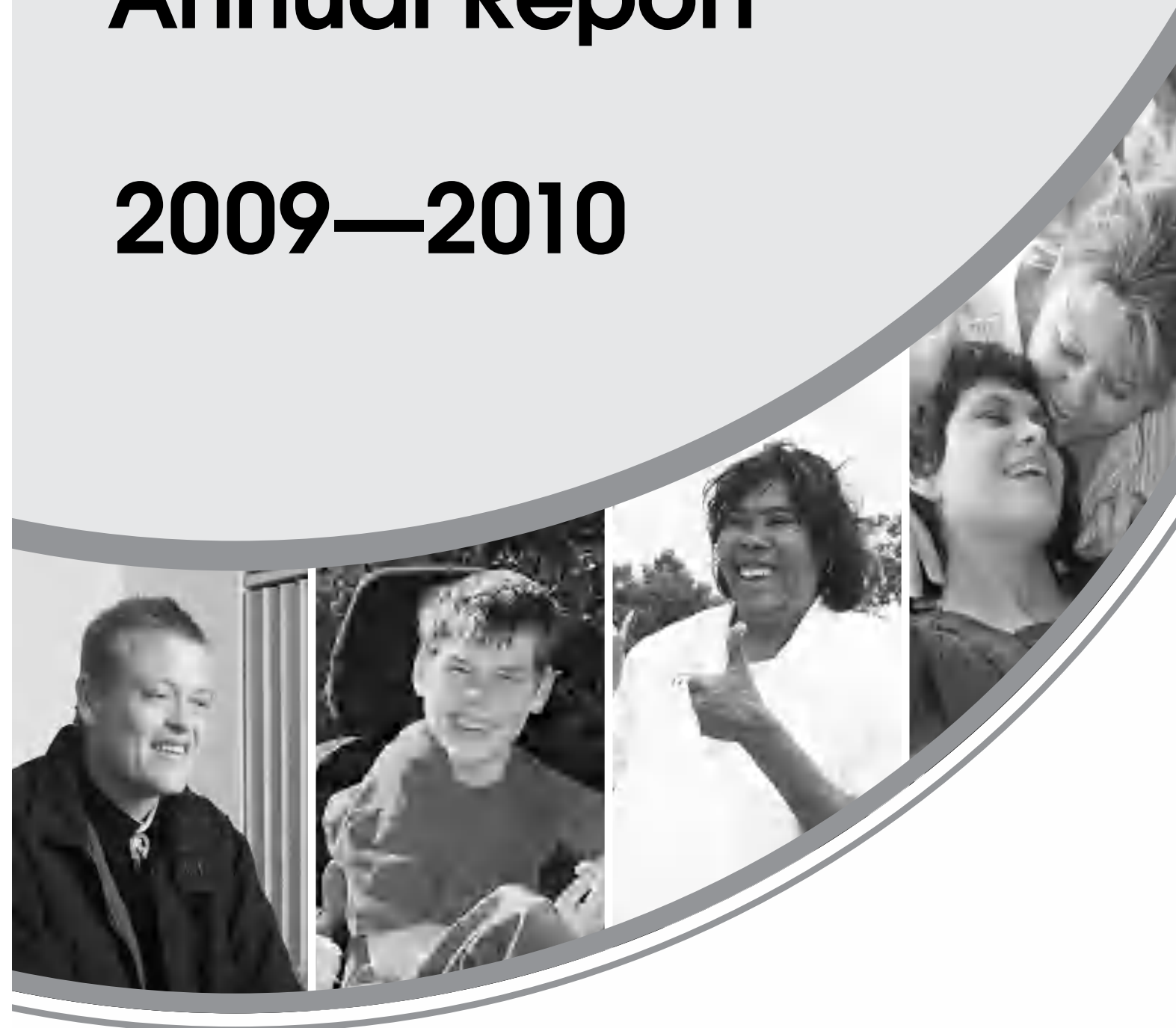


**Disability Services Commission**

# **Annual Report**

## **2009—2010**



## About the Disability Services Commission

The Disability Services Commission (the Commission) is the state government agency responsible for advancing opportunities, community participation and quality of life for people with disability. Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and support and also funds disability sector organisations to provide services to people with disability, their families and carers. As such, the Commission is both a funder and a provider of disability support services in Western Australia.

### Key people and contact details

Responsible Minister:	Minister for Disability Services The Hon Simon O'Brien MLC
Accountable authority:	Disability Services Commission
Disability Services Commission Board Chairperson:	Bruce Langoulant
Director General:	Dr Ron Chalmers
Address:	Central Administration Building Disability Services Commission 146–160 Colin Street WEST PERTH 6005
Contact:	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>
Country callers (freecall):	1800 998 214
Australian Business Number:	36 922 715 369

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

# Table of contents

<b>1.0</b>	<b>Overview 2009–2010 .....</b>	<b>5</b>
1.1	Executive summary .....	6
1.2	Operational structure.....	10
1.3	Performance management framework .....	17
<b>2.0</b>	<b>Performance of the Commission .....</b>	<b>22</b>
2.1	Overview of operations.....	23
2.2	Service reports .....	27
2.3	Quality of services .....	42
2.4	Implementing the Carers Charter .....	49
2.5	Profile of service users .....	51
<b>3.0</b>	<b>Significant issues impacting the Commission.....</b>	<b>53</b>
<b>4.0</b>	<b>Disclosures and legal compliance.....</b>	<b>56</b>
4.1	Financial statements .....	57
4.2	Performance indicators .....	101
4.3	Other financial disclosures .....	112
4.4	Governance disclosures.....	119
4.5	Other legal requirements.....	119
4.6	Government policy requirements .....	126
<b>Appendix 1 – Funding to disability sector organisations .....</b>		<b>133</b>

# Hon Minister for Disability Services

## Annual Report 2009–2010

In accordance with the Financial Management Act 2006 (section 61), I hereby submit for your information and presentation to Parliament, the Annual Report of the Disability Services Commission for the financial year ending 30 June 2010.

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

A handwritten signature in black ink, reading "Jim McKiernan". The signature is written in a cursive style with a large initial 'J'.

Jim McKiernan  
Acting Chairperson  
Disability Services Commission Board

3 September 2010

## 1.0 Overview 2009–2010

<b>1.1</b>	<b>Executive summary .....</b>	<b>6</b>
1.1.1	Chairperson's report.....	8
1.1.2	Director General's report.....	9
<b>1.2</b>	<b>Operational structure.....</b>	<b>10</b>
1.2.1	Disability Services Commission Board.....	13
1.2.2	Corporate executive .....	14
1.2.3	Legislative functions.....	16
1.2.4	Compliance with other key legislation .....	16
<b>1.3</b>	<b>Performance management framework.....</b>	<b>17</b>
1.3.1	Links between state government goals, the Commission's strategic plan 2006–2010 and annual reporting .....	17
1.3.2	Disability Services Commission Strategic Plan 2006–2010.....	19

## 1.1 Executive summary

### **In 2009–2010 the Disability Services Commission has:**

- assisted 21,652 Western Australians with disability
- expended \$486.42 million to advance the rights and support the needs of Western Australians with disability – a 12 per cent increase on last year
- received revenues of \$391.9 million from the state government (81 per cent of the Commission's budget)
- received Commonwealth government funding of \$77.62 million under the National Disability Agreement and other agreements (16 per cent of the Commission's budget)<sup>1</sup>
- allocated \$302.9 million (more than 62 per cent of all expenditure) to 114 disability sector organisations for services and support for Western Australians with disability, their families and carers.

### **Many significant achievements have been made, partnerships formed and new initiatives announced during the past year, including:**

- launch of the Count Me In: Disability Future Directions long term strategy for a better future for all Western Australians, including people with disability, launched by the Premier Hon Colin Barnett, MLA
- forums with directors general from key state government departments and disability sector organisations' heads to ensure wide-spread support and implementation of Count Me In: Disability Future Directions across the government and disability sectors
- the Young People in Residential Aged Care program has diverted 26 young people from entering aged care facilities, enabled the relocation of 16 individuals out of residential aged care and 13 people received extra services and support in remote areas. By end of this financial year 2010–2011, it is anticipated 42 people will have been found more age appropriate accommodation
- the first of five new respite centres to be built across the state opened in Broome, with the announcement the remaining four will be located in Rockingham, Clarkson, Gosnells and the wheatbelt region

<sup>1</sup> A further \$11.76 million was received through other sources such as board and membership fees charged to compensable clients.

- funding of \$1.32 million for aids and equipment available through the Equipment for Living Program to help people with disability buy specialist products such as electric beds, environmental controls and assistive communication technologies
- review and improvement of the Local Area Coordination Program as a result of the 100 Conversations survey
- consolidation of the Commission's metropolitan and regional service teams into one directorate to ensure seamless provision of services to all Western Australians with disability, their families and carers
- implementation of the Quality Management Framework to ensure services achieve positive outcomes for people with disability, their families and carers through the use of individual focused outcomes and performance indicators
- state and federal ministers agreed to a national design for a permit and minimum standards for eligibility time concessions for the Australian Disability Parking Scheme
- provided 126 people with recurrent funding for intensive family support and provided 70 people with the Alternatives to Employment Program
- provided 146 people with accommodation support funding through the Combined Application Process, 12 individuals moved into funded vacancies and 50 people were supported through the Community Living Initiative
- an additional \$250,000 provided for 16 local governments to implement the You're Welcome WA access initiative (including the employment of people with disability into Disability Access and Inclusion Plans).

### 1.1.1 Chairperson's report



**Bruce Langoulant**  
Chairperson  
Disability Services Commission

The importance of effective partnerships and person-centred planning has been brought into sharp focus this past financial year.

Disability sector organisations continue to work with commitment and dedication on a daily basis to meet the care and support needs of people with disability throughout Western Australia. The Commission continues to work in partnership with disability sector organisations to build the overall capacity of the sector to meet growing demands for services.

The state government is committed to building and strengthening the community sector. The partnership between government and sector organisations is a very high priority and the disability sector has been identified as leading the way.

Over the past five years, funding to disability sector organisations has increased by more than 85 per cent and this reflects a continued strong commitment to support growth in service delivery in the disability sector.

One of the key ways the Commission is seeking to partner with sector organisations, state and local government and community groups is through the implementation of the Count Me In: Disability Future Directions long term strategy. This strategy has become a catalyst for change and a vehicle for forging new partnerships to support a better future.

An advisory committee, representative of the community and people with disability, is helping to guide the implementation of the strategy pathways and looking for innovative ways to ensure we can achieve the vision that all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

In a very practical sense this commitment is delivered through new programs such as the Community Living Initiative. Innovative models for independent living and localised support through Local Area Coordination and community collaboration are leading to sustainable, culturally appropriate alternatives that are more person-centred, more tailored and more responsive than traditional models of accommodation. In 2010–2011 the Family Living Initiative will commence, based on the same principles and strategies that underpin the Community Living Initiative.

It's all about building good lives for people with disability and creating welcoming communities.

### 1.1.2 Director General's report



**Dr Ron Chalmers**

Director General  
Disability Services Commission

The disability sector is poised for change and reform, with many developments at a state and national level. A National Disability Strategy is being finalised; the Productivity Commission is investigating a long term care and support scheme; and at the state level, the Economic Audit Committee Report has challenged us all to consider the way services and supports are designed and delivered. The Commission has made a significant contribution to each of these important initiatives and will continue to do so in the year ahead.

There is a commitment articulated in the report to build and strengthen the community sector. The funding arrangement between government agencies and sector organisations is a key focus. In recent times there has been strong collaboration in Western Australia between the Commission and disability sector organisations and this engagement is evolving into partnerships and new ways of providing supports and services for people with disability.

Emerging from the Economic Audit Committee Report is a Community Sector Partnership Forum that will report directly to the Premier. This forum has been established by the Department of the Premier and Cabinet to enhance the relationship between the public sector and the community sector and seven of the 14 members have direct experience with disability services.

The report supports individual solutions that are person-centred and challenges us to examine the role of the community sector in service provision. With 62 per cent of available funding for disability services currently allocated to 114 disability service organisations, the Western Australian disability sector is well placed to examine and enhance the partnership relationship between government agencies and the community and disability sectors. Changes will emerge from this examination and we need to make sure these changes deliver better outcomes for people accessing services.

The new strategic plan for the Commission will be finalised in 2010 to guide the agency through this time of innovation and adaptation, and many other challenges. This new plan will draw its direction from the Count Me In: Disability Future Directions long term strategy released by the Premier, the Hon Colin Barnett, in December 2009.

Implementation of the priority areas and pathways outlined in the Count Me In strategy will continue to be a major focus for the Commission in 2010–2011 and beyond. Along with the core activities associated with delivering personalised supports and services, the

Commission will be focused on partnering with other government agencies and the wider community to progress the vision of Count Me In.

As we look to the next financial year it is clear we will need to continue our work to find innovative ways to be more flexible and more responsive in the provision of supports and services for people with disability, their families and carers. The growing diversity of the Western Australian population and the challenges of delivering quality services in regional and remote areas will require specific attention in the year ahead.

We need to remain focused on building the capacity of the disability sector and the wider community to meet the increasing demand for services and supports in 2010–2011 and beyond.

**Dr Ron Chalmers**

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 disability.

The Hon Simon O'Brien MLC is 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 Jackie Softly.

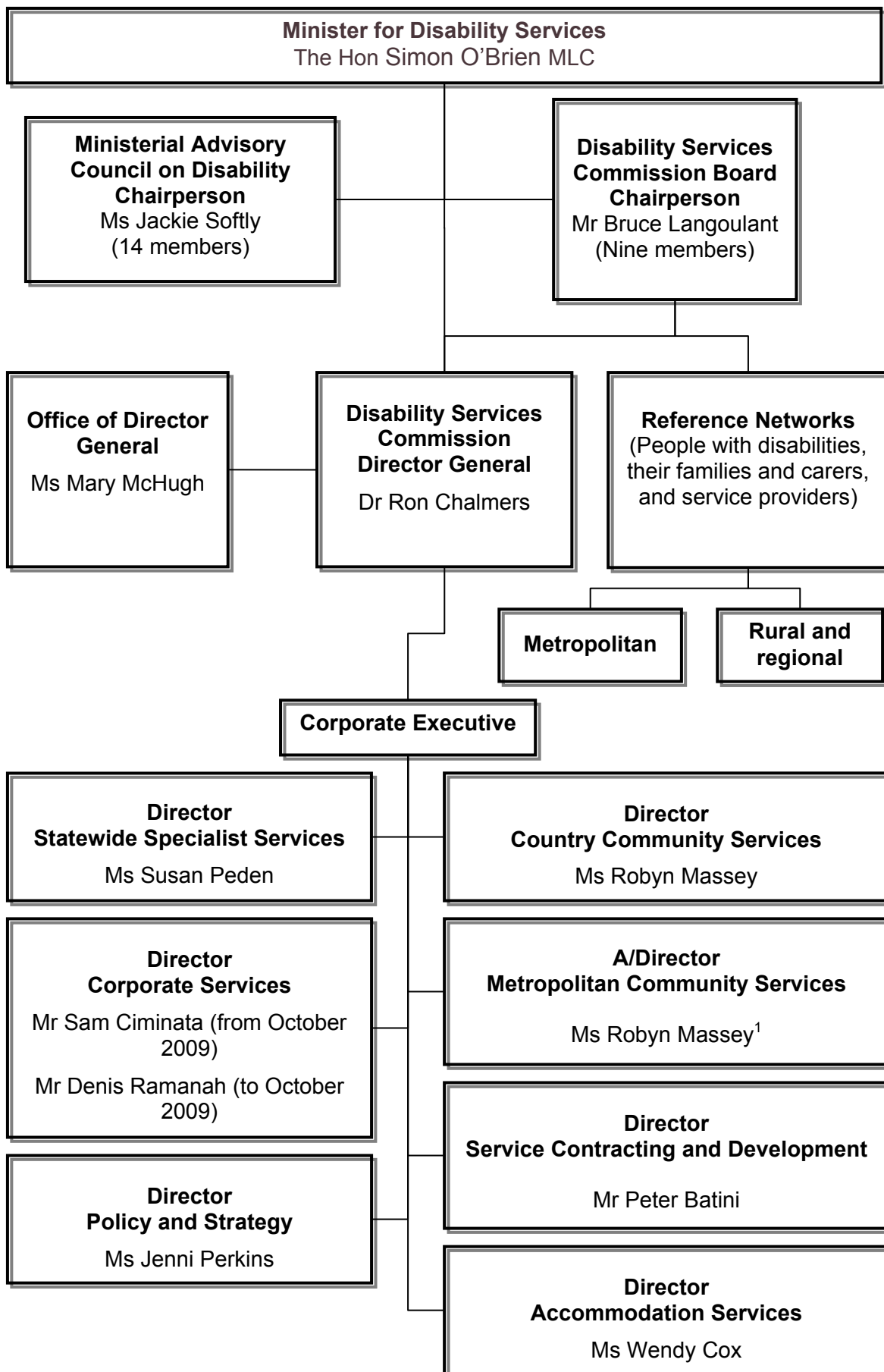
The Disability Services Commission Board is the governing body of the Commission. The Board has nine members including the Chair of the Ministerial Advisory Council on Disability. Bruce Langoulant has chaired the Disability Services Commission Board since July 2007.

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive. Dr Ron Chalmers has been Director General of the Commission since November 2007.

Regular state wide reference networks are held with people with disability, their families, carers and service providers, where views and concerns can be raised directly with the Board of the Commission for appropriate follow up by the Corporate Executive of the Commission. During 2009–2010, nine rural meetings and two metropolitan meetings were held to provide opportunities to meet with board members.

The Commission ensures a clear separation between its functions as a funder, provider and coordinator of disability services by consolidating functions into seven directorates, each of which is briefly described below.

- 1 Accommodation Services:** provides a home and necessary supports to enable each person with a disability receiving services to have a good life. These services are soundly managed to maximise outcomes for residents.
- 2 Country Community Support:** works at an individual and community level to support people with disability, their families and carers to participate, contribute and belong to their local communities. This is achieved through the regional arm of the Local Area Coordination (LAC) Program and the state wide implementation of the Community Living Initiative.
- 3 Metropolitan Community Support:** works at an individual and community level to support people with disability, their families and carers to participate, contribute and belong to their local communities. This is achieved through the metropolitan arm of the Local Area Coordination (LAC) Program.
- 4 Statewide Specialist Services:** provides therapy, psychology and social work support and consultancy to people with disability, their families, carers, agencies and the community.
- 5 Service Contracting and Development:** supports people with disability by distributing available funds through fair and transparent processes such as the Combined Application Process and the Post School Options Process. It also purchases quality disability-related services for people with disability, their families and carers.
- 6 Policy and Strategy:** provides strategic policy, program, funding and planning advice to government; promotes access and community awareness for people with disability; coordinates the Commission's information and community education strategies; manages the Commission's external non-financial performance reporting requirements; and coordinates the evaluation of Commission programs and policies.
- 7 Corporate Services:** provides financial services, human resources and workforce planning services, information, communication and technology services, procurement and asset management services.



1 This acting appointment was made following the departure of Eddie Bartnik in September 2009.

### 1.2.1 Disability Services Commission Board

The Commission is governed by a nine member board and as specified under the Disability Service Act 1993, 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 for people with disability.

#### Board Members

**Mr Bruce Langoulant** (Chairperson) has worked in small business for 40 years with particular emphasis in the advertising and financial services industries. 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 June 2013.

**Mr Jim McKiernan** (Deputy Chairperson) was a Senator for Western Australia from 1984–2002. Mr McKiernan has direct and relevant experience with disability issues. Term expires June 2011.

**Ms Sally Eves** is a social worker at Exmouth Hospital and is employed by 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 December 2010.

**Ms Wendy Dimer** has experience in the delivery of services to Aboriginal people with disability and has worked closely with staff from the 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 2012.

**Dr Shayne Silcox** is the Chief Executive Officer of the City of Melville, one of Western Australia's largest local governments with an annual budget of \$120 million, physical assets of more than \$650 million and more than 500 staff who have a commitment to effectively service more than 100,000 consumers.

Dr Silcox's career spans both the private and public sector in various industry sectors like: transport, energy research, energy – electricity and gas, business development and maintenance. Shayne is committed to the concept of inclusion for people with disability and pursues service improvements for them within local government authorities. Term expires November 2012.

**Dr Tony Curry** is the Principal of Mercy College, a Catholic composite school offering education to approximately 1600 students from Kindergarten to Year 12. He is a father of four children, one of whom (aged 20) has a moderate intellectual disability. Tony has had many opportunities to work with students with disability, their families and carers to develop optimal opportunities. He is a strong advocate for students with disabilities being included whenever and wherever possible in regular schools. Term expires December 2010.

**Mr Mike Tidy** is the Director of Corporate Services at the City of Joondalup with responsibility for finance, information management and human resources. He is the father of three children, one of whom has spina bifida. Many of his community activities have revolved around his children, coaching T-ball, (to north-west championship level) and baseball as well as assisting in various roles at football and swimming.

Mr Tidy provided support for his children's school Parent Association as Treasurer and is a long term supporter of the Spina Bifida Association (mostly as treasurer). Term expires December 2010.

**Ms Laura Miller** has a Bachelor of Social Work and a Masters in Human Rights. She has significant hospital social work experience. She is currently a Case Manager (Human Rights) with the State Administrative Tribunal. Ms Miller has personal experience of disability and she is an active disability advocate. Term expires November 2011.

**Ms Jackie Softly** is the mother of a young man with an intellectual disability and works as a disability and access consultant. She was a founding member of the Down Syndrome Association of WA and works with the association in an information and development role. Ms Softly has been on the boards of both the State and National Down Syndrome Associations and is currently Chairperson of the WA Ministerial Advisory Council on Disability. Term expires November 2010.

## 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 Ron Chalmers** 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 Local Area Coordination and in the needs of people living in rural communities. He holds a PhD enquiring into the inclusion of children with severe and profound disabilities into mainstream schooling. He was a participant in the inaugural Australia and New Zealand School of Government Executive Fellows Program.

### Director, Statewide Specialist Services

**Ms Susan Peden** has held both professional and managerial positions in the disability sector in Western Australia and Britain for many years. She has a Bachelor of Arts degree and a Diploma in Speech and Language Therapy. Her experiences as Principal Speech Pathologist, Local Area Coordinator, and manager of disability professional services has established her expertise in strategic management and development of professional services that are person and family centred as well as being grounded in a strong evidence base. In addition to her work with the Disability Services Commission, Ms Peden is editor of the magazine, Intellectual Disability Australasia, former President

of the Australasian Society for Study in Intellectual Disability and current Chairperson for the Consultative Committee for the Discipline of Occupational Therapy at Edith Cowan University.

### **Director, Country Community Services; Acting Director, Metropolitan Community Services**

**Ms Robyn Massey** joined the Commission as a Regional Manager in the Lower Great Southern in 1994 before moving to Perth in 2000 to take up a position as a Country Manager. Prior to this, she was a teacher and an administrator with the Department of Education and Training. Ms Massey spent 20 years living and working in rural and remote areas of Western Australia and has a personal understanding of issues facing country people. Ms Massey has a Bachelor of Arts degree.

### **Director, Accommodation Services**

**Ms Wendy Cox** joined the Disability Services Commission in April 2003. Prior to this appointment, she had worked with a disability sector organisation since 1990, in direct service provision and management roles across a range of state and federally funded services including HACC services, library, recreation, alternatives to employment and accommodation services. During the 20 years she has been working with people with disability, she has been actively engaged in building partnerships with a range of community-based organisations which have facilitated new opportunities for people. Ms Cox has a Bachelor of Arts Degree in Psychology.

### **Director, Corporate Services**

**Mr Sam Ciminata** has a strong background in economic and financial management. He started his career in the economic policy area of the Treasury Department before moving to a private sector consulting role. He later rejoined the public sector to head Strategic Asset Management at the Department of Transport. Mr Ciminata joined the Commission in 2000 and has since held various senior roles managing services and reform programs across finance, asset management, information technology and human resources. Mr Ciminata has a Bachelor of Business in Finance and Economics.

### **Director, Policy and Strategy**

**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 Commission. She has direct care experience in the disability sector and holds a Master's degree in Public Policy. Ms Perkins has extensive experience in cross-jurisdictional negotiations on disability policy and funding.

## **Director, Service Contracting and Development**

**Mr Peter Batini** has a Master's degree in Psychology (clinical and educational), has completed the Public Sector Executive Development Year (1990) and was a graduate of the Australian Institute for Company Directors (GAICD) during 2006. He has 26 years experience at the Commission and during 1994 won a Churchill Fellowship to study inclusion and community-based housing options overseas. Between 1992 and 1999, Mr Batini was regional Director of both the South West and North Metropolitan Regions. He has also held the position of Senior Clinical Psychologist and Chief Clinical Psychologist. Since 2000, he has contributed to the Commission's work on contract planning, contract formation, contract management, quality assurance and the development of services. Mr Batini has been the Director of Service Contracting and Development since February 2008.

### **1.2.3 Legislative functions**

The key functions of the Commission are specified in Section 12 of the Disability Services Act 1993. These include:

- 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 disability, 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 federal 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 and the Government Employees Housing Act 1964.

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

- Auditor General 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 Safety and Health Act 1984
- Public Interest Disclosure Act 2003
- Public Sector Management Act 1994
- State Records Act 2000
- State Supply Commission Act 1991
- Workers' Compensation and Injury Management Act 1989.

## **1.3 Performance Management Framework**

### **1.3.1 Links with state government goals**

There are currently five government goals that guide the development of policies, programs and services within Western Australian government agencies. Given the variety and diversity of across public agencies in WA, not all the government goals are equally applicable to all agencies. The government goal Outcomes Based Service Delivery best covers the Commission's core work.

The links between the government goals are outlined in the table following.

State Government Goals	Disability Services Commission Strategic Plan 2006 to 2010	Disability Services Commission Annual Service and Obligatory Reports
<p>Outcomes based service delivery.</p> <p>Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.</p>	<p><b>Vision</b> All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.</p> <p><b>Goal 1</b> – Individuals and families – to promote citizenship for people with disability and the important role of families, carers and friends.</p> <p><b>Goal 2</b> – Communities – to strengthen communities to welcome and include people with disabilities, families and carers.</p> <p><b>Goal 3</b> — Mainstream services and the business sector – to 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</b> – Services funded and provided by the Commission – to build partnerships which strive for high quality, flexible, sustainable and responsive services.</p> <p><b>Goal 5</b> – Research, planning and policy – to influence the strategic direction of governments and decision makers through research, information and planning.</p>	<p>Accommodation support (Chapter 2.2.1)</p> <p>Individual and family support (Chapter 2.2.2)</p> <p>Individual coordination (Chapter 2.2.3)</p> <p>Strategic coordination (Chapter 2.2.4)</p> <p>Disability Access and Inclusion Plan outcomes (Chapter 4.5.3)</p> <p>Substantive equality (Chapter 4.6.2)</p>

### 1.3.2 Disability Services Commission Strategic Plan 2006–2010

The financial year 2009–2010 is the final complete year of the current strategic plan. At the time of writing, a new strategic plan for the Disability Services Commission was being developed, drawing heavily on the Count Me In: Disability Future Directions strategy, which outlines 13 priorities to shape a good future for people with disability, their families and carers.

#### 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 disability and the important role of families, carers and friends
- strengthening communities to welcome and include people with disability, their families and carers
- building partnerships and working with mainstream services and the business sector so that people with disability are welcomed and included
- building partnerships which strive for high quality, flexible, sustainable and responsive services
- 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 disability, their families and carers.

**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 action.

**Continued learning** — we are committed to a culture of excellence and continued learning.

## **Strategic goals**

### **Individuals and families**

Goal 1. Promote citizenship for people with disability and the important role of families, carers and friends.

Strategies:

- develop opportunities and supports for participation and citizenship for people with disability
- 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**

Goal 2. Strengthen communities to welcome and include people with disability, their families and carers.

Strategies:

- influence and build positive community attitudes
- enhance community responsiveness to the needs and aspirations of people with disability, their families and carers
- strengthen relationships and opportunities to participate and contribute to community life
- foster the development of community resources and support networks.

### **Mainstream services and the business sector**

Goal 3. Build partnerships and work with mainstream services and the business sector so that people with disability 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 disability, their families and carers
- engage with the business sector to provide opportunities to people with disabilities.

**Services funded and provided by the Commission**

Goal 4. 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**

Goal 5. 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.

## 2.0 Agency performance

<b>2.1</b>	<b>Overview of operations .....</b>	<b>23</b>
2.1.1	Funding sources .....	24
2.1.2	Commission funding to disability sector organisations .....	24
<b>2.2</b>	<b>Service reports.....</b>	<b>27</b>
2.2.1	Accommodation support .....	27
2.2.2	Individual and family support .....	32
2.2.3	Individual coordination .....	35
2.2.4	Strategic coordination .....	38
<b>2.3</b>	<b>Quality of services.....</b>	<b>42</b>
2.3.1	Quality Management Framework.....	42
2.3.2	Complaints handling .....	43
<b>2.4</b>	<b>Implementing the Carers Charter.....</b>	<b>49</b>
<b>2.5</b>	<b>Profile of service users .....</b>	<b>51</b>
2.5.1	Annual client and service data collection.....	52

## 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 key service areas, which support the achievement of the outcome to enhance the environment and wellbeing of people with disability and their carers, by the provision of necessary supports and services. Performance and achievements for each of the services are reported in Chapter 2.2 of this report. Performance measures for auditing purposes are reported in Chapter 4.2.

### In brief...

21,652 Western Australians accessed a disability support service, an increase of five per cent from last year. Approximately four out of five service users (81 per cent) were happy with the support they received.

The Commission's total expenditure was \$486.42 million, an increase of 12 per cent from last year and averaging \$22,469 per person.

Commission funding to disability sector organisations was \$302.90 million, an increase of 15 per cent from last year.



**Five years at a glance**

Measure	2005-06	2006-07	2007-08	2008-09	2009-10	Change from last year
<b>Disability support services</b>						
Total number of service users	19,632	20,656	20,507	20,540	21,652	5%
Avg cost/service user	\$15,558	\$16,189	\$17,848	\$21,130	\$22,469	6%
<b>Funding (\$millions)</b>						
Total Commission expenditure	\$305.40	\$334.40	\$366.00	\$434.00	\$486.42	12%
Commonwealth funding	\$48.60	\$50.60	\$52.50	\$75.48	\$77.62	3%
State funding	\$244.60	\$274.10	\$304.30	\$348.91	\$391.90	12%
Funding from other sources	\$11.10	\$12.50	\$12.20	\$11.22	\$11.76	5%

**2.1.1 Funding sources****State funding**

State funding for operations in 2009–2010 was \$391.9 million. Over the past five years, the state government's funding of disability services has increased by the equivalent of 12.5 per cent per year.

**Commonwealth funding**

The Commonwealth government provided \$77.62 million under the National Disability Agreement. Over the past five years, Commonwealth funding has also increased by the equivalent of 12.5 per cent per year.

### 2.1.2 Commission funding of disability sector organisations

The Commission funds disability sector organisations to provide support in the following service areas:

- accommodation support
- individual and family support
- strategic coordination.

(See Appendix 1 for details of funding to disability sector organisations).

The number of disability sector organisations funded by the Commission has changed in the last five years, consolidating from 119 in 2005–2006 to 114 in 2009–2010. Through its contract management practices, the Commission closely monitors the financial viability of all funded service providers. All key financial indicators monitored through contracts indicate that financial viability of service providers has improved over the past seven financial years.

Disability sector organisation funding	2005-06	2009-10
	No. of agencies	No. of agencies
Funded <\$50,000	12	10
Funded \$50,001–\$1 million	79	56
Funded \$1,000,001–\$5 million	19	33
Funded >\$5 million	9	15
<b>Total</b>	<b>119</b>	<b>114</b>

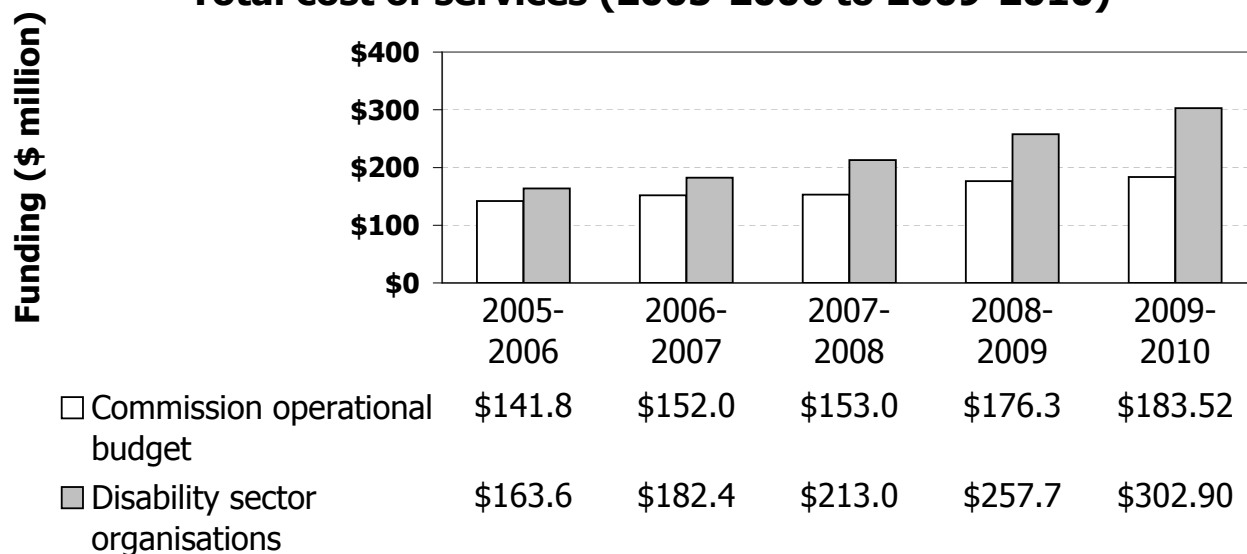
Over the past five years, funding to disability sector organisations has increased by 89 per cent, an annual growth rate of 17 per cent per year, from \$163.6 million in 2005–2006 to \$302.9 million in 2009–2010. In comparison, the Commission's operational cost increased by an annual rate of seven per cent per year, from \$141.8 million in 2005–2006 to \$183.52 million in 2009–2010. This reflects the strong commitment by the Commission to support service growth in community-based services.

#### In brief...

Annual funding growth rates for the past five years:

17 per cent disability sector organisations

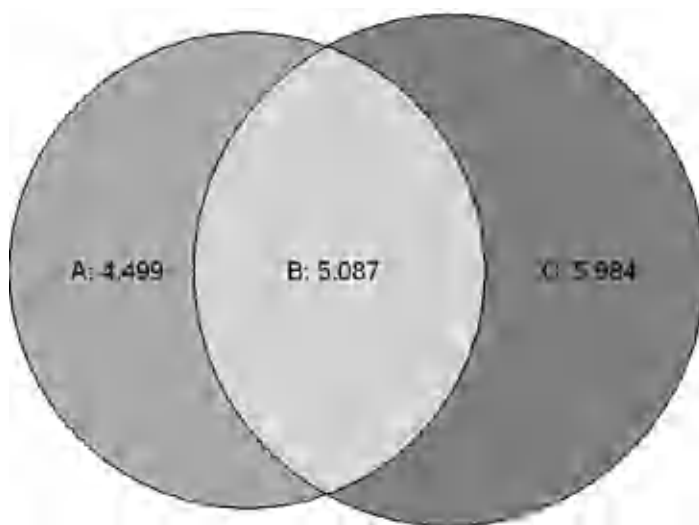
7 per cent Disability Services Commission

**Total cost of services (2005-2006 to 2009-2010)**

Note —

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

The number of people who received services provided directly only by the Commission was 4,499. The number of people who received services from disability sector organisations only was 5,984 and the number of people who received services from both the Commission and disability sector organisations was 5,087<sup>1</sup>. There is large variability in the resources required for services, from high cost 24 hour care and accommodation to episodic services such as the supply of equipment. Service user counts do not make a distinction in the intensity of service supplied and only represent a simplistic picture of the amount of service delivered.

**Count of service users by source**

- A. Commission only
- B. Commission and disability sector organisations
- C. Disability sector organisations only

<sup>1</sup> Community Aids and equipment service users are not included in the count of service users presented here.

## 2.2 Service reports

The Commission structures disability services according to four key service areas, which support the achievement of the outcome to: enhance the environment and wellbeing of people with disability and their carers by the provision of necessary supports and services.

The four service areas are accommodation support, individual and family support, individual coordination, strategic coordination.

### 2.2.1 Service 1 — Accommodation support

Accommodation support services are provided directly by the Commission's Accommodation Services Directorate.

Approximately 63 per cent of the budget for accommodation support is provided to disability sector organisations.

#### Key strategies

Accommodation support includes assistance for people with disability to live in a range of accommodation options, including hostels, group homes or supported community living in their own homes. 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.

#### In brief...

3,574 people accessed accommodation and 85 per cent were happy with their service.

The total cost for accommodation services for 2009–2010 was \$295.48 million, averaging \$82,673 per person.

**Five years at a glance**

Measure	2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 target
Total accommodation service users	3,449	3,364	3,319	3,493	3,574 <sup>a</sup>	3,718
<b>Total service users by accommodation type <sup>b</sup></b>						
Hostel	442	545	453	449	365 <sup>c</sup>	
Community residential	1,156	1,212	1,327	1,346	1,451	
Supported community living	1,908	1,683	1,663	1,835	1,923	
Community living support funding strategy				54	104	
Avg cost/ service user	\$50,405	\$58,234	\$65,784	\$78,763 <sup>d</sup>	\$82,673	\$75,449
Total cost (\$millions)	\$173.85	\$195.86	\$218.34	\$275.12 <sup>d</sup>	\$295.48	\$280.52
Consumer satisfaction	88%	Not measured	87%	Not measured	85%	

Notes —

- (a) Data is no longer collected for psychiatric disability services. 170 were reported in 2008–2009 under accommodation support.
- (b) The subtotals do not add up to the total due to multiple services received by some individuals.
- (c) There were four facilities that were reported as hostels in previous years and are now being reported as group homes to better reflect actual service delivery. Also, there was a drop in reported service users from one disability sector organisation. These changes account for a total of 88 service users.
- (d) These numbers are changed from reporting in the 2008–2009 Annual Report as a result of corrections to categorisation of service expenditure between Service 1 and Service 2.

## Growth in accommodation places

Support Strategy	2005-06	2006-07	2007-08	2008-09	2009-10	5 year total
Growth in accommodation support funding options through the Combined Application Process	116	106	111	175	146	654
Additional support through vacancies	26	32	19	11	12	100
Community living support funded strategy				54	50	104
<b>Total options</b>	<b>142</b>	<b>138</b>	<b>130</b>	<b>240</b>	<b>208</b>	<b>858</b>
People receiving changed needs funding	11	13	22	27	29	102
<b>Adjusted total: new options</b>	<b>131</b>	<b>125</b>	<b>108</b>	<b>213</b>	<b>179</b>	<b>756</b>

In 2009–2010, a total of 563 people applied for accommodation support through the Combined Applications Process. This included 144 people already receiving accommodation support, but who were seeking additional support as a result of their changing needs. Funding was provided to a total of 146 people (26 per cent) and a further 12 through vacancies. In addition, 50 people were supported under the new Community Living Support Funding Strategy (part of the Community Living Initiative), making a total of 208 people supported in 2009–2010. This included 29 people who needed additional support as a result of changing needs; therefore 179 individuals were provided with accommodation funding for the first time in 2009–2010.

The Young People in Residential Aged Care (YPRAC) is a five year program that comprises three strategies to assist young people with disability who are in residential aged care or at risk of entering residential aged care to find more appropriate accommodation. The three strategies are to:

1. find age-appropriate accommodation for young people in residential aged care
2. divert those at risk of entering residential aged care to other accommodation options
3. support those who are in residential aged care to access more age-appropriate community services.

**Young people in residential aged care**

Support strategy	2006-07	2007-08	2008-09	2009-10
Young people moved out of residential aged care to more appropriate accommodation (strategy 1)	0	2	4	16
Young people diverted from residential aged care <sup>a</sup> (strategy 2)	6	1	21	26
Young people supported in place for service enhancement in rural/remote areas (strategy 3)	0	4	19	8 <sup>b</sup>

Notes —

This five-year program commenced in 2006–2007. Cumulative totals are reported and differences between years do not represent actual growth as individuals may leave the YPRAC program or switch between strategies.

- (a) New people in this strategy are included in the number of growth in accommodation places reported in the table on the previous page.
- (b) This number has dropped due to some of the 19 in 2008-2009 moving to strategy 1.

**Major achievements 2009–2010**

- Completed three funding rounds for accommodation support under the Combined Applications Process in which 146 people were provided with accommodation support funding and 12 individuals moved into funded vacancies, identified through the options exploration process.
- Continued to expand options for appropriate services through the YPRAC program, including support for 16 people to move out of residential aged care and the provision of disability accommodation support options for 26 young people who were otherwise at risk of entering residential aged care.
- New developments under the YPRAC included:
  - a new group home in Cannington to support the needs of people with Huntington's disease
  - commencement of development of a six-unit cluster in Bentley to provide more appropriate accommodation for people currently residing in high care facilities

- establishment of a house in Kalgoorlie to enable six individuals to move out of the local aged care facility
- purchase of a house and land package in Derby to accommodate two individuals who will transfer from the local low care nursing home
- commenced the negotiation process with the Department of Housing to identify an appropriate housing option in Broome to accommodate two to three individuals.
- Expanded emergency accommodation with two facilities.
- Transferred \$20.8 million to the Department of Housing to set up the Spot Purchase Program. The aim of this program was to supply appropriate housing for individuals with a disability requiring urgent accommodation. 33 properties were purchased under this program at 30 June 2010. In addition, nine units of housing under the Vanilla Stock Program were secured and one mainstream public housing unit.
- Provided funding for 50 options through the Community Living Support Funding Strategy for a total of 104 options over two years.
- Established new strategic initiatives such as the Neighbourhood Network Program and Mandurah hub.

### **Looking forward: objectives for 2010–2011**

- Complete a targeted pre-qualification process seeking more regional providers and organisations that provide individualised accommodation support options.
- Undertake an evaluation of the outcomes achieved to date through the Community Living Initiative.
- Develop strategies, initiatives and responses to expand the Community Living Initiative in partnership with the disability sector.
- Further advance the redevelopment of the Commission's three high support hostels to achieve contemporary accommodation and more personalised service responses.
- Finalise design and progress building on new emergency accommodation facilities.
- Progress the renewal strategy to replace ageing facilities across a number of Commission accommodation sites.
- Commence the building of group homes to house up to 21 individuals.

## 2.2.2 Service 2 — Individual and family support

Individual and family support includes support for people with disability to access positive and constructive day options, maintain health and develop individual skills and abilities, and family support and respite for carers.

### Key strategies

- People with disability, their families and carers have access to services within the community that assist them in maintaining a reasonable quality of life.
- People with disability who have left school but are not able to participate in the workforce are assisted to develop links with their community and to develop independence and skills to participate in activities of their choice.
- People with disability receive necessary health care and therapeutic support to limit the restrictive effects of their disability, increase independence and maximise skill development.

### In brief...

17,983 people used the individual and family support service and 84 per cent were happy with the support they received.

The total cost for this financial year was \$140.26 million, averaging \$7,800 per person.

The Commission increased the number of services to regional communities.



## Five years at a glance

Measure	2005-06	2006-07	2007-08 <sup>a</sup>	2008-09	2009-10	2009-10 Target
Total service users	16,429	16,468	16,159	16,617	17,983	16,332
<b>Total service users by Individual and family support type:</b>						
Therapy services	5,798	6,394	6,160	6,829	7,114	
Day options	2,819	2,996	3,726	3,857	3,983	
Respite	2,846	2,973	2,893	2,700	2,808	
Family support	1,922	2,358	1,939	1,998	2,368	
Community aids and equipment program	5,504	6,258	6,646	7,499	8,046	
Avg cost/ service user	\$5,362	\$5,747	\$6,358	\$7,134 <sup>b</sup>	\$7,800	\$8,762
Total cost (\$ millions)	\$88.09	\$94.64	\$102.74	\$115.15 <sup>b</sup>	\$140.26	\$143.10
<b>Consumer satisfaction:</b>						
Overall	79%	Not measured	79%	Not measured	84%	
Community support	72%	-	75%	-	85%	
Respite	85%	-	85%	-	78%	
Recreation/ day options	79%	-	77%	-	87%	

Notes —

- (a) The variation in 2007–2008 data for respite and day options is impacted upon one agency recoding their data which resulted in the agency reporting a drop from 2006–2007 of 474 respite service users, and an increase of 484 day options.
- (b) These numbers are changed from reporting in the 2008–2009 Annual Report as a result of corrections to allocation of service users and expenditure between Service one and Service two.

The total number of service users increased by nine per cent from last year and the average cost per service user increased by seven per cent. In 2009–2010, approximately 76 per cent (\$105.14 million) of the budget for individual and family support was allocated

to disability sector organisations to provide a range of services. Services were also provided by the Commission's Statewide Specialist Services, Metropolitan and Country Community Support directorates.

### **Major achievements 2009–2010**

- Through the Combined Application Process, 126 people received recurrent funding for intensive family support. In addition, 70 people received recurrent funding for the Alternatives to Employment program.
- Reached final stages of the roll out of expanded funding for Alternatives to Employment with 90 per cent of eligible individuals in receipt of their expanded funding entitlements as at 30 June 2010.
- Completed two funding rounds for Early Childhood Intervention services totalling \$882,951, allocating recurrent growth funding in line with the Relative Needs Based Funding Tool.
- Implemented stage one of the Positive Behaviour Framework. The positive behaviour consultation team has commenced work with the disability sector, based on the proposals contained in the qualitative research report 'Responsive Services for All'.
- Continued to support the establishment of the Community Aids and Equipment Refurbishment Centre and representation on the working party.
- Implemented the Early Childhood Development Framework based on the Team Around the Child Model, an evidence-based, family-centred, trans-disciplinary intervention model.
- Implemented the Country Community Support Service Development Initiative with Regional Service Providers Strategy, which resulted in an increased number of service providers and range of services provided.
- Progress is being made on development of respite facilities in Clarkson and Rockingham, and Gosnells was announced as the location of a third metropolitan facility.
- A new respite house was opened in Broome in March 2010.
- Community consultations commenced to inform the model for a new respite facility to be located in the wheatbelt.

### **Looking forward: objectives for 2010–2011**

- Complete a targeted pre-qualification process seeking more specialist providers and organisations that provide individualised options.
- Contribute to the development and implementation of the initiatives associated with the national disability agenda in the areas of equipment, continence and advocacy.
- Conduct separate tenders for continence services for both children and adults.

- Implement stage 2 of the Positive Behaviour Framework – developing partnerships with disability sector organisations.
- Evaluate the Team Around the Child Model of early childhood intervention.
- Review the Commission's supported community living services to ensure adults with disability living in the community receive appropriate support that maximises independence and positive engagement in the community.
- Implement the new state-wide Family Living Initiative.
- Complete the development of the five new respite facilities across the state.

### 2.2.3 Service 3 — Individual coordination

Individual coordination relates to the provision of a range of supports and strategies as part of the state-wide Local Area Coordination (LAC) program, established in 1988. Local Area Coordinators (LACs) contribute to building inclusive communities through partnership and collaboration with individuals, families and carers, local organisations and the broader community. The overall aim of the LAC program is to support people with disability to live within welcoming and supportive communities.

LAC is provided through the Commission's Metropolitan Community Support and Country Community Support directorates.

#### Key strategies

- To provide individuals, families and carers with support and practical assistance to clarify their goals, strengths and needs.
- To provide information and linking people with local resources and support networks.
- To assist individuals, families and carers to develop practical solutions to meet their goals and to access the supports and services they need.
- To help build inclusive communities through partnership and collaboration with individuals, families and carers, local organisations and the broader community.

#### In brief...

8,726 people accessed LAC and 73 per cent were happy with the support they received.

1,428 accessed LAC direct consumer funding

The Commission expended \$32.99 million or seven per cent of its budget on individual coordination service.

**Five years at a glance**

Measure	2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 target
Total service users accessing LAC coordination	7,605	7,836	8,285	8,780	8,726	8,336
Total service users accessing LAC direct consumer funding	1,521	1,521	1,470	1,374	1,428	1,521
Avg cost/service user accessing LAC coordination	\$2,427	\$2,542	\$2,469	\$2,450	\$2,614	\$2,466
Avg cost/service user accessing LAC direct consumer funding	\$7,360	\$6,772	\$6,563	\$6,954	\$7,128	\$6,964
Total cost (\$ millions)	\$29.66	\$30.22	\$30.10	\$31.07	\$32.99	\$31.36
Consumer satisfaction	65%	Not measured	53%	Not measured	73%	

While there was a slight reduction in LAC service user numbers in 2009–2010, the average annual growth in service users over the two year period 2007–2008 to 2009–2010 was 221. Achieving consistent growth over this period was affected by delays in filling new LAC positions. In 2009–2010 the opportunity was taken to expand the LAC remote area strategy and to invest in service development in regional areas.

Based on the results of the 2009–2010 consumer attitudes towards services survey, the level of satisfaction with LAC services appears to have increased. In 2009–2010, the '100 Conversations' independent consumer consultation was undertaken based on 100 in-depth conversations with people with disability and families to determine what people value about the program and the outcomes they wish to achieve through engagement with an LAC.

It was found that the majority of participants were satisfied with LAC and valued the support.

The report highlighted additional opportunities for further improvements including:

- reducing the variation in experiences of different LAC clients

- further improving information and communication
- managing client expectations through greater clarity of the LAC's role and the services that they can provide
- smoothing handovers between LACs
- supporting the LAC's ability to respond to the needs of clients in a timely manner.

### **Major achievements 2009–2010**

- Completed the independent 100 Conversations consultation report, and commenced implementation of recommended areas for improvement to enhance the responsiveness and relevance of local area coordination consultation
- Supported the implementation of 50 community living options in partnership with individuals and families.
- Developed plans for Flexible Family Support with an emphasis on planning, preventative strategies and community inclusion.
- Adopted the Flexible Family Support funding as a strategy for preparing for transition to community living.

### **Looking forward: objectives for 2010–2011**

- Implement a state-wide LAC program structure focussed on planning with families and individuals and the achievement of outcomes.
- Implement the Commission's Quality Management Framework across the LAC program.
- Develop and implement a LAC Training and Development Framework to support state-wide consistency and a skilled and competent workforce.
- Support the implementation of the new Family Living Initiative via individualised, direct consumer funding packages through LAC.

## 2.2.4 Service 4 — Strategic coordination

Strategic coordination includes strategies employed by the Commission and the disability sector which aim to benefit all Western Australians with disability, including those who access services funded or provided directly by the Commission.

### Key strategies

- Promotion of access improvements and monitoring the implementation of Disability Access and Inclusion Plans in all public authorities.
- Promote quality services through the independent monitoring of service standards.
- Early identification and monitoring of issues which impact on people with disability and their carers.
- Community education programs and activities to promote public awareness of the rights, needs and abilities of people with disability.
- Supporting the provision of systemic advocacy and information services.
- Data collection and analysis to monitor and inform the development of disability policies and services.

#### In brief...

159 identified strategic coordination projects were conducted by the Commission.

Strategic coordination accounts for 4 per cent (\$17.69 million) of the Commission's budget.

\$10.20 million was spent on grants and funding to disability sector organisations to provide services and expand capacity (refer Appendix 1, Service 4).

## Five years at a glance

Measure	2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 Target
Total projects	134	131	133	130	159	105
Avg cost/ strategic project	\$103,276	\$104,283	\$111,473	\$97,387	\$111,247	\$123,480
Total cost (\$ millions)	\$13.84	\$13.66	\$14.83	\$12.66	\$17.69	\$13.02

## Major achievements 2009–2010

- Launch of Count Me In: Disability Future Directions by the Premier, the Hon Colin Barnett MLA, on the International Day of People with Disability in December 2009.
- The Premier, the Minister for Disability Services and the Director General of the Disability Services Commission addressed a forum of Directors' General from 15 key state government departments in February 2010, which considered the roles and responsibilities across government for the implementation of the Commission's long-term strategy Count Me In.
- Hosted a forum for chief executive officers of disability sector organisations and Commission directors attended by the Minister for Disability Services.
- Adults with multiple disability, accessing the Commission's Paediatric Neurology clinics, successfully transitioned to more appropriate community-based neurology clinics. Discussions commenced to present issues of medical services and positive health outcomes for people with disability to the WA Clinical Senate.
- Policy was developed to guide the new Family Living Initiative, which will provide timely support to strengthen family provided care through small funding packages of up to \$20,000 per annum. This initiative builds on the successful Community Living Initiative that focuses on support for people with disability in their own home.
- The School Holiday Support Program policy and funding framework was developed to broaden the range of flexible and innovative holiday support options available to people with disability and their families. It provides for a broad range of holiday options including sporting and recreational activities and holiday camps for young people with disability, their siblings and young carers.
- New family support programs have been developed with a requirement of person centred approaches to the planning, design and delivery of supports to people with disability and their families/carers. Presentations to the sector on the person centred policy underpinning the new programs have been undertaken.

- CarersWA has led the development of a self-paced training package for staff in the disability sector to raise awareness about the Carers' Recognition Act 2004. The Commission funded project was guided by representatives from the disability sector, carers, people with disability and training bodies. The package will be enhanced by the production of a DVD in 2010–2011.
- Collaboration between disability advocacy sector organisations, the Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs and the Commission led to three targeted and well received workshops, focused on the United Nations Convention on the Rights of Disabled Persons in operation and relationship building to strengthen the sector's capacity. Consultations about the National Disability Agreement agenda complemented the workshops.
- Commenced scoping a review of school age and adult therapy services known as Disability Professional Services, to commence in early 2010–2011.
- A review of the Disability Services Act 1993 recommended consideration of including the employment of people with disability into Disability Access and Inclusion Plans. As a result a working party was formed to advise on the implications for public authorities and identify issues and barriers that may arise. The working party, chaired by a member of the Commission's Board, consisted of representatives from Western Australian Local Government Association and state and local government. The working party endorsed the employment of people with disability into Disability Access and Inclusion Plans. The Commission is currently progressing this further.
- The Commission has been broadcasting on Twitter as 'DisabilityWA' since July 2009. There were 130 'tweets' in the past financial year with 423 followers. The Commission 'tweeted' on news and events, tips on accessibility and updates on the Director General's activities throughout Australia. The page can be viewed at [www.twitter.com/DisabilityWA](http://www.twitter.com/DisabilityWA)
- A DVD 'Our Voices, Our Journeys – Information about disability, culture and language' was produced in eight languages to help people with a disability, their families and carers from different cultural and linguistic backgrounds to find out the support and services available to them was produced by the Commission in February 2010.
- The Commission opened a YouTube channel and has uploaded the nine short movies from the DVD Our Voices, Our Journeys. These movies were made available for public view in June 2010 to coincide with the redesign of the Count Me In website. The Commission's YouTube channel can be viewed at [www.youtube.com/DisabilityWA](http://www.youtube.com/DisabilityWA)
- A website of information about more than 2000 accessible facilities and services across the state was officially launched as part of the You're Welcome WA Access Initiative. A further 17 grants worth a total of \$250,000 were allocated to further support businesses and local governments to improve access for people with disability in communities around Western Australia.

- Established a series of protocols to maintain data quality and methods for the analysis of that data that can be used to support trend forecasting and key planning activities.

### **Looking forward: objectives for 2010–2011**

- Further develop Count Me In through work with local governments and develop opportunities for people with disability, their families and carers to take on board membership of disability sector organisations and to make contributions in other decision making and leadership forums.
- Promote positive partnerships with health providers and tertiary institutions to further implement the recommendations from the state wide consultation on health outcomes for people with a disability.
- Develop a policy framework to guide the flexible use of service level and individual funding.
- Undertake a major review of school age and adult disability professional services.
- Progress drafting and implementation of the recommendations from the review of the Disability Services Act 1993.
- Examine alternative strategies to secure housing for people with disability.
- Review the Neurological Continuing Care Program for people with rapidly degenerating neurological conditions.
- Guide mainstream services on well planned and accessible communities through a range of engagement and capacity building initiatives for community groups, local governments and the building industry. This includes working with developers, planners and designers to improve understanding and awareness of universal housing design.
- Develop a training program for teachers about disability awareness for use in teacher training, as a part of the Count Me In teaching resource package.
- Develop and implement a program of activities for a Disability Awareness Week to continue promotion of Count Me In one year after its launch and to build disability awareness in the community.
- Provide three scholarships of up to \$15,000 as part of the 2010 Count Me In Scholarships for the study of best practice in disability services around the key priorities of the Count Me In strategy.

## 2.3 Quality of services

### 2.3.1 Quality Management Framework

In May 2010, the Commission's new Quality Management Framework was implemented, replacing the Standards Monitoring System. The framework culminates from four years of workshops, consultations and negotiations in close partnership with stakeholders within the sector. Reference groups and steering committees formed to provide input included individuals, carers and representatives from disability sector organisations.

The new framework takes measurement of quality to a new level in Western Australia by moving away from a process orientated, compliance approach based on the Disability Services Standards to one of continuous improvement based on outcomes for individuals, families and carers. This emphasis on outcomes will aim to ensure services are provided that make a real difference to the lives of people using those services and will still enable meaningful comment on how organisations are meeting the Disability Services Standards. It will mean that a continuous improvement approach to services and capacity building will gain a stronger presence in disability services.

This framework strengthens and enhances the participation of people with disability, their families and carers in all key processes of evaluation and measurement. A feature of the independent evaluation is the intent to include consumer evaluators on each evaluation team. The focus is on measuring individual outcomes, which identify what people can expect from using services. The new outcomes will:

- empower people with disability, their families and carers by clearly defining what program outcomes they should expect when accessing disability services
- provide a basis for disability sector organisations and people with disability to jointly improve service quality
- provide a means of satisfying government accountability requirements
- assist prospective disability sector organisations by defining what is expected of services to be eligible for funding.

The framework places Western Australia at the forefront of quality management within the nation. Most importantly, the Quality Management Framework will ensure disability services continuously achieve positive outcomes for people with disability, their families and carers living in Western Australia.

This year was a year of transition. The new framework began with training of evaluators and setting up of schedules in May 2010. The Standards Monitoring System continued to run until the end of April 2010. In the 10 months that the Standards Monitoring System was still active, 173 independent standards monitoring assignments covering 190 service outlets were conducted by the panel of 15 Independent Standards Monitors.

## Quality awards

Certificates of Excellence and High Commendation were awarded to four service providers at the Disability Services Standards Excellence Awards held in May 2010 at the annual Country Service Provider Forum. These providers were recognised by an independent panel for innovation and excellence in delivery of their services and also for consumer, family and carer involvement in the service. These services were selected as a result of having Standards Monitoring reports that indicated that their achievements were in keeping with the principles and objectives of the Disability Services Act 1993 as reflected by their assessment against the Disability Services Standards.

Joint winners to receive Certificates of Excellence:

- Autism Association of Western Australia – Mirrabooka Avenue Group Home, Girrawheen
- Hills Community Support Group – Accommodation Support and Individual Options.

Services to be awarded a Certificate of High Commendation:

- My Place – Accommodation Support, Intensive Family Support, Alternatives to Employment and Post School Options
- Disability Services Commission – Accommodation Services, Worrell Avenue Group Home, High Wycombe.

### 2.3.2 Complaints handling

Disability Services Standard Seven specifies that people with disability and their carers 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 responding to complaints. Complaints about disability services can be lodged online, by telephone, by letter or in person. The Consumer Liaison Service is comprised of the Consumer Liaison Officer, who manages the service from a central location, and a network of locally-based consumer liaison officers.

People with disability and their carers have the option of raising a concern directly with the staff member providing the service or making a formal complaint to a manager or the Consumer Liaison Officer.

The following data relates to formal complaints made about Commission provided services. Complaints regarding disability sector organisations are handled by individual organisations or by the Office of Health Review. Information provided by the Office of Health Review is contained under the heading External Review of Complaints – Office of Health Review.

## Complaints lodged with the Disability Services Commission July 2009–June 2010

- Forty-nine new complaints were lodged about services the Commission provided to people with disability, an increase of 10 complaints (25 per cent) from the previous year.
- Four complaints were carried over from the previous year, making a total of 53 complaints for review.
- Forty-seven complaints were closed and six cases were outstanding at 30 June 2010.
- Seventy-two per cent of complainants were satisfied with the handling of their complaint (down from 80 per cent last year), nine per cent were not satisfied and the remainder did not provide a satisfaction rating.
- Fifty-five per cent of complainants were satisfied with the outcome of their complaint (down from 64 per cent last year), 23 per cent were not satisfied and the remainder did not provide a rating.
- The Consumer Liaison Officer responded to 515 enquiries about disability services and complaints processes.
- Fifty-three per cent of formal complaints were resolved and closed within 15 working days.
- An additional 26 per cent were finalised between 16 and 29 days after lodgement.
- The main areas of concern reported by complainants related to quality of service, communication, funding policy and service eligibility.
- The types of services most frequently the subject of new complaints (49) to the Commission were Supported Accommodation 35 per cent, Local Area Coordination 31 per cent, and eligibility for services 14 per cent.
- Four per cent of new complaints related to compliance with the Carers' Charter.

The year was a challenging one for the Commission's Consumer Liaison Service given the increase in both formal complaints and general enquiries. The Commission is committed to the principles of an accessible and responsive complaints process and continually strives to improve the levels of satisfaction for people making complaints about services.

### In brief...

Enquiries to the Commission's complaints handling service rose by 12 per cent.

A survey was conducted to measure the knowledge of the Commission's complaints handling system.

## Five years at a glance

Complaints	2005-06	2006-07	2007-08	2008-09	2009-10
Enquiries to the Consumer Liaison Officer	324	464	466	461	515
Complaints made to the Consumer Liaison Service	47	36	33	39	49
Number of complaints closed <sup>a</sup>	45	37	34	36	47
Number of complaints per 1000 users of Commission provided services	5.30	4.05	3.56	4.07	5.11
Satisfaction with complaints handling <sup>b</sup>	80%	81%	68%	80%	72%
Satisfaction with complaint outcome <sup>b</sup>	69%	57%	53%	64%	55%

Notes—

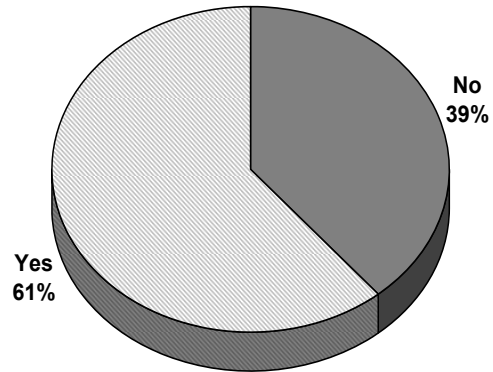
- (a) Closure of complaints do not equal the number of new complaints due to some complaints being carried across years.
- (b) It is not always possible to obtain a satisfaction rating from complainants. For example, between 2006–2007 to 2008–2009, the number of unknown satisfaction outcomes averaged 18 per cent. Therefore, it is likely that satisfaction is actually higher than is reported in the table above.

## Carers complaints survey

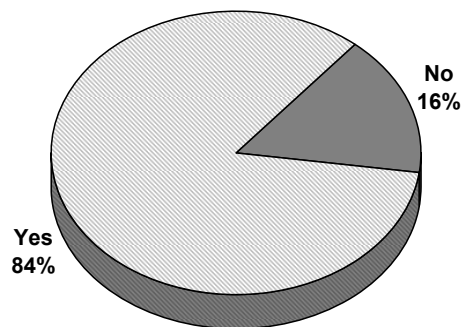
As part of the biennial Consumer Attitudes Toward Services survey in 2010, a random sample of 841 carers were asked a series of questions about:

- information and knowledge of the complaints process
- attitudes towards complaints handling and outcome.

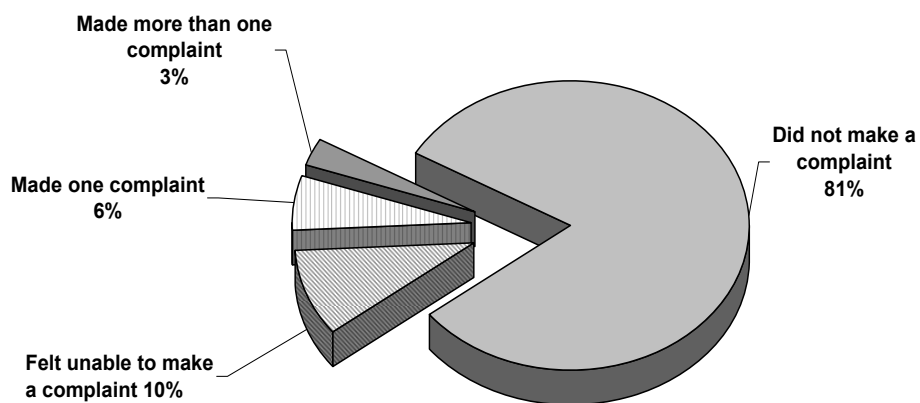
**Provision of information regarding how to make a complaint in the past 12 months**



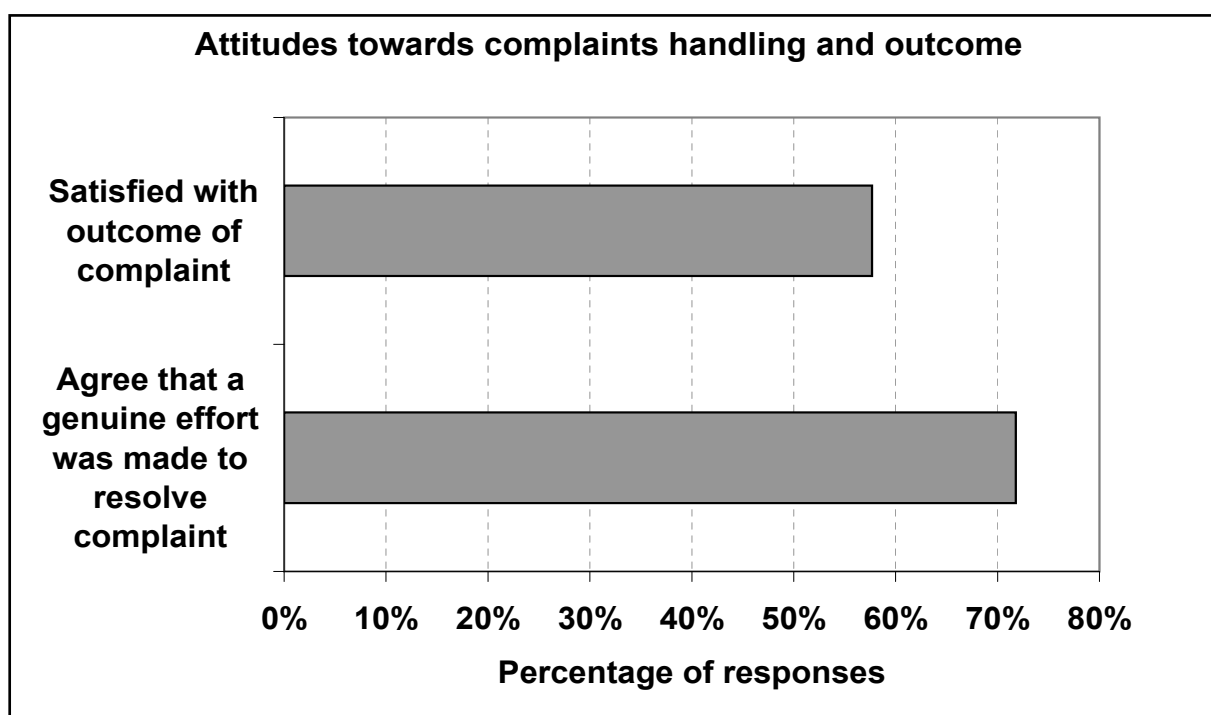
**Awareness of the right to complain**



**Complaints made**



The majority of carers reported that they had been informed about how to make a complaint if they wished to in the past 12 months. Sixteen per cent of carers reported that they did not know that they had a right to complain about a service if they wished to. Nine per cent of carers had made at least one complaint about a service and another 10 per cent reported that they had a cause to complain, but felt unable to do so. Of the 78 people who did make a complaint, 56 (72 per cent) agreed that a genuine effort had been made to find a solution and 45 (58 per cent) were happy with the outcome of their complaint (see below). More information on carer attitudes can be found in Section 2.4.



### 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:

- orientation sessions for new staff
- annual staff briefings
- information sessions for disability sector organisations
- articles published in the staff Cheers newsletter, the Commission's disAbility Update magazine and LAC newsletters

- a discussion of complaints and feedback in a DVD Our Voices, Our Journeys for people from culturally and linguistically diverse backgrounds
- distribution of Consumer Liaison Service brochures to new and existing consumers, staff and advocacy organisations.

In so doing, the Commission sought to promote a climate within disability service provision that is receptive, responsive and accessible to people with disability and their carers who have concerns about services.

### **External review of complaints – Office of Health Review**

The Office of Health Review operates under part 6 of the Disability Services Act 1993 and the Health Services (Conciliation and Review) Act 1995.

It is anticipated that by the end of 2010 amendments to the Health Services (Conciliation and Review) Act 1995 will have passed through the Parliament of Western Australia. The amendments will make several important changes to the way that disability complaints are managed. This will also mean that the Office of Health Review will be known as the Health and Disability Services Complaints Office.

Twenty-four new complaint enquiries were lodged with the Office of Health Review; five were carried forward from the previous year and two were re-opened. This resulted in a total of 31 for the year.

Twenty-four of the enquiries and complaints were closed, leaving seven still active.

Of the new complaints and enquiries received by Office of Health Review:

- 11 related to services provided by the Commission
- 19 related to non-government disability sector organisations funded by the Commission
- one was a private provider.

Twenty-six outcomes were achieved for the 24 closed enquiries and complaints.

Disability complaints received by the Office of Health Review are first conciliated. If agreement cannot be reached between the participants then the Office of Health Review must investigate. Of the three complaints that proceeded to the investigation stage, findings of unreasonable conduct were found in two cases.

Two of the three closed investigations brought about a change in procedure, practice or policy that was agreed to and implemented by the organisation involved. This will benefit all clients.

## 2.4 Implementing the Carers' Charter

Under the Carers' Recognition Act 2004, the Commission and its funded agencies are required to comply with the Western Australian Carers' Charter.

- Carers must be treated with respect and dignity.
- The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
- The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
- Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

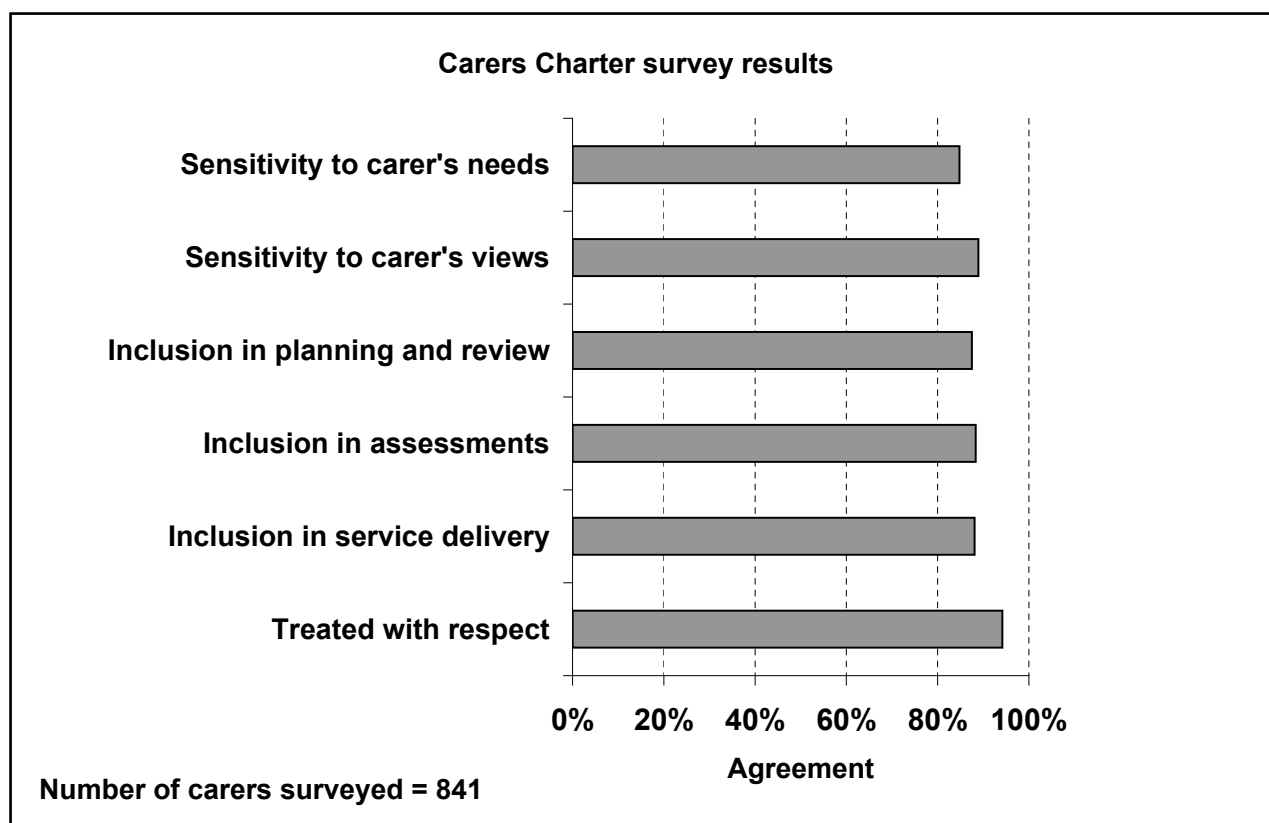
### Working to support carers

Throughout 2009–2010, the Commission continued to strengthen its efforts to support carers and families of people with disability. Highlights of the year's work are:

- During the year, consultations were undertaken with families and carers about many services and initiatives including the new school holiday program and types of support it could offer and the draft family and carer support policy framework. Forums were held to explore respite needs, service models and gather information to inform the development of new metropolitan and country respite facilities. A report was prepared for the Board of the Commission on a framework for guiding consultation with consumers and carers from culturally and linguistically diverse backgrounds.
- The Commission's Carers' Recognition Act 2004 Implementation Reference Group's major focus was to progress efforts to increase disability sector staff knowledge and understanding of the Act and responsiveness to carers. Funding was provided to Carers WA to develop a staff training resource. Carers were included on both the steering and expert readers' groups that were formed to advise the project. A training handbook was substantially completed. It will be complemented by a DVD to be developed in the coming year.
- Families and carers from different cultures were featured in scenarios within *Our Voices, Our Journeys*, a DVD for people from culturally and linguistically diverse backgrounds. The DVD was launched by the Minister for Disability Services in February 2010. It is available in eight languages.
- The Commission actively contributed to work being undertaken at the national level to develop stronger partnerships with carers of people with disability. This includes contributing to a national stocktake of initiatives to support older carers, who are a priority group under the National Disability Agreement.

- The Commission submitted its 2008–2009 report to the Carers' Advisory Council by the due date. The Commission was assessed as being compliant in regard to the Carers' Charter and the requirements of the Carers' Recognition Act 2004.
- Service providers throughout the state provide ongoing assistance to families and carers. Carers are encouraged to sit on advisory committees and participate in service management and development. Their input is actively sought in future planning for their family members. They are assisted with respite opportunities, carers' camps, talks and social events. They are encouraged to take on leadership roles within their local communities; and they receive ongoing information and support from staff.

As part of the biennial Consumer Attitudes Toward Services survey in 2010, a random sample of 841 carers were asked a series of questions about the Carer's Charter.



As can be seen from the figure above, the majority of carers surveyed in 2010 reported that they were treated well by the service providers they came into contact with. The highest agreement was observed for being treated with respect (94 per cent agreement), and the lowest was consideration of needs (85 per cent agreement).

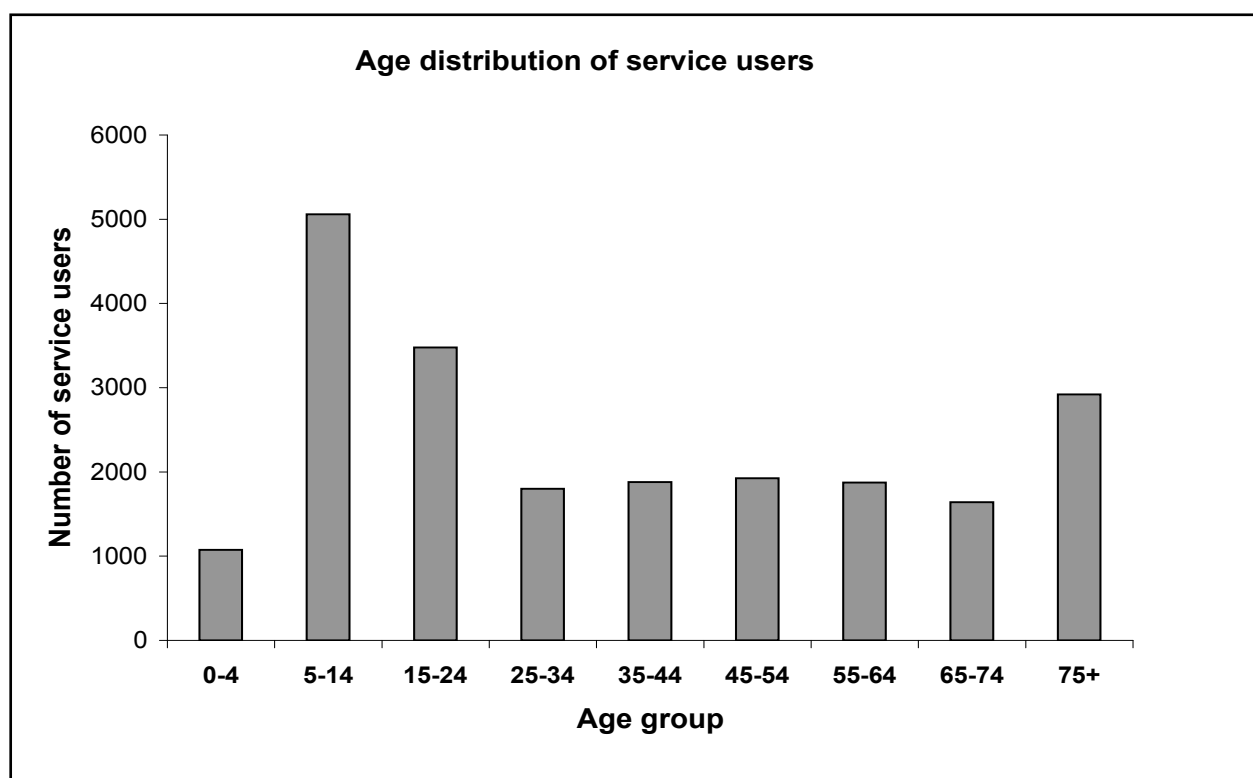
On the basis of these findings, there is reason to expect that the performance of the disability sector in acknowledging and supporting carers is largely positive. There are, however, areas and opportunities that could be improved, such as increasing awareness of the right to complain; investigating and addressing factors that may lead carers to withhold complaints; and in improving the outcomes of complaints (refer Section 2.3.2 Complaints Handling).

## 2.5 Profile of service users

The following is a summary of the descriptive data of the Commission's service users in 2009–2010, covering age, gender, support needs, disability profile and informal care.

### Age

The age distribution of service users is presented below. The largest group of service users receiving services funded and provided by the Commission are in the five to 14 year age group.



### Gender

During 2009–2010, there were 11,947 (55 per cent) male service users compared with 9,694 (45 per cent) female service users.

### Support needed

A majority of the Commission's service users required support to manage and cope with daily activities. Approximately 79 per cent of service users required support with self care, 73 per cent required support with communication and 51 per cent required support with mobility. It should be noted that these data do not include Community Aids and Equipment Program service users as they were not required to report their level of support and would artificially inflate the 'not stated' response.

## Disability profile

The most commonly reported primary disability was intellectual (48 per cent), followed by autism (20 per cent) and physical disability (14 per cent), see the table below:

Disability type	Service users primary disability	
	Number	%
Intellectual	7,494	48%
Autism	3,077	20%
Physical	2,230	14%
Psychiatric	40	0.3%
Neurological	744	5%
Sensory	529	3%
Acquired brain injury	1,012	7%
Other	235	2%
Not stated	173	1%
<b>Total</b>	<b>15,534<sup>a</sup></b>	

Note —

(a) Due to large amounts of missing data, the totals do not include Community Aids and Equipment Program service users.

## Informal Care

In 2009–2010, 77 per cent of service users reported having an informal carer (Community Aids and Equipment Program service users not included).

### 2.5.1 Annual client and service data collection online

The Commission collects information concerning people with disability and their carers who have accessed services funded by the Commission through the Annual Client and Service Data Collection (ACDC) online system. This information is collected on an ongoing basis by each service provider and is submitted to the Commission annually.

In 2009–2010, ACDC collected information from 852 individual service outlets which provided 42,241 service records. Please note that each outlet may provide more than one type of service and each service user may use more than one service type. All but nine of the disability sector organisations required to submit data have submitted data and signed off on it in ACDC Online. Of the nine remaining agencies, seven completed their data entry but did not sign off on the data, the remaining two began data entry, but did not complete it.

## 3.0 Significant issues

The Commission plays a leading role in improving service provision for Western Australians with disabilities, their families and carers. Following are significant issues and developments happening in the national and state contexts, which will impact the disability sector and inform the work of the Commission.

### 3.1 Count Me In: Disability Future Directions

Count Me In: Disability Future Directions was officially launched by the Premier, the Hon Colin Barnett, MLA in December 2009. Count Me In is a significant, forward-oriented strategic initiative that seeks to guide development of Western Australia's communities and services to be responsive to the needs of all citizens, including people with disability, their families and carers. The vision at the centre of the initiative is that, all people live in welcoming communities that facilitate citizenship, mutual support and a fair go for everyone. Thirteen priority areas are grouped under the following headings: Economic and Community Foundations; Participation and Contribution; and Personalised Supports and Services.

A supporting website was launched to act as a portal to all the projects that are being done that share the aims of Count Me In. It is expected that the implementation of Count Me In will continue to evolve with time and shape the strategy of the Commission for the next 15 years.

### 3.2 Economic Audit Committee

The Economic Audit Committee Report on government service provision highlighted the significant role that non government organisations perform in providing community services. The major themes of the report were increased focus on the needs of the individual by developing citizen centric services; shifting a measure of control over services to service users and communities; more individualised funding for purchasing services; and strengthening government and community relationships. The report held up the disability services sector as a good example of a government agency working in a successful partnership role with the community sector.

In line with the report's outcomes, the Commission is planning to take an active role during 2010 in working with other key government agencies to maximise the effectiveness of programs, services and funding for people with disabilities in Western Australia. The relationship between the Commission and its partner disability sector organisations is also a key focus in the year ahead. Streamlining and strengthening these relationships is seen to be a key strategy for achieving better outcomes for people with disabilities, their families and carers.

### **3.3 National reform agenda**

The Commission has been heavily involved in progressing the reform agendas identified in the National Disability Agreement. These include developing better measures of need and demand data, improving national consistency across aids and equipment provision, streamlining planning and access to services, developing workforce capacity and a national disability quality management framework. For the Commission this has included providing information to support the development of the agendas under the National Disability Agreement.

The Commission collaborated with other jurisdictions in the development of the National Disability Strategy.

### **3.4 Productivity Commission**

The Australian Government has asked the Productivity Commission to undertake a public inquiry into a long term disability care and support scheme. The inquiry into whether a social insurance approach to disability is appropriate for Australia is a significant issue for the disability sector. In Western Australia the Commission has facilitated discussion on the issue, including hosting a forum on local perspectives to ensure people with disability, their families and carers, and disability services stakeholders had an opportunity to discuss the type of disability scheme they envisaged for Australia.

Senior Commission management also met with the Productivity Commissioners to discuss the issue from the state government perspective. The Productivity Commission will report to the Australian Government in July 2011.

### **3.5 Access to premises standards**

The National Disability (Access to Premises–Building) Standards (Premises Standards) will come into effect on 1 May 2011. The standards will lead to significant improvements in the level of access required in all new public buildings and existing buildings undergoing renovation. It is also anticipated that corresponding changes will be made to the Building Code of Australia during this time. The Commission is providing information sessions on the new standards including discussion on the objectives behind the introduction of the standards, who is responsible for complying with them, and the main features including exceptions and concessions.

### **3.6 More flexible funding model**

As a part of the re-shaping of the Commission's program and funding system, a policy framework will be developed to guide the flexible use of service level and individual funding, including strategies to support the sector implement more flexible family support models and personalised planning. This includes options to provide greater flexibility within existing individual funding packages.

### 3.7 Housing

The Commission signed an innovative agreement with the Department of Housing to provide \$18 million to increase the total pool of funds available for specialist housing projects and speed up the development of accommodation support options for people with disability who are in critical and urgent need of support. The agreement will see housing options developed for more than 130 people.

#### In brief...

New strategies developed under Count Me In: Disability Future Directions.

Importance of non government community services.

Progressing the priorities under the National Disability Agreement.

Supporting the enquiry into long term disability care.

Improving access to premises, housing and funding for people with disability.



## 4.0 Disclosures and legal compliance

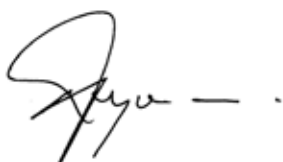
4.1	Certification of financial statements .....	57
	Statement of comprehensive income .....	60
	Statement of financial position .....	61
	Statement of changes in equity .....	62
	Statement of cash flows.....	63
	Notes to the financial statements.....	64
4.2	Performance indicators.....	101
	Opinion of the Auditor General .....	102
	Outcome and services .....	104
4.3	Other financial disclosures.....	112
4.4	Governance disclosures .....	119
4.5	Other legal requirements .....	119
4.6	Government policy requirements.....	126

## 4.1 Financial statements

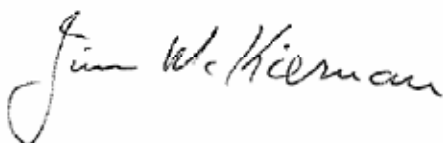
### Certification of financial statements for the year ended 30 June 2010

The accompanying financial statements of the Disability Services Commission have been prepared in compliance with the provisions of the Financial Management Act 2006 from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2010 and the financial position as at 30 June 2010.

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



**Bruce Langoulant**  
Chairperson  
Disability Services Commission Board



**Jim McKiernan**  
Deputy Chairperson  
Disability Services Commission Board



**Gary Meyers**  
Chief Finance Officer

20 July 2010



## 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 2010**

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

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows 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 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. This document is available on the OAG website under "How We Audit".

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 2010**

**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 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards 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 2010.



COLIN MURPHY  
AUDITOR GENERAL  
10 September 2010

**Disability Services Commission  
Statement of Comprehensive Income  
For the year ended 30 June 2010**

	Notes	2010 \$000s	2009 \$000s
<b>Cost of services</b>			
<b>Expenses</b>			
Employee benefits expenses	4	132,231	126,989
Supplies and services	5	23,282	23,870
Depreciation and amortisation expense	6	4,172	3,604
Accommodation expenses	7	8,568	8,160
Expenditure on services provided by funded agencies		302,901	257,680
Individual funding & other grants		11,996	11,503
Loss on disposal of non-current assets	12	395	3
Other expenses	8	2,873	2,191
<b>Total cost of services</b>		<b>486,418</b>	<b>434,000</b>
<b>Income</b>			
<b>Revenue</b>			
User charges and fees	9	7,494	6,867
Commonwealth grants and contributions	10	77,618	74,847
Other revenues	11	4,265	3,630
<b>Total revenue</b>		<b>89,377</b>	<b>85,344</b>
<b>Total income other than income from state government</b>		<b>89,377</b>	<b>85,344</b>
<b>Net cost of services</b>		<b>397,041</b>	<b>348,656</b>
<b>Income from state government</b>	13		
Service appropriation		390,676	348,909
Resources received free of charge		1,226	722
<b>Total income from state government</b>		<b>391,902</b>	<b>349,631</b>
<b>Surplus/(deficit) for the period</b>		<b>(5,139)</b>	<b>975</b>
<b>Other comprehensive income</b>			
Changes in asset revaluation surplus	22	(3,817)	536
Gains/(Losses) recognised directly in equity		-	-
<b>Total other comprehensive income</b>		<b>(3,817)</b>	<b>536</b>
<b>Total comprehensive income for the period</b>		<b>(8,956)</b>	<b>1,511</b>

Refer also to note 33 'Schedule of Income and Expenses by Service'.

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

**Disability Services Commission  
Statement of Financial Position  
As at 30 June 2010**

<b>Assets</b>	<b>Notes</b>	<b>2010 \$000s</b>	<b>2009 \$000s</b>	<b>*1 July 2008 \$000s</b>
<b>Current assets</b>				
Cash and cash equivalents	23	2,327	3,930	2,792
Restricted cash and cash equivalents	14,23	1,692	9,683	11,120
Receivables	15	3,650	3,955	2,919
Amounts receivable for services	16	1,504	1,745	1,137
<b>Total current assets</b>		<b>9,173</b>	<b>19,313</b>	<b>17,968</b>
<b>Non-current assets</b>				
Restricted cash and cash equivalents	14,23	3,900	3,120	1,980
Amounts receivable for services	16	17,728	14,265	12,201
Property, plant and equipment	17	56,883	58,644	57,060
Intangible assets	18	3,230	2,972	2,889
<b>Total non-current assets</b>		<b>81,741</b>	<b>79,001</b>	<b>74,130</b>
<b>Total assets</b>		<b>90,914</b>	<b>98,314</b>	<b>92,098</b>
<b>Liabilities</b>				
<b>Current liabilities</b>				
Payables	20	2,649	2,252	3,102
Provisions	21	23,565	23,856	19,622
<b>Total current liabilities</b>		<b>26,214</b>	<b>26,108</b>	<b>22,724</b>
<b>Non-current liabilities</b>				
Provisions	21	8,585	7,598	6,307
<b>Total non-current liabilities</b>		<b>8,585</b>	<b>7,598</b>	<b>6,307</b>
<b>Total liabilities</b>		<b>34,799</b>	<b>33,706</b>	<b>29,031</b>
<b>Net assets</b>		<b>56,115</b>	<b>64,608</b>	<b>63,067</b>
<b>Equity</b>	22			
Contributed equity		16,843	16,380	16,350
Reserves		58,595	62,412	61,876
Accumulated surplus /(deficiency)		(19,323)	(14,184)	(15,159)
<b>Total equity</b>		<b>56,115</b>	<b>64,608</b>	<b>63,067</b>

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

\*Refer note 3(c) for the details regarding the correction of prior year error.

**Disability Services Commission  
Statement of Changes in Equity  
For the year ended 30 June 2010**

	<b>Note</b>	<b>Contributed equity \$000s</b>	<b>Reserves \$000s</b>	<b>Accum surplus/ (deficit) \$000s</b>	<b>Total equity \$000s</b>
<b>Balance at 1 July 2008</b>	22	<b>16,350</b>	<b>61,876</b>	<b>(25,969)</b>	<b>52,257</b>
Correction of prior period errors*		-	-	10,810	10,810
<b>Restated balance at 1 July 2008</b>		<b>16,350</b>	<b>61,876</b>	<b>(15,159)</b>	<b>63,067</b>
Total comprehensive income for the year			536	975	1,511
Transactions with owners in their capacity as owners:					
Capital appropriations		30	-	-	30
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		30	-	-	30
<b>Balance at 30 June 2009</b>		<b>16,380</b>	<b>62,412</b>	<b>(14,184)</b>	<b>64,608</b>
<b>Balance at 1 July 2009</b>		16,380	62,412	(14,184)	64,608
Total comprehensive income for the year			(3,817)	(5,139)	(8,956)
Transactions with owners in their capacity as owners:					
Capital appropriations		463	-	-	463
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		463	-	-	463
<b>Balance at 30 June 2010</b>		<b>16,843</b>	<b>58,595</b>	<b>(19,323)</b>	<b>56,115</b>

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

\* Refer note 3(c) for the details regarding the correction of prior year error.

**Disability Services Commission  
Statement of Cash Flows  
For the year ended 30 June 2010**

		<b>2010</b>	<b>2009</b>
		<b>\$'000</b>	<b>\$'000</b>
	<b>Notes</b>	<b>Inflows (Outflows)</b>	<b>Inflows (Outflows)</b>
<b>Cash flows from state government</b>			
Service appropriation		385,709	345,100
Capital contributions		463	30
Holding account drawdowns		1,745	1,137
<b>Net cash provided by state government</b>		<b>387,917</b>	<b>346,267</b>
<b>Utilised as follows:</b>			
<b>Cash flows from operating activities</b>			
<b>Payments</b>			
Employee benefits		(130,745)	(122,361)
Payments for services provided by funded agencies		(302,901)	(257,680)
Individual funding and other grants		(11,996)	(11,503)
Supplies and services		(33,812)	(33,803)
GST payments on purchases		(31,150)	(26,858)
GST payments to taxation authority		(159)	(268)
<b>Receipts</b>			
Commonwealth grants and contributions		77,618	74,847
User charges and fees		7,500	6,771
GST receipts on sales		136	279
GST receipts from taxation authority		30,775	26,346
Other receipts		4,884	3,541
<b>Net cash provided by/(used in) operating activities</b>	<b>23</b>	<b>(389,850)</b>	<b>(340,689)</b>
<b>Cash flows from investing activities</b>			
Proceeds from sale of non-current physical assets		-	-
Purchase of non-current physical assets		(6,881)	(4,738)
<b>Net cash provided by/(used in) investing activities</b>		<b>(6,881)</b>	<b>(4,738)</b>
Net increase/(decrease) in cash and cash equivalents		(8,814)	840
Cash and cash equivalents at the beginning of period		16,733	15,893
<b>Cash and cash equivalents at the end of period</b>	<b>23</b>	<b>7,919</b>	<b>16,733</b>

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

## **Notes to the Financial Statements For the year ending 30 June 2010**

### **Note 1. Australian Accounting Standards**

#### **General**

The Commission's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to standards and interpretations issued by the Australian Accounting Standards Board (AASB).

The Commission has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

#### **Early adoption of standards**

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Commission for the annual reporting period ended 30 June 2010.

### **Note 2. Summary of significant accounting policies**

#### **(a) General statement**

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

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

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

#### **(b) Basis of preparation**

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

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

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

**(c) Reporting entity**

The reporting entity comprises the Commission.

**(d) Contributed equity**

AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers, in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 'Contributions by Owners made to Wholly Owned Public Sector Entities' and have been credited directly to Contributed Equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as Contributions by owners where the transfers are non-discretionary and non-reciprocal.

**(e) Income****Revenue recognition**

Revenue is 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.

**Provision 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 'Amounts receivable for services' (holding account) held at Treasury.

**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 reporting period 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) Property, plant and equipment and infrastructure****Capitalisation/expensing of assets**

Items of property, plant and equipment and infrastructure costing over \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and infrastructure costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

**Initial recognition and measurement**

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**

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

Where market-based 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 accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

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.

**Derecognition**

Upon disposal or derecognition of an item of property, plant and equipment and infrastructure, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

**Asset revaluation surplus**

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 17 '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
Leasehold Improvements	3 to 10 years

**(g) Intangible assets****Capitalisation/expensing of assets**

Acquisitions of intangible assets costing over \$5,000 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 Statement of Comprehensive Income.

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

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

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) 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 <sup>(a)</sup>	5 years
Web site costs	5 years

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

**Computer software**

Software that is an integral part of the related hardware is 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 \$5,000 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.

**(h) Impairment of assets**

Property, plant and equipment, infrastructure and intangible assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Commission is a not for profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of 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 period date irrespective of whether there is any indication of impairment.

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

**(i) Leases**

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

The Commission has no finance lease commitments.

**(j) Financial instruments**

In addition to cash, the Commission has two categories of financial instrument

- Receivables
- Financial liabilities measured at amortised cost

Financial instruments have been disaggregated into the following classes

- Financial assets
  - Cash and cash equivalents
  - Restricted cash and cash equivalents
  - Receivables
  - Amounts receivable for services

- Financial liabilities
  - Payables

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

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

#### **(k) Cash and cash equivalents**

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

#### **(l) Accrued salaries**

Accrued salaries (see note 20 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value.

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

The Commission receives 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.

#### **(n) Receivables**

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

#### **(o) Payables**

Payables are recognised at the amounts payable when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.

#### **(p) Provisions**

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal, or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period.

**(i) Provisions - employee benefits****Annual leave and long service leave**

The liability for annual and long service leave expected to be settled within 12 months after the reporting period 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 reporting period 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 end of the reporting period.

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 end of the reporting period 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 reporting period.

**Superannuation**

The Government Employees Superannuation Board (GESB) in accordance with legislative requirements administers public sector superannuation arrangements in Western Australia.

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members.

The Commission has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Commission to the GESB. The concurrently funded part of the GSS is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrently funded GSS obligations.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Commission makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS.

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

**(ii) Provisions - other****Employment on-costs**

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

**(q) Superannuation expense**

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the West State Superannuation Scheme (WSS) and the GESB Super Scheme (GESBS).

The GSS Scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.

**(r) 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.

**(s) Comparative figures**

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

**Note 3. Disclosure of changes in accounting policy, estimates and correction of error****(a) Initial application of an Australian Accounting Standard**

The Commission has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Commission:

AASB 101	Presentation of Financial Statements (September 2007). This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owner changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of this revised Standard.
AASB 2007-10	Further Amendments to Australian Accounting Standards arising from AASB 101. This Standard changes the term 'general purpose financial report' to 'general purpose financial statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.

- AASB 2008-13** Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]. This Standard amends AASB 5 Non-current Assets Held for Sale and Discontinued Operations in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown land held by the Authority where the Crown land is to be sold by the Department of Regional Development and Lands (formerly Department for Planning and Infrastructure). The Authority does not expect any financial impact when the Standard is first applied prospectively.
- AASB 2009-2** Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments AASB 4, AASB 7, AASB 1023 & AASB 1038. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

**(b) Future impact of Australian Accounting Standards not yet operative**

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. Consequently, the Commission has not applied the following Australian Accounting Standards that have been issued and which may impact the Commission. Where applicable, the Commission plans to apply these Australian Accounting Standards from their application date:

Title	Operative for reporting periods beginning on/after
Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretation 10 & 12].	1 January 2013
The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Commission does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	

**(c) Correction of error - non-recognition of Commonwealth grants revenue in the previous financial years**

Due to the non-recognition of deferred Commonwealth grants revenue in 2008/09 and 2007/08, the Commission had reported the unspent Commonwealth revenue as Other Current Liabilities. The deferred revenue should have been recognised as income in accordance with the requirements of Australian Accounting Standard AASB 1004 "Contributions". Accordingly, the impact of the deferred Commonwealth revenue has been adjusted by restating each of the affected financial statement line items for the prior year.

The error had the following impact on the financial statements:

	<b>2009</b>	<b>2008</b>
	<b>\$000s</b>	<b>\$000s</b>
<b>Statement of comprehensive income for the year ended 30 June (extract)</b>		
	637	(9,810)
	637	(9,810)
Commonwealth grants - overstated/(understated)		
Surplus/Deficit - overstated/(understated)		

**Statement of financial position at 30 June (extract)**

Other current liabilities - overstated/(understated)	9,173	9,810
Accumulated deficiency - overstated/(understated)	9,173	9,810

**Note 4. Employee benefits expense**

	<b>2010</b>	<b>2009</b>
	<b>\$000s</b>	<b>\$000s</b>
Wages and salaries <sup>(a)</sup>	104,408	96,573
Superannuation – defined contribution plans <sup>(b)</sup>	10,809	9,773
Long service leave <sup>(c)</sup>	3,506	5,470
Annual and other leave <sup>(c)</sup>	13,508	15,173
	<b>132,231</b>	<b>126,989</b>

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include West State, Gold State and GESB Super Scheme (contributions paid).

(c) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 8 'Other expenses'.

The employment on-costs liability is included at note 21 'Provisions'.

**Note 5. Supplies and services**

Communications	1,547	1,338
Consultants and contractors	8,000	9,428
Consumables	7,220	6,669
Repairs and maintenance	537	621
Lease rentals (motor vehicles)	3,773	3,881
Travel	734	571
Other	1,471	1,362
	<b>23,282</b>	<b>23,870</b>

	2010 \$000s	2009 \$000s
<b>Note 6. Depreciation and amortisation expense</b>		
<b>Depreciation</b>		
Buildings	924	938
Plant and machinery	119	123
Computer equipment	581	586
Medical equipment	15	15
Office Equipment	40	34
Leasehold improvements	1,439	1,093
Total depreciation	<b>3,118</b>	<b>2,789</b>
<b>Amortisation</b>		
Intangible assets	1,054	815
Total amortisation	1,054	815
Total depreciation and amortisation	<b>4,172</b>	<b>3,604</b>

**Note 7. Accommodation expenses**

Lease rentals	6,140	5,397
Repairs and maintenance	1,536	1,851
Cleaning	551	516
Other	341	396
	<b>8,568</b>	<b>8,160</b>

**Note 8. Other expenses**

Insurance	465	434
Doubtful debts expense	23	20
Employment on-costs <sup>(a)</sup>	2,342	1,643
Other	43	94
	<b>2,873</b>	<b>2,191</b>

(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 21 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

**Note 9. User charges and fees**

Board and lodging	7,494	6,867
	<b>7,494</b>	<b>6,867</b>

**Note 10. Commonwealth grants and contributions**

National Disability Agreement	77,548	*73,970
Other	70	877
	<b>77,618</b>	<b>74,847</b>

\*Refer note 3(c) for the details regarding the correction of prior year error.

	2010 \$000s	2009 \$000s
<b>Note 11. Other revenue</b>		
Sundry revenue	967	503
Community aids equipment program	1,079	776
Executive vehicle scheme contribution	71	63
Government Employee Housing Authority – employee contribution	37	51
Transport of clients	10	18
Recoups from worker's compensation	959	988
Recoups from disability sector organisations	1,142	1,231
	<b>4,265</b>	<b>3,630</b>

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

Costs of disposal of non-current assets		
Land, buildings, plant and equipment	395	3
Proceeds from disposal of non-current assets		
Land, building, plant and equipment	-	-
Net gain/(loss)	<b>(395)</b>	<b>(3)</b>

**Note 13. Income from State Government**

Appropriation received during the year:		
Service appropriation <sup>(a)</sup>	390,676	348,909
	<b>390,676</b>	<b>348,909</b>

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

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

Health Department	863	487
State Solicitors Office	53	12
Department of Treasury and Finance	310	223
	1,226	722
	<b>391,902</b>	<b>349,631</b>

(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) Where assets or services have been received free of charge or for nominal cost, the Commission recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable. Where the contributions of assets or services are in the nature of contributions by owners, the Commission makes an adjustment direct to equity.

	<b>2010</b> <b>\$000s</b>	<b>2009</b> <b>\$000s</b>
<b>Note 14. Restricted cash and cash equivalents</b>		
Restricted cash mainly reflects funds set aside for 27th pay period in future year, staff deferred salary scheme, donations for specific purposes, special purpose commonwealth grants and other minor projects of a restricted nature.		
Current:		
Commonwealth grants	1,238	9,173
Other	454	510
	<b>1,692</b>	<b>9,683</b>
Non-current - 27th pay provision	<b>3,900</b>	<b>3,120</b>

**Note 15. Receivables**

Current:		
Receivables	640	1,349
Allowance for impairment of receivables	(231)	(208)
Accrued revenue	127	96
GST receivable	2,213	1,815
	<b>2,749</b>	<b>3,052</b>
Prepayments	901	903
	901	903
Total receivables	<b>3,650</b>	<b>3,955</b>
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of year	208	188
Doubtful debts expense recognised in the Statement of Comprehensive Income	23	20
Amounts written off during the year	-	-
Amount recovered during the year	-	-
Balance at end of year	<b>231</b>	<b>208</b>

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

	<b>2010</b> <b>\$000s</b>	<b>2009</b> <b>\$000s</b>
<b>Note 16. Amounts receivable for services</b>		
Current	1,504	1,745
Non-current	17,728	14,265
	<b>19,232</b>	<b>16,010</b>

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

	2010 \$000s	2009 \$000s
<b>Note 17. Property, plant and equipment</b>		
Freehold land		
At fair value (a)	21,272	21,573
	<b>21,272</b>	<b>21,573</b>
Buildings		
At fair value (b)	24,294	27,373
	<b>24,294</b>	<b>27,373</b>
Computing equipment		
At cost	5,707	4,280
Accumulated depreciation	(3,320)	(2,747)
	<b>2,387</b>	<b>1,533</b>
Medical equipment		
At cost	200	310
Accumulated depreciation	(96)	(212)
	<b>104</b>	<b>98</b>
Plant and machinery		
At cost	936	999
Accumulated depreciation	(581)	(576)
	<b>355</b>	<b>423</b>
Office and other equipment		
At cost	497	290
Accumulated depreciation	(208)	(202)
	<b>289</b>	<b>88</b>
Leasehold improvements		
At cost	11,562	9,928
Accumulated depreciation	(5,343)	(4,547)
	<b>6,219</b>	<b>5,381</b>
Work in progress	1,963	2,175
	<b>56,883</b>	<b>58,644</b>

- a) Freehold land was revalued as at 1 July 2009 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to market values for land: \$16.552 million. For the remaining balance, fair value of land was determined on the basis of depreciated replacement cost.
- b) The valuation of buildings was performed in June 2010 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of depreciated replacement value.

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

**2010**

	Land	Buildings	Computing equipment	Medical equipment
	\$000s	\$000s	\$000s	\$000s
Carrying amount at start of year	21,573	27,373	1,533	98
Additions	787	138	18	24
Disposals	-	-	(8)	(133)
Depreciation	-	(924)	(581)	(15)
Transfer between classes		436	1,417	
Revaluation increments/ (decrements)	(1,088)	(2,729)	-	-
Depreciation on disposals	-	-	8	130
<b>Carrying amount at end of year</b>	<b>21,272</b>	<b>24,294</b>	<b>2,387</b>	<b>104</b>

**2009**

	Land	Buildings	Computing equipment	Medical equipment
	\$000s	\$000s	\$000s	\$000s
Carrying amount at 1 July 2008	18,590	28,208	1,417	107
Adjustment for prior period error	1,000	-	-	-
Restated carrying amount at 1 July 2008	<b>19,590</b>	<b>28,208</b>	<b>1,417</b>	<b>107</b>
Additions	950	-	339	6
Disposals	-	-	(106)	-
Depreciations	-	(938)	(586)	(15)
Transfer between classes		600	365	
Revaluation increments/ (decrements)	1,033	(497)	-	-
Depreciation on disposals	-	-	104	-
<b>Carrying amount at end of year</b>	<b>21,573</b>	<b>27,373</b>	<b>1,533</b>	<b>98</b>

Plant & machinery	Office equipment	Leasehold improvements	Work in progress	Total
\$000s	\$000s	\$000s	\$000s	\$000s
423	88	5,381	2,175	58,644
118	241	52	4,191	5,569
(182)	(33)	(968)	-	(1,324)
(119)	(40)	(1,439)	-	(3,118)
		2,550	(4,403)	-
-	-	-	-	(3,817)
115	33	643	-	929
<b>355</b>	<b>289</b>	<b>6,219</b>	<b>1,963</b>	<b>56,883</b>

Plant & machinery	Office equipment	Leasehold improvements	Work in progress	Total
\$000s	\$000s	\$000s	\$000s	\$000s
504	101	4,265	2,868	56,060
-	-	-	-	1,000
<b>504</b>	<b>101</b>	<b>4,265</b>	<b>2,868</b>	<b>57,060</b>
42	22	159	2,341	3,859
-	(28)	(19)	-	(153)
(123)	(34)	(1,093)	-	(2,789)
		2,069	(3,034)	-
-	-	-	-	536
-	27	-	-	131
<b>423</b>	<b>88</b>	<b>5,381</b>	<b>2,175</b>	<b>58,644</b>

	2010 \$000s	2009 \$000s
<b>Note 18. Intangible assets</b>		
Computer software		
At cost	6,200	4,888
Accumulated amortisation	(2,970)	(1,916)
	<b>3,230</b>	<b>2,972</b>
Reconciliation		
Computer software		
Carrying amount at start of year	2,972	2,889
Additions	1,312	898
Amortisation expense	(1,054)	(815)
Carrying amount at end of year	<b>3,230</b>	<b>2,972</b>

#### Note 19. Impairment of assets

There were no indications of impairment of property, plant and equipment, infrastructure and intangible assets at 30 June 2010.

The Commission held no goodwill or intangible assets with an indefinite useful life during the reporting period and at the end of the reporting period there were no intangible assets not yet available for use.

#### Note 20. Payables

Current:		
Trade payables	173	607
Accrued expenses	391	300
Accrued salaries	2,085	1,345
	<b>2,649</b>	<b>2,252</b>

#### Note 21. Provisions

##### Current

Employee benefits provision:		
Annual leave <sup>(a)</sup>	8,403	8,687
Long service leave <sup>(b)</sup>	7,213	7,118
Accrued days off <sup>(a)</sup>	2,352	2,497
Public holidays <sup>(a)</sup>	3,097	3,006
Days off in lieu <sup>(a)</sup>	31	30
	<b>21,096</b>	<b>21,338</b>
Other provisions:		
Employment on-costs <sup>(c)</sup>	2,469	2,518
	<b>2,469</b>	<b>2,518</b>
	<b>23,565</b>	<b>23,856</b>

	2010 \$000s	2009 \$000s
<b>Non-current</b>		
Employee benefits provision:		
Long service leave <sup>(b)</sup>	7,820	6,907
	7,820	6,907
Other provisions:		
Employment on-costs <sup>(c)</sup>	765	691
	765	691
	<b>8,585</b>	<b>7,598</b>

- (a) Leave liabilities including annual leave, accrued days off and public holidays have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of the end of the reporting period	10,076	10,168
More than 12 months after the reporting period	3,807	4,052
	<b>13,883</b>	<b>14,220</b>

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

Within 12 months of the end of the reporting period	4,548	4,163
More than 12 months after the reporting period	10,485	9,862
	<b>15,033</b>	<b>14,025</b>

- (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 apart from the unwinding of the discount (finance cost) is disclosed in note 8 'Other expenses'.

## Note 22. 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 surplus represents that portion of equity resulting from the revaluation of non-current assets.

	<b>2010</b>	<b>2009</b>	<b>* 1 July</b>
	<b>\$000s</b>	<b>\$000s</b>	<b>2008</b>
			<b>\$000s</b>
<b>Contributed equity</b>			
Balance at start of the period	16,380	16,350	16,350
<b>Contributions by owners</b>			
Capital contribution	463	30	-
Total contributions by owners	16,843	16,380	16,350
Balance at end of year	<b>16,843</b>	<b>16,380</b>	<b>16,350</b>
<b>Reserves</b>			
<b>Asset revaluation surplus:</b>			
Balance at start of year	62,412	61,876	61,876
Net revaluation increments/(decrements):			
Land and buildings	(3,817)	536	-
Balance at end of year	<b>58,595</b>	<b>62,412</b>	<b>61,876</b>
<b>Accumulated surplus/(deficit)</b>			
Balance at start of year	(14,184)	(15,159)	(25,969)
Changes in accounting policy in correction of prior period error	-		10,810
Result for the period	(5,139)	975	-
Balance at end of year	<b>(19,323)</b>	<b>(14,184)</b>	<b>15,159</b>

\* Refer note 3(c) for details regarding the correction of prior year error.

## Note 23. Notes to the Statement of Cash Flows

### (a) Reconciliation of cash

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

Cash and cash equivalents	2,327	3,930
Restricted cash and cash equivalents ( refer to note 14)	5,592	12,803
	<b>7,919</b>	<b>16,733</b>

	2010 \$000s	2009 \$000s
<b>(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities</b>		
Net cost of services	(397,041)	(348,656)
Non-cash items:		
Depreciation and amortisation expense	4,172	3,604
Resource received free of charge	1,226	722
Net (gain)/loss on sale of property, plant and equipment	395	3
(Increase)/decrease in assets:		
Current receivables (ii)	703	(534)
Increase/(decrease) in liabilities:		
Current payables (ii)	397	(851)
Current provisions	(291)	4,234
Non-current provisions	987	1,291
Change in GST in receivables/payables (i)	(398)	(502)
Net cash provided by/ (used in ) operating activities	<b>(389,850)</b>	<b>(340,689)</b>

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

(ii) 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.

## Note 24. Commitments

### Non-cancellable operating lease commitments (motor vehicles)

Commitments for minimum lease payments are payable as follows:

Within 1 year	1,901	1,760
Later than 1 year and not later than 5 years	1,888	1,904
Later than 5 years	-	-
	<b>3,789</b>	<b>3,664</b>

### Non-cancellable operating lease commitments (buildings)

Within 1 year	5,616	4,815
Later than 1 year and not later than 5 years	15,333	13,615
Later than 5 years	10,072	12,779
	<b>31,021</b>	<b>31,209</b>

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.

**Note 25. Contingent liabilities and contingent assets**

The Disability Services Commission has neither contingent liabilities nor assets.

**Contaminated sites**

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

**Note 26. Events occurring after the end of the reporting period**

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

**Note 27. Explanatory statement****Significant variances between estimated and actual result for the financial year**

Significant variations between estimates and actual results for income and expense are shown below. Significant variations are considered to be those greater than 10% or \$500,000.

	<b>2010</b>	<b>2010</b>	
	<b>Actual</b>	<b>Estimates</b>	<b>Variance</b>
	<b>\$000s</b>	<b>\$000s</b>	<b>\$000s</b>
Employee benefits expenses <sup>(1)</sup>	132,231	129,586	2,645
Depreciation and amortisation expense <sup>(2)</sup>	4,172	2,944	1,228
Accommodation expenses <sup>(3)</sup>	8,568	6,322	2,246
Expenditure on services provided by funded agencies <sup>(4)</sup>	302,901	293,439	9,462
Individual funding & other grants <sup>(5)</sup>	11,996	14,569	(2,573)
Loss on disposal of non-current assets <sup>(6)</sup>	395	-	395
Other revenues <sup>(7)</sup>	4,265	2,072	2,193
Service appropriation <sup>(8)</sup>	390,676	385,405	5,271
Resources received free of charge <sup>(9)</sup>	1,226	621	605

- (1) Employee benefits expenses (increase \$2.645m)  
Reflects impact of the Social Trainer's General Agreement 2008 superannuation expense, increase in Gold State super employer contribution and the 2010 Voluntary Severance Scheme payment.
- (2) Depreciation and amortisation expense (increase \$1.228m)  
Reflects increased capitalisation of projects.
- (3) Accommodation expenses (increase \$2.246m)  
Reflects increase in lease costs and unplanned maintenance due to ageing of properties.
- (4) Expenditure on services provided by funded agencies (increase \$9.462m)  
Increase represent transfer to Housing Authority for the Spot Purchase program.

- (5) Individual funding and other grants (decrease \$2.573m)  
Reflects decrease in funding requests by families due to lack of carers.
- (6) Loss on disposal of non-current assets (increase \$0.395m)  
Represents accounting loss on write-down of leasehold improvements for properties no longer leased.
- (7) Other revenue (increase \$2.193m)  
Reflects recoup of funds from compensable clients, return of grants provided to Disability Sector Organisations in prior year and Worker's Compensation Premium Adjustment for prior years.
- (8) Service appropriation (increase \$5.271m)

Increase represents funding for:	<b>\$000s</b>
Depreciation - accrual appropriation	1,221
NGHSS indexation payments	3,998
Gold State Superannuation Contribution	250
2010 Voluntary Severance Scheme	358
	<b>5,827</b>
Decrease represents funding for:	
Global Savings Measure - vehicle fleet	185
Global Savings Measure - procurement	371
	<b>556</b>
Net Increase	<b>5,271</b>

- (9) Resources received free of charge (increase \$0.605m)  
Mainly reflects dental treatment provided to Commission clients by the Department of Health and Integrated Procurement Services and Government Accommodation provided by Department of Treasury and Finance.

#### **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>2010</b>	<b>2009</b>	<b>Variance</b>
	<b>\$000s</b>	<b>\$000s</b>	<b>\$000s</b>
Employee benefits expenses <sup>(1)</sup>	132,231	126,989	5,242
Supplies and services <sup>(2)</sup>	23,282	23,870	(588)
Depreciation and amortisation <sup>(3)</sup>	4,172	3,604	568
Expenditure on services provided by funded agencies <sup>(4)</sup>	302,901	257,680	45,221
Loss on disposal of non-current assets <sup>(5)</sup>	395	3	392
Other expenses <sup>(6)</sup>	2,873	2,191	682
Commonwealth grants and contributions <sup>(7)</sup>	77,618	74,847	2,771
User charges and fees <sup>(8)</sup>	7,494	6,867	627
Service appropriation <sup>(9)</sup>	390,676	348,909	41,767
Resources received free of charge <sup>(10)</sup>	1,226	722	504

(1) Employee expenses (increase \$5.242m)  
Increase reflects 5% wage increase.

(2) Supplies and services (decrease \$0.588m)  
Decrease mainly reflects reduction in IT contractors and other one-off projects.

(3) Depreciation and amortisation expense (increase \$0.568m)  
Reflects increased capitalisation of projects undertaken as part of the approved Capital Works Program.

(4) Expenditure on services provided by funded agencies (increase \$45.221m)  
Increase represents funding as part of State Liberal election commitments, growth/indexation and Commonwealth National Disability Agreement funding.

(5) Loss on disposal of non-current assets (increase \$0.392m)  
Represents accounting loss on write-down of leasehold improvements for properties no longer leased

(6) Other expenses (increase \$0.682m)  
Reflects increase in Worker's Compensation premium

(7) Commonwealth grants and contributions (increase \$2.771m)

Increase in funding for	<b>\$000s</b>
Young People in Residential Aged Care	993
Disability Assistance Package	6,825
Indexation	1,908
Other	138
	<b>9,864</b>
Reduction in funding for	
One-off sign on payment	7,093
	<b>7,093</b>
Net Increase	<b>2,771</b>

## (8) User fees and charges (increase \$0.627m)

Reflects increase in board and lodging collected from clients due to increased pension rates.

## (9) Service appropriation (increase \$41.767m)

Increase in funding for	\$000s
Accommodation support & preventive services	14,200
Liberal election commitments	12,550
Salary and wages (including General Agreement 4 outcome)	2,010
Social Trainer's General Agreement	1,200
NGHSS indexation	7,696
Cost escalation	935
Direct care staff	460
Director General's salary	7
Young People in Residential Aged Care	992
Wage increase for support workers in Disability Sector Organisations	3,750
2010 Voluntary Severance Scheme	358
Gold State Superannuation Contributions	250
Accrual appropriation	1,158
Other	77
	<b>45,643</b>
Reduction in funding for	
3% Efficiency dividend	1,095
CSA specified callings - deferred from 2007/08	1,475
Global Savings Measures	556
Equipment for living	750
	<b>3,876</b>
<b>Net Increase</b>	<b>41,767</b>

## (10) Resources received free of charge (increase \$0.504m)

Mainly reflects dental treatment provided to commission clients by the Department of Health and Integrated Procurement Services and Government Accommodation provided by Department of Treasury and Finance.

**Note 28. Financial instruments****(a) Financial risk management objectives and policies**

Financial instruments held by the Commission are cash and cash equivalents, restricted cash and cash equivalents, receivables and payables. The Commission has limited exposure to financial risks.

**Credit risk**

Credit risk arises when there is the possibility of the Commission's receivables defaulting on their contractual obligations resulting in financial loss to the Commission.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at Note 28(c) 'Financial Instruments Disclosures' and Note 15 'Receivables'.

Credit risk associated with the Commission's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Commission trades only with recognised, creditworthy third parties. The Commission has policies in place to ensure the sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Commission's exposure to bad debts is minimal. At the end of the reporting period, there were no significant concentrations of credit risk.

### **Liquidity risk**

Liquidity risk arises when the Commission is unable to meet its financial obligations as they fall due. The Commission is exposed to liquidity risk through its trading in the normal course of business.

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

### **Market risk**

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

## **(b) Categories of financial instruments**

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are as follows:

	<b>2010</b>	<b>2009</b>
	<b>\$000s</b>	<b>\$000s</b>
<b>Financial assets</b>		
Cash and cash equivalents	2,327	3,930
Restricted cash and cash equivalents	5,592	12,803
Receivables <sup>(a)</sup>	19,641	17,151
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	2,649	2,252

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

**c) Financial instrument disclosures****Credit risk and interest rate exposures**

The following table disclose the Commission's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Commission's maximum exposure to credit risk at the end of the reporting period is the carrying amount of the financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Commission.

The Commission does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Commission does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

**Interest rate exposures and ageing analysis of financial assets <sup>(a)</sup>**

	Interest rate exposure		
	Weighted average effective interest rate	Carrying amount	Variable interest rate
	%	\$000s	\$000s
<b>Financial assets</b>			
<b>2010</b>			
Cash and cash equivalents		2,327	2,327
Restricted cash and cash equivalents		5,592	5,592
Receivables <sup>(a)</sup>		409	409
Amounts receivable for services		19,232	19,232
		<b>27,560</b>	<b>27,560</b>
<b>2009</b>			
Cash and cash equivalents		3,930	3,930
Restricted cash and cash equivalents		12,803	12,803
Receivables <sup>(a)</sup>		1,141	1,141
Amounts receivable for services		16,010	16,010
		<b>33,884</b>	<b>33,884</b>

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

## Past due but not impaired

Up to 3 months	3 - 12 months	1 - 2 years	2 - 3 years	3 – 4 years	4 – 5 years	More than 5 years	Impaired financial assets
\$000s	\$000s	\$000s	\$000s	\$000s	\$000s	\$000s	\$000s
178	123	108					
<b>178</b>	<b>123</b>	<b>108</b>					
596	373	172					
<b>596</b>	<b>373</b>	<b>172</b>					

**Liquidity risk**

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the end of the reporting period. The table includes interest and principal cash flows. An adjustment has been made where material.

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

	Interest rate exposure			
	Weighted average effective interest rate	Carrying amount	Variable interest rate	Non- interest bearing
	%	\$000s	\$000s	\$000s
Financial liabilities				
<b>2010</b>				
Payables		2,649		2,649
		<b>2,649</b>		<b>2,649</b>
<b>2009</b>				
Payables		2,252		2,252
		<b>2,252</b>		<b>2,252</b>

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

Adjustment for discounting	Total nominal amount	Maturity dates						
		Up to 3 months	3 – 12 months	1 - 2 years	2 - 3 years	3-4 years	4 - 5 years	More than 5 years
\$000s	\$000s	\$000s	\$000s	\$000s	\$000s	\$000s	\$000s	\$000s
		2,649	-	-				
		<b>2,649</b>	-	-				
		2,252	-	-				
		<b>2,252</b>	-	-				

**Note 29. 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:

	2010	2009
(\$)		
0 - 10,000	6	8
10,001 - 20,000	2	1
30,001 - 40,000	1	1
	9	10
	<b>\$000s</b>	<b>\$000s</b>
The total remuneration of the members of the accountable authority is:	91	78

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:

	2010	2009
(\$)		
30,001 - 40,000	1	-
80,001 - 90,000	1	-
130,001 - 140,000	-	1
140,001 - 150,000	2	5
150,001 - 160,000	-	2
160,001 - 170,000	3	-
170,001 - 180,000	1	-
280,001 - 290,000	-	1
340,001 - 350,000	1	-
	9	9
	<b>\$000s</b>	<b>\$000s</b>
The total remuneration of senior officers is:	\$1,417	\$1,455

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

No senior officers are members of the Pension Scheme.

**Note 30. Remuneration of auditor**

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

	<b>2010 \$000s</b>	<b>2009 \$000s</b>
Auditing the accounts, financial statements and performance indicators	91	91

**Note 31. Affiliated bodies**

The following organisations received more than half of their funding and resources from the Commission but are not subject to operational control by the Commission.

<b>Name of Organisation</b>	<b>2010 \$000s</b>	<b>2009 \$000s</b>
Autism Association of WA Inc	13,043	10,057
Belmont Districts Family and Individual Support Association Inc	65	63
BGSR Pty Ltd Supported Accommodation Services	2,341	1,391
Blind Citizens WA Inc	14	13
Crosslinks Inc	3,872	3,045
Development Disability Council of WA	242	176
Directions Family Support Association (ex Heritage I&FSA)	1,187	877
ELBA Inc	4,076	3,033
Enable Southwest Inc (formerly SWFSA)	2,729	2,205
Ethnic Disability Advocacy Centre	259	203
Family Support WA Inc (formerly Landsdale Family Support Association)	912	814
Goldfields Individual and Family Support Association Inc	2,170	1,595
Headwest (Brain Injury Association of WA Inc)	291	251
i.d.entity.w.a.	13,300	12,740
Interchange Inc	2,122	1,268
ISADD WA Pty Ltd	732	641
Kalparrin Centre (PMH)	152	113
Kimberley Individual & Family Support Association	1,075	608
Kira Inc	924	601
Lifeplan Recreation and Leisure Association Inc	669	498
Lower Great Southern Community Living Association	5,029	4,114

<b>Name of Organisation</b>	<b>2010 \$000s</b>	<b>2009 \$000s</b>
Lower Great Southern Family Support Association	1,182	815
Mandurah Disabled Support & Recreational Respite	30	29
Midway Community Care Inc	2,158	1,681
Midwest Community Living Association Inc	1,445	944
Mosaic Community Care Inc	4,794	4,073
My Place (WA) Pty Ltd	13,084	11,427
NASCHA Inc	817	752
Nulsen Haven Association Inc	16,790	15,257
Peel Community Living Inc	2,651	2,563
People Actively Committed Together	430	320
People with Disabilities (WA) Inc	300	388
Phylos Inc	597	567
PLEDG Inc	164	157
Recreation and Sport Network Inc	894	750
Rocky Bay Inc	16,135	14,477
Senses Foundation	3,632	2,545
Strive Warren Blackwood Inc	561	425
Teem Treasure Pty Ltd	2,389	2,509
TeenSpirit Inc	80	47
The Centre for Cerebral Palsy	26,385	24,692
Therapy Focus Inc	8,201	7,715
Transition and Integration Services Pty Ltd	3,076	2,565
Upper Great Southern Family Support Association	387	242
Valued Independent People	3,326	2,641
Vemvane Inc	407	367
WA Blue Sky Inc	1,777	1,468
We Can Community Services Pty Ltd	1,328	1,340
Wheatbelt Individual and Family Support Association	415	186

	2010 \$000s	2009 \$000s
<b>Note 32. Supplementary financial information Write-offs</b>		
Debts due to the state written off during the financial year	Nil	Nil
<b>Losses through theft, defaults and other causes</b>		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
<b>Gifts of public property</b>		
Gifts of public property provided by the Commission	Nil	Nil

**Note 33. Schedule of income and expenses by service**

	<b>Accommodation Support \$000s</b>		<b>Individual &amp; Family Support \$000s</b>	
	<b>2010</b>	<b>2009</b>	<b>2010</b>	<b>2009</b>
<b>Cost of services (\$000s)</b>				
<b>Expenses</b>				
Employee benefits expenses	85,653	84,631	25,629	22,903
Supplies and services	13,442	13,954	4,499	4,553
Depreciation and amortisation expense	2,360	2,209	1,315	950
Accommodation expense	4,584	4,555	1,691	1,387
Expenditure on services provided by funded agencies	187,563	164,708	105,140	87,396
Individual funding and other grants	19	314	963	792
Loss on disposal of non-current assets	224	2	124	1
Other expenses	1,630	1,340	901	578
<b>Total cost of services</b>	<b>295,475</b>	<b>271,713</b>	<b>140,262</b>	<b>118,560</b>
<b>Income</b>				
User charges and fees	7,494	6,867	-	-
Commonwealth grants and contribution	17,763	25,666	52,524	41,672
Other revenues	960	1,489	2,588	1,257
<b>Total income other than income from state government</b>	<b>26,217</b>	<b>34,022</b>	<b>55,112</b>	<b>42,929</b>
<b>Net cost of services</b>	<b>269,258</b>	<b>237,691</b>	<b>85,150</b>	<b>75,631</b>
<b>Income from state government</b>				
Service appropriation	245,944	224,816	97,236	88,676
Resources received free of charge	696	430	388	219
<b>Total income from state government</b>	<b>246,640</b>	<b>225,246</b>	<b>97,624</b>	<b>88,895</b>
<b>Surplus/(deficit) for the period</b>	<b>(22,618)</b>	<b>(12,445)</b>	<b>12,474</b>	<b>13,264</b>

The schedule of income and expenses by service should be read in conjunction with the accompanying notes.

Individual Coordination \$000s		Strategic Coordination \$000s		Total \$000s	
2010	2009	2010	2009	2010	2009
15,931	14,788	5,018	4,667	132,231	126,989
3,469	3,461	1,872	1,902	23,282	23,870
292	267	205	178	4,172	3,604
2,058	1,988	235	230	8,568	8,160
-	-	10,198	5,576	302,901	257,680
11,014	10,397	-	-	11,996	11,503
28	-	19	-	395	3
201	165	141	108	2,873	2,191
<b>32,993</b>	<b>31,066</b>	<b>17,688</b>	<b>12,661</b>	<b>486,418</b>	<b>434,000</b>
	-	-	-	7,494	6,867
4,739	4,489	2,592	3,020	77,618	74,847
524	571	193	313	4,265	3,630
<b>5,263</b>	<b>5,060</b>	<b>2,785</b>	<b>3,333</b>	<b>89,377</b>	<b>85,344</b>
<b>27,730</b>	<b>26,006</b>	<b>14,903</b>	<b>9,328</b>	<b>397,041</b>	<b>348,656</b>
27,282	26,067	20,214	9,350	390,676	348,909
83	52	59	21	1,226	722
27,365	26,119	20,273	9,371	391,902	349,631
(365)	113	5,370	43	(5,139)	975

**Note 34. Indian Ocean Territories**

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

	<b>2010</b> <b>\$000s</b>	<b>2009</b> <b>\$000s</b>
Opening balance 1 July 2009	26	14
Receipt from Commonwealth	70	97
Expenditure	(96)	(85)
Closing balance 30 June 2010	0	26

## 4.2 Performance indicators

### Certification of performance indicators for the year ended 30 June 2010

We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Commission's performance, and fairly represent the performance of the Commission for the financial year ended 30 June 2010.



**Bruce Langoulant**

Chairperson

Disability Services Commission Board



Deputy Chairperson

Disability Services Commission Board

18 August 2010



## 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 2010**

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

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows 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 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. This document is available on the OAG website under "How We Audit".

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 2010**

**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 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards 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 2010.



COLIN MURPHY  
AUDITOR GENERAL  
10 September 2010

## Outcome and services

The table below shows the outcome and services for which the Disability Services Commission was funded in 2009–2010. The benefits and costs associated with each service are shown within the service areas. The Commission implemented a new reporting structure in the 2010–2011 budget statements that will see reporting of additional effectiveness and efficiency indicators in the next annual report.

### State government goal—outcomes based service delivery

Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

### Commission outcome

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

Services	Service areas	Benefit/cost
<b>Service 1</b> Accommodation support	Hostel residential Community residential Supported community living	3,574 service users supported Total cost: \$295.48 million Average cost per service user: \$82,673
<b>Service 2</b> Individual and family support	Family support and respite Day options (including post school Options) Health and individual development (including therapy services)	17,983 service users supported  Total cost: \$140.26 million  Average cost per service user: \$7,800
<b>Service 3</b> Individual coordination	LAC coordination LAC direct consumer funding	8,726 service users supported Total cost: \$22.81 million Average cost per service user: \$2,614 1,428 service users supported Total cost: \$10.18 million Average funding per service user: \$7,128
<b>Service 4</b> Strategic coordination	Policy and planning Access and community education Quality assurance and advocacy	159 key strategic and policy projects Total cost: \$17.69 million  Average cost per strategic project: \$111,247

## Performance information outcome

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

### Effectiveness indicator

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 reports two aggregate measures of effectiveness: quality of service based on the percentage of independently assessed service outlets that pass assessed Disability Services Standards; and service take-up rate per 1,000 people estimated to have a severe or profound disability based on the Australian Bureau of Statistics Survey of Disability, Ageing and Carers.

### Quality of service

Percentage of service outlets that pass independently assessed quality assurance standards						
2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 target <sup>a</sup>	2009-10 variation
86.0	83.5	83.4	73.4	88.0	100%	-12%

Notes —

(a) The target is set at 100 per cent as the Commission believes that all service outlets should meet the Disability Services Standards.

Quality services provide the best environment for people with disability with the greatest likelihood of producing positive outcomes. The Disability Services Standards specify the level of quality expected of services. Reporting the proportion of independent evaluations that are compliant with assessed standards indicates the effectiveness of services funded and provided by the Commission.

Based on the figures reported in the previous table it is clear that the majority of assessed services meet the required standards for providing quality services and that compliance has improved in 2009–2010. The target of 100 per cent is set as an aspirational target as the Commission's goal is to achieve full compliance to the Disability Service Standards. The services that were found to be non-compliant in one or more of the assessed service standards were given required actions outlining necessary changes needed to meet the standards and to continue to be eligible to receive public funding.

**Take up rate per 1,000 amended calculation <sup>a</sup>**

2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 target	2009-10 variation
274	288	286	287	302	291	4%

Notes —

- (a) Calculation of take rate was amended this year due to required data not being available from the Australian Institute of Health and Welfare in time for this publication.

**Take up rate per 1,000 original calculation <sup>b</sup>**

2005-06	2006-07	2007-08	2008-09	2009-10	2009-10 target	2009-10 variation
324	319	292	265	not available	267	

Notes —

- (b) The original method for calculation is included for comparative purposes only for the prior years that the data was available.

In 2009–2010, the Western Australian take-up rate of 302 service users per 1,000 people estimated to have a severe or profound disability. This means that the availability of disability services increased for Western Australians with a disability.

**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 compares these with targets for the current year and performance in previous years.

Average cost (\$/service user)					Target	Variation
2005-06	2006-07	2007-08	2008-09	2009-10	2009-10	Target
Service 1: Accommodation support						
\$50,405	\$58,224	\$65,784	\$78,788 <sup>a</sup>	\$82,673	\$75,449	10% <sup>b</sup>
Service 2: Individual and family support						
\$5,362	\$5,764	\$6,358	\$7,134 <sup>a</sup>	\$7,800	\$8,762	-11% <sup>b</sup>
Service 3: LAC coordination						
\$2,427	\$2,542	\$2,469	\$2,450	\$2,614	\$2,466	6%
Service 3: LAC direct consumer funding						
\$7,360	\$6,772	\$6,563	\$6,954	\$7,128	\$6,964	2%
Service 4: Strategic coordination						
\$103,276	\$104,283	\$111,473	\$97,388	\$111,247	\$123,480	-10% <sup>b</sup>

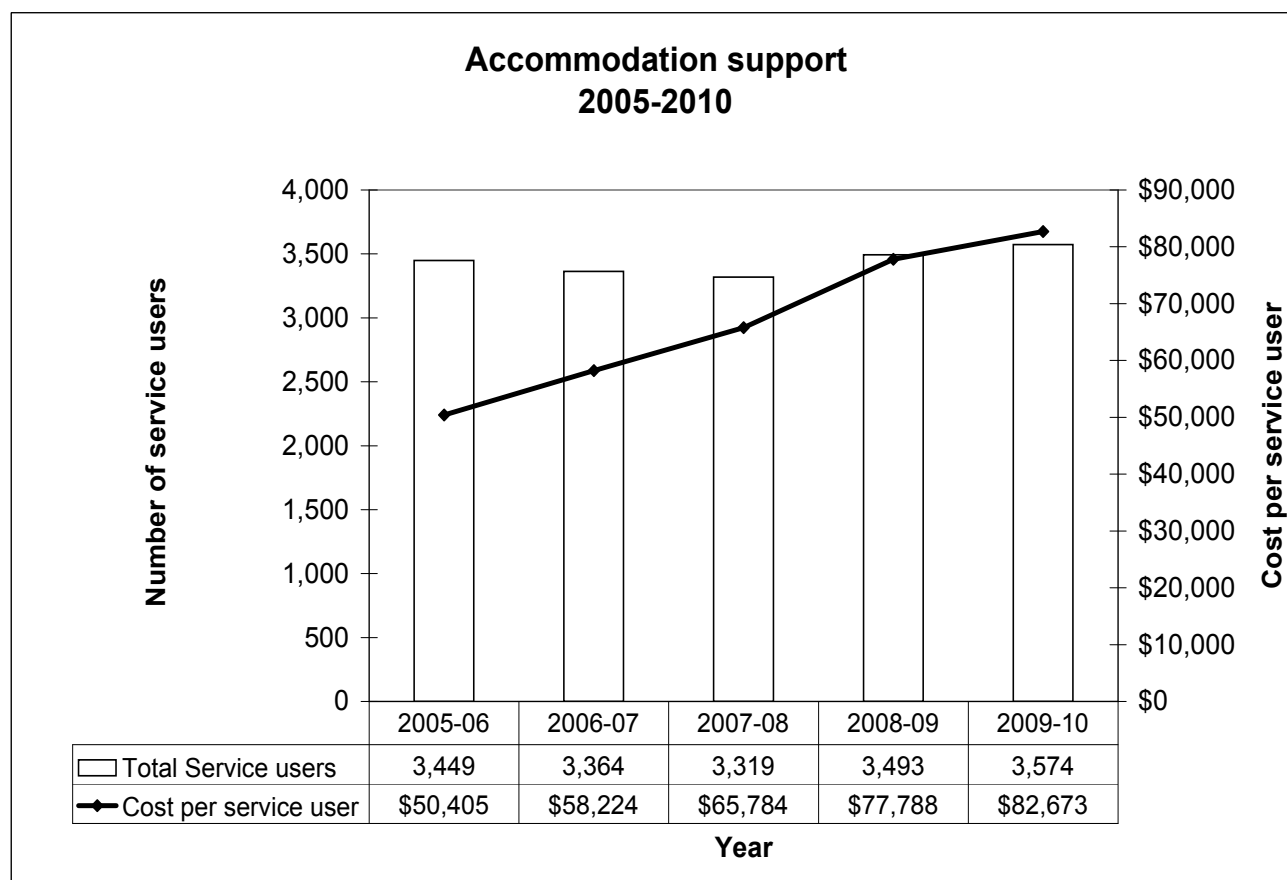
Notes —

- (a) These numbers are changed from reporting in the 2008–2009 Annual Report as a result of corrections to categorisation of service expenditure between Service 1 and Service 2.
- (b) Further explanation can be found under each service area.

### Service 1: Accommodation support average cost per service user

Accommodation support includes assistance for people with disability to live in a range of accommodation options, including hostels, group homes or supported community living in their own homes. 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.

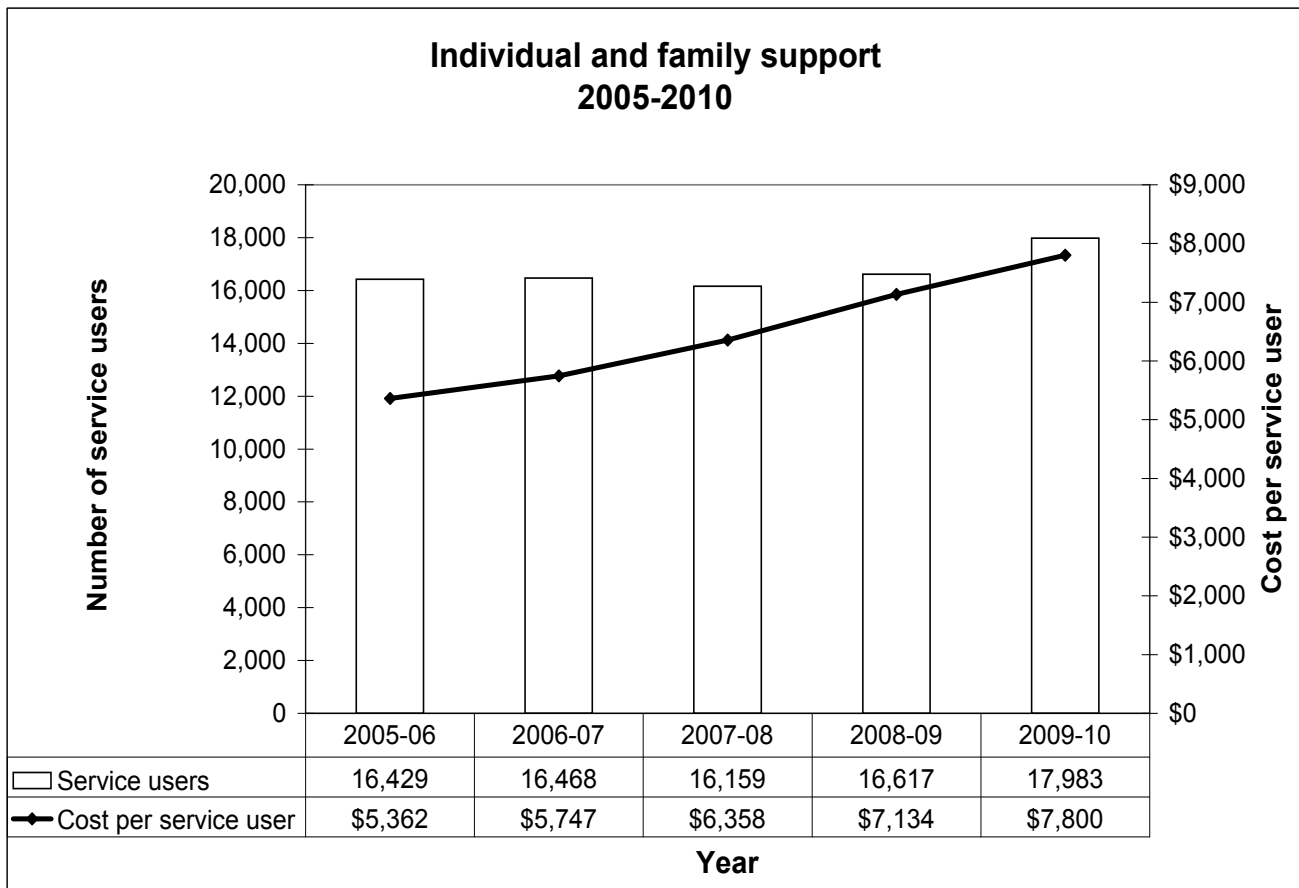
The Accommodation support budget represented 61 per cent of the Commission's budget and supported 17 per cent of service users. The average cost per service user for 2009–2010 was \$82,673 and was 10 per cent higher than the target. Accommodation services are experiencing cost pressures as a result of increasing and more complex needs. As individuals who receive accommodation services age, their needs often increase and can become more complex, hence their support needs increase and their recurrent funding levels do not address this change. These individuals have the option to apply for increased funding through the combined application process. In 2009–2010 the average cost of changed needs applications was higher than in 2008–2009 and this placed upwards pressure on the average unit costs that were not anticipated in the target. However, the rate of increase due to these pressures declined in 2009–2010.



## Service 2: Individual and family support average cost per service user

Individual and family support service includes support for people with disability to access positive and constructive day options; maintain health and develop individual skills and abilities; and family support and respite for carers.

Individual and family support represented 29 per cent of the Commission's budget and provided support to 83 per cent of service users. The average cost per service user for 2009–2010 was \$7,800 and was 11 per cent lower than the target cost. The lower than expected unit cost is attributable to the strong growth in service user numbers that occurred in 2009–2010.

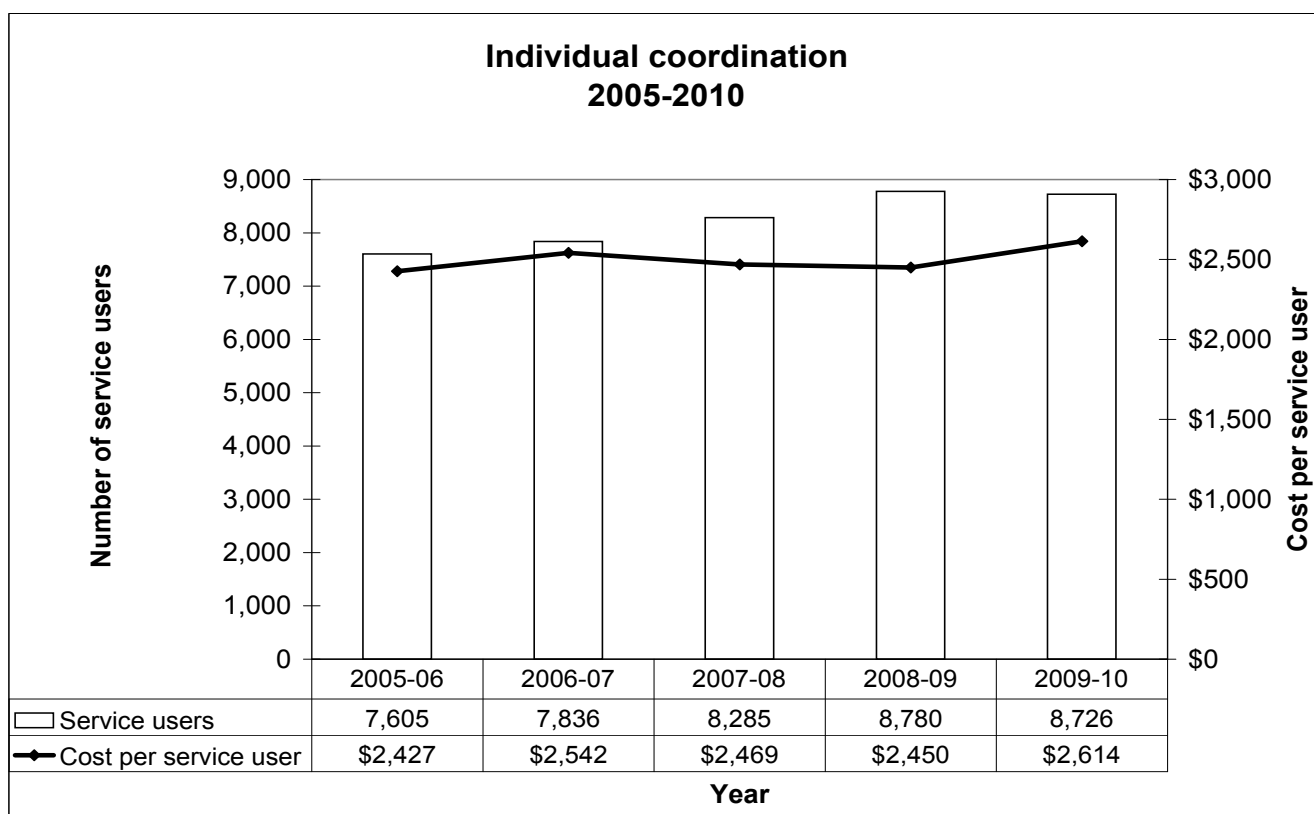


### Service 3: Individual coordination average cost per service user

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 networks; and also provide individualised funding to enable people with disability and their families to choose and purchase their own supports and services directly.

LAC coordination was accessed by 40 per cent of service users and represented five per cent of the Commission's budget. A further two per cent of the Commission's budget was provided to service users via LAC direct consumer funding.

While there was a slight reduction in LAC service user numbers in 2009–2010, the average annual growth in service users over the two year period 2007–2008 to 2009–2010 was 221. Achieving consistent growth over this period was affected by delays in filling new LAC positions. In 2009–2010 the opportunity was taken to expand the LAC remote area strategy and to invest in service development in regional areas.



**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 disability 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; advocacy; and information.

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

Strategic coordination represented four per cent of the Commission's budget. The average cost of strategic coordination per weighted project was 10 per cent lower than the target. The variation in average project cost is due to a doubling of payments to disability sector organisations from 2008–2009 to 2009–2010. This enabled more projects to be funded, which in turn decreased the unit cost per project.



## **4.3 Other financial disclosures**

### **4.3.1 Pricing policies of services provided**

The Commission charges for goods and services provided on a full or partial cost recovery basis. Fees and charges generally consist of board and lodging charged to people with disability who live in Commission facilities. The rate recovered is generally equivalent to 75 per cent of the residents' pensions.

### **4.3.2 Capital works**

#### **Completed projects**

The Commission completed the following projects in 2009–2010:

- established new Local Area Coordination office in Kelmscott
- fit-out of additional office accommodation at West Perth
- renovated various group homes
- refurbished five units at Bennett Brook for administration
- group homes in Armadale, Cannington, Eden Hill and Nollamara
- completed a computer replacement program.

#### **Incomplete projects**

- redevelopment of Bedford emergency accommodation facility
- establish new Local Area Coordination offices in Rockingham and Midland
- group homes in Bedford, Mandurah and Victoria Park
- ongoing refurbishment of group home bathrooms and kitchens.

### 4.3.3 Employment and industrial relations

#### Staff profile

During 2009–2010, the Commission had an employment level of 1,681 full time equivalents (FTE). This represents an increase of 96 FTE (six per cent) on the previous year. The total FTE for the Commission has increased by six per cent since 2005–2006. A large majority of this increase can be accounted for by the increased rate of filling vacancies with permanent staff, rather than contract staff.

A total of 406 employment contracts were issued by the Commission in 2009–2010.

The appointments comprised:

- 170 permanent contracts
- 141 fixed term contracts
- 95 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2005–2006 and 2009–2010 are presented in the table below:

#### FTE staff growth by occupational category and area 2005–2010

Financial years	2005-06	2006-07	2007-08	2008-09	2009-10	change from previous year
Social trainers / client assistants	903	900	842	856	911	6.43%
Registered nurses	22	20	18	18	19	5.55%
Enrolled nurses / nursing assistants	8	7	7	6	5	-16.67%
Support workers	91	81	74	73	78	6.85%
Direct care (PSA <sup>a</sup> )	232	239	269	299	293	-2.00%
Total direct care	1,256	1,247	1,210	1,252	1,306	4.31%
Administrative	329	331	336	333	375	12.61%
Total	1,585	1,578	1,546	1,585	1,681	6.06%

Notes —

(a) PSA, Public Service Award direct care staff includes allied health staff, local area coordinators, etc.

## 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 disability</b>
Permanent F/T	540	837	119	8	40
Permanent P/T	39	331	53	4	14
Fixed term F/T	2	43	30	0	3
Fixed term P/T	26	77	16	0	1
Casual	46	149	39	1	5
Sessional (other)	0	1	0	0	0
Other	56	44	7	0	3
<b>Total</b>	<b>709</b>	<b>1,482</b>	<b>264</b>	<b>13</b>	<b>66</b>

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

<b>Equal Employment Opportunity and Diversity Equity group</b>	<b>percentage of WA public sector workforce at December 2009</b>	<b>percentage of DSC workforce at 30 June 2009</b>	<b>percentage of DSC workforce at 30 June 2010</b>
Women	62.8	67.3	69
People with disability	2.8	3.7	3.1
Youth (15-24 years)	6.6	6.4	5.3
Indigenous australians	2.3	1.0	0.6
People from culturally and linguistically diverse backgrounds	12.8	11.6	11.6

Notes —

Numbers based on total workforce as at 30 June 2010 (excluding casuals, sessionals, trainees).

\* Source: OEEQ Equity and Diversity Plan for the Public Sector Workforce 2006-09, fourth and final progress report (Dec 2009)

## Aboriginal employment strategy

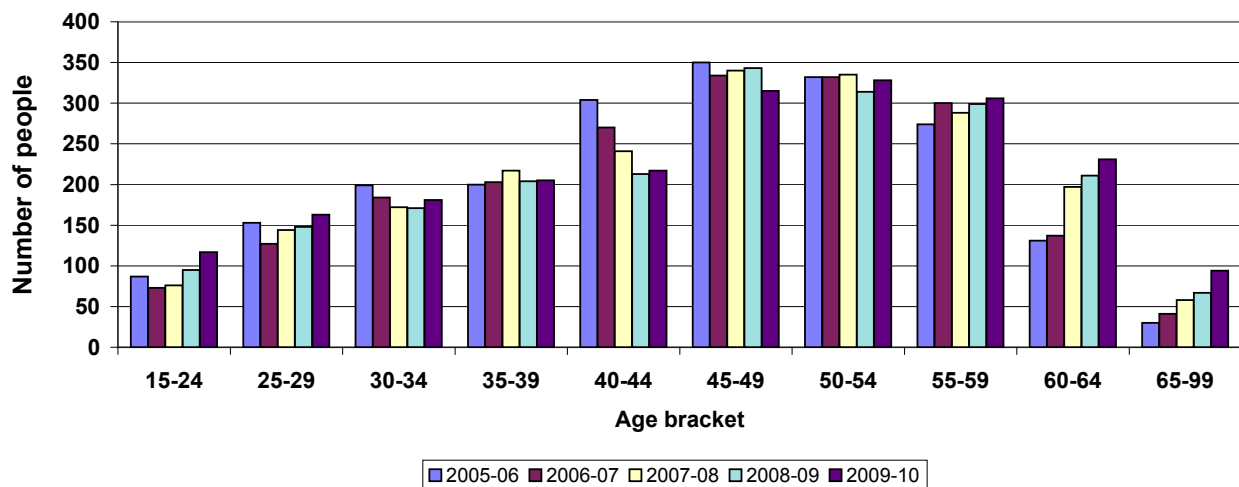
The Aboriginal Employment Strategy has been developed to attract and retain Aboriginal people within the Commission. The strategy allows the Commission to effectively manage the development of Aboriginal recruitment and retention strategies to encourage a work environment which acknowledges and respects Aboriginal culture. Within the last year the Commission implemented several strategies including:

- cultural awareness training
- promoting cultural inclusiveness in the Commission's orientation program
- forums for the Aboriginal Employment Network.

The engagement of Aboriginal people will assist the Commission to provide more responsive services for Aboriginal people in Western Australia. The knowledge, skills and experiences of Aboriginal people provides a learning environment to improve the planning and delivery of better services.

## Age profile of Commission staff as at 30 June 2010

Age profile of Commission employees 2005-2006 to 2009-2010



Sixty per cent of the Commission's total workforce are aged 45 years or older, with approximately 17 per cent being aged 60 years or more. The Commission continues to identify and implement a range of strategies to enhance the retention of experienced employees as well as exploring initiatives to attract youth into the workforce.

**Workforce performance indicators**

Current indicators	2006-07	2007-08	2008-09	2009-10
Staff (as at 30 June 2010)	2,068	2,065	2,157	2,191
New permanent staff	166	189	222	204
Staff turnover (permanent)	15.5%	15.8%	10.5%	8%
Annual average staffing level	1,578	1,546	1,585	1,681
Industrial disputes—days lost	0	0	0	0
Workers' compensation—new claims	132	115	129	103
Average accrued annual leave (days)	19.6	19.5	18.9	18.08
Average accrued LSL (days)	10.1	11.4	12.2	12.3
Average personal leave taken (days)	11.2	10.96	10.5	11
Overtime (hours/FTE)	56.2	88.5	100	73

**External recruitment**

The Commission's external recruitment and application rate continued to increase from 2008–2009 to 2009–2010. The implementation of the first phase of the Commission's Strategic Recruitment Plan and the continued support and promotion of job opportunities has improved the Commission's ability to attract people from the broader labour market. The Commission's Shape Your Career recruitment program included the development of:

- realistic job previews
- new internet information/website
- virtual careers
- career expos
- selection panel training across the Commission.

**Unscheduled absence**

The Commission's unscheduled absence rate has remained at around 11 days per year per FTE. This is predominately attributed to increases in personal and worker's compensation related leave. The Commission is developing an Attendance Management Strategy to address these issues.

## **Voluntary separations**

The Commission's voluntary separation rate has continued to decline and is currently at a five year low. This improvement can be attributed to the better terms and conditions of employment under the Social Trainers General Agreement (2008), the volatility in the labour market and an organisational focus on employee retention.

## **Eligibility to retire**

The Commission has an ageing workforce with approximately 30% of staff eligible to retire within the next five years. This represents a risk to the Commission in regards to retention of knowledge, skills and experience. The Commission's Retirement Intention Survey (2010) has provided insight into people's readiness to retire and the Commission is undertaking a number of reforms to address this issue including developing a mentoring program, capability framework and phased retirement program.

## **Overtime**

The Commission overtime rate for 2009–2010 has reduced from the previous financial year. This has been attributed to the Commission's ability to recruit to a significant number of vacant social trainer positions.

## **Workforce planning and development**

The Commission comprises a number of specialist and unique services which requires a diverse workforce to support it. The Commission has a workforce planning framework to assist managers and executive to consider key workforce risks and issues and design strategies to address these risks now and into the future. Directorates have also undertaken facilitated workforce discussions to develop individual directorate workforce plans.

Some of the key workforce issues that are impacting on the Commission include:

- ageing workforce
- mobility and professional development
- segmented workforce (by skill, classification, structure and work)
- high levels of unscheduled absence in the workplace.

New initiatives which have been developed to support workforce development include:

- Mentoring Program
- Entry Points Program for trainees and university vacation placements
- Local Area Coordination learning and development framework
- Service Contracting and Development job role review
- DSC Workforce Capability Framework
- Workforce reporting to support customised workforce analysis for directorates, Corporate Executive and the Commission's Board.

## **Employee relations, workplace bargaining and change**

### **Employee relations**

The Commission has a range of occupational groups including social trainers, nursing staff, support workers, professional therapy staff, psychologists, local area coordinators and public servants. Such a diverse workforce results in many challenges and opportunities for the employee relations team.

During the year the employee relations team has provided advice, training and support to managers and employees on many complex issues, including:

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

The employee relations team has also developed, reviewed, and promoted numerous policies, operational procedures and guidelines on the above areas.

### **Workplace bargaining**

In 2009–2010 two new replacement agreements were registered:

- Social Trainers General Agreement – covering approximately 1,029 social trainers and supervisors.
- Disability Support Workers Industrial Agreement – covering approximately 152 support workers.

The employee relations team is preparing for subsequent rounds of negotiations for social trainers, support workers and registered nurses.

### **Workplace change**

The employee relations team continues to assist and support directorates during times of organisational change to ensure that transitions occur smoothly and in a timely manner.

## 4.4 Governance disclosures

### Contracts with senior officers

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

As part of its governance framework, the Commission has in place policy and operational procedures on conflicts of interest. This requires all employees to declare any perceived, potential or real conflicts of interest as they arise.

In accordance with the requirements of the Public Sector Management Act 1994, the Commission's Policy and Operational Procedures on Outside Employment requires 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. All applicants must seek approval on at least an annual basis.

## 4.5 Other legal requirements

### 4.5.1 Advertising

In accordance with section 175ZE of the Electoral Act (1907), the Commission spent \$112,319 on advertising, promotional and market research activities during 2009–2010.

	\$
<b>Main advertising agencies</b>	63,811
Adcorp Australia Ltd	
Key2Design Pty Ltd	
Marketforce Advertising Ltd	
<b>Market research organisations</b>	3,333
Media Monitors Australia	
<b>Media advertising organisations</b>	45,175
Adcorp Australia Ltd	
<b>Total expenditure</b>	<b>112,319</b>

#### **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 regarding compliance issues that arose during 2009–2010 in respect of the public sector standards, the WA Code of Ethics and the Commission’s Code of Personal Conduct, and details of any significant action taken to prevent non-compliance.

#### **Compliance Issues**

There were 23 allegations regarding potential breaches of the WA Code of Ethics and/or the Commission’s Code of Personal Conduct which related broadly to:

- inappropriate use of Commission IT resources
- inappropriate conduct towards colleagues
- inappropriate conduct towards resident(s)
- fraud/falsifying documents
- fitness for work issues.

#### **Significant action taken to monitor and ensure compliance**

- Corporate leadership group sessions were held during the year to address organisational culture, code of personal conduct and values.
- Ongoing promotion of the code of personal conduct occurred through orientation and induction sessions for new staff and six monthly reminder articles in the staff newsletter.
- The Commission has a grievance contact officer network who can provide information and support to staff in relation to grievance issues.
- The Commission has a network of support persons that staff can access to support them during discipline, performance and grievance processes.
- Grievance contact officers and support persons are promoted to staff through orientation and induction sessions, the intranet, staff newsletter articles, broadcast emails to staff and posters in Commission facilities.
- A grievance contact officer and support person networks recruitment drive commenced during the year and the selection process will be completed in early 2010–2011.
- Training was provided by the employee relations team to managers and supervisors on suspected breaches of discipline, performance management and grievance processes in various Commission offices.
- Information about the Commission’s Public Interest Disclosure (PID) Policy and Procedures was promoted through articles in the staff newsletter and broadcast emails to staff.

### 4.5.3 Disability Access and Inclusion Plan outcomes

#### Disability Access and Inclusion Plan

Under the Disability Services Act 1993 specific public sector agencies, including the Commission, are required to develop and implement a Disability Access and Inclusion Plan (DAIP) to continuously improve and ensure that their services, facilities and information are accessible to people with disability.

The Commission's DAIP for 2006–2011 plans for inclusion under the six outcome areas specified in the Disability Services Act 1993, and a seventh outcome - employment.

The Commission has initiated a range of strategies to continue to improve the accessibility of its services and facilities since the introduction of its DAIP. These are outlined under each of the seven outcome areas.

#### DAIP Outcome 1

Ensuring that people with disability have the same opportunities as other people to access services and events.

- The adoption of personalised planning approaches by direct services creates the opportunity for people with disability, their family and advocates to plan and decide their services and supports in partnership with their service provider.
- Initiatives through the Substantive Equality and Reconciliation Action Plan (refer section 4.6.1) aimed at improving culturally secure access to specialist disability services for people with disability, their family and carers.
- All events are held in accessible venues and incorporate any supports required by the audience.
- The Premier launched 'Count Me In: Disability Future Directions' in December 2009, which sets out 13 priorities to shape a good future for people with disability, their family and carers. This long term initiative involves all state government agencies making changes that will build a more inclusive Western Australia.
- The Commission works with agencies required to develop DAIPS, supporting the development of their plans and compiling examples of best practice to inform continuous improvement.

#### DAIP Outcome 2

Ensuring that people with disability have the same opportunities as other people to access buildings and facilities.

The Commission's building acquisition and redevelopment plans include ensuring universal access requirements to enable access to all premises. Substantial changes have been made to accommodation services' homes, to meet resident's changing access requirements and to enable aging in place.

**DAIP Outcome 3**

Ensuring that people with disability receive information in a format that will enable them to access the information readily.

- All information is available in a range of accessible formats.
- The Commission's website complies with the W3C Web Content Accessibility Guidelines.
- Many of the Commission's core publications are available in eight languages, particularly those relating to information services, and can be translated into other languages as requested.

**DAIP Outcome 4**

Ensuring that people with disability receive the same level and quality of service from the staff as other people receive from the staff.

The Commission's training programs, including orientation and induction, aim to improve employee's knowledge and understanding of the needs of people with disability. Programs include sessions delivered by people with a disability about their experiences and interactive forums with carers and family members providing support for a person with a disability.

**DAIP Outcome 5**

Ensuring that people with disability have the same opportunities as others to make complaints.

- The Commission's Consumer Liaison Service provides a confidential and supportive avenue through which people can make complaints without concern or fear that it may influence their access to services. The liaison service was recently reviewed, as part of the Commission's five year Substantive Equality Plan, to ensure it is accessible and responsive to people from diverse cultural backgrounds.
- The Commission undertakes biennial consumer satisfaction surveys that enable the identification of best practice and areas for improvement.

**DAIP Outcome 6**

Ensuring that people with disability have the same opportunities as others to participate in any public consultation.

- The Commission plans and designs its consultation mechanisms to enable people with disability, families and carers to provide input into policy and decision making at both an individual and systemic level. A range of strategies were used in consultations conducted to enable the shaping of Count Me In, the review of the Disability Services Act 1993, the review of the Disability Services Standards and the design of respite developments to suit the diverse needs of people with a disability.
- 100 Conversations provided the vehicle for 100 families and people with disability to provide their views about Local Area Coordination services to independent consultants. These views are helping the Commission to continuously evolve to better meet people's needs.

**DAIP Outcome 7**

Ensuring that people with disability have improved access to employment opportunities.

- Through its employment diversity strategy the Commission actively promotes employment opportunities for people with disability. Currently the Commission employs 61 people with a self-identified disability, representing three per cent of the Commission's workforce.
- The Commission works to seven, rather than six, Disability Access and Inclusion Plan outcomes; the seventh being employment.
- The Commission, in liaison with the State Supply Commission, actively progressed changes in government policy to enable public authorities to engage Australian Disability Enterprises (ADE) without the need for a written quotation or an open tender process.

#### **4.5.4 Recordkeeping plans**

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

##### **Efficiency and effectiveness of the organisation's recordkeeping system**

An amended Recordkeeping Plan was approved by the State Records Commission on 2 October 2009 for five years. The Commission's Internal Audit Plan requires recordkeeping systems to be audited and evaluated every one to three years. The most recent audit, conducted in January 2008, found that the Commission was compliant with the Act.

The Commission's Operational Plan and the Risk Management database includes recordkeeping related objectives, tasks and agreed outputs and these are reported upon on a regular basis by each business area to the Corporate Executive.

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

##### **Recordkeeping training program**

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

The training is mandatory for all staff and helps staff gain an understanding of their recordkeeping responsibilities and obligations. The training has been rolled out to all Commission staff and new staff will be required to undertake the training within a month of their commencement.

During 2009–2010, 319 staff enrolled to undertake the training; with 184 staff members having completed or progressing to completing the course by 30 June 2010. The Corporate Records Branch follows up with staff and managers to ensure the training is completed. A total of 2,485 staff have undertaken the training since May 2006.

To support the training and assist staff with their recordkeeping obligations, Corporate Records Branch maintains information on the intranet, such as guidelines for the storage and removal of information, records practices for staff, and recordkeeping operational procedures.

**Recordkeeping training program review mechanism**

The records awareness package allows participants to provide comments for improving or enhancing the training program. The package's vendor uses this feedback as a tool to evaluate the program and regularly release new versions to support efficiency and effectiveness improvements. The training program also provides an assessment quiz which gauges the participant's level of understanding of their recordkeeping responsibilities and obligations.

A working group comprising representatives from all business areas has also been established to evaluate and review the records awareness training.

**Induction of employees' to their recordkeeping roles and responsibilities**

The Commission's staff orientation program is held on a monthly basis for new employees. Staff are 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

### 4.6.1 Substantive equality

#### Background

The Commission is a participant in implementing the State Government's Substantive Equality Policy Framework (2006–2010) which is being coordinated by the Equal Opportunity Commission. The aim is to ensure there are no barriers to people from culturally and linguistically diverse and/or Aboriginal backgrounds accessing public services and that these services are appropriate to their needs.

The Commission committed to reviewing five different service areas over a five year time frame, with the aim of achieving best practice in cross cultural services. In its role as a funder of specialist disability services the Commission is working with disability sector organisations to also ensure their services are responsive to people from different cultures.

#### Progress

Since commencement in 2007 the Commission has:

- developed a Substantive Equality policy that outlines the Commission's commitment to ensuring both funded and provided services are accessible and appropriate to all cultures
- completed a review of Local Area Coordination services in the North Central District and the Consumer Liaison Services on their cultural security
- made significant progress in reviewing the Commission's Accommodation Services Directorate's recruitment procedures
- initiated a review of a major specialist service.

The reviews undertaken to date have resulted in a number of significant changes in the provision of services across the Commission. These include:

- ensuring staff are informed and capable of working across diverse cultures through initial recruitment and selection practices, provision of cross cultural awareness as part of orientation and induction and the inclusion of cross cultural competency in professional development for staff who deliver direct services
- including consideration of cross cultural competency in staff supervision
- incorporating the needs of people from different cultural backgrounds in local and whole of Commission operational planning
- linking and partnering with organisations representing different cultures
- developing a range of information strategies to provide information to different cultural groups, including the DVD 'Our Voices, Our Journeys'

- Service Contracting and Development officer participation in cross cultural awareness training that enables them to assist the funded disability sector organisations to develop services to meet the needs of different cultural groups
- providing cultural awareness training to enable independent control monitors to review services in a culturally secure way that assesses their suitability and responsiveness to Aboriginal people and those from culturally and linguistically diverse backgrounds
- ensuring that Commission consultation processes are designed to meet the needs of people from different cultural backgrounds
- providing grants to enable disability sector organisations to participate in cultural awareness training.

#### **4.6.2 Aboriginal Reconciliation Action Plan**

##### **Background**

Reconciliation Australia, an independent not for profit organisation, is the peak national organisation building and promoting reconciliation between Indigenous and non-Indigenous Australians for the wellbeing of the nation. They have promoted the use of reconciliation plans as one step towards reconciliation and closing the gap. This initiative has been embraced by the state government, with Reconciliation WA hosted within the Department of Indigenous Affairs.

The Commission developed a Reconciliation Action Plan that acknowledges Aboriginal people as the original inhabitants of Western Australia, respects and values Aboriginal culture, and is committed to ensuring that Aboriginal people with disability, their families and carers have access to culturally responsive information, supports and services.

Aboriginal people represent nine per cent of current service users. Services access is particularly high in regional and remote areas of Western Australia, where Aboriginal people make up a greater proportion of the population.

##### **Progress**

The Reconciliation Action Plan, launched in June 2008, has underpinned a range of initiatives to develop information, supports and services that are culturally responsive to Aboriginal people with disability, their families and carers. Strategies included the following:

- increasing Commission staff's awareness of Aboriginal culture through the induction program and continuing staff development
- developing partnerships with Aboriginal organisations, such as Marr Mooditj
- examining strategies to increase the number of Aboriginal people employed by the Commission
- encouraging and working with disability sector organisations to develop their own Reconciliation Action Plans

- working with existing providers in local communities in rural and remote areas to increase their capacity to provide information and services that are responsive to Aboriginal people with disability and their families.

#### **4.6.3 Occupational Safety and Health**

The Disability Services Commission acknowledges its responsibilities under the Occupational Safety and Health Act 1984 to provide and maintain a safe and healthy environment and exercise a duty of care to ensure employees, clients, visitors and other persons providing services to the Commission's workplaces, as far as practical, are not exposed to hazards. The Commission's Policy on Occupational Safety and Health (OSH) confirms our commitment and outlines the objectives to achieve this outcome.

The Commission also acknowledges its responsibilities under the Workers' Compensation and Injury Management Act 1981. Policies and guidelines on Injury Management and Return to Work and Vocational Rehabilitation have been implemented and demonstrate our commitment to minimising the human and financial impact of workplace injury or illness.

The Commission has a systematic approach to OSH and injury management, and has adopted the WorkSafe Plan framework which promotes the management practices needed to establish and maintain safe working environments. This information is maintained on the OSH Management Systems Manual which is reviewed and updated annually.

The Commission's OSH risk management program aims to identify, assess, control, monitor and report risks likely to impact on the safety of its employees and the agency's ability to achieve its business objectives. The program includes the regular review of workplaces for hazards and the reporting to senior managers of significant risks which require control measures to be planned, resourced and implemented.

In 2009–2010 the Commission conducted OSH self-evaluations including:

- internal audit of OSH and worker's compensation conducted by an external consultant
- audits conducted at Commission workplaces to assess the status of OSH management systems
- annual review of the OSH Action Plan.

The Commission actively supports and maintains a consultative environment in which management, employees, safety and health representatives and other stakeholders work together to continually improve OSH practices and resolve issues in the workplace.

OSH policies, guidelines and related documents are available to staff at orientation and induction sessions, on the intranet and regular articles in the Commission's staff newsletter.

Safety and health representative elections are held every two years by the Commission and nominations are called from employees across all Directorates. All newly elected representatives are provided with training in accordance with the legislative requirements.

The consultation process for the development and review of OSH related policies requires that all such documents be referred to the Commission's OSH committees for their input and for further opportunity for consultation with employees before being endorsed by the Commission's Corporate Executive.

### **Planning and management activities**

- Planned, developed, implemented and reviewed the annual OSH Action Plan 2009–2010 and the Management Plan for 2009–2012.
- Review of the Commission's Risk Management Framework.
- Developed and implemented an online Incident Management System for the reporting of accident/incidents in a quick and effective manner.
- Development and distribution of the Commission's OSH safety plans.
- Planned and assisted with funding for risk management and injury prevention measures.
- Provided regular reports on OSH key performance indicators to the Commission's Board and Corporate Executive.
- Continued to maintain a strategic alliance with RiskCover, including quarterly reviews of all active workers' compensation claims and the redevelopment of new risk codes for the Commission's workers' compensation claims.
- Identified and assessed the Commission's strategic risks.
- Continued to engage two Employee Assistance Program providers to provide support and counselling services to staff.
- Coordinated on-site awareness sessions and promoted Employee Assistance Programs and services to employees.
- Conducted 38 workplace risk assessments on facilities across the Accommodation Services Directorate.
- Conducted OSH delegates meetings and commenced the election process for new Safety and Health Representatives.
- Coordinated quarterly meetings of the OSH committees with safety and health representatives and management.
- Conducted an OSH awards event for safety and health representatives which gave recognition for years of service as a representative and for those that made a special contribution to safety in their workplaces.
- Reviewed and updated the Commission's OSH policies and guidelines in consultation with the OSH committees.
- Reviewed and updated Business Continuity Plans for key business processes.

- Promoted Safe Work Australia Week 2009 and facilitated OSH activities across Commission workplaces.
- Promoted a healthy lifestyle for employees by facilitating workplace workshops and distribution of wellness information booklets.
- Provided funding and assisted in the development of a pilot wellness program for employees in high risk facilities.
- Organised and coordinated the Commission's influenza vaccination program.
- Organised and coordinated the H1N1 influenza program in response to the pandemic influenza plan.

## **OSH training**

- Operational site visits to conduct OSH training in risk and injury management for employees and line managers.
- Ongoing co-ordination and presentation of OSH awareness training for employees on roles and responsibilities and hazard and injury management.
- Coordinated OSH awareness workshops on: risk management, injury prevention, accident/incident reporting and investigation.
- Provided training on the online Incident Management System and reporting of accident/incidents to approximately 80 line managers and employees.
- Held training and awareness workshops at line manager team days and leadership forums, conducted by external consultants, on topics which included line manager training in the areas of wellness, mental health first aid, job safety analysis, conflict management, Employee Assistance Program, and interpersonal conflict.
- On-site training in the areas of accident/incident investigation, Workers' Compensation, Employee Assistance Program, bullying and harassment, grief and trauma counselling, team building and communication.
- Customised manutention training for employees in high risk facilities.
- Customised mental health first aid training for employees and line managers in high risk facilities.
- Refresher training for 25 safety and health representatives.
- Coordinated training for directorate Risk Champions on the new RiskBase system.
- Presented OSH induction training for new employees and refresher training for existing employees.
- Provided an online training DVD on Ergonomic Essentials for the Office, available through the intranet.

**OSH key performance indicators**

<b>Workers' compensation performance trend indicators</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>
Total number of accidents/incidents	272	333	285
Total number of claims	115	123	102
Number of fatalities	0	0	0
Total number of lost time injuries/diseases occurrences	75	93	81
Lost time injury/disease incident rate (i)	4.9	5.6	4.8
Lost time injury/diseases frequency rate (ii)	26.9	31.6	27.3
Lost time injury severity rate (iii)	6.7	16.5	19.8
Total number of long duration claims with an estimate of 60 days and over (iv)	5	15	16
Total actual lost time injury days	3,340	3,995	4,570
Premium contribution (ex GST)	\$1.64m	\$1.64m	\$2.34m
Premium contribution rate (v)	1.75	1.48	2.21
Estimated cost of outstanding claims (per \$100 of payroll)	0.71	1.33	1.17
Number of rehabilitation cases	26	53	51
Return to work rate		98%	93%

Notes—

The addition of the following definitions of indicators as table notes:

- i. Lost time injury/disease incident rate – number of lost time injuries/diseases divided by total number of employees and multiplied by 100
- ii. Lost time injury/diseases frequency rate – number of lost time injuries/diseases divided by total working hours and multiplied by 1,000,000
- iii. Lost time injury severity rate – number of severe (over 60 days) injuries/diseases divided by the number of lost time injuries/diseases and multiplied by 100
- iv. Total number of long duration claims – refers to workers compensation claims that have estimates of lost time of 60 days or more.
- v. Premium contribution rate – premium contribution amount divided by total wages and multiplied by 100.

<b>Workers' compensation key performance Indicators</b>	<b>2009-10 targets</b>	<b>Results</b>
Number of fatalities	0	0
Lost time injury/diseases (LTI/D) incident rate	0 or 10% reduction on previous year	14% reduction
Lost time injury severity rate	0 or 10% improvement on previous year	14% increase
Percentage of injured workers returned to work within 28 weeks	Actual percentage result to be reported	93%
Percentage of managers trained in OSH and injury management responsibilities	Target 50% or more	43%

The key performance indicators for 2009–2010 show a reduction in the total number of workers' compensation claims and lost time injury/diseases occurrences. However, the severity of injuries and long duration claims have had an impact on the total days lost and premium contribution. Strategies to improve OSH require close collaboration with directorates and managers in consultation with employees and a focus of resources and the implementation of risk management and injury prevention strategies which will be effective in reducing accidents/incidents in the workplace.

## Funding to disability sector organisations

As there are no disability sector organisations for Service 3, there is no data on this service area to report in this table

	Disability sector organisation	Service 1	Service 2	Service 4	Total
1	Activ Foundation Inc	18,265,975	6,984,877	1,152,567	26,403,419
2	Advocacy South West (Inc)	0	0	91,930	91,930
3	Anglicare WA Inc	236,157	299,017	0	535,174
4	Association for the Blind of Western Australia (Inc)	0	649,821	0	649,821
5	Australian Red Cross (Lady Lawley Cottage)	771,293	2,486,250	0	3,257,543
6	Autism Association of WA	7,382,688	5,451,243	208,935	13,042,866
7	Avon Community Employment Support Centre Inc	0	104,438	0	104,438
8	Belmont Districts Family & Individual Support	8,592	56,580	0	65,172
9	BGSR Pty Ltd Supported Accommodation Services	2,340,991	0	0	2,340,991
10	Blind Citizens WA Inc	0	0	13,646	13,646
11	Brightwater Care Group (Inc)	11,248,469	26,074	0	11,274,543
12	Carers' Association of Western Australia	0	0	128,754	128,754
13	Child & Adolescent Health Service	322,770	0	63,000	385,770
14	City of Bunbury	0	0	38,000	38,000
15	City of Canning	576,419	187,216	0	763,635
16	City of Cockburn	0	0	20,000	20,000
17	City of Fremantle	0	17,760	0	17,760
18	City of Gosnells	0	103,254	0	103,254

	<b>Disability sector organisation</b>	<b>Service 1</b>	<b>Service 2</b>	<b>Service 4</b>	<b>Total</b>
19	Claremont Therapeutic Riding Centre	0	44,948	0	44,948
20	Community Vision Inc	0	976,114	13,619	989,733
21	Crosslinks	1,411,793	2,460,271	0	3,872,064
22	Deafness Council of WA	0	0	525	525
23	Department of Health of Western Australia	3,209,212	259,477	31,452	3,500,141
24	Developmental Disability Council of WA	0	0	241,503	241,503
25	Directions Family Support Association	484,692	702,574	0	1,187,266
26	Disability in the Arts Disadvantage in the Arts (WA)	3,630	282,201	0	285,831
27	Elba Inc	3,688,695	387,557	0	4,076,252
28	Enable Southwest Inc (Formerly SWFSA)	1,350,900	1,378,178	0	2,729,078
29	Ethnic Disability Advocacy Centre	0	0	259,486	259,486
30	Fairbridge Western Australia Inc.	0	192,442	0	192,442
31	Family Planning WA	0	402,395	0	402,395
32	Family Support WA Inc (formerly Landsdale Family	649,605	262,769	0	912,374
33	Goldfields Individual and Family Support Association	1,228,320	941,280	0	2,169,600
34	Headwest (Brain Injury Association of WA Inc.)	0	0	291,422	291,422
35	Hills Community Support Group (Inc)	4,754,206	2,120,149	0	6,874,355
36	HomeCare Options	155,363	1,602	0	156,965
37	i.d.entity.wa	10,720,002	2,579,647	0	13,299,649

	<b>Disability sector organisation</b>	<b>Service 1</b>	<b>Service 2</b>	<b>Service 4</b>	<b>Total</b>
38	Independent Living Centre	0	2,435,498	0	2,435,498
39	Interchange Inc	0	2,122,348	0	2,122,348
40	Intework	135,750	4,506,161	0	4,641,911
41	ISADD WA Pty Ltd	0	731,871	0	731,871
42	Kalparrin Centre	0	20,869	131,286	152,155
43	Kids are Kids! Therapy and Education Centre Inc.	0	253,809	0	253,809
44	Kids Biz Therapy Centre	0	72,890	0	72,890
45	Kids' Camps Inc	0	191,480	0	191,480
46	Kimberley Individual and Family Support Association	227,790	846,962	0	1,074,752
47	Kira Inc.	0	924,010	0	924,010
48	Life Without Barriers	3,546,486	382,650	0	3,929,136
49	Lifeplan Recreation & Leisure Association Inc	0	668,958	0	668,958
50	Lifestyle Solutions (Aust) Ltd	0	11,943	0	11,943
51	Lower Great Southern Community Living Association	3,787,261	1,183,512	58,076	5,028,849
52	Lower Great Southern Family Support Association Inc	142,457	1,039,484	0	1,181,941
53	Mandurah Community Care Inc	304,323	4,692	0	309,015
54	Mandurah Disabled Support & Recreational Respite	0	29,980	0	29,980
55	Midway Community Care	1,216,774	940,828	0	2,157,602
56	Midwest Community Living Association Inc	1,228,236	216,583	0	1,444,819

	<b>Disability sector organisation</b>	<b>Service 1</b>	<b>Service 2</b>	<b>Service 4</b>	<b>Total</b>
57	Miscellaneous Providers	15,225,527	176,056	177,125	15,578,708
58	Mosaic Community Care Inc	4,794,114	1	0	4,794,114
59	Multiple Sclerosis Society	3,991,146	1,495,723	59,023	5,545,892
60	My Place WA Pty Ltd	11,186,100	1,897,731	0	13,083,831
61	Nascha Inc	803,468	13,267	0	816,735
62	National Disability Services Limited WA	0	0	1,814,908	1,814,908
63	Next Challenge Enterprises Pty Ltd	0	74,608	0	74,608
64	Ngaanyatjarra Pitjantjatjara Yankunytjatjara	7,421	651,960	0	659,381
65	Noah's Ark Toy Library	0	115,499	22,480	137,979
66	North Metropolitan Area Health Service	0	0	886,021	886,021
67	Nulsen Haven Association Inc	15,420,946	1,197,219	172,119	16,790,284
68	Outcare Inc	87,567	0	0	87,567
69	Paraplegic Quadriplegic Association	1,017,801	176,692	0	1,194,493
70	Peel Community Living Inc	2,279,048	371,465	0	2,650,513
71	People Actively Committed Together	389,955	39,904	0	429,859
72	People With Disabilities	0	5,765	294,028	299,793
73	Personal Advocacy Service	0	0	144,358	144,358
74	Perth Home Care Services	11,743,047	4,092,028	0	15,835,075
75	Phylos Inc	584,026	0	13,018	597,044
76	Pilbara and Kimberley Care Inc	972,985	714,356	0	1,687,341

	<b>Disability sector organisation</b>	<b>Service 1</b>	<b>Service 2</b>	<b>Service 4</b>	<b>Total</b>
77	Pledg Projects	0	150,882	12,872	163,754
78	Recreation and Sport Network Inc	0	779,928	114,125	894,053
79	Respiratory Sleep Disorders Clinic - Sir Charles	0	0	158,916	158,916
80	Richmond Fellowship of Western Australia Inc	262,217	0	0	262,217
81	Riding for the Disabled Association of WA	0	235,989	0	235,989
82	Rocky Bay Inc	5,818,020	9,388,378	928,409	16,134,807
83	SECCA	0	201,458	0	201,458
84	Senses Foundation (Inc)	2,179,025	1,452,684		3,631,709
85	Seventh Day Adventist Aged Care WA	824,083	96,065	0	920,148
86	Silver Chain Nursing Association	202,807	1,053,593	0	1,256,400
87	South Metropolitan Area Health Service	0	2,544,564	0	2,544,564
88	South Metropolitan Personnel (Lifeskills 2 Work	0	1,577,716	0	1,577,716
89	Southcare Incorporated	0	198,000	0	198,000
90	Southern Cross Care (WA) Inc	12,236	61,100	0	73,336
91	Spina Bifida Association	0	283,764	45,423	329,187
92	Strive Warren Blackwood	372,405	188,356	0	560,761
93	Teem Treasure	2,389,316	0	0	2,389,316
94	TeenSpirit Incorporated	0	80,136	0	80,136
95	Telethon Institute for Child Health Research	0	0	49,059	49,059

	<b>Disability sector organisation</b>	<b>Service 1</b>	<b>Service 2</b>	<b>Service 4</b>	<b>Total</b>
96	Telethon Speech and Hearing Centre for Children	0	311,732	0	311,732
97	The Centre for Cerebral Palsy	11,787,419	12,831,442	1,766,086	26,384,947
98	The Spiers Centre Inc	0	11,698	0	11,698
99	Therapy Focus Inc	0	7,494,748	705,788	8,200,536
100	Transition & Integration Services	2,827,553	248,041	0	3,075,594
101	UnitingCare West	2,579,185	4,625	0	2,583,810
102	Upper Great Southern Family Support Association	57,745	329,053	0	386,798
103	Valued Independent People	155,965	3,170,501	0	3,326,466
104	Vemvane	0	406,609	0	406,609
105	WA Baptist Hospital and Homes Trust Inc	7,059,040	1,335,214	0	8,394,254
106	WA Blue Sky Inc	1,741,912	34,684	0	1,776,596
107	WA Country Health Service	0	1,611,508	0	1,611,508
108	WA Deaf Society	52,165	131,530	90,000	273,695
109	WA Disabled Sports Association	0	192,554	0	192,554
110	We Can Community Services Pty Ltd	1,135,079	193,305	0	1,328,384
111	Westcare Inc	204,971	0	0	204,971
112	Wheatbelt Individual and Family Support Association	0	415,187	0	415,187
113	Wize Therapy Pty Ltd	0	87,308	0	87,308
114	Workpower Incorporated	0	1,072,632	0	1,072,632
	<b>Total for disability sector organisations</b>	<b>187,563,142</b>	<b>105,139,920</b>	<b>10,197,959</b>	<b>302,901,021</b>



## **Disability Services Commission**

Address: 146-160 Colin Street  
West Perth WA 6005

Telephone: 9426 9200

Facsimile: 9226 2306


TTY: 9426 9315

Country : 1800 998 214

Postal: PO Box 441  
West Perth WA 6872

Website: [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

**This publication is available in alternative formats on application to the Disability Services Commission.**

A decorative graphic consisting of several thick, curved, overlapping lines in shades of gray and white, sweeping across the bottom right corner of the page.