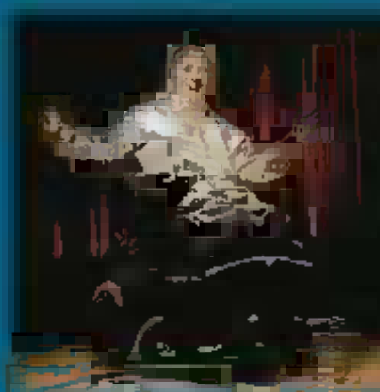
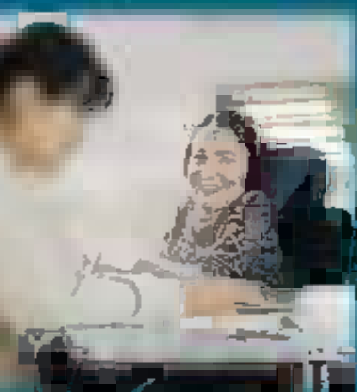


DISABILITY SERVICES COMMISSION



ANNUAL REPORT

# 2006 – 2007

making a difference



making a difference



<b>Responsible Minister:</b>	Minister for Disability Services The Hon Tony McRae MLA <i>(July 2006–February 2007)</i> The Hon Sheila M <sup>c</sup> Hale MLA <i>(March 2007 onwards)</i>
<b>Accountable Authority:</b>	Disability Services Commission
<b>Disability Services Commission Board Chairperson:</b>	Barry MacKinnon <i>(July 2006–June 2007)</i>
<b>Director General:</b>	Dr Ruth Shean <i>(July–November 2006)</i> Dr Ron Chalmers <i>(Acting Director General from November 2006)</i>
<b>Address:</b>	Central Administration Building Disability Services House 146–160 Colin Street WEST PERTH 6005
<b>Contact:</b>	Phone: (08) 9426 9200 TTY: (08) 9426 9315 Fax: (08) 9226 2306 Email: <a href="mailto:dsc@dsc.wa.gov.au">dsc@dsc.wa.gov.au</a> Website: <a href="http://www.disability.wa.gov.au">www.disability.wa.gov.au</a>
<b>Country callers:</b>	1800 998 214
<b>Australian Business Number:</b>	36 922 715 369

**This report is available in alternative formats on request.**

**Underlined text in this document indicates weblinks for use with the electronic copy of the report.**

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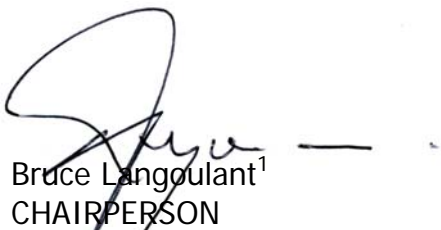
HON MINISTER FOR DISABILITY SERVICES

## ANNUAL REPORT

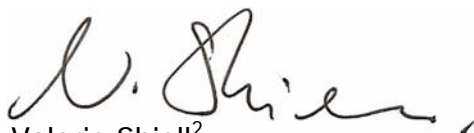
### 2006–2007

In accordance with the *Financial Management Act 2006 (Section 61)*, we hereby submit for your information and presentation to Parliament, the Annual Report of the Disability Services Commission for the financial year ending 30 June 2007.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006*.

A handwritten signature in black ink, appearing to read 'Bruce Langoulant', followed by a horizontal line.

Bruce Langoulant<sup>1</sup>  
CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD

A handwritten signature in black ink, appearing to read 'Valerie Shiell', followed by a horizontal line.

Valerie Shiell<sup>2</sup>  
DEPUTY CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD

10 September 2007

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<sup>1</sup> Appointed Chairperson as of July 2007.

<sup>2</sup> Appointed Deputy Chairperson as of September 2007.

# 1. 2006–2007 Overview

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## 1.1 Executive Summary

- 1.1.1 Chairperson's Report
- 1.1.2 Director General's Report

## 1.2 Operational Structure

- 1.2.1 Disability Services Commission Board
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- 1.3.2 Disability Services Commission Strategic Plan 2006 to 2010



# 2007

making a difference



# 1.1 Executive Summary

In 2006–2007 the Disability Services Commission has:

- ✓ assisted 20,750 Western Australians with disabilities;
- ✓ expended \$334.4 million to advance the rights and support the needs of Western Australians with disabilities—a nine per cent increase on last year;
- ✓ received revenues of \$286.6 million from the State Government and other sources, excluding Commonwealth Government revenue (85 per cent of the Commission's budget). This included the appropriation of \$274.1 million from the State Budget;
- ✓ received Commonwealth Government funding of \$50.6 million under the [Commonwealth State Territory Disability Agreement](#) and other agreements (15 per cent of the Commission's budget); and
- ✓ allocated \$182.4 million<sup>3</sup> (55 per cent of total expenses) to 116 external service providers for services and support for Western Australians with disabilities and their carers.

One of the Commission's most outstanding initiatives over the past 12 months has been the production of the [Sector Health Check Report](#). The report was commissioned in August 2006 and was completed in May 2007. It was overseen by a committee chaired by Disability Services Commission Board Chairperson, Barry MacKinnon, and examined the workings of the sector to determine whether Government resources were being used effectively, efficiently and in the best interests of people with disabilities in Western Australia. A total of 67 recommendations were made, including the development of a WA State Disability Plan.

The past year has been characterised by many other significant achievements across the Commission. These include:

- ✓ developing the community awareness and recruitment project, *Building Our Workforce*, which involved a media campaign, a DVD and website. The project aimed to raise the community's awareness of the value of disability support workers and increase the number of disability support workers in the sector;
- ✓ completing negotiations with the Commonwealth Government for a bilateral agreement to implement the Helping Younger People with Disabilities in Residential Aged Care program (YPIRAC) over five years;
- ✓ developing a Memorandum of Agreement with South West Area Health to complete the implementation of a consistent, statewide model of therapy services for people with disabilities living in regional areas;
- ✓ implementing a joint [Continence Management and Support Scheme](#) with the Department of Health;

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<sup>3</sup> This total includes \$957,511 for 'Miscellaneous Providers', which is not included as an external service provider.



## 1.1 Executive Summary

- ✓ promoting the *Getting Services Right* information package for Aboriginal people with disabilities, their families and service providers across Western Australia;
- ✓ completing the first year of the Commission's *Substantive Equality Five Year Plan* for people from Aboriginal and culturally and linguistically diverse backgrounds;
- ✓ distributing grants through the Western Australian Local Government Association to local governments across the State to develop and implement *You're Welcome – Western Australian Access Strategy* packages;
- ✓ continuing to raise community awareness on disability issues through the Count Us In campaign which included media advertising and a new website;
- ✓ distributing the [Count Us In! curriculum support package](#) to all WA schools. The package promotes disability awareness; and
- ✓ presenting the first report on [Disability Access and Inclusion Plans](#) (DAIP) to Parliament in December 2006. Resources and training for DAIP were also developed and distributed.

### 1.1.1 Chairperson's Report

The past year has been characterised by both change and reassessment. During the year we said goodbye to long-time Director General, Dr Ruth Shean, who has taken on a new challenge and become the Commissioner for Public Sector Standards. I would like to add a personal note of thanks to Ruth and publicly acknowledge her significant achievements and strong leadership in the disability sector. We wish her well in her new role.

In terms of funding, the State Government's 2007–2008 Budget, announced in May, provided good news for the disability sector and a strong foundation upon which the Commission can progress the [Sector Health Check Report](#) findings. While I am firmly of the view that the disability sector in Western Australia is in good shape, it's incumbent on us all to examine what we are doing and make sure we are maximising the effort and resources we put into improving the lives of people with disabilities. That's why I was pleased to be given the task of chairing the Sector Health Check Committee. Our first task was to look back over the past five years to assess the effectiveness and efficiency of the Commission and the disability services sector, while the second was to look forward to identify improvements to ensure that the sector and the wider community are doing all that they can to support people with disabilities. The findings and recommendations listed in the [Sector Health Check Report](#) respond to both these tasks.

We received 75 submissions from across the sector, from both agencies and individuals. In all, we devised 67 recommendations and, of particular note, found that the Commission is an efficient, well-run organisation that compares well with similar government departments and with disability service systems in other States. One of the most important recommendations made in the report is that the Commission develops a WA State Disability Plan, with at a minimum 15-year projections. I believe this will be a ground-breaking plan which will set the agenda for many years to come.

The report also identified several areas requiring improvement. For example, while significant work has been done in recent years to improve the responsiveness and accessibility of services for Aboriginal people and people from culturally and linguistically diverse backgrounds, further work is needed both from the Commission and the funded service sector. We also found that the disability sector lacks a rigorous approach to evaluating the outcomes of programs and services provided for individuals and families, and work is needed to develop a sound outcomes framework and commitment to evaluating the effectiveness of things we do.

I am pleased to say that one of the first initiatives to be announced as a result of the [Sector Health Check](#) has focused on the need for improved responses to the changing needs of people with rapidly degenerating conditions such as motor neurone disease.

## 1.1 Executive Summary

Another major focus during the past year has been the [Commonwealth State Territory Disability Agreement](#) (CSTDA). In February 2007, the Senate Community Affairs Committee Inquiry into the CSTDA called for the Commonwealth and State Governments to substantially boost funding for people with disabilities. It was pleasing to see that the committee agreed with the concerns raised by the WA submission. Our main concern had centred on the need for an increase of the level of Commonwealth funding to tackle unmet need. We also raised the issue of inequity with people with disabilities in WA receiving less Commonwealth funding per head of population than their counterparts in other States. We must continue to argue our case and negotiate for the best deal possible for people with disabilities for the fourth CSTDA.

Three special Board meetings were held during 2006–2007. One was held in Bunbury to coincide with the regional Cabinet meeting, while the other two were held in Mundaring and Kalamunda. The Board has conducted these special Board meetings at various local government authorities over the past few years. With local councils becoming increasingly important in delivering services to people with disabilities, it has been important for us to develop strong relationships. These meetings have gone a long way in doing so, with councils taking the opportunity to speak to the Board about their initiatives.

As well, I hosted breakfasts for chairs of funded agencies to discuss topics relating to their organisations. In August 2006, the presentation by Steven Cole, partner at Allens Arthur Robinson and Vice President of the Australian Institute of Company Directors (WA Division) Council, focused on the legalities of constitutions for not-for-profit organisations. Meanwhile, a November breakfast meeting discussed the challenges of leadership. The guest speakers were i.d.entity.wa Chairperson David Rowell, Kalparrin Centre Chairperson Fiona Payne, Hills Community Support Group Chairperson Maureen Thomson and Midway Community Care Chairperson Graeme Mander.

I would like to take this opportunity to recognise my Board colleagues and thank them for their substantial contribution over the past year. I would also like to recognise the contribution of outgoing Board members Norma Josephs and Sarah Jarman. Similarly, I would like to welcome new board members Kerry Allan-Zinner and Dr Shayne Silcox and look forward to their input.

I would also like to take this opportunity to express my gratitude to Acting Director General, Dr Ron Chalmers, for his leadership and support, and to Commission staff for their continued energy and commitment in helping to make a positive difference to the lives of people with disabilities in WA.

Barry MacKinnon  
CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD

### 1.1.2 Director General's Report

Since its inception in 1993, the Disability Services Commission has experienced, and benefited from, stable and consistent leadership. This year, however, was the year of change.

A change in Minister, a change in Board Chairperson and a change in Director General would have the capacity to distract and diminish the performance of any organisation. It is testament to the investment made in the Commission by both Barry MacKinnon and Ruth Shean that the organisation has been able to move forward and perform at a high level despite these changes in leadership. It has been reassuring to step into the role of Acting Director General knowing that the organisation has strong plans, systems and processes in place to achieve our goals and meet performance targets.

Barry MacKinnon ends his period as Chairperson with the Commission in good shape and well placed to take on the challenges of the future. His strong and steady leadership over the past 13 years has been critical for the growth and development of the Commission and the disability sector. On behalf of the staff and management of the Commission, I wish to express thanks to Mr MacKinnon for his leadership and guidance. We wish him well for the next stage of his life.

During the past 12 months there has been a major statewide focus on making local communities more accessible and inclusive. For the past few months I have had a steady stream of [Disability Access and Inclusion Plans](#) (DAIPs) come across my desk as State Government departments and local government authorities lodge their plans with the Commission. There is clear evidence that this planning process is setting an agenda for change and development across the State that will make our communities more accessible and welcoming for all residents and visitors.

The [Sector Health Check Report](#) has been a major initiative for the Commission and the disability sector during the past year. The report's recommendations set an ambitious and exciting reform agenda that will ensure that Western Australia will continue to lead the nation in the provision of contemporary disability services. The *big ticket* item in the report was the commitment to develop a WA State Disability Plan. While the scoping of this major project is still proceeding, the aim is to develop a long-term plan (15 years minimum) to make all aspects of the Western Australian community accessible, inclusive and responsive to the needs, requirements and aspirations of people with disabilities and their families and carers.

A related and equally important initiative from the [Sector Health Check Report](#) is the call for a Community Living Plan which will contain and promote a range of alternative pathways to enable people with disabilities to live with appropriate levels of support within the community. This initiative stems from the realisation that the [Combined Application Process](#), the Commission's primary mechanism for allocating funding for accommodation support, needs to be supplemented with alternative

## 1.1 Executive Summary

strategies to allow people to plan and move towards community living. This exciting agenda will unfold during the next 12 months.

Another important issue promoted by the Commission over the past year has been the [Carers Recognition Act 2004](#). We recognise the crucial role that carers—who are often family members—play in supporting people with disabilities. The Act and the Carers Charter have been promoted to staff, funded agencies, carers and individuals. Meetings have been held with the Chairperson of the Carers Advisory Council, both centrally and in country locations. The Board of the Commission has a representative on the Carers Advisory Council and will continue to maintain this important link.

2006–2007 has been a year of sector-wide debate and negotiation in the lead up to the fourth [Commonwealth State Territory Disability Agreement](#). The Commission has been supporting the State Minister for Disability Services to ensure that Western Australia receives the best possible outcomes from the new agreement with the Commonwealth Government.

A significant emerging issue for the Commission and the wider disability services sector is workforce sustainability. The vibrant economy and competitiveness within the human services sector are making it increasingly difficult for the Commission and our non-government agency partners to maintain the staff they need to provide needed services. This will continue to be a major challenge for the sector in the years ahead and a high level of creativity will be required to ensure that our services continue to attract the high calibre people we need to support people with disabilities to lead good lives in the Western Australian community.

Dr Ron Chalmers  
A/DIRECTOR GENERAL  
DISABILITY SERVICES COMMISSION

## 1.2 Operational Structure

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.

As of March 2007, the Hon Sheila M<sup>c</sup>Hale MLA has been the [Minister for Disability Services](#).

The [Ministerial Advisory Council on Disability](#) provides independent advice to the Minister. The 14-member Council is chaired by Ms Kerry Allan-Zinner.

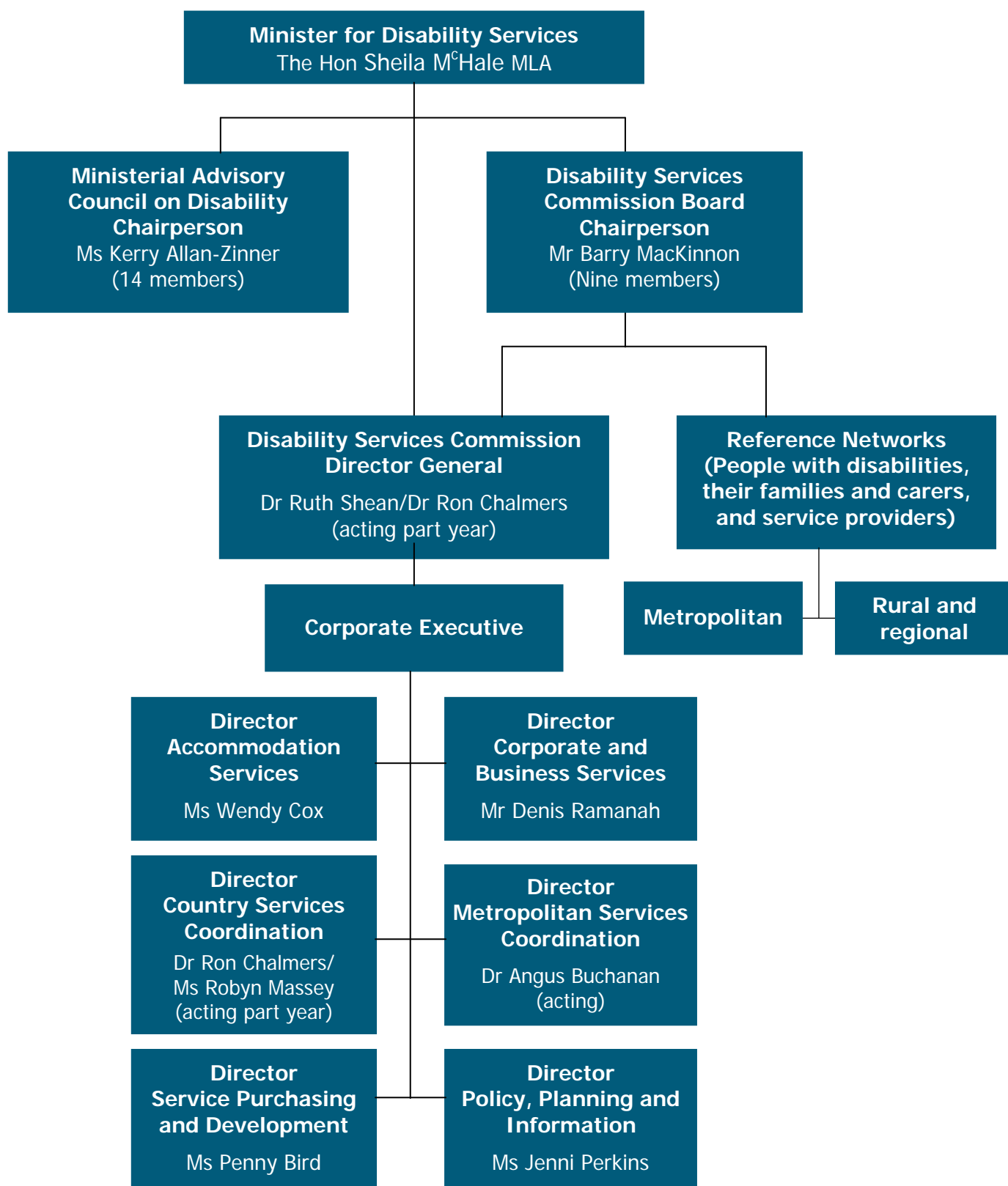
The Disability Services Commission Board is the governing body of the Commission. The Board has nine members including the Chair of the Ministerial Advisory Council on Disability. Barry MacKinnon has chaired the Disability Services Commission Board since December 1994.

Regular statewide [reference networks](#) are held with people with disabilities, families and carers and service providers, where views and concerns can be raised directly with the Board of the Disability Services Commission.

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, Director General of the Disability Services Commission from April 1999, was seconded from the Commission in November 2006 to be Acting Director General of the Department for Community Development. Dr Shean was appointed Commissioner for Public Sector Standards on 28 May 2007. Dr Ron Chalmers has been acting Director General of the Commission since November 2006.

The Commission ensures a clear separation between its functions as a funder, provider, purchaser and coordinator of disability services by consolidating functions into six directorates. The special needs of people living in rural and isolated areas are recognised through a separate [Country Services Coordination](#) Directorate. All community-based support and [Local Area Coordination](#) services provided by the Commission in the metropolitan area are consolidated into a single [Metropolitan Services Coordination](#) Directorate. The Commission is also a major provider of accommodation services for people with intellectual disabilities through its [Accommodation Services Directorate](#).

## 1.2 Operational Structure





### 1.2.1 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.

#### BOARD MEMBERS

**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. *Term expires July 2007.*

**Ms Sally Eves** is a social worker/allied health professional in the Midwest Division of General Practice, Exmouth. She has personal experience of disability and extensive experience in the provision of services in rural and remote communities through her current and previous positions. *Term expires January 2008.*

**Mr Jim McKiernan** has previously been a State Senator for Western Australia from 1984–2002, and is currently a Sessional Member of the State Administrative Tribunal. Mr McKiernan has direct and relevant experience with disability issues. *Term expires August 2008.*

**Mr Bruce Langoulant** has worked as a financial planner in the financial service industry since 1987. He is the parent of a daughter with multiple disabilities, Chairperson of The Meningitis Centre and President of the International Confederation of Meningitis Organisations. *Term expires August 2007.*

**Dr Judith Davis (Deputy Chairperson)** is the Director of South Coastal Women's Health Services 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. *Term expires February 2008.*

**Ms Valerie Shiell**, the former Executive Director of Disability in the Arts, Disadvantage in the Arts (WA), 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. *Term expires August 2008.*

**Ms Kerry Allan–Zinner** is Principal Trainer for *Another Angle Consulting and Training* specialising in disability awareness, access, communications and inclusive communities with formal contracts that include independent standards monitoring, Health Resource and Consultancy Team, lecturer at Curtin and Notre Dame Universities and customer service trainer for Swan Taxis. She has personal experience of a physical disability (Cerebral Palsy) and has a high profile as an advocate for people with disabilities in Western Australia.



## 1.2 Operational Structure

Ms Allan-Zinner is the Ministerial Advisory Council on Disability representative on the Board. *Term expires September 2008.*

**Ms Wendy Dimer** has experience in the delivery of services to Aboriginal people with a disability and has worked closely with staff from the Disability Services Commission in Kalgoorlie to improve services. She has direct experience as a carer of a person with disability and has direct and recent experience in the delivery of services to people with a disability outside the metropolitan area. *Term expires May 2009.*

**Dr Shayne Silcox** is the CEO of the City of Belmont. He started his career as a heavy duty motor mechanic, and went on to achieve a PhD in Management and Marketing, a Masters of Commerce, a Post Graduate Diploma of Management and a Bachelor of Business, plus other supporting diplomas and certificates. *Term expires November 2009.*

### RETIRING BOARD MEMBERS

**Ms Sarah Jarman** is a qualified social worker who has worked at the Town of Vincent as Senior Community Development Officer and held a social worker position with the Centre for Cerebral Palsy (formerly Cerebral Palsy Association of WA). Ms Jarman is currently working towards her Masters in Human Rights. She resigned July 2006 to take up her current position as Principal Officer (Disability Access) with the Disability Services Commission.

**Ms Norma Josephs** holds a Bachelor and Masters of Social Work and a Certificate in Health Care Management. She has worked in 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. She has personal experience of a disability.

Ms Josephs was the Ministerial Advisory Council on Disability representative on the Board. *Retired June 2006.*

### 1.2.2 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 (2001). Dr Shean was Director General of the Disability Services Commission from April 1999, was seconded from the Commission in November 2006 to be Acting Director General of the Department for Community Development, and then appointed as Commissioner for Public Sector Standards on 28 May 2007.

**Dr Ron Chalmers** (acting Director General from November 2006) has a background in teaching and educational administration. He became involved in disability services in 1991 as Local Area Coordinator Supervisor for the Upper Great Southern region. 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. He was a participant in the inaugural Australia and New Zealand School of Government Executive Fellows Program.

#### DIRECTOR, ACCOMMODATION SERVICES

**Ms Wendy Cox** became involved in service provision for people with disabilities 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. Ms Cox 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.

## 1.2 Operational Structure

### DIRECTOR, COUNTRY SERVICES COORDINATION

**Ms Robyn Massey** (acting Director, Country Services Coordination, from November 2006) joined the Commission as a Regional Manager in the Lower Great Southern in 1994. Prior to this, she was an administrator with the Department of Training. Ms Massey has a strong connection with regional WA and an understanding of issues, having spent 20 years living and working in a range of locations around the State. She has a Bachelor of Arts degree.

### DIRECTOR, METROPOLITAN SERVICES COORDINATION

**Dr Angus Buchanan** (acting Director, Metropolitan Services Coordination) has worked in both health and disability services in Australia, New Zealand and England. After initially working in community-based occupational therapy, for the past 14 years he has worked at the Commission in the areas of professional standards, policy and program development, rural and remote service development, Local Area Coordination and Disability Professional Services. He holds a Doctorate of Business Administration which investigated empowerment for families of people with disabilities.

### 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. She has extensive experience in cross-jurisdictional negotiations on disability policy and funding.

### 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 Centre for Cerebral Palsy (formerly Cerebral Palsy Association of WA). She was Manager of Children's Services at TCCP 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. Since 2000, she has contributed to work at a national level of resource allocation and government procurement of human services.

### 1.2.3 Legislative Functions

The key functions of the Commission are specified in Section 12 of the [Disability Services Act 1993](#).

**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.

### 1.2.4 Compliance with Other Key Legislation

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

In the performance of its functions, the Commission complies with all relevant written law, and in particular the:

- ✓ *Auditor General's Act 2006;*
- ✓ *Carers Recognition Act 2004;*
- ✓ *Contaminated Sites Act 2003;*
- ✓ *Disability Discrimination Act 1992;*
- ✓ *Equal Opportunity Act 1984;*
- ✓ *Financial Management Act 2006;*
- ✓ *Freedom of Information Act 1992;*
- ✓ *Occupational 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; and*
- ✓ *Workers' Compensation and Rehabilitation Act 1981.*

## 1.3 Performance Management Framework

### 1.3 Performance Management Framework

#### 1.3.1 Links between *Better Planning: Better Futures*, the Commission's *Strategic Plan 2006 to 2010* and Annual Reporting

The links between [\*Better Planning: Better Futures—A Framework for the Strategic Management of the Western Australian Public Sector\*](#), the Commission's [\*Strategic Plan 2006 to 2010\*](#) and the annual reports provided in this document are shown in the following table. *Better Planning: Better Futures* is a strategic plan for shaping the way WA Government policies, programs and services are developed and coordinated. Government agencies are diverse in their core business and link to the *Better Planning: Better Futures* framework with emphasis on different goals. The Commission's [\*Strategic Plan 2006 to 2010\*](#) focuses on individuals with disabilities having meaningful opportunities to live in and contribute to community life, and seeks to achieve this by providing and coordinating contemporary and responsive supports and services. With this focus in mind, the five goals of the Commission's Plan best link to Goal 1 of *Better Planning: Better Futures*. They are also placed within Goal 4 of Regional Development, signalling that services to people with disabilities are of key importance in regional and remote areas. As indicated in the table below, Goals 2 and 3 of *Better Planning: Better Futures* are not core business for the Commission, although sustainable use of energy and recycling is reported as a requirement of government. Goal 5 of *Better Planning: Better Futures* has a number of reporting requirements associated with governance and public sector improvement.

<i>Better Planning: Better Futures—A Framework for the Strategic Management of the Western Australian Public Sector</i>	<i>Disability Services Commission Strategic Plan 2006 to 2010</i>	<i>Disability Services Commission Annual Service and Obligatory Reports</i>
<b><i>Vision: ...the best opportunities for current and future generations.</i></b> <i>Western Australia will be a creative, sustainable and economically successful State that embraces the diversity of its people and values its rich natural resources. The Western Australian public sector will work towards providing the best opportunities for current and future generations to live better, longer and healthier lives. It is the responsibility of the public sector to make decisions for tomorrow, not just for today.</i>	<b><i>Vision</i></b> <i>All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.</i>	

## 1.3 Performance Management Framework

<p><b>Goal 1: Better Services</b></p> <p>Enhancing the quality of life and wellbeing of all people throughout Western Australia by providing high quality, accessible services.</p>	<p><b>Goal 1—Individuals and Families:</b> Promote citizenship for people with disabilities and the important role of families, carers and friends.</p> <p><b>Goal 2—Communities:</b> Strengthen communities to welcome and include people with disabilities, families and carers.</p> <p><b>Goal 3—Mainstream Services and the Business Sector:</b> Build partnerships and work with mainstream services and the business sector so that people with disabilities are welcomed and included.</p> <p><b>Goal 4—Services Funded and Provided by the Commission:</b> Build partnerships which strive for high quality, flexible, sustainable and responsive services.</p> <p><b>Goal 5—Research, Planning and Policy:</b> Influence the strategic direction of governments and decision makers through research, information and planning.</p>	<p><u>Service Reports</u></p> <ul style="list-style-type: none"> <li>Accommodation Support (Chapter 2.3.1)</li> <li>Individual and Family Support (Chapter 2.3.2)</li> <li>Individual Coordination (Chapter 2.3.3)</li> <li>Strategic Coordination (Chapter 2.3.4)</li> </ul> <p><u>Obligatory Reporting</u></p> <ul style="list-style-type: none"> <li>Disability Access and Inclusion Plan Outcomes (Chapter 4.5.3)</li> <li>Substantive Equality (Chapter 4.6.2)</li> </ul>
<p><b>Goal 2: Jobs and Economic Development</b></p> <p>Creating conditions that foster a strong economy delivering more jobs, opportunities and greater wealth for all Western Australians.</p>	<p>Not core business for the Commission.</p>	
<p><b>Goal 3: Lifestyle and the Environment</b></p> <p>Protecting and enhancing the unique Western Australian lifestyle and ensuring sustainable management of the environment.</p>	<p>Not core business for the Commission.</p>	<p><u>Obligatory Reporting</u></p> <ul style="list-style-type: none"> <li>Sustainability (Chapter 4.6.3)</li> </ul>

## 1.3 Performance Management Framework

<b>Goal 4: Regional Development</b> Ensuring that regional Western Australia is strong and vibrant.	As for Goal 1 Better Services: Better Futures.	As for Goal 1 Better Services: Better Futures
<b>Goal 5: Governance and Public Sector Improvement</b> Developing and maintaining a skilled, diverse and ethical public sector serving the Government with consideration of the public interest.	Not core business for the Commission.	<u>Obligatory Reporting</u> <ul style="list-style-type: none"><li>▪ Advertising and Sponsorship (Chapter 4.5.1)</li><li>▪ Compliance with Public Sector Standards and Ethical Codes (Chapter 4.5.2)</li><li>▪ Equal Employment Opportunity Outcomes (Chapter 4.5.4)</li><li>▪ Recordkeeping Plans (Chapter 4.5.5)</li><li>▪ Corruption Prevention (Chapter 4.6.1)</li></ul>

### 1.3.2 **Disability Services Commission Strategic Plan 2006 to 2010**

#### VISION

All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.

**The Commission will achieve its vision by:**

- ✓ promoting citizenship for people with disabilities and the important role of families, carers and friends;
- ✓ strengthening communities to welcome and include people with disabilities, families and carers;
- ✓ building partnerships and working with mainstream services and the business sector so that people with disabilities are welcomed and included;
- ✓ building partnerships which strive for high quality, flexible, sustainable and responsive services; and
- ✓ influencing the strategic direction of governments and decision makers through research, information and planning.



### VALUES

Values which guide the work of the Commission:

- ✓ **Commitment**—we are committed to our vision for people with disabilities and their families.
- ✓ **Respect**—we value cultural diversity and encourage everyone's unique contribution.
- ✓ **Integrity**—we are honest and truthful about our decisions and actions.
- ✓ **Working together**—we work together cooperatively to get things done and pursue our vision.
- ✓ **Openness**—our decision-making and communications are clear and transparent.
- ✓ **Leadership**—our actions reflect our leadership responsibilities.
- ✓ **Accountability**—we are openly accountable for our decisions and actions.
- ✓ **Continued learning**—we are committed to a culture of excellence and continued learning.

### STRATEGIC GOALS

#### Individuals and Families

Promote citizenship for people with disabilities and the important role of families, carers and friends.

##### Strategies

- ✓ Develop opportunities and supports for participation and citizenship for people with disabilities.
- ✓ Foster relationships that strengthen natural support networks.
- ✓ Provide opportunities, information and support to plan for the future and key stages in life.
- ✓ Encourage, promote and support individual, family and carer leadership.

#### Communities

Strengthen communities to welcome and include people with disabilities, families and carers.

##### Strategies

- ✓ Influence and build positive community attitudes.
- ✓ Enhance community responsiveness to the needs and aspirations of people with disabilities, their families and carers.
- ✓ Strengthen relationships and opportunities to participate and contribute to community life.



## 1.3 Performance Management Framework

- ✓ Foster the development of community resources and support networks.

### Mainstream Services and the Business Sector

Build partnerships and work with mainstream services and the business sector so that people with disabilities are welcomed and included.

#### Strategies

- ✓ Work with government services and local governments to ensure inclusion in mainstream services.
- ✓ Promote accessible environments across government, community and business sectors.
- ✓ Foster community development to enhance the lives of people with disabilities and their families.
- ✓ Engage with the business sector to provide opportunities to people with disabilities.

### Services Funded and Provided by the Commission

Build partnerships which strive for high quality, flexible, sustainable and responsive services.

#### Strategies

- ✓ Strive for services that are culturally appropriate and responsive to individual and regional needs.
- ✓ Foster innovation and good practice at all service levels.
- ✓ Build effective and sustainable service responses.
- ✓ Develop greater service and resource flexibility to respond to current and emerging needs.
- ✓ Undertake workforce planning to achieve high quality and sustainable services.
- ✓ Support and value staff and volunteers.

### Research, Planning and Policy

Influence the strategic direction of governments and decision makers through research, information and planning.

#### Strategies

- ✓ Ensure policy and planning is contemporary, strategic and influential.
- ✓ Collect meaningful data to guide planning and decision making.
- ✓ Promote collaboration in disability research and planning.
- ✓ Encourage research and evaluation in areas of importance to individuals, families and communities.



## 2. Performance

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- 2.1 Overview of Operations
- 2.2 Access to Services
- 2.3 Service Reports
  - 2.3.1 Accommodation Support
  - 2.3.2 Individual and Family Support
  - 2.3.3 Individual Coordination
  - 2.3.4 Strategic Coordination
- 2.4 Disability Services Standards
- 2.5 Complaints Handling



# 2007

making a difference

## 2.1 Overview of Operations

The Commission has 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 Commission is funded according to four services which support the achievement of an overall outcome. Performance measures and achievements for each of the funded and provided services are reported in Chapter 2.3 of this report. Performance measures for auditing purposes are consolidated in Chapter 4.2.

### Disability Services Commission Funding

During 2006–2007, the total cost of services was \$334.4 million<sup>4</sup> to advance the rights and support the needs of Western Australians with disabilities.

The Commission's expenditure has increased by \$29 million (nine per cent) over the past year (from \$305.4 million as reported in 2005–2006).

#### STATE FUNDING

State funding for operations in 2006–2007 was \$274.1 million. Over the past five years, the State Government's funding of disability services has increased by 40 per cent.

#### COMMONWEALTH GOVERNMENT FUNDING

The [Commonwealth State Territory Disability Agreement](#) (CSTDA) is a five-year agreement between the Commonwealth and State and Territory Governments to reduce overlap and duplication in the administration of disability services. The first CSTDA was signed in 1991. Western Australia completed negotiations for a third CSTDA in June 2003, covering the five-year period 2002–2003 to 2006–2007. The Commonwealth Government provided \$50 million under the CSTDA in 2006–2007. An additional \$0.6 million was provided by the Commonwealth Government under other agreements, including \$397,000 under the Young People in Residential Aged Care Program.

In 2006–2007, the Commonwealth Government contributed 15 per cent of the funding for accommodation and non-employment services administered by the Commission, while the State Government contributed 81 per cent with four per cent from other revenue sources.

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<sup>4</sup> This represents State and Commonwealth Government funding, as well as internal funding.

## 2.1 Overview of Operations

### FUNDING AND SERVICE USERS HELPED ACROSS SERVICE AREAS

During 2006–2007, 20,750 Western Australians with disabilities used services funded and provided by the Commission. These people may have accessed one or more services across the Commission's service areas. The average cost of providing support was \$16,115 per service user in 2006–2007.

#### **Service 1: Accommodation Support**

Expenditure of \$195.9 million (59 per cent of the total budget).  
3,604 service users supported, at an average cost per service user of \$54,346.

#### **Service 2: Individual and Family Support**

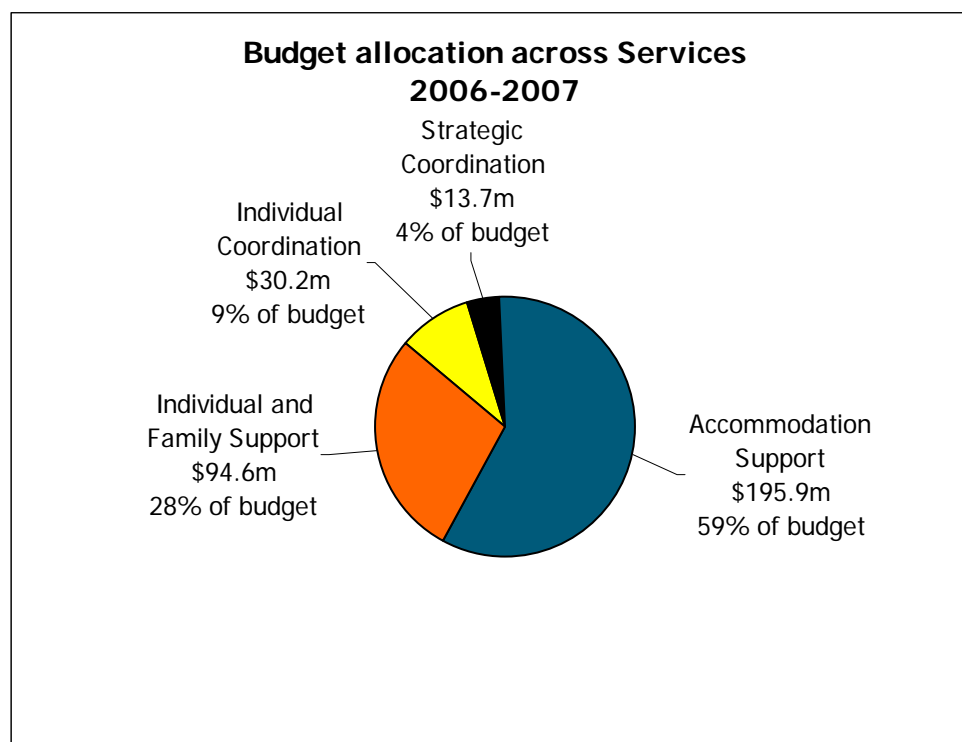
Expenditure of \$94.6 million (28 per cent of the total budget).  
16,421 service users supported, at an average cost per service user of \$5,764.

#### **Service 3: Individual Coordination**

Expenditure of \$30.2 million (nine per cent of the total budget).  
7,836 service users supported through LAC Coordination, at an average per service user of \$2,542.  
1,521 service users supported through LAC Direct Consumer Funding, at an average cost per service user of \$6,772.

#### **Service 4: Strategic Coordination**

Expenditure of \$13.7 million (four per cent of the total budget).  
Developing policy and providing information and advocacy for an estimated 405,500 Western Australians with disabilities, at an average cost per strategic project of \$104,283.



### FUNDING TO EXTERNAL SERVICE PROVIDERS

During 2006–2007, the Commission allocated \$182.4 million<sup>5</sup> (55 per cent of total expenses) to 116 external service providers to provide services and support for Western Australians with disabilities and their carers. This is \$18.8 million or 11 per cent more than the previous year. (See Appendix A for a full listing of funding to external service providers).

The provision of services within the disability sector by external agencies has changed over the past five years, with the number of external agencies funded by the Commission consolidating from 153 in 2002–2003 to 116<sup>6</sup> in 2006–2007. Funding to external agencies is used to provide services in the following services: Accommodation Support; Individual and Family Support; and Strategic Coordination.

The total funding provided to external agencies has grown by 51 per cent from \$120.6 million in 2002–2003 to \$182.4 million in 2006–2007. The average funding per external agency has increased by 101 per cent from \$783,298 in 2002–2003 (range: \$827–\$17,053,815) to \$1,572,639 in 2006–2007 (range: \$3,093–\$20,494,470).

External Agency Funding	2002–2003	2006–2007
	No. of Agencies	No. of Agencies
Funded <\$50,000	43	12
Funded \$50,001–\$1 million	89	73
Funded \$1,000,001–\$5 million	15	21
Funded >\$5 million	6	10
Total	153	116

In 2002–2003, 43 agencies (28 per cent) received less than \$50,000, 21 agencies (14 per cent) received over \$1 million and included six that received over \$5 million (four per cent). In comparison, in 2006–2007, only 12 agencies (10 per cent) received less than \$50,000, while 31 agencies (27 per cent) received over \$1 million, including 10 over \$5 million (nine per cent). The 10 external agencies that received funding of more than \$5 million accounted for 60 per cent of the total external funding.

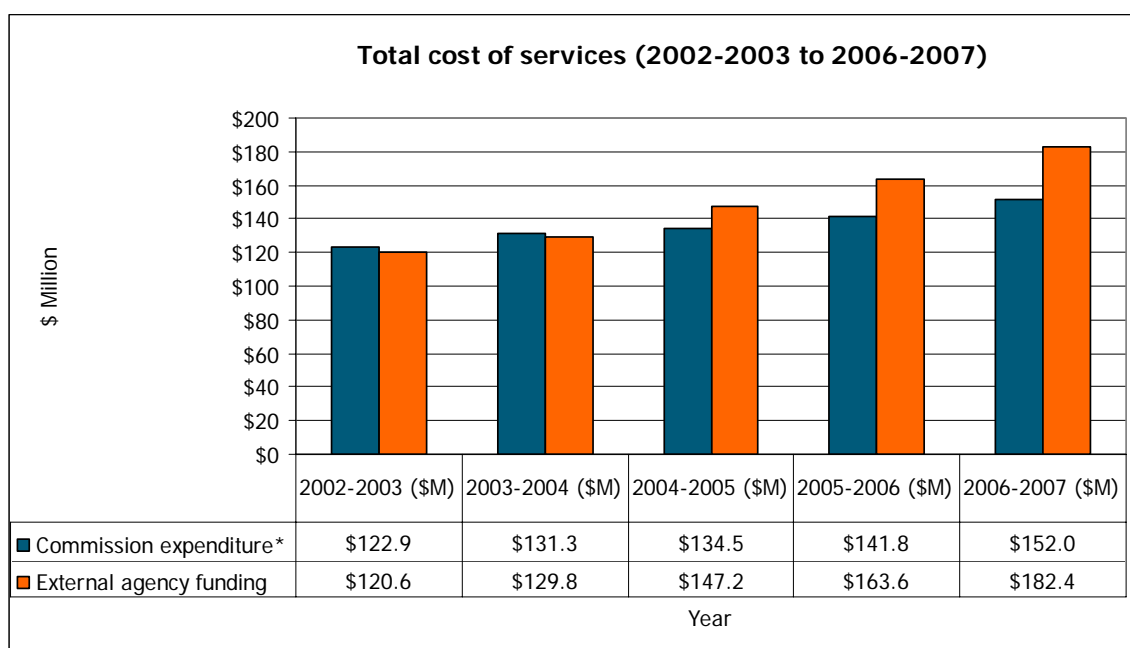
Over the past five years, external agency expenditure has increased by an average of 10 per cent per year, compared to five per cent per year for Commission expenditure.

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<sup>5</sup> This total includes \$957,511 for 'Miscellaneous Providers' which is not included as an external service provider.

<sup>6</sup> The reduction in the number of external agencies funded is primarily due to the regionalisation of health services resulting in a reduced number of contracts under the Community Aids and Equipment Program.

## 2.1 Overview of Operations



\* Commission expenditure includes direct service provision, administration required for provision of grants to funded agencies and other Commission functions.

## 2003–2007 Five-year Trends

Over the past five years, the Commission's budget has increased by 37 per cent (from \$243.5 million in 2002–2003 to \$334.4 million in 2006–2007).

### Five-year Operational Trends

	2002-03	2003-04	2004-05	2005-06	2006-07	Five-year Trend		
						Variation	% change	Av. % change
Service Users Helped	19,260	19,401	20,109*	19,632	20,750	n/a	n/a	n/a
DSC Budget	\$243.5m	\$261.1m	\$281.8m	\$305.4m	\$334.4m	\$90.9m	37	7
Av. Cost/Service User	\$12,644	\$13,460	\$14,014*	\$15,558	\$16,115	n/a	n/a	n/a
Non-Govt Funding	\$120.6m**	\$129.8m**	\$147.2m	\$163.6m	\$182.4m	\$61.8m	51	10

\* The 2002–2003 and 2003–2004 non-government funding has been updated to reflect payments as per Financial Statements.

\*\* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.

### 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/services have been contributed by 115 external service providers, as well as by the Commission's three service-provider directorates. In all, some 852 individual service outlets collect data which are recorded on 38,351 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 73 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; and
- while the Commission contracts external agencies to provide services, it is 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.

This financial year saw further enhancements to data collection through better monitoring of service 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.



## 2.1 Overview of Operations

### REPORTING USING TREND DATA

Performance information is presented in time series tables and in graphs with interpretive comments spanning a five-year period from 2002–2003 to 2006–2007.

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 services 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 service. Service targets are set according to services specified 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 and data are presented for the whole of the year.

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

### SERVICE MEASURES

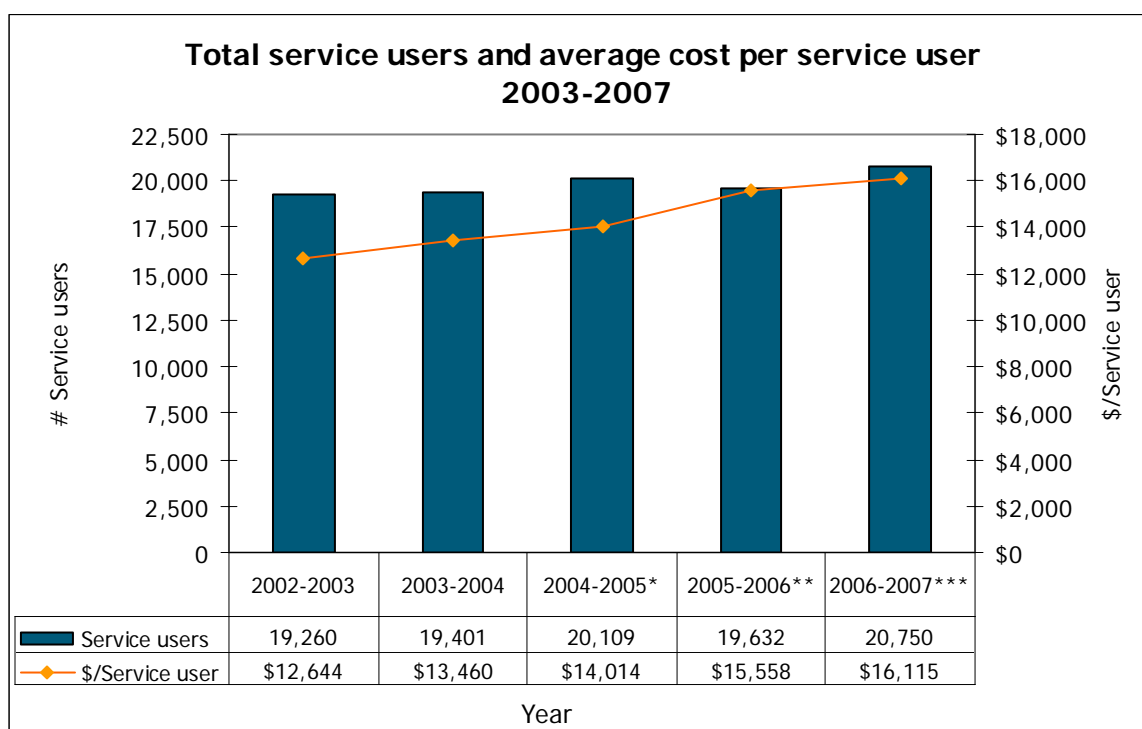
Service measures are presented in tables with information to enable an assessment of efficiency for each of the service groups.

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 graphs for each service.

## 2.1 Overview of Operations

### NUMBER OF SERVICE USERS AND AVERAGE COST PER SERVICE USER

The graph below demonstrates the Commission's performance in 2006–2007 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 2002–2003 to 2006–2007.



- \* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.
- \*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.
- \*\*\* The 2006–2007 cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies.

As of 2004–2005, service user and average cost per service user data are not comparable to the previous years due to inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

### 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 based on whole-of-year data. These data are regarded as objective, reliable and highly comparable.

## 2.1 Overview of Operations

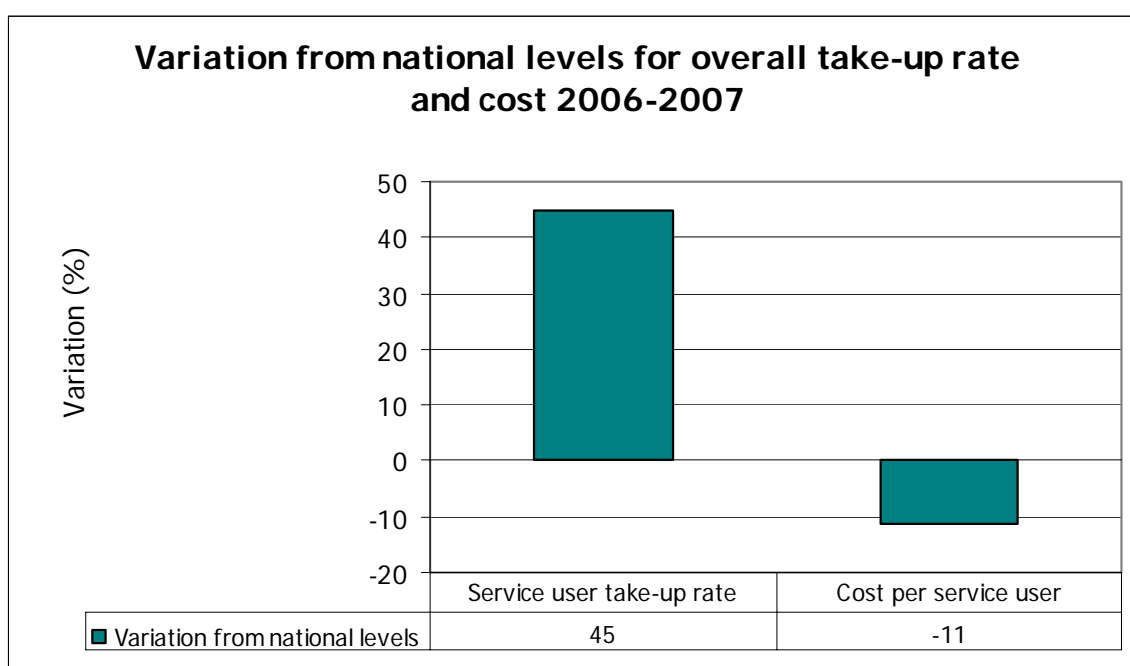
Current whole-of-year data are not available until late in the year, therefore, the previous year's data are used.

2. **Target group**—to ensure comparability, the target group is determined on the basis of the number of people in each state and territory receiving Disability Support Pensions. These Centrelink-sourced data are comparable because benefit applicants in all states and territories 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 whole-of-year service take-up rate of 319 per 1,000 in receipt of Disability Support Pensions, which is 45 per cent higher than the national take-up rate of 220 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 2005–2006*), the average cost per person of \$4,005 is 11 per cent below the national average cost of \$4,514.



## 2.2 Access to Services

The 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 405,500 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 Access and Inclusion Plans.
Level 2  Access to funded and provided disability services	Based on assessment of need—applies to approximately 71,600 people with a profound or severe core activity limitation (where the disability manifests 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.  *10,927 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 Support Services.

\* The figure last year was incorrectly presented as 10,362 instead of 10,632.

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

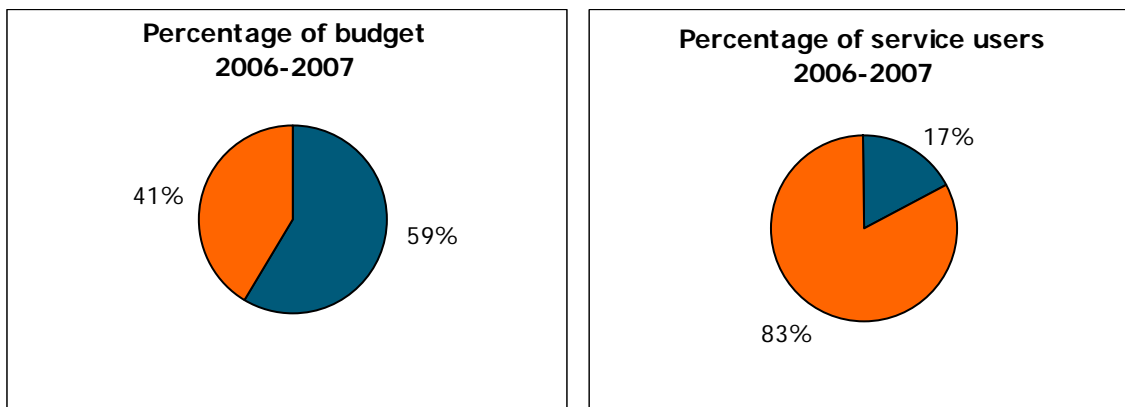
Funded services in 2006–2007 were delivered by 116 external service providers.

## 2.3 Service Reports—Accommodation Support

### 2.3 Service Reports

#### 2.3.1 Service 1—Accommodation Support

The [Accommodation Support](#) Service accounts for 59 per cent (\$195.9 million) of the Commission's budget and provides services to 17 per cent (3,604) of all service users. The [Accommodation Support](#) Service includes hostel residential, community residential accommodation (group homes and duplexes) and supported community living.



[Accommodation Support](#) services are provided directly by the Commission's [Accommodation Services Directorate](#). In addition, the Commission provided \$110.1 million in funding to 66 external service providers to provide accommodation support services, representing 56 per cent of the total budget for [Accommodation Support](#).

#### 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

- ✓ Ageing carers—many people with disabilities live at home with ageing parents. The ageing and associated health issues of carers are placing new and urgent demands on accommodation and community-based support services. Ongoing planning is being undertaken to help support families plan for the future.
- ✓ Safeguards—safeguarding the quality of care and maintaining a quality service for people with disabilities supported by accommodation service providers remains a high priority. Most service providers have developed and implemented quality management systems to continue to identify and achieve service improvements, while responding to resource pressures.

## 2.3 Service Reports—Accommodation Support

- ✓ Responding to changing needs—there is an ongoing challenge to meet the changing needs of an ageing population, as well as developing more flexible models of support to respond to the needs of people with degenerative conditions—particularly those which are rapidly progressive.
- ✓ Ageing of people with disabilities—the current population of people with disabilities has significantly outlived previous population cohorts. This improved life expectancy has been attributed to advances in medical technology and changing socio-demographic factors. While the Commission is committed to *ageing in place*, access to more appropriate aged care services is crucial. There is also a need for improved retirement planning and health screening as people with disabilities age.
- ✓ Workforce planning—is currently a major issue facing disability service providers. As service providers face the growing implications of an ageing workforce, non-government disability service providers report that they are finding it increasingly difficult to recruit and retain staff, in particular support workers who provide direct care to people with disabilities. Low rates of unemployment, the resources boom and competition from other human services sectors have created these staffing problems which in turn are putting pressure on non-government organisations to maintain services for people with disabilities. The Commission is working in partnership with the sector to develop more innovative recruitment and retention strategies.

### During 2006–2007

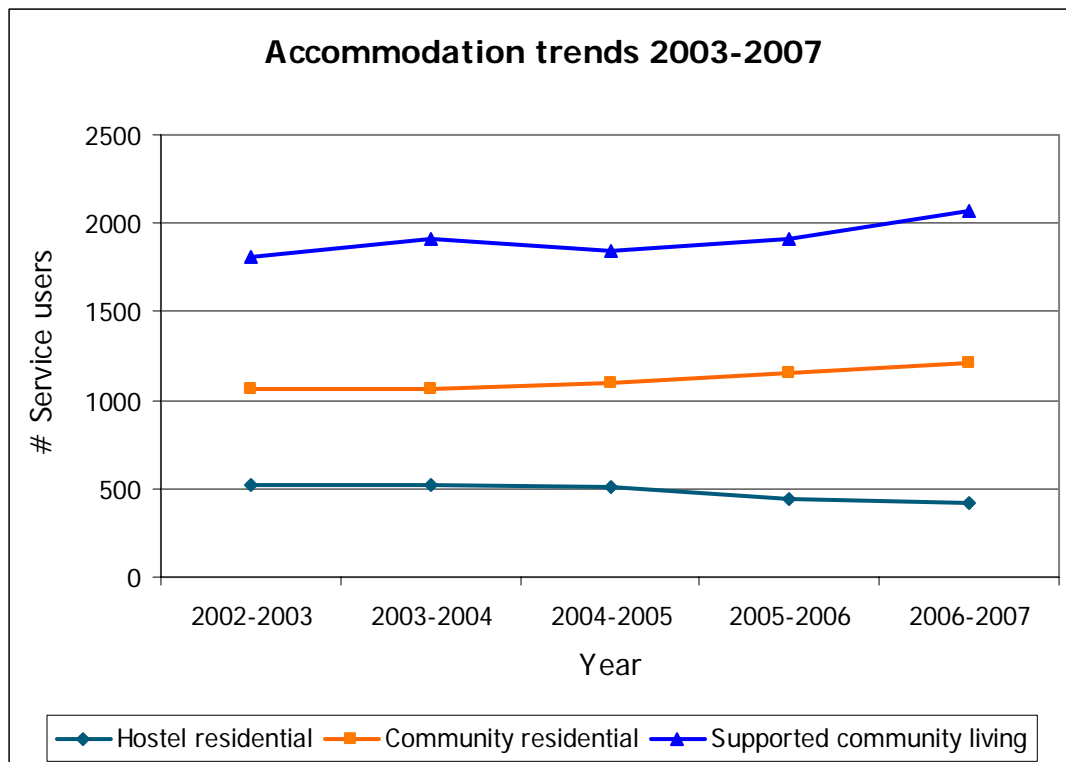
- ✓ 1,623 service users were supported in out-of-home residential accommodation.
- ✓ 2,068 service users received supported community living.
- ✓ The average cost per service user receiving [Accommodation Support](#) was \$54,346.
- ✓ The Commission spent \$195.9 million (59 per cent) of its budget on [Accommodation Support](#) Service.

### Over the past five years

- ✓ The number of service users living in hostels decreased by 19 per cent from 526 to 424.
- ✓ The number of service users living in community-based group homes increased by 13 per cent from 1,067 to 1,209.
- ✓ The number of service users in supported community living increased by 14 per cent from 1,811 to 2,068.

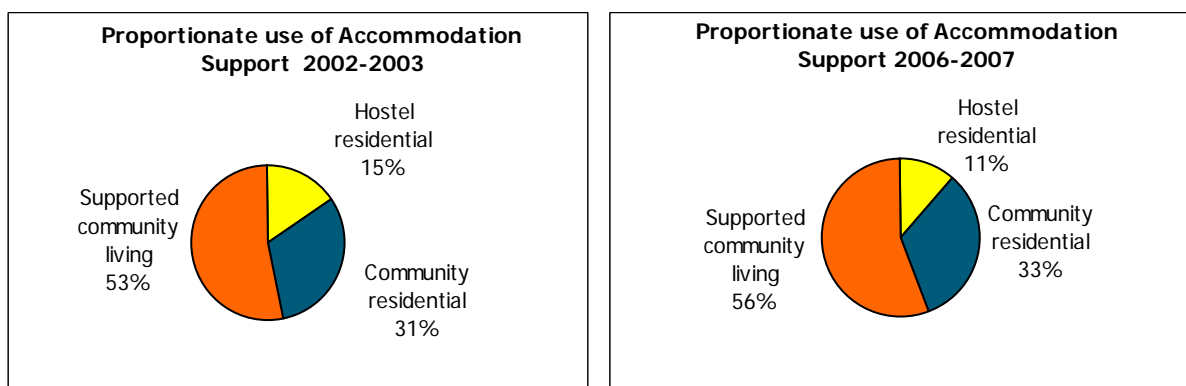
The following graph on Accommodation trends 2003–2007 shows the changing composition of the [Accommodation Support](#) Service, specifically the growth in supported community living, steady growth in community residential and a decline in service users living in hostels, reflecting the devolution to more community-based options.

## 2.3 Service Reports—Accommodation Support



From 2003–2004, the reporting of all accommodation support has been incorporated into Service 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 reports prior to 2003–2004, service users living in the community (supported community living) were included in Service 2. The performance under this new arrangement was recalculated for 2002–2003. The increase in the number of service users of [Accommodation Support](#) for the five years from 2002–2003 to 2006–2007 was 10 per cent.

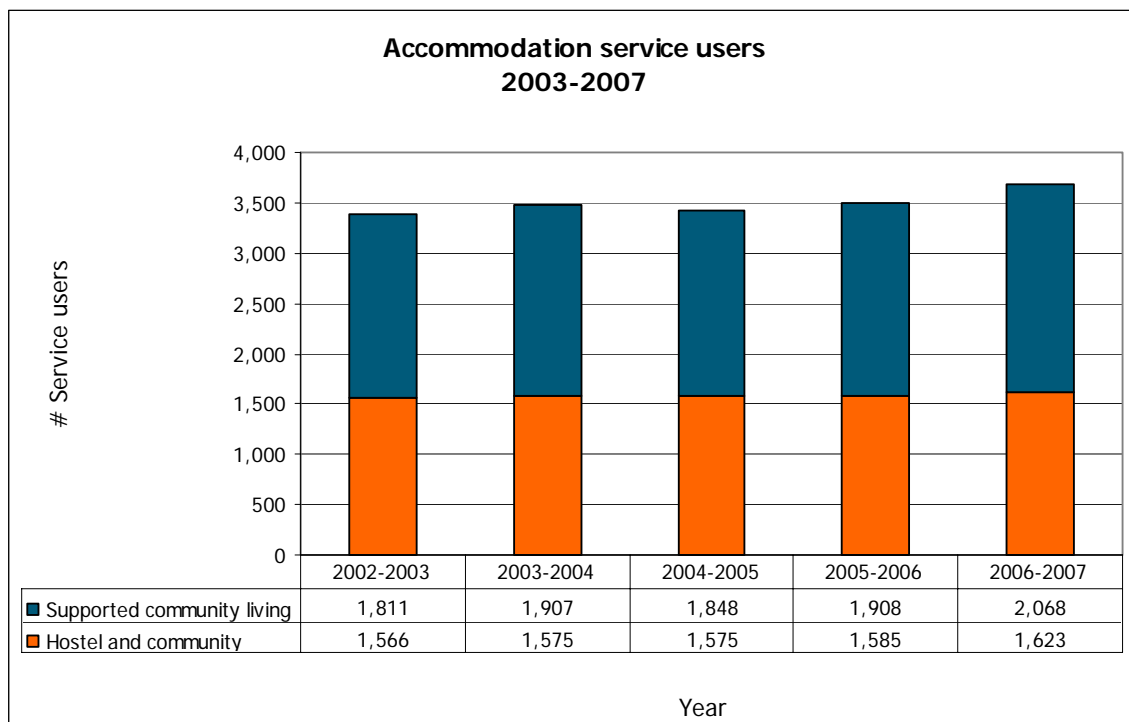
The pie charts below further illustrate the trend away from hostel accommodation towards more community-based accommodation over the past five years.



The following graph shows the five-year trend in residential accommodation and supported community living. Service users may move between various types of

## 2.3 Service Reports—Accommodation Support

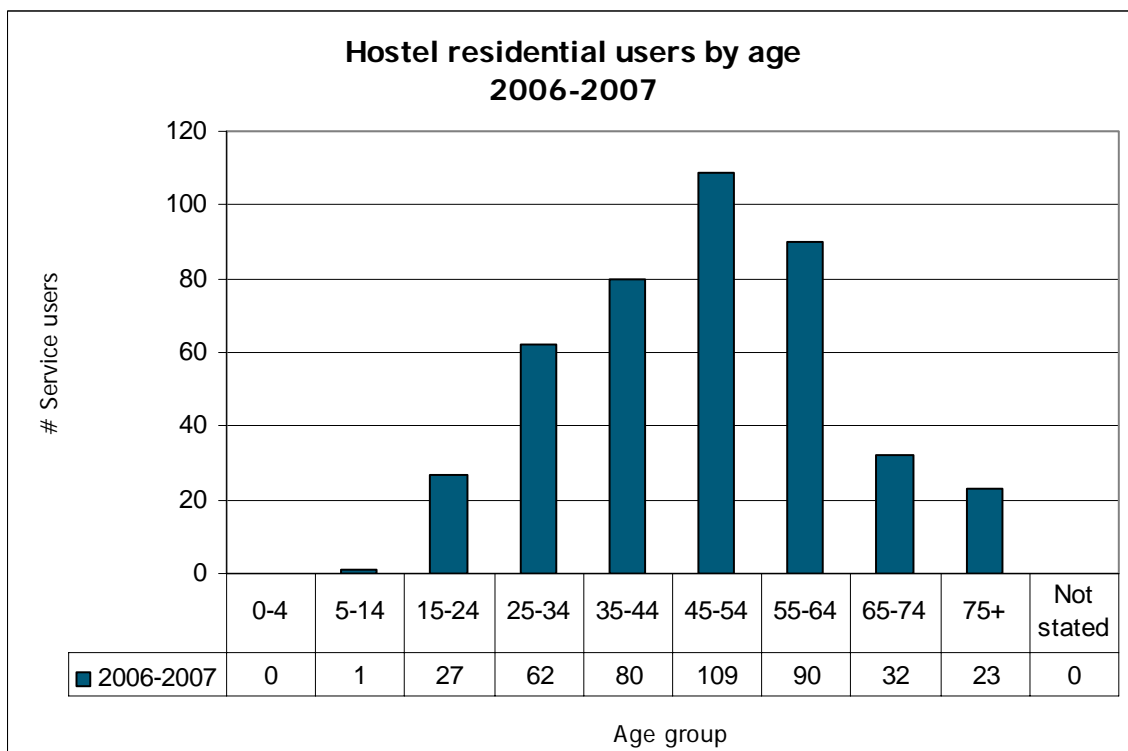
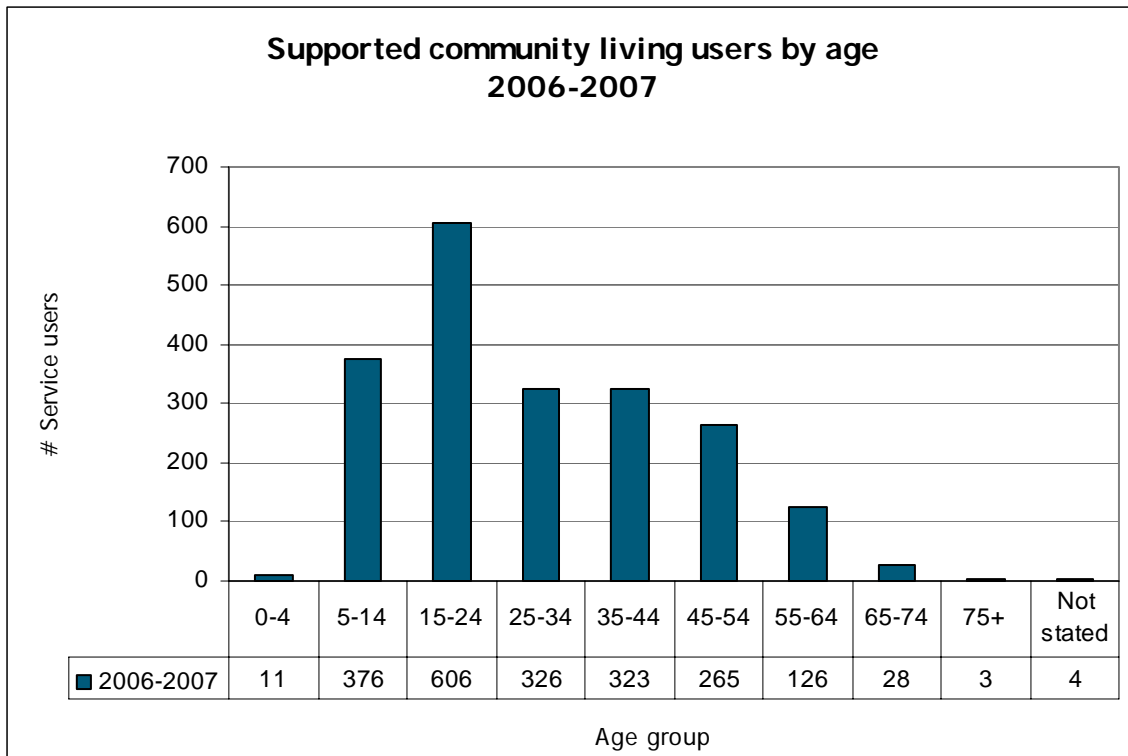
accommodation support in a given year and, therefore, the subtotals, when added, will total more than the Service 1 total.



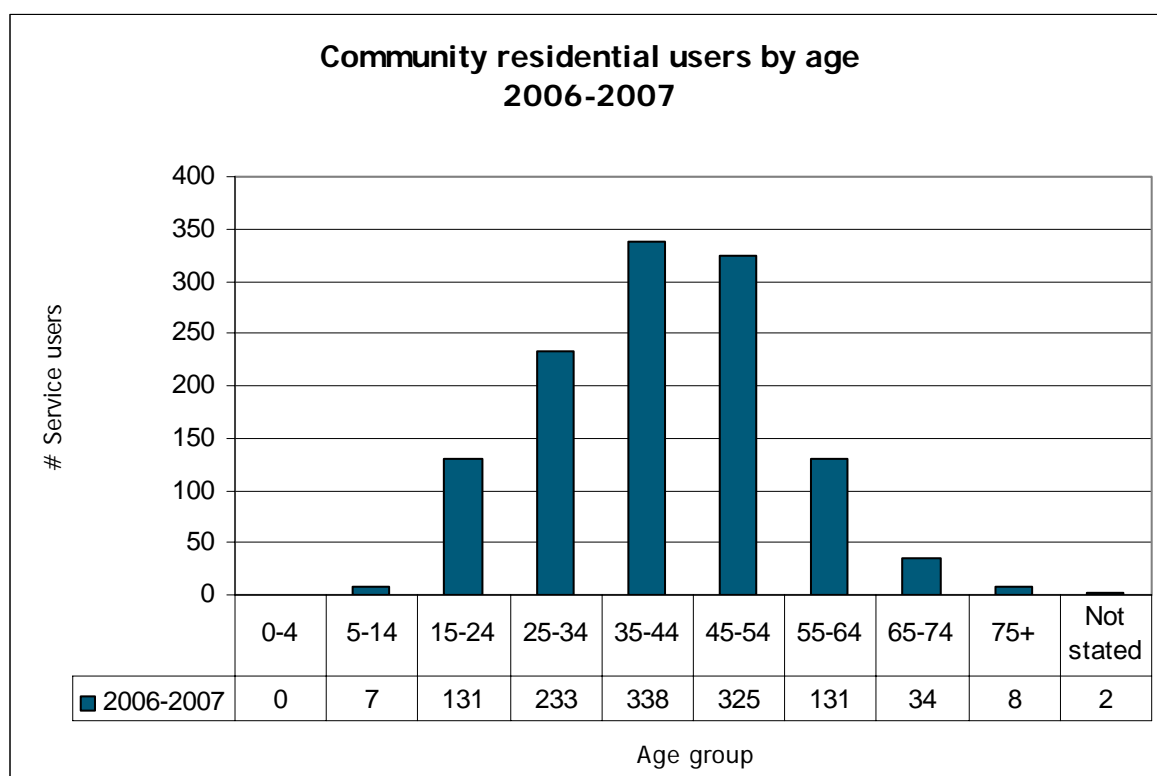
The following three graphs show the number of service users by age group who accessed the Accommodation Services of supported community living, hostel residential and community residential in 2006–2007. Young people aged 15 to 24 years (29 per cent) were the largest group of service users to access supported community living. In contrast, older service users (45 to 54 years and 35 to 44 years) were more likely to access hostel residential (26 per cent) and community residential (28 per cent) services, respectively.



## 2.3 Service Reports—Accommodation Support

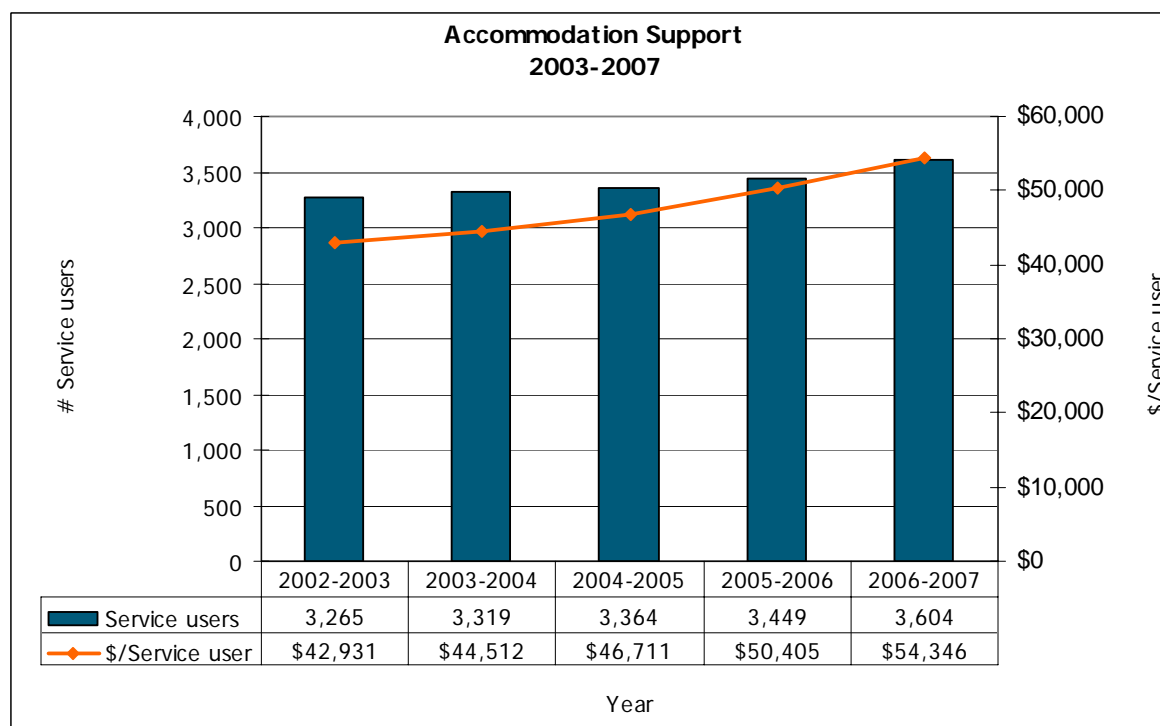


## 2.3 Service Reports—Accommodation Support



### PERFORMANCE INDICATORS: ACCOMMODATION SUPPORT

The graph below shows the number of people and average cost per person from 2002–2003 to 2006–2007. The number of [Accommodation Support](#) service users and the average cost per service user has gradually increased.



## 2.3 Service Reports—Accommodation Support

The table below presents the performance indicators for [Accommodation Support](#) for the past five years.

ACTUAL RESULTS <sup>7</sup>							TARGETS	VARIATION	
Performance Indicator	Description	2002-03	2003-04	2004-05	2005-06	2006-07	2006-07	Prev. Year	Target
Service 1 – Accommodation Support									
Quantity	# service users	3,265	3,319	3,364	3,449	3,604	3,593	4%	0.3%
Quality	% clients satisfied	not measured	84%*	not measured	88%	not measured	n/a	n/a	n/a
Efficiency	\$/service user	\$42,931	\$44,512	\$46,711	\$50,405	\$54,346	\$51,765	8%	5%
Total Cost	(\$'000)	\$140,169	\$147,734	\$157,136	\$173,848	\$195,864	\$185,992	13%	5%

\* The 2003–2004 client satisfaction measure has been recalculated taking into account the change in supported community living from Service 2 to Service 1.

### Quantity

The number of [Accommodation Support](#) service users in 2006–2007 was 3,604. This is 155 (four per cent) more than the previous year and 11 (0.3 per cent) above the 2006–2007 target.

### Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey was completed in 2005–2006 and the next survey will be conducted in 2007–2008.

### Efficiency (Cost)

The average cost per service user for 2006–2007 was \$54,346, which is eight per cent higher than the previous year and five per cent higher than the 2006–2007 target. The increased average cost per service user reflects one-off initiatives, wage movements and indexation.

### Summary of Accommodation Blueprint Outcomes

In 2003, the [Accommodation Blueprint](#) Steering Committee completed its final report which outlined a blueprint for accommodation support over the five years to 2007–2008. The report identified targets for growth in accommodation support, including growth funding and vacancies, for each year over this period. The following table outlines outcomes achieved to date.

<sup>7</sup> The Quantity, Efficiency (average cost) and Total Cost have been recalculated for 2002–2003 taking into account the change in supported community living from Service 2 to Service 1.

## 2.3 Service Reports—Accommodation Support

Support Strategy	2003-04	2004-05	2005-06	2006-07	2007-08 (estimates)
ASF funded	85	107	116	106	117
Vacancies	18	19	26	32	20
Total supported	103	126	142	138	137
Less already receiving ASF	19	11	11	13	13
Adjusted Total	84	115	131	125	124
Blueprint target	103	106	109	113	117
Net result against target	-19	+9	+22	+12	+7

### MAJOR ACHIEVEMENTS 2006–2007

- ✓ Commenced redevelopment of the Supported Accommodation Services to assist people with disabilities requiring significant support arrangements.
- ✓ Significant progress has been made in the redevelopment of Commission accommodation facilities, including completion of two of the three off-site dwellings for residents of Bennett Brook; finalisation of plans for the third off-site dwelling for residents at Bennett Brook; and for three dwellings being built to accommodate residents of Dorset Hostel.
- ✓ The Quality Assurance Reference Group has significantly progressed the review of the Periodic Service Review standards across the [Accommodation Services Directorate](#).
- ✓ The first stage of a five-year plan focussing on re-connecting residents of the Commission's Accommodation Services Directorate with their local communities was launched. The Lost Generation project has included intensive liaison with local government authorities, and it is anticipated that over 100 individuals will be actively supported to reconnect with their local community over the next 12 months.
- ✓ The *Building Our Workforce* project developed and undertook a media campaign utilising local community newspapers and radio advertisements to promote working in the disability sector. Concurrently, a DVD was finalised providing vignettes that describe the various roles people can *play* in supporting people with disabilities. A website [www.disabilitywork.com.au](http://www.disabilitywork.com.au) and information booklet on a career in disability is also available for prospective employees to research what the work is about and to apply directly for positions available.
- ✓ A mid-term evaluation was undertaken of the CATCH pilot program, an interagency program involving the Department for Community Development, Department of Health, Department of Education and Training, and the Commission, which aims to support children who require medical technology to maintain respiratory function to move out of institutional care and live in the community with their families.
- ✓ The Challenging Behaviours Consortium Group was expanded to include additional accommodation providers.
- ✓ Provided 106 people with new or expanded accommodation support from growth funding, and 32 available vacancies were filled.

## 2.3 Service Reports—Accommodation Support

- ✓ The development of an alternative instrument for resource allocation for individuals seeking [Accommodation Support](#) Funding has continued and is due for completion in 2007–2008.
- ✓ Continued the implementation of the [Disability Industry Plan](#), including the allocation of a grants program for industry development.
- ✓ Completed negotiations with the Commonwealth Government for a bilateral agreement for implementation of the Helping Younger People with Disabilities in Residential Aged Care Program (YPIRAC) over five years. Progress to date under YPIRAC includes the provision of support to nine people with disabilities at risk of inappropriate admission into residential aged care; and the identification of a total of 58 people under the age of 50 years currently located in 23 residential aged care facilities. A letter addressed to each individual, an information sheet about the project and a registration of interest form has been sent to these people. Initial meetings have been held with the majority of the people in residential aged care.
- ✓ Continued to liaise with the Department of Housing and Works to develop a transition accommodation service and a flexible challenging behaviours facility for people who have been allocated resources under the [Combined Application Process](#) but who do not have an appropriate service option available or whose option has become unavailable. Land has been identified for the challenging behaviour facility and one transition facility. Currently the Department of Housing and Works is engaging an architect for the design work.

### PLANNED ACHIEVEMENTS 2007–2008

- ✓ Continue the redevelopment of Commission accommodation facilities, including Dorset and Bennett Brook, to achieve accessible housing options for older people with intellectual disability.
- ✓ Complete the redevelopment of Supported Accommodation Services.
- ✓ Evaluate the outcomes of the *Building Our Workforce* project.
- ✓ Implement the second stage of the five-year plan to reconnect residents of the Accommodation Services Directorate with local communities through intensive liaison with relevant local government authorities and whole of community.
- ✓ Evaluate the CATCH Pilot Program to study the impact of the program on children and their families, in the form of case studies.
- ✓ Develop a plan to support the development of a broader range of community-based support options.
- ✓ Complete the review of the funding instrument for resource allocation for individuals seeking accommodation support funding.
- ✓ Continue the implementation of the Young People in Residential Age Care project 2006–2010.
- ✓ Provide 117 people with new or expanded accommodation support from growth funding, and offer vacancies over and above these places to people as vacancies arise.
- ✓ Develop a strong partnership with the newly formed Department for Child Protection to address cross-departmental issues relating to children registered

## 2.3 Service Reports—Accommodation Support

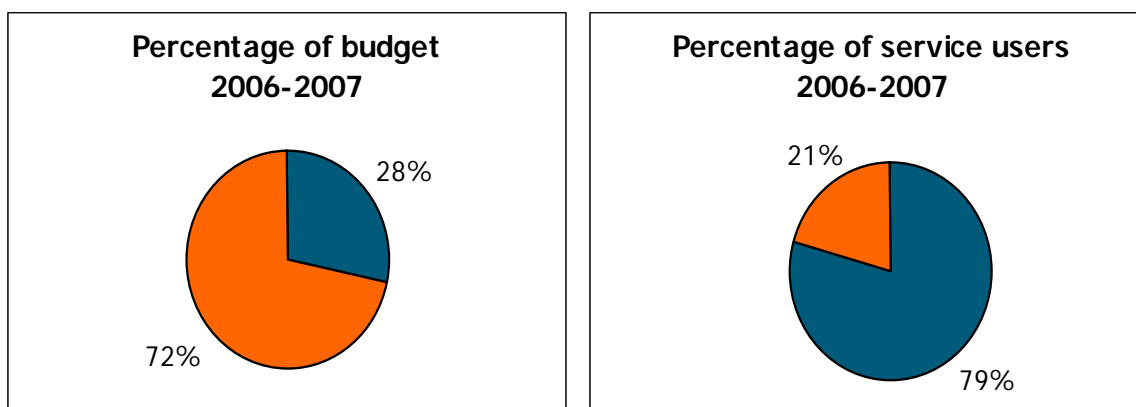
with both organisations in transition and who are in need of accommodation options.

- ✓ Develop a new home-based service for people with rapidly progressive degenerative conditions.
- ✓ Develop regional Family Support Associations to enable them to have sufficient infrastructure and service capacity to provide a contemporary model of comprehensive family support/respite services, based on individual planning and responsiveness.

## 2.3 Service Reports—Individual and Family Support

### 2.3.2 Service 2—Individual and Family Support

The [Individual and Family Support](#) Service accounts for 28 per cent (\$94.6 million) of the Commission's budget and provides services to 79 per cent (16,421) of all service users.



In 2006–2007, just over two-thirds (\$64.5 million) of the budget for [Individual and Family Support](#) was provided to 85 external funded service providers to provide a range of [Individual and Family Support](#) services. In addition, services were provided by the Commission's [Metropolitan Services Coordination](#) and [Country Services Coordination](#) Directorates. Increasingly, growth in funding in this area is targeted towards the provision of more effective levels of support for individuals.

[Individual and Family Support](#) 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).

From 2004–2005 onwards, data on service users accessing the [Community Aids and Equipment Program](#) (CAEP) have been included in the Annual Report. This has been made possible as a result of the development of the eCAEP database. In addition, from 2004–2005 onwards there has been a change in the reporting requirements of WA Disabled Sports Association. As a result of these changes, total service user data for Service 2 from 2004–2005 onwards are not comparable with previous years.

#### 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.

## 2.3 Service Reports—Individual and Family Support

- ✓ Ensuring that people with disabilities who have left school but are not able to participate in the workforce are assisted to develop links with their community and develop independence and skills to participate in activities of their choice.
- ✓ 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

- ✓ 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.
- ✓ 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.
- ✓ 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.
- ✓ Aboriginal people with disabilities, especially those living in regional 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 Aboriginal communities.
- ✓ Demand for all specialist disability services continues to grow. Factors influencing demand include population ageing; growing life expectancy of people with disabilities; increased survival rates of people with severe and profound disabilities; changes in patterns of informal care; changing community expectations; and sustained increases in the number of people with disabilities.
- ✓ The Commission faces the continuing challenge of balancing its response to those in most critical need, while maintaining the capacity for early intervention and support strategies that prevent or delay the need for crisis intervention and enable people with disabilities to live more independent and fulfilling lives.
- ✓ Almost 87 per cent of Western Australians with disabilities who require assistance receive support through family and friends. The provision of support services for families and carers to help them maintain their caring role is critical in promoting individual and family wellbeing, reducing the need for crisis support and avoiding premature or inappropriate entry into high cost residential care.



## 2.3 Service Reports—Individual and Family Support

- ✓ Despite advocacy to improve employment opportunities for people with disabilities, there is still evidence that school leavers and other young adults with high support needs are missing out on opportunities to secure and maintain employment. The Commonwealth Government's supported employment reforms are impacting on the demand for State services such as alternatives to employment, accommodation and respite.

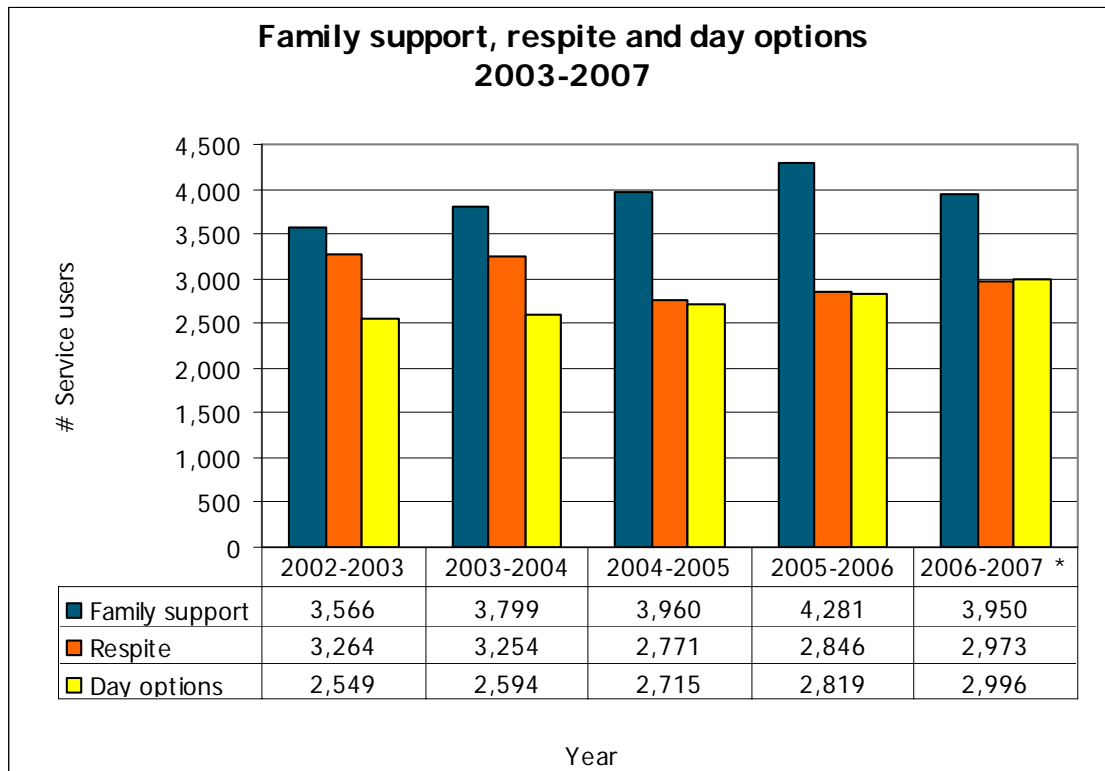
### During 2006–2007

- ✓ A total of 16,421 service users were supported through [Individual and Family Support](#) services.
- ✓ 3,950 service users received family support (which includes a range of community supports such as counselling, behavioural intervention and case management).
- ✓ 2,973 service users received respite.
- ✓ 2,996 service users received a day option (which includes [Post School Options](#), community access and learning and life skills development).
- ✓ 6,446 service users received a therapy service, including 4,150 children who received school age therapy.
- ✓ The average cost per service user supported with [Individual and Family Support](#) services was \$5,764.
- ✓ The Commission expended \$94.6 million or 28 per cent of its budget on the [Individual and Family Support](#) Service.

### Over the past five years

- ✓ The number of service users accessing family support services increased by 11 per cent, from 3,566 to 3,950.
- ✓ The number of service users accessing respite decreased by nine per cent, from 3,264 to 2,973.
- ✓ The number of service users accessing day options increased by 18 per cent, from 2,549 to 2,996.
- ✓ The number of service users receiving a therapy service increased by two per cent, from 6,316 to 6,446.

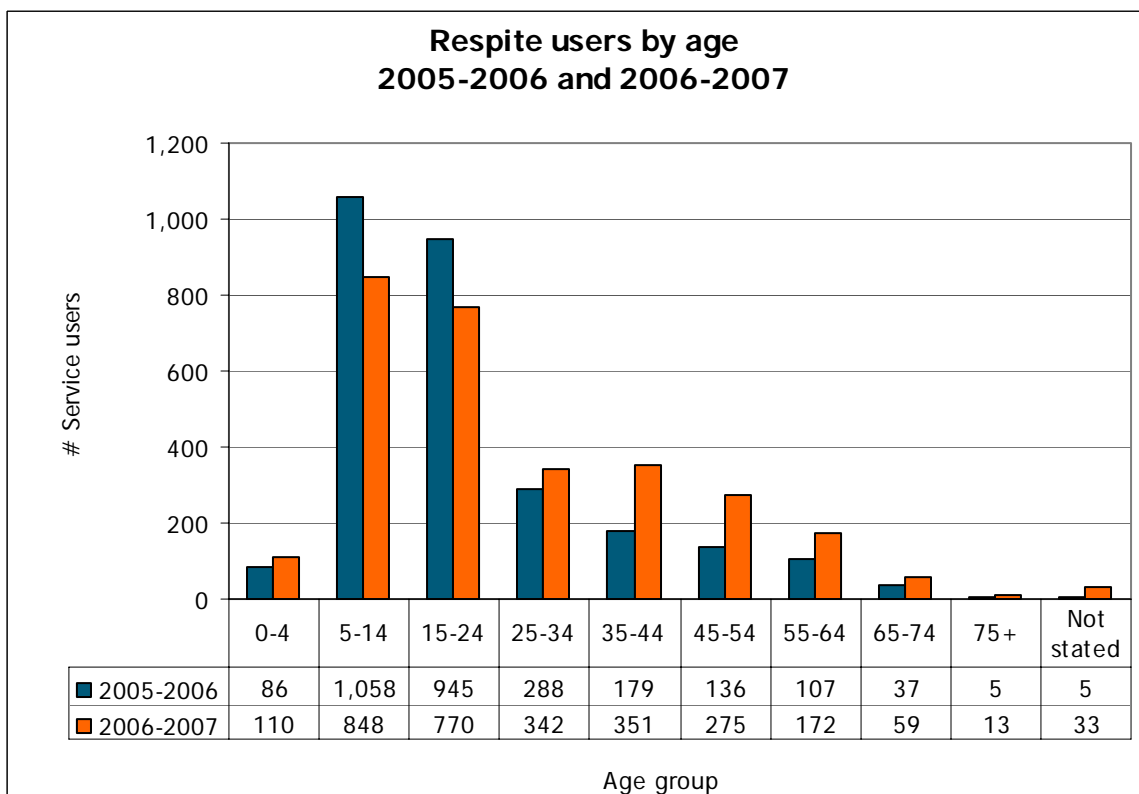
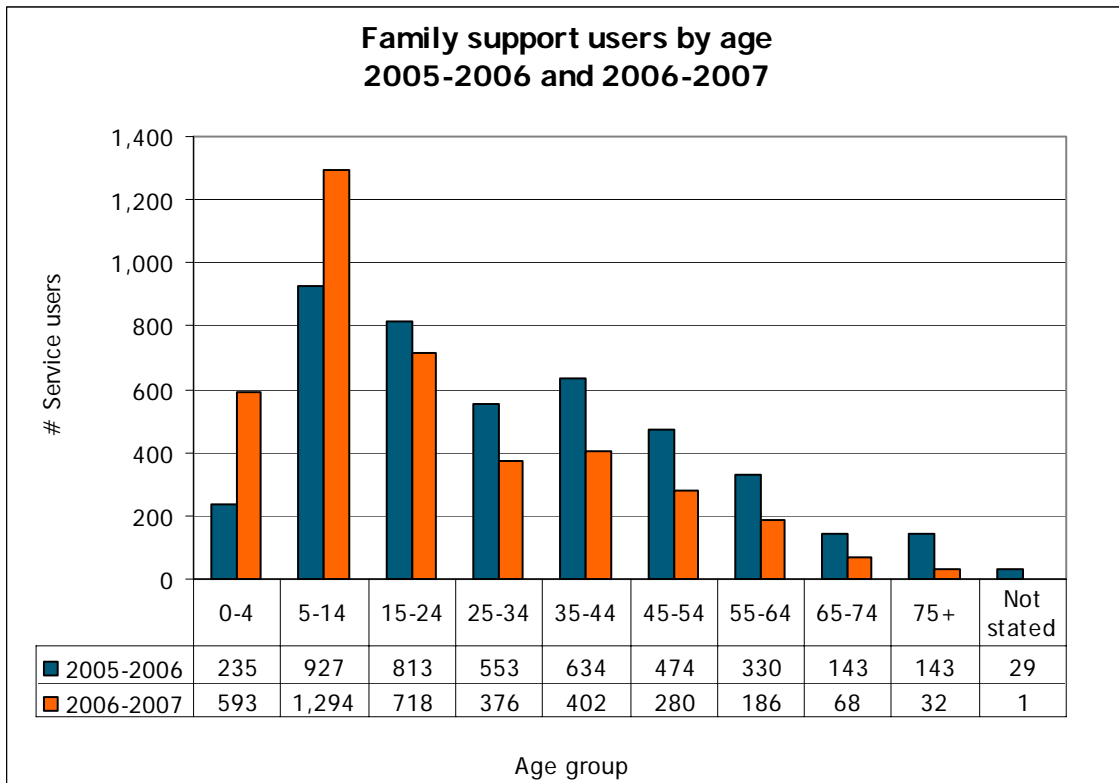
## 2.3 Service Reports—Individual and Family Support



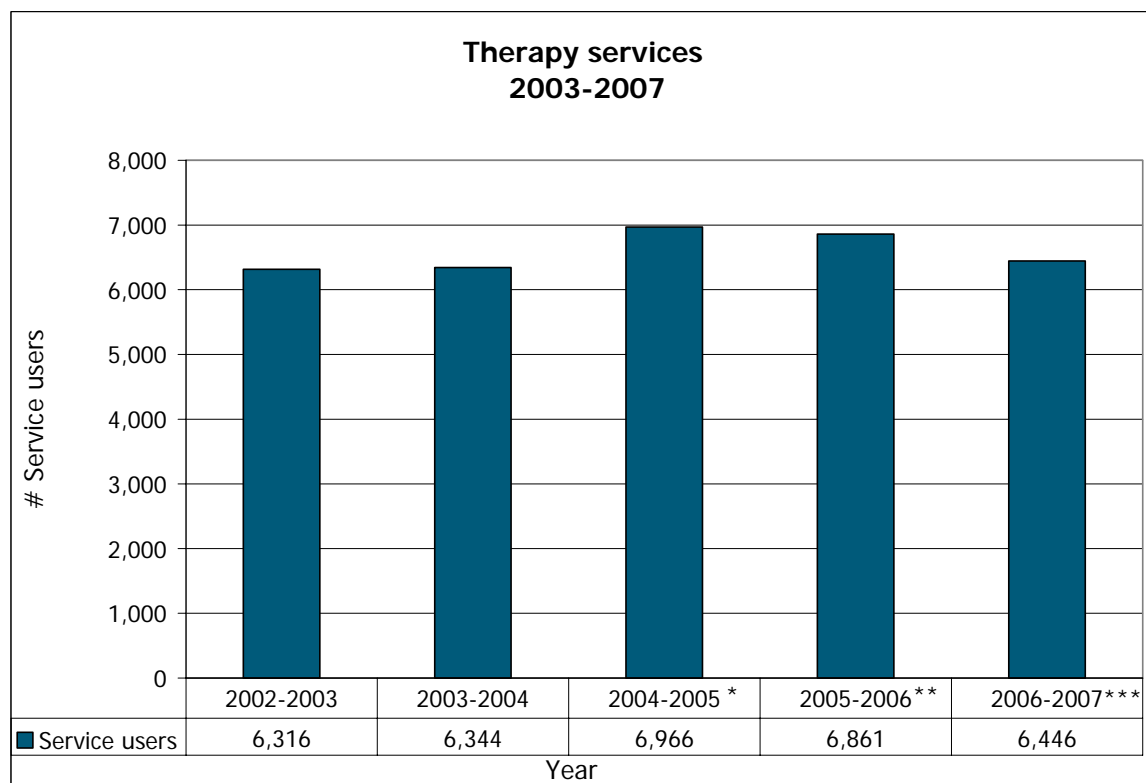
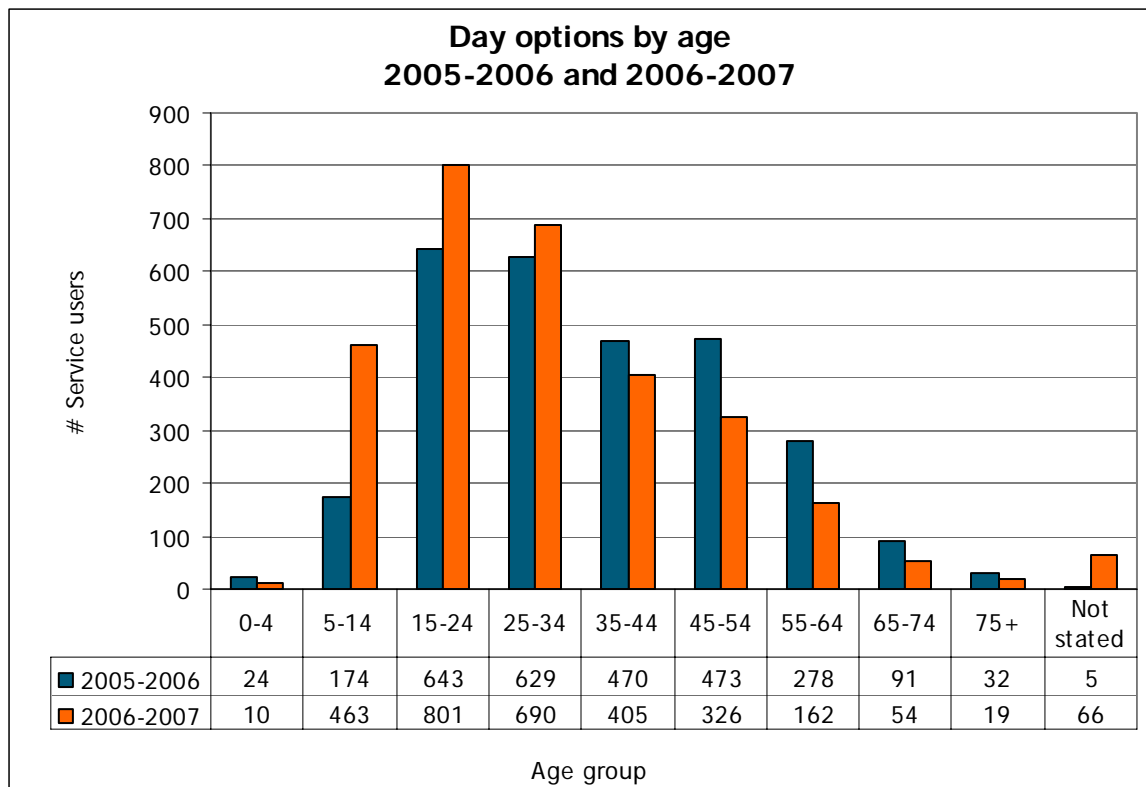
\* The 2006–2007 service user data reflect improvements in data collection and changes in the counting of service users by three agencies.

The following three graphs show a comparison of the number of service users by age group who accessed family support, respite and day options in 2005–2006 and 2006–2007. In 2006–2007, children aged five to 14 years were the largest group to access family support services (33 per cent) and respite (29 per cent), while young people aged 15 to 24 years (27 per cent) were the largest group to access day options.

## 2.3 Service Reports—Individual and Family Support



## 2.3 Service Reports—Individual and Family Support

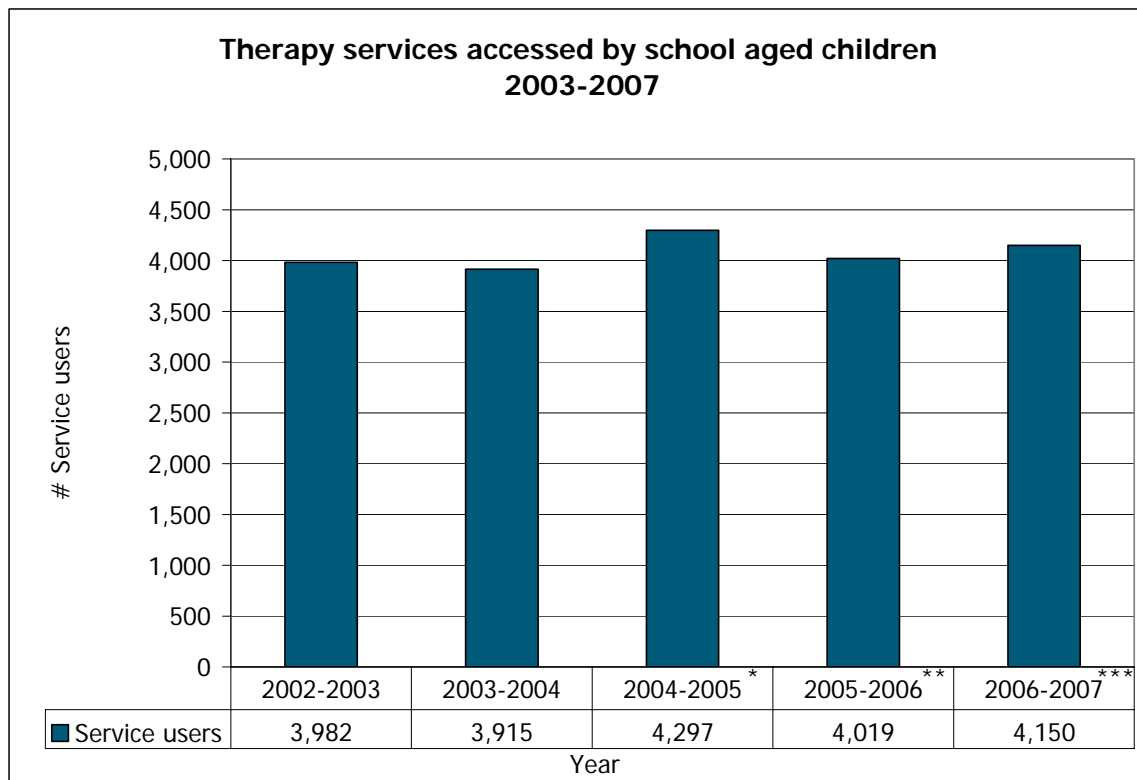


\* The 2004–2005 data onwards excludes those who received a Community Aids and Equipment Program only service.

\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

## 2.3 Service Reports—Individual and Family Support

\*\*\* The 2006–2007 service user data reflect improvements in data collection and changes in the counting of service users by two agencies, which translated to fewer service users being reported in 2006–2007.



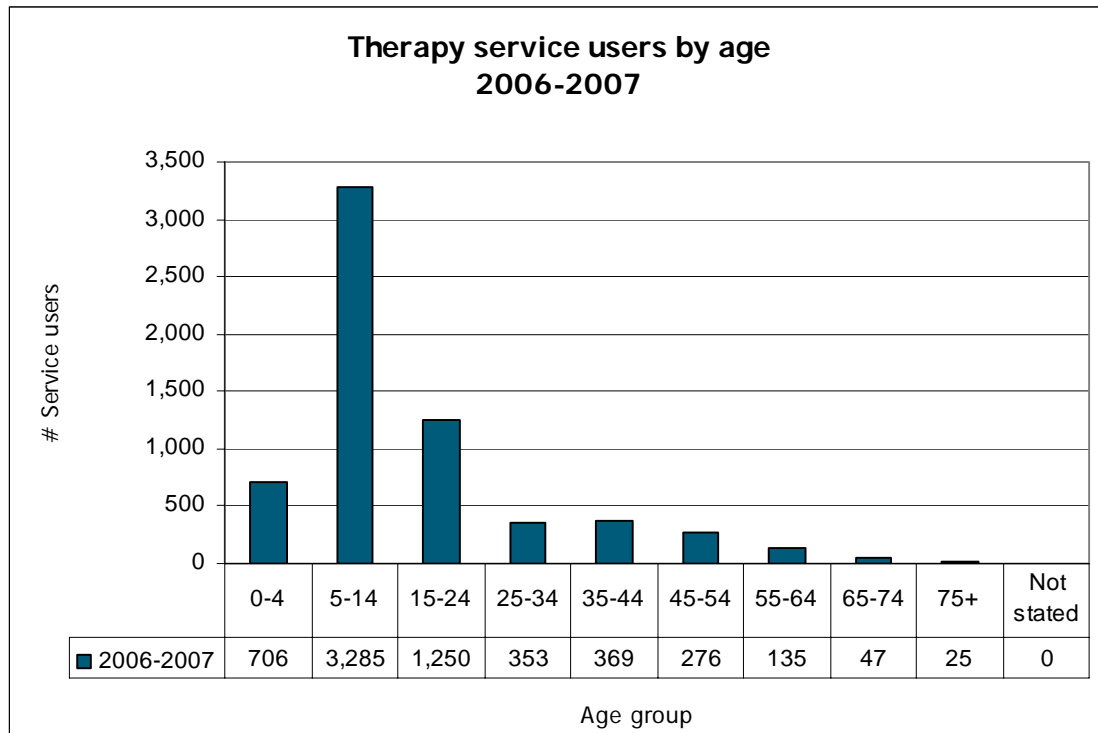
\* The 2004–2005 data onwards excludes those who received a Community Aids and Equipment Program only service.

\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

\*\*\* The 2006–2007 service user data reflect improvements in data collection and changes in the counting of service users by two agencies.

The following graph shows that children aged five to 14 years (51 per cent) were the largest group of users of therapy services in 2006–2007.

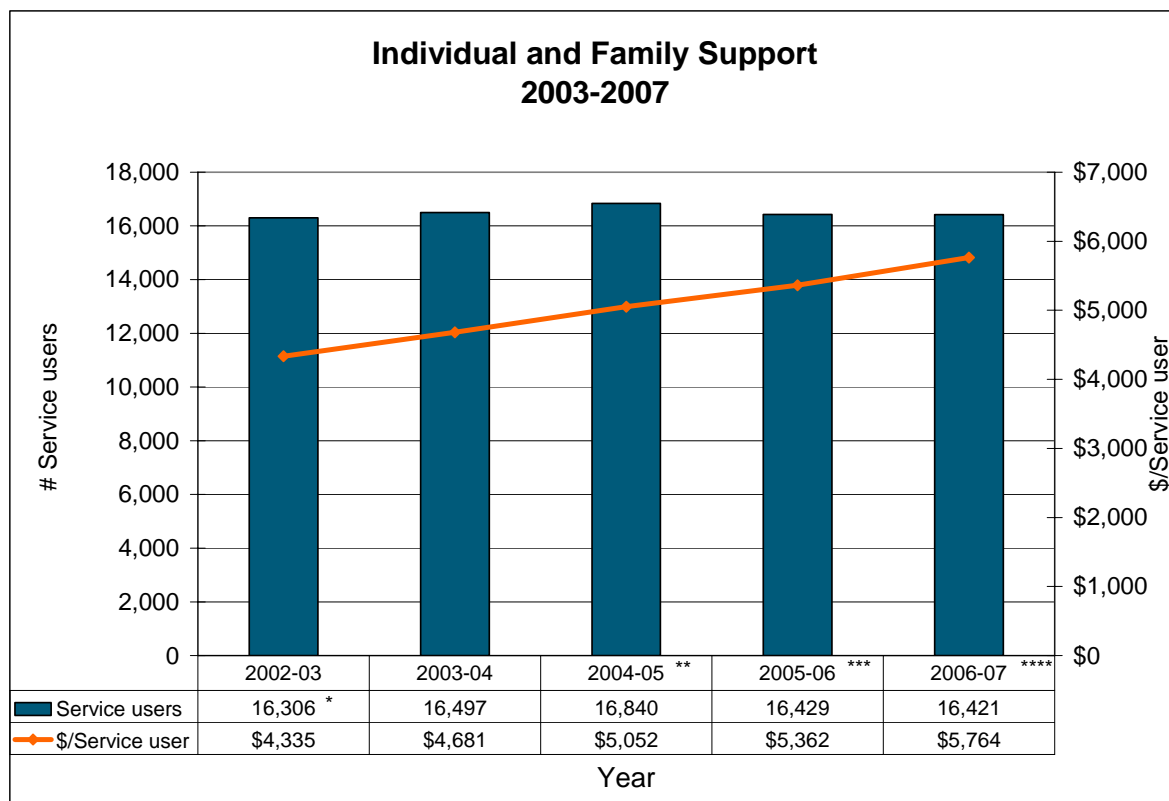
## 2.3 Service Reports—Individual and Family Support



### PERFORMANCE INDICATORS: INDIVIDUAL AND FAMILY SUPPORT

The following graph shows the number of [Individual and Family Support](#) users and cost per service user from 2002–2003 to 2006–2007. Under this service, which has numerous service areas (for example, respite, therapy, family support and day options), individuals are counted for each service type that they access. When calculating the total number of service users for this service, service users are counted once. That is, the same service user can access, for example, respite, therapy and a day option, but will only be counted once in the overall service total.

## 2.3 Service Reports—Individual and Family Support



- \* The 2004–2005 Budget Statements reported 16,717 service users as the actual performance in 2002–2003. This has been recalculated to exclude supported community living.
- \*\* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.
- \*\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.
- \*\*\*\* The 2006–2007 service user and cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies, which translated to fewer service users being reported in 2006–2007.

For comparison, data from 2002–2003 have been recalculated to take into account the transfer of supported community living from Service 2 to Service 1 from 2003–2004 onwards.

The following table presents the performance indicators for [Individual and Family Support](#) for the past five years.

## 2.3 Service Reports—Individual and Family Support

ACTUAL RESULTS <sup>8</sup>							TARGET	VARIATION	
Performance Indicator	Description	2002-03	2003-04	2004-05	2005-06	2006-07	2006-07	Prev. Year	Target
Service 2 – Individual and Family Support									
Quantity	# service users	16,306 *	16,497	16,840 ***	16,429 *****	16,421 *****	17,853	-0.1%	-8%
Quality	% clients satisfied	not measured	76% **	not measured	79%	not measured	n/a	n/a	n/a
Efficiency	\$/service user	\$4,335	\$4,681	\$5,052 ***	\$5,362 *****	\$5,764 *****	\$5,876	7%	-2%
Total Cost	(\$'000)	\$70,693	\$77,228	\$85,077	\$88,090	\$94,644	\$104,905	7%	-10%

- \* The 2004–2005 Budget Statements reported 16,717 service users as the actual performance in 2002–2003. This has been recalculated to exclude supported community living.
- \*\* The 2003–2004 client satisfaction measure has been recalculated taking into account the change in supported community living from Service 2 to Service 1.
- \*\*\* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.
- \*\*\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.
- \*\*\*\*\* The 2006–2007 service user and cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies, which translated to fewer service users being reported in 2006–2007.

### Quantity

The number of Individual Coordination service users in 2006–2007 was 16,421. This was eight (0.1 per cent) less than the previous year and 1,432 (eight per cent) below the 2006–2007 target. The reduction in the number of reported service users for Service 2 in 2006–2007 reflect improvements in data collection and changes in the counting of service users by three agencies.

### Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey was completed in 2005–2006 and the next survey will be conducted in 2007–2008.

### Efficiency (Cost)

The cost per service user for 2006–2007 was \$5,764, which is seven per cent higher than the previous year and two per cent lower than the 2006–2007 target.

<sup>8</sup> The Quantity, Efficiency (average cost) and Total Cost have all been recalculated for 2002–2003 taking into account the change in supported community living from Service 2 to Service 1.



## 2.3 Service Reports—Individual and Family Support

### MAJOR ACHIEVEMENTS 2006–2007

- ✓ Based on identified needs, videoconferencing workshops have been developed and implemented statewide by the [Early Years and Consultancy](#) team and [Country Resource and Consultancy team](#).
- ✓ Developed the [Early Years and Consultancy](#) team to provide a more coherent Country Autism and Psychology Strategy.
- ✓ Memorandum of Agreement developed with South West Area Health to complete the implementation of a consistent, statewide model of therapy services for people with disabilities living in regional areas.
- ✓ In line with the Commission's Care and Protection Policy, [Country Services Coordination](#)'s *Partnerships in Protection* processes and procedures have been reviewed and improved, and a training framework to reflect the new processes has been developed.
- ✓ The Commission's [Country Services Coordination](#) Directorate has developed partnerships with local government, non-government organisations and government departments, at both regional and central levels, to ensure a collaborative and inclusive approach to supporting people with disabilities.
- ✓ Partnerships have been established to develop and implement responsive, local and appropriate services to people with disabilities living in remote parts of Western Australia and the Indian Ocean Territories.
- ✓ Metropolitan Early Childhood Service teams were developed to increase the effectiveness and focus on services for children by enhancing multidisciplinary approaches.
- ✓ Growth funding increased the capacity of Metropolitan Services Coordination Individual and Family Support early childhood and adult services.
- ✓ Established a new Positive Behaviour Team to support people with challenging behaviours.
- ✓ A two-year plan to increase the provision of culturally appropriate services and support under the Commission's [Individual and Family Support](#) Service was developed, which included the employment of Aboriginal people and the development of local community connections.
- ✓ The *Open Your Mind. Count Us In* conference that focused on raising people's awareness of people with disabilities' contribution to and enjoyment of sport, healthy lifestyles and the need to create accessible sporting venues was held on 1 December 2006. A total of 120 delegates from local government, interstate government departments and disability specific groups attended the joint Department of Sport and Recreation and Commission initiative.
- ✓ A joint [Continence Management and Support Scheme](#) with the Department of Health was implemented in February 2007.
- ✓ Tenders were awarded and funding allocated to expand the provision of more flexible service-based respite.
- ✓ Growth funding was allocated to increase the provision of early childhood intervention services.
- ✓ A Shared Management Model was implemented across the State, enabling individuals and their families a level of involvement in the management of their service that is appropriate to their particular circumstances.

## 2.3 Service Reports—Individual and Family Support

- ✓ The review of the [Alternatives to Employment](#) Program was finalised and its implementation commenced.
- ✓ Implemented the recommendations arising from the evaluation of the Learning for Work pilot program.

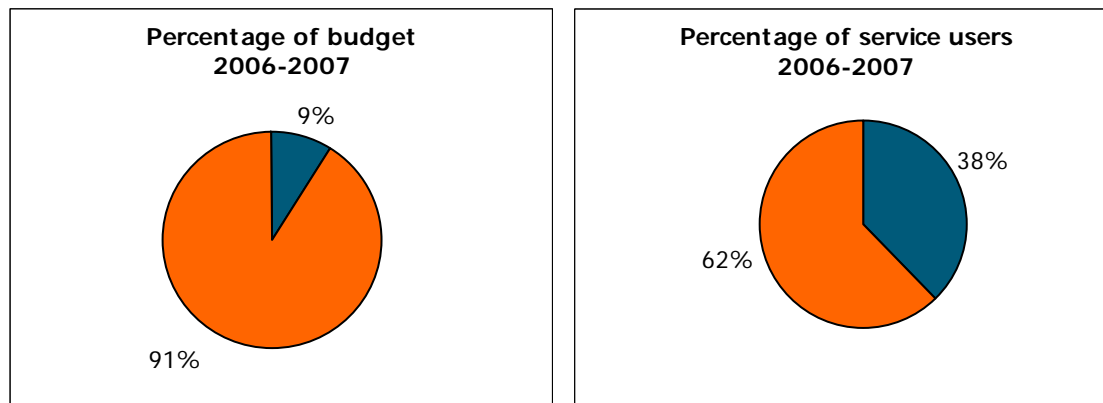
### PLANNED ACHIEVEMENTS 2007–2008

- ✓ Implement a new streamlined process for Autism assessments in regional areas.
- ✓ Develop and implement an enhanced [Early Years and Consultancy](#) Service Psychology Strategy in regional areas.
- ✓ Develop new strategies for providing specialist consultancy services (therapy, psychology and early intervention) in designated regional areas, in response to the impact of the resources boom.
- ✓ Implement a new Memorandum of Understanding between the Commission and the Department of Health's WA Country Health Service to increase the level of collaboration between the two departments in regional areas.
- ✓ Implement Stage 2 of the Remote Area Strategy to ensure ongoing responsive, locally-based services for Indigenous people living in remote areas of Western Australia.
- ✓ Implement the new positive behaviour team for individuals living in the community.
- ✓ Develop an adult service focussing on people living independently in the community.
- ✓ Redevelop the Partnerships in Protection process to increase supports to vulnerable people.
- ✓ Consider and develop the Commission's family support strategies and policy based on the findings of the [Intensive Family Support](#) Funding review and [Sector Health Check](#) recommendations.
- ✓ Review the first year of operation of the subsidy component of the [Continence Management and Support Scheme](#) to inform the next implementation phase.
- ✓ Continue to progress implementation of the outcomes-based approach to [Alternatives to Employment](#) services.
- ✓ Complete the redevelopment of [Disability Professional Support](#) Services in Early Childhood Intervention and regional school-based services.
- ✓ Implement a service access register across early childhood and school-age intervention in line with the new purchasing framework and development of a needs-based funding tool.
- ✓ Investigate the parameters and conduct an audit of the [Community Aids and Equipment Program](#).
- ✓ Undertake promotional activities to ensure community understanding of the [Community Aids and Equipment Program](#).
- ✓ Implement the recommendations of the review of Disability First Stop.

## 2.3 Service Reports—Individual Coordination

### 2.3.3 Service 3—Individual Coordination

The Individual Coordination Service accounts for nine per cent (\$30.2 million) of the Commission's budget and 38 per cent (7,836) of service users.



Individual Coordination relates to the provision of a range of supports and strategies through [local area coordinators](#) (LACs) who develop resources and support networks in local communities; provide information and link service users with local resources and support networks; and also provide individualised funding to enable service users with disabilities and their families to choose and purchase their own supports and services directly.

[Local Area Coordination](#) is provided through the Commission's [Metropolitan Services Coordination](#) and [Country Services Coordination](#) directorates.

#### 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 directly.

#### 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.
- ✓ LAC is considered to be a cost-effective option for achieving community-based support for people with disabilities and their family carers. The scheme is highly valued by people with disabilities and their families and serves to strengthen local support and friendship networks.

## 2.3 Service Reports—Individual Coordination

- ✓ The Commission seeks through LAC to encourage and promote family leadership 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, including ageing parents and younger families as they face key life transition points.
- ✓ 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 Aboriginal 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 2006–2007

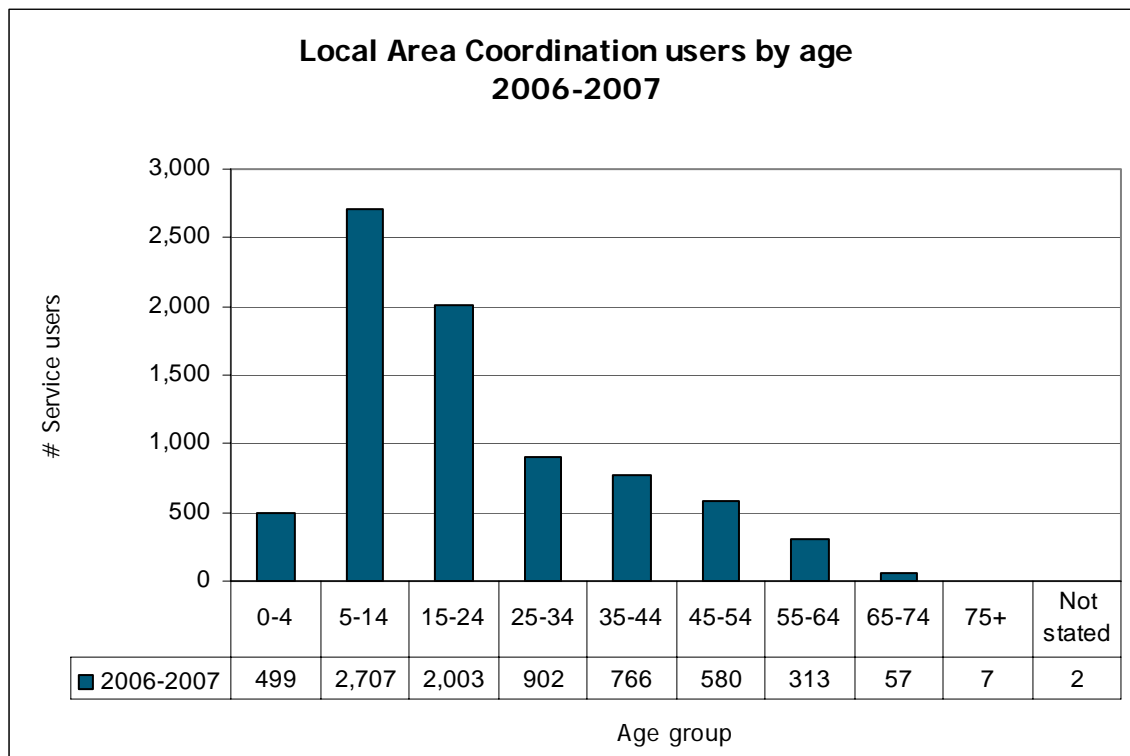
- ✓ 7,836 service users were supported in the community through LAC Coordination.
- ✓ The average operational cost per service user supported by LAC Coordination was \$2,542.
- ✓ 1,521 service users received LAC Direct Consumer Funding.
- ✓ The Commission expended \$30.2 million or nine per cent of its budget on Individual Coordination Service. The Individual Coordination Service was accessed by 38 per cent of service users.
- ✓ A total of \$10.3 million (three per cent of the Commission's budget) was paid as LAC Direct Consumer Funding. This represented an average cost of \$6,772 per service user.

### Over the past five years

- ✓ The number of LAC Coordination service users increased by 18 per cent from 6,617 to 7,836 while the number of service users receiving LAC Direct Consumer Funding increased by six per cent, from 1,437 to 1,521.

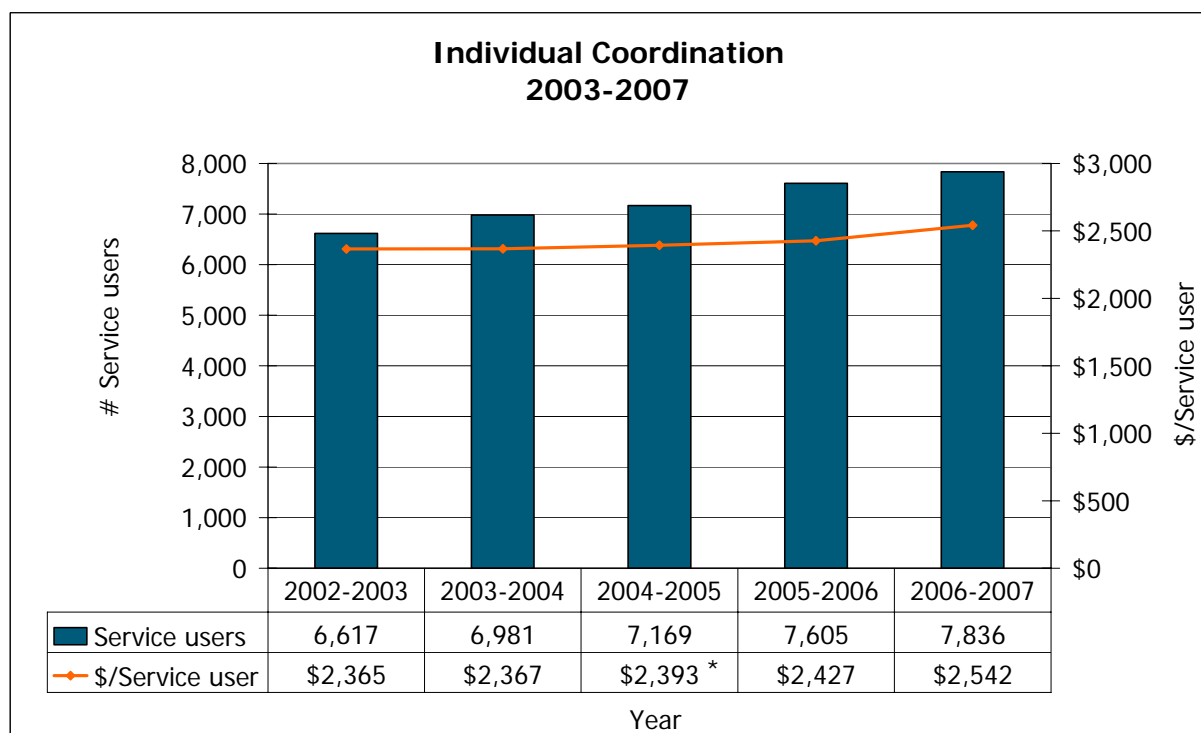
The following graph shows that children aged five to 14 years (35 per cent) were the largest group of users of [Local Area Coordination](#) in 2006–2007.

## 2.3 Service Reports—Individual Coordination



### PERFORMANCE INDICATORS: INDIVIDUAL COORDINATION

The graph below shows the number of service users and cost per service user for Individual Coordination from 2002–2003 to 2006–2007.



\* The average cost per service user for 2004–2005 has been recalculated retrospectively to adjust for miscoding of data.

## 2.3 Service Reports—Individual Coordination

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

ACTUAL RESULTS							TARGET	VARIATION	
Performance Indicator	Description	2002-03	2003-04	2004-05	2005-06	2006-07	2006-07	Prev. Year	Target
<b>Service 3: Quantity (Local Area Coordination)</b>									
<u>Quantity</u>									
LAC	# service users	6,617	6,981	7,169	7,605	7,836	7,668	3%	2%
Coordination									
LAC Direct	# service users	1,437	1,465	1,547	1,521	1,521	1,537	0%	-1%
Consumer Funding				**					
Quality	% clients satisfied	not measured	78% *	not measured	65%	not measured	n/a	n/a	n/a
<u>Efficiency</u>									
LAC	\$/service user	\$2,365	\$2,367	\$2,393	\$2,427	\$2,542	\$2,510	5%	1%
Coordination				**					
LAC Direct	\$/service user	\$7,253	\$7,853	\$7,673	\$7,360	\$6,772	\$8,119	-8%	-17%
Consumer Funding				**				***	***
Total Cost	(\$'000)	\$26,070	\$28,032	\$29,027	\$29,655	\$30,219	\$31,726	2%	-5%

\* The 2003–2004 client satisfaction measure has been amended to indicate satisfaction by respondents of all ages.

\*\* The average cost per service user for 2004–2005 for LAC Coordination and for LAC Direct Consumer Funding and the number of service users accessing LAC Direct Consumer Funding in 2004–2005 have been recalculated retrospectively to adjust for miscoding of data.

\*\*\* The variation from the previous year and the target for the LAC Direct Consumer Funding is attributable to the implementation of recommendations from the 2003 LAC Review to reduce the amount of tied funding in LAC by transferring complex, high cost options to the non-government sector and not accepting self managed program funding via the [Combined Application Process](#) from 1 July 2006.

### Quantity

The number of LAC Coordination service users in 2006–2007 was 7,836. This is 231 (three per cent) more than the previous year and 168 (two per cent) above the 2006–2007 target. The number of service users receiving individualised funding (LAC Direct Consumer Funding) remained the same as in the previous year and is 16 (one per cent) below the 2006–2007 target.

### Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey was completed in 2005–2006 and the next survey will be conducted in 2007–2008.

### Efficiency

In 2002–2003 the costs associated with this Service were split into two sub-services—the cost of providing LAC Coordination and the cost of LAC Direct Consumer Funding.

## 2.3 Service Reports—Individual Coordination

The average cost per service user for LAC Coordination in 2006–2007 was \$2,542, which is five per cent higher than the previous year and one per cent above the 2006–2007 target.

The average cost per service user for LAC Direct Consumer Funding in 2006–2007 was \$6,772, which is eight per cent lower than the previous year and 17 per cent lower than the 2006–2007 target. The total budget allocated to LAC Direct Consumer Funding decreased from \$11.2 million in 2005–2006 to \$10.3 million in 2006–2007. The variation from the previous year and the 2006–2007 target for the average cost per service user of LAC Direct Consumer Funding is attributable to the implementation of recommendations from the 2003 LAC Review to reduce the amount of tied funding in LAC by transferring complex, high cost options to the non-government sector and not accepting self managed program funding via the [Combined Application Process](#) from 1 July 2006.

### MAJOR ACHIEVEMENTS 2006–2007

- ✓ A working group involving the Department of Education and Training and Commission representatives was established to develop and implement additional strategies to support young school leavers and other young adults with mild intellectual disabilities to transition towards independent living.
- ✓ An evaluation framework for the two-year Person-Centred Planning Project evaluation, which will be conducted in the South West region, has been developed for implementation in 2008.
- ✓ Increased LAC statewide to provide services to a further 231 people.
- ✓ Commenced implementation of the *Substantive Equality Five-Year Plan* Year 1 pilot project in LAC.
- ✓ Acquittal of the two-year *Indigenous Access Plan* resulted in increased partnerships with local Indigenous organisations and the effective implementation of local strategies to connect with Indigenous people with disabilities and their families. A new three-year plan has been developed.
- ✓ Participated on the Senior Officers Group across departments to develop an interagency response to meet the needs of people with complex needs.
- ✓ Person-centred planning workshops and training sessions have been conducted across the Commission's [Country Services Coordination](#) and [Metropolitan Services Coordination](#) Directorates, with an increasing number of LACs becoming trained facilitators. A number of families have engaged in the process.
- ✓ The LAC Health Check was conducted for the second time utilising a range of feedback from individuals and families. Positive levels of satisfaction were experienced regarding the performance of the program.
- ✓ Development of the *Shared Management Model, Non Self Managing Options* process and ongoing collaboration between the Commission's [Country Services Coordination](#) and [Service Purchasing and Development](#) Directorates to implement *Covering WA*, has resulted in an increased range of funding management options.

## 2.3 Service Reports—Individual Coordination

### PLANNED ACHIEVEMENTS 2007–2008

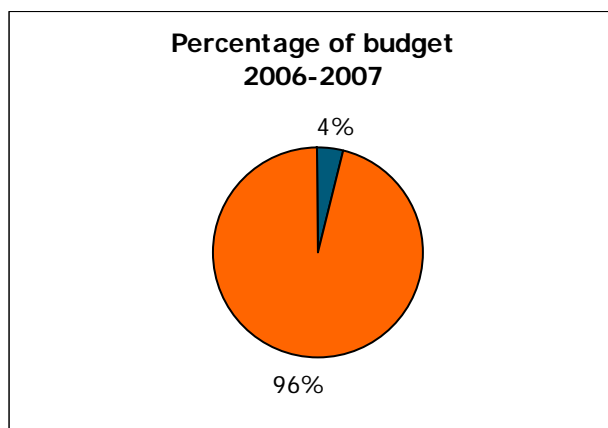
- ✓ In partnership with a community-based organisation, develop and implement a model for transitioning young people into sustainable independent living options.
- ✓ Evaluate the outcomes of the Remote Area Strategy Project.
- ✓ Develop strategies that support adults to live independently and participate in their communities.
- ✓ Increase opportunities for partnerships between local government which increase the level of access, contribution and citizenship for people with disabilities within their local communities.
- ✓ Develop and increase opportunities for individuals and families to access person-centred planning approaches.
- ✓ Implement additional strategies to increase and improve culturally appropriate services and supports for Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- ✓ Develop and implement enhanced recruitment strategies for LAC to address current employment conditions and ensure an ongoing skilled and professional workforce.
- ✓ Develop an outcomes-based, quality assurance framework for the statewide LAC program.



## 2.3 Service Reports—Strategic Coordination

### 2.3.4 Service 4—Strategic Coordination

Strategic Coordination accounts for four per cent (\$13.7 million) 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.



Strategic Coordination includes the monitoring of progress by public authorities in implementing [Disability Access and Inclusion 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.

#### 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 Access and Inclusion 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

- ✓ The Commission continues to maintain a strategic approach to policy development and coordination across key intra-government, inter-department and whole-of-sector issues, particularly with regard to youth, aged care, child protection and justice issues.

## 2.3 Service Reports—Strategic Coordination

- ✓ 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 Access and Inclusion 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.
- ✓ 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.
- ✓ Approximately 15 per cent of the Commission's budget is from funding provided by the Commonwealth Government under the [Commonwealth State Territory Disability Agreement](#). The current agreement expired on 30 June 2007. A key priority for future agreements is to secure a fair level of indexation, adequate growth funding, and a more equitable distribution of funding from the Commonwealth Government.
- ✓ In recognition of the growing diversity of the Western Australian population, the Commission is implementing the State Government's *Substantive Equality Framework Policy* to ensure that specialist disability services are responsive to the needs of people with disabilities and their carers from culturally and linguistically diverse backgrounds.
- ✓ Increasingly, the Commission is working together with other government departments to provide more joined-up services and whole-of-government approaches through the establishment of operational protocols and memorandum of understanding to provide better responses to people with disabilities and their families—particularly those with more complex needs who may require support from a range of programs.

## 2.3 Service 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	2002-03	2003-04	2004-05	2005-06	2006-07	2006-07	Prev. Year	Target
Service 4: Strategic Coordination									
Quantity	# projects	86	102	112	134	131	121	-2%	8%
Quality	Board rating	100%	100%	100%	100%	98%	95%	-2%	3%
Efficiency	\$/strategic project	\$76,553	\$79,882	\$94,313	\$103,276	\$104,283	\$92,810	1%	12%
Total Cost	(\$'000)	\$6,583	\$8,148	\$10,563	\$13,839	\$13,661	\$11,230	-1%	22%

#### Quantity

The number of strategic projects in 2006–2007 decreased by two per cent compared to the previous year and is eight per cent above the 2006–2007 target. The increase from target is due to an increased number of one-off grants that were administered under this service to non-government agencies.

#### Quality

This is derived from a survey of the Commission's Board concerning the quality of the work conducted within this Service, which was 98 per cent in 2006–2007.

#### Efficiency (Cost per Strategic Project)

The average cost per strategic project in 2006–2007 was \$104,283, which is one per cent higher than the previous year and 12 per cent above the 2006–2007 target. The increase from target is due to an increased number of one-off grants that were administered under this service to non-government agencies.

### MAJOR ACHIEVEMENTS 2006–2007

#### Policy and Planning

- ✓ Profile of Disability 2006 was completed providing population profiles to assist with future planning. These are available on the Commission's website at [www.disability.wa.gov.au](http://www.disability.wa.gov.au).
- ✓ Redeveloped the [Annual Client and Service Data Collection](#) to an online system.
- ✓ An evaluation of the [Intensive Family Support](#) strategy was undertaken, with information provided by families, services providers, other jurisdictions and relevant literature. The results will inform the Commission's family support strategies.
- ✓ An extensive promotion of the *Getting Services Right* information package for Aboriginal people with disabilities, their families and service providers was

## 2.3 Service Reports—Strategic Coordination

undertaken in regional areas of Western Australia aimed at LACs, service providers and Aboriginal communities.

- ✓ Completed year one of the Commission's *Substantive Equality Five Year Plan* for people from Aboriginal and culturally and linguistically diverse backgrounds, including: the provision of service improvement grants; and provision of the *Getting Services Right* package for Aboriginal people with disabilities, their carers and service providers. Strategies to enhance LAC services were implemented in the North Central metropolitan district; and an agreement between Marr Mooditj and the Commission's [Accommodation Services](#) Directorate to provide disability training to Aboriginal Health and Support Workers was developed.
- ✓ Implemented the Eligibility Policy for Service Access for People with Autism, and undertook consultation on the Commission's broader eligibility policy.
- ✓ Undertook negotiations with the Commonwealth Government for a fourth [Commonwealth State Territory Disability Agreement](#).
- ✓ Completed the first annual report as required under the [Carers Recognition Act 2004](#).

### Access and Community Education

- ✓ Strategic partnerships and projects undertaken between the Commission's [Health Resource and Consultancy](#) Team and generic medical service providers have resulted in improved access to medical services and the development of long term preventative strategies.
- ✓ Grants were distributed through the Western Australian Local Government Association to local governments across the State to develop and implement *You're Welcome – Western Australian Access Strategy* packages.
- ✓ Continued to raise community awareness on disability issues through the Count Us In campaign which included:
  - television advertisements re-run in October-November 2006;
  - print media advertisements targeting the business community developed and run in October-November 2006;
  - launching the new [Count Us In](#) website;
  - supporting the sector in implementing community awareness strategies funded with the community awareness grants; and
  - implementing a business strategy around employment of people with disabilities using a reference group with representatives from the sector.
- ✓ The [Count Us In! curriculum support package](#) to promote disability awareness for school children was completed and distributed to all State, Catholic and independent schools across Western Australia.
- ✓ The first report on [Disability Access and Inclusion Plans](#) (DAIP) was presented to Parliament in December 2006. Resources for DAIP requirements were developed and distributed to all State Government agencies to assist in reporting requirements by agents and contractors. Training about DAIP requirements, including reporting for agents and contractors, was provided for all State Government agencies in the metropolitan area.

## 2.3 Service Reports—Strategic Coordination

### Quality Assurance and Advocacy

- ✓ [Quality Systems Improvement Grants](#) were allocated successfully to eight organisations previously not accessing support.
- ✓ The Quality Systems and Standards Monitoring Review was completed and implementation of the ensuing recommendations was commenced.

### PLANNED ACHIEVEMENTS 2007–2008

- ✓ Conduct community consultations to determine current issues and experiences of people with disabilities accessing medical services, to inform future [Health Resource and Consultancy](#) Team practice.
- ✓ Implement the second phase of the Commission's [Health Resource and Consultancy](#) Team strategy by developing strategic partnerships with identified health professionals to promote systemic change and increase the responsiveness and accessibility of health services for people with disabilities.
- ✓ Evaluate the implementation of the disability awareness [Count Us In! curriculum support package](#) for school children across the State.
- ✓ Support the implementation of [Disability Access and Inclusion Plans](#) across all public authorities, particularly around requirements for agents and contractors.
- ✓ Support and evaluate the implementation of You're Welcome by local governments.
- ✓ Support and implement a business/disability awareness strategy.
- ✓ Support and monitor the implementation of the WA Accessible Tourism Strategic Directions Plan.
- ✓ Undertake the 2008 Consumer Satisfaction Survey to determine the level of satisfaction of service users with the services provided or funded by the Commission.
- ✓ Undertake an analysis of the 2006 Census Data to develop/update the Profile of Disability in Western Australia.
- ✓ Implement the redeveloped online [Annual Client and Service Data Collection](#) system.
- ✓ Undertake a leadership role in the development of a 15-year State Disability Plan.
- ✓ Continue the implementation of the *Substantive Equality Five Year Plan*.
- ✓ Monitor the implementation of the State Government's Equity Plan across Commission directorates.
- ✓ Complete negotiations for a fourth [Commonwealth State Territory Disability Agreement](#) and develop an implementation plan.
- ✓ Scope the review of the [Disability Services Act 1993](#).
- ✓ Develop information packages to provide people with a clear understanding of the Commission's [eligibility](#) criteria.
- ✓ Implement a sector-wide training and development framework for staff.
- ✓ Conduct a trial of a culturally sensitive monitoring approach for Indigenous service providers.
- ✓ Continue the implementation of a quality management framework for service providers, with a focus on measurement of outcomes.

## 2.4 Disability Services Standards

The [Disability Services Standards](#) provide a customer-focused framework for services funded and provided by the Commission. The standards are based on the legislative principles and objectives of the [Disability Services Act 1993](#).

Compliance with the [Disability Services Standards](#) is a requirement for service funding and incorporated into the Service Agreements with funded and provided service providers. To ensure compliance with the [Disability Services Standards](#), Independent Standards Monitors undertake regular assessments of the quality of services. All service providers are also required to provide an annual [Self-Assessment](#) of compliance with the Standards.

During 2006–2007 the Commission:

- ✓ conducted 155 independent standards monitoring assignments covering 194 service outlets;
- ✓ monitored the annual Self-Assessments (230) submitted by service providers to the Commission;
- ✓ maintained the panel of Independent Standards Monitors at a total of 22 monitors for the majority of the year;
- ✓ conducted a best practice forum in conjunction with the service provider forum held during March 2007;
- ✓ allocated [Quality Systems Improvement Grants](#) funds of \$216,485 to proposals incorporating 20 non-government service providers;
- ✓ allocated a further \$65,400 through a separate developmental grant process to seven organisations who had not previously used Quality Systems Improvement Grants; and
- ✓ presented Standards Monitoring Awards to six service providers.

### DISABILITY SERVICES STANDARDS AWARDS

The Disability Services Standards Awards, which were held on May 2007, 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](#). The award for the highest achievement is the Certificate of Achievement in recognition of excellence in service provision. Certificates of High Commendation are presented to organisations for services that demonstrated high quality in service provision.

Certificates of Achievement were presented to:

- ✓ Personal Advocacy Service; and
- ✓ Baptist Care Partners in Purpose service.

## 2.4 Disability Services Standards

Certificates of High Commendation were presented to:

- ✓ My Place Accommodation Support service;
- ✓ Crosslinks' Alternatives to Employment service;
- ✓ Senses Foundation's Hudson Street Community House; and
- ✓ Disability Services Commission's Local Area Coordination service in the Kimberley.



## 2.5 Complaints Handling

Standard 7 of the [Disability Services Standards](#) specifies that consumers are free to raise and have resolved any complaints or disputes they may have regarding a service provider or a service.

The Commission has a [Consumer Complaints Management Policy and Procedure](#) for handling consumer complaints which is available on the Commission's website. The complaints procedure is managed by the [Consumer Liaison Officer](#) and a network of Local Consumer Liaison Officers.

Consumers have the option of raising a concern directly with the staff member providing the service or making a formal complaint to a line manager or the Consumer Liaison Officer. Details of formal complaints received are provided below.

### COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

- ✓ Thirty-six new complaints were lodged about services the Commission provided to people with disabilities.
- ✓ Three complaints were carried over from the previous year, making a total of 39 complaints for review.
- ✓ Thirty-seven complaints were closed and two cases were outstanding at 30 June 2007.
- ✓ Eighty-one per cent of complainants were satisfied with the handling of their complaint and 19 per cent did not provide a satisfaction rating.
- ✓ Fifty-seven per cent of complainants were satisfied with the outcome of their complaint, 24 per cent were not satisfied and the remainder did not provide a rating.
- ✓ Seventeen per cent of complaints related to compliance with the Carers Charter.
- ✓ Thirteen per cent of complaints resulted in suggestions for service improvements.
- ✓ The Consumer Liaison Officer responded to 464 enquiries regarding disability services and complaints processes.

### TREND ANALYSIS FOR COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

- ✓ The total number of formal complaints received decreased by 23 per cent from the previous year.
- ✓ The number of enquiries received by the Consumer Liaison Officer increased by 43 per cent.
- ✓ The number of complainants satisfied with the complaints handling process (81 per cent) was below the target performance indicator of 85 per cent but reflected an increase of one per cent from the previous year.
- ✓ Fifty-four per cent of complaints were resolved and closed in fewer than 15 days.



## 2.5 Complaints Handling

- ✓ A further 27 per cent were finalised between 15 and 29 days after lodgement.
- ✓ Complaints taking longer than 30 days to finalise involved provision of equipment, referral to another complaint avenue, complex complaints consisting of multiple issues or the failure of the complainant to respond to correspondence.
- ✓ The main areas of concern reported by complainants related to quality of service, staff conduct, communication and service eligibility.

### STRATEGIES TO ENCOURAGE CONSUMER FEEDBACK AND UTILISATION OF THE COMPLAINTS PROCESS

The Commission's Consumer Liaison Service raised awareness of the consumer complaints processes to staff and consumers through:

- ✓ monthly orientation sessions for new staff;
- ✓ annual staff briefings;
- ✓ articles published in the staff *Cheers* newsletter, the Commission's [\*disAbility Update\*](#) magazine and LAC newsletters; and
- ✓ distribution of Consumer Liaison Service brochures to new and existing consumers, staff and advocacy organisations.

The Commission continued to promote a climate within service provision that is receptive and responsive to any concerns that are expressed.

In 2007–2008, the Commission's new website will provide consumers with the facility to [lodge complaints and feedback online](#). The design of the website will increase accessibility of complaints information for consumers.

### EXTERNAL REVIEW OF COMPLAINTS – OFFICE OF HEALTH REVIEW

The [Disability Services Act 1993](#) (Part 6) makes provision for an external, independent complaints review process. The Office of Health Review is responsible for conciliation and mediation of complaints lodged under the Part 6 provisions of the Act.

Twenty-four new complaints were lodged with the Office of Health Review (OHR) under Part 6 of the [Disability Services Act 1993](#) (with six complaints carried over from the previous year, making a total of 30 complaints for review). This was an increase from the number of disability complaints received during the previous year.

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

- ✓ four related to services provided by the Commission;
- ✓ 20 related to non-government organisations funded by the Commission; and
- ✓ the most frequently reported complaint issues were service quality (seven), communication (six) and withdrawal of service (five).

At the end of the year, 20 complaints had been closed and 10 were yet to be resolved. Of the 20 complaints closed:

- ✓ two were resolved through conciliation, with agreement or partial agreement reached (s39);
- ✓ five were rejected by the Director of OHR under s38 (complaint does not warrant any further action);
- ✓ one was rejected by the Director of OHR under s35 (complainant has not provided sufficient information);
- ✓ eight were rejected by the Director of OHR under s35 (complaint not confirmed in writing);
- ✓ two were rejected by the Director of OHR under s36 (complaint withdrawn by complainant); and
- ✓ two were rejected by the Director of OHR under s38 (the complaint does not comply with the Act).

### 3. Significant Issues and Trends

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#### 3.1 Customer Profile and Trends



2007

making a difference



## 3.1 Customer Profile and Trends

In seeking to address the needs of Western Australians with disabilities, the 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 Commission has undertaken a detailed analysis of the *2003 Survey of Disability, Ageing and Carers* produced by the Australian Bureau of Statistics (ABS). The following information draws on this data, together with information from the Commission's 2006–2007 [Annual Client and Service Data Collection](#) (ACDC).

### WESTERN AUSTRALIANS WITH DISABILITIES<sup>9</sup>

Findings from the *2003 Survey of Disability, Ageing and Carers* indicate that:

- ✓ one in every five Western Australians has a disability (405,500 people);
- ✓ approximately three-quarters of Western Australians with disabilities (288,200) have a physical disability as their main disabling condition;
- ✓ nearly 30 per cent of Western Australians with disabilities (115,800 people) need personal assistance in the core activities of self-care, mobility or communication;
- ✓ of these Western Australians with profound or severe core activity limitation, an estimated 71,600 people are under the age of 65 years;
- ✓ most Western Australians with disabilities (95 per cent) live in the community, either independently or with family or friends;
- ✓ the majority (87 per cent) of people with disabilities who require assistance receive assistance informally through their family and friends;
- ✓ one in every 10 Western Australians is a carer of a person with a disability (246,800 carers); and
- ✓ more than one-third of carers (91,600) have a disability themselves.

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

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<sup>9</sup> Data are sourced from the Australian Bureau of Statistics (2004) *2003 Survey of Disability, Ageing and Carers*, Australia: Summary of Findings—State Tables for Western Australia, 2003. Cat. No. 4430.0. Canberra: ABS.

### 3.1 Customer Profile and Trends

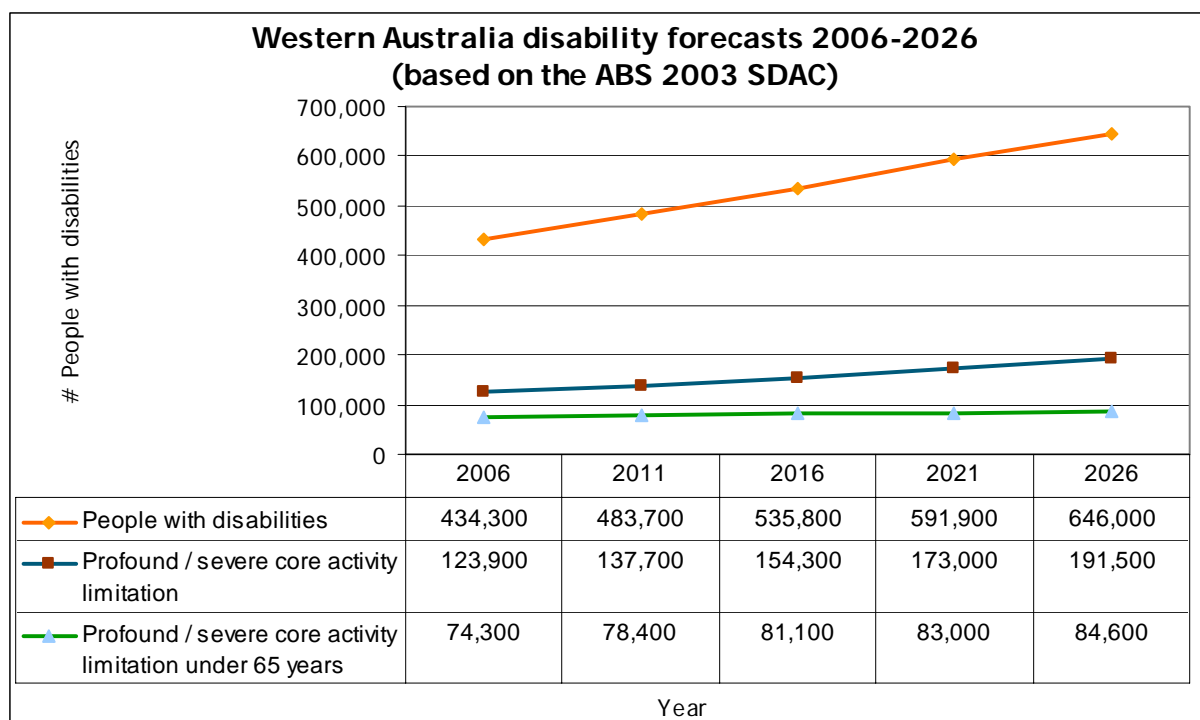
#### PROJECTED GROWTH

The number of Western Australians of all ages with disabilities was estimated at 405,500 in the *2003 Survey of Disability, Ageing and Carers*. Longer term forecasts on expected trends in disability show an increase of approximately 9,000 a year, largely as a result of population ageing. These forecasts were 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 disabilities is forecast to increase from 434,300 in 2006 (a prevalence of 21 per cent) to 646,000 in 2026 (a prevalence of 26 per cent). Almost three-quarters of this increase is accounted for by disability in Western Australians aged 65 years and older.

The proportion of the total population aged less than 65 years with disabilities will remain unchanged, at about 14 per cent. The proportion of the total population aged less than 65 years with profound or severe core activity limitation is also expected to remain approximately the same, at about four per cent.



#### PROFILE OF SERVICE USERS

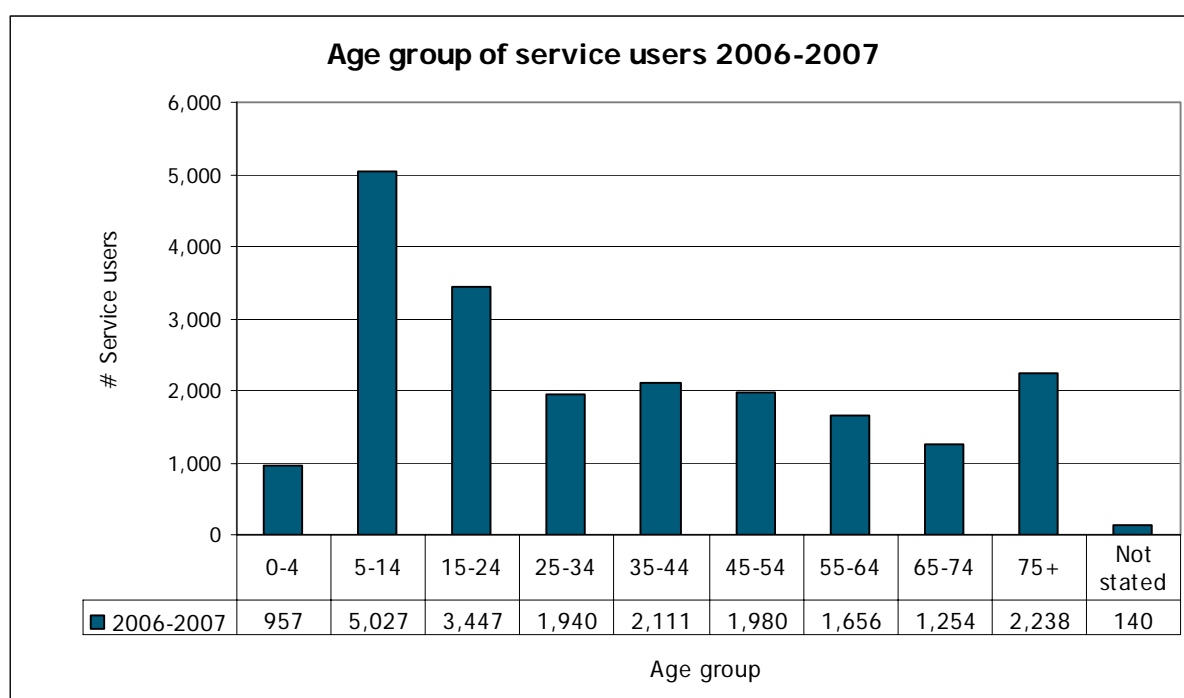
Data supplied by funded and provided service providers indicate that in 2006–2007, 20,750 service users with disabilities accessed services funded or provided by the Commission. The age distribution, gender, country of birth, type of disability, level of

support, living arrangement and age of service users living at home are presented in this section.

### AGE DISTRIBUTION OF SERVICE USERS

The largest group of service users receiving services funded and provided by the Commission are in the five to 14 year age group. This is consistent with the findings in the *2003 Survey of Disability, Ageing and Carers* by the ABS which show that 25 per cent of people with a profound or severe core activity limitation under the age of 65 are aged five to 14 years.

During 2006–2007, 5,027 service users were aged five to 14 years representing 28 per cent of the estimated 17,800 Western Australians aged five to 14 years with profound or severe core activity limitation, as reported in the *2003 Survey of Disability, Ageing and Carers*.



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.

The Commission's 2004–2005, 2005–2006 and 2006–2007 ACDC data show a significant number of service users in older age groups compared to earlier years. This is largely due to the inclusion of the electronic [Community Aids and Equipment Program](#) (eCAEP) service user data. In 2006–2007, 3,049 service users over the age of 65 years accessed CAEP services only.

### 3.1 Customer Profile and Trends

<b>Age of service users 2003–2007</b>					
<b>Age Group</b>	<b>2002–03</b>	<b>2003–04</b>	<b>2004–05*</b>	<b>2005–06</b>	<b>2006–2007***</b>
0–4	810	824	902	941	957
5–14	5,553	5,397	5,484	4,690**	5,027
15–24	4,054	4,183	3,080	3,038	3,447
25–34	2,503	2,468	1,936	1,921	1,940
35–44	2,191	2,229	1,935	2,070	2,111
45–54	1,780	1,823	1,831	1,908	1,980
55–64	896	986	1,511	1,571	1,656
65–74	422	379	1,349	1,281	1,254
75+	240	288	2,029	2,086	2,238
Not stated	811	824	52	126	140
<b>Total</b>	<b>19,260</b>	<b>19,401</b>	<b>20,109</b>	<b>19,632</b>	<b>20,750</b>

\* As of 2004–2005, service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user data in that year.

\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

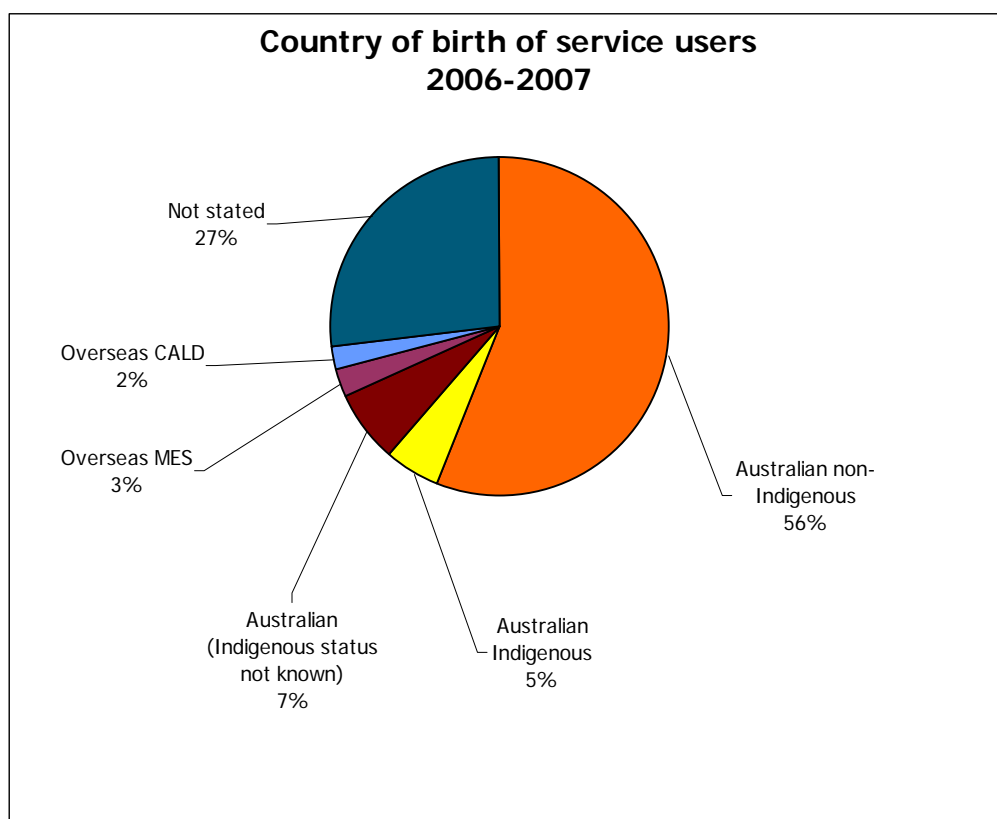
\*\*\* The 2006–2007 service user and cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies.

#### GENDER OF SERVICE USERS

During 2006–2007, there were 11,285 (54 per cent) male service users compared with 9,443 (46 per cent) female service users. No gender was specified for 22 service users. The higher representation of males among service users is consistent with a higher prevalence of disability among younger males than females.

#### COUNTRY OF BIRTH OF SERVICE USERS

In 2006–2007 the percentage of Indigenous service users was five per cent which is an increase from four per cent in 2005–2006. The proportion of Indigenous service users (five per cent) is greater than the Western Australian Indigenous population of three per cent. Of the 1,039 service users known to be born overseas, 46 per cent are identified as having been born in culturally and linguistically diverse (CALD) countries, with the remaining 54 per cent from main English-speaking (MES) countries.



### TYPE OF DISABILITY OF SERVICE USERS

Of the 20,750 service users who used services funded and provided by the Commission in 2006–2007, 29 per cent (or 5,988) reported that they had multiple disabilities. Of the 20,750 service users:

- ✓ 54 per cent of service users had an intellectual disability as their main disabling condition. Within this group, 38 per cent also reported having other disabilities; and
- ✓ 27 per cent of service users had a physical disability as their main disabling condition. Within this group, 15 per cent also reported having other disabilities.

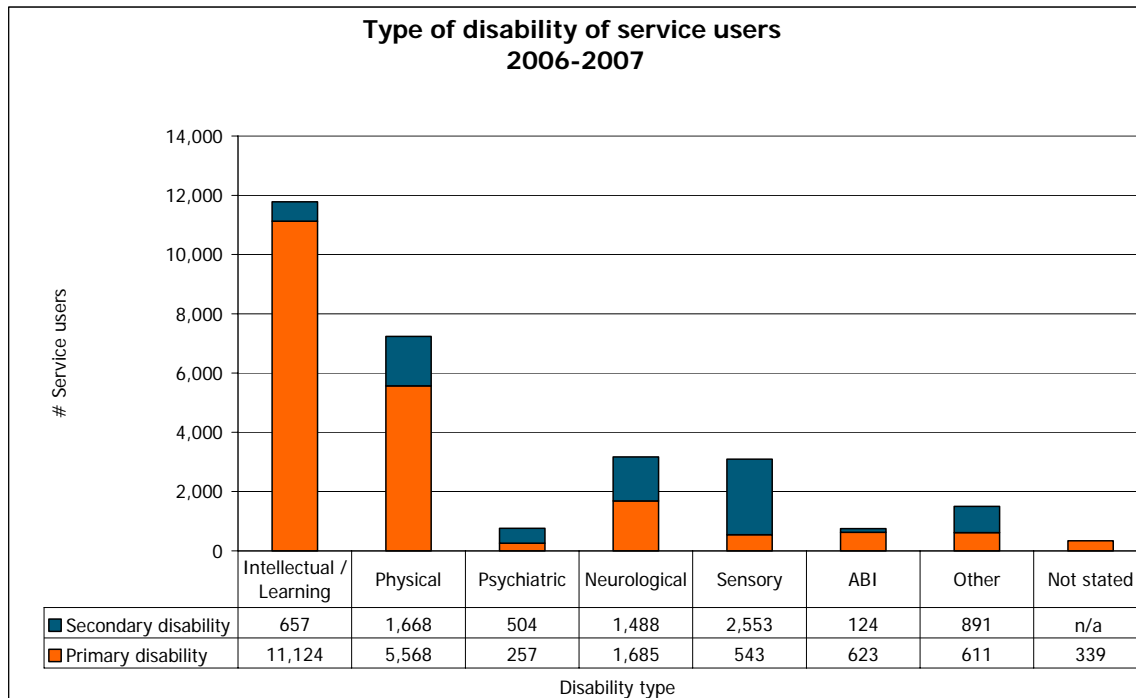
#### Type of disability of service users

	Primary disability		With other disabilities reported	
	#	%	#	%
Intellectual	11,124	54	4,250	38
Physical	5,568	27	857	15
Psychiatric	257	1	73	28
Neurological	1,685	8	243	14
Sensory	543	3	127	23
Acquired Brain Injury	623	3	352	57
Other	611	3	86	14
Not stated	339	2	0	0
<b>Total</b>	<b>20,750</b>	<b>100</b>	<b>5,988</b>	<b>29</b>



### 3.1 Customer Profile and Trends

Service users with a primary disability may also have one or more 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.



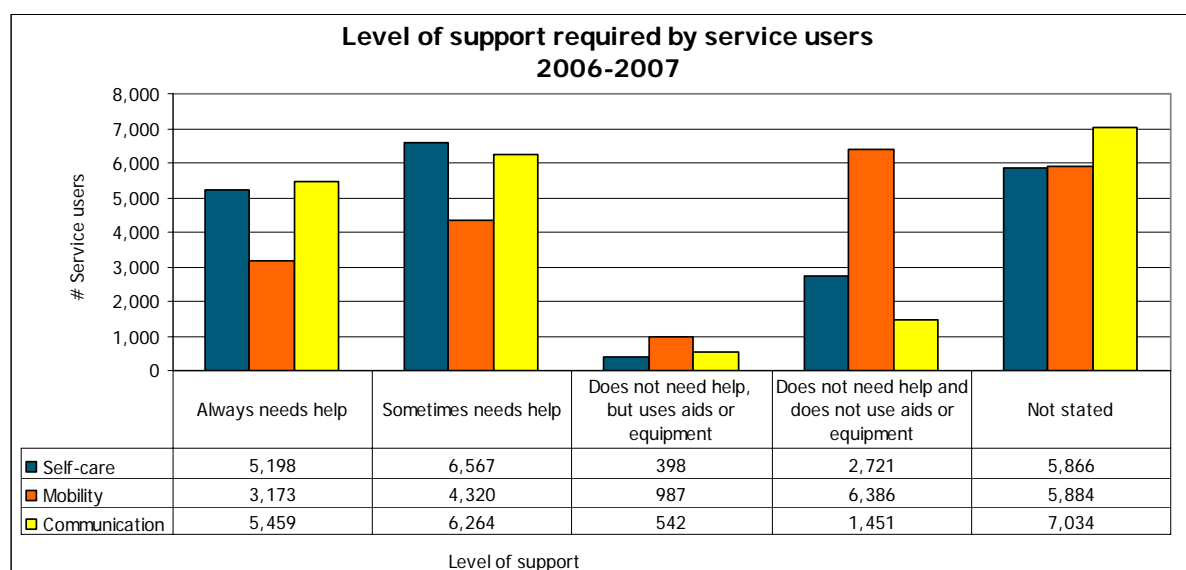
#### LEVEL OF SUPPORT REQUIRED BY SERVICE USERS

The following categories describe the level of support required by people to participate in 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.

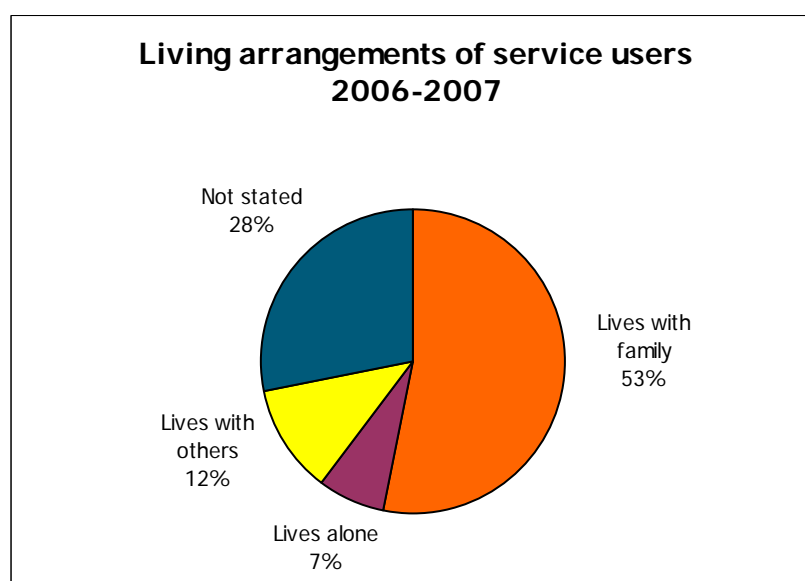
Many service users required continual or frequent support with daily tasks:

- ✓ 57 per cent of service users required support with self-care;
- ✓ 36 per cent of service users required support with mobility; and
- ✓ 56 per cent of service users required support with communication.



### LIVING ARRANGEMENTS OF SERVICE USERS

- ✓ 11,013 (53 per cent) live with family;
- ✓ 2,439 (12 per cent) live with others;
- ✓ 1,493 (seven per cent) live alone; and
- ✓ 5,805 (28 per cent) not stated.



### AGE OF SERVICE USERS LIVING AT HOME

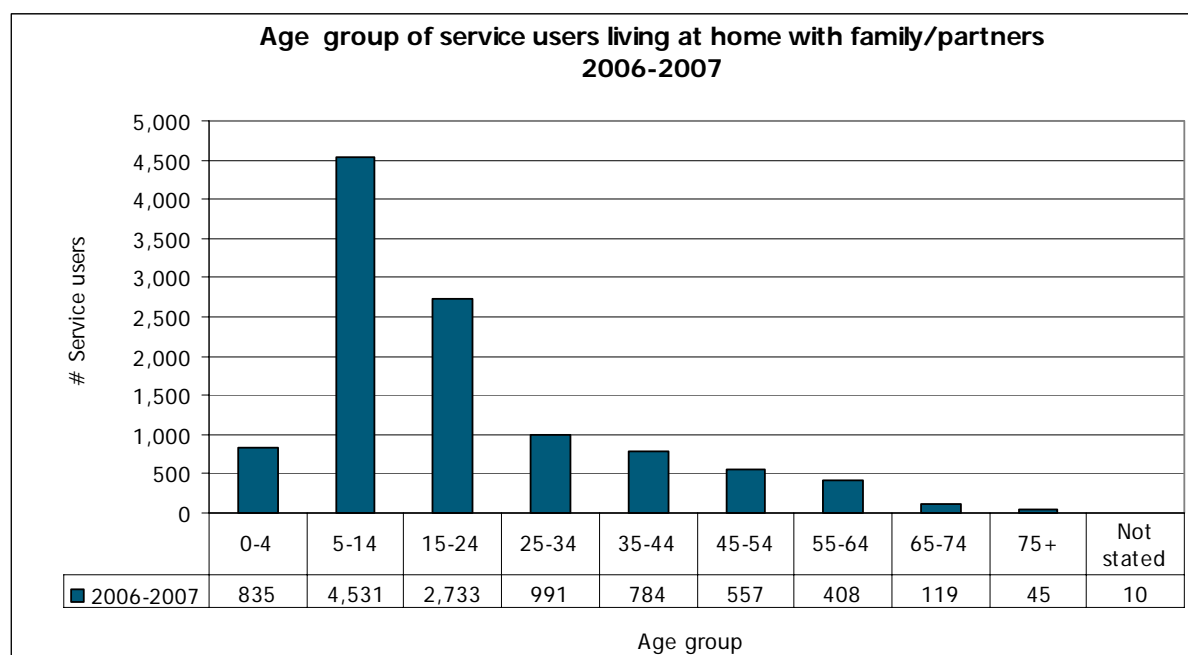
During 2006–2007, of the service users who reported living at home with family or a partner, 5,366 service users (49 per cent) were aged 0–14 years; 5,473 service users (50 per cent) were aged between 15–64 years; and 164 service users (one per cent) were aged 65 years and older.

### 3.1 Customer Profile and Trends

Approximately three-quarters (8,099) of the service users who reported living at home with their family or partner are under the age of 25 years.

<b>Age of service users living at home with family/partner 2003–2007</b>					
<b>Age Group</b>	<b>2002–03</b>	<b>2003–04</b>	<b>2004–05*</b>	<b>2005–06</b>	<b>2006–07</b>
0–4	705	820	744	803	835
5–14	3,476	4,163	4,944	4,140	4,531
15–24	1,880	1,959	2,390	2,417	2,733
25–34	930	859	884	919	991
35–44	746	629	596	706	784
45–54	655	509	452	518	557
55–64	339	271	312	376	408
65–74	115	89	82	108	119
75+	50	35	29	41	45
Not stated	19	14	9	10	10
<b>Total</b>	<b>8,915</b>	<b>9,348</b>	<b>10,442</b>	<b>10,038</b>	<b>11,013</b>

\* As of 2004–2005, service user data reflect the inclusion of the eCAEP service user data. A change in reporting by the WA Disabled Sports Association in 2004–2005 affected service user data in that year.

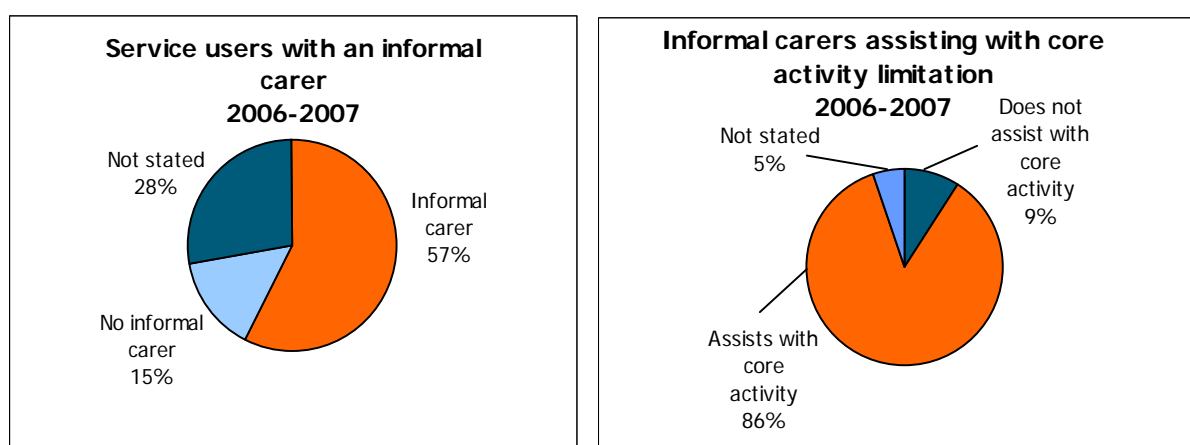


### PROFILE OF CARERS

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.

Data developments in the ACDC since 2002–2003 have enabled the Commission to provide a profile of informal carers. In 2006–2007, data on informal carers were provided by 72 per cent of service users, with no data available for 28 per cent of service users. Of those who responded, 79 per cent (11,756) indicated someone, such as a family member or friend, provides care and assistance on a regular and sustained basis. Of the carers who provide informal care to service users, 86 per cent of assistance was in the areas of self-care, mobility or communication; nine per cent of assistance was provided in other areas of care; and five per cent was not stated.



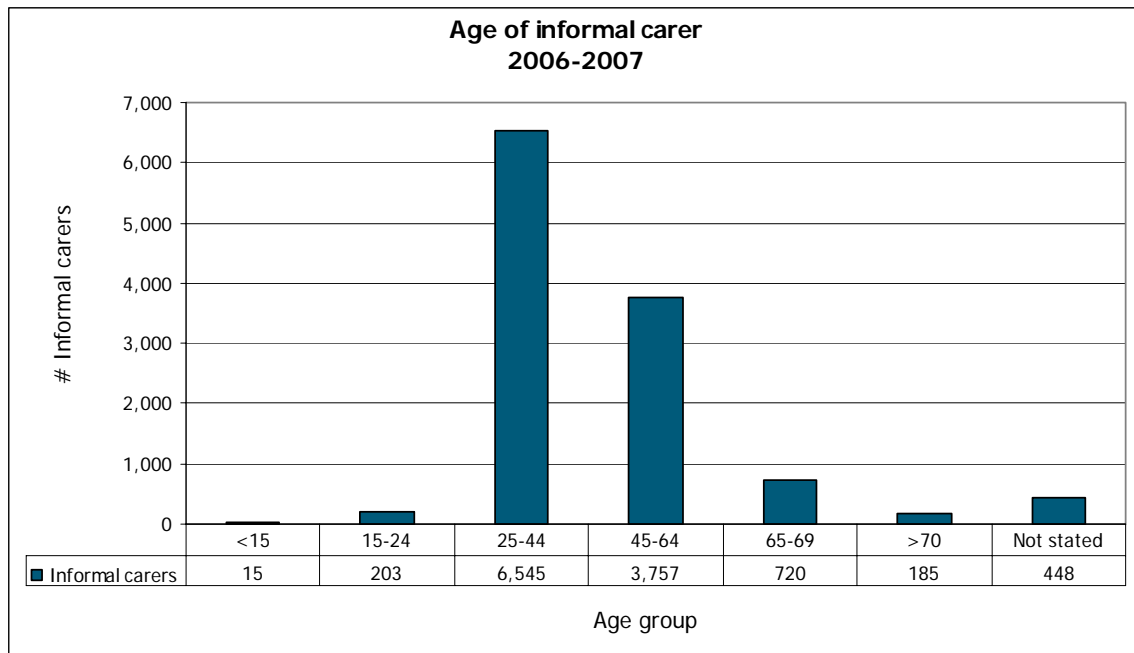
In relation to the 1,623 people receiving hostel and community residential support under Service 1, 30 per cent of responses indicated informal carers were providing care and assistance on a regular and sustained basis.

### AGE OF INFORMAL CARERS

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

- ✓ two per cent (218) are aged less than 25 years of age;
- ✓ 55 per cent (6,545) are in the 25–44 years age group;
- ✓ 32 per cent (3,757) are in the 45–64 year age group;
- ✓ eight per cent (905) are over 65 years of age; and
- ✓ three per cent (448) not stated.

### 3.1 Customer Profile and Trends



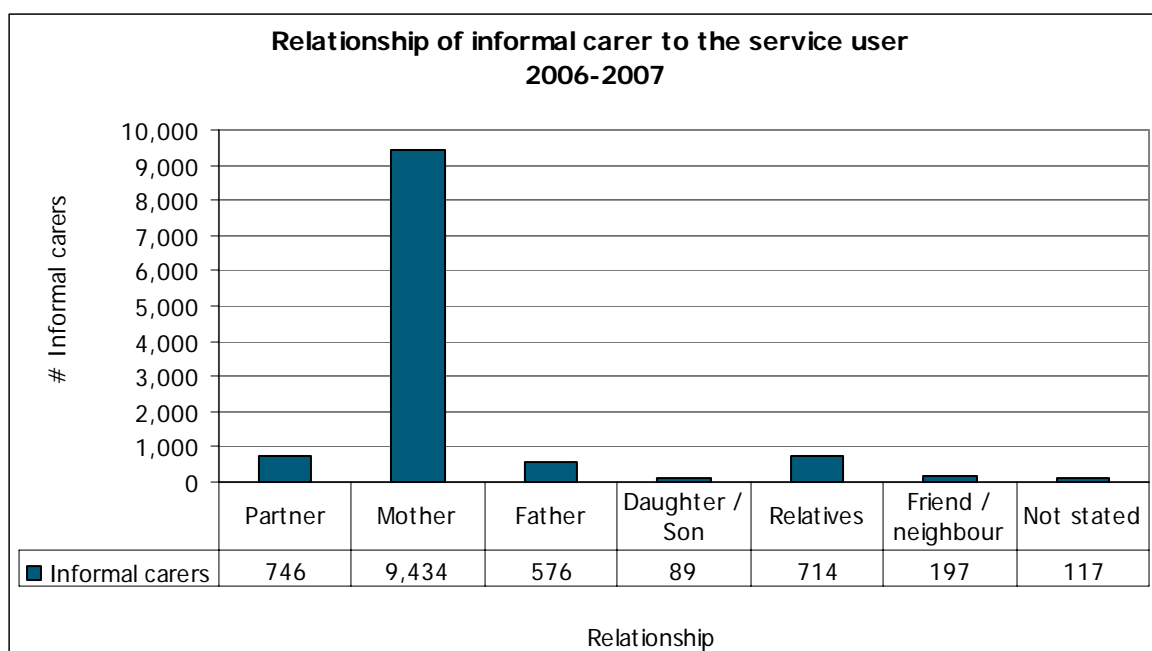
#### GENDER OF INFORMAL CARERS

During 2006–2007, of the 11,873 informal carers providing care to service users, 10,520 (89 per cent) were female and 1,236 (10 per cent) were male. No gender was specified for 117 carers.

#### RELATIONSHIP OF INFORMAL CARERS TO SERVICE USERS

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

- ✓ 79 per cent of care is provided by mothers;
- ✓ five per cent of care is provided by fathers;
- ✓ six per cent of care is provided by partners; and
- ✓ eight per cent of care is provided by other relatives or friends and neighbours.



## 4. Disclosures and Legal Compliance

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- 4.1 Financial Statements
- 4.2 Performance Indicators
- 4.3 Other Financial Disclosures
  - 4.3.1 Pricing Policies
  - 4.3.2 Capital Works
  - 4.3.3 Employment and Industrial Relations
    - Staff Profile
    - Occupational Safety and Health
    - Workforce Planning and Development
    - Employee Relations, Workplace Bargaining and Change
- 4.4 Governance Disclosures
- 4.5 Other Legal Requirements
  - 4.5.1 Advertising and Sponsorship
  - 4.5.2 Compliance with Public Sector Standards and Ethical Codes
  - 4.5.3 Disability Access and Inclusion Plan Outcomes
  - 4.5.4 Equal Employment Opportunity Outcomes
  - 4.5.5 Recordkeeping Plans
- 4.6 Government Policy Requirements
  - 4.6.1 Corruption Prevention
  - 4.6.2 Substantive Equality
  - 4.6.3 Sustainability



2007

making a difference

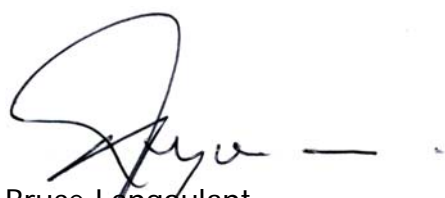


## 4.1 Financial Statements

### CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

The accompanying Financial Statements of the Disability Services Commission have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2007 and the financial position as at 30 June 2007.

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.



Bruce Langoulant  
CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD



Judith Davis  
DEPUTY CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD



Denis Ramanah  
CHIEF FINANCE OFFICER

26 July 2007



## 4.1 Financial Statements

### OPINION OF THE AUDITOR GENERAL



#### AUDITOR GENERAL

##### INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

##### **DISABILITY SERVICES COMMISSION FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2007**

I have audited the accounts, financial statements, controls and key performance indicators of the Disability Services Commission.

The financial statements comprise the Balance Sheet as at 30 June 2007, and the Income Statement, Statement of Changes in Equity and Cash Flow Statement for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

##### **Board's Responsibility for the Financial Statements and Key Performance Indicators**

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

##### **Summary of my Role**

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer "<http://www.audit.wa.gov.au/pubs/Audit-Practice-Statement.pdf>".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators 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 and key performance indicators.

### Disability Services Commission

### Financial Statements and Key Performance Indicators for the year ended 30 June 2007

#### Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Disability Services Commission at 30 June 2007 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2007.



COLIN MURPHY  
AUDITOR GENERAL  
4 September 2007

## 4.1 Financial Statements

<b>Disability Services Commission</b> <b>Income Statement</b> <b>For the year ended 30 June 2007</b>			
	Notes	2007 \$'000	2006 \$'000
<b>COST OF SERVICES</b>			
<b>Expenses</b>			
Employee benefits expenses	3	98,783	95,921
Supplies and services	4	21,455	16,120
Depreciation and amortisation expense	5	3,121	2,544
Finance costs	6	474	441
Accommodation expenses	7	8,913	8,083
Expenditure on Services Provided by Funded Agencies		182,426	163,597
Individual Funding & Other Grants		14,518	15,167
Capital user charge	8	2,037	1,122
Loss on disposal of non-current assets	13	192	14
Other expenses	9	2,471	2,423
<b>Total Cost of Services</b>		334,390	305,432
<b>Income</b>			
<b>Revenue</b>			
User charges and fees	10	6,269	5,911
Commonwealth grants and contributions	11	50,578	48,605
Other revenues	12	5,297	3,862
<b>Total Revenue</b>		62,144	58,378
<b>Total income other than income from State Government</b>		62,144	58,378
<b>NET COST OF SERVICES</b>		272,246	247,054
<b>INCOME FROM STATE GOVERNMENT</b>	14		
Service Appropriation		274,113	244,594
Liabilities assumed by the Treasurer		391	534
Resources received free of charge		509	753
<b>Total income from State Government</b>		275,013	245,881
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>		2,767	(1,173)

See also note 36 'Schedule of Income and Expenses by Service'.

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

## 4.1 Financial Statements

<b>Disability Services Commission</b> <b>Balance Sheet</b> <b>As at 30 June 2007</b>			
	Notes	2007 \$'000	2006 \$'000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	26	1,974	1,016
Restricted cash and cash equivalents	15,26	1,427	994
Receivables	16	2,465	2,090
Amounts receivable for services	17	689	4,080
<b>Total Current Assets</b>		6,555	8,180
<b>Non-Current Assets</b>			
Amounts receivable for services	17	9,143	5,529
Property, Plant and Equipment	18	45,216	39,716
Intangible Assets	19	2,658	151
Work in Progress		2,801	5,947
Leasehold Improvements		3,391	4,896
<b>Total Non-Current Assets</b>		63,209	56,239
<b>TOTAL ASSETS</b>		69,764	64,419
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	21	420	1,357
Borrowings	22	7,441	511
Provisions	23	18,227	17,805
Other Current Liabilities	24	819	1,829
<b>Total Current Liabilities</b>		26,907	21,502
<b>Non-Current Liabilities</b>			
Borrowings	22	-	5,858
Provisions	23	5,995	6,199
<b>Total Non-Current Liabilities</b>		5,995	12,057
<b>Total Liabilities</b>		32,902	33,559
<b>NET ASSETS</b>		36,862	30,860
<b>EQUITY</b>	25		
Contributed Equity		8,909	15,883
Reserves		55,060	44,851
Accumulated Surplus /(Deficiency)		(27,107)	(29,874)
<b>TOTAL EQUITY</b>		36,862	30,860

The Balance Sheet should be read in conjunction with the accompanying notes.

## 4.1 Financial Statements

<b>Disability Services Commission Statement of Changes in Equity For the year ended 30 June 2007</b>			
	<b>Note</b>	<b>2007 \$000</b>	<b>2006 \$000</b>
<b>Balance of equity at start of period</b>		30,860	23,049
<b>CONTRIBUTED EQUITY</b>			
Balance at start of period	<b>25</b>	15,883	11,704
Capital Contribution		811	4,179
Distributions to owners		(7,785)	-
Balance at end of period		8,909	15,883
<b>RESERVES</b>			
<b>Asset Revaluation Reserve</b>			
Balance at start of period	<b>25</b>	44,851	40,046
Gains/(losses) from asset revaluation		10,209	4,805
Balance at end of period		55,060	44,851
<b>ACCUMULATED SURPLUS (RETAINED EARNINGS)</b>			
Balance at start of period	<b>25</b>	(29,874)	(28,701)
Surplus/(deficit) for the period		2,767	(1,173)
Balance at end of period		(27,107)	(29,874)
<b>Balance of equity at end of period</b>		<b>36,862</b>	<b>30,860</b>
Total income and expense for the period (a)		12,976	3,632

(a) The aggregate net amount attributable to each category is surplus \$2,767 plus gains from asset revaluation \$10,209 (2006: deficit \$1,173 plus gains from asset revaluation \$4,805.)

The Statement of changes in Equity should be read in conjunction with the accompanying notes.

## 4.1 Financial Statements

<b>Disability Services Commission</b> <b>Cash Flow Statement</b> <b>For the year ended 30 June 2007</b>			
	Notes	2007 \$'000 Inflows (Outflows)	2006 \$'000 Inflows (Outflows)
<b>CASH FLOWS FROM STATE GOVERNMENT</b>			
Service Appropriation		269,810	241,549
Capital Contributions		811	4,179
Holding Account Drawdowns		4,080	782
<b>Net cash provided by State Government</b>		<b>274,701</b>	<b>246,510</b>
<b>Utilised as follows:</b>			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee benefits		(99,368)	(92,184)
Payments for Services Provided by Funded Agencies		(182,426)	(163,597)
Individual Funding & Other Grants		(14,518)	(15,167)
Supplies and services		(30,322)	(24,674)
Capital User Charge		(2,037)	(1,122)
Finance costs		(435)	(478)
GST payments on purchases		(20,631)	(18,363)
GST Payments to taxation authority		(451)	(87)
Other payments		(3,098)	(2,423)
<b>Receipts</b>			
Commonwealth grants and contributions		50,578	48,605
Sale of goods and services		6,229	5,879
GST receipts on sales		454	95
GST receipts from taxation authority		20,321	18,019
Other receipts		5,351	3,877
<b>Net Cash provided by/(used in) operating activities</b>	<b>26</b>	<b>(270,353)</b>	<b>(241,620)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of non-current physical assets		(4,029)	(5,324)
<b>Net cash provided by/(used in) investing activities</b>		<b>(4,029)</b>	<b>(5,324)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings		1,583	575
Repayment of borrowings		(511)	(511)
<b>Net Cash provided by/(used in) by financing activities</b>		<b>1,072</b>	<b>64</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>1,391</b>	<b>(370)</b>
Cash and Cash equivalents at the beginning of period		2,010	2,380
<b>CASH AND CASH EQUIVALENTS AT THE END OF PERIOD</b>	<b>26</b>	<b>3,401</b>	<b>2,010</b>

## 4.1 Financial Statements

### DISABILITY SERVICES COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

#### 1. Australian equivalents to International Financial Reporting Standards

##### General

The Commission's financial statements for the year ended 30 June 2007 have been prepared in accordance with Australian equivalents to International Financial Reporting Standards (AIFRS), which comprise a Framework for the Preparation and Presentation of Financial Statements (the Framework) and Australian Accounting Standards (including the Australian Accounting Interpretations).

In preparing these financial statements the Commission has adopted, where relevant to its operations, new and revised Standards and Interpretations from their operative dates as issued by the AASB and formerly the Urgent Issues Group (UIG).

##### Early adoption of standards

The Commission cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Standards and Interpretations that have been issued or amended but are not yet effective have been early adopted by the Commission for the annual reporting period ended 30 June 2007.

#### 2. Summary of significant accounting policies

##### (a) General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Standards Board as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The Financial Management Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over the Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

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

##### (b) Basis of Preparation

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

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

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

##### (c) Reporting Entity

The reporting entity comprises the Commission.

##### (d) Contributed Equity

UIG Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers in the nature of equity contributions to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital contributions (appropriations) have been designated as contributions by owners by Treasurer's Instruction (T1)955 'Contributions by Owners made to Wholly Owned Public Sector Entities and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies are designated as Contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 25 'Equity'

## 4.1 Financial Statements

### (e) Income

#### **Revenue recognition**

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

#### *Sale of goods*

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

#### *Rendering of services*

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

#### *Service Appropriations*

Service Appropriations are recognised as revenues at nominal value in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the holding account held at the Department of Treasury and Finance. (See note 14 Income from State Government).

#### *Grants and donations*

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

Where contributions recognised as revenues during the reporting period were obtained on the condition that they be expended in a particular manner or used over a particular period, and those conditions were undischarged as at the balance sheet date, the nature of, and amounts pertaining to, those undischarged conditions are disclosed in the notes.

#### **Gains**

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

### (f) Borrowing Costs

Borrowing costs are expensed when incurred.

### (g) Property, Plant and Equipment and Infrastructure

#### *Capitalisation/Expensing of Assets*

Items of property, plant and equipment and infrastructure costing over \$1,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and infrastructure costing less than \$1,000 are immediately expensed direct to the Income Statement (other than where they form part of a group of similar items which are significant in total).

#### *Initial recognition and measurement*

All items of property, plant and equipment and infrastructure are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

#### *Subsequent measurement*

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

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

Where market evidence is not available, the fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings is dependent on using the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are restated proportionately.



## 4.1 Financial Statements

The revaluation of the Commission's land and buildings is provided independently on an annual basis by the Western Australian Land Information Authority (Valuation Services) and John Stranger Partnerships respectively.

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

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Refer to note 18 'Property, plant and equipment'.

### *Depreciation*

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

Land is not depreciated. Depreciation on other assets is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings	40 years
Computing, office and Other Equipment	5 years
Medical Equipment, Plant and Machinery	10 years
Motor vehicles (modified)	13 years
Leasehold Improvements	Various

### **(h) Intangible Assets**

#### *Capitalisation/Expensing of assets*

Acquisitions of intangible assets costing over \$1,000 or more and internally generated intangible assets costing over \$5,000 are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Income Statement.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

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

The carrying amount of intangible assets is reviewed for impairment annually, when the asset is not yet in use, or more frequently when an indicator of impairment arises during the reporting year indicating that the carrying value may not be recoverable.

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

Software	5 years
----------	---------

#### *Computer Software*

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than \$1,000 is expensed in the year of acquisition.

#### *Web site costs*

Web site costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a web site, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a web site, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

### **(i) Impairment of Assets**

Property, plant and equipment, infrastructure and intangible assets are tested for any indication of impairment at each reporting date. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is written down to the recoverable amount and an impairment loss is recognised. As the Commission is a not-for-profit entity, unless an asset has been identified as

## 4.1 Financial Statements

a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

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

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

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

Refer to note 20 'Impairment of assets' for the outcome of impairment reviews and testing.

Refer also to note 2(o) 'Receivables' and note 16 'Receivables' for impairment of receivables.

### **(j) Leases**

The Commission has entered into a number of operating lease arrangements for its motor vehicle fleet and building leases where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of 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.

### **(k) Financial Instruments**

The Commission has two categories of financial instrument:

- loans and receivables (cash and cash equivalents, receivables); and
- non-trading financial liabilities (payables).

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

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

### **(l) Cash and Cash Equivalents**

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

### **(m) Accrued Salaries**

Accrued salaries (see note 24 'Other liabilities') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value.

### **(n) Amounts Receivable for Services (Holding Account)**

The Commission receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (Holding Account receivable) that is accessible on the emergence of the cash funding requirement to cover items such as leave entitlements and asset replacement.

See also note 14 'Income from State Government' and note 17 'Amounts receivable for services'.

## 4.1 Financial Statements

### (o) Receivables

Receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Commission will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days. See note 2(k) 'Financial Instruments' and note 16 'Receivables'.

### (p) Payables

Payables are recognised at the amounts payable when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days. See note 2(k) 'Financial Instruments' and note 21 'Payables'.

### (q) Borrowings

All loans are initially recognised at cost, being the fair value of the net proceeds received. Subsequent measurement is at amortised cost using the effective interest rate method. See note 2(k) 'Financial Instruments' and note 22 'Borrowings'.

### (r) Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal, equitable or constructive obligation as a result of a past event and when the outflow of economic benefits is probable and can be measured reliably. Provisions are reviewed at each balance sheet date. See note 23 'Provisions'.

#### (i) Provisions - Employee Benefits

##### *Annual Leave and Long Service Leave*

The liability for annual and long service leave expected to be settled within 12 months after the end of the balance sheet date is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the end of the balance sheet date is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the balance sheet date.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

The expected future payments are discounted using market yields at the balance sheet date on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

All annual leave and unconditional long service leave provisions are classified as current liabilities as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the balance sheet date.

#### (ii) Provisions – Other

##### *Employment On-Costs*

Employment on-costs, including worker's compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Commission's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'. See note 9 'Other expenses' and notes 23 'Provisions'.

### (s) Superannuation Expense

The following elements are included in calculating a superannuation expense in the Income Statement:

- (a) Defined benefit plans - Change in the unfunded employer's liability (ie current service cost and, actuarial gains and losses) assumed by the Treasurer in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme (GSS); and
- (b) Defined contribution plans - Employer contributions paid to the GSS and the West State Superannuation Scheme (WSS) and the GESB Super Scheme (GESBS).

## 4.1 Financial Statements

Defined benefit plans - in order to reflect the true cost of services, the movements (ie current service cost and, actuarial gains and losses) in the liabilities in respect of the Pension Scheme and the GSS transfer benefits are recognised as expenses. As these liabilities are assumed by the Treasurer (refer note 2(q)(i)), a revenue titled 'Liabilities assumed by the Treasurer' equivalent to the expense is recognised under Income from State Government in the Income Statement (See note 14 'Income from State Government').

### **(t) Resources Received Free of Charge or for Nominal Cost**

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

### **Comparative figures**

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

### **Future impact of Australian Accounting Standards not yet operative**

The Commission cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. Consequently, the Commission has not applied the following Australian Accounting Standards and Australian Accounting Interpretations that have been issued but are not yet effective. These will be applied from their application date:

1. AASB 7 'Financial Instruments: Disclosures' (including consequential amendments in AASB 2005-10 'Amendments to Australian Accounting Standards [AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 & AASB 1038]'). This Standard requires new disclosures in relation to financial instruments. The Standard is considered to result in increased disclosures, both quantitative and qualitative of the Commission's exposure to risks, enhanced disclosure regarding components of the Commission's financial position and performance, and possible changes to the way of presenting certain items in the financial statements. The Commission does not expect any financial impact when the Standard is first applied. The Standard is required to be applied to annual reporting periods beginning on or after 1 January 2007.

2. AASB 2005-10 'Amendments to Australian Accounting Standards (AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023, & AASB 1038)'. The amendments are as a result of the issue of AASB 7 'Financial Instruments: Disclosures', which amends the financial instrument disclosure requirements in these standards. The Commission does not expect any financial impact when the Standard is first applied. The Standard is required to be applied to annual reporting periods beginning on or after 1 January 2007.

3. AASB 101 'Presentation of Financial Statements'. This Standard was revised and issued in October 2006 so that AASB 101 has the same requirements as IAS 1 'Presentation of Financial Statements' (as issued by the IASB) in respect of for-profit entities. The Commission is a not-for-profit entity and consequently does not expect any financial impact when the Standard is first applied. The Standard is required to be applied to annual reporting periods beginning on or after 1 January 2007.

4. AASB 2007-4 'Amendments to Australian Accounting Standards arising from ED 151 and Other Amendments (AASB 1, 2, 3, 4, 5, 6, 7, 102, 107, 108, 110, 112, 114, 116, 117, 118, 119, 120, 121, 127, 128, 129, 130, 131, 132, 133, 134, 136, 137, 138, 139, 141, 1023 & 1038)'. This Standard introduces policy options and modifies disclosures. These amendments arise as a result of the AASB decision that, in principle, all options that currently exist under IFRSs should be included in the Australian equivalents to IFRSs and additional Australian disclosures should be eliminated, other than those now considered particularly relevant in the Australian reporting environment. The Department of Treasury and Finance has indicated that it will mandate to remove the policy options added by this amending Standard. This will result in no impact as a consequence of application of the Standard. The Standard is required to be applied to annual reporting periods beginning on or after 1 July 2007.

The following Australian Accounting Standards and Interpretations are not applicable to the Commission as they will have no impact or do not apply to not-for-profit entities:

## 4.1 Financial Statements

### AASB Standards and Interpretations

AASB 8	'Operating Segments'
AASB 1049	'Financial Reporting of General Government Sectors by Governments'
AASB 2007-1	'Amendments to Australian Accounting Standards arising from AASB Interpretation 11 [AASB 2]'
AASB 2007-2	'Amendments to Australian Accounting Standards arising from AASB Interpretation 12 [AASB 1, AASB 117, AASB 118, AASB 120, AASB 121, AASB 127, AASB 131 & AASB 139]' – paragraphs 1 to 8
AASB 2007-3	'Amendments to Australian Accounting Standards arising from AASB 8 [AASB 5, AASB 6, AASB 102, AASB 107, AASB 119, AASB 127, AASB 134, AASB 136, AASB 1023 & AASB 1038]'
Interpretation 10	'Interim Financial Reporting and Impairment'
Interpretation 11	'AASB 2 – Group and Treasury Share Transactions'
AASB 2007-6	'Amendments to Australian Accounting Standards arising from AASB 123 [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12]'
AASB 2007-7	'Amendments to Australian Accounting Standards [AASB 1, AASB 2, AASB 4, AASB 5, AASB 107 & AASB 128]'

### 3. Employee benefits expense

	2007 '000	2006 '000
Wages and salaries	77,218	74,000
Superannuation – defined contribution plans (West State)	5,778	5,659
Superannuation – defined benefit plans (Gold State)	2,849	2,493
Long service leave	1,962	2,225
Annual and other Leave	10,976	11,544
	<u>98,783</u>	<u>95,921</u>

Employment on-costs such as workers' compensation insurance are included at note 9 'Other Expenses'. The employment on-costs liability is included at note 23 'Provisions'.

### 4. Supplies and services

Communications	1,273	1,205
Consultants and contractors	9,400	7,996
Consumables	8,648	4,861
Repairs and maintenance	456	443
Travel	744	682
Other	934	933
	<u>21,455</u>	<u>16,120</u>

### 5. Depreciation and amortisation expense

#### Depreciation

Buildings	799	731
Plant and Machinery	151	159
Computer Equipment	1,047	934
Medical Equipment	37	42
Motor Vehicle	4	5
Office Equipment	69	67
Leasehold Improvements	799	517
	<u>2,906</u>	<u>2,455</u>
Total depreciation		
	<u>2,906</u>	<u>2,455</u>
Amortisation		
Intangible assets	215	89
Total amortisation	<u>215</u>	<u>89</u>
Total depreciation and amortisation	<u>3,121</u>	<u>2,544</u>

## 4.1 Financial Statements

### 6. Finance costs

	2007 '000	2006 '000
Interest paid	474	441
	<u>474</u>	<u>441</u>

### 7. Accommodation expenses

Lease rentals	7,474	6,899
Repairs and maintenance	1,058	835
Cleaning	240	182
Other	141	167
	<u>8,913</u>	<u>8,083</u>

### 8. Capital User Charge

Capital user charge	2,037	1,122
	<u>2,037</u>	<u>1,122</u>

The Government applies a levy for the use of its capital for the delivery of services. It is applied at 8% per annum on the net assets of the Commission, excluding exempt assets, and is paid to the Department of Treasury and Finance quarterly.

### 9. Other expenses

Insurance	496	435
Doubtful debts expense	69	0
Employment on-costs <sup>(a)</sup>	1,873	1,979
Other	33	9
	<u>2,471</u>	<u>2,423</u>

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 23 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

### 10. User charges and fees

Board and Lodging	6,269	5,911
	<u>6,269</u>	<u>5,911</u>

### 11. Commonwealth grants and contributions

Commonwealth and State Disability Agreement	50,017	48,344
Other	561	261
	<u>50,578</u>	<u>48,605</u>

### 12. Other revenue

Sundry Revenue	510	217
Executive Vehicle Scheme Contribution	61	53
Sale of Publications	-	1
Government Employee Housing Authority – Employee Contribution	45	36
Transport of Clients	28	31
Recoups from Worker's Compensation	3,023	1,671
Recoups from Service Providers	1,630	1,853
	<u>5,297</u>	<u>3,862</u>

## 4.1 Financial Statements

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

	2007 '000	2006 '000
<u>Costs of Disposal of Non-Current Assets</u>		
Land, Buildings, Plant and equipment	192	229
<u>Proceeds from Disposal of Non-Current Assets</u>		
Land, Building, Plant and equipment	-	215
Net gain/(loss)	(192)	(14)

### 14. Income from State Government

Appropriation received during the year:  
Service Appropriation<sup>(a)</sup>

	274,113	244,594
	274,113	244,594
The following liabilities have been assumed by the treasurer during the financial year: -Superannuation <sup>(b)</sup>	391	534
Total liabilities assumed by the Treasurer	391	534

Resources received free of charge<sup>(c)</sup>

Determined on the basis of the following estimates provided by agencies:

Health Department	256	490
Crown Solicitor Office	22	36
Department of Treasury and Finance	231	227
	509	753
	275,013	245,881

- (a) Service appropriations are accrual amounts reflecting the net cost of services 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.
- (b) The assumption of the superannuation liability by the Treasurer is a notional income to match the notional superannuation expense reported in respect of current employees who are members of the Pension Scheme and current employees who have a transfer benefit entitlement under the Gold State Superannuation Scheme (The notional superannuation expense is disclosed at note 3 'Employee Benefits Expense').
- (c) Where assets or services have been received free of charge or for nominal cost, the Commission recognises revenues (except where the contributions of assets or services are 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 the 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.

### 15. Restricted cash and cash equivalents

Restricted cash mainly reflects funds set aside for 27<sup>th</sup> pay period in future year, staff deferred salary scheme, donations for specific purposes and other minor projects of a restricted nature.

### 16. Receivables

Current		
Worker's Compensation Recoup	137	62
Board and Lodging	131	91
Sundry Debtors	275	475
Provision for impairment of receivables	(172)	(103)
GST receivable	1,581	1,274
	1,952	1,799
Prepayments	513	291
	513	291
	2,465	2,090

See also note 2(o) 'Receivables' and note 31 'Financial instruments'

## 4.1 Financial Statements

### 17. Amounts receivable for services

	2007 '000	2006 '000
Current	689	4,080
Non-current	9,143	5,529
	<u>9,832</u>	<u>9,609</u>

Represents the non-cash component of service appropriations (see note 2(o) 'Amounts receivable for services (Holding Account)'). It is restricted in that it can only be used for asset replacement or payment of leave liability.

### 18. Property, Plant and Equipment

Freehold Land At fair value (a)	<u>15,224</u>	<u>12,492</u>
	15,224	12,492
Buildings At fair value (b)	<u>25,518</u>	<u>23,218</u>
	25,518	23,218
Motor vehicles At cost	23	68
Accumulated depreciation	<u>(10)</u>	<u>(15)</u>
	13	53
Computing Equipment At cost	6,405	5,605
Accumulated depreciation	<u>(3,199)</u>	<u>(2,850)</u>
	3,206	2,755
Medical Equipment At cost	611	597
Accumulated depreciation	<u>(384)</u>	<u>(370)</u>
	227	227
Plant and Machinery At cost	1,445	1,497
Accumulated depreciation	<u>(636)</u>	<u>(685)</u>
	809	812
Office and other equipment At cost	619	674
Accumulated depreciation	<u>(400)</u>	<u>(515)</u>
	219	159
	<u>45,216</u>	<u>39,716</u>

- a) Freehold land was revalued as at 1 July 2006 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2006 and recognised at 30 June 2007. In undertaking the revaluation, fair value was determined by reference to market values for land: \$11.96 million. For the remaining balance, fair value of land was determined on the basis of depreciated replacement cost.

To ensure the valuations provided by Valuation Services were compliant at 30 June 2007 with the fair value requirements under AASB 116, Valuation Services provided the Department of Treasury and Finance (DTF) with information that tracked the general movement in the market value of land from the 1 July 2006 (the date of valuation) to 31 March 2007. DTF reviewed the information and determined that the valuations provided by Valuation Services (as at 1 July 2006) were compliant with fair value requirements for 30 June 2007 reporting without further adjustment.

- b) The valuation of buildings was performed in June 2006 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of written down replacement value.



## 4.1 Financial Statements

Reconciliation of the carrying amounts of property, plant and equipment and vehicles at the beginning and end of the reporting period are set out below.

	Land	Buildings	Motor Vehicles	Computing Equipment	Medical Equipment	Plant & Machinery	Office equipment	Total
<b>2007</b>								
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
Carrying amount at start of year	12,492	23,218	53	2,755	227	812	159	39,716
Additions		3,208		1,623	45	200	131	5,207
Disposals		(16)	(45)	(827)	(30)	(252)	(186)	(1,356)
Depreciation		(799)	(4)	(1,047)	(37)	(151)	(69)	(2,107)
Revaluation increments/(decrements)	2,732	(93)						2,639
Transfers								
Depreciation on Disposals			9	702	22	200	184	1,117
Carrying amount at end of year	15,224	25,518	13	3,206	227	809	219	45,216

	Land	Buildings	Motor Vehicles	Computing Equipment	Medical Equipment	Plant & Machinery	Office Equipment	Total
<b>2006</b>								
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
Carrying amount at start of year	9,739	21,620	58	3,072	236	917	152	35,794
Additions		502		628	33	47	74	1,284
Disposals	(150)	(75)		(10)		(8)	(1)	(244)
Depreciations		(731)	(5)	(934)	(42)	(159)	(67)	(1,938)
Revaluation increments/(decrements)	2,903	1,902						4,805
Transfers				(7)		7		-
Depreciation on Disposals				6		8	1	15
Carrying amount at end of year	12,492	23,218	53	2,755	227	812	159	39,716

## 19. Intangible assets

	2007 '000	2006 '000
Computer software		
At cost	3,166	444
Accumulated amortisation	(508)	(293)
	<u>2,658</u>	<u>151</u>
Reconciliation		
Computer software		
Carrying amount at start of year	151	240
Additions	2,722	-
Amortisation expense	(215)	(89)
Carrying amount at end of year	<u>2,658</u>	<u>151</u>

## 20. Impairment of assets

There were no indications of impairment of property, plant and equipment, infrastructure and intangible assets at 30 June 2007. The Commission held no goodwill or intangible assets with an indefinite useful life during the reporting period and at reporting date there were no intangible assets not yet available for use.

## 21. Payables

Current		
Trade payables	420	1,357
	<u>420</u>	<u>1,357</u>

See also note 2(p) 'Payables' and note 31 'Financial instruments'.

## 4.1 Financial Statements

### 22. Borrowings

	2007 '000	2006 '000
Current		
WATC Loan	7,441	511
	<u>7,441</u>	<u>511</u>
Non-current		
WATC Loan	-	5,858
	<u>-</u>	<u>5,858</u>

### 23. Provisions

#### Current

Employee benefits provision;		
Annual leave <sup>(a)</sup>	7,544	7,736
Long Service Leave <sup>(b)</sup>	4,732	4,379
Accrued Days Off	1,942	1,914
Public Holidays	2,044	1,842
Days off in Lieu	27	32
	<u>16,289</u>	<u>15,903</u>
Other provisions		
Employment on-costs <sup>(c)</sup>	1,938	1,902
	<u>1,938</u>	<u>1,902</u>
	<u>18,227</u>	<u>17,805</u>

#### Non-current

Employee benefits provision;		
Long service leave <sup>(b)</sup>	5,450	5,635
	<u>5,450</u>	<u>5,635</u>
Other provisions		
Employment on-costs <sup>(c)</sup>	545	564
	<u>545</u>	<u>564</u>
	<u>5,995</u>	<u>6,199</u>

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after balance sheet date. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of balance sheet date	5,237	5,179
More than 12 months after balance sheet date	<u>6,320</u>	<u>6,345</u>
	<u>11,557</u>	<u>11,524</u>

(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after balance sheet date. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of balance sheet date	2,411	2,502
More than 12 months after balance sheet date	<u>7,771</u>	<u>7,513</u>
	<u>10,182</u>	<u>10,015</u>

(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense is disclosed in note 9 'Other expenses'.

### 24. Other liabilities

Current		
Accrued expenses	151	128
Accrued Interest	127	88
Accrued Fringe Benefits Tax	87	77
Accrued payroll	359	1,489
Accrued Utilities	63	17
Accrued Superannuation	32	30
Total Current	<u>819</u>	<u>1,829</u>

## 4.1 Financial Statements

### 25. Equity

Equity represents the residual interest in the net assets of the Commission. The Government holds the equity interest in the Commission on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.

	2007 '000	2006 '000
<b>Contributed equity</b>		
Balance at start of year	15,883	11,704
<b>Contributions by owners</b>		
Capital contribution <sup>(a)</sup>	811	4,179
Total contributions by owners	16,694	15,883
<b>Distributions to owners</b>		
Transfer of net assets to other agencies	(7,785)	-
Total distributions to owners	(7,785)	-
Balance at end of year	8,909	15,883

(a) Capital Contributions (appropriations) and non-discretionary (non-reciprocal) transfers of net assets from other State government agencies have been designated as contributions by owners in Treasurer's Instruction TI 955 'Contributions by Owners Made to Wholly Owned Public Sector Entities' and are credited directly to equity.

#### Reserves

##### Asset revaluation reserve:

Balance at start of year	44,851	40,046
Net revaluation increments/(decrements):		
Land and Buildings	10,209	4,805
Balance at end of year	55,060	44,851

##### Accumulated surplus/(deficit) (Retained Earnings)

Balance at start of year	(29,874)	(28,701)
Result for the period	2,767	(1,173)
Balance at end of year	(27,107)	(29,874)

### 26. Notes to the Cash Flow Statement

#### (a) Reconciliation of cash

Cash at the end of the financial year as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:

Cash and cash equivalents	1,974	1,016
Restricted cash and cash equivalents ( refer to note 15)	1,427	994
	3,401	2,010

## 4.1 Financial Statements

(b) <u>Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities</u>	2007 '000	2006 '000
Net cost of services	(272,246)	(247,054)
Non-cash items:		
Depreciation and amortisation charge	3,121	2,544
Resource received free of charge	509	753
Adjustment for other non-cash items	176	119
Net (gain)/loss on sale of property, plant and equipment	192	14
(Increase)/ decrease in assets:		
Current receivables (III)	(68)	(253)
Other current assets	-	-
Increase/ (decrease) in liabilities:		
Current payables (III)	(937)	(548)
Current provisions	421	3,815
Other current liabilities	(1,010)	1,115
Non-current provisions	(204)	(1,789)
Net GST receipts/ (payments) (I)		
Change in GST in receivables/payables (II)	(307)	(336)
Net cash provided by/ (used in ) operating activities	(270,353)	(241,620)

(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 the Australian Taxation Office 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.

## 27. Commitments

Non-cancellable operating lease commitments (Motor Vehicles)

Commitments for minimum lease payments are payable as follows:

Within 1 year	2,005	1,719
Later than 1 year and not later than 5 years	1,610	1,601
Later than 5 years	-	-
	<u>3,615</u>	<u>3,320</u>

Non-cancellable operating lease commitments (Buildings)

Within 1 year	3,269	2,163
Later than 1 year and not later than 5 years	4,258	5,375
Later than 5 years	24	230
	<u>7,551</u>	<u>7,768</u>

Properties:

	Term	Renewal Options
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

## 4.1 Financial Statements

The property lease is a non-cancellable lease with a minimum five year term, with rent payable monthly in advance. Contingent rent provisions within the lease agreement require that the minimum lease payments shall be reviewed in accordance with the lease agreement. An option exists to renew the lease at the end of the initial term.

### 28. Contingent liabilities and contingent assets

The Disability Services Commission has neither contingent liabilities nor assets.

#### Contaminated sites

Under the Contaminated Sites Act 2003, the Commission is required to report known and suspected contaminated sites to the Department of Environment and Conservation (DEC). In accordance with the Act, DEC classifies these sites on the basis of the risk to human health, the environment and environmental values. The Commission has no sites that are classified as contaminated sites.

### 29. Events occurring after the balance sheet

The Commission is not aware of any events occurring after the balance sheet date that have significant financial effect on the financial statements.

### 30. 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.

	2007 Actual \$000	2007 Estimates \$000	Variance \$000
Employee benefits expenses <sup>(1)</sup>	98,783	96,916	1,867
Supplies and services <sup>(2)</sup>	21,455	17,559	3,896
Depreciation and amortisation expense <sup>(3)</sup>	3,121	2,622	499
Finance costs <sup>(4)</sup>	474	522	(48)
Expenditure on services provided by funded agencies <sup>(5)</sup>	182,426	184,009	(1,583)
Individual Funding & Other Grants <sup>(6)</sup>	14,518	17,181	(2,663)
Loss on disposal of non-current assets <sup>(7)</sup>	192	-	192
Other Revenues <sup>(8)</sup>	5,297	2,072	3,225
Service Appropriation <sup>(9)</sup>	274,113	273,112	1,001
Resources received free of charge <sup>(10)</sup>	509	761	(252)

#### (1) Employee benefits expenses (Increase \$1.867m)

Increase reflects wage increases.

#### (2) Supplies and Services (Increase \$3.896m)

Increase represents contractors engaged to fill vacancies for positions that are to be transferred to the Office of Shared Services, IT software applications development and one-off projects.

#### (3) Depreciation and Amortisation expense (Increase \$0.499m)

Increase reflects revaluation of DSC buildings, expenditure under the DSC capital works program and the capitalization of significant works in progress.

#### (4) Finance Costs (Decrease \$0.048m)

Represents reduction in expense to the Western Australian Treasury Corporation due to lower debt levels than anticipated.

#### (5) Expenditure on services provided by funded agencies (Decrease \$1.583m)

Variance represents unallocated growth funding, which was applied to one off projects reflected in Supplies and Services.

#### (6) Individual Funding and Other Grants (Decrease \$2.663m)

Variance represents part year costs of 'shared management' options that are progressively being transferred to the Non-Government sector.

#### (7) Loss on disposal of non-current assets (Increase \$0.192m)

Assets disposed of during the year.

## 4.1 Financial Statements

### (8) Other Revenues (Increase \$3.225m)

Reflects workers compensation premium adjustment for previous years, higher than expected recoups from compensable clients and returns of grants provided to Service Providers in prior years.

### (9) Service Appropriation (Increase \$1.001m)

Increase represents funding for:	\$000
Depreciation – Accrual appropriation	642
Leave Liability – Accrual appropriation	340
DG Salary increase	19
	<u>1,001</u>

### (10) Resources received free of charge (Decrease \$0.252m)

Decrease mainly reflects component of Community Aids and Equipment Program transferred to Department of Health.

### **(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.

	<b>2007</b>	<b>2006</b>	<b>Variance</b>
	<b>\$000</b>	<b>\$000</b>	<b>\$000</b>
Employee benefits expenses <sup>(1)</sup>	98,783	95,921	2,862
Supplies and services <sup>(2)</sup>	21,456	16,120	5,336
Depreciation and amortisation expense <sup>(3)</sup>	3,121	2,544	577
Expenditure on services provided by funded agencies <sup>(4)</sup>	182,426	163,597	18,829
Capital user charge <sup>(5)</sup>	2,037	1,122	915
Loss on disposal of non-current assets <sup>(6)</sup>	192	14	178
Commonwealth grants and contributions <sup>(7)</sup>	50,578	48,605	1,973
Other Revenues <sup>(8)</sup>	5,297	3,862	1,435
Service Appropriation <sup>(9)</sup>	274,113	244,594	29,519
Resources received free of charge <sup>(10)</sup>	509	753	(244)

### (1) Employee Benefits Expense (Increase \$2.862m)

Increase reflects wage increases.

### (2) Supplies & Services (Increase \$5.336m)

Increase represents contractors engaged to fill vacancies for positions that are to be transferred to the Office of Shared Services, IT software applications development and one-off projects.

### (3) Depreciation and amortisation expense (Increase \$0.577m)

Increase reflects the revaluation of DSC buildings, and expenditure under the DSC's capital works program.

### (4) Expenditure on services provided by funded agencies (Increase \$18.829m)

Reflects State and Commonwealth (CSTDA) growth/indexation.

### (5) Capital user charge (Increase \$0.915m)

Increase reflects revaluation of land and buildings.

### (6) Loss on disposal of non-current assets (Increase \$0.178m)

Assets disposed of during the year.

### (7) Commonwealth Grants and Contributions (Increase \$1.973m)

Increase represents funding for:	\$000
Base Growth	491
Indexation	837
Respite for Older Carers	345
Young People in Residential Aged Care	397
Other	(97)
	<u>1,973</u>

## 4.1 Financial Statements

### (8) Other Revenues (Increase \$1,435m)

Reflects workers compensation premium adjustment paid in previous years.

### (9) Service Appropriation (Increase \$29,519m)

Increase in Funding for:	\$000
Business Plan Initiatives	11,837
Viability – Direct Care Staff	435
Early Childhood intervention	650
Accommodation Support – Aged Carers Initiative	2,100
Cost Escalation	3,205
Salary and Wages	1,566
Indexation – Additional for grants	3,089
Capital User Charge	980
Respite Additional Funding	1,000
Continence Management	2,700
YPIRAC	500
Social Trainer Progression	498
Accrual Appropriation	1,258
Other	7
	<u>29,825</u>
Reduction in Funding for:	
DG Salary	16
Other	<u>290</u>
	<u>306</u>
Net Increase	<u>29,519</u>

### (10) Resources received free of charge (Decrease \$0.244m)

Decrease mainly reflects component of Community Aids and Equipment Program transferred to Department of Health.

## 31. Financial instruments

### (a) Interest rate risk exposure

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

	Weighted Average Effective Interest Rate	Fixed Interest Rate Maturity					Total
		Variable Interest Rate	Less than 1 year	1 to 5 years	More than 5 years	Non Interest Bearing	
2007	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets							
Cash and cash equivalents	-	-	-			1,974	1,974
Restricted Cash and cash equivalents	-	-	-			1,427	1,427
Receivables	-	-	-			2,465	2,465
	-	-	-			<b>5,866</b>	<b>5,866</b>
Financial Liabilities							
Payables	-	-	-			420	420
WATC Loan	7.03	7,441	-				7,441
		<b>7,441</b>	-			<b>420</b>	<b>7,861</b>
<b>2006</b>							
Financial assets							
Cash and cash equivalents						1,016	1,016
Restricted cash and cash equivalents						994	994
Receivables						2,090	2,090
						<b>4,100</b>	<b>4,100</b>
Financial liabilities							
Payables						1,905	1,905
WATC Loan	7.46	6,305					6,305
	<b>7.46</b>	<b>6,305</b>				<b>1,905</b>	<b>8,210</b>

## 4.1 Financial Statements

### Fair Values

All financial assets and liabilities recognised in the balance sheet, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable note.

## 32. Remuneration of members of the Accountable Authority and senior officers

### Remuneration on Members of the Accountable Authority

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

	2007	2006
\$		
0 - 10,000	5	6
10,001 - 20,000	2	2
30,001 - 40,000	1	1
	9	9
	<b>\$'000</b>	<b>\$'000</b>
The total remuneration of the members of the Accountable Authority is:	110	92

The total remuneration includes the superannuation expense incurred by the Commission in respect of members of the Accountable Authority.

No members of the Accountable Authority are members of the Pension Scheme.

### Remuneration of Senior Officers

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

	2007	2006
\$		
80,001 - 90,000	-	1
120,001 - 130,000	1	4
130,001 - 140,000	3	2
140,001 - 150,000	1	-
150,001 - 160,000	1	-
190,001 - 200,000	1	-
230,001 - 240,000	-	1
270,001 - 280,000	1	-
	8	8
	<b>\$'000</b>	<b>\$'000</b>
The total remuneration of senior officers is:	1,307	1,082

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

No senior officers are members of the Pension Scheme.

## 33. Remuneration of Auditor

Remuneration payable to the Auditor General for the financial year is as follows:

Auditing the accounts, financial statements and performance indicators	75	70
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## 4.1 Financial Statements

### 34. Affiliated Bodies

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

<b>Name of Organisation</b>	<b>2007 \$000</b>	<b>2006 \$000</b>
Advocacy South West Inc	102	-
Anglicare WA Inc	252	-
Autism Association of WA	6,154	5,442
Belmont Districts Family and Individual	56	65
Better Hearing Australia (WA) Inc	40	-
Blind Citizens WA Inc.	12	-
Cerebral Palsy Association	20,494	-
Crosslinks Inc	1,848	1,512
Development Disability Council of WA	161	167
East Kimberley Family Support Association	212	141
Elba Inc	1,545	1,000
Ethnic Disabilities Advocacy Centre	136	-
Goldfields Individual and Family Support	895	289
HeadWest Inc.	220	247
Heritage Individual and Family Support	530	227
i.d.entity.wa	10,694	9,868
Interchange Inc	763	638
ISADD WA Pty Ltd	501	457
Kalparrin Centre (PMH)	118	136
Kids' Camps Inc	199	132
KIRA	477	444
Landsdale Family Support Association	768	864
Lifeplan Recreation & Leisure Association	280	342
Lower Great Southern Community Living	3,083	2,642
Lower Great Southern Family Support	471	331
Midway Community Care	830	487
Midwest Community Living Association Inc	758	393
Midwest Family Support Association	308	181
Mosaic Community Care Inc	3,511	2,481
Multicare WA	156	146
My Place (WA) Pty Ltd	8,448	7,200
Mandurah Disabled Support & Recreational	25	-
Nascha Inc	569	655
Noah's Ark Toy Library	98	215
Nulsen Haven Association Inc	11,565	10,002
OPAL	138	675
Peel Community Living Inc	2,403	2,300
People Actively Committed Together	190	321
People with Disabilities	333	348
Pilbara Individual & Family Support	20	97
Phylos Inc	516	508
PLEDG Projects	162	156
Recreation and Sport Network Inc	649	825
Rocky Bay Inc	10,729	9,230
SECCA	182	135
South West Family Support Association	1,444	1,378

## 4.1 Financial Statements

	2007 \$000	2006 \$000
Strive Warren Blackwood	296	316
TeenSpirit Inc	59	40
Therapy Focus Inc	6,617	5,866
Transition and Integration Services	1,963	1,063
Upper Great Southern Family Support	295	202
Valued Independent People	1,718	1,572
Vemvane	265	243
WA Blue Sky Inc	1,146	976
We Can Community Services Pty Ltd	780	-
West Kimberley Family Support Association	360	265

## 35. Supplementary Financial Information

### Write-Offs

Debts due to the state written off during the financial year	Nil	Nil
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### Losses through Theft, Defaults and Other Causes

Losses of public moneys and public and other property through theft or default	Nil	Nil
Amount recovered	Nil	Nil

### Gifts of Public Property

Gifts of public property provided by the Commission	Nil	Nil
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## 4.1 Financial Statements

### 36. Schedule of Income and Expenses by Service

#### COST OF SERVICES Expenses

	Accommodation Support \$000's		Individual & Family Support \$000's		Individual Coordination \$000's		Strategic Coordination \$000's		Total \$000's	
	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006
<b>COST OF SERVICES</b>										
Employee benefits expenses	64,706	62,618	17,686	17,814	12,845	12,139	3,546	3,351	98,783	95,921
Supplies and services	11,110	7,490	5,804	5,118	2,759	2,232	1,782	1,280	21,455	16,120
Depreciation and amortisation expense	1,881	1,505	844	684	283	249	113	106	3,121	2,544
Finance costs	474	441	-	-	-	-	-	-	474	441
Accommodation expense	4,643	4,272	1,467	1,275	2,650	2,368	153	168	8,913	8,083
Expenditure on services provided by funded agencies	110,078	95,376	64,450	59,441	0	-	7,898	8,780	182,426	163,597
Individual funding and other grants	143	45	3,123	2,802	11,252	12,319	-	-	14,518	15,167
Capital user charge	1,228	663	551	302	185	110	73	47	2,037	1,122
Loss on disposal of non-current assets	115	9	52	4	17	1	8	1	192	14
Other expenses	1,486	1,429	667	650	227	236	91	107	2,471	2,423
<b>Total Cost of Services</b>	<b>195,864</b>	<b>173,848</b>	<b>94,644</b>	<b>88,089</b>	<b>30,218</b>	<b>29,654</b>	<b>13,664</b>	<b>13,840</b>	<b>334,390</b>	<b>305,432</b>

#### Income

	Revenue		User charges and fees		Commonwealth grants and contribution		Other revenues		Gain on disposal of non-current assets		Total income other than income from State Government	
	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006
Revenue	6,269	5,912	-	-	-	-	-	-	-	-	6,269	5,911
User charges and fees	16,974	16,931	28,752	27,291	2,479	1,990	2,373	2,393	50,578	48,605	50,578	48,605
Commonwealth grants and contribution	1,765	1,069	2,412	2,177	987	471	133	145	5,297	3,862	5,297	3,862
Other revenues	-	-	-	-	-	-	-	-	-	-	-	-
Gain on disposal of non-current assets	25,008	23,912	31,164	29,468	3,466	2,461	2,506	2,538	62,144	58,378	62,144	58,378
<b>Total income other than income from State Government</b>	<b>170,856</b>	<b>149,937</b>	<b>63,480</b>	<b>58,622</b>	<b>26,752</b>	<b>27,194</b>	<b>11,158</b>	<b>11,301</b>	<b>272,246</b>	<b>247,054</b>	<b>272,246</b>	<b>247,054</b>

#### NET COST OF SERVICES

#### INCOME FROM STATE GOVERNMENT

	Service appropriation		Liabilities assumed by the Treasurer		Resources received free of charge		Total income from State Government	
	2007	2006	2007	2006	2007	2006	2007	2006
Service appropriation	172,200	148,443	63,744	57,979	26,937	26,959	11,232	11,213
Liabilities assumed by the Treasurer	246	348	91	99	38	68	16	19
Resources received free of charge	299	429	144	217	46	73	20	34
<b>Total income from State Government</b>	<b>172,745</b>	<b>149,220</b>	<b>63,979</b>	<b>58,295</b>	<b>27,021</b>	<b>27,100</b>	<b>11,268</b>	<b>11,266</b>

#### Surplus/(deficit) for the period

	2007	2006
Surplus/(deficit) for the period	1,889	(717)

## 4.1 Financial Statements

### 37. Clients Private Cash as at 30 June 2007

Opening Balance	8,486,803
Debits	11,641,014
Credits	11,368,076
Fees & Taxes	2,084
Interest Earned	133,678
<b>Closing Balance</b>	<b>8,891,335</b>

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

### 38. Indian Ocean Territories

The Commission provides a full range of services to the residents with disabilities of Christmas and Cocos Islands. The service is provided pursuant to the service delivery agreement with the Commonwealth government.

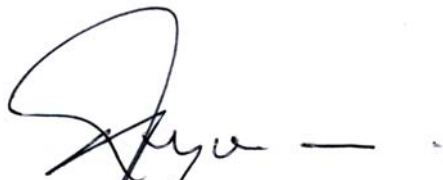
	<b>2007 \$000</b>	<b>2006 \$000</b>
Opening Balance 1 July 2006	0	0
Receipt from Commonwealth	124	130
Expenditure	(124)	(130)
Closing Balance 30 June 2007	0	0

## 4.2 Performance Indicators

## 4.2 Performance Indicators

### **CERTIFICATION OF PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2007**

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 2007.



Bruce Langoulant  
CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD



Judith Davis  
DEPUTY CHAIRPERSON  
DISABILITY SERVICES COMMISSION BOARD

6 August 2007

### OPINION OF THE AUDITOR GENERAL



#### AUDITOR GENERAL

##### INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

**DISABILITY SERVICES COMMISSION  
FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS  
FOR THE YEAR ENDED 30 JUNE 2007**

I have audited the accounts, financial statements, controls and key performance indicators of the Disability Services Commission.

The financial statements comprise the Balance Sheet as at 30 June 2007, and the Income Statement, Statement of Changes in Equity and Cash Flow Statement for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

##### **Board's Responsibility for the Financial Statements and Key Performance Indicators**

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

##### **Summary of my Role**

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer "<http://www.audit.wa.gov.au/pubs/Audit-Practice-Statement.pdf>".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators 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 and key performance indicators.

## 4.2 Performance Indicators

### Disability Services Commission

#### Financial Statements and Key Performance Indicators for the year ended 30 June 2007

#### Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Disability Services Commission at 30 June 2007 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2007.



COLIN MURPHY  
AUDITOR GENERAL  
4 September 2007

## OUTCOME AND SERVICES

The table below shows the Outcome and Services for which the Disability Services Commission was funded in 2006–2007. The benefits and costs associated with each service are shown within the Service areas.

State Government Goal*	Disability Services Commission Outcome	Services	Service Areas	Benefit/Cost
Enhancing the quality of life and wellbeing of all people throughout Western Australia by providing high quality, accessible services.	Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Service 1: Accommodation Support	<ul style="list-style-type: none"> <li>Hostel Residential</li> <li>Community Residential</li> <li>Supported Community Living</li> </ul>	<ul style="list-style-type: none"> <li>3,604 service users supported</li> <li>Total cost: \$195.9 million</li> <li>Average cost per service user: \$54,346</li> </ul>
		Service 2: Individual and Family Support	<ul style="list-style-type: none"> <li>Family Support and Respite</li> <li>Day Options (including Post School Options)</li> <li>Health and Individual Development (including therapy services)</li> </ul>	<ul style="list-style-type: none"> <li>16,421 service users supported</li> <li>Total cost: \$94.6 million</li> <li>Average cost per service user: \$5,764</li> </ul>
		Service 3: Individual Coordination	<ul style="list-style-type: none"> <li>a. LAC Coordination</li> <li>b. LAC Direct Consumer Funding</li> </ul>	<ul style="list-style-type: none"> <li>7,836 service users supported</li> <li>Total cost: \$19.9 million</li> <li>Average cost per service user: \$2,542</li> <li>1,521 service users supported</li> <li>Total cost: \$10.3 million</li> <li>Average funding per service user: \$6,772</li> </ul>
		Service 4: Strategic Coordination	<ul style="list-style-type: none"> <li>Policy and Planning</li> <li>Access and Community Education</li> <li>Quality Assurance and Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>131 key strategic and policy projects</li> <li>Total cost: \$13.7 million</li> <li>Average cost per strategic project: \$104,283</li> </ul>

\* *Better Planning: Better Futures*—A Framework for the Strategic Management of the Western Australian Public Sector, Goal 1.



## 4.2 Performance Indicators

### 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. The Commission uses two measures of effectiveness. Effectiveness for the Commission is established by measuring the take-up rate per 1,000<sup>10</sup> Disability Support Pension recipients on a statewide basis, and then comparing the take-up rate with the national rate.

Outcome	Description	2002-03	2003-04	2004-05*	2005-06	2006-07
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services.	Take-up rate per 1,000					
	WA:	111	109	326	325	319
	Australia:	89	62	194	209	220
	Percentage variation from national level	25%	76%	68%	56%	45%

\* Take-up rates for 2004–2005 onwards have been calculated using whole-of-year data rather than snapshot day data. They are not comparable to previous years which were based on snapshot day data and included double-counting for all states and territories.

The Western Australian take-up rate of 319 service users per 1,000 recipients of Disability Support Pensions is 45 per cent higher than the national rate of 220 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 take-up rates for Western Australia and Australia are calculated using whole-of-year data (that is, the total of all people using services throughout the 2005–2006 financial year) as published by the Australian Institute of Health and Welfare. The consistent methodology in calculating the take-up rate for both Western Australia and Australia allows for a national comparison.

The Commission further measures effectiveness on the basis of service users' satisfaction with their quality of life and is based on the following three measures as indicated in the table below. These data are taken from the Commission's biennial consumer survey, with the next survey to be conducted in 2007–2008. The first

<sup>10</sup> 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 which is defined as the number of people receiving a Disability Support Pension.

## 4.2 Performance Indicators

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. In addition, a third measure derived from a standardised Personal Wellbeing Index which assesses satisfaction with quality of life based on standard of living, health, life achievement, personal relationships, personal safety, community-connectedness and future security was piloted in the 2006 Consumer Survey. A total of 1,250 people were surveyed in the 2006 Consumer Survey.

Description	2002-03*	2003-04**	2004-05*	2005-06***	2006-07*
Satisfaction with Social Participation	n/a	73%	n/a	67%	n/a
Satisfaction with Quality of Life	n/a	75%	n/a	77%	n/a
Personal Wellbeing Index	n/a	n/a	n/a	74%	n/a

\* Data unavailable as consumer survey is conducted biennially

\*\* Survey sampling error +/-3.7 per cent at the 95 per cent level of confidence, response rate 87 per cent

\*\*\* Survey sampling error +/-2.7 per cent at the 95 per cent level of confidence, response rate 71 per cent

### Efficiency Indicators

Efficiency indicators monitor the relationship between the resource inputs for each service and the services delivered. This input/service 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 service and compare these with targets for the current year and performance in previous years.

Service	Description	AVERAGE COST <sup>11</sup>					TARGET 2006-07	VARIATION	
		2002-03	2003-04	2004-05	2005-06	2006-07		Prev Year	Target
Accommodation Support	\$/service user	\$42,931	\$44,512	\$46,711	\$50,405	\$54,346	\$51,765	8%	5%
Individual and Family Support	\$/service user	\$4,335	\$4,681	\$5,052 *	\$5,362 ***	\$5,764 ****	\$5,876	7%	-2%
LAC Coordination	\$/service user	\$2,365	\$2,367	\$2,393 **	\$2,427	\$2,542	\$2,510	5%	1%
LAC Direct Consumer Funding	\$/service user	\$7,253	\$7,853	\$7,673 **	\$7,360	\$6,772	\$8,119	-8%	-17%
Strategic Coordination	\$/project	\$76,553	\$79,882	\$94,313	\$103,276	\$104,283	\$92,810	1%	12%

\* As of 2004–2005, service user and cost per service user data reflect the inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data. A change in reporting by WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.

\*\* The average cost per service user for 2004–2005 for LAC Direct Consumer Funding and for LAC Coordination has been recalculated retrospectively to adjust for miscoding of data.

<sup>11</sup> The average costs for Services 1 and 2 have been recalculated for 2002–2003 taking into account the change in supported community living from Service 2 to Service 1.

## 4.2 Performance Indicators

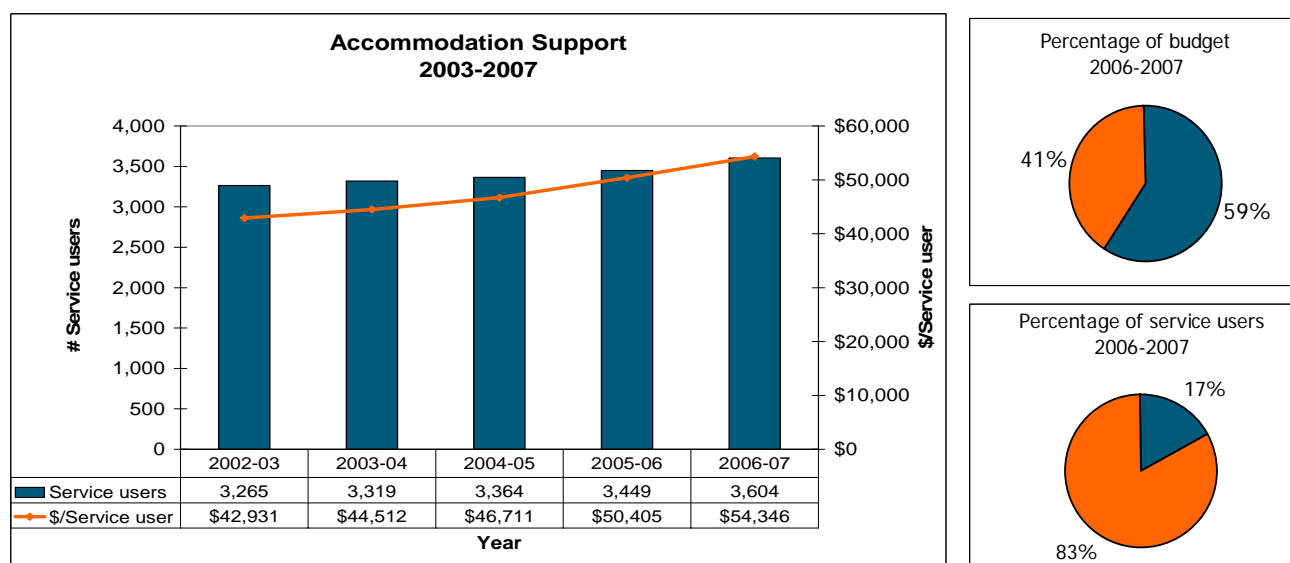
\*\*\* The 2005–2006 [Individual and Family Support](#) cost per service user data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies which translated to fewer service users being reported.

\*\*\*\* The 2006–2007 [Individual and Family Support](#) cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies.

### Service 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 2006–2007 was \$54,346. This is eight per cent higher than the previous year and five per cent higher than the target set for the year. The increased average cost per service user reflects one-off initiatives, wage movements and indexation. The [Accommodation Support](#) budget represented 59 per cent of the Commission's budget and supported 17 per cent of service users.



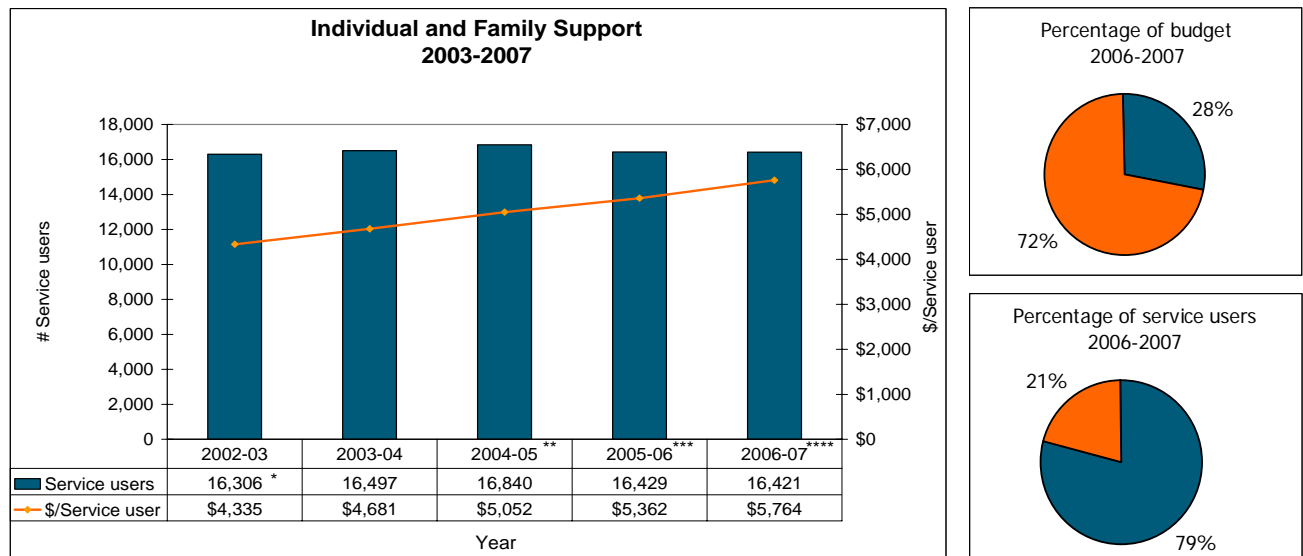
For comparison, data from 2002–2003 have been recalculated to take into account the transfer of supported community living from Service 2 to Service 1 from 2003–2004 onwards.

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

The [Individual and Family Support](#) Service 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.

## 4.2 Performance Indicators

The average cost per service user for 2006–2007 was \$5,764 and was two per cent lower than the target cost. [Individual and Family Support](#) represented 28 per cent of the Commission's budget and provided support to 79 per cent of service users.



- \* The 2004–2005 Budget Statements reported 16,717 service users as the actual performance in 2002–2003. This has been recalculated to exclude supported community living.
- \*\* As of 2004–2005, service user and cost per service user data reflect the inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data. A change in reporting by WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.
- \*\*\* The 2005–2006 data reflect different methodologies of reporting [Disability Professional Services](#) adopted by two agencies which translated to fewer service users being reported in 2005–2006.
- \*\*\*\* The 2006–2007 cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies, which translated to fewer service users being reported in 2006–2007.

For comparison, data from 2002–2003 have been recalculated to take into account the transfer of supported community living from Service 2 to Service 1 from 2003–2004 onwards.

Data on service users accessing the Community Aids and Equipment Program (CAEP) were available from 2004–2005 onwards as a result of the development of the eCAEP database.

The reduction in the number of reported service users for Service 2 in 2006–2007 is the result of improvements in data collection and changes in the counting of service users by three agencies.

### Service 3: Individual Coordination Average Cost Per Service User

This service relates to the provision of a range of supports and strategies through local area coordinators (LACs), who develop resources and support networks in local communities; provide information and link people with local resources and support

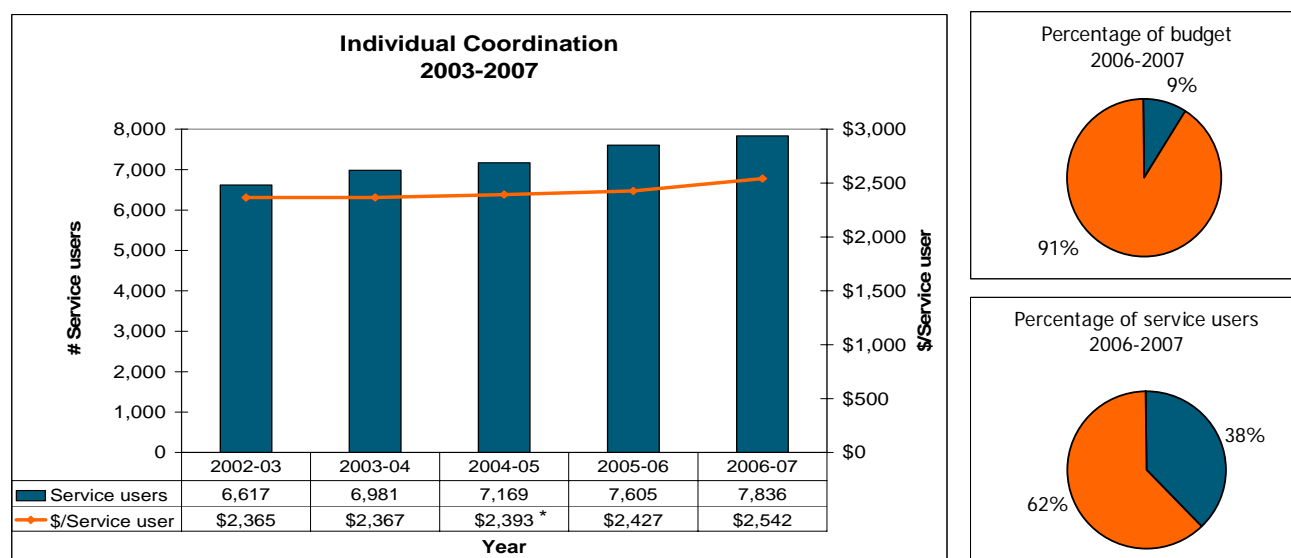
## 4.2 Performance Indicators

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 service were split into two sub-services — the cost of providing LAC Coordination and the provision of LAC Direct Consumer Funding (or brokerage) distributed by LACs.

The average cost per service user in 2006–2007 for LAC Coordination was \$2,542 which was five per cent higher than the previous year and one per cent higher than the target cost. The average cost per service user in 2006–2007 for LAC Direct Consumer Funding was \$6,772, which was eight per cent lower than the previous year and 17 per cent lower than the target. The variation from the previous year and the target for the LAC Direct Consumer Funding is attributable to the implementation of recommendations from the 2003 LAC Review to reduce the amount of tied funding in LAC by transferring complex, high cost options to the non-government sector and not accepting self managed program funding via the [Combined Application Process](#) from 1 July 2006.

LAC Coordination was accessed by 38 per cent of service users and represented six per cent of the Commission's budget. A further three per cent of the Commission's budget was provided to service users via LAC Direct Consumer Funding.



\* The average cost per service user for 2004–2005 has been recalculated retrospectively to adjust for miscoding of data.

### Service 4: Strategic Coordination Average Cost Per Strategic Project

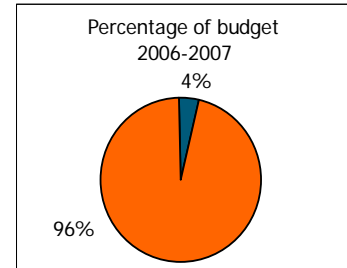
The Strategic Coordination Service includes the monitoring of progress by public authorities in implementing [Disability Access and Inclusion Plans](#) and improving access; data collection and monitoring of population trends to identify issues which impact on people with disabilities and their carers and inform the development of government policies and programs; policy development; monitoring the standards

## 4.2 Performance Indicators

and quality of services; community education and disability awareness strategies; advocacy; and information.

As the work conducted within this service enhances the environment for all Western Australians with disabilities, the costs are measured against the total number of strategic coordination projects and activities.

The average cost of Strategic Coordination per project increased by one per cent since the previous year and is 12 per cent above the target. Strategic Coordination represents four per cent of the Commission's budget.



## 4.3 Other Financial Disclosures

### 4.3 Other Financial Disclosures

#### 4.3.1 Pricing Policies of Services Provided

The Commission charges for goods and services rendered on full or partial cost recovery basis. Fees and charges generally consist of *Board and Lodging* charged to people with disabilities residing in Commission facilities. The rate recovered is generally equivalent to 75 per cent of residents' pensions.

#### 4.3.2 Capital Works

##### COMPLETED PROJECTS

The Disability Services Commission established new [Local Area Coordination](#) (LAC) offices in Broome, Belmont, Parkwood and Maddington, and completed access improvement works at various other LAC offices.

The Commission also completed refurbishment and upgrade works at the Bristol and Bennett Brook hostels, and renovation works at a number of group homes, including the upgrade of bathrooms and replacement of air conditioning systems.

The Commission's computer replacement program was also completed.

##### INCOMPLETE PROJECTS

The Commission is establishing new LAC offices in Mundaring and Bayswater, and expanding the Shenton Park office.

Group homes are being constructed to replace the Commission's Dorset Hostel.

#### 4.3.3 Employment and Industrial Relations

##### STAFF PROFILE

During 2006–2007, the Commission had an employment level of 1,578 full-time equivalents (FTE). This represents a decrease of 7 FTE (0.4 per cent) on the previous year. The total FTE for the Commission has increased by 3.3 per cent since 2002–2003.

A total of 427 employment contracts were issued by the Commission throughout 2006–2007.

### 4.3 Other Financial Disclosures

The appointments comprised:

- ✓ 130 permanent contracts;
- ✓ 179 fixed term contracts; and
- ✓ 118 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2002–2003 and 2006–2007 are presented in the table below:

<b>Full Time Equivalent Staff by Occupational Category and Area</b>					
	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Social trainers/ client assistants	888	899	891	903	900
Registered nurses	28	21	21	22	20
Enrolled nurses/nursing assistants	21	8	9	8	7
Support workers	79	93	91	91	81
Direct care (PSA <sup>12</sup> )	201	213	222	232	239
Total direct care	1,217	1,234	1,234	1,256	1,247
Administrative	310	335	330	329	331
Total	1,527	1,569	1,564	1,585	1,578

### Equal Employment Opportunity and Diversity

The equity and diversity data in the table below are derived from demographic information provided by employees on a voluntary basis, through completion of a Diversity Survey.

<b>Demographic Characteristics - Participation by Employment Type</b>					
<b>Participation Rates</b>	<b>Male</b>	<b>Female</b>	<b>CALD backgrounds</b>	<b>Indigenous Australians</b>	<b>People with disabilities</b>
Permanent F/T	534	734	136	8	39
Permanent P/T	31	276	27	3	15
Fixed Term F/T	21	74	12	1	3
Fixed Term P/T	5	49	5	0	2
Casual	33	191	13	1	3
Sessional(Other)	40	78	3	0	0
Trainee	1	1			
Total	665	1403	196	13	62

The table below compares the Commission's workforce to the Public Sector workforce and the Western Australian community composition in relation to the different equity groups. The Commission's *Equity and Diversity Management Plan 2006–2010* details strategies to achieve key objectives and reach its equity and diversity targets. These strategies are implemented throughout the Commission by

<sup>12</sup> PSA, Public Service Award direct care staff includes allied health staff, local area coordinators, etc.



### 4.3 Other Financial Disclosures

all directorates in accordance with yearly action plans that are developed by the Equity and Diversity Steering Committee. Details of some of the Commission's equity and diversity strategies and key achievements are provided at Chapter 4.5.4.

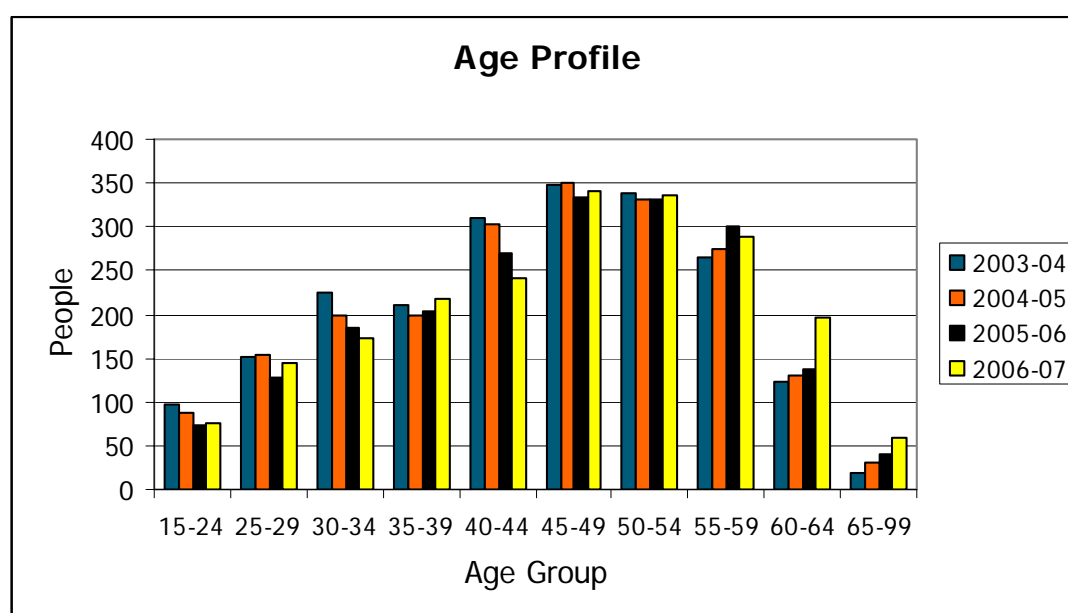
#### Equal Employment Opportunity and Diversity

Equity Group	% of Community representation*	% of Public Sector workforce at 30 June 2006*	% of Commission workforce at 30 June 2006	% of Commission workforce at 30 June 2007
Women	50.2**	65.0	67.8	67.8
People with disabilities	4.0	1.5	3.9	3.8
Youth	14.1**	3.6	6.4	6.3
Aboriginals	3.3	2.5	0.8	0.8
People from culturally diverse backgrounds	11.8	8.1	11.2	12.0

\* Profile of Western Australian State Government Workforce June 2006

\*\* 2006 Census Quickstats WA; (Youth = 15–24 yrs)

#### Age Profile of Commission Staff as at 30 June 2007



Over half of the Commission's total workforce are aged 45 years and over. In the past year there has been a substantial increase in the number of employees aged 60 years or more.

The Commission continues to identify and implement a range of strategies, through its Equity and Diversity Management Plan, to enhance the retention of its experienced employees. At the same time, it is also progressing strategies to increase the diversity of the applicant pools for Commission vacancies, including strategies to increase the number of youth it employs.

## Workforce Trends

<b>Current Indicators</b>					
	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Staff (as at 30 June 2007)	2,029	2,091	2,102	2,035	2,068
New Permanent Staff	171	174	163	159	166
Staff Turnover	8.7%	8.3%	9.2%	9.1%	9.6%
Annual Average Staffing Level	1,527	1,569	1,564	1,585	1,578
Industrial Disputes—Days Lost	0	92	0	0	0
Workers' Compensation — New Claims	144	118	137	110	132
Average Accrued Annual Leave (Days)	12.2	10.7	9.3	5.8	19.6 <sup>13</sup>
Average Accrued LSL (Days)	13.4	12.9	10.2	9.7	10.1
Average Sick Leave Taken (Days)	10.2	8.2	9.3	8.5	11.2
Overtime (Hours/FTE)	37.9	43.8	46.4	44.2	56.2

## OCCUPATIONAL SAFETY AND HEALTH

During the year, the Commission has:

- ✓ planned, developed, implemented and reviewed the Occupational Safety and Health Annual Action Plan 2006–2007 and the Management Plan for 2006 to 2009;
- ✓ achieved a further reduction of five per cent in the number of accidents and incidents;
- ✓ achieved a 12 per cent reduction in workers' compensation premium contribution compared to the previous year;
- ✓ maintained an effective workers' compensation claims management alliance with RiskCover and held three major reviews of all active claims including the development of action plans on the management of every claim;
- ✓ achieved a 92 per cent success rate in returning rehabilitated employees to the workplace;
- ✓ the Commission has continued to engage the services of two Employee Assistance Program providers to provide a cost free support and counselling service to staff;
- ✓ planned, developed and implemented occupational health and safety (OSH) training on hazard and injury management for line managers;
- ✓ planned, developed and implemented training on hazardous substance and manual handling for support services staff;
- ✓ promoted OSH consultation by facilitating regular OSH Steering Committee and Operational OSH Committee meetings with safety and health representatives and management representatives from all directorates;
- ✓ conducted safety and health representatives elections resulting in 31 representatives being elected;

<sup>13</sup> Accrued Annual Leave now includes pro rata entitlement to 30 June 2007. In previous years entitlement was calculated on accrued annual leave balances as at 31 December.

### 4.3 Other Financial Disclosures

- ✓ in consultation with employees and their safety and health representatives reviewed the Commission's policies and guidelines related to occupational safety and health;
- ✓ provided a five-day training course for all the newly elected and two-day refresher training for re-elected safety and health representatives;
- ✓ reviewed, assessed and validated all strategic and directorate risks as part of the Commission's risk management framework;
- ✓ planned and developed Business Continuity Plans for key business processes across directorates; and
- ✓ undertaken an independent audit of the Commission's risk management system.

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

<b>Workers' Compensation Performance/Trends</b>			
<b>Indicators</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Total Number of Accidents/Incidents	267	240	227
Total Number of Claims	137	110	132
Total Actual Lost Time Injury Days	2,104	1,813	2,585
Premium Contribution (ex GST)	\$1.93m	\$1.97m	\$1.64m
Premium Contribution Rate	2.41	2.30	2.12
Estimated Cost of Claims (per \$100 of payroll)	2.98	2.98	2.89
Number of Rehabilitation Cases	24	34	22
Rehabilitation Success Rate	63	75	92

\* Figures adjusted retrospectively, error identified.

### WORKFORCE PLANNING AND DEVELOPMENT

A key priority of the Commission is to ensure that there are a sufficient number of appropriately trained staff to provide care and services to people with disabilities and their families. Several factors, including the ageing of the working population and the difficulty in attracting potential employees due to the State's high employment levels, provide challenges in this regard.

The Equity and Diversity Management Plan details a range of attraction and retention strategies. These include strategies to recruit and retain people with disabilities, youth, Aboriginals, people from culturally diverse backgrounds, and a review of flexible work practices. The Commission is also currently reviewing its Diversity Questionnaire. It is expected that the additional information captured will enable the Commission to consider and provide additional support, such as flexible work arrangements, to employees who have a range of responsibilities.

The Commission recently conducted a staff survey within its Accommodation Services Directorate that examined a range of factors, including work life balance issues for its direct care staff. The findings from this survey will assist in the development of strategies to attract and retain employees in our workforce.

### 4.3 Other Financial Disclosures

The Commission is also taking part in a cross-sector Building Our Workforce project that aims to raise awareness and promote the role of direct care staff. This will enhance the recruitment and retention of staff throughout the sector, including the Commission.

Further information on the Commission's equity and diversity outcomes has been provided in Chapter 4.5.4.

Learning and development has been promoted through a range of avenues. These included the Best Practice network in which 12 agencies now participate; and membership of the Committee of Management of the Industry Training and Advisory Board.

The Commission has continued to provide formal in-house training in disability services through its Learning and Development Branch which has a Registered Training Organisation status.

Due to the ongoing high demand for training across the sector, the Commission has continued to include direct care staff from other agencies in its programs. These comprise a seven-day induction program, Certificate III and IV in Disability Work, and a five-day refresher program for staff. In the past year, 164 competency-based training sessions were attended by both external direct care staff and Commission direct care staff.

The Commission continued to actively support TAFE students and Aboriginal people to develop disability work knowledge and skills. This has been further enhanced through the signing of a memorandum of understanding with the Marr Mooditj Foundation aimed at developing and delivering teaching, learning and assessment programs.

Commission employees have undertaken a range of internal and external training and development programs to maintain and develop their skills and knowledge, including: positive behaviour support; manutention; passive self-defence; meal-time management; infection control; discipline procedures; performance management; grievance management; Code of Ethics and Code of Personal Conduct; Recruitment and Selection; and awareness-raising in relation to family and domestic violence. Further detail regarding some of this training is provided at Chapter 4.5.2

### **Staff Recognition**

The Commission conducted its annual Staff Awards ceremony in June 2007. One scholarship was awarded under the Honourable Ray Young Scholarship, while 18 individuals and work groups were recognised for staff achievements and more than 90 employees from the Accommodation Services Directorate were presented with Certificates III and IV in Disability Work.

In a separate initiative, staff members with 20, 25, 30 or 35 years of continuous service were recognised with certificates.

## 4.3 Other Financial Disclosures

### EMPLOYEE RELATIONS, WORKPLACE BARGAINING AND CHANGE

#### Employee Relations

The Commission has a broad range of occupational groups covered by five different awards, eight different agreements and four different unions. This provides challenges and opportunities in the management of its workforce.

The Employee Relations and Planning section has continued to provide advice and support to managers and employees on a range of complex issues, including:

- ✓ performance management;
- ✓ suspected breaches of discipline;
- ✓ bullying and grievance management;
- ✓ industrial disputes;
- ✓ code of conduct;
- ✓ managing incapacitated employees;
- ✓ managing employees who are absent without leave;
- ✓ work value claims;
- ✓ teamwork and cooperation;
- ✓ discrimination;
- ✓ classification; and
- ✓ interpretation of awards, agreements and employment legislation.

The Employee Relations and Planning section has also developed, reviewed, promoted, and provided training on, a number of policies, operational procedures and guidelines in relation to the above.

#### Workplace Bargaining

This year saw the negotiation of a replacement agreement for local area supervisors, social trainers, trainee social trainers and client assistants with the major change being the introduction of level two social trainers.

Preparation for negotiating another replacement agreement for local area supervisors, etc, has also commenced.

An agency specific agreement for public servants was also negotiated with the union.

#### Workplace Change

An important role of the Employee Relations and Planning section is to assist managers and employees during times of organisational change to ensure that transitions occur smoothly and in a timely manner.

### 4.3 Other Financial Disclosures

In 2006–2007, the Employee Relations and Planning section supported the [Metropolitan Services Coordination](#) Directorate with the introduction of a new supervisory framework for the [Individual and Family Support](#) Program. This was implemented to better meet the needs of people with disabilities and their families who currently access the [Individual and Family Support](#) Program.

The change process featured extensive consultation with affected employees and the relevant union. Employees who were directly affected by the introduction of the new framework, particularly those whose positions were abolished, were provided with access to a range of supports including:

- ✓ career counselling to identify their skills and career preferences including aspirations for future employment;
- ✓ assistance in preparing job applications;
- ✓ information about the financial impact of any decisions they make; and
- ✓ professional counselling to assist them to cope with change.

The Employee Relations and Planning section also supported:

- ✓ the [Country Services Coordination](#) Directorate to transition its therapists in the Bunbury region to the Department of Health; and
- ✓ the [Accommodation Services Directorate](#) in relation to its Supported Accommodation Services section.

## 4.4 Governance Disclosures

### 4.4 Governance Disclosures

#### CONTRACTS WITH SENIOR OFFICERS

The Commission has a Policy and Operational Procedures in relation to Conflicts of Interest. This requires all employees to declare any perceived, potential or real conflicts of interest as they arise.

In addition, in accordance with the requirements of the *Public Sector Management Act 1994*, the Commission's Policy and Operational Procedures on Outside Employment require all employees to seek permission to engage in both paid and unpaid activities unrelated to their duties. Any conflicts of interest must be identified and addressed by the applicant in their submission to the Director General.

At the date of reporting, other than normal contracts of employment of service, no senior officers, or firms of which the senior officers are members, or entities in which senior officers have substantial interests, had any existing or proposed contracts with the Commission and senior officers.

## 4.5 Other Legal Requirements

### 4.5.1 Advertising and Sponsorship

During 2006–2007, the Disability Services Commission spent \$50,766.63 on advertising, as shown in the table below.

<b>Statement of Advertising, Promotional and Market Research Expenditure</b>	
<b>Organisation</b>	<b>\$</b>
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 2006–2007	
<b>Main Advertising Agencies</b>	31,439.41
The advertising agencies engaged were:	
Marketforce Productions	
<b>Market Research Organisations</b>	13,525.91
Media Monitors Australia	
<b>Media Advertising Organisations</b>	5,801.31
The main media advertising organisations engaged were:	
Community Newspapers	
Marketforce Productions	
The West Australian	
<b>Total Expenditure</b>	50,766.63

### 4.5.2 Compliance with Public Sector Standards and Ethical Codes

In accordance with section 31(1) of the *Public Sector Management Act 1994*, the Commission provides the following statements of any compliance issues that arose during 2006–2007 in respect of the public sector standards, the WA Code of Ethics and the Commission's Code of Personal Conduct, and also details of any significant action taken to prevent non-compliance.

#### COMPLIANCE ISSUES — PUBLIC SECTOR STANDARDS

- ✓ One Grievance Standard breach claim lodged. Outcome not yet known.
- ✓ Four Recruitment, Selection and Appointment Standard breach claims lodged. One dismissed by the Office of Public Sector Standards Commissioner and three withdrawn.



## 4.5 Other Legal Requirements

### COMPLIANCE ISSUES — WA CODE OF ETHICS AND THE COMMISSION'S CODE OF PERSONAL CONDUCT

There were 15 allegations regarding potential breaches of the WA Code of Ethics and/or the Commission's Code of Personal Conduct which related broadly to:

- ✓ verbal abuse of staff;
- ✓ mishandling a resident;
- ✓ assault;
- ✓ fraud;
- ✓ medication errors;
- ✓ inappropriate emails;
- ✓ harassment; and
- ✓ inappropriate use of a Commission vehicle.

### SIGNIFICANT ACTION TAKEN TO MONITOR AND ENSURE COMPLIANCE

- ✓ A revised Code of Personal Conduct was developed and placed on the Commission's Intranet site in September 2006. Staff were advised via an Intranet news item and through the staff *Cheers* newsletter.
- ✓ The Code of Personal Conduct was promoted by the Director General in September and October 2006, through presentations to staff at Myaree, West Perth, Joondalup, Midland and East Victoria Park Offices. Approximately 140 staff attended.
- ✓ Code of Personal Conduct brochure was printed in October 2006, and sent to all staff with their payslips.
- ✓ The Code of Personal Conduct was amended in May 2007 to include reference to the revised Public Sector Code of Ethics.
- ✓ The Code of Personal Conduct was further amended in June 2007 to include information relating to the new Contact with Lobbyists Code and Lobbyists Register. Staff were advised via an Intranet news item and through the staff *Cheers* newsletter.
- ✓ Code of Personal Conduct posters are being developed and will be distributed to Commission workplaces in 2007.
- ✓ Ongoing promotion of the Code of Personal Conduct occurs through six monthly reminder *Cheers* articles, the Orientation Day Program and induction sessions for new staff.
- ✓ Managing Workplace Grievances Policy and Procedures are currently being reviewed by Human Resources through consultation with other directorates.
- ✓ Training was provided by Human Resources to managers and supervisors on Managing Workplace Grievances in October 2006 and March 2007. Further training is scheduled for November and December 2007.
- ✓ The Commission has a Grievance Contact Officer Network, which comprises eight staff from a range of directorates and roles. Their role is to provide information and support to staff in relation to grievance issues. The Grievance Contact Officer Network meets quarterly.
- ✓ All new grievance contact officers are provided with significant training, and existing grievance contact officers attend refresher training every two years.

## 4.5 Other Legal Requirements

- ✓ Grievance contact officers are promoted to all staff via the intranet, *Cheers* articles, broadcast emails to all staff and posters distributed throughout Commission.
- ✓ Training was provided by Human Resources to managers and supervisors on Suspected Breaches of Discipline and Performance Management processes in various Commission office locations. Further training is scheduled in July and August 2007.
- ✓ Monthly training was provided by Human Resources to managers and supervisors on Recruitment, Selection and Appointment processes in various Commission office locations.
- ✓ Training was arranged for the Commission's Corporate Leadership Group to attend a Managing Harassment and Bullying in the Public Sector workshop, to be presented by the Office of Equal Employment and Opportunity in October 2006, and subsequently rescheduled and occurred in July 2007.

### 4.5.3 Disability Access and Inclusion Plan Outcomes

The Commission is committed to the inclusion of people with disabilities through improved access to its services, facilities and information. In 2006, as a requirement of the [\*Disability Services Act 1993\*](#), the Commission developed its [Disability Access and Inclusion Plan](#) (DAIP) for 2006–2011.

The DAIP provides a framework for the identification of access and inclusion barriers and for the development of strategies to address those barriers. The Act stipulates that agencies address six areas for improvement in access by ensuring that people with disabilities:

1. have the same opportunities as other people to access services and events;
2. have the same opportunities as other people to access buildings and facilities;
3. receive information in a format that will enable them to access the information readily;
4. receive the same level and quality of service from the staff as other people receive from the staff;
5. have the same opportunities as others to make complaints; and
6. have the same opportunities as others to participate in any public consultation.

The Commission's DAIP also includes an additional seventh outcome area: improved access to employment opportunities for people with disabilities.

An associated Annual Implementation Plan identifying the tasks to be undertaken to support the overarching DAIP strategies is required each year. The 2006–2007 plan was approved by the Board and a Commission DAIP Working Party convened to oversee the process of implementation and acquittal, which is due in early 2007–2008.

## 4.5 Other Legal Requirements

The following provides an illustration of some of the many activities undertaken by the Commission to address identified access and inclusion barriers under each of the Outcome areas:

### OUTCOME 1

- ✓ All Commission invitations request that people RSVP and identify any specific access requirements to assist the Commission to plan an accessible event.
- ✓ Implemented *The Policy Framework for Substantive Equality*.

### OUTCOME 2

- ✓ Undertook access audits of all major metropolitan offices regarding the adequacy of meeting rooms and maximising the use of existing meeting rooms for people with disabilities.
- ✓ Undertook access audits of all major metropolitan offices to review the height of front reception desks to ensure they meet access standards.

### OUTCOME 3

- ✓ Undertook redevelopment of the Commission's website to improve information access for people with disabilities. The new [www.disability.wa.gov.au](http://www.disability.wa.gov.au) website incorporates improved accessibility for people with disabilities, such as adjustable font size, colour contrast and text to speech function.
- ✓ Information now provided about the [Combined Application Process](#) in alternative formats as required.

### OUTCOME 4

- ✓ The Commission's redeveloped website includes a directory to assist staff to refer people with disabilities to relevant information.
- ✓ Aboriginal cultural awareness training sessions provided to Commission and non-government service providers.

### OUTCOME 5

- ✓ Staff and LAC newsletters regularly contain articles about the Commission's Client Liaison Officer and the Office of Health Review. Regular articles have appeared in [Making a Difference](#) newsletters and [disAbility Update](#) magazines.
- ✓ The Commission's [Consumer Complaints Management Policy and Procedure](#) was reviewed in 2006 and is now available on the Commission's website.

### OUTCOME 6

- ✓ Mechanisms have been provided to better inform people and the disability sector about upcoming consultations and whether it is relevant to their particular issues or experience. Examples include:
  - an events calendar within Commission's new website;
  - articles within [disAbility Update](#); and

## 4.5 Other Legal Requirements

- non-government organisations advised of forthcoming consultations via broadcast email.

### OUTCOME 7

- ✓ Details of Commission job vacancies are emailed directly to specialist disability employment agencies.

The Commission's DAIP is provided on request in alternative formats and on the Commission's website at [www.disability.wa.gov.au](http://www.disability.wa.gov.au).

### 4.5.4 Equal Employment Opportunity Outcomes

The Commission conducted a number of equal employment initiatives during the year. These included:

- ✓ progressing the Commission's Equity and Diversity Management Plan 2006–2010, with the first year action plan endorsed in November 2006;
- ✓ conducting Harmony Week activities, with more than 60 staff across the Commission participating;
- ✓ conducting Equity and Diversity Steering Committee (EDSC) meetings;
- ✓ ensuring the majority of Directorates had operational plans with equity and diversity goals;
- ✓ reviewing grievance policy and procedures to include discrimination, harassment and bullying, with two information sessions delivered by Human Resources;
- ✓ appointing four new grievance contact officers as part of the Grievance Contact Officer Network;
- ✓ conducting a staff survey in the Accommodation Services Directorate to determine perceptions about working conditions and flexible work initiatives;
- ✓ including a value statement in job advertisements encouraging people from equity groups to apply for positions at the Commission;
- ✓ conducting training on recruitment, selection and appointment processes for line managers. No Public Sector Standard breach claims upheld;
- ✓ implementing the Culturally Appropriate Service Provision Plan 2006–2008 Framework and Action Plan;
- ✓ enhancing the process to increase the recruitment of people with disabilities, Aboriginal people, youth and people from culturally diverse backgrounds;
- ✓ providing five people with disabilities with the opportunity to undertake work experience at the Commission;
- ✓ implementing targeted diversity recruitment initiatives and establishing a memorandum of understanding with Marr Mooditj to increase recruitment and retention strategies of Aboriginal people;
- ✓ continuing to focus on the recruitment and retention of youth, with six young people undertaking work experience, five trainees employed and six trainees to be taken on in 2007–2008; and
- ✓ reporting equity and diversity statistics to the EDSC and the Commission's Corporate Executive each quarter.

## 4.5 Other Legal Requirements

### Equal Employment Opportunity and Diversity

Equity Group	% Commission workforce*	Equity index	2007 objective set by the Commission	% Above or below objective
Women management tiers 2&3	53.3	89	46.0	7.3
People from culturally diverse backgrounds	13.0	96	11.5	1.5
Aboriginal Australians	1.0	151	1.3	-0.3
People with disabilities	4.3	51	4.0	0.3
Youth	5.5	N/A	6.0	-0.5

\* Based on cumulative data collected between 1 January and 30 June 2007.

### FUTURE INITIATIVES

The Commission sees opportunities to increase the employment and retention of people with disabilities and Aboriginal people. Over the next year, emphasis will be placed on these two areas, and this will be assisted through the ongoing implementation of the Commission's Targeted Diversity Recruitment initiative.

The Commission's good work in the employment and retention of people from culturally diverse backgrounds and women in management positions will also continue. The Commission acknowledges the risks associated with an ageing workforce and will endeavour to explore strategies to retain experienced workers and also increase the employment of youth. Other activities will include awareness-raising and training related to equity and diversity issues.

### 4.5.5 Recordkeeping Plans

The Commission's Recordkeeping Plan (RKP) has identified 16 areas of improvement in relation to: recordkeeping programs, records management processing, systems and training.

Significant work has been undertaken in addressing these identified areas, currently 12 areas of improvement have either been completed or are in progress. The Commission's RKP is due for renewal in March 2008.

In accordance with the *State Records Act 2000* S61 and the State Records Commission's (SRC) Standard 2, Principal 6, the following information is provided.

### THE EFFICIENCY AND EFFECTIVENESS OF THE ORGANISATION'S RECORDKEEPING SYSTEM IS EVALUATED NOT LESS THAN ONCE EVERY FIVE YEARS

The Commission's Internal Audit Plan requires recordkeeping systems to be audited and evaluated every one to three years. The Commission's recordkeeping systems were audited this year and were found to be compliant. In April 2007, the SRC approved the Commission's Recordkeeping Plan.

## 4.5 Other Legal Requirements

The Commission's Operational Plan and the Risk Management database contain recordkeeping related objectives, tasks and agreed outputs — these are required to be reported upon on a regular basis by each business area to the Commission's Corporate Executive to reflect how they have been acquitted.

Feedback received from staff and statistics gathered by the Records Section are also used as a measurement to determine efficiency and effectiveness of the recordkeeping systems.

### **THE ORGANISATION CONDUCTS A RECORDKEEPING TRAINING PROGRAM**

The Commission has purchased an online self-paced records awareness training package that has been specifically developed around the *State Records Act 2000*.

The training is mandatory for all staff to allow them to gain an understanding of their recordkeeping responsibilities and obligations. The training is being progressively rolled out to all staff (approximately 2,100).

Since May 2006, a total of 774 staff members have had the training provided, with 653 staff members having completed the course by 30 June 2007.

To support the training, there are also departmental publications on the Commission's Intranet to assist staff; for example, guidelines for the storage and removal of information, records practices for staff and recordkeeping operational procedures.

### **THE EFFICIENCY AND EFFECTIVENESS OF THE RECORDKEEPING TRAINING PROGRAM IS REVIEWED FROM TIME-TO-TIME**

A Working Group comprising representatives from all business areas has been established to evaluate and review the records awareness training.

The records awareness package allows for participants to provide comments for improving or enhancing the training program. It also provides an assessment quiz which gauges the participant's level of understanding of their recordkeeping responsibilities and obligations.

### **THE ORGANISATION'S INDUCTION PROGRAM ADDRESSES EMPLOYEES' ROLES AND RESPONSIBILITIES WITH REGARD TO THEIR COMPLIANCE WITH THE ORGANISATION'S RECORDKEEPING PLAN**

The Commission's Staff Orientation Program, which is held on a monthly basis for new employees, includes a recordkeeping component. Staff are also provided with a handout that gives them an overview of their roles, responsibilities and operational recordkeeping requirements. All new employees also undertake the online records awareness training.

## 4.6 Government Policy Requirements

## 4.6 Government Policy Requirements

### 4.6.1 Corruption Prevention

The Disability Services Commission is committed to creating and maintaining a work environment that supports ethical behaviours, that actively discourages potentially corrupt acts, and deals promptly and fairly with instances of misconduct.

Ongoing actions which address corruption prevention issues include:

- ✓ the provision of a comprehensive staff orientation day for all new employees which deals with ethical behaviours. The Public Sector Code of Ethics, the Commission's Code of Personal Conduct and a Dealing with Corruption information sheet listing internal and external contact points is provided to all attendees for future reference;
- ✓ induction training in cash handling for employees acting on behalf of people with disabilities who use the Commission's accommodation facilities;
- ✓ published policies and procedures and support for managers and employees in handling behaviours in the workplace that may constitute misconduct;
- ✓ published policies and procedures covering the Commission's procurement activities and use of electronic mail systems;
- ✓ awareness-raising presentations covering relevant policies and procedures are provided throughout the Commission; and
- ✓ published articles in the Commission's staff *Cheers* newsletter.

During the year the Commission undertook extensive consultation to review and update its Code of Personal Conduct. Once endorsed, the updated Code was placed on the Commission's Intranet and a copy was provided to all employees.

The Corporate Executive endorsed an implementation plan to launch the updated Code of Personal Conduct. This included a series of awareness-raising presentations delivered by the Director General across a range of Commission work sites.

### 4.6.2 Substantive Equality

In 2006, the Commission developed a five-year plan to promote substantive equality. Part of a State Government initiative, the Commission is one of 25 agencies committed to ensure services achieve substantive equality by ensuring staff work respectfully with the increasing number of people from diverse cultural backgrounds in a manner which is responsive to culture and which achieves the same level of service outcomes as for other people accessing services.

Progress toward implementing the five-year plan and additional initiatives undertaken in the past 12 months include the following.



## 4.6 Government Policy Requirements

### INFORMATION AND TRAINING

An information and training strategy is being implemented across disability funded agencies to raise awareness and increase competency when providing services to people from culturally and linguistically diverse (CALD) and Aboriginal backgrounds. During the past 12 months this has included the following.

- ✓ In February 2007, the Minister for Disability Services sent the *Getting Services Right* package for Aboriginal people and their families to each disability funded agency. The package includes a policy and practice plan, a booklet for agencies wanting to develop culturally secure services and a pamphlet and DVD to inform Aboriginal people about disability.
- ✓ Information sessions have been provided to funded agencies upon request in relation to using the *Getting Services Right* package.
- ✓ Continuation of Aboriginal cultural security training to staff at all levels throughout the Commission. Commencement of ethnic diversity presentations to Commission and funded agency staff.
- ✓ The Commission has ensured that quality improvement, citizenship and other one-off funding initiatives place a strong emphasis on encouraging agencies to apply on behalf of people from Aboriginal and CALD backgrounds, and to partner with Aboriginal and CALD agencies where possible. As a response, EDAC and Marr Mooditj partnered in a grant to provide an Aboriginal perspective on the [Disability Services Standards](#).

### PROGRESS ON LAC PILOT PROJECT

In accordance with the government's key strategy to implement substantive equality, the Commission's five-year plan involves undertaking a pilot project in one service area each year to enhance culturally responsive services to people from CALD and Aboriginal backgrounds. The first pilot project was undertaken in the LAC area of service focussing on the central north district centred at the Mirrabooka LAC office. Working in partnership with the Commission, the Substantive Equality Unit completed a needs and impact assessment of the central north district during the first half of 2007 and is preparing a report outlining strategies for the Commission to consider implementing in 2007–2008. The needs assessment involved documentation of the demographic spread of CALD and Aboriginal people in the district, a review of policies and procedures guiding LAC work, exploration of the ways that staff make contact with and provide information and services to these groups, and the ways in which data is collected and used to inform service delivery.

### SUBSTANTIVE EQUALITY FUNDING

The Commission has ensured that quality improvement, citizenship and other one-off funding initiatives place a strong emphasis on encouraging agencies to apply on behalf of people from Aboriginal and CALD backgrounds, and to partner with Aboriginal and CALD agencies where possible. As a response, Ethnic Disability Advocacy Centre and Marr Mooditj partnered in a grant to provide an Aboriginal perspective on the [Disability Services Standards](#).



## 4.6 Government Policy Requirements

### COMMUNITY LIFE WEBSITE

The new [Community Life](#) website includes significant new and updated information specifically directed to individuals from both Aboriginal and other diverse cultural backgrounds. This information is clearly identifiable throughout the website.

### CONSULTATION AND PLANNING IN METROPOLITAN AREAS

In 2006, Commission services in the metropolitan area undertook a series of consultations with CALD and Aboriginal consumers and agencies and, as a result, developed the [Metropolitan Services Coordination](#) (MSC) Directorate's *Framework and Action Plan for Culturally Appropriate Service Provision 2006–2008*. The action plan includes strategies to: disseminate culturally appropriate information; network with communities and agencies supporting people from Aboriginal and other diverse cultural backgrounds; recruit and maintain staff from Aboriginal and other diverse cultural backgrounds; build cultural competency of staff; and ensure inclusive planning, collaboration and evaluation of programs. Selected strategies from the Plan are being integrated into district plans and represented across the MSC Directorate Operational Plan.

### LAC INITIATIVES FOR ABORIGINAL PEOPLE

The Commission has undertaken a number of strategies to increase access for Aboriginal people to the statewide LAC service.

Local, experienced Aboriginal woman, Helen Corbett was funded by LAC to map and mobilise the resources and authority within 30 local Aboriginal families in the north metropolitan coastal district centred around the Innaloo office. The project was supported by a wide range of State and local government agencies and reflected the joined-up approach by agencies recommended by the Gordon Inquiry. For example, the Aboriginal Legal Service provided incorporation and strategic planning support and the Department of Corrective Services provided coordination, funding and resource support through its Aboriginal Justice Agreement. Although not disability-specific in the first instance, the approach established a foundation of trust and outreach to Aboriginal families that resulted in Aboriginal people feeling comfortable to access services when disability needs were identified and referred.

Two Aboriginal project officers were employed for six months in the east metropolitan district to build stronger connections with the Aboriginal community and increase the cultural competency of LACs. Supervision and mentoring assisted project officers to gain additional LAC skills. Position description forms were modified to provide more flexibility to adapt to project officer interests, skills and experience, to incorporate an increased community development component and to enable project officers to work with LACs across the district.

Additional initiatives in the metropolitan area to increase contact with Aboriginal communities and ensure services are culturally responsive include: LAC planning with

## 4.6 Government Policy Requirements

the Solid Women group in the south metropolitan area; LAC working closely in support of the Bilyidar Leadership and Cultural Program; and LAC hosting a forum on Citizenship and People with Disabilities in October 2006 which included a strong focus on issues for Aboriginal people.

In rural and remote areas, LAC services are guided by an Indigenous Disability Access Plan which focuses on: providing accessible information about disability, supports and services; improving the cultural responsiveness of LAC staff; encouraging other disability specific and generic services to be more responsive to cultural diversity; and developing strengthened partnerships and collaborative service arrangements with Aboriginal communities and other agencies. In addition, a Remote Area Strategy is being implemented in the Murchison, East Kimberley, Western Desert, Inland Gascoyne and Northern Goldfields regions. The strategy focuses on the development of flexible, culturally appropriate models of service which are based on partnerships with locally based generic service providers.

### INCREASING ABORIGINAL STAFF AND STUDENT TRAINING IN DISABILITY

In May 2007, a Memorandum of Understanding (MOU) was signed between the Commission's directorate responsible for providing accommodation services to people with disabilities and Marr Mooditj. The MOU paves the way for a number of joint initiatives including the provision of disability training and student placements within disability accommodation services to be integrated into the Aboriginal health worker training provided by Marr Mooditj. This will enable Aboriginal trainees to explore disability-related work which may lead to future employment.

### 4.6.3 Sustainability

The Disability Services Commission is committed to embracing good sustainability principles and practices in all of its activities.

During 2006–2007 the Commission continued to implement the initiatives outlined in its Sustainability Action Plan, including:

- ✓ reducing energy consumption by 12 per cent over five years as required by the Energy Smart Government Program;
- ✓ developed and implemented the TravelSmart Workplace Green Transport Plan. This included promoting travel alternatives, such as public transport, walking, car pooling and cycling to work. The Commission also provided showers, lockers and cycle shed with U-rails for cyclists;
- ✓ conducted water audit of major metropolitan offices (West Perth, Joondalup, Myaree) and implemented water saving strategies – waterless urinals, water efficient showerheads, timed water flow for hand basins, dual flushing toilets, controller for landscape irrigation, water wise plants;
- ✓ conducted waste management audit of major metropolitan offices – providing facilities for recycling of papers, printer/toner cartridges, cardboard boxes;

## 4.6 Government Policy Requirements

- ✓ complied with the energy efficiency provisions of the Department of Housing and Works' Office Accommodation Policy;
- ✓ developed the [Disability Access and Inclusion Plan](#), Equity and Diversity Management Plan, and Policy and Guidelines on Hazard Management in the Workplace;
- ✓ continued to replace six-cylinder motor vehicles with four-cylinder and lowest greenhouse gas emission vehicles;
- ✓ conducted Australian Building Greenhouse Rating (AGBR) audit of major metropolitan offices; and
- ✓ purchased the equivalent of five per cent of the Commission's electricity from cost-effective renewable sources.

## Appendices

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- A Funding to External Service Providers
- B Glossary and List of Abbreviations

## Appendices

## Appendix A—Funding to External Service Providers

	Service Provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 3 Individual Coordination	Service 4 Strategic Coordination	Totals
1	Activ Foundation Inc	13,656,884	5,215,858		941,730	19,814,472
2	Advocacy South West (Inc)				101,973	101,973
3	Agencies for South West Accommodation Inc	180,000				180,000
4	Anglicare WA Inc	139,365	112,206			251,571
5	Association for the Blind of WA (Inc)		326,059		9,000	335,059
6	Australian Red Cross (Lady Lawley Cottage)		1,988,831			1,988,831
7	Autism Assoc of WA	4,220,972	1,932,773			6,153,745
8	Bega Garbarringu Health Services Aboriginal Corporation	48,569				48,569
9	Belmont Districts Family & Individual Support Assoc Inc	7,423	48,153			55,576
10	Better Hearing Australia (WA) Inc		10,571		29,871	40,442
11	Blind Citizens WA Inc				12,076	12,076
12	Brightwater Care Group (Inc)	8,758,490				8,758,490
13	Care Options Inc	320,620	94,899			415,519
14	Carers' Association of Western Australia		50,000			50,000
15	Child & Adolescent Health Service	344,000	73,000			417,000
16	City of Canning	517,242	167,505			684,747
17	City of Cockburn	69,968				69,968
18	City of Fremantle		15,375			15,375
19	City of Gosnells		68,665			68,665
20	Claremont Therapeutic Riding Centre		60,876			60,876
21	Community Vision Inc	90,341	460,752			551,093
22	Crosslinks	103,356	1,734,901		10,000	1,848,257

## Appendix A—Funding to External Service Providers

	<b>Service Provider</b>	<b>Service 1 Accommodation Support</b>	<b>Service 2 Individual and Family Support</b>	<b>Service 3 Individual Coordination</b>	<b>Service 4 Strategic Coordination</b>	<b>Totals</b>
23	Deafness Council of WA				3,093	3,093
24	Department of Health of WA	2,764,217	143,446		139,167	3,046,830
25	Developmental Disability Council of WA				161,408	161,408
26	Disability in the Arts Disadvantage in the Arts (WA) Inc	4,437	213,539			217,976
27	East Kimberley Family Support Association	18,843	183,510		10,000	212,353
28	Elba Inc	1,541,652	3,291			1,544,943
29	Ethnic Disability Advocacy Centre				136,331	136,331
30	Fairbridge Western Australia Inc		222,331			222,331
31	Family Planning WA		345,139			345,139
32	Get There		61,161			61,161
33	Goldfields Individual & Family Support Assoc	428,065	467,038			895,103
34	Granny Spiers Community House Inc		31,152			31,152
35	Headwest (Brain Injury Association of WA Inc)				220,015	220,015
36	Heritage Individual & Family Support Assoc	278,881	251,330			530,211
37	Hills Community Support Group (Inc)	3,132,163	1,225,548		32,750	4,390,461
38	HomeCare Options	155,008			10,000	165,008
39	i.d.entity.wa	8,562,126	2,132,058			10,694,184
40	Independent Living Centre		59,857		743,532	803,389
41	Interchange Inc		762,530			762,530
42	Intework		2,006,711		30,000	2,036,711
43	ISADD WA Pty Ltd		501,464			501,464
44	Kalparrin Centre		77,125		40,945	118,070
45	Kids are Kids! Therapy &Education Centre Inc		88,629			88,629
46	Kids' Camps Inc		190,018		8,980	198,998

## Appendix A—Funding to External Service Providers

	<b>Service Provider</b>	<b>Service 1 Accommodation Support</b>	<b>Service 2 Individual and Family Support</b>	<b>Service 3 Individual Coordination</b>	<b>Service 4 Strategic Coordination</b>	<b>Totals</b>
47	Kira		476,578			476,578
48	Landsdale Family Support Association	543,281	224,346			767,627
49	Lifepan Recreation & Leisure Association Inc		279,572			279,572
50	Lower Great Southern Community Living Association	2,402,685	527,217		152,928	3,082,830
51	Lower Great Southern Family Support Assoc	117,866	353,237			471,103
52	Mandurah Community Care Inc	83,933			5,200	89,133
53	Mandurah Disabled Support & Recreational Respite (Inc)		25,426			25,426
54	Midway Community Care	518,176	312,278			830,454
55	Midwest Community Living Association Inc	757,843				757,843
56	Midwest Family Support Association	46,113	261,646			307,759
	Miscellaneous Providers		157,511		800,000	957,511
57	Mofflyn	194,587				194,587
58	Mosaic Community Care Inc	3,511,032				3,511,032
59	Multicare WA	156,477				156,477
60	Multiple Sclerosis Society	1,606,767	1,116,693			2,723,460
61	My Place (WA) Pty Ltd	7,519,486	928,875			8,448,361
62	Nascha Inc	569,277				569,277
63	National Disability Services Ltd WA				276,337	276,337
64	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council	109,949	553,521			663,470
65	Noah's Ark Toy Library				98,008	98,008
66	North Metropolitan Area Health Service		857,408			857,408

## Appendix A—Funding to External Service Providers

	<b>Service Provider</b>	<b>Service 1 Accommodation Support</b>	<b>Service 2 Individual and Family Support</b>	<b>Service 3 Individual Coordination</b>	<b>Service 4 Strategic Coordination</b>	<b>Totals</b>
67	Nulsen Haven Association Inc	10,757,984	760,355		46,889	11,565,228
68	Options for People's Accommodation & Lifestyles Inc (OPAL)	136,559	1,720			138,279
69	Paraplegic Quadriplegic Association	1,010,113	197,115			1,207,228
70	Peel Community Living Inc	2,067,357	335,515			2,402,872
70	People Actively Committed Together	144,935	32,063			176,998
72	People With Disabilities (WA) Inc				333,052	333,052
73	Personal Advocacy Service				83,492	83,492
74	Perth Home Care Services	4,533,347	1,619,307		239,000	6,391,654
75	Phylos Inc	515,713				515,713
76	Pilbara & Kimberley Care Inc	405,910	552,053		29,147	987,110
77	Pilbara Individual & Family Support Association Inc		20,487			20,487
78	Pledg Projects		128,847		33,553	162,400
79	Recreation & Sport Network Inc		550,015		99,139	649,154
80	Respiratory Sleep Disorders Clinic - SCGH		165,925			165,925
81	Riding for the Disabled Association of WA		200,391			200,391
82	Rocky Bay Inc	4,106,573	6,622,727			10,729,300
83	SECCA		141,344		40,743	182,087
84	Senses Foundation (Inc)	1,195,676	426,096		80,545	1,702,317
85	Seventh Day Adventist Aged Care WA	780,316				780,316
86	Silver Chain Nursing Association	516,959			1,377,013	1,893,972
87	South Metropolitan Area Health Service		1,580,187			1,580,187



## Appendix A—Funding to External Service Providers

	<b>Service Provider</b>	<b>Service 1 Accommodation Support</b>	<b>Service 2 Individual and Family Support</b>	<b>Service 3 Individual Coordination</b>	<b>Service 4 Strategic Coordination</b>	<b>Totals</b>
88	South Metropolitan Personnel		944,415			944,415
89	South West Family Support Association	691,503	711,470		40,790	1,443,763
90	Spina Bifida Assoc		18,521		49,678	68,199
91	Strive Warren Blackwood	232,036	64,129			296,165
92	Teem Treasure	323,656				323,656
93	TeenSpirit Inc		59,039			59,039
94	Telethon Institute for Child Health Research				43,411	43,411
95	Telethon Speech & Hearing Centre for Children WA (Inc)		116,795			116,795
96	The Cerebral Palsy Association	9,057,305	10,618,866		818,299	20,494,470
97	The Richmond Fellowship of WA Inc	169,846				169,846
98	Therapy Focus Inc		6,423,112		194,001	6,617,113
99	Transition & Integration Services	1,854,188	108,431			1,962,619
100	UnitingCare West	1,857,476	138,973		10,000	2,006,449
101	Upper Great Southern Family Support Assoc	7,540	287,819			295,359
102	Valued Independent People	67,143	1,650,854			1,717,997
103	Vemvane	23,868	241,598			265,466
104	WA Baptist Hospital & Homes Trust Inc	3,865,545	128,415		10,000	4,003,960
105	WA Blue Sky Inc	1,072,074	73,899			1,145,973
106	WA Country Health Service		1,411,900		100,000	1,511,900
107	WA Country Health Service - South West (SW Area Hlth Svc & Nannup CC)	11,417	20,773			32,190
108	WA Deaf Society	159,449			36,937	196,386
109	WA Disabled Sports Association		163,970			163,970
110	We Can Community Services Pty Ltd	718,205	62,029			780,234

## Appendix A—Funding to External Service Providers

	<b>Service Provider</b>	<b>Service 1 Accommodation Support</b>	<b>Service 2 Individual and Family Support</b>	<b>Service 3 Individual Coordination</b>	<b>Service 4 Strategic Coordination</b>	<b>Totals</b>
111	West Kimberley Family Support Association	25,731	334,231			359,962
112	Westcare Inc	279,999			10,000	289,999
113	Westend Management Australia Pty Ltd	9,053				9,053
114	Western Australian Local Government Assoc				250,000	250,000
115	Western Desert Puntukurnuparna Aboriginal Corporation		13,199			13,199
116	Wheatbelt Individual & Family Support Association		122,346			122,346
<b>Total</b>		<b>110,077,570</b>	<b>64,449,540</b>	<b>0</b>	<b>7,899,033</b>	<b>182,426,143</b>

\* Miscellaneous providers mainly represent grants for Enhancing Access initiatives, in addition to portability funding for interstate transfers of people with disabilities.

## Appendix B—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.
<a href="#">Accommodation Blueprint</a>	Accommodation Blueprint 2003–2008 provides a blueprint for accommodation support over five years to provide an enhanced capacity to respond to unmet need, and projected future growth.
<a href="#">Accommodation Support</a> (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.
<a href="#">Alternatives to Employment</a>	Alternatives to Employment services seek to ensure that people with disabilities with high support needs, who require an alternative to paid employment, have access to a range of opportunities to develop skills and participate within their community.
<a href="#">Annual Client and Service Data Collection</a> (ACDC)	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	Defined here as referring to overseas-born people from a country whose main language is not English.
<a href="#">Combined Application Process</a> (CAP)	The process used by the Commission for applications for Accommodation Support, Intensive Family Support and Alternatives to Employment Support.
<a href="#">Community Aids and Equipment Program</a> (CAEP)	The Community Aids and Equipment Program aims to provide an equitable, accessible and consistent statewide scheme for the provision of equipment and home modifications for the benefit of people with a long-term disability, who are eligible for services from the Commission and living in the community. All equipment and home modifications funded by CAEP are provided not only to enhance the function, independence and safety of the equipment user, but also to assist carers in their caring role.
Community residential	Group homes, usually with no more than six residents in any one house.

## Appendix B—Glossary and List of Abbreviations

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. (Refer to Alternatives to Employment or Post School Options.)
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.
<a href="#">Disability Access and Inclusion Plan</a> (DAIP) (previously called Disability Service Plan)	A key priority of the amendments to the <i>Disability Services Act 1993</i> is to promote and ensure the inclusion of people with disabilities. The amendments to the Act reinforce the importance of ensuring the needs of people with disabilities are considered in day-to-day operations. The amendments to the legislation have changed, amongst other things, the name of 'Disability Service Plan' to 'Disability Access and Inclusion Plan', and provide a framework and guidance on issues relating to the plan including standards for improving access and inclusion; consultation with people with disabilities; reviewing and updating; public availability; extending the plan to your agents and contractors that provide services on your behalf to the public; and reporting on the implementation of your plan.
<a href="#">Disability Industry Plan</a>	In June 2005, the Disability Services Commission launched the Disability Industry Plan 2005–2010. The plan was developed for, and by, the disability industry. Its primary concern is ensuring that the services currently funded are able to achieve the best outcomes for people with disabilities and their families.
<a href="#">Disability Professional Services</a>	The Disability Professional Services (DPS) program provides people with disabilities and their families access to professional support and services that contributes to well-being, independence, positive relationships and helps people with disabilities to develop skills and abilities to participate in community life.
<a href="#">Disability Services Commission Five Year Strategic Plan 2006 to 2010</a>	2005–2006 is the first year of the Commission's third Five-Year Strategic Plan 2006 to 2010 which sets out the goals, vision and objectives for the Commission's future direction.
Effectiveness indicators	Provide qualitative information to measure the extent to which the services of a program have contributed to the achievement of its desired outcome.

## Appendix B—Glossary and List of Abbreviations

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 24-hour 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.
<a href="#">Individual and Family Support</a> (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.
<a href="#">Intensive Family Support</a>	This program assists people with disabilities to remain with their family and provides families with a break from caring.
<a href="#">Local Area Coordination</a>	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.
Performance Indicators	Qualitative and quantitative information used to measure the performance of the Commission, against determined yearly targets, in its delivery of services.
<a href="#">Post School Options</a>	Post School Options assists school leavers with disabilities and their families to plan for their future in their final year of school. The program provides information and support to explore options which may include <a href="#">Alternatives to Employment</a> , employment and further education/training.
Provided services	Services directly provided by the Commission to meet the needs of people with disabilities, their families and carers.

## Appendix B—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.
Sector Health Check	The terms of reference for the Sector Health Check required examination of the Disability Services Commission and non-government service providers for the period 2001 to 2006, and recommend changes to improve the efficiency and effectiveness of the sector into the future. The <a href="#">Sector Health Check Report</a> contains the findings, conclusions and recommendations.
Service (previously called 'Output')	The services funded and provided by the Commission and for people with disabilities and their families and carers.
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.
Substantive Equality	State Government initiative to ensure staff work respectfully with the increasing number of people from diverse cultural backgrounds in a manner which is responsive to culture and which achieves the same level of service outcomes as for other people accessing services.
Supported community living	Provision of a range of supports to assist people with disabilities to 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	<a href="#">Annual Client and Service Data Collection</a>
AIHW	Australian Institute of Health and Welfare
ATE	<a href="#">Alternatives to Employment</a>
ATSI	Aboriginal and Torres Strait Islander
CAEP	<a href="#">Community Aids and Equipment Program</a>
CALD	Culturally and Linguistically Diverse
CAP	<a href="#">Combined Application Process</a>
CATCH	Children who Are dependent on Technology and Cared for by their families at Home Pilot Program
COAG	Council of Australian Governments
CSTDA	<a href="#">Commonwealth State Territory Disability Agreement</a>
DAIP	<a href="#">Disability Access and Inclusion Plan</a>
DFS	Disability First Stop
DOH	Department of Health
eCAEP	Electronic Community Aids and Equipment Program
FOI	Freedom of Information
FTE	Full time equivalent
LAC	<a href="#">Local Area Coordination</a> or <a href="#">local area coordinator</a>
NMDS	National Minimum Data Set
OHR	Office of Health Review
OSH	Occupational Safety and Health
RKP	Recordkeeping Plan
SHC	Sector Health Check



## DISABILITY SERVICES COMMISSION Annual Report 2006–2007 Feedback Form



The Disability Services Commission is seeking your feedback and comments regarding the 2006–2007 Annual Report, which will help us to improve our future reports and make it more informative and useful to our readers.

Overall, how did you rate the 2006–07 Annual Report?

☐ Very good    ☐ Average    ☐ Poor

How useful did you find the information in the Annual Report?

☐ Very good    ☐ Average    ☐ Poor

How did you rate the presentation of the information in the report?

☐ Very good    ☐ Average    ☐ Poor

How did you rate the format of the report in terms of ease of access?

☐ Very good    ☐ Average    ☐ Poor

How did you rate the overall design of the report?

☐ Very good    ☐ Average    ☐ Poor

Which aspects of the Annual Report did you like?

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Which aspects of the Annual Report do you think need improvement?

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Please list any information/data that you would like to have seen included in the report?

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Your feedback is valuable to us. Thank you for taking the opportunity to complete this form.

Please detach this form and post to:

Community, Access and Information Branch  
Disability Services Commission  
PO Box 441  
WEST PERTH WA 6872

OR

Fax to: (08) 9481 5223

Email: [dsc@dsc.wa.gov.au](mailto:dsc@dsc.wa.gov.au)