Survey, partly funded by the Commission, was undertaken by researchers at the Telethon Institute for Child Health Research in conjunction with the Kulunga Research Network. The survey gathered information on the health of a random sample of more than 5,200 Aboriginal children across the State and is the most extensive survey of Aboriginal families ever undertaken. The research will be used to build the knowledge base needed to develop preventive strategies that promote the health, social, emotional, academic and vocational wellbeing of Aboriginal children.

The first of five volumes of "The Health of Aboriginal Children and Young People" reporting the findings of the survey was launched in June 2004 with a focus on the physical health of Aboriginal children in the four to 17 years age group. Later volumes will cover social and emotional wellbeing, education, family and community, and justice. Most volumes will include information on children with disabilities.

Indigenous Disability Action Research Project

In 2001 the Commission appointed a steering committee to oversee the development of the indigenous disability policy and to make recommendations for future service development.

Chapter 16.5 – Research and Development

As little was known about the unique experiences of indigenous people with disabilities and their families and how to respond to them, the steering committee supported the development of the Indigenous Disability Action Research Project by the Commission in partnership with Edith Cowan University.

The project investigated the unique needs and issues experienced by indigenous people with disabilities and their families and the best ways to respond. Statewide consultations and action planning occurred during 2003 and 2004 with indigenous people with disabilities, their families and service providers. Regional reports have been prepared for nine regions across the State with a full State report planned for September 2004. A number of key initiatives arose from the project including pilot research to train and employ indigenous disability workers in the Fitzroy Valley, the establishment of greater links between the Commission and indigenous service providers, and a video to inform indigenous people about disability issues and supports.

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 ethics 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.

A researcher has been appointed and has started work on the project, following a successful research grant application.

An Economic Evaluation of Neonatal Screening for Phenylketonuria and Congenital Hypothyroidism

The Commission worked with the Department of Health and Princess Margaret Hospital in evaluating the costs and benefits of neonatal screening for phenylketonuria (PKU) and congenital hypothyroidism (CH). Neonatal screening for PKU and CH is common throughout the developed world. It represents a model of preventive care in that the screening procedure is simple and intellectual disability is irreversible. Changes in treatment and care, and in particular the advent of maternal

Chapter 16.5 – Research and Development

PKU, requires regular evaluation of a program that also impacts on a large healthy population.

The results of the evaluation showed that a net saving of \$2.8 million is attributable to the program annually. Economic benefits are derived from the prevention of intellectual disability which otherwise incurs costs throughout the life of the affected individual. Maternal PKU represented a minor proportion of overall costs. Sensitivity analysis demonstrated that the cost savings were robust given changes in the levels of intellectual disability, but varied according to the discount rate. The result of a net saving was evident under all assumptions.

It was therefore concluded that neonatal screening for PKU and CH is a cost-effective use of resources and the emergence of maternal PKU has not had a significant effect on the economic outcomes.

Chapter 16.5 – Research and Development

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 Telethon Institute for Child Health Research	Dr Nadia Badawi (Westmead) Dr Helen Leonard (TICHR)
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 completed at DSC. Ongoing liaison with Adelaide Women's and Children's Hospital and Siblings Australia to develop a manual.	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 Kevin 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)
Pattern of Abilities in Developmental Delay. (NH&MRC Grant). Ongoing. Presentations made at International and State Conferences. Publications submitted to three 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 (5/04), the National Australian Psychological Conference (10/03) and the National AACBT Conference (5/04).	University of Western Australia	Alana Maley (DSC) Dr Murray Maybery (UWA) Mairéad McCoy (DSC)
A Comparative Investigation of Longevity and Morbidity in Angelman Syndrome and Prader-Willi Syndrome. Ongoing.	Edith Cowan University University of Western Australia Telethon Institute for Child Health Research	Allyson Thomson (ECU) Prof Alan Bittles (ECU) Dr Emma Glasson (UWA) Ms Sheena Sullivan (ECU) Dr Bev Petterson (TICHR)
The Health, Functioning and Needs of Children and Young Adults with Down and Rhett Syndromes	Telethon Institute for Child Health Research Disability Services Commission Down Syndrome Association	Dr Helen Leonard (TICHR) Prof Carol Bower (TICHR) Dr Sven Silburn (TICHR) Mairéad McCoy (DSC) Cathy Donovan (DSA)

Chapter 16.5 – Research and Development

Research	Joint Venture Organisation	Researchers
Obstetric Factors Associated with Autism: A Statewide Analysis. Papers published in a number of journals and presented at autism conferences.	Centre for Clinical Research in Neuropsychiatry TICHR	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR)
Open Employment Options for People With Disabilities in the Post School Options Program 1995-2005. Ongoing.	Murdoch University	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, 2002 available. 2003 report in progress.	Centre for Clinical Research in Neuropsychiatry Department of Health Princess Margaret Hospital	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR) Dr John Wray (DOH) Dr Peter Chauvel (PMH)
Head Growth Patterns During Early Childhood in Children Diagnosed with Autism. Ongoing.	Centre for Clinical Research in Neuropsychiatry Telethon Institute for Child Health Research	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR)
Analysis of Chromosomal Anomalies Associated with Autistic Spectrum Disorders. Ongoing. Paper accepted for publication	University of Western Australia	Dini Nair-Miranda (UWA) Dr Bev Petterson (TICHR)
Family Adjustment to a Disability. Ongoing. Papers presented at State conferences.	Curtin University of Technology	Lisa Studman (DSC) Trevor Mazzucchelli (DSC) Dr Clare Roberts (Curtin)
A Clinic-based Study of Consanguineous Marriages and its Outcomes in WA. Ongoing.	Edith Cowan University Royal Perth Hospital Telethon Institute for Child Health Research	Professor Alan Bittles (ECU) Katrina Port (ECU) Dr Philip Montgomery (RPH) Dr Bev Petterson (TICHR)
Teaching Switching Skills in a Multisensory Environment to Children with Severe and Multiple Disabilities.	University of Western Australia Disability Services Commission	Professor Stephen Haughton (UWA) Lois Moir (DSC)
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 nine journal publications.	Telethon Institute for Child Health Research Graylands Hospital	Dr Vera Morgan (TICHR) Dr Bev Petterson (TICHR) Dr Jayasri Nadarajah (Graylands)
Impact of Disability on Hospital Morbidity (Oral Health) and Investigation of Associated Factors in Children. Ongoing. A larger investigation is planned to include all health issues. NH&MRC funding applied for.	University of Western Australia Royal Perth Hospital Telethon Institute for Child Health Research	Dr Linda Slack-Smith (UWA) Dr Philip Montgomery (RPH) Dr Helen Leonard (TICHR) Mairead McCoy (DSC)
The Experiences of Parents in Caring for Young Adults with Disabilities. Thesis to be submitted by December 2004.	Curtin University of Technology Disability Services Commission	C Rapanaro (Curtin) Dr Anne Bartu (Curtin) Dr Anne Lee (Curtin) Ming Thomson (DSC)
Increasing Healthy Lifestyles Among People with Intellectual Disabilities. The study is funded through Healthway and will be completed in November 2004.	Disability Services Commission University of Western Australia Ability Solutions	Karen Soldatic (DSC) Wendy O'Connor (DSC) Meredith Johnson (DSC) Alyssa Garrett (DSC/UWA) A/Prof Andrew Page (UWA) Dr Richard Lockwood (Ability Solutions)

Chapter 16.5 – Research and Development

Research	Joint Venture Organisation	Researchers
Investigating the Unique Needs and Issues Experienced by Indigenous People with Disabilities and Determining Innovative and Culturally Appropriate Responses.	Disability Services Commission Edith Cowan University	Kerry Stopher (DSC) Dr Ron Chalmers (DSC) Prof Neil Thomson (ECU) Rhonda Murphy (ECU/DSC)
Western Australian Aboriginal Child Health Survey partly funded by DSC. Research will be used to build a knowledge base to develop preventive strategies that promote health, social, emotional, academic and vocational wellbeing of indigenous children. "Health of Aboriginal Children and Young People" (Vol 1 of 5) reporting the findings was launched in June 2004.	Telethon Institute for Child Health Research Kulunga Research Network	Stephen Zubrick (TICHR) David Lawrence (TICHR) Prof Sven Silburn (TICHR) Dr Eva Blair (TICHR) Anne Read (TICHR) Sandra Eades (TICHR) Helen Milroy (TICHR) Ted Wilkes (TICHR) Shaun Doyle (TICHR) Heather D'Antoine (Kulunga) Kate Butler (Kulunga)
The Changing Age Profile of Intellectual Disability in Western Australia. Ongoing. Three papers published.	Royal Perth Hospital Centre for Clinical Research in Neuropsychiatry Edith Cowan University Stanford University	Dr Philip Montgomery (RPH) Dr Bev Petterson (TICHR) Sheena Sullivan (ECU) Prof Alan Bittles (ECU) Assoc Prof Joachim Hallmayer (Stanford)
Ageing and Associated Health Outcomes in Adults with Down Syndrome. Ongoing Publications in three journals.	Edith Cowan University	Prof Alan Bittles (ECU) Dr Rafat Hussain (ECU) Dr Bev Petterson (TICHR)
Are Women with Intellectual Disability Being Screened for Breast Cancer? Completed. Presented at State Conferences and given media coverage. Now being developed into a screening program. Paper accepted for publication, two more submitted.	Edith Cowan University University of Western Australia	Sheena Sullivan (ECU) Dr Bev Petterson (TICHR) Dr Linda Slack-Smith (UWA)
Evaluation of Media Campaign to Prevent Shaken Baby Syndrome.	Disability Services Commission Department for Community Development Department of Health Ngala	Mairead McCoy (DSC) Pat Wynn (DCD) Dr Jan Marshall (DoH) Rae Walter (Ngala)
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; and 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 (TICHR)
Inclusion Index. Development work on modifying the British Inclusion Index for Western Australian schools has been completed. Resource materials are available for use in local schools.	Edith Cowan University Disability Services Commission	Assoc Prof Chris Forlin (ECU) Dr Ron Chalmers (DSC)
The Antecedents and Outcomes of Empowerment Within a Direct Consumer Funding Model for People with Significant Disabilities and their Families. Completed.	Disability Services Commission University of Western Australia	Angus Buchanan (DSC) Steve McShane (UWA)

Chapter 16.5 – Research and Development

Research	Joint Venture Organisation	Researchers
Supporting Families with Children with Disabilities: Identifying Services that Impact on the Risk of Family Breakdown. Ongoing.	La Trobe University	Trevor Mazzucchelli (DSC) Lloyd Owen (La Trobe University)
The Prevalence and Impact of Intellectual Disability Among Indigenous Australians in Western Australia. In progress.	Disability Services Commission Edith Cowan University	Prof Alan Bittles (ECU) Dr Ron Chalmers (DSC) Dr Emma Glasson (UWA) Dr Rafat Hussain (ECU)
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; and b) to establish a database and link it to the Maternal and Child Health Database. Ongoing. Six published journal articles and presentations at State and national conferences.	Disability Services Commission Telethon Institute for Child Health Research	Dr Bev Petterson (TICHR) Dr Helen Leonard (TICHR) Carol Bower (TICHR) Mairead McCoy (DSC)
An Economic Evaluation of Neonatal Screening for Phenylketonuria and Congenital Hypothyroidism. An evaluation was conducted to study the costs and benefits of neonatal screening for phenylketonuria (PKU) and congenital hypothyroidism (CH).	Disability Services Commission Department of Health Princess Margaret Hospital	David Hounscome (DSC) Elizabeth Geelhoed (DoH) Barry Lewis (PMH)

Research Undertaken by the Commission

Research	Researchers
Support Needs of Accommodation Services Clients as Measured by the ICAP.	Wendy O'Connor
Multicultural Data Project. This project commenced in 2002-2003 and was completed in 2003-2004 and entailed a detailed examination of available data – from both internal and external sources – about people with disabilities from culturally and linguistically diverse backgrounds.	Lynn Selepak Charles Duffill Lidia Cesconetto
A pilot project is being undertaken to determine the most effective ways of training and employing indigenous disability workers to support indigenous people with disabilities and their families in remote communities in the Kimberley region.	Rhonda Murphy Kerry Stopher David Gornall Trish Webb

Chapter 16.5 – Research and Development

Publications and Presentations

Articles

- Bittles AH, Glasson EJ. (2004) Clinical, social and ethical implications of changing life expectancy in Down Syndrome. *Developmental Medicine and Child Neurology* 46, 282-286.
- Bittles AH, Glasson EJ, Sullivan SG, Hussain R. (2003) Invited Review: The changing patterns of lifestyle and life expectancy in people with intellectual disability. *Genetika Medicinskaya* 2, 83-88.
- 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):M470-472.
- Dyck M, Hay D, Anderson M, Smith L, Piek J, Hallmayer J. (2004) Is the discrepancy criterion for defining developmental disorders valid? *Journal of Child Psychology and Psychiatry* 45, 979-995.
- 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.
- Glasson EJ, Sullivan SG, Hussain R, Petterson BA, Montgomery PD, Bittles AH. (2003) Comparative survival advantage of males with Down Syndrome. *American Journal of Human Biology* 15, 192-195.
- Hallmayer J, Glasson EJ, Bower C, Petterson B, Croen L, Grether J, Risch N. (2002) On the twin risk in autism. *American Journal of Hum Genetics* 71, 941-6.
- Leonard H, Petterson B, Bower C, Sanders R. (2003) Prevalence of intellectual disability in Western Australia. *Paediatric and Perinatal Epidemiology* 17, 58-65.
- Leonard H, Petterson B, de Klerk N, Zubrick S, Glasson E, Sanders R, Bower C. (2004) Association of sociodemographic characteristics of children with intellectual disability in Western Australia. *Social Science and Medicine*. (In press).
- Nesa M, Hay D, Roberts C, McCoy M. (2002) "Perceived effect of disability" on adolescent siblings of children with an intellectual disability. University of Queensland Family Centre Newsletter No.1, March 2002.
- Piek J, Dyck M, Nieman A, Anderson M, Hallmayer J, Hay D, McCoy M, Smith L. The relationship between motor coordination, executive functioning and attention in school aged children. *Archives of Clinical Neuropsychology*. (In press).
- Roberts C, Mazzucchelli T, Taylor K, Reid S. (2003) Early Intervention for behaviour problems in young children with developmental disabilities. *International Journal of Disability, Development and Education* 50, 275-292.
- Sullivan SG, Glasson EJ, 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* 37, 507-512.
- Sullivan SG, Hussain R, Thelfall T, Bittles AH. Incidence of cancer in people with intellectual disabilities. *Cancer, Causes and Control*. (In press).
- Sullivan SG, Hussain R. (2004) Appropriate breast cancer screening for women with intellectual disability. *British Medical Journal*. 15 March 2004 (<http://bmj.bmjournals.com/cgi/eletters/316/71149/1979/a>)
- Sullivan SG, Slack-Smith L, Hussain R. Factors affecting the use of breast cancer screening services by women with intellectual disabilities. *Soz Preventiv Med*. (In press).
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Presentations

Annual Conference of the Australian Epidemiological Association, Perth, Australia. Leonard H, Petterson B, Bower C, de Klerk N, Sanders R, (2003, September). "Sociodemographic correlates of intellectual disability of unknown cause."

Curtin University Health Services Seminar, Perth, Australia. Nesa M, Hay D, Roberts C, McCoy M. (November 2002). "The development of a 'perceived effect of disability' measure for adolescent siblings of children with an intellectual disability."

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?"

2004 International PWS Conference, Christchurch., New Zealand. Thomson A, Glasson EJ, Bittles AH. (2004). "A clinical and genetic profile of Prader-Willi syndrome, 1960-2003."

Nature, Nurture and Epidemiology: the Annual Conference of the Australasian Epidemiology Association. Sullivan SG (2003). "Cancer incidence in the intellectually disabled population of Western Australia."

3rd International Child and 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 young adolescents."

University of Queensland Family Centre National Conference, Brisbane, Australia. Nesa M, Hay D, Roberts C, McCoy M. (2002). "The development of a 'perceived effect of disability': measure for adolescent siblings of children with an intellectual disability."

Western Australia ASSID State Conference, Perth, Western Australia. Lane M, Margetts J. (2003, September). "Appropriate nutrition and safe swallowing: essential for a healthy and enjoyable lifestyle."

Chapter 16.5 – Research and Development

Grants Involving DSC Register Data

Australian Research Council Linkage Grant 2003

Study of the prevalence and impact of intellectual disability among indigenous Australians in Western Australia.

Investigators include: Alan Bittles, Emma Glasson, Rafat Hussain, Ron Chalmers

\$95,845

National Institute of Health (USA) 2003-2008

The health, functioning and needs of children and young adults with Down Syndrome in Western Australia in 2004.

Investigators include: Helen Leonard, Carol Bower, Sven Silburn

\$USD875,000

National Institute of Health 2004-2008

Rhett syndrome: determinants of outcome and burden.

Investigators include: Helen Leonard, Carol Bower, John Christodoulou, Nicholas de Klerk, Carolyn Ellaway, Susan Fyfe, Sonj Hall, Michael Msall, Lakshui Nagarajan, Sheena Reilly, Sven Silburn, Helen Woodhead

\$USD850,000

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

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

Publications Including the Analysis of DSC Register Data

Published abstracts

Morgan V, Zubrick S, Bower C, Yellachich L, Bass N, Jablensky A. (2000) Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *Australasian Epidemiologist*, 7, 28.

Glasson EJ, Sullivan SG, Hussain R, Bittles AH. (2003) The prevalence and causes of intellectual disability among indigenous Australians. *Australasian Epidemiologist*, 10, 54.

Jablensky A, Zubrick S, Morgan V, Bower C, Pinder T. (2000) The offspring of women with schizophrenia and affective psychoses: A population study. *Schizophrenia Research*, 41, Special Issue: 8.

Sullivan SG, Glasson EJ, Thelfall T, Hussain R, Bittles AH. (2003) Cancer incidence in the intellectually disabled population of Western Australia. *Australasian Epidemiologist*, 10, 17.

Conference Papers and Posters Including the Analysis of DSC Register Data

Papers

- Budiselik M. Applying the Pantene Solution: It didn't happen overnight but it did happen. *ACROD Working in the West Conference*. Perth, 2003.
- Budiselik M. Sex, drugs or rock'n'roll? Preferences and bias in the treatment of alleged paedophilia. *Australian Association for Cognitive Behaviour Therapy (AACBT) State Conference*. Perth, 2003.
- Budiselik M. Training, straining or draining? Lessons learnt from training staff in management of challenging behaviours. *ACROD Working in the West Conference*. Perth, 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, 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, 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, 2000.
- Nesa M, Hay D, Roberts C, McCoy M. The development and pilot of an intervention for teenage siblings of children with an intellectual disability. *Australian Association for Cognitive Behaviour Therapy (AACBT) State Conference*. Perth, 2004.
- 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, 2003.

Posters

- Nesa M, Hay D, Roberts C, McCoy M, Kane R. A measure of the "perceived effect of disability" on the family and social lives of teenage siblings of children with an intellectual disability. *1st National Conference for Siblings Australia Inc*. Adelaide, 2004.
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Chapter 16.6 – Publications and Resources

16.6 Publications and Resources

ACCOMMODATION SERVICES

Title of publication	Target market/purpose	Brief description of publication	Cost
Accommodation Blueprint Report	Report and recommendations to determine effective accommodation support approaches for people with disabilities.	A4 Document, 65 pages	Free
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) <ul style="list-style-type: none">▪ Breakfast▪ Lunch▪ Main Meals▪ Vegetables▪ Desserts▪ Party Foods▪ 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 (A4 size page folded in three)	Free of charge

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 (A4 size page folded in three)	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 (A4 size page folded in three)	Free of charge
Autism Diagnostic Assessment in Country Areas	To inform people about autism assessment processes.	DL Brochure (A4 size page folded in three)	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 (4 pages)	Free of charge

Title of publication	Target market/purpose	Brief description of publication	Cost
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
Psychology Strategy (brochure)	Provides information on the Country Psychology Strategy for families.	DL Brochure (A4 size page folded in three)	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 (A4 size page folded in three)	Free of charge

HEALTH RESOURCE CONSULTANCY TEAM

Title of publication	Target market/purpose	Brief description of publication	Cost
Health Resource and Consultancy Team	Provides information about the HRCT's roles and services.	DL Brochure (A4 size page folded in three)	Free of charge
Health Diary	Diary for use by people with intellectual disabilities to aid them when accessing health-related support.	A5, 12 pages, in A6 wallet	Free of charge
HRCT Fridge Magnets	Lists the HRCT's contact details.	Magnet 9 x 5.5 cm	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 (A4 size page folded in three)	Free of charge
Individual and Family Support Program	A brochure about the Individual and Family Support Program and how to access it.	DL brochure (A4 size page folded in three)	Free of charge
Review of the Local Area Coordination Program	Outcomes of the review carried out to determine improvements and efficiencies in the delivery of Government services.	A4 Document, 106 pages	Free of charge

Chapter 16.6 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
Autism Early Intervention Package	A guide to early intervention services for parents of children with Autism Spectrum Disorders.	A4 Document, 21 pages	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 (A4 size page folded in three)	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 (A4 size page folded in three)	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 (A4 size page folded in three)	Free of charge
Calf and Hamstring Muscles	Provides activities and stretching exercises for calf and hamstring for parents, carers and general public.	DL brochure (A4 size page folded in three)	Free of charge
Fitting Footwear	Information on the correct fitting of footwear.	DL brochure (A4 size page folded in three)	Free of charge
Toenail Care	Information for carers on the correct care for toenails.	DL brochure (A4 size page folded in three)	Free of charge
Toe-Walking	Information about toe-walking for parents, carers and general public.	DL brochure (A4 size page folded in three)	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 (A4 size page folded in three)	Free of charge
Makaton WA	An introduction to Makaton workshops – a communication method based on Auslan.	DL brochure (A4 size page folded in three)	Free of charge

POLICY, PLANNING AND INFORMATION

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 (A4 size page folded in three)	Free of charge
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 Service 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 Service Plans.	Manual	Free of charge

Chapter 16.6 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
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
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

Title of publication	Target market/purpose	Brief description of publication	Cost
*State Government Access Guidelines for Information, Services and Facilities	A guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.	A4 Pamphlet, 20 pages	Free of charge
*Disability Calendar of Events 2004	A calendar to inform people of important dates and events relating to people with disabilities.	A3 Sheet	Free of charge
*Speaking Out – Getting your message across	Advocacy video for people with disabilities – to inform people with disabilities, their families, carers and friends with insight into how to advocate for change.	17 minute video	Free of charge
*Speaking Out – Getting your message across	To inform people with disabilities, their families and carers of the rights of people with disabilities, and what to do if they feel they have been discriminated against.	DL Brochure (A4 size page folded in three)	Free of charge
The Disability Services Commission	To inform the general public of the purpose of the Commission. Includes vision, mission and values.	A4 Booklet (4 pages) (under revision)	Free of charge
General Fact Sheets	Fact sheets to explain: <ul style="list-style-type: none"> ▪ Commonwealth State Territory Disability Agreement ▪ Accessing New Markets ▪ Disability Service Plans ▪ Local Area Coordination ▪ 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
Disability Services Commission Annual Reports	Comprehensive data on the Commission's activities.	Electronic version, other formats available on request.	Free of charge
*2004/05 Disability Budget	Document which outlines the proposed budget for disability services for 2004/05, and what services this increase will be used to fund.	A4 Document, 4 pages	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

Chapter 16.6 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
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 the Commission.	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
Disability Services Commission Partnerships Roadmap	Provides details of partnership initiatives undertaken by the Commission, and other agencies and groups whose activities impact on the lives of people with disabilities.	Via the following link: http://www.dsc.wa.gov.au/dsc/content/roadmap/default.htm	Free of charge
Keep Cool Package	An anger management training package for Parents and Teenagers.	2 videos 2 training manuals DL brochure (A4 size page folded in three).	\$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

SERVICE PURCHASING AND DEVELOPMENT

Title of publication	Target market/purpose	Brief description of publication	Cost
CAEP Manual and Imprest List	Available only to CAEP suppliers 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

Chapter 16.6 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
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 approp. people
CAEP Brochure	Brief overview for consumers regarding CAEP and how to access.	Brochure	Free of charge to approp. 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.	DL Brochure (A4 size page folded in three)	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.	DL Brochure (A4 size page folded in three)	Free of charge
Let Us Help You	Illustrated version of the above pamphlet to inform consumers of the Commission's complaints process.	A5 Pamphlet	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
Disability Services Standards	Lists standards and supporting standards.	A4 Booklet	Free of charge
Disability Services Standards Pamphlet	Describes the standards monitoring process.	A3 Pamphlet	Free of charge
Talking Book Kit titled "About the Standards"	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	Free of charge

Chapter 16.6 – Publications and Resources

Title of publication	Target market/purpose	Brief description of publication	Cost
Talking Book Kit	Booklet in plain English about the standards and 80 wpm explanation of the standards.	A4 Booklet and cassette	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

* New publications

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

16.7 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 carers. Membership of the Council is drawn from interested persons who have skills, experience or knowledge of disability. The Council's advice to government is based on regular consultations with the community.

MEMBERSHIP

Ms Norma Josephs (Chair)

2nd Term 01.12.02 - 30.11.04

Ms Josephs holds a Bachelor and Master 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 Society of British Columbia. Australian experience includes five years in Human Resource Management at the Water Corporation and six years in the disability field at Disability Services Commission and Activ Foundation. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors (ASeTTS). Ms Josephs has a print disability as a result of an eye condition.

Ms Kerry Allan (Deputy Chair)

1st Term 01.04.03 - 31.03.05

Ms Allan is currently a Disability Awareness and Communications Consultant. She is contracted as a lecturer at Curtin University in "Communicating with People with Disabilities" and is involved in 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. She 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.

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 Doctorate 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

Chapter 16.7 – Ministerial Advisory Council for Disability Services

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 (WA) Inc., 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 has personal experience of a physical disability and graduated from Murdoch University with a double major in Japanese and Communication Studies in 2000. Ms Hawkes is currently employed by Murdoch 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 has considerable knowledge and personal experience in the areas of access and transport. 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 is also on the City of Canning's Disability Access Advisory Group and a Board member of Rocky Bay Inc.

Chapter 16.7 – Ministerial Advisory Council for Disability Services

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, which she established 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. In the last three or four years she has become increasingly involved in raising people's awareness of disability and deafness in particular. She worked as a consultant in disability for three months in the Shire of Mundaring in 2001 and is currently the Deputy President of the Shire's Disability Access and Equity Committee. Recently she gained a Diploma in Professional Counselling and hopes to work to improve the access of deaf and heard of hearing people to mental health services.

Miss Sarah Liddelow

1st Term 09.02.04 – 08.02.06

Miss Liddelow developed bone cancer in 1998 at the age of fifteen and as a result her right leg was amputated. She has been actively involved in the promotion and management of CanTeen since diagnosis and was the 2003 WA divisional secretary and currently holds a position on the Member Support Team. Past involvement includes being a Radio Lollipop volunteer at Princess Margaret Hospital for Children and working with the Amputees in Action Youth Committee.

In 2003, Ms Liddelow was awarded a WA Youth Award for achievement in the face of adversity. Miss Liddelow is currently in her third year of a Bachelor of Psychology at Murdoch University and is on the Australian Paralympic Alpine Skiing Development Team, currently training for the 2006 Winter Paralympic Games. Continuing work includes being spokeswoman for the Red Cross, promoting the importance of giving blood, providing mentoring for youth in disadvantaged circumstances, and guest speaking to groups to promote the awareness of cancer and people with disabilities.

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 Program at the Multicultural Services Centre of WA. These roles have exposed Mr Mann to issues such as

Chapter 16.7 – Ministerial Advisory Council for Disability Services

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 the Ethnic Disability Advocacy Centre's Proxy Representative and Management Member of the Ethnic Communities Council of WA.

Mr Mann brings to the 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.

Mrs Gaye Matthews

2nd Term 01.12.02 - 30.11.04

Mrs Matthews has a 33 year old daughter with severe multiple disabilities. Trained as a teacher, Mrs 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 33 years, Mrs Matthews has spent much of her time advocating on behalf of her daughter and other people with disabilities.

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 Disabilities (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

Chapter 16.7 – Ministerial Advisory Council for Disability Services

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.

Mrs Bethel Walker

1st Term 01.07.02 – 30.06.04

Mrs Walker is retired and is currently involved with various community committees in the Goldfields region. Mrs Walker has worked for the City of Kalgoorlie-Boulder particularly in the area of access and in the coordination of various services to people who have a disability and seniors and has an in-depth knowledge of Home and Community Care services. Since her retirement in 1996, Mrs Walker has been involved, in a voluntary capacity, in a wide range of services to people with disabilities and seniors.

Mrs 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 recently gained a Master of Applied Epidemiology Indigenous Health from the National Centre for Epidemiology and Population Health, Australian National University. He has extensive experience working in the health and welfare sectors, and is currently working in the Sexual Health and Blood-borne Virus Program in the Communicable Diseases Control Directorate within the Department of Health.

Mr Wright has previously worked as a Senior Policy Officer, Aboriginal Affairs, Western Australian 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 grandparent of a child with a severe developmental disability.

Ministerial Advisory Council for Disability Services` Retiring Council Members 2003-2004

Ms Debbie Karasinski - February 2004

Chapter 16.8 - Making a Difference Awards

16.8 Making a Difference Awards

The Disability Services Commission's *Making a Difference Awards 2003* were held on 2 September 2003 and 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

Don Cocking from the William Street Branch of the Commonwealth Bank for providing employment opportunities for 17 people with autism.

Wayne McKenna and staff from the Pioneer Village Cinema, Armadale, for the support they have provided to local people with disabilities.

Kevin Gill of Goodlife Medical and **David Bonavitor** of Mogo Wheelchairs, O'Connor for their knowledge, professionalism and support for people with disabilities.

Marilyn Dreaver of Woodridge for working to establish recreation and community activities for people with disabilities in Perth's northern suburbs.

Tony Ganzer of South Lake for his work with the advocacy organisation People With Disabilities.

Angus Jones of lawyers Allens Arthur Robinson, Perth for practical support, including new computer equipment for the Paraplegic-Quadriplegic Association of WA.

Olga White of Padbury for helping to establish the Break Away Club to widen the social circle of young people with disabilities.

Nyree Bartram and the Roche Park Recreation Centre, Collie, for a range of inclusive recreation programs that have benefited local children with disabilities.

Shirley Webb of Heathridge, who has two children with disabilities, for her generous support and care for other local parents of children with disabilities.

Sue Bayley of Beldon for her work in community-building, using her own experience to educate and support others.

Betty and Dave Hawthorn of Fremantle who run a popular op-shop to raise funds for people with acquired head injury through Headwest.

Sharon Barrey Grassick of City Beach for her many years of work with adults and children who are deaf-blind.

Constable Martin Bretnall of the Police Service, Merredin, for his ongoing commitment to the local community, particularly through fundraising for a young girl with disabilities.

Chapter 16.8 - Making a Difference Awards

Bryan Wood of Greenwood for his many years of dedicated service to people with disabilities, and his work with the local organisation Kira.

Megan Shand of Doubleview, who established the lobby organisation Amputees in Action.

Ray Bennett of Greenwood for voluntary management consultancy to a number of organisations, including Elba, the Neurological Council and the WA Stroke Foundation.

Beryl Morris of Ocean Reef for her work with aural rehabilitation tutors with Better Hearing Australia (WA).

Valma Cearns of City Beach for her many years of service with parents of children with disabilities through the Kalparrin Centre.

Margaret Barnes of Narrogin for more than 10 years of voluntary service to people with disabilities in the Upper Great Southern area, resulting in a range of new community-based organisations.

Glen Murray of Bentley, who volunteers his time to look after the gardens of the Multiple Sclerosis Society's Fern River complex in Wilson.

John Criddle of Midvale, who supported a man with quadriplegia, ensuring he could live as independently as possible within the community.

Peter Wass of Greenwood for initiating a woodworking program for people with intellectual disabilities at Swan TAFE.

Peter Lim of Parkwood for designing a Foodsafe Training Program for all staff and volunteers of the MS Society to ensure people with MS are not in danger of food poisoning.

Sr Antoninus Campbell of Doubleview for establishing St Dominic's Youth Group to provide a social outlet for young people with disabilities, and respite for their parents.

AWARDS FOR ORGANISATIONS AND BUSINESSES

Triple J – Julia Hewson of Mundaring, Jaci Ward of Applecross and Jacqui Willis of Ballajura – who raise funds for the MS Society's respite facility, Norbury House.

Gosnells Youth Advisory Council, which has included young people with disabilities on its decision-making body and implementing a range of inclusive activities.

Nulsen Haven Ladies Auxiliary, established in 1954, for many years of fundraising, particularly through its op-shop in East Victoria Park.

Chapter 16.8 - Making a Difference Awards

The Rotary Clubs of Geraldton, Geraldton/Greenough and Geraldton (North) (which received separate awards) for raising funds to provide a remote controlled air-conditioner for a local woman with physical disabilities.

The Buddhist Compassion Relief Tzu Chi Foundation whose members provide funding for disadvantaged people as a way of repaying the generosity of their new country.

The Activators Committee, volunteers who raise funds for Activ Foundation.

About You Program, run by relatives of people with disabilities in the Clarkson area to provide pampering sessions – massage, facials, hairdressing – to people with disabilities and their carers.

Lions Club of Port Kennedy for supporting local people with disabilities as well as nominating children with disabilities for their “Children of Courage” awards.

Collie Family Centre for implementing responsive programs, activities and projects to address community needs, and that are particularly supportive of people with disabilities and their families.

The Parent Focus Group from the Cerebral Palsy Association of Western Australia, for the information, care and support it provides to new parents of children with cerebral palsy.

Chapter 16.9 Accessible Communities Awards

The Accessible Communities Awards (formerly the Action on Access Awards) are held to recognise improvements in access for people with disabilities. In 2003 a new category for seniors was introduced. The focus of the awards has broadened to include the concept of universal design – planning for people of all ages and needs.

The awards have five categories with the Dr Louisa Alessandri Award for Excellence presented to the outstanding nomination from the winners of the categories.

- Progress towards accessible communities by local government
- Progress towards accessible communities by State Government
- Progress towards accessible communities by the private sector
- Progress towards accessible communities by an individual
- Progress towards accessible communities for seniors

Dr Louisa Alessandri Award for Excellence

Rockingham City Council impressed the judging panel with a range of initiatives to improve community access, including a universal access playground to meet the needs of all children, an aquatic and leisure centre, and a number of initiatives to improve communication access for people with disabilities. These include audio loops in selected council facilities, special software for people with a hearing or speech disability, taped council minutes and reports, and establishing a Community Portal or one-stop-shop and meeting place for residents and businesses in the city.

Category winners were:

Local Government (Large)

- Winner: City of Rockingham – for its comprehensive range of initiatives and innovations to enhance and promote universal access in Rockingham.
- Commendations:
 - City of Subiaco – for its disability awareness training program for upper primary school children.
 - City of Gosnells – for retrofitting the spa at its aquatic facility, Leisure World, with a ramp making it fully accessible.

Local Government (Small)

- Winner: Shire of Bridgetown-Greenbushes – for undertaking a range of initiatives following a review of its existing access plan and completion of a comprehensive audit of all public buildings in the shire.
- Commendation: Shire of Collie – for introducing a number of initiatives to provide improved physical and participatory access to the council.

Chapter 16.9 – Accessible Communities Awards

State Government (Large)

- Winner: Western Australian Police Service – for the development and introduction of its SMSAssist text messaging system, the first of its kind in Australia, for people with speech and hearing disabilities.
- Commendation: Department of Conservation and Land Management – for its commitment to accessibility by following the Guidelines for State Government Websites and achieving almost all of the requirements for Web Content Accessibility.

State Government (Small)

- Winner: LandCorp – for its redevelopment of Minim Cove that ensured ease of access for people with disabilities and all users of the public open space areas.

Private Sector

- Commendations:
 - Araluen Botanic Park – for implementing an improved access strategy, including the acquisition of a trackless train, six electric gophers, and wheelchairs.
 - Fremantle Public Golf Course – for adopting a range of strategies to offer a rewarding golf experience to people of all abilities.

Seniors (Large organisation)

- Winner: Shire of Busselton – for its project, Creating a Senior-Friendly Community, which included a range of initiatives to promote improvements in attitudes, services and facilities for seniors.

Seniors (Small organisation)

- Winner: Araluen Botanic Park – for implementing an improved access strategy, including the acquisition of a trackless train, six electric gophers, and wheelchairs.

Disability Action by an Individual

These awards were presented by the advocacy organisation People With Disabilities WA Inc to individuals for their outstanding contribution towards increasing community awareness and understanding of the needs of people with disabilities.

- Winner: Kerry Allan.
- Commendation: Vic Salvemini.

16.10 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 (ex 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, including supported community living.
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 Australian Government 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 maximise 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.

Chapter 16.10 – Glossary and List of Abbreviations

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.
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.
Individual and Family Support (ex 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.
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.
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.

Chapter 16.10 – Glossary and List of Abbreviations

Quality Assurance	Development, maintenance and monitoring of effective mechanisms to preserve consumer rights, ensure appropriate safeguards, and promotion of service quality.
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.
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
ACROD	National Industry Association for Disability Services
AIHW	Australian Institute of Health and Welfare
ATE	Alternatives to Employment
ATSI	Aboriginal and Torres Strait Islander
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
MES	Main English Speaking countries
NDA	National Disability Administrators
NMDS	National Minimum Data Set



DISABILITY SERVICES COMMISSION Annual Report 2003-2004 Feedback Form



The Disability Services Commission is seeking your feedback and comments regarding the 2003-2004 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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Disability Services Commission
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