

Disability Services Commission

# Annual Report 2010–2011



# About the Disability Services Commission

The Disability Services 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 non-government agencies 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. The Commission also partners and collaborates with Disability Sector Organisations, other government departments, local government and other stakeholder to improve participation, inclusion and access for people with disability across the community.





Responsible Minister: Minister for Disability Services  
The Hon. Helen Morton MLC

Accountable Authority: Disability Services Commission

Board Chairperson: Mr Bruce Langoulant

Director General: Dr Ron Chalmers

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**The Hon. Helen Morton MLC**

## **Annual Report 2010–2011**

In accordance with the Financial Management Act 2006 (Section 61), we hereby submit for your information and presentation to Parliament, the Annual Report of the Disability Services Commission for the financial year ending 30 June 2011.

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

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

**Bruce Langoulant**  
**Chairperson**  
**Disability Services Commission Board**

A handwritten signature in blue ink, appearing to read 'Shayne Silcox', followed by a horizontal line.

**Shayne Silcox**  
**Deputy Chairperson**  
**Disability Services Commission Board**

2 September 2011

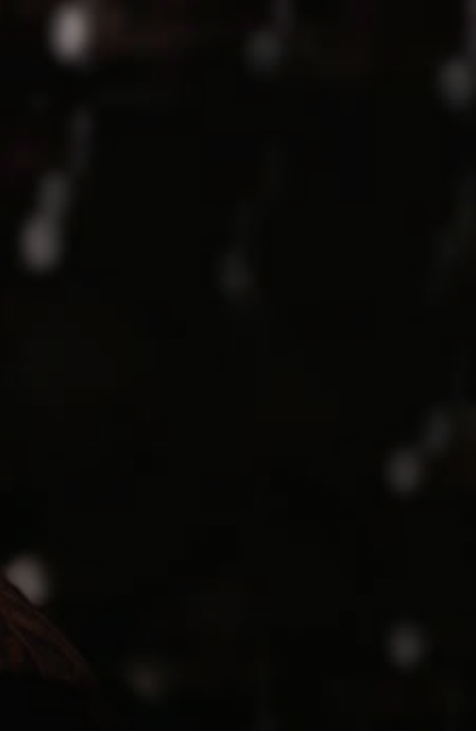
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# 1.0 Overview 2010–2011

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# 1.1 Executive summary

## In 2010–2011 the Disability Services Commission:

- assisted 22,207 Western Australians with disability
- provided more than 64 per cent of the Commission's annual budget to 116 Disability Sector Organisations that provide services and supports directly to the community
- expended \$541.1million to advance the rights and support the needs of West Australians with disability — an 11 per cent increase on last year
- received revenues of \$434.38million from the State Government — 83 per cent of the Commission's budget
- received Australian Government funding of \$94.41million under the National Disability Agreement and other agreements — 17 per cent of the Commission's budget
- allocated \$348.2million to external service providers for services and support for West Australians with disability and their carers.

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

- The State Government has allocated a significant budget over the next three years to increase the availability of social housing. The State Government has committed \$95.7million to the Commission to build 169 homes for 340 people with disability. The housing initiative supports the objectives of the 15 year strategy Count Me In: Disability Future

Directions and recognises that living in one's own home provides security, independence and greater opportunity for community participation.

- In November 2010, the Disability Services Commission launched a new five year Strategic Plan for 2011–2015 that is aligned with Count Me In.
- The five year Young People in Residential Aged Care (YPRAC) program that was jointly funded by the Commonwealth and State concluded in June 2011. People who moved or were redirected away from residential aged care as part of the program will continue to receive funding support. The program successfully redirected 28 people away from aged care, relocated 30 residents who were living in unsuitable aged care facilities, and provided additional community and in situ support to 10 people living in aged care facilities in rural and remote areas. People with disability who chose to move out of aged care facilities now live in the community with appropriate services and support.
- In May, ground-works began on a respite centre in York. The facility is the fifth and final stage of the State Government's \$11.75million election commitment to build five out-of-home respite centres. The other locations are Clarkson, Rockingham, Gosnells and Broome.
- The Commission provided more than \$500,000 dollars in grants of up to \$20,000 to 44 local governments and community organisations state-wide. The grants provide for improvements or additions to community infrastructure and increase accessibility and opportunities for people with disability to participate in their communities.



- The Commission's Metropolitan and Country Services Directorates merged into a single state-wide directorate to manage the Local Area Coordination program across the State.
- The Family Living Initiative was launched in October 2010 and builds on the success of the Community Living Initiative. Family Living is a planning framework that helps families build on and maintain healthy and stable relationships which in turn support typical family activities and roles. The Initiative embraces activities in the wider community, prepares individuals and families for important times of change and helps them identify ways to achieve their goals.
- In 2010 the Commission promoted Disability Awareness Week to extend the awareness and education opportunities promoted by the International Day of People with Disability. During the week the Commission recognised and shared the achievements of individuals, organisations, state and local governments and local communities for their contributions toward creating a better future for people with disability. The week included the Count Me In awards, scholarships, school competitions, a forum on water access and week-long displays at more than 200 locations across the state.
- A Count Me In Youth strategy was developed to provide relevant resources to young people with disability to identify opportunities for increased participation in decisions affecting them and increase their community participation.
- The State Government committed \$1.6million over four years to the Western Australian Motor Industry Foundation to increase its vehicle fleet by 10 vehicles each year. Through this scheme, modified vehicles are loaned to families with a family member with a disability so they can attend medical appointments and participate more broadly in the community.
- An evaluation framework was developed to assist the Commission in meeting its accountability and reporting requirements to the Western Australian and Australian Governments, as well as to people with disability, their families and the community. The framework provides the means for conducting evaluations using data analysis and research on matters of strategic significance to the sector and the Commission.
- An evaluation of the successful four year program to support people with rapidly degenerating neurological conditions led to the allocation of \$1.96million per annum in the State budget. The program will benefit more than 70 people and their families.
- The Disability Services Commission won three awards at the 2011 Lonnie Awards. The Commission was recognised with a Silver Lonnie Award (for agencies with more than 1,000 full-time employees), the Office of the Auditor General Award for Transparency and Accountability and the Ombudsman Western Australia Award for Complaints Handling. The Commission also received a special mention in the Department of Treasury and Finance Award for Performance Reporting.

## 1.1.1 Chairperson's report



This year has seen the Commission strengthen its activities in support of the 15 year strategy Count Me In which identifies three areas for priority action in order to secure a better future for people with disability and everyone in the WA community.

Social inclusion and engagement are key drivers of the Count Me In strategy and over the past 12 months a lot of work has been undertaken to continue

to raise awareness of the strategy and develop partnerships to implement the pathways and priorities of the 15 year plan.

In December, the Commission strengthened its activities in support of the Count Me In Awards. The award categories and criteria were revised to align with the objectives of Count Me In and resulted in a high calibre of entries. A state-wide competition on inclusion in schools was held. It was won by Dunsborough Primary School for their thoughtful multimedia presentation on what inclusion meant to their school.

Three Count Me In scholarships were awarded in March for overseas study into personalised services and professional therapy environments, services and supports for people with exceptionally complex needs who interface with corrective

service systems and the transition to high school by people with disability.

The Count Me In Ambassador program was officially launched with 21 high-profile West Australians making a commitment to speak out about issues that affect people with disability, their families and carers. Television newsreader Narelda Jacobs, Professor Fiona Stanley, Perth Lord Mayor Lisa Scaffidi and Professor Mike Daube are among the Ambassadors who will give voice to the Count Me In strategy.

"Social inclusion and engagement are key drivers of the Count Me In Strategy."

A webpage was established to share information about West Australian projects or initiatives that help to achieve the Count Me In vision—that all people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone. More than 35 entries have been posted to the Count Me In webshare so far, with an average of four new entries per month.

We have been working closely with local government through individual authorities, elected officials and peak sector organisations. Several forums and seminars have been held to see how local government can partner with the Commission, other government agencies or indeed other local governments

to pursue the priorities established by Count Me In. A local government think tank identified several opportunities for collaboration.

It remains the responsibility of the community, the sector and government to ensure we continue to proactively pursue the three key areas of the strategy.

"... the Count Me In vision—  
that all people live in  
welcoming communities  
that facilitate citizenship,  
friendship, mutual support  
and a fair go for everyone."

—Mr Bruce Langoulant

## 1.1.2 Director General's report



This year has seen the emergence of a significant number of sector priorities that will guide and shape the future direction of the Commission and disability services in Western Australia.

The need for a fundamental shift in the way services are delivered has gathered momentum. Self-directed services will be the future focus to ensure that people with disability choose and direct

their own services and supports as much as they are able. This will ensure individual personalised options where choice and decision-making rests with the people using the services. It will demand innovation from service providers and the Commission.

Research is already underway to look at the role of partnerships within the sector in this new landscape and to consider new and innovative ways to deliver services and supports through Disability Sector Organisations.

The Commission itself has undergone a restructure to provide a very clear commitment to support this change. A new directorate for Community and Sector Development has been established to work collaboratively across the Commission

and build capacity within the community and the disability sector to meet future challenges and to undertake strategic projects in support of the challenges faced by people with disability, notably in health, employment and housing. The new directorate will also play a key role in the transition to self-directed services.

"... to ensure that people with disability choose and direct their own services and supports."

We are also working more closely with other government departments in the human services sector including the development and implementation of a number of intra-government partnerships. The Commission has signed Memorandums of Understanding with a range of other agencies to ensure appropriate, equitable and consistent services and supports for people with disability regardless of their circumstances. In the past 12 months MOUs have been signed with Departments of Education, Housing and Corrective Services.

In addition to improving information-sharing and collaboration within government, the Commission is also reshaping its funding programs to better meet the demand for individualised solutions. The development of any new models or approaches



needs to be carefully considered and will be a significant project for the Commission in the coming year. We will be looking at ways we can make resources and services more responsive and flexible for people with disability and their families with a much greater level of control over the planning, design and delivery of services.

Funding for 2011–2012 was supported by a successful business case which also identified the need for future growth funding based on increased demand for services and increasing rates of disability in the community.

Looking forward, the Commission will continue to focus on the priority areas within Count Me In: Disability Future Directions and in particular the pathways around housing, employment, health and technology.

"...looking at ways we  
can make resources and  
services more responsive  
and flexible..."

—Dr Ron Chalmers

This work builds on the significant contribution of many community leaders in this sector who sadly passed away

during the year. I'd like to particularly acknowledge the far-reaching and enduring contribution of Dr Guy Hamilton AM, the former Director of Corporate and Business Services, Denis Ramanah for his contribution over many years of service to the Commission and Dr Athel Hockey who was a champion for people with disability and was a pioneer in clinical genetic services in Western Australia.

In the coming year we will continue to lay the foundations for a better future for people with disability.

## 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 West Australians with disability.

In December 2010 the Hon. Helen Morton MLC was appointed Minister for Disability Services, replacing the Hon. Simon O'Brien MLC.

The Ministerial Advisory Council on Disability provides independent advice to the Minister. The 14-member council is chaired by Ms Samantha Jenkinson who was appointed as the Chairperson in November 2010, replacing 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. Mr 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 Disability Services Commission since November 2007.

Regular state-wide reference networks are held with people with disability, families and carers and sector organisations, where views and concerns can be raised directly with the Board of the Disability Services Commission for appropriate

follow-up by the Corporate Executive of the Commission. During 2010–2011, five rural meetings and three metropolitan meetings were held and provided 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.

**Accommodation Services** provides a home and necessary supports to enable each person with disability who receives services to have a good life. These services are soundly managed to maximise outcomes for residents.

**Community and Sector Development** promotes and supports the ongoing development of the disability services sector consistent with State Government directions, Count Me In themes and pathways and the Commission's Strategic Plan for 2011–2015.

**Corporate Services** provides financial services, human resources and workforce planning services, information, communication and technology services, procurement and asset management services.

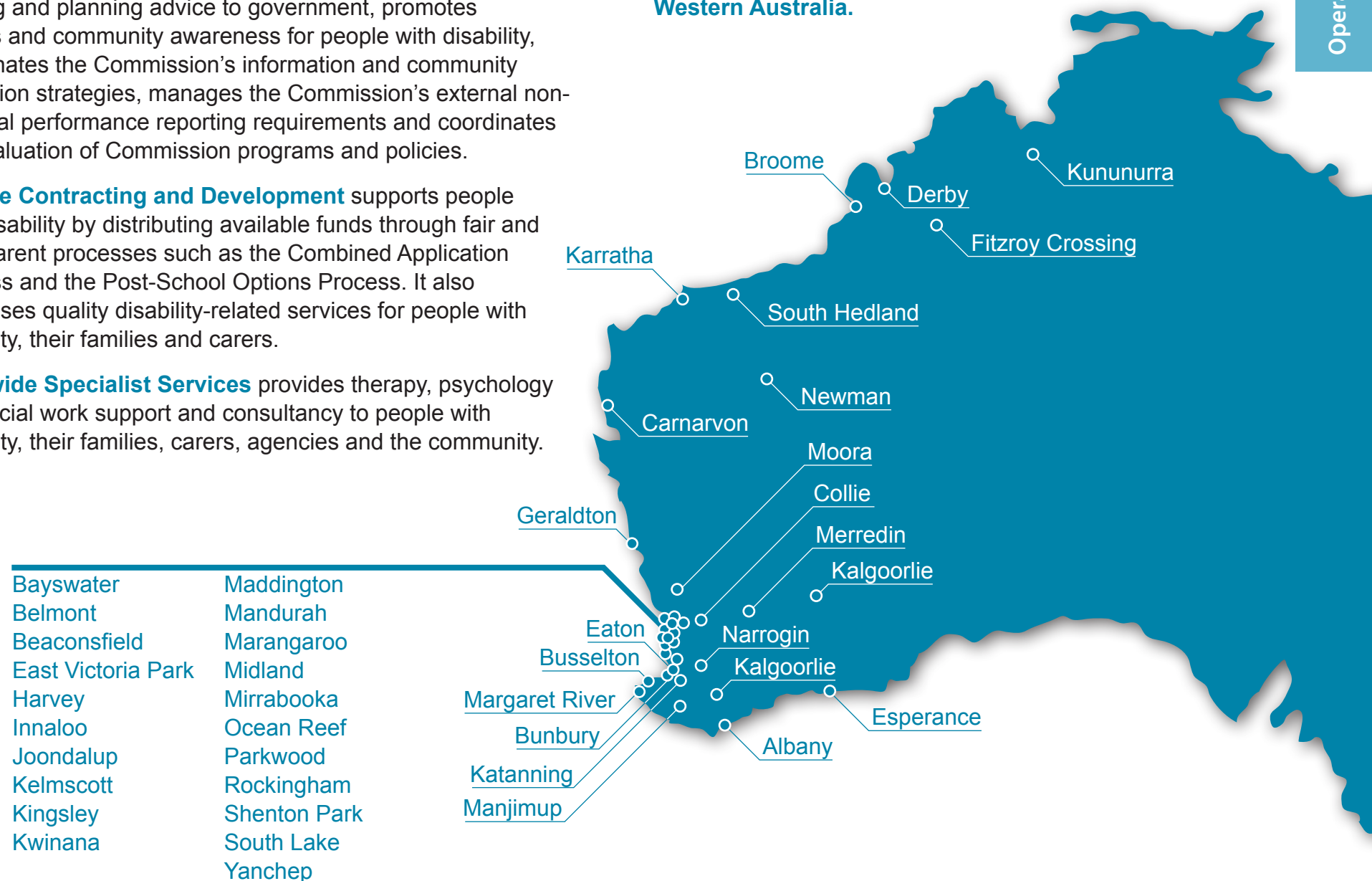
**Local Area Coordination** manages the state-wide Local Area Coordination (LAC) program which works at the individual, family, community and government levels, assisting people with disability to live in their communities.

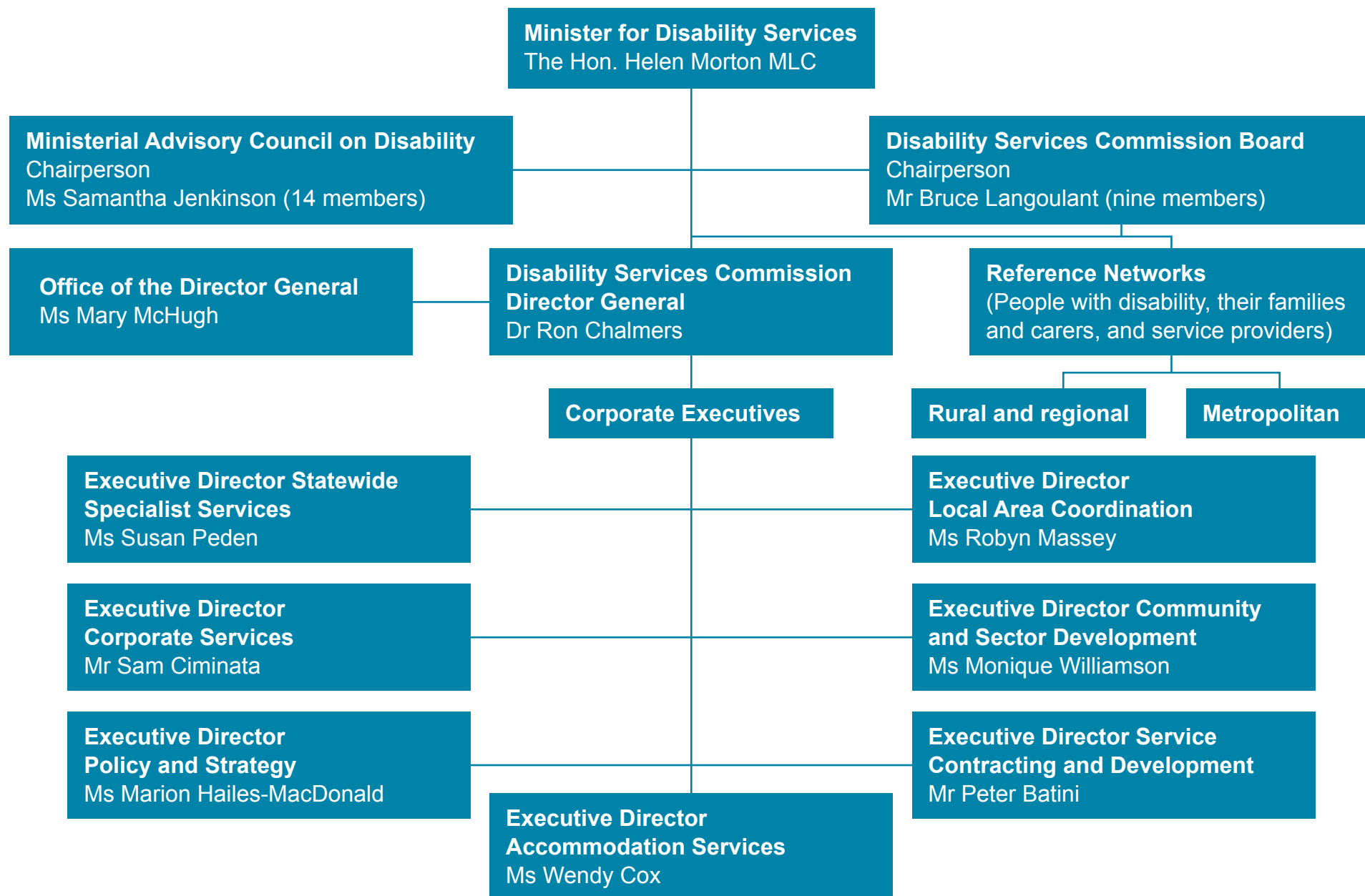
**Policy and Strategy** provides strategic policy, program, funding and planning advice to government, promotes access and community awareness for people with disability, coordinates the Commission's information and community education strategies, manages the Commission's external non-financial performance reporting requirements and coordinates the evaluation of Commission programs and policies.

**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.

**Statewide Specialist Services** provides therapy, psychology and social work support and consultancy to people with disability, their families, carers, agencies and the community.

**There are 44 Local Area Coordination offices throughout Western Australia.**







## 1.2.1 Disability Services Commission Board

The Disability Services 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.



**Dr Shayne Silcox** (Deputy Chairperson) is the CEO of the City of Melville and is Deputy Chair of the Commission Board. He started his career as a heavy-duty motor mechanic and went on to achieve a PhD in Management and Marketing, a Master of Commerce, a Post Graduate Diploma of Management and a Bachelor of Business, plus other supporting diplomas and certificates. Dr Silcox 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.



**Mr Jim McKiernan** (retired Deputy Chairperson) has previously been a State Senator for Western Australia from 1984–2002 and was a sessional member of the State Administrative Tribunal from 2005 to 2010. Mr McKiernan has direct and relevant experience of disability issues. Term expired in early June 2011.



**Ms Sally Eves** is a social worker/allied health professional in the Midwest Division of General Practice, Exmouth. She has personal experience of disability and extensive experience in the provision of services in rural and remote communities through her current and previous positions. Term expired in early December 2010.

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**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 disability outside the metropolitan area. Term expires May 2012.

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**Dr Tony Curry** is the Principal of Mercy College, a Catholic composite school offering education to approximately 1,600 students from Kindergarten to Year 12. He is the father of four children, one of whom has a moderate intellectual disability. Dr Curry has had many opportunities to work with students with disability and their families and carers to develop optimal opportunities. He is a strong advocate for students with disability being included whenever and wherever possible in regular schools. Term expires December 2013.

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**Mr Mike Tidy** is the Director of Corporate Services at the City of Joondalup. He is the father of three children, one of whom has spina bifida. Many of Mr Tidy's community activities have revolved around his children, coaching T-ball (to northwest championship level) and baseball as well as assisting in various roles at football and swimming. He provided support for his children's school Parent Association as treasurer and is a long-term supporter of the Spina Bifida Association and a strong supporter of inclusion for people with disability. Term expires December 2013.



**Ms Laura Miller** has a Master of Human Rights Practice and a Bachelor of Social Work. She is currently studying a PhD in Disability Human Rights at the Centre for Human Rights, Curtin University. Ms Miller works as a Supervising Case Manager in the Human Rights Division at the State Administrative Tribunal in Western Australia. She has experience across a diversity of disability human rights issues and has personal experience of disability. In 2010 Ms Miller was awarded the Young Disability Challenge Award. Term expires November 2011.



**Ms Jackie Softly** is the mother of a young man with an intellectual disability. She works as a disability and access consultant. She was a founding member of the Down Syndrome Association of WA in 1986, continuing her involvement over the years as a member of the boards of the State and National Associations, as Executive Officer and currently in a part-time information and development role. Ms Softly was the Board representative for the Ministerial Advisory Council on Disability. Term expired November 2010.



**Ms Samantha Jenkinson** has a Bachelor of Social Work and works in project management in the disability sector. She has personal experience of disability and has many years' experience in advocacy and policy development in the disability sector. Ms Jenkinson is Chairperson of the Ministerial Advisory Council on Disability and is a member of the Australian Federation of Disability Organisations (previously Chairperson). She is also a member of the management committee of Women with Disabilities Australia and has strong links with PWD(WA) Inc and National Disability Services. Term expires November 2013.



**Ms Kathy Hough** joined the Commission Board in early May 2011 and is the Executive Officer of the Community Living Association Inc, a not-for-profit organisation that provides support for people with disability and their families. Ms Hough and her family have cared for a person with a severe intellectual disability for more than 13 years. She was an inaugural member of the Chief Executive Officer Round Table established in 2008. Ms Hough is a strong advocate for small regional disability service organisations at whole-of-sector forums. Term expires May 2014.

## 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 that enquired 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.

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### Executive Director, Accommodation Services

**Ms Wendy Cox** became involved in service provision for people with disability with the non-government sector in 1990. Prior to her appointment to the Commission in April 2003, Ms Cox was a Senior Manager of Accommodation, Recreation, Alternatives to Employment, Library and Family Services with Activ Foundation. She has a Bachelor of Arts Degree in Psychology.

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### Executive Director, Community and Sector Development

**Ms Monique Williamson** has broad experience in disability policy, research and service provision. She has an enthusiasm for social policy and its impact on the West Australian community. She has worked in disability services for over 20 years including various models of accommodation support, training and development and for a number of years with a peak industry body. Ms Williamson has a Bachelor of Arts in Training and Development and is completing a Masters Degree in Social Science, Social Change and Development.





### Executive 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 in service management and reform programs across finance, asset management, information technology and human resources. He has a Bachelor of Business in Finance and Economics.



### Executive Director, Local Area Coordination

**Ms Robyn Massey** joined the Commission in 1994 as a Local Area Coordination manager in the Lower Great Southern, 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. Ms Massey spent 20 years living and working in regional and remote areas of Western Australia and has a personal understanding of issues facing country people. She has a Bachelor of Arts Degree and a Diploma of Education.



### Executive Director, Policy and Strategy (until August 2010)

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



### **Executive Director, Policy and Strategy (Acting from August 2010)**

**Ms Marion Hailes-MacDonald** has a Bachelor of Science (Nursing), Master of Commerce (Management) and was awarded a State Government scholarship in 2008 to undertake an Executive Master of Public Administration. Ms Hailes-MacDonald worked in acute and community health before joining the Commission. She has more than 20 years' experience in the disability sector and has managed high support accommodation services, introduced innovative programs across the State and worked closely with community sector organisations to develop family support and respite services. She has contributed to and led significant funding and policy directions on both state and national agendas.

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

**Mr Peter Batini** has a Master's Degree in Psychology, has completed the Public Sector Executive Development Year (1990), is a graduate of the Australian Institute for Company Directors and in 1994 completed a Churchill Fellowship in de-institutionalisation and community-based housing. He has 27 years' experience at the Commission. From 1992 to 1999 Mr Batini was the Regional Director of the Commission's South West and North Metropolitan regions and has been 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 human services.

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### **Executive Director, Statewide Specialist Services**

**Ms Susan Peden** has a Bachelor of Arts, is a licentiate of the College of Speech Therapy and has broad experience in the disability sector in Britain and Western Australia. Ms Peden has been the Commission's Principal Speech Pathologist, a Local Area Coordinator and Manager of Disability Professional Services, where she has developed evidence-based services that are both person and family centred. She is editor of the magazine Intellectual Disability, Australasia, is a former president of the Australasian Society for Intellectual Disability and is Chairperson for the Consultative Committee for Edith Cowan University's Department of Occupational Therapy.

### 1.2.3 Legislative functions

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

- **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 that offer 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 disability.

### 1.2.4 Compliance with other key legislation

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

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

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

- Auditor Generals Act 2006
- Carers Recognition Act 2004
- Contaminated Sites Act 2003
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Financial Management Act 2006
- Freedom of Information Act 1992
- Occupational Health, Safety and Welfare Act 1984
- Public Interest Disclosure Act 2003
- Public Sector Management Act 1994
- State Records Act 2000
- State Supply Commission Act 1991
- Workers' Compensation and Rehabilitation Act 1981



# 1.3 Performance management framework

## 1.3.1 Links with State Government goals

There are five government goals that guide the development of policies, programs and services within Western Australian government agencies. Given the variety and diversity of public agencies in WA, not all 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 and the work of the Commission for 2010–2011 are outlined in the table on the next page.





<b>State Government Goals</b>	<b>Outcomes-Based Service Delivery</b> Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.
<b>Disability Services Commission Strategic Plan 2011–2015</b>	<b>Vision</b> All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.  There are five strategic directions: <ol style="list-style-type: none"> <li>1. People with disability, their families and carers at the centre of decision—making about disability issues and services</li> <li>2. The disability services sector fosters the best blends of supports and services</li> <li>3. Communities are welcoming of people with disability, their families and carers</li> <li>4. There is increased availability and choice of personalised supports and services</li> <li>5. There are integrated responses to disability issues at national, state and local levels.</li> </ol>
<b>Disability Services Commission Annual Service and Obligatory Reports</b>	Service Reports: <ul style="list-style-type: none"> <li>• Accommodation Support (Chapter 2.2.1)</li> <li>• Individual and Family Support (Chapter 2.2.2)</li> <li>• Individual Coordination (Chapter 2.2.3)</li> <li>• Strategic Coordination (Chapter 2.2.4)</li> <li>• Community Access and Inclusion (Chapter 2.2.5)</li> <li>• Disability Access and Inclusion Plan Outcomes (Chapter 4.5.3)</li> <li>• Substantive Equality (Chapter 4.6.2)</li> </ul>

### 1.3.2 Disability Services Commission Strategic Plan 2011 to 2015

The Disability Services Commission Strategic Plan 2011–2015 is the fourth five-year plan developed by the Commission and was launched in November 2010. The plan sets out strategic directions for the Commission's work over the next five years, integrating key priorities from Count Me In: Disability Future Directions, the strategic directions of the Western Australian Government, the National Disability Agreement, the National Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities.

The five strategic directions within the plan emphasise:

- people with disability, their families and carers at the centre of decision-making about disability issues and services
- the disability services sector fosters the best blends of supports and services
- communities are welcoming of people with disability, their families and carers
- there is increased availability and choice of personalised supports and services
- there are integrated responses to disability issues at national, state and local levels.

The strategic plan was developed:

- with guidance from the strong foundation of cross-stakeholder consultations undertaken to develop Count Me In.
- by involving people with disability, families and carers through consultations with the Ministerial Advisory Council on Disability, the Count Me In Advisory Group and involvement in a writing forum
- with members of the Commission's Board through representatives on the Count Me In Advisory Group and the writing forum.

The strategic directions will be implemented by each Commission directorate through the development of operational plans that guide and review progress made on key specific initiatives.

#### Vision

The Commission will achieve its vision by:

- ensuring the strong and central involvement of people with disability, their families and carers, in advising and leading strategic developments
- providing strong leadership to champion the rights of people with disability, their families and carers and to work for them to receive the supports and services they need
- actively engaging communities, Disability Sector Organisations, the private sector and all levels of government

- delivering supports and services that are accessible, of high quality and responsive to the needs of people from Aboriginal and culturally and linguistically diverse backgrounds
- ensuring our directions are guided by contemporary thinking and evidence-based practice
- being accountable for our performance and building a sustainable organisation.

## Values

Values which guide the work of the Commission:

**Commitment**—we are committed to our vision for people with disability and their families

**Respect**—we value cultural diversity and encourage everyone's unique contribution

**Integrity**—we are honest and truthful about our decisions and actions

**Working together**—we work together cooperatively to get things done and pursue our vision

**Openness**—our decision-making and communications are clear and transparent

**Leadership**—our actions reflect our leadership responsibilities

**Accountability**—we are openly accountable for our decisions and action

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





## 2.0 Performance of the Commission

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Performance  
of the Commission



## 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 five key service areas. These areas support the government goal 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...

**22,207 Western Australians accessed a disability support service, an increase of 2.5 per cent from last year.**

**The Commission's total expenditure was \$541.1 million, an increase of 11 per cent from last year and averaged \$24,368 per person in receipt of funded services.**

**The Commission's funding to Disability Sector Organisations was \$348.2 million, an increase of 14.9 per cent from last year.**

### Three years at a glance

Measure	2008–09	2009–10	2010–11	Change from last year
<b>Disability support services</b>				
Total number of service users	20,540	21,652	22,207	2.5%
Average cost per service user	\$21,126	\$22,465	\$24,368	8.47%
<b>Funding (\$ millions)</b>				
Total Disability Services Commission expenditure	\$434.00	\$486.42	\$541.15	\$54.73
Commonwealth funding	\$75.48	\$77.62	\$94.41	\$16.79
State funding	\$348.91	\$391.90	\$434.38	\$42.48
Funding from other sources	\$11.22	\$11.76	\$12.43	\$0.67



## 2.1.1 Funding sources

### State funding

State funding for operations in 2010–2011 was \$434.38million. Over the past five years, the State Government's funding of disability services has increased by an average of 12.5 per cent per year.

### Commonwealth Government funding

The Commonwealth Government provided \$94.41million under the National Disability Agreement. Over the past five years, Commonwealth funding has also increased by an average 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 support, individual coordination, family and carers support and community access and inclusion. (Refer to Appendix for details of funding to Disability Sector Organisations).

The number of Disability Sector Organisations funded by the Commission in 2010–2011 was 116. 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.

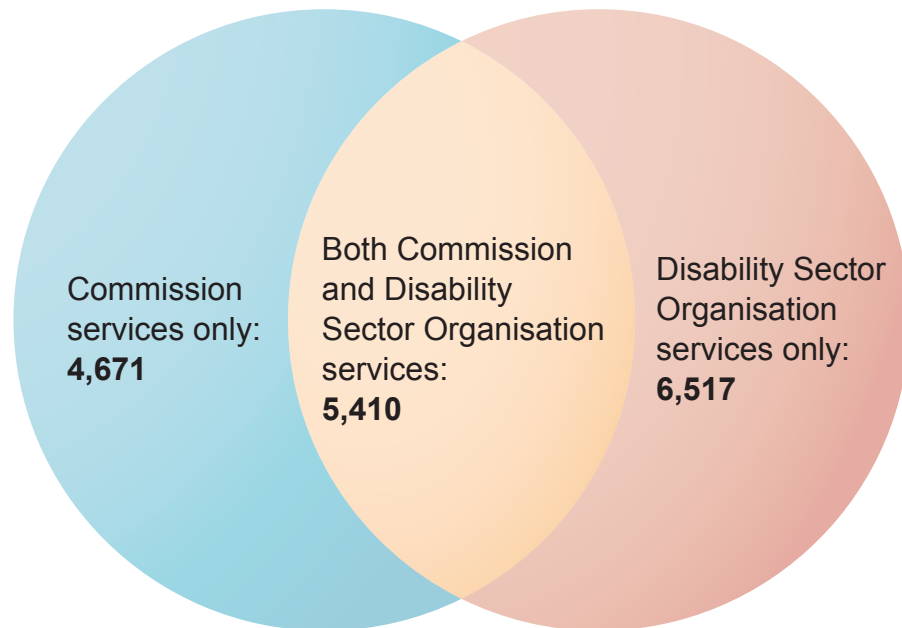
Disability Sector Organisation funding	Number of Agencies in 2009–2010	Number of Agencies in 2010–2011
Funded <\$50,000	10	7
Funded \$50,001–\$1million	56	55
Funded \$1,000,001–\$5million	33	34
Funded >\$5million	15	20
<b>Total</b>	<b>114</b>	<b>116</b>

The number of people who received funded services provided only by the Commission was 4,671. The number of people who received funded services from Disability Sector Organisations was 6,517 and the number of people who received services from both the Commission and Disability Sector Organisations was 5,410 ([See note](#)). There is a large variability in the resources required for services, from high-cost 24-hour care and accommodation to hourly sessions of therapy services. Service user counts do not make a distinction in the intensity of service supplied and represent a simplistic picture of amount of service delivered.

**Note:** 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 five key service areas, which support the achievement of the government goal to enhance the environment and wellbeing of people with disability and their carers by the provision of necessary supports and services. The five service areas are Accommodation Support; Individual Support, Total Individual Coordination, Family and Carers Support and Community Access and Inclusion.



### 2.2.1 Service 1—Accommodation support

Accommodation support services are provided directly by the Commission's Accommodation Services Directorate. Approximately 62 per cent of the budget for this 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...

**3,123 people accessed accommodation.**

**The total cost for Accommodation Services for 2010–2011 was \$327.6million, averaging \$104,914 per person.**



## Three years at a glance

Measure	2008–09	2009–10	2010–11
Total accommodation service users	2,870	3,036	3,123
Hostel	449	365	336
Community Residential	1,346	1,451	1,525
Supported Community Living	1,167	1,353	1,366
Community Living Plan	54	50	43
Average cost per service user	\$74,114	\$97,323	\$104,914
Total cost (\$millions)	\$212.7	\$251.0	\$327.6
Consumer satisfaction	Not measured	85%	82%

Table notes: All figures have been re-calculated since the 2009–2010 annual report as a result of a transition to a new reporting framework for the annual report.

## Growth in accommodation places

Support Strategy	2008–09	2009–10	2010–11
Growth in Accommodation Support Funding options through the Combined Application Process	175	146	227
Additional support through vacancies	11	12	3
Community Living funded options	54	50	43
Total individuals	239	208	273
Individuals receiving changed needs funding	27	29	60
Adjusted total: new individuals	212	179	213

### Case study 1: Group planning supports a good life

Three years ago, a 20-year-old man invited people who were important to him—family, friends, fellow air force cadets and his flight sergeant, people from his church and the owners of the cafe where he worked—to a planning meeting. Like most people his age, he wanted to make a successful transition from school to the workplace and, ultimately, achieve greater independence.

Person-centred planning looks at the individual's goals and aspirations and identifies the support needed to achieve goals rather than setting goals according to what the different services or supports can typically deliver.

Once they started planning, things happened quite quickly and to cut a long story short, the young man celebrated his 20th birthday in his own home and he is now doing a training course with a view to starting his own business. His dream is to travel overseas.

In 2010–2011, a total of 571 people applied for accommodation support through the Combined Applications Process. This included 178 people already receiving accommodation support who sought additional support as a result of their changing needs. Funding was provided to a total of 227 people (40 per cent) and a further three people took up vacancies.

In addition, 43 people were supported under the new Community Living Initiative, making a total of 273 people supported in 2010–2011. This figure included 60 people who needed additional supports as a result of changing needs; therefore 213 individuals were provided with accommodation funding for the first time in 2010–2011.

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

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

## Young people in residential aged care

Support Strategy	2008–09	2009–10	2010–11
Young people moved out of residential aged care to more appropriate accommodation	4	16	24 (See note A)
Young people diverted from residential aged care (See note A)	21	26	5
Young people supported in place for service enhancement in rural/remote areas	19	8	7 (See note B)

Note A: of these, 14 have been funded and options are under development for completion in 2011–2012

Note B: of these, five have been funded and options are under development for completion in 2011–2012

This five-year program commenced in 2006–2007 and concluded in June 2011. Cumulative totals are reported and differences between years do not represent actual growth as individuals may leave the YPRAC program or switch between strategies.

## Case study 2: Young People in Residential Aged Care (YPRAC)

A sister and brother are now enjoying life in their own home in Derby after living in a nursing home for the aged since 2004. It was previously the only accommodation option for the siblings because of a lack of local supported facilities in the town for people with disability their age.

Funding from the Disability Services Commission's YPRAC project enabled the duo to move into their own home.

The project aimed to give young people with disability living in aged care facilities the opportunity to live and participate within their communities. Funding from the project also furnished the residence and provides them with the use of an accessible vehicle. The brother and sister are supported by a community organisation which provides full-time support staff who possess a strong knowledge and awareness of the siblings Aboriginal cultural and family needs.

The pair also receive Alternatives to Employment support to ensure their ongoing involvement within the local community where they can also maintain strong connections with their family and their culture.

## Major achievements 2010–2011

- completed the conceptual design of three high-support hostels
- completed the conceptual design of two dwellings in Caversham
- completed the conceptual design of new emergency accommodation in Bedford
- ongoing expansion of the Community Living Initiative. Forty-three community living plans were approved for individualised options via self-management through Local Area Coordination and via Disability Sector Organisations
- evaluation of outcomes of Community Living Initiatives commenced. The report will be finalised early in 2011–2012
- prequalification process for the Accommodation Support Program resulted in prequalification of seven Disability Sector Organisations.

## Looking forward: objectives for 2011–2012

In 2011–2012, the Commission will:

- increase connections with Disability Sector Organisations for the provision of flexible community living options
- enhance the Community Living Initiative in response to the key findings of the community living evaluation
- progress architectural designs for two new complexes to replace existing high-support hostels
- commence construction of new emergency accommodation in Bedford
- commence construction of two houses in Caversham.

## 2.2.2 Service 2—Individual support

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

### In brief...

**16 655 people used the Individual Support service.**

**The total cost for this financial year was \$135.6million, averaging \$8,143 per person.**

### Key strategies

- People with disability, their families and carers have access to services within the community that assist them in maintaining a good 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.

### Three years at a glance

Measure	2008–09	2009–10	2010–11
Total service users	15,198	16,504	16,655
<b>Total service users by IFS type</b>			
Disability Professional services	6,984	7,292	7,904
Day options	3,888	4,004	4,222
Community Aids and Equipment Program	7,199	8,046	7,618
Average Cost per service user	\$6,958	\$7,162	\$8,143
Total cost (\$ millions)	\$115.15	\$118.20	\$135.60
Consumer satisfaction	Not measured	84%	82%

Table note: Figures for previous years have been recalculated according to a new annual performance reporting framework that commenced in 2010–2011.

The total number of service users increased by one per cent from last year and the average cost per service user increased by 14 per cent.



## Major achievements 2010–2011

- Pre-qualifications were finalised for the Positive Behaviour Service on five Disability Sector Organisations, Community Support Programs on seven Disability Sector Organisations and Alternatives to Employment on one Disability Sector Organisation.
- Through a request for proposal, the Autism Association of WA was selected and will deliver Positive Behaviour Services in collaboration with Statewide Specialist Services.
- A request for proposal was successful in attracting a consortium to construct a workforce development and staff training program in Positive Behaviour. An independent evaluation was also commissioned to be undertaken at the same time.
- Furthered reforms under the National Disability Agreement in the areas of core equipment lists, moving interstate equipment information sheets and processes associated with the prescription of equipment.
- Independence Australia was selected as the preferred tenderer for the subsidy component of the Continence Management and Support Scheme to commence service on 1 July 2011. The Department of Health tendered for the clinical service and Silver Chain was endorsed as the provider. The children's continence product scheme continues to be provided by the Spina Bifida Association.
- A total of \$32,232,185 was allocated across Accommodation Support Funding, Alternatives to Employment and Individual Funding Supports for individualised recurrent funding. Four hundred and fifty-nine people (42 per cent) from 1,088 people who applied for funding were recommended to receive support through these funds.
- The Family Living Initiative was implemented with a total of 51 plans approved.
- A guiding committee began work on stage two of the Positive Behaviour Framework. The committee is drawn from Disability Sector Organisations, family members and staff from the Commission. Several sector-wide initiatives have been implemented including a project to address workforce training and development.

## Looking forward: objectives for 2011–2012

In 2011–2012, the Commission will:

- complete an evaluation on the Team Around the Child model for early childhood intervention
- complete a review on the Commission's Community Living Initiative for adults with disability
- develop a procurement plan for prequalification and tender for a children's continence management and support scheme based on results from a pilot program
- evaluate and act on the recommendations of the Disability Professional Services and Alternatives to Employment (ATE) pilot, and the review of Disability Professional Services and ATE, to provide better support for people using ATE
- tender for the management of the Neurological Conditions Co-ordinated Care program funding following the successful outcome of a four-year trial
- establish a seminar which will highlight technological innovations being developed in Western Australia that are having a positive impact on the lives of people with disabilities
- further integrate the Family and Community Living Initiatives to create seamless support and transition for people with disability, their families and carers
- increase connection with Disability Sector Organisations for the provision of flexible family living options.



## 2.2.3 Service 3—Total individual coordination

### In brief...

9,267 people accessed Local Area Coordination (LAC).

1,325 accessed LAC Direct Consumer Funding.

The Commission expended \$22.8 million or four per cent of its budget on Individual Coordination Service.

### Three years at a glance

Measure	2008–09	2009–10	2010–11
Total service users accessing local area coordination	8,780	8,726	9,267
Average cost per service user accessing local area coordination	\$2,447	\$2,614	\$2,461
Total cost (\$ millions)	\$31.07	\$22.04	\$22.80
Consumer satisfaction	Not measured	73%	72%

The number of people accessing Local Area Coordination (LAC) increased by six per cent while cost per service user decreased by six per cent.

Based on the results of the 2010–2011 Consumer Satisfaction Survey, the level of satisfaction with LAC services appears to have remained stable.

### Major achievements 2010–2011

- A state-wide LAC directorate was established and strategies were implemented to increase consistency and focus on planning.
- An LAC outcomes and quality management framework was implemented across the directorate.
- A training and development project officer was appointed. The training framework was developed based on the key findings from the LAC 100 Conversations consultations.
- Fifty-one Family Living options were approved through LAC.
- Implementation of the People with Exceptional Complex Needs initiative was ongoing.
- Forty-three Community Living plans were developed and implemented via the LAC.

## Looking forward: objectives for 2011–2012

In 2011–2012, the Commission will:

- review the LAC role and ratios and develop a response and business case to reflect the key findings of the review
- trial a local area resource initiative to provide small, responsive, locally applied funding packages as a preventative and developmental strategy
- implement the LAC training and development framework to ensure a quality, consistent state-wide program
- increase focus on planning with individuals and families at key transition points
- trial and evaluate a new LAC Wheatbelt area.

### Case study 3: Community Living

A mother and daughter supported by their Local Area Coordinator (LAC) told of their thoughts, fears and experiences in the lead-up to the daughter moving to her own privately-rented home using a flexible family support package. The mother feared her daughter would not cope with independent living but knew she had to overcome that to find out if indeed her daughter would make it. The father did not support the move.

With LAC supporting the family through this transition, the daughter's dream to live independently has been realised. Her confidence has grown and she now does most of her own cooking, washing and cleaning. She has also learned to use the local bus service and is engaged in making jewellery and other activities.

## 2.2.4 Service 4—Family and carers support

Measure	2008–09	2009–10	2010–11
Total service users	3,946	4,542	4,839
Respite	3,020	3,169	3,291
Family Support	1,816	2,173	2,147
Average cost per service user	n/a	\$10,594	\$11,018
Total cost (\$ millions)	n/a	\$48.11	\$53.31
Consumer satisfaction	Not measured	82%	89%

Table note: Figures from previous years have been recalculated according to a new annual performance reporting framework that commenced in 2010–2011 and comparisons are not directly possible for total cost and average cost per service user for 2008–09.

The number of families and carers who accessed family and carer support increased by seven per cent while cost per service user increased by four per cent. Based on the results of the 2010–2011 consumer satisfaction survey the level of satisfaction with family and carer services has increased by seven percent from the previous year.



## Key strategies

- conduct relevant organisation-wide systemic initiatives that support carers
- work with disability providers, particularly the non-government sector, to enhance the awareness and understanding of issues and concerns facing families and carers of people with disability
- promote leadership of families and carers to enhance their participation in community life
- develop practical strategies to support carers and enable them to engage in planning for their futures.

## Major achievements 2010–2011

- the introduction of the Family Living Initiative in October 2010 provided an action-learning environment to inform policy development, which will be progressed in self-directed service designs
- in conjunction with Carers WA, the ‘Caring Together’ training package was developed for staff working with people with disability to raise their awareness and inform them of their responsibilities under the Carers Recognition Act 2004
- under the Combined Application Process, 53 individuals with primary carers aged 70 or older were supported in at least one funding stream, together with a further three who were living with Aboriginal carers noted as being aged between 45 and 70 years

- implemented the State Government commitment of \$11.75million capital funding to construct five new respite facilities and services in Western Australia. Locations include Broome, Rockingham, Clarkson, York and Gosnells.

## Looking forward: objectives for 2011–2012

In 2011–2012, the Commission will:

- work with people with disability, families and carers to facilitate a planning process, particularly at key transition points in people’s lives. This includes assisting ageing carers to plan for the future
- continue to support more individuals, families and carers through the Community and Family Living Initiatives
- promote and implement the ‘Caring Together’ training package to ensure that field staff recognise carers and their contribution and provide optimum levels of support to them
- implement the Family Support Through Mentoring project as part of the Positive Behaviour Strategy to support and build capacity of families and carers living with a family member whose behaviour is seen as challenging. This network of mutual family support should be a valuable strategy for families in times of stress
- complete a project to investigate the cultural appropriateness of the Positive Behaviour Teams in consultation with families and carers as well as CaLD and Aboriginal specialist agencies. The project outcomes will inform the continuing development of the positive behaviour service within the Commission and the disability sector

- undertake a survey of families and carers of children receiving autism early intervention services from the Early Years Consultancy Team in country Western Australia to inform service improvement initiatives
- actively work to increase the employment rates of Aboriginal people within the Commission to help to ensure that services for people with disability, their families and carers are culturally secure and responsive
- reconnect individuals with families where contact has been lost
- maintain a continuing emphasis on relocation of individuals so they can be closer to their families
- include people who are carers of people with disability in the Count Me In: Ambassadors Program to increase the awareness of the role of carers.

## 2.2.5 Service 5—Community access and inclusion

Community access and inclusion includes community awareness and education about disability and the provision of support to state and local governments to ensure people with disability can access facilities, services and supports and are included in their community.

### Key strategies

- develop an engagement framework that supports state and local government public authorities to translate their Disability Access and Inclusion Plans (DAIPs) into action
- continue to investigate ways in which the Commission could engage, influence and educate the building sector about universal design
- develop and evaluate the role of Ambassadors in promoting the priorities and messages of community inclusion in Count Me In
- promote and support the on-going development of the disability services sector.

### Major achievements 2010–2011

- The first individual to complete an Award Scheme Development and Accreditation Network (ASDAN) was awarded his certificate this year. There are currently five providers who have already qualified and have been offering support to individuals who access their programs.

- A housing industry working group was established to collaborate on resources for the private building sector about universal design.
- The inaugural Disability Awareness Week was held.
- Alignment of Commission scholarships and awards with the priority areas of Count Me In.
- Collaboration with local government on ideas to implement Count Me In priority actions in communities across WA.
- Contributed to a pedestrian access guide with other government partners.
- Delivered Accessible Community grants to 44 local government and community organisations for community infrastructure projects to improve opportunities for participation.

## Looking forward: objectives for 2011–2012

In 2011–2012, the Commission will:

- again offer ASDAN registration to interested Alternatives to Employment providers. The module 'Workright' will also be offered so that providers can support individuals to develop their capacity for employment
- develop an employment transition pilot to facilitate and improve individuals' access to open employment
- identify the synergies between the DAIP outcome areas and the long-term strategies of Count Me In: Disability Future Directions
- develop a guide to assist public authorities to identify opportunities that help to advance the objectives of Count Me In through the DAIP process
- facilitate information sharing to extend the projects and initiatives of public authorities throughout the state, under the six outcome areas, to enable the increased participation and inclusion of people with disability
- provide opportunities for Count Me In Ambassadors to network and share their interests and experiences
- during 2011 eighteen local governments implemented You're Welcome with funding support from the Commission. The website [www.accesswa.com.au](http://www.accesswa.com.au) now houses more than 2,900 detailed reports on facilities throughout WA
- work with key disability and arts stakeholders to develop a public arts project that promotes Count Me In and the concept of inclusion
- host Disability Awareness Week 2011 including a short film competition about the transition to high school and an employment seminar
- launch and disseminate the Count Me In pocket book as a tool to assist ambassadors and other stakeholders to promote the messages from Count Me In
- launch and distribute a series of resources based on universal design for planners, builders, architects and people with disability
- develop a detailed state-wide demand and supply template, based on quantitative and qualitative data, and validated by local knowledge, to support planning, partnership and sector development.

## 2.3 Quality of services

### 2.3.1 Quality Management Framework

The Commission's quality management system, the Quality Management Framework, has been operational since May 2010.

The purpose of the Framework is to enable the Commission to measure the quality of disability services in Western Australia against outcomes and to ensure continued compliance by funded and provided Disability Sector Organisations with the Disability Services Standards. Assessment of the quality of disability services in WA is useful to the Commission as it lends support to decisions about continued funding and expansion of services. Information about service quality is also useful to existing and potential service users to help them decide their preferred services.

Each of the seven different types of services funded by the Commission has its own set of outcomes. Outcomes assist people with disability, their families and carers to identify what to expect from a service. Outcomes are what services are expected to achieve for the benefit of the individual using their service. The outcomes are aspirational and organisations are expected to progressively improve their services to support individuals, families and carers to achieve better outcomes.

The Commission applies a number of tools to measure the quality of a service against the outcomes and compliance of the service with the Disability Services Standards.

### Major achievements 2010–2011

- developed and implemented quarterly group training and one-to-one external mentoring opportunities for independent evaluators and team leaders
- recruited four more independent evaluators in October 2010, making a total of 20 independent evaluators and team leaders on the panel contract. Seven of the evaluators are either a person with disability or a family member caring for a person with disability
- conducted 61 Quality Evaluation assignments across 50 Disability Sector Organisations in 2010–2011
- implemented and completed online self-assessment across seven program areas for services delivered in 2009–2010
- implemented improvements in relation to the Quality Evaluation and self-assessment processes based on feedback from the sector and evaluators
- facilitated Quality Management Framework Reference Group and sector workshops for advice on improving the Quality Management Framework
- facilitated training for consumer and carer representatives on the Quality Management Framework Reference Group
- presented information on the Framework to the sector at Disability Sector Organisations forums
- participated in the National Quality Framework Working Group to progress the National Quality Framework. This includes collation of sector feedback on the National Standards for Disability Services.



## 2.3.2 Complaints handling

The Commission is committed to responding positively to complaints received about disability services and endeavours to resolve them to the satisfaction of all parties.

Disability Services Standard Seven specifies that people with disability, their families and carers are free to raise and have resolved any complaints or disputes they may have regarding a service provider or a service. Carers may also lodge complaints in their own right under the Carers Recognition Act 2004.

The Commission has a Consumer Complaints Management Policy and Procedure for responding to complaints. Complaints about disability services can be lodged on-line, by telephone, by letter or in person. The Consumer Liaison Service consists of the Consumer Liaison Officer and a network of Local Consumer Liaison Officers.

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

In 2010 the Commission received the Western Australian Ombudsman's Award for Complaint Handling at the annual Lonnie Awards for Government annual reporting.

Complaints regarding Disability Sector Organisations are handled by the individual organisations or by the Health and Disability Services Complaints Office. Information about complaints to the Health and Disability Services Complaints

Office are detailed below under the heading 'External Review of Complaints – Health and Disability Services Complaints Office.'

The following data relates to formal complaints made about Commission-provided services.

### Complaints lodged with the Disability Services Commission July 2010–June 2011

- Fifty-seven new complaints were lodged about services the Commission provided to people with disability, an increase of eight complaints (16 per cent) from the previous year.
- Six complaints were carried over from the previous year, making a total of 63 complaints for investigation.
- Fifty-one complaints were closed and 12 cases were outstanding at 30 June 2011.
- Sixty-three per cent of complainants were satisfied with the handling of their complaint (down from 72 per cent last year), 16 per cent were not satisfied and the remainder did not provide a satisfaction rating.
- Fifty-nine per cent of complainants were satisfied with the outcome of their complaint (up from 55 per cent last year), 20 per cent were not satisfied and the remainder did not provide a rating.
- The Consumer Liaison Officer responded to 621 enquiries about disability services and complaints processes.
- Forty-seven per cent of formal complaints were resolved and closed within 15 working days.

- The main areas of concern reported by complainants related to quality of service, communication, service eligibility and funding policy, which was similar to the previous year.
- The types of services most frequently the subject of complaints to the Commission were Local Area Coordination (38 complaints or 67 per cent) and Statewide Specialist Services, including eligibility for services, (17 complaints or 30 per cent). Note: nine of the new complaints related to more than one service area of the Commission but each person's complaint is counted only once.
- Seventeen and a half per cent of new complaints related to compliance with the Carers Charter.

## Comment

Formal complaints and general enquiries have continued to increase in number and this may have impacted slightly on the time taken to close some complaints. 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.

## Five years at a glance

Measure	2006–2007	2007–2008	2008–2009	2009–2010	2010–2011
Enquiries to the Consumer Liaison Officer	464	466	461	515	621
Complaints made to the Consumer Liaison Officer Service	36	33	39	49	57
Number of complaints closed (See note A)	37	34	36	47	51
Number of Complaints per 1000 users of Commission provided services	4.05	3.56	4.07	5.11	5.65
Satisfaction with Complaints Handling (See note B)	81%	68%	80%	72%	63%
Satisfaction with Complaint outcome (See note B)	57%	53%	64%	55%	59%

Note A: The number of complaints closed does not equal the number of new complaints due to some complaints being carried across years.

Note B: It is not always possible to obtain a satisfaction rating from complainants. In the last three years the number of unknown satisfaction outcomes has averaged twenty per cent.

## 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:

- information on the Commission's web page and an on-line complaint facility
- annual staff briefings and training for line managers who receive complaints
- information for Disability Sector Organisations
- an article published in the staff 'Cheers' newsletter, the Commission's DisAbility Update magazine and Local Area Coordination newsletters
- distribution of Consumer Liaison Service brochures to new and existing consumers and staff.

In the past year, the number of complaints received on-line has increased.

The Consumer Liaison Service promotes a contemporary complaints management process that is receptive, responsive and accessible to people with disability and their carers from all cultural and linguistic backgrounds.

## External review of complaints – Health and Disability Services Complaints Office

On 30 November 2010, the Office of Health Review changed its name to the Health and Disability Services Complaints Office (HaDSCO). The office operates under the Health and Disability Services (Complaints) Act 1995 and part 6 of the Disability Services Act 1993.

Thirty-five new complaints were lodged with the HaDSCO in the 2010–2011 financial year, with 10 complaints being carried forward from previous financial years.

Of the new complaints and enquiries received by the HaDSCO:

- fifteen related to services provided by the Disability Services Commission
- twenty-three related to Disability Sector Organisations funded by the Commission
- four complaints related to other service providers
- three complaints related to unspecified providers.

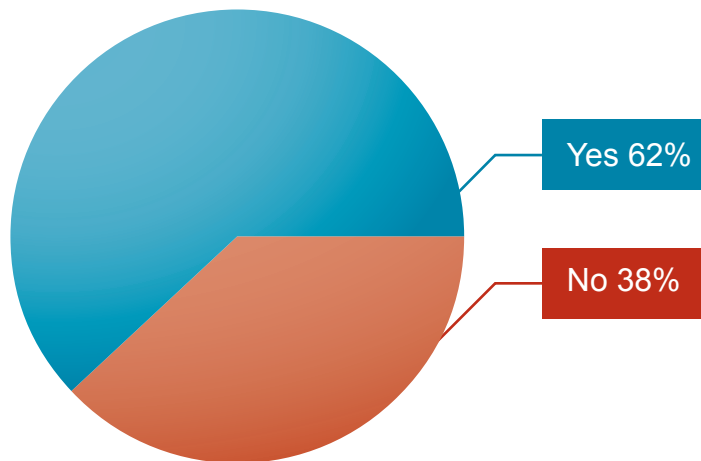
Thirty-three complaints were closed by the HaDSCO at 30 June 2011. Of the closed complaints:

- fourteen did not comply with the Act
- seven were recorded as enquiries only
- two complaints were withdrawn and two were suspended
- one complaint was investigated
- seven complaints were conciliated, with agreement or partial agreement reached in five cases.

In 2011, the consumer satisfaction survey moved to an annual rather than a biennial process. A total of 548 carers were asked a series of questions related to complaints, the results of which are presented below.

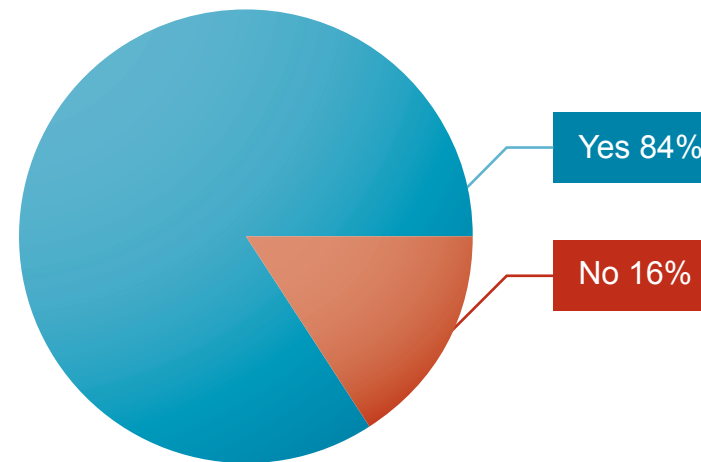
### Provision of information on complaints

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

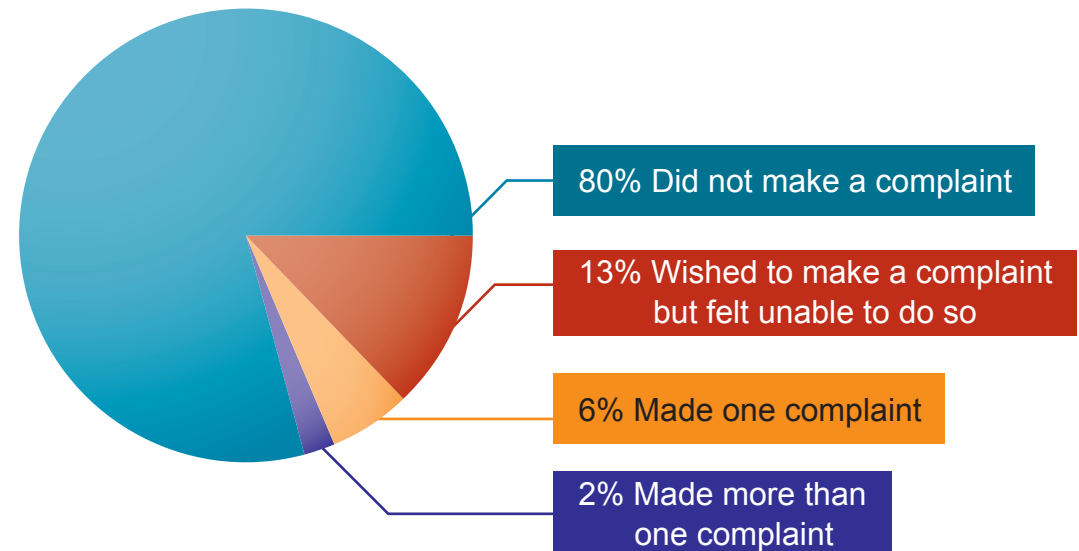


### Awareness of the right to complain

Awareness of right to make a complaint about impacts on caring role.



### Complaints made



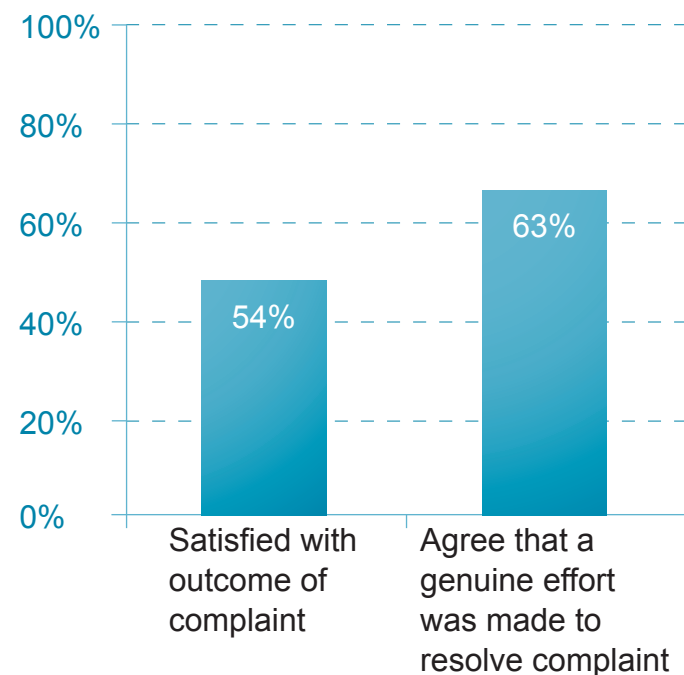


- In the past 12 months the majority of carers reported that they had been informed about how to make a complaint if they wished to.
- Sixteen per cent of carers reported that they did not know they had a right to complain about a service that was impacting on their role as a carer.
- Eight per cent of carers had made at least one complaint about a service.
- Another 13 per cent reported that they had a cause to complain but felt unable to do so (see last page).
- Of the 38 people who did make a complaint, 24 (63 per cent) agreed that a genuine effort had been made to find a solution.
- Twenty (54 per cent) were happy with the outcome of their complaint (see next diagram).

These results are similar to those in the previous year.

Generally these results show that there is satisfaction with the way that the Commission and Disability Sector Organisations responds to complaints. However effort still needs to be made to increase awareness and address factors that may lead carers to withhold complaints.

## Attitudes toward complaints handling and outcome



## 2.4 Implementing the Carers Charter

Throughout 2010–2011, the Commission continued to strengthen its support for carers and families of people with disability. Highlights of some key initiatives are provided below.

- The Commission's reference group continues to oversee implementation of its responsibilities under the Carers Recognition Act 2004. It meets regularly and membership includes representatives from each directorate and external carer representation.
- Under the reference group's leadership a training resource to increase staff knowledge and understanding of the Carers Recognition Act 2004 was developed. Funded by the Commission, the project was undertaken by Carers WA. The resource, entitled 'Caring Together', comprises a handbook, a supervisors' guide and a DVD. The resources were distributed in June. Carers WA has run several training sessions for Disability Sector Organisations using the 'Caring Together' resources.
- In line with national objectives, the Commission is committed to ensuring that ageing carers are well supported. Under the Combined Application Process, 53 individuals with primary carers aged 70 or older were supported in at least one funding stream in 2010–2011, together with a further three who were living with Aboriginal carers, noted as being aged, between 45 and 70 years.
- In 2010–2011 the Commission commenced a three-year program offering 24 sponsorships a year to young people with disability who were aged between 14 and 25 years to participate in a Leeuwin Ocean Adventure Foundation Youth Explorer Voyage. During the year, the Commission broadened the criteria so that young carers of a person with disability can participate in the program, either individually or with the person they support.
- Ongoing assistance to families and carers occurs state-wide within both the Commission's provided services and those of funded Disability Sector Organisations. Carers are:
  - provided with information, support and advocacy
  - consulted widely on a large range of disability initiatives
  - encouraged to sit on advisory committees and participate in service management and development
  - participate in future planning for their family members
  - assisted with respite opportunities, carers' camps, training, talks and social events
  - encouraged to take on leadership roles within their local communities.
- Information to families and carers about resources, services, consultations and events were provided through direct mail-outs and contact, in newsletters, on websites and using interactive media. For example, information on the website included consultations in August at Narrogin, Northam and Merredin for new respite houses, consultations for the review of the National Disability Services Standards, Carers Week activities (17–23 October), the new Family Living Initiative, National Carer Consultations in December and tactile tours of the Sculpture by the Sea exhibition in March.

- The Commission participated in national initiatives to support carers, including ongoing work through the Disability Policy Research Working Group. The Commission is a member of the working group that was formed to develop a National Carer Strategy to advance responsiveness to carer concerns within Australian Government disability, health and mental health services.
- As a reporting organisation under the Carers Recognition Act 2004, the Commission submits annual reports to the Carers Advisory Council. The fifth report, covering the period 2009–2010, was submitted by the due date. The Commission was assessed as being well developed in each of the four reporting categories, namely: staff awareness, policy and planning, service delivery and complaints procedures.
- As part of the Consumer Satisfaction Services survey in 2011, 548 carers were asked a series of questions related to the Carers Charter to provide evidence of the effectiveness of services provided or funded by the Commission in supporting carers.

## Case study 4: School Holiday Program—funding support

A joint initiative between Directions Family Support Association, the City of Cockburn and the Cockburn/Kwinana Local Area Coordination team assist school-age children with disability, young carers and siblings, and their families to access flexible and innovative school holiday opportunities.

The three-year Commission funded program has a budget of \$30,000 and has already supported 78 people from 33 families. It provided limited amounts of funds for social activities including contributions towards movie tickets, zoo admissions, Rottnest Island trips and passes to the local Adventure World theme park.

A parent of 13 year old twins, one of whom has a disability and the other who is a young carer told the Commission the flexibility of the approach has enabled her son to receive an Adventure World pass in recognition for his care and support of his brother.

The mother spoke of her appreciation of the program and of the positive effect that something so small could have on the family as a whole. Her son now has a better focus on life and a renewed attitude towards his caring role.

## Agreement of carers with questions related to the Carers Charter

In 2011, the consumer satisfaction survey moved to an annual rather than a biennial process. A total of 661 carers were asked a series of questions related to the Carer's Charter to provide evidence of the effectiveness of the Commission in supporting carers.

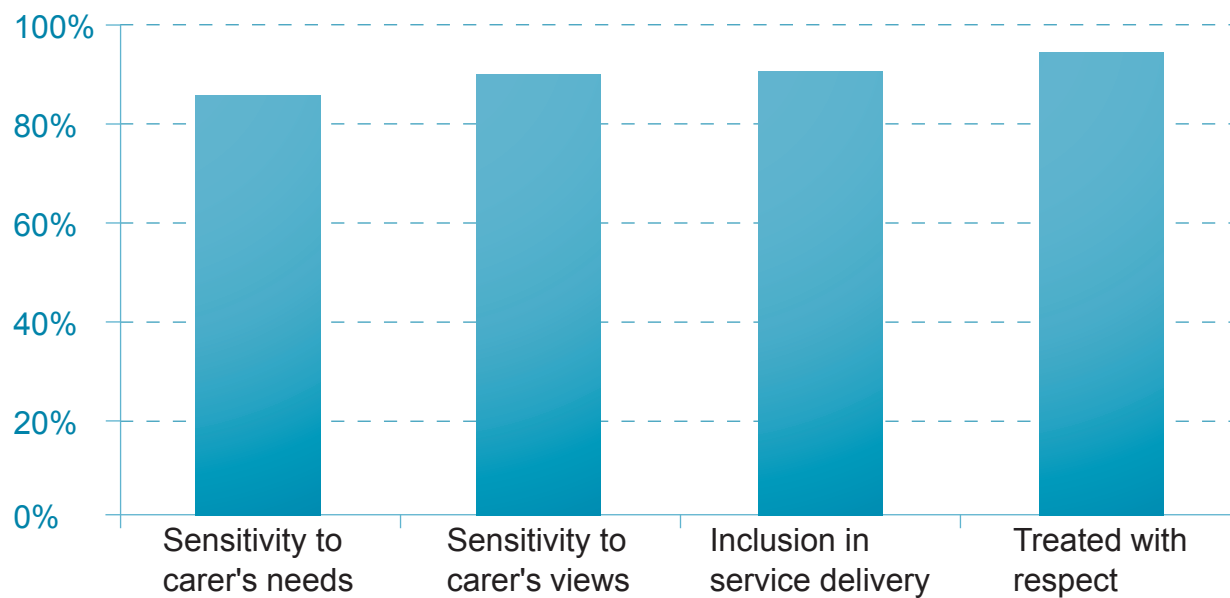
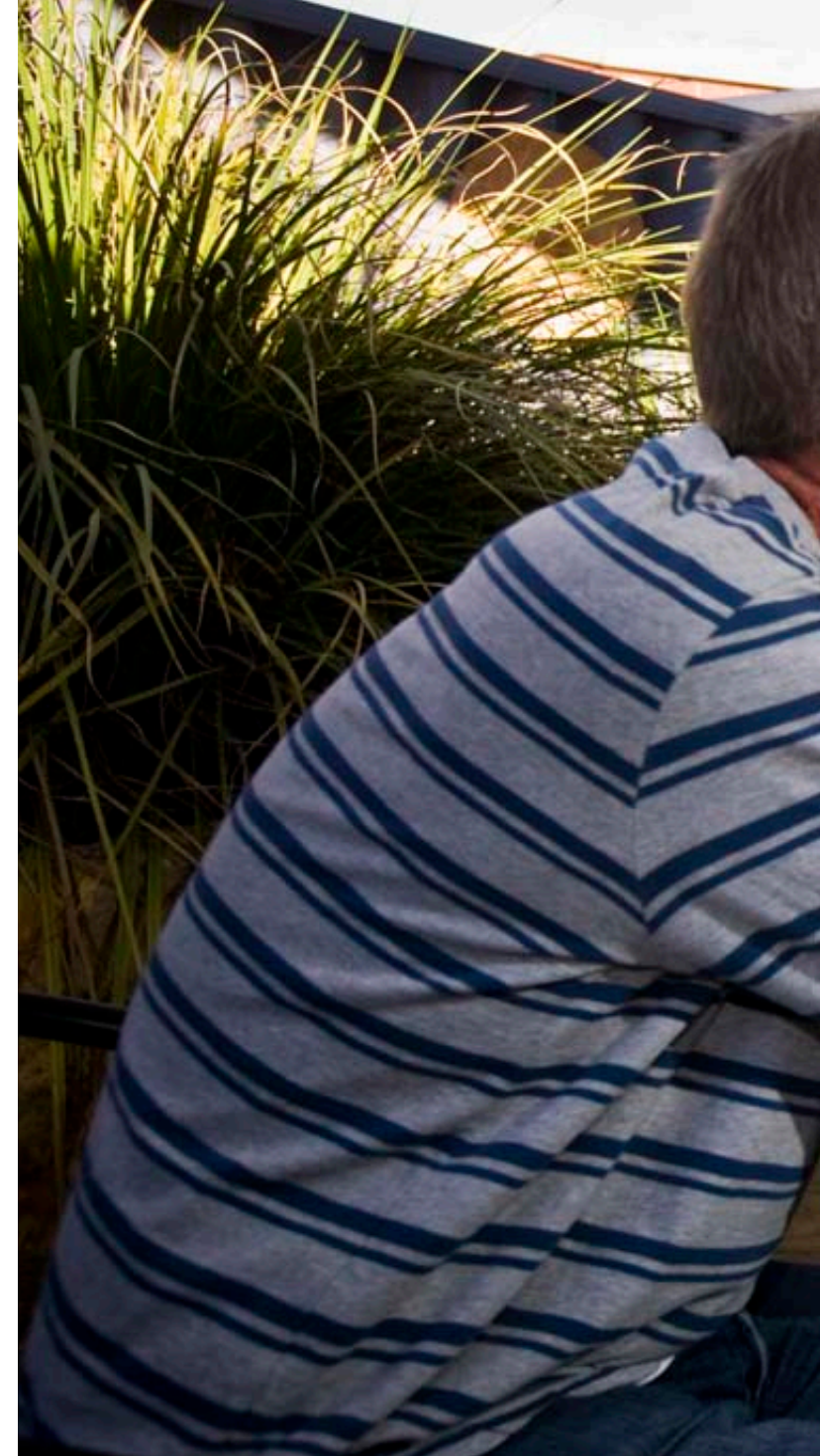


Figure note: The figure shows the majority of carers surveyed in 2011 reported that they were treated very well by the service providers with whom they came into contact. Nearly all respondents (94 per cent) reported being treated with respect. There was also high agreement that the needs of carers are being considered, they are being included in service delivery and there is sensitivity to the carer's views.







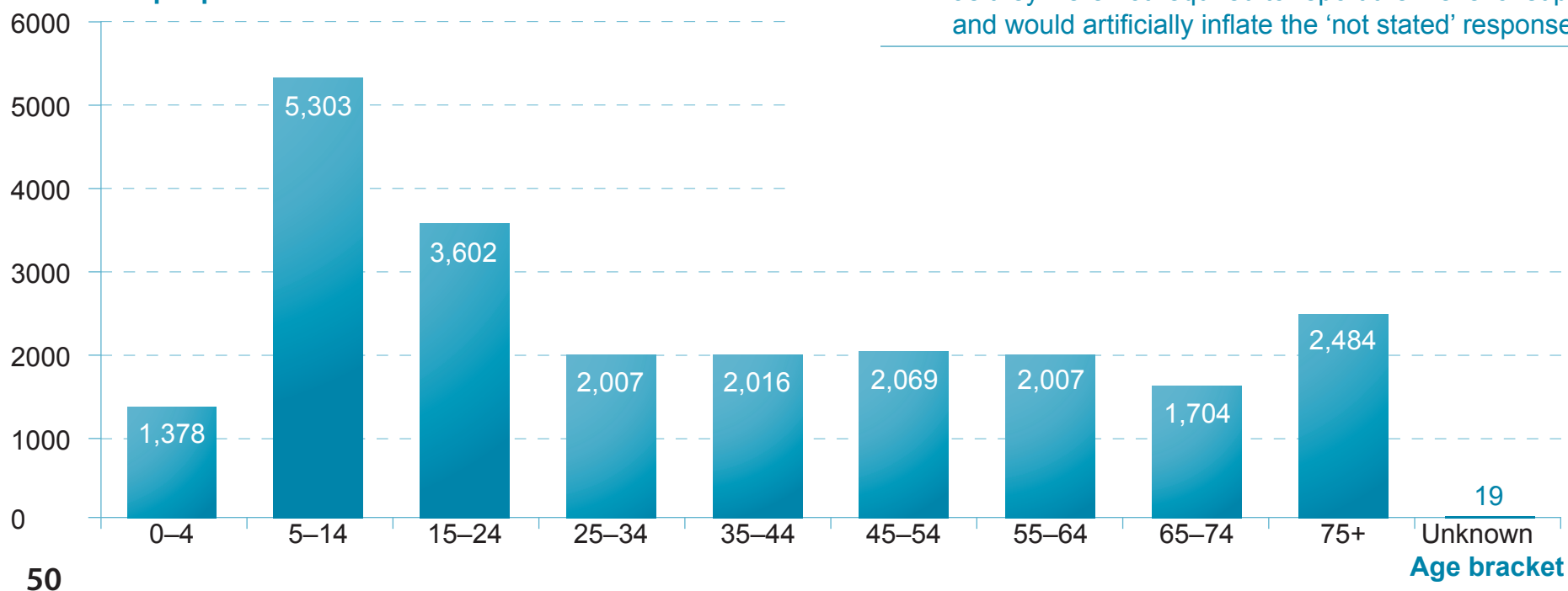
## 2.5 Profile of Commission service users

The following is a summary of the descriptive data of the Commission's service users in 2010–2011, 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 is in the five to fourteen year age group.

#### Number of people



### Gender

During 2010–2011, there were 12,523 (56 per cent) male service users compared with 9,651 (44 per cent) female service users.

### Support needed

The majority of the Commission's service users required support to manage and cope with daily activities.

Approximately 78 per cent of service users require support with self-care, 71 per cent required support with communication and 48 per cent required support with mobility ([See note](#)).

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**Note:** 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.

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## Disability profile

The most commonly reported disability was intellectual (49 per cent), followed by autism (20 per cent) and physical (11 per cent). Refer the table below.

	Service users primary disability	
	number	per cent
Intellectual	8122	49%
Autism	3384	20%
Physical	1877	11%
Psychiatric	31	0.2%
Neurological	778	5%
Sensory	881	5%
Acquired Brain Injury	1044	6%
Other	171	2%
Not stated	176	1%
<b>Total</b>	<b>16, 464</b>	<b>-</b>

Table note: Due to large amounts of missing data for Community Aids and Equipment Program users, the totals for these users are not included

## Informal care

In 2010–2011, just over 80 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 2010–2011, ACDC collected information from 943 individual service outlets which provided 49,807 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 six of the Disability Sector Organisations required to submit data, have submitted data and signed off. Of the six remaining agencies, five completed their data entry but did not sign-off the data.



## 3.0 Significant issues







The Commission plays a leading role in improving service provision for West Australians with disability, their families and carers. Significant issues and developments that are happening in the national and state contexts are noted below. These impact the disability sector and will inform the work of the Commission.

### Count Me In

The 15 year strategy Count Me In: Disability Future Directions continues to be a key driver for Commission activities and underpins the vast majority of work being undertaken by the Commission. There is a major focus on community responses and the role of multi-agency strategies.

### Housing

Availability, affordability and accessibility remain the biggest barriers to housing for people with disability. It is a priority area for the Commission which has worked closely with Disability Sector Organisations, the Department of Housing and builders to identify ways to better meet the needs of people with disability. Living independently or in supported accommodation in the community provides many positive outcomes for individuals as well as their families and carers. More information about housing is included in the achievements section of this report.

### Health and wellbeing

Health and wellbeing is an important issue for people with disability just like everyone else in the community. More needs to be done to ensure that a healthy lifestyle is given a higher priority as a preventative measure to support wellbeing. Collaborative ventures in this area will also provide more opportunities for community participation and inclusion.

### Ageing population and ageing carers

The ageing of the population represents a significant challenge for the disability sector. People with disability and their families, carers and supporters are all ageing. This will affect the nature of services and supports and the way they are delivered. There will be increasing demand for direct care staff and support workers across government and within the sector.

### Employment

People with disability continue to face barriers to employment including lack of opportunity, lack of employer support beyond the sector and enduring discrimination. The strength of the Western Australian economy means there is an opportunity to take sustainable steps towards addressing this imbalance and providing open employment for people with disability.

## Self-directed services

The Commission has continued to play one of the lead roles in the partnership forums established by the State Government to increase collaboration across government departments working in human services and to identify opportunities for partnerships with the community sector and other agencies in service delivery. Several Chief Executive Officers from Disability Sector Organisations are also participating in the forums.

They were formed in response to the 2009 Economic Audit Committee Report 'Putting People First', and are the engine room for change across the human services sector. This includes reducing administration and bureaucracy and building authentic collaborative partnerships with sector organisations and other community services agencies.

## Justice

High media interest in the case of a man with an intellectual disability in prison highlighted the need for a different custodial solution for people with intellectual disability facing criminal charges who are not fit to plead. A jail sentence or release to the community are the only two current options available to the judiciary. "Declared Place" capacity has the potential to provide an appropriate secure facility to ensure both the safety of the community and the rights of an individual to disability services and supports as necessary.

## Productivity Commission Report Disability Care and Support

In February, the Productivity Commission delivered its draft report on a long term care and support scheme for people with disability. The State Government welcomed the report as an opportunity to discuss what is in the best interests of people with disability and Western Australian communities. There are many strong benefits associated with services and supports in WA that the government would be keen to see considered in the context of an overall solution. Due for release by the Australian Government in August 2011, the final report outcomes and response from the Australian Government will have far-reaching outcomes for individuals and families.

## National Disability Strategy

The Commission continues to provide leadership in WA regarding the implementation of the National Disability Strategy and providing information and advice to the Board and the Minister's office.

## Access to Premises Standards

The national Disability (Access to Premises-Building) Standards 2010 came into effect in 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.



## 4.0 Disclosures and legal compliance

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## 4.1 Financial statements

### **Certification of Financial Statements for the year ended 30 June 2011.**

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 2011 and the financial position as at 30 June 2011.

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**



**Shayne Silcox**  
**Deputy Chairperson**  
**Disability Services Commission Board**



**Gary Meyers**  
**Chief Finance Officer**

25 July 2011

## Statement of Comprehensive Income

for the year ended 30 June 2011

	Notes	2011 \$'000	2010 \$'000
<b>Cost of Services:</b>			
<b>Expenses</b>			
Employee benefits expenses	5	139,079	132,231
Supplies and services	6	23,904	23,282
Depreciation and amortisation expense	7	4,694	4,172
Accommodation expenses	8	9,518	8,568
Expenditure on services provided by funded agencies		348,173	302,901
Individual funding & other grants		12,454	11,996
Loss on disposal of non-current assets	13	365	395
Other expenses	9	2,959	2,873
<b>Total Cost of Services</b>		<b>541,146</b>	<b>486,418</b>
<b>Income:</b>			
<b>Revenue</b>			
User charges and fees	10	7,791	7,494
Commonwealth grants and contributions	11	94,408	77,618
Other revenues	12	4,639	4,265
<b>Total Revenue</b>		<b>106,838</b>	<b>89,377</b>
<b>Total income other than income from State Government</b>		<b>106,838</b>	<b>89,377</b>
<b>Net cost of services</b>		<b>434,308</b>	<b>397,041</b>

**Statement of Comprehensive Income**  
for the year ended 30 June 2011 (continued)

	Notes	2011 \$'000	2010 \$'000
<b>Income from State Government</b>	14		
Service appropriation		433,245	390,676
Resources received free of charge		1,052	1,226
Royalties for regions		83	-
<b>Total income from State Government</b>		<b>434,380</b>	<b>391,902</b>
<b>Surplus/(deficit) for the period</b>		<b>72</b>	<b>(5,139)</b>
<b>Other comprehensive income</b>			
Changes in asset revaluation surplus	23	(1,128)	(3,817)
Gains/(Losses) recognised directly in equity		-	-
<b>Total other comprehensive income</b>		<b>(1,128)</b>	<b>(3,817)</b>
<b>Total comprehensive income for the period</b>		<b>(1,056)</b>	<b>(8,956)</b>

Table note: Refer also to note 34 'Schedule of Income and Expenses by Service'. The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.



## Statement of Financial Position

as at 30 June 2011

	Notes	2011 \$'000	2010 \$'000
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	24	663	2,327
Restricted cash and cash equivalents	15,24	1,790	1,692
Receivables	16	4,907	3,650
Amounts receivable for services	17	792	1,504
<b>Total Current Assets</b>		<b>8,152</b>	<b>9,173</b>
<b>Non-Current assets</b>			
Restricted cash and cash equivalents	15,24	3,900	3,900
Amounts receivable for services	17	22,557	17,728
Property, plant and equipment	18	55,632	56,883
Intangible assets	19	3,133	3,230
<b>Total Non-Current Assets</b>		<b>85,222</b>	<b>81,741</b>
<b>Total Assets</b>		<b>93,374</b>	<b>90,914</b>

## Statement of Financial Position

as at 30 June 2011 (continued)

	Notes	2011 \$'000	2010 \$'000
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables	21	4,254	2,649
Provisions	22	27,493	23,565
<b>Total Current Liabilities</b>		<b>31,747</b>	<b>26,214</b>
<b>Non-Current Liabilities</b>			
Provisions	22	5,603	8,585
<b>Total Non-Current Liabilities</b>		<b>5,603</b>	<b>8,585</b>
<b>Total Liabilities</b>		<b>37,350</b>	<b>34,799</b>
<b>Net assets</b>		<b>56,024</b>	<b>56,115</b>
<b>Equity</b>	<b>23</b>		
Contributed equity		17,808	16,843
Reserves		57,467	58,595
Accumulated surplus/(deficit)		(19,251)	(19,323)
<b>Total Equity</b>		<b>56,024</b>	<b>56,115</b>

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

## Statement of Changes in Equity

for the year ended 30 June 2011

	Notes	Contributed equity \$'000	Reserves \$'000	Accumulated surplus/(deficit) \$'000	Total equity \$'000
<b>Balance at 1 July 2009</b>	<b>23</b>	<b>16,380</b>	<b>62,412</b>	<b>(14,184)</b>	<b>64,608</b>
Total comprehensive income for the year		-	(3,817)	(5,139)	(8,956)
Transactions with owners in their capacity as owners:					
Capital appropriations		463	-	-	463
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>
<b>Balance at 1 July 2010</b>		<b>16,843</b>	<b>58,595</b>	<b>(19,323)</b>	<b>56,115</b>
Total comprehensive income for the year		-	(1,128)	72	(1,056)
Transactions with owners in their capacity as owners:					
Capital appropriations		965	-	-	965
Total		965	(1,128)	72	(91)
<b>Balance at 30 June 2011</b>		<b>17,808</b>	<b>57,467</b>	<b>(19,251)</b>	<b>56,024</b>

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

**Statement of Cash Flows**  
for the year ended 30 June 2011

	Notes	2011 Inflows (Outflows) \$'000	2010 Inflows (Outflows) \$'000
<b>Cash flows from state government</b>			
Service appropriation		427,624	385,709
Capital contributions		965	463
Holding account drawdowns		1,504	1,745
Royalties for regions		83	-
Net cash provided by State Government		430,176	387,917
<b>Utilised as follows:</b>			
<b>Cash flows from operating activities</b>			
<b>Payments</b>			
Employee benefits		(136,908)	(130,745)
Payments for services provided by funded agencies		(348,173)	(302,901)
Individual funding & other grants		(12,454)	(11,996)
Supplies and services		(35,641)	(33,812)
GST payments on purchases		(37,340)	(31,150)
GST payments to taxation authority		(357)	(159)
<b>Receipts</b>			
Commonwealth grants and contributions		94,408	77,618
User charges and fees		7,787	7,500
GST receipts on sales		400	136
GST receipts from taxation authority		37,412	30,775
Other receipts		3,963	4,884
<b>Net cash provided by/(used in) operating activities</b>	<b>24</b>	<b>(426,903)</b>	<b>(389,850)</b>



## Statement of Cash Flows

for the year ended 30 June 2011 (continued)

	Notes	2011 Inflows (Outflows) \$'000	2010 Inflows (Outflows) \$'000
<b>Cash flows from investing activities</b>			
<b>Payments</b>			
Purchase of non-current physical assets		(4,839)	(6,881)
<b>Receipts</b>			
Proceeds from sale of non-current physical assets		-	-
<b>Net cash provided by/(used in) investing activities</b>		<b>(4,839)</b>	<b>(6,881)</b>
Net increase/(decrease) in cash and cash equivalents		(1,566)	(8,814)
Cash and cash equivalents at the beginning of period		7,919	16,733
Cash and cash equivalents at the end of period	24	6,353	7,919

Table note: 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 2011

## Note 1. Australian Accounting Standards

### General

The Commission's financial statements for the year ended 30 June 2011 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

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

### Early adoption of standards

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. 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 2011.

## 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 Australian Accounting Standards Board as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

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

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 (\$'000).

### 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 recognised and measured at the fair value of consideration received or receivable. The following specific criteria must also be met before revenue is recognised for the major business activities as follows:

#### Sale of goods

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

#### 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 fair value in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

#### Grants, donations and other non-reciprocal contributions

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

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

### Gains

Realised and unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

## f) Property, plant and equipment and infrastructure

### Capitalisation/expensing of assets

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

### Initial recognition and measurement

Property, plant and equipment and infrastructure are initially recognised at cost.

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

### Subsequent measurements

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

Where market-based evidence is available, the fair value of land and buildings is determined on the basis of current market 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.

In the absence of market-based evidence, 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 determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.



Land and buildings are independently valued annually 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 in 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 18 'Property, plant and equipment'.

#### Depreciation

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

Land is not depreciated.

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

Buildings	40 years
Computing, office and other equipment	5 years
Medical equipment	10 years
Plant and equipment	10 years
Leasehold improvements	3 to 10 years

#### g) Intangible assets

##### Capitalisation/expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$5,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful 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) which is reviewed annually on the straight line basis. All intangible assets controlled by the Commission have a finite useful life and zero residual value.

The expected useful lives for each class of intangible asset are:

Software (Software that is not integral to the operations of any related hardware.)	5 years
Web site costs	5 years

#### Computer software

Software that is an integral part of the related hardware is recognised as property, plant and equipment. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

#### 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 properties.

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 21 '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 income from the State Government partly in cash and partly as an asset (holding account receivable). The accrued amount appropriated is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

#### **n) Receivables**

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

#### **o) Payables**

Payables are recognised when the Commission becomes obliged to make future payments as a result of a purchase of assets or services at 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.

#### **Provisions – employee benefits**

All annual leave and long service leave provisions are in respect of employees' services up to the end of the reporting period.

- **Annual leave**

The liability for annual 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 liability is settled.

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

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of



service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

The provision for annual leave is classified as a current liability as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

- **Long service leave**

The liability for 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 liability is settled.

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

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

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. Conditional long service leave provisions are classified as non-current liabilities because the Commission has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

- **Superannuation**

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

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

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

The Commission has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits

attributable to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Commission to the GESB. The 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.

#### 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).

#### **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 at fair value. Where the resource received represents a service that the Commission would otherwise pay for, a corresponding expense is recognised. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

#### **s) Comparative figures**

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

### Note 3. Key sources of estimation uncertainty

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

#### Long Service Leave

Several estimations and assumptions used in calculating the Commission's long service leave provision include expected future salary rates, discount rates, employee retention rates and expected future payments. Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

### Note 4. Disclosure of changes in accounting policy and estimates

#### 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 that may impact the Commission. Where applicable, the Commission plans to apply these Australian Accounting Standards from their application date in the following table.

Title		Operative for reporting periods beginning on/after
AASB 2009-11	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 Interpretations 10 & 12].	1 January 2013
	The amendment to AASB 7 Financial Instruments: Disclosures 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.	

## Future impact of Australian Accounting Standards not yet operative (continued)

Title		Operative for reporting periods beginning on/after
<b>AASB 2009-12</b>	<p>Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 &amp; 1031 and Interpretations 2, 4, 16, 1039 &amp; 1052]</p> <p>This Standard introduces a number of terminology changes. There is no financial impact resulting from the application of this revised Standard.</p>	1 January 2011
<b>AASB 1053</b>	<p>Application of Tiers of Australian Accounting Standards</p> <p>This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements.</p> <p>The Standard does not have any financial impact on the Commission. However it may affect disclosures in the financial statements of the Commission if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.</p>	1 July 2013
<b>AASB 2010-2</b>	<p>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements</p> <p>This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities.</p> <p>The Standard is not expected to have any financial impact on the Commission. However this Standard may reduce some note disclosures in the financial statements of the Commission. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2013



Title		Operative for reporting periods beginning on/after
<b>AASB 2011-2</b>	<p>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 &amp; 1054]</p> <p>This Amending Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 Jul 2011
<b>AASB 2010-5</b>	<p>Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 &amp; 1038 and Interpretations 112, 115, 127, 132 &amp; 1042] (October 2010)</p> <p>This Standard introduces a number of terminology changes as well as minor presentation changes to the Notes to the Financial Statements. There is no financial impact resulting from the application of this revised Standard.</p>	1 Jan 2011
<b>AASB 2010-6</b>	<p>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 &amp; AASB 7]</p> <p>This Standard makes amendments to Australian Accounting Standards, introducing additional presentation and disclosure requirements for Financial Assets.</p> <p>The Standard is not expected to have any financial impact on the Commission. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2011

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

Title		Operative for reporting periods beginning on/after
<b>AASB 9</b>	<p><b>Financial Instruments</b></p> <p>This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.</p> <p>The Standard was reissued on 6 Dec 2010 and the Department is currently determining the impact of the Standard. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013
<b>AASB 2010-7</b>	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 &amp; 1038 and Interpretations 2, 5, 10, 12, 19 &amp; 127]</p> <p>This Amending Standard makes consequential adjustments to other Standards as a result of issuing AASB 9 Financial Instruments in December 2010. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013
<b>AASB 1054</b>	<p><b>Australian Additional Disclosures</b></p> <p>This Standard, in conjunction with AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.</p>	1 July 2011
<b>AASB 2011-1</b>	<p>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, 5, 101, 107, 108, 121, 128, 132 &amp; 134 and Interpretations 2, 112 &amp; 113]</p> <p>This Amending Standard, in conjunction with AASB 1054 Australian Additional Disclosures, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.</p>	1 July 2011

## Note 5. Employee benefits expense

	2011 \$'000	2010 \$'000
Wages and salaries (See note A)	127,515	121,422
Superannuation – defined contribution plans (See note B)	11,564	10,809
<b>Total</b>	<b>139,079</b>	<b>132,231</b>

Note A: Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.

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

Table note: Employment on-costs expenses such as workers' compensation insurance are included at note 9 'Other expenses'.

Employment on-costs liability is included at note 22 'Provisions'.

## Note 6. Supplies and services

	2011 \$'000	2010 \$'000
Communications	1,712	1,547
Consultants and contractors	9,147	8,000
Consumables	6,983	7,220
Repairs and maintenance	554	537
Lease rentals (motor vehicles)	3,646	3,773
Travel	650	734
Other	1,212	1,471
<b>Total</b>	<b>23,904</b>	<b>23,282</b>

## Note 7. Depreciation and amortisation expense

	2011 \$'000	2010 \$'000
<b>Depreciation</b>		
Buildings	831	924
Plant and equipment	74	119
Computer equipment	756	581
Medical equipment	16	15
Office equipment	79	40
Leasehold improvements	1,769	1,439
<b>Total depreciation</b>	<b>3,525</b>	<b>3,118</b>
<b>Amortisation</b>		
Intangible assets	1,169	1,054
<b>Total amortisation</b>	<b>1,169</b>	<b>1,054</b>
<b>Total depreciation and amortisation</b>	<b>4,694</b>	<b>4,172</b>

## Note 8. Accommodation expenses

	2011 \$'000	2010 \$'000
Lease rentals	6,286	6,140
Repairs and maintenance	2,333	1,536
Cleaning	415	551
Other	484	341
<b>Total</b>	<b>9,518</b>	<b>8,568</b>

## Note 9. Other expenses

	2011 \$'000	2010 \$'000
Insurance	455	465
Doubtful debts expense	2	23
Employment on-costs (See note)	2,480	2,342
Other	22	43
<b>Total</b>	<b>2,959</b>	<b>2,873</b>

Note: 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 22 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

## Note 10. User charges and fees

	2011 \$'000	2010 \$'000
Board and lodging	7,791	7,494
<b>Total</b>	<b>7,791</b>	<b>7,494</b>



### Note 11. Commonwealth grants and contributions

	2011 \$'000	2010 \$'000
National Disability Agreement	94,294	77,548
Other	114	70
<b>Total</b>	<b>94,408</b>	<b>77,618</b>

### Note 12. Other revenue

	2011 \$'000	2010 \$'000
Sundry revenue	1,552	967
Community Aides Equipment Program	1,565	1,079
Executive Vehicle Scheme Contribution	70	71
Government Employee Housing Authority – employee contribution	63	37
Transport of clients	-	10
Recoups from Worker's Compensation	-	959
Recoups from Disability Sector Organisations	1,389	1,142
<b>Total</b>	<b>4,639</b>	<b>4,265</b>

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

	2011 \$'000	2010 \$'000
<b>Costs of Disposal of Non-Current Assets</b>		
Land, buildings, plant and equipment	365	395
<b>Proceeds from Disposal of Non-Current Assets</b>		
Land, buildings, plant and equipment	-	-
<b>Net gain/(loss)</b>	<b>(365)</b>	<b>(395)</b>

## Note 14. Income from State Government

	2011 \$'000	2010 \$'000
<b>Appropriation received during the year:</b>		
Service Appropriation (See note A)	433,245	390,676
<b>Total</b>	<b>433,245</b>	<b>390,676</b>
<b>Resources received free of charge (See note B).</b>		
<b>Determined on the basis of the following estimates provided by agencies:</b>		
Health Department	636	863
State Solicitors Office	83	53
Department of Treasury and Finance	333	310
<b>Total</b>	<b>1,052</b>	<b>1,226</b>
Royalties for regions	83	-
<b>Total</b>	<b>434,380</b>	<b>391,902</b>

Note A: Service appropriations fund the net cost of services delivered. Appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

Note B: Assets or services received free of charge or for nominal cost, are recognised revenue at fair value of the assets and/or services that can be reliably measured and which would have been purchased if they were not donated. Contributions of assets or services in the nature of contributions by owners are recognised direct to equity.

## Note 15. Restricted cash and cash equivalents

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.

	2011 \$'000	2010 \$'000
<b>Current</b>		
Commonwealth Grants	1,100	1,238
Other	690	454
<b>Total</b>	<b>1,790</b>	<b>1,692</b>
<b>Non-current</b>		
27th Pay Provision	3,900	3,900
<b>Total</b>	<b>3,900</b>	<b>3,900</b>
<b>Total</b>	<b>5,690</b>	<b>5,592</b>

## Note 16. Receivables

	2011 \$'000	2010 \$'000
<b>Current</b>		
Receivables	1,457	640
Allowance for impairment of receivables	(233)	(231)
Accrued revenue	149	127
GST receivable	2,098	2,213
<b>Total</b>	<b>3,471</b>	<b>2,749</b>
Prepayments	1,436	901
<b>Total</b>	<b>1,436</b>	<b>901</b>
<b>Total Receivables</b>	<b>4,907</b>	<b>3,650</b>
<b>Movements in the provision for impairment loss:</b>		
Balance at start of year	231	208
Doubtful debts expense	2	23
<b>Balance at end of year</b>	<b>233</b>	<b>231</b>

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

## Note 17. Amounts receivable for services (Holding account)

	2011 \$'000	2010 \$'000
Current	792	1,504
Non-current	22,557	17,728
<b>Total</b>	<b>23,349</b>	<b>19,232</b>

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

## Note 18. Property, plant and equipment

	2011 \$'000	2010 \$'000
<b>Freehold land</b>		
At fair value (See note A)	21,384	21,272
<b>Total</b>	<b>21,384</b>	<b>21,272</b>
<b>Buildings</b>		
At fair value (See note B)	21,937	24,294
<b>Total</b>	<b>21,937</b>	<b>24,294</b>
<b>Computing equipment</b>		
At cost	6,431	5,707
Accumulated depreciation	(4,075)	(3,320)
<b>Total</b>	<b>2,356</b>	<b>2,387</b>
<b>Medical equipment</b>		
At cost	200	200
Accumulated depreciation	(112)	(96)
<b>Total</b>	<b>88</b>	<b>104</b>
<b>Plant and equipment</b>		
At cost	959	936
Accumulated depreciation	(654)	(581)
<b>Total</b>	<b>305</b>	<b>355</b>
<b>Office and other equipment</b>		
At cost	523	497
Accumulated depreciation	(289)	(208)
<b>Total</b>	<b>234</b>	<b>289</b>

	2011 \$'000	2010 \$'000
<b>Leasehold Improvements</b>		
At cost	13,137	11,562
Accumulated depreciation	(6,824)	(5,343)
<b>Total</b>	<b>6,313</b>	<b>6,219</b>
<b>Work in Progress</b>	<b>3,015</b>	<b>1,963</b>
<b>Total</b>	<b>55,632</b>	<b>56,883</b>

Note A: Freehold land was revalued as at 1 July 2010 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2011 and recognised at 30 June 2011. In undertaking the revaluation, fair value was determined by reference to market values for land: \$16.825 million. For the remaining balance, fair value of land was determined on the basis of depreciated replacement cost.

Note B: The valuation of buildings was performed in June 2011 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of depreciated replacement value.

Table note: Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the reporting period are set out in the table next page.

	Land \$'000	Buildings \$'000	Computing equipment \$'000	Medical equipment \$'000	Plant & equipment \$'000	Office equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
<b>2011</b>									
Carrying amount at start of year	21,272	24,294	2,387	104	355	289	6,219	1,963	<b>56,883</b>
Additions	-	-	27	-	24	8	12	3,695	<b>3,766</b>
Disposals	(325)	-	-	-	-	-	(327)	-	<b>(652)</b>
Depreciation	-	(831)	(756)	(16)	(74)	(79)	(1,769)	-	<b>(3,525)</b>
Transfer between classes	-	39	698	-	-	16	1,890	(2,643)	-
Revaluation increments/ (decrements)	437	(1,565)	-	-	-	-	-	-	<b>(1,128)</b>
Depreciation on disposals	-	-	-	-	-	-	288	-	<b>288</b>
<b>Carrying amount at end of year</b>	<b>21,384</b>	<b>21,937</b>	<b>2,356</b>	<b>88</b>	<b>305</b>	<b>234</b>	<b>6,313</b>	<b>3,015</b>	<b>55,632</b>
<b>2010</b>									
Carrying amount at 1 July 2009	21,573	27,373	1,533	98	423	88	5,381	2,175	<b>58,644</b>
Additions	787	138	18	24	118	241	52	4,191	<b>5,569</b>
Disposals	-	-	(8)	(133)	(182)	(33)	(968)	-	<b>(1,324)</b>
Depreciation	-	(924)	(581)	(15)	(119)	(40)	(1,439)	-	<b>(3,118)</b>
Transfer between classes	-	436	1,417	-	-	-	2,550	(4,403)	-
Revaluation increments/ (decrements)	(1,088)	(2,729)	-	-	-	-	-	-	<b>(3,817)</b>
Depreciation on disposals	-	-	8	130	115	33	643	-	<b>929</b>
<b>Carrying amount at end of year</b>	<b>21,272</b>	<b>24,294</b>	<b>2,387</b>	<b>104</b>	<b>355</b>	<b>289</b>	<b>6,219</b>	<b>1,963</b>	<b>56,883</b>



## Note 19. Intangible assets

	2011 \$'000	2010 \$'000
<b>Computer software</b>		
At cost	7,272	6,200
Accumulated amortisation	(4,139)	(2,970)
<b>Total</b>	<b>3,133</b>	<b>3,230</b>
<b>Reconciliation:</b>		
<b>Computer software</b>		
Carrying amount at start of year	3,230	2,972
Additions	1,072	1,312
Amortisation expense	(1,169)	(1,054)
<b>Carrying amount at end of year</b>	<b>3,133</b>	<b>3,230</b>

## Note 20. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2011.

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

## Note 21. Payables

	2011 \$'000	2010 \$'000
<b>Current</b>		
Trade payables	557	173
Accrued expenses	446	391
Accrued salaries	3,251	2,085
<b>Total</b>	<b>4,254</b>	<b>2,649</b>

## Note 22. Provisions

	2011 \$'000	2010 \$'000
<b>Current</b>		
Employee benefits provision:		
Annual leave (See note A next page)	8,635	8,403
Long service leave (See note B next page)	10,618	7,213
Accrued days off (See note A next page)	2,226	2,352
Public holidays (See note A next page)	2,926	3,097
Days off in lieu (See note A next page)	33	31
<b>Total</b>	<b>24,438</b>	<b>21,096</b>

## Note 22. Provisions (continued)

	2011 \$'000	2010 \$'000
Other provisions:		
Employment on-costs (See note C)	3,055	2,469
Total	3,055	2,469
<b>Total current</b>	<b>27,493</b>	<b>23,565</b>
<b>Non-current</b>		
Employee benefits provision:		
Long service leave (See note B)	4,980	7,820
Total	4,980	7,820
Other provisions:		
Employment on-costs (See note C)	623	765
Total	623	765
<b>Total non-current</b>	<b>5,603</b>	<b>8,585</b>

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

	2011 \$'000	2010 \$'000
Within 12 months of the end of the reporting period	10,817	10,076
More than 12 months after the reporting period	3,003	3,807
Total	13,820	13,883

Note 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:

	2011 \$'000	2010 \$'000
Within 12 months of the end of the reporting period	3,563	4,548
More than 12 months after the reporting period	12,035	10,485
Total	15,598	15,033

Note 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 9 'Other expenses'.

## Note 23. Equity

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

### Contributed equity

	2011 \$'000	2010 \$'000
<b>Balance at start of period</b>	<b>16,843</b>	<b>16,380</b>
<b>Contributions by owners</b>		
Capital appropriation	965	463
Total contributions by owners	965	463
<b>Balance at end of period</b>	<b>17,808</b>	<b>16,843</b>
<b>Reserves</b>		
Asset revaluation surplus		
Balance at start of year	58,595	62,412
Net revaluation increments/ (decrements)		
Land and buildings	(1,128)	(3,817)
<b>Balance at end of year</b>	<b>57,467</b>	<b>58,595</b>
<b>Accumulated surplus/(deficit)</b>		
Balance at start of year	(19,323)	(14,184)
Result for the period	72	(5,139)
<b>Balance at end of year</b>	<b>(19,251)</b>	<b>(19,323)</b>

## Note 24. 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:

	2011 \$'000	2010 \$'000
Cash and cash equivalents	663	2,327
Restricted cash and cash equivalents (refer to note 15 – page 86)	5,690	5,592
<b>Total</b>	<b>6,353</b>	<b>7,919</b>

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

	2011 \$'000	2010 \$'000
<b>Net cost of services</b>	<b>(434,308)</b>	<b>(397,041)</b>
Non-cash items:		
Depreciation and amortisation expense	4,694	4,172
Resources received free of charge	1,052	1,226
Net (gain)/loss on sale of property, plant and equipment	365	395
<b>(Increase)/decrease in assets:</b>		
Current receivables (See note A)	(1,372)	703

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

	2011 \$'000	2010 \$'000
Increase/ (decrease) in liabilities:		
Current payables (See note B)	1,605	397
Current provisions	3,928	(291)
Non-current provisions	(2,982)	987
Change in GST in receivables/ payables (See note A)	115	(398)
<b>Net cash provided by/(used in) operating activities</b>	<b>(426,903)</b>	<b>(389,850)</b>

Note A: This reverses out the GST in receivables and payables.

Note B: Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.

**Note 25. Commitments**

	2011 \$'000	2010 \$'000
<b>Non-cancellable operating lease commitments (motor vehicles)</b>		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,749	1,901
Later than 1 year and not later than 5 years	1,705	1,888
<b>Total</b>	<b>3,454</b>	<b>3,789</b>
<b>Non-cancellable operating lease commitments (buildings)</b>		
Within 1 year	5,463	5,616
Later than 1 year and not later than 5 years	14,976	15,333
Later than 5 years	7,503	10,072
<b>Total</b>	<b>27,942</b>	<b>31,021</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 increased by the lower of CPI or 4% per annum. An option exists to renew the lease at the end of the initial term.

## Note 26. 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 27. 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 28. Explanatory statement

This statement provides details of any significant variations between estimates and actual results for 2010 and 2011. Significant variations are considered to be those greater than 10% or \$500,000.

### Significant variances between estimated and actual result for 2011

	2011 Estimates \$'000	2011 Actual \$'000	Variance \$'000
Employee benefits expenses (See note A next page)	133,030	139,079	6,049
Supplies and services (See note B next page)	25,892	23,904	(1,988)
Accommodation expenses (See note C next page)	8,152	9,518	1,366
Expenditure on services provided by funded agencies (See note D next page)	350,382	348,173	(2,209)
Individual funding & other grants (See note E next page)	15,195	12,454	(2,741)
Loss on disposal of non-current assets (See note F next page)	-	365	365
Other revenues (See note G next page)	2,500	4,639	2,139
Service appropriation (See note H next page)	434,999	433,245	(1,754)
Resources received free of charge (See note I next page)	722	1,052	330



Note A: **Employee benefits expenses (increase \$6.049m)**  
Reflects wage increase in line with the Public Sector General Agreement and the impact of the Actuarial Assessment on leave expenses.

Note B: **Supplies and services (decrease \$1.988m)**  
Decrease mainly reflect reduction in IT contractors and savings derived from the postponement of the transition to the Office of Shared Services.

Note C: **Accommodation expenses (increase \$1.366m)**  
Reflects increase in lease costs and maintenance of properties.

Note D: **Expenditure on services provided by funded agencies (decrease \$2.209m)**  
Decrease reflects the transfer of funding responsibility for the Brightwater Care Group undertaken by the Department of Health.

Note E: **Individual funding and other grants (decrease \$2.741m)**  
Reflects decrease in funding requests by families due to lack of carers.

Note F: **Loss on disposal of non-current assets (increase \$0.365m)**  
Represents accounting loss on write-down of leasehold improvements for properties no longer leased.

Note G: **Other revenue (increase \$2.139m)**  
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.

Note H: **Service appropriation (decrease \$1.754m)**

	\$'000
Increase represents funding for:	
Depreciation – accrual appropriation	426
District Allowance General Agreement 2010	29
Salary escalations	39
Salaries and Allowances Tribunal Determinations – CEO appropriation	29
<b>Total</b>	<b>523</b>
Decrease represents funding for:	
Section 25 – Brightwater Care Group to the Department of Health	2,180
2010 Voluntary Severance Scheme	97
<b>Total</b>	<b>2,277</b>
<b>Net decrease</b>	<b>1,754</b>

Note I: **Resources received free of charge (increase \$0.330m)**  
Reflects dental treatment provided to Commission clients by the Department of Health (increase \$0.149m), Integrated Procurement Services and Government Accommodation provided by Department of Treasury and Finance (increase \$0.110m) and legal services by the State Solicitor's Office (increase \$0.071m).

**Note 28. Explanatory statement (continued)**  
**Significant variances between actual results for 2010 and 2011**

	2011 Actual \$'000	2011 Estimates \$'000	Variance \$'000
Employee benefits expenses (See note A)	139,079	132,231	6,848
Supplies and services (See note B)	23,904	23,282	622
Depreciation and amortisation (See note C)	4,694	4,172	522
Accommodation expenses (See note D)	9,518	8,568	950
Expenditure on services provided by funded agencies (See note E)	348,173	302,901	45,272
Commonwealth grants and contributions (See note F next page)	94,408	77,618	16,790
Service appropriation (See note G next page)	433,245	390,676	42,569
Resources received free of charge (See note H next page)	1,052	1,226	(174)

Note A: **Employee benefits expenses (increase \$6.848m)**  
 Reflects wage increase in line with the Public Sector General Agreement and the impact of the Actuarial Assessment on leave expenses.

Note B: **Supplies and services (increase \$0.622m)**  
 Increase reflects costs associated with transition to the Office of Shared Services.

Note C: **Depreciation and amortisation expense (increase \$0.522m)**  
 Reflects increased capitalisation of projects.

Note D: **Accommodation expenses (increase \$0.950m)**  
 Reflects increase in lease costs and maintenance of properties.

Note E: **Expenditure on services provided by funded agencies (increase \$45.272m)**  
 Increase represents funding as part of the State Liberal Election Commitments, State Growth/ Indexation and Commonwealth National Disability Agreement funding.

Note F: **Commonwealth grants and contributions**  
(increase \$16.79m)

	\$'000
Increase represents funding for:	
Disability Assistance Package	9,630
Indexation	5,018
Growth (per Capita)	4,092
<b>Total</b>	<b>18,740</b>
Decrease represents funding for:	
Respite	1,325
Others	625
<b>Total</b>	<b>1,950</b>
<b>Net Increase</b>	<b>16,790</b>

Note G: **Service Appropriation (increase \$42.569m)**

	\$'000
Increase in funding for:	
Accommodation support & preventive services	14,894
Liberal election commitments	8,738
Salary and wages (including Public Sector General Agreement outcome)	3,712
Social Trainer's General Agreement	2,200
NGHSS Indexation	8,219
Cost escalation	1,672
Direct Care staff	474

	\$'000
Director General's salary	36
3% efficiency dividend	1,036
Wage increase for support workers in Disability Sector Organisations	3,750
Accrual appropriation	653
Other	9
<b>Total</b>	<b>45,393</b>
Reduction in funding for:	
2010 Voluntary Severance Scheme	455
Section 25 – Brightwater Care Group to the Department of Health	2,180
Global Savings Measure	189
<b>Total</b>	<b>2,824</b>
<b>Net Increase</b>	<b>42,569</b>

Note H: **Resources received free of charge (decrease \$0.174m)**

Reflects dental treatment provided to Commission clients by the Department of Health (decrease \$0.227m), Integrated Procurement Services and Government Accommodation provided by Department of Treasury and Finance (increase \$0.023m) and legal services by the State Solicitor's Office (increase \$0.03m).

## Note 29. Financial instruments

### (a) Financial risk management objectives and policies

Financial instruments held by the Commission are cash and cash equivalents, restricted cash and cash equivalents, receivables and payables. The Commission has limited exposure to financial risks. The Commission's overall risk management program focuses on managing the risks identified below.

#### Credit risk

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

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at Note 29(c) 'Financial Instruments Disclosures' and Note 16 'Receivables'.

Credit risk associated with the Commission's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Commission trades only with recognised, creditworthy third parties. The Commission has policies in place to ensure the sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Commission's exposure to bad debts is minimal.

At the end of the reporting period there were no significant concentrations of credit risk.

#### Liquidity risk

Liquidity risk arises when the Commission is unable to meet its financial obligations as they fall due.

The Commission is exposed to liquidity risk through its trading in the normal course of business.

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

#### Market risk

Market risk is the risk that changes 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:

	2011 \$'000	2010 \$'000
<b>Financial Assets</b>		
Cash and cash equivalents	663	2,327
Restricted cash and cash equivalents	5,690	5,592
Receivables (See note)	24,573	19,641
<b>Financial Liabilities</b>		
Financial liabilities measured at amortised cost	4,254	2,649

Note: 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.



**(c) Financial instrument disclosures** (continued)

Interest rate exposures and ageing analysis of financial assets (See note)

	Weighted Average Effective Interest Rate	Carrying Amount	Interest rate exposure		Past due but not impaired							
			Variable Interest Rate	Non- Interest Bearing	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
	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Financial assets</b>												
<b>2011</b>												
Cash and cash equivalents	-	663	-	663	-	-	-	-	-	-	-	-
Restricted cash and cash equivalents	-	5,690	-	5,690	-	-	-	-	-	-	-	-
Receivables (See note)	-	1,224	-	1,224	942	175	107	-	-	-	-	-
Amounts receivable for services	-	23,349	-	23,349	-	-	-	-	-	-	-	-
<b>Total</b>	-	<b>30,926</b>	-	<b>30,926</b>	<b>942</b>	<b>175</b>	<b>107</b>	-	-	-	-	-
<b>2010</b>												
Cash and cash equivalents	-	2,327	-	2,327	-	-	-	-	-	-	-	-
Restricted cash and cash equivalents	-	5,592	-	5,592	-	-	-	-	-	-	-	-
Receivables (See note)	-	409	-	409	178	123	108	-	-	-	-	-
Amounts receivable for services	-	19,232	-	19,232	-	-	-	-	-	-	-	-
<b>Total</b>	-	<b>27,560</b>	-	<b>27,560</b>	<b>178</b>	<b>123</b>	<b>108</b>	-	-	-	-	-

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

### Liquidity risk

The following table details the contractual maturity analysis for financial liabilities. The table includes interest and principal cash flows. An adjustment has been made where material.

### Interest rate exposure and maturity analysis of financial liabilities (See note)

	Weighted Average Effective Interest Rate per cent %	Carrying Amount \$'000 \$'000	Interest rate exposure			Total Nominal Amount \$'000	Maturity dates						
			Variable Interest Rate \$'000	Non- Interest Bearing \$'000	Adjustment for discounting \$'000		Up to 3 months \$'000	3 – 12 months \$'000	1 – 2 years \$'000	2 – 3 years \$'000	3 – 4 years \$'000	4 – 5 years \$'000	More than 5 years \$'000
<b>Financial liabilities</b>													
<b>2011</b>													
Payables	-	4,254	-	4,254	-	-	4,254	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>4,254</b>	<b>-</b>	<b>4,254</b>	<b>-</b>	<b>-</b>	<b>4,254</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>2010</b>													
Payables	-	2,649	-	2,649	-	-	2,649	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>2,649</b>	<b>-</b>	<b>2,649</b>	<b>-</b>	<b>-</b>	<b>2,649</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Note: The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities at the end of the reporting period.

## Note 30. 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:

\$	2011	2010
0 – 10,000	9	6
10,001 – 20,000	1	2
30,001 – 40,000	1	1
<b>Total</b>	<b>11</b>	<b>9</b>

	\$'000	\$'000
The total remuneration of the members of the accountable authority	73	91

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:

\$	2011	2010
20,001 – 40,000	2	1
80,001 – 90,000	-	1
120,001 – 130,000	1	-
140,001 – 150,000	1	2
150,001 – 160,000	4	-
160,001 – 170,000	2	3
170,001 – 180,000	-	1
180,001 – 190,000	1	-
340,001 – 350,000	1	1
<b>Total</b>	<b>12</b>	<b>9</b>

	\$'000	\$'000
The total remuneration of senior officers is:	1,800	1,417

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 31. Remuneration of auditor

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

	2011 \$'000	2010 \$'000
Auditing the accounts, financial statements and performance indicators	88	91

## Note 32. Affiliated bodies

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

Name of Organisation	2011 \$'000	2010 \$'000
Autism Association of WA Inc.	16,866	13,043
Belmont Districts Family and Individual Support Association Inc.	67	65
BGSR Pty Ltd Supported Accommodation Services	3,210	2,341
Community Living Association Inc. (formerly Lower Great Southern CLA Inc.)	5,343	14
Crosslinks Inc.	4,478	3,872
Development Disability Council of WA	633	242
Directions Family Support Association (ex Heritage I&FSA)	1,405	1,187
ELBA Inc.	5,186	4,076

Name of Organisation	2011 \$'000	2010 \$'000
Enable Southwest Inc (formerly SWFSA)	3,866	2,729
Family Support WA Inc (formerly Landsdale Family Support Association)	1,386	912
Goldfields Individual and Family Support Association Inc.	2,692	2,170
Headwest (Brain Injury Association of WA Inc.)	302	291
i.d.entity.w.a.	15,100	13,300
Inclusion WA Inc. (formerly Recreation and Sport Network Inc.)	1,251	894
Interchange Inc.	2,673	2,122
ISADD WA Pty Ltd	768	732
Kalparrin Centre (PMH)	205	152
Kids Are Kids	289	254
Kids Camp's Inc.	86	191
Kimberley Individual & Family Support Association	1,545	1,075
Kira Inc.	1,100	924
Lifepan Recreation and Leisure Association Inc.	749	669
Lower Great Southern Family Support Association	1,693	1,182
Midway Community Care Inc.	3,107	2,158
Midwest Community Living Association Inc.	1,753	1,445

## Note 32. Affiliated bodies (continued)

Name of Organisation	2011 \$'000	2010 \$'000
Mosaic Community Care Inc.	5,363	4,794
My Place (WA) Pty Ltd	15,227	13,084
NASCHA Inc.	1,244	817
National Disability Services (ACROD WA)	1,013	1,815
Nulsen (formerly Nulsen Haven Association Inc.)	18,808	16,790
Peel Community Living Inc.	2,806	2,651
People Actively Committed Together	506	430
Phylos Inc	541	597
Pilbara and Kimberley Care (formerly Pilbara Homecare Service)	1,148	1,687
Planned Individual Networks	125	125
PLEDG Inc.	185	164
Rocky Bay Inc.	15,948	16,135
SECCA	219	201
Senses Foundation	4,328	3,632
Spina Bifida Association	331	329
Strive Warren Blackwood Inc.	568	561
Teem Treasure Pty Ltd	2,706	2,389
TeenSpirit Inc.	51	80
The Centre for Cerebral Palsy	27,462	26,385

Name of Organisation	2011 \$'000	2010 \$'000
Therapy Focus Inc.	10,540	8,201
Transition and Integration Services Pty Ltd	3,187	3,076
Upper Great Southern Family Support Association	633	387
Valued Independent People	3,414	3,326
Vemvane Inc.	418	407
WA Blue Sky Inc.	1,925	1,777
We Can Community Services Pty Ltd	1,549	1,328
Wheatbelt Individual and Family Support Association	731	415

## Note 33. Supplementary financial information

	2011 \$'000	2010 \$'000
<b>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 34. Schedule of income and expenses by service

	Accommodation support services		Individual support		Individual coordination		Family and carer support		Community access and inclusion		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010
<b>Cost of services</b>												
<b>Expenses</b>												
Employee benefits expenses	94,424	89,969	23,388	21,882	16,821	16,215	3,262	3,055	1,184	1,110	139,079	132,231
Supplies and services	14,712	14,657	4,370	3,970	3,130	3,187	1,139	1,090	553	378	23,904	23,282
Depreciation and amortisation expense	2,754	2,462	1,360	1,183	-	-	580	527	-	-	4,694	4,172
Accommodation expense	5,224	4,589	1,749	1,597	1,842	1,753	703	629	-	-	9,518	8,568
Expenditure on services provided by funded agencies	204,213	178,759	100,904	85,875	-	-	43,056	38,267	-	-	348,173	302,901
Individual funding and other grants	4,375	4,203	2,894	2,771	1,017	885	4,168	4,137	-	-	12,454	11,996
Loss on disposal of non-current assets	214	233	106	112	-	-	45	50	-	-	365	395
Other expenses	1,730	1,700	864	811	-	1	365	361	-	-	2,959	2,873
<b>Total cost of services</b>	<b>327,646</b>	<b>296,572</b>	<b>135,635</b>	<b>118,201</b>	<b>22,810</b>	<b>22,041</b>	<b>53,318</b>	<b>48,116</b>	<b>1,737</b>	<b>1,488</b>	<b>541,146</b>	<b>486,418</b>

**Note 34. Schedule of income and expenses by service (continued)**

	Accommodation support services		Individual support		Individual coordination		Family and carer support		Community access and inclusion		Total	
	\$'000		\$'000		\$'000		\$'000		\$'000		\$'000	
	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010
Income user charges and fees	7,791	7,494	-	-	-	-	-	-	-	-	7,791	7,494
Commonwealth grants and contributions	57,162	47,324	23,661	18,861	3,982	3,517	9,300	7,678	303	238	94,408	77,618
Other revenues	2,809	2,601	1,162	1,036	196	193	457	422	15	13	4,639	4,265
Total income other than income from State Government	67,762	57,419	24,823	19,897	4,178	3,710	9,757	8,100	318	251	106,838	89,377
<b>Net cost of services</b>	<b>259,884</b>	<b>239,153</b>	<b>110,812</b>	<b>98,304</b>	<b>18,632</b>	<b>18,331</b>	<b>43,561</b>	<b>40,016</b>	<b>1,419</b>	<b>1,237</b>	<b>434,308</b>	<b>397,041</b>
Income from State Government												
Service appropriation	262,320	238,200	108,581	94,934	18,272	17,702	42,680	38,645	1,392	1,195	433,245	390,676
Resources received free of charge	637	747	264	298	44	56	104	121	3	4	1,052	1,226
Royalties for regions	50	-	21	-	4	-	8	-	-	-	83	-
Total income from State Government	263,007	238,947	108,866	95,232	18,320	17,758	42,792	38,766	1,395	1,199	434,380	391,902
<b>Surplus/(deficit) for the period</b>	<b>3,123</b>	<b>(206)</b>	<b>(1,946)</b>	<b>(3,072)</b>	<b>(312)</b>	<b>(573)</b>	<b>(769)</b>	<b>(1,250)</b>	<b>(24)</b>	<b>(38)</b>	<b>72</b>	<b>(5,139)</b>

Note: The Schedule of income and Expenses by Service should be read in conjunction with the accompanying notes.

### Note 35. Indian Ocean Territories

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

	2011 \$'000	2010 \$'000
Opening balance 1 July 2010	-	26
Receipt from Commonwealth	114	70
Expenditure	(84)	(96)
Closing balance 30 June 2011	30	-

## 4.2 Performance indicators

### **Certification of Performance Indicators for the year ended 30 June 2011.**

We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Disability Services Commission's performance, and fairly represent the performance of the Disability Services Commission for the financial year ended 30 June 2011.



**Bruce Langoulant**  
**Chairperson**  
**Disability Services Commission Board**



**Shayne Silcox**  
**Deputy Chairperson**  
**Disability Services Commission Board**

7 September 2011







## Auditor General

### Independent auditor's report

To the Parliament of Western Australia  
Disability Services Commission

### Report on the Financial Statements

I have audited the accounts and financial statements of the Disability Services Commission.

The financial statements comprise the Statement of Financial Position as at 30 June 2011, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

#### Board's Responsibility for the Financial Statements

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

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

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

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

## Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Disability Services Commission at 30 June 2011 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

## Report on Controls

I have audited the controls exercised by the Disability Services Commission. The Board is responsible for ensuring that adequate control is maintained over the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

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

## Opinion

In my opinion, the controls exercised by the Disability Services Commission are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions.

## Report on the Key Performance Indicators

I have audited the key performance indicators of the Disability Services Commission. The Board is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions.

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

## Opinion

In my opinion, the key performance indicators of the Disability Services Commission are relevant and appropriate to assist users to assess the Commission's performance and fairly represent indicated performance for the year ended 30 June 2011.

## Independence

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and the Australian Auditing Standards, and other relevant ethical requirements.



**Colin Murphy**  
**Auditor General**

14 September 2011

## Outcomes and services

The table below shows the outcomes and services for which the Disability Services Commission was funded in 2010–2011.

They link to the State government goal: Results-based service delivery—greater focus on achieving results in key service delivery areas for the benefit of all West Australians.

### Commission's desired outcomes

- People with disability access quality services and supports that enhance their personal independence and community participation—**Service 1–3**.
- The role of family, friends and carers is actively supported and the importance of their role is recognised—**Service 4**.
- The Western Australian community's understanding and inclusion of people with disability is enhanced—**Service 5**.

**Service 5** is being reported on for the first time in 2010–2011. Previously, it was part of the Commission's Strategic Coordination, a function which is now included across all service areas.

Services	Service areas
<b>Service 1:</b> Accommodation support	<ul style="list-style-type: none"><li>• Hostel residential</li><li>• Community residential</li><li>• Supported community living</li></ul>
<b>Service 2:</b> Individual support	<ul style="list-style-type: none"><li>• Disability professional services</li><li>• Day options (including post school options)</li></ul>
<b>Service 3:</b> Individual coordination	<ul style="list-style-type: none"><li>• Local Area Coordination (provides information, advocacy, referral and support)</li></ul>
<b>Service 4:</b> Family and carer support	<ul style="list-style-type: none"><li>• Family support and respite</li></ul>
<b>Service 5:</b> Community access and inclusion	<ul style="list-style-type: none"><li>• Access and community education</li></ul>

## Performance information

### Key effectiveness indicators

Effectiveness indicators provide information on the extent to which the results of the Commission's programs have contributed to the achievement of its desired outcomes. The Commission uses a range of effectiveness measures including take up rate, consumer satisfaction, service quality assurance assessments, monitoring the balance in accommodation service types via a ratio and performance benchmarking for Local Area Coordination.

#### 1. Take-up rate

The take-up rate for services is a measure per 1,000 (See note A) of the estimated proportion of the potential population accessing disability services in Western Australia. The Western Australian take-up rate is 308 service users per 1,000 people with severe and/or profound disability and is two per cent higher than last year and four per cent higher than the target. This means that the availability of disability services has increased for West Australians with disability.

Outcome/s	Description	2007–08	2008–09	2009–10	2010–11	2010–11 Target	2010–11 Variation
People with disability access quality services and supports	Take-up rate per 1,000 <b>Services 1–4</b>	286	287	302	308	295	4%
The role of family, friends and carers is actively supported and the importance of their role is recognised							

**Note:** The take-up rate in this context is a measure of service reach. The take up rate reports on the proportion of the potential population accessing disability services (per 1000) as per the measure adopted by the National Disability Agreement. As per an agreement on reporting measurement across all jurisdictions, the denominator is from the 2003 Survey of Disability, Ageing and Carers (SDAC). Inter-jurisdictional agreement to adopt the figures from the 2009 SDAC for reporting purposes are still pending.

## 2. Consumer satisfaction with services

The Commission measures effectiveness on the basis of service users attitudes toward satisfaction with services. These data are taken from the Commission's consumer survey which has recently moved from a biennial to an annual survey.

The survey was conducted by an independent market research company contracted by the Commission. A total of 1,882 individuals with a disability or their carers were surveyed via a structured telephone interview. The sample was stratified to ensure that it contained individuals representing users across all services funded by the Commission. A total of 736 interviews were completed (39 per cent response rate) and the results provide an overall confidence interval of  $\pm 3.6\%$  at the 95% level.

Outcome/s	Description	2009–10	2010–11	2010–11 Target	2010–11 Variation
People with disability access quality services and supports	Aggregated satisfaction for <b>Services 1 to 3</b>	81%	79%	85%	6%
The role of family, friends and carers is actively supported and the importance of their role is recognised	<b>Service 4:</b> satisfaction with Family and carer support	82%	89%	85%	4%
The West Australian community's understanding and inclusion of people with disability is enhanced	<b>Service 5:</b> satisfaction with social inclusion and community acceptance	n/a (See note)	74%	60%	14%

**Note:** Social inclusion and community acceptance satisfaction data for 2009–2010 is unavailable for comparison because the consumer survey was previously conducted biennially.

Overall consumer satisfaction remained stable despite variations within the individual services.

The aggregated satisfaction score which reports against the target set under Outcome One in the Budget Papers comprises satisfaction with accommodation support (Service 1), individual support (Service 2) and individual coordination (Service 3) and has a confidence interval of  $\pm 3.3\%$  at the 95% level.

Satisfaction with family and carer support increased on the previous year and has a confidence interval of  $\pm 4.8\%$  at the 95% level.

Satisfaction with social inclusion and community acceptance has a confidence interval of  $\pm 3.1\%$  at the 95% level and was 14 per cent higher than its target. As this was a new measure in the consumer satisfaction survey, a modest baseline target was set and will be revised for subsequent years based on the results obtained.



The Commission sets targets beyond the previous year's results in order to motivate its services. These targets cannot always be achieved in one year. However, they are milestones for incremental change.

### 3. Compliance with Disability Access and Inclusion Plans

Compliance data is collected from government departments who are required to have a Disability Access and Inclusion Plan (DAIP). They are key stakeholders and participants in the Commission's efforts to meet the State Government's outcome of enhancing the West Australian community's understanding and inclusion of people with a disability.

The work of the Commission has ensured consistently high levels of compliance with both DAIP development and implementation and annual DAIP progress reporting. For 2010–2011, the majority of State Government departments lodged a DAIP.

Outcome/s	Description	2010–11	2010–11 Target	2010–11 Variation
The West Australian community's understanding and inclusion of people with disability is enhanced	Percentage of government departments that have lodged Disability Access and Inclusion Plans with the Commission	98%	100%	–2%

### 4. Quality of service

The measure of service quality is based on the percentage of independently assessed service points that meet required Disability Services Standards. The Disability Services Standards specify the level of quality expected of services. Reporting the proportion of service points that meet these standards provides a measure of the effectiveness of services funded and provided by the Commission.

Outcome/s	Description	2010–11	2010–11 Target	2010–11 Variation
People with disability access quality services and supports	Percentage of service points that met independently-assessed quality assurance standards	76%	69%	7%
The role of family, friends and carers is actively supported and the importance of their role is recognised				

In July 2010, a new Quality Management Framework (QMF) replaced the previous standards monitoring approach. The new framework is based on outcomes and the evaluation of service points that comprise a number of service outlets. Previous to this year, Standards Monitoring was based on monitoring outputs. The QMF provides a more rigorous process for evaluating whether quality standards are being met and cannot be compared against previous years performances.

The Disability Services Organisations that were assessed against the new framework performed above expectations which resulted in a ten per cent variance from the revised target. The 2011–2012 budget targets have been revised to take this change in evaluation methodology into consideration.

#### 5. Ratio of service users in hostels to other community accommodation

The ratio is calculated as the number of accommodation users in other accommodation options during the year divided by the number of accommodation users in hostels during the year, with a view towards monitoring the distribution of service users between more intensive accommodation and less intensive community options.

Outcome/s	Service Type	2009–10	2010–11	2010–11 Target	2010–11 Variation
People with disability access quality services and supports	Service 1: Accommodation support	1:8	1:9	1:6	50%

A ratio of 1:6 and higher adheres to the Commission's policy of maintaining the provision of hostel accommodation options while devoting efforts to more community-based accommodation alternatives. One of the factors that contributed towards the variation in ratio of hostels to other accommodation options was the introduction of the new Community Living Initiative.

#### 6. Percentage of service users in receipt of more than three months of full coordination services who have a shared agreement

Outcome/s	Service Type	2010–11	2010–11 Target	2010–11 Variation
People with disability access quality services and supports The role of family, friends and carers is actively supported and the importance of their role is recognised	Service 3: Individual coordination	90%	93%	–3%

This figure measures the effectiveness of Local Area Coordination in meeting the required benchmark to develop a shared agreement with Local Area Coordination service users and represents the percentage of completed new and/or reviewed shared agreements in a 12 month period (from 1 April 2010 to 31 March 2011, inclusive).

Local Area Coordinators are required to complete shared agreements within three months of a new contract with a person with disability and their family (time within which to develop a relationship with the individual and their family to develop the shared agreement). This also applies to existing shared agreements that have been flagged for review. New relationships that are initiated and existing shared agreements which are flagged within the same time period between April and June should thus achieve an agreement between July and September (e.g. a relationship or shared agreement flagged for review on 15 June 2011 will meet the three month time for completion of an agreement by 15 September 2011).

This requirement for Local Area Coordinators to develop and maintain current shared agreements with people with disability was introduced in 2009–2010, hence data is not available to make annual comparisons from 1 July to 30 June.

## Efficiency indicators

Key efficiency indicators monitor the relationship between the resources provided for each service and the services delivered. This input/service relationship places the focus on key services the Commission delivers to its service users. The Commission has two efficiency indicators: average cost of service outputs and the hourly funding benchmark.

### 1. Average cost of service outputs

The first indicator measures the average cost per service user (or project) for each service and compares these with targets for the current year and baseline year.

Services	Average Cost		2010–11 Target	2010–11 Variation
	2009–10	2010–11		
Accommodation support (\$/service user year)	\$97,685	\$104,914	\$102,409	2%.
Individual support (\$/service user)	\$7,162	\$8,143	\$7,688	6%
Local Area Coordination (\$/registered service user)	\$2,614	\$2,461	\$2,641	–7%
Local Area Coordination (\$/service contact)	\$71	\$72	\$52	38%
Family and carer support (\$/service user)	\$10,594	\$11,018	\$14,903	–26%
Community access and inclusion (\$/project)	\$11,077	\$11,979	\$12,044	–1%

**Table Note:** The data from 2009–2010 differ from those reported in previous reports as they have been recalculated due to changes in the reporting framework from four to five service areas.

The average cost for Local Area Coordination (registered service user) fell by almost six per cent from the previous year and was seven per cent lower than its target. A new derived measure reported is the average cost of LAC service contact which represents the cost for information and advocacy provided by LAC ([See note](#)). The actual derived cost is 38 per cent higher than its target which was set prior to refinement of the methodology used to collect data which has seen corrections in the most recent budget papers.

The average cost for family and carer support services increased by four per cent from the previous year and was 26 per cent lower than its target. The variance between the actual and target average cost was a result of the Family Living Initiative, which was introduced in October 2010. It has a strong emphasis on planning and the development of informal support networks to support people with disability and families to undertake typical family activities and roles. Small funding packages of up to \$20,000 per annum enable the plans to be implemented and provide family and carer support. The introduction of this initiative enables family and carer support to be provided at below the estimated target.

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**Note:** The average cost per Local Area Coordination service contact is derived by subtracting the cost of the hours spent on information and advocacy by LACs and managers from the total LAC budget to derive a sub-total for information and advocacy and then dividing this sub-total by the total number of information and advocacy contacts.

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## 2. Hourly funding benchmarks

The second indicator is the hourly funding benchmark which indicates the current maximum rate at which Commission services are funded. The percentage of services operating within these benchmarks provides an appropriate measure of fiscal efficiency.

Services	2010–11 percentage of services within hourly funding benchmark rate	2010–11 Target	2010–11 Variation
Accommodation support	80%	95%	15%
Individual support	48%	90%	42%
Family and carer support	89%	90%	1%

For the 2010–2011 hourly funding benchmark figures, weighted percentages were calculated to accommodate the changes in the distribution of service programs across the service outputs of the new reporting framework. Comparisons with figures reported for 2009–2011 are not directly possible due to reallocation of services into the new reporting framework.

Variations from targets were large, especially with respect to individual support. This was due to a revision in the way hourly rates are calculated for two programs within the service (Alternatives to Employment and Post School Options) which now utilises the minimum hours funded as a benchmark as opposed to the maximum hours previously used. This was due to a change in methodology and a subsequent change in how Disability Services Organisations are contracted for the provision of these services. They no longer report against a range of hours but against agreed minimum hours.





## 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

The Commission completed the following major projects in 2010–2011

- established new Local Area Coordination offices in Midland and Rockingham
- established new group homes in Bedford, Callista, East Victoria Park and Mandurah

The following major projects are in progress:

- redevelopment of Bedford emergency accommodation facility
- refurbishment of East Victoria Park office.

### 4.3.3 Employment and industrial relations

#### Staff profile

During 2010–2011, the Commission had an employment level of 1,672 full-time equivalents (FTE). This represents a decrease of nine FTE (0.5 per cent) on the previous year. The total FTE for the Commission has increased by approximately six per cent since 2006–2007.

A total of 434 employment contracts were issued by the Commission in 2010–2011.

The appointments comprised:

- 158 permanent contracts
- 181 fixed term contracts
- 95 casual contracts

Comparative staffing levels for the various occupational categories of staff between 2006–2007 and 2010–2011 are presented in the table next page.

## FTE staff growth by occupational category and area 2006–2011

	Financial years					
	2006–07	2007–08	2008–09	2009–10	2010–11	% change
Social trainers / client assistants	900	842	856	911	916	2%
Registered nurses	20	18	18	19	20	0%
Enrolled nurses / nursing assistants	7	7	6	5	0	–100%
Support workers	81	74	73	78	78	–4%
Direct care (PSA – <a href="#">See note</a> )	239	269	299	293	283	18%
Total direct care	1,247	1,210	1,252	1,306	1,297	4%
Administrative	331	336	333	375	375	13%
Total	1,578	1,546	1,585	1,681	1,672	6%

[Note: PSA, Public Service Award direct care staff includes allied health staff, local area coordinators etc](#)

Changes in government reporting requirements associated with the introduction of the Workforce Analysis and Comparison Application (WACA) has enabled a more detailed analysis of workforce demographics.

## 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.

### Demographic characteristics—participation by employment type as at 30 June 2011

Participation rates	Male	Female	CALD backgrounds	Indigenous Australians	People with disability
Permanent F/T	514	776	164	9	36
Permanent P/T	38	342	38	6	15
Fixed Term F/T	28	68	9	4	5
Fixed Term P/T	3	42	2	0	0
Casual	41	142	23	1	6
Sessional (Other)	0	2	0	0	0
Other	55	89	9	0	1
<b>Total</b>	<b>679</b>	<b>1,461</b>	<b>245</b>	<b>20</b>	<b>63</b>

The table below compares the Commission's workforce to the Public Sector workforce and the Western Australian community composition in relation to the different equity groups. The Commission's Equity and Diversity Management Plan 2011–2014 details strategies to achieve key objectives and reach its equity and diversity targets.

### Equal employment opportunity and diversity

Equity group	Per cent of WA Public Sector workforce 2010	Per cent of Commission Workforce at 30 June 2010	Per cent of Commission Workforce at 30 June 2011
People with disability	2.8	3.1	3.5
Youth	6.2	5.3	5.2
Indigenous Australians	2.4	0.6	1.1
People from culturally diverse backgrounds	11.9	11.6	13.5

Table note: Workforce is based on total staff employed by the Commission as at 30 June 2011

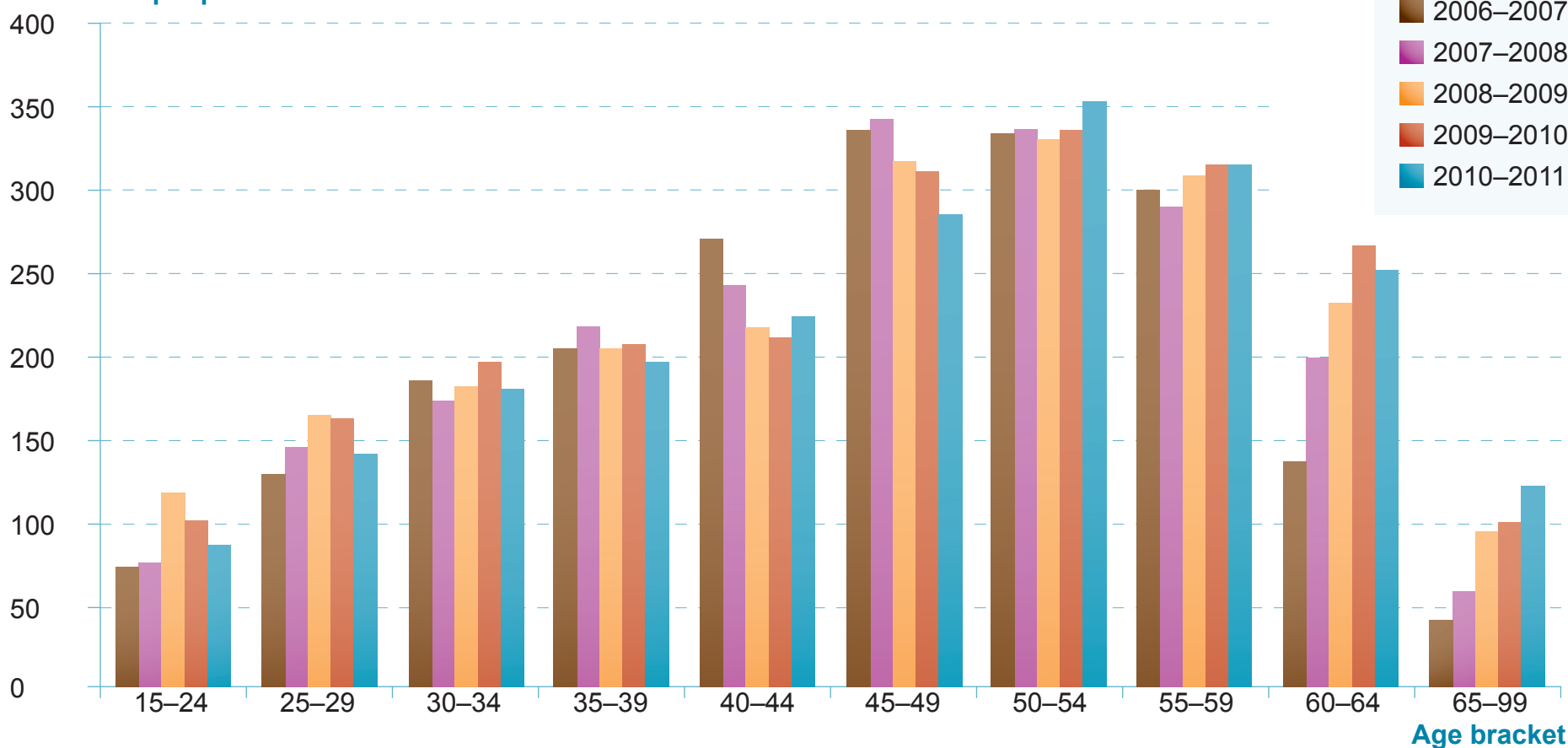


## Aboriginal employment strategy

The Commission has developed an Aboriginal employment strategy—the key focus of the strategy is to ensure that the Commission is able to increase indigenous staffing levels by exploring alternative employment options, promoting and understanding indigenous culture and building stronger indigenous community networks and partnerships.

## Age profile of Commission staff as at 30 June 2011

Number of people



Sixty two percent of the Commission's total workforce is aged 45 years or older, with approximately 17.5 per cent being aged 60 years or more.

The Commission continues to identify and implement a range of strategies to enhance the retention of its experienced employees through flexible working arrangements. At the same time, it is also implementing strategies to increase the diversity of applicants for Commission vacancies, including exploring initiatives to attract youth into the workforce.

## Workforce trends

Current indicators	2007–08	2008–09	2009–10	2010–11
Staff headcount as at 30 June 2011	2,065	2,157	2,191	2,140
New permanent staff	189	222	204	158
Staff turnover	15.8%	10.5%	10.5%	10.5%
Annual average staffing level	1,546	1,585	1,681	1,672
Industrial disputes—days lost	0	0	0	0
Average accrued annual leave in days	19.5	18.9	18.08	19.36
Average accrued LSL in days	11.4	12.2	12.3	11.59
Average sick leave taken in days (See note)	10.96	10.5	12.3	12.54
Overtime in hours/FTE	88.5	100	73	66

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

### External Recruitment

The Commission's external recruitment has decreased slightly from 2009–2010 to 2010–2011. This is largely due to the consolidation of the Commission's workforce (significant reduction in vacancies), as retention rates increased from the previous financial period. The Commission is continuing the implementation of the DSC Strategic Recruitment Plan, which will further target specific segments of the labour market. The second phase of this strategy will include:

- implementation of realistic job previews
- career information sessions
- a review of psychometric testing/development of assessment centres
- a review of the Commission's involvement in the state sponsored Skill Migration Program
- the development and implementation of the Candidate Management Systems – e-recruitment platform.

### Unscheduled Absence

The Commission's unscheduled absence rate has continued to remain high over the past five years. This has predominately been attributed to increases in personal and worker's compensation related leave. The Commission has developed a combined Performance and Attendance Management Strategy to address these issues. Training is scheduled for the first half of the 2011–2012 financial year.

### Voluntary Separations

The Commission voluntary separation rate has remained low (below the Public Sector benchmarked average). The Commission's voluntary separation for employees with less than one year of service is high when compared to previous financial years. The qualitative data from focus group discussions, exit and entry surveys indicates that employee induction/orientation are areas of improvement attributed to this trend. The Commission is in the process of developing an on-line induction system and an on-board strategy to address this issue. It is envisaged that the on-line induction program will be released in the first half of the 2011–2012 financial year.

### Eligibility to retire

The Commission has an aging workforce with approximately 30 per cent being eligible to retire within the next five years. This represents a significant risk to the Commission in regards to retention of knowledge, skills and experience. The Commission's Retirement Intension Survey (2010) has provided great insights into gauging people's readiness to retire. The Commission will continue to examine strategies designed to support staff as they make their transition into retirement.

### Overtime

The Commission overtime rate for 2010–2011 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 is a versatile organisation that is comprised of a number of specialist and unique services. The workforce needed to support this versatility needs to be as equally diverse and multifaceted. Workforce planning is designed to:

- assist managers and senior leaders within the Commission in considering key workforce risks and issues (through workforce data, scenarios and internal/external analysis)
- design strategies to address those risks and issues to support business needs both now and into the future

The Commission Workforce Planning Framework details the system, structure, processes and people that are involved in this process. Directorates have undertaken facilitated workforce discussions which have been used to populate and develop individual directorate workforce plans. These plans have now been endorsed and work to implement strategies under each plan will commence shortly.

Some of the key workforce issues that are impacting on the Commission (identified across the Directorate Workforce Plans) include:

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

Common directorate workforce issues have been identified to

support the development of the Commission workforce plan.

Some of the new workforce planning initiatives recently undertaken include the development of:

- Commission mentoring program
- Aboriginal Traineeship program
- on-line induction system
- Performance and Absence Management strategy.

## Employee relations, workplace bargaining and change

### Employee Relations

The Commission has a range of occupational groups including social trainers, administration staff, local area coordinators, professional therapists, support workers and registered nurses. The unique composition of the Commission's workforce creates a diverse range of challenges and opportunities for the Employee Relations team.

During the year, the Employee Relations team provided advice, training and support to managers and employees on a broad range of issues, including.

- performance management
- suspected breaches of discipline
- grievance management
- interpretation of awards, agreements and employment legislation
- deployment and redeployment

- formal and informal disputes
- Code of Personal Conduct and the Code of Ethics
- managing incapacitated employees
- managing employees who are absent without leave
- work value claims and classification matters
- flexible working arrangements
- discrimination and harassment

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

A performance management guide and an absence management guide was developed to assist managers to successfully manage these issues within their teams. Training sessions are being developed to roll out the guides in the 2011–2012 financial year.

## Workplace bargaining and advocacy

In 2010–2011, the Employee Relations team represented the Commission in the following matters:

- The registration of a Heads of Agreement covering approximately 125 support workers.
- The registration of the Social Trainers General Agreement 2011 covering approximately 1,045 social trainers and supervisors.

- The negotiation of a replacement Registered Nurses – Australian Nursing Federation – Disability Services Commission Industrial Agreement 2010 covering approximately 25 registered nurses.
- Three individual matters were brought to the Western Australian Industrial Relations Commission in relation to classification matters and unfair dismissal.

The Commission is preparing for subsequent rounds of negotiations for support workers.

## Workplace change

A number of directorates within the Commission received assistance to support continuous improvement. Consultation and facilitation was provided during times of organisational change to ensure that transitions were smooth and timely.



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

In accordance with section 175ZE of the Electoral Act 1907, the Commission incurred a total of \$114,689 in relation to advertising, market research, polling, direct mail and media advertising during the financial year.

Expenditure was incurred in the following areas:

	2011 \$
<b>Advertising agencies:</b>	<b>96,335</b>
Adcorp Australia Ltd	85,619
Key2Design Pty Ltd	1,778
Marketforce Express Pty Ltd	8,938
<b>Market research organisations:</b>	<b>1,568</b>
Integral Development Association	1,568
<b>Poling organisations:</b>	<b>Nil</b>
<b>Direct mail organisations:</b>	<b>Nil</b>
<b>Media advertising organisations:</b>	<b>16,786</b>
Elephant Productions Pty Ltd	1,906
Media 66	6,610
Optimum Media Decision	8,270
<b>Total</b>	<b>114,689</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 2010–2011 with respect to the public sector standards, the WA Code of Ethics, the Commission's Code of Personal Conduct, and details of any significant action taken to prevent non-compliance.

#### Compliance issues

There were 31 allegations received regarding potential breaches of the Commission's Code of Personal Conduct and/or the WA Code of Ethics, which related broadly to:

- inappropriate conduct towards colleagues
- inappropriate conduct towards residents
- engagement in outside employment without authorisation
- failure to follow procedures and / or directions

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

The passage of the Public Sector Reform Act 2010 saw the introduction of a number of Commissioner's Instructions. The Commission's policy and operational procedures on managing suspected breaches of discipline was revised to introduce a streamlined investigation process that was consistent with the Commissioner's Instructions.

Additional actions taken to monitor and ensure compliance include:

- training for managers and supervisors on performance management, suspected breaches of discipline and grievance processes in various Commission offices
- information and training about the Commission's Code of Personal Conduct was provided during orientation sessions occurring throughout the year
- a network of support people that staff can access to support them during discipline and performance processes
- a grievance contact officer network available to staff for information and support in relation to grievance issues
- Corporate leadership group sessions to provide information about the Commissioner's Instructions on employment and discipline.
- grievance contact officers and support people were promoted to staff during orientation and induction sessions, the intranet, staff newsletter articles, broadcast emails to staff and posters in Commission facilities.

### 4.5.3 Disability Access and Inclusion Plan Outcomes

The Commission is committed to the access and inclusion of people with disability and aims to continually improve its services, facilities and information. It is a requirement under the Disability Services Act 1993 (amended 2004) (Act) that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP).

The Commission completed the 2006–2011 DAIP in July 2011 and within the past year has developed its fifth DAIP for 2011–2016.

As required under the Act, the Commission has addressed the six outcome areas. The Commission recognises the importance of employment for people with disability and has therefore added a voluntary outcome area relating to employment.

For 2010–2011 the Commission initiated a range of initiatives under each outcome area to continue to improve access and inclusion to its services, facilities, information and employment. These are outlined below:

**Outcome 1:** People with disability have the same opportunities as other people to access the services of, and any events organised by the Commission.

- review of information and referral processes to ensure accessible specialist disability services through the State-wide Specialist Services Directorate.
- implementation of the recommendations of the '100 Conversations' consultation to ensure that the Commission's Local Area Coordination service is effective, accessible and appropriate for the needs of people with disability, their families and carers.
- Service Contracting and Development organised the Alternatives to Employment Expo which was attended by more than 450 people. The Commission organises specific events for people with disability, their families and disability sector organisations to ensure maximum information exchange on services available.

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

- consultation occurred prior to the design and development of new Local Area Coordination offices across the State to ensure offices meet the highest levels of access.
- codification of a number of accommodation services facilities to ensure they are appropriate and accessible for the needs of the residents and family members.

**Outcome 3:** People with disability receive information from the Commission in a format that will enable them to access the information readily as other people are able to access it.

- development of an Accessible Information Training Package and staff training sessions to ensure staff produce printed material in accessible formats that meet the needs of a wide range of information access issues.
- commission information is available in a range of accessible formats upon request.
- the Commission's 'Disability WA' website uses the W3C Web Content Accessibility Guidelines and is available in eight languages.

**Outcome 4:** People with disability receive the same level and quality of service from the staff of the Commission as other people receive from the staff of the Commission.

- the Commission's orientation and induction program provides new staff with information about disability and interaction with people with disability, family members and carers.
- each Directorate also provides specific training required for that directorate. A Training and Development Officer has been employed to develop and implement a training package for both Local Area Coordinators and Area Managers within the Local Area Coordination Directorate.

**Outcome 5:** People with disability have the same opportunities as others to make complaints to the Commission.

- the Commission's Consumer Liaison Service provides a confidential and supportive avenue through which people can make complaints regarding Commission services without concern or fear that it may influence their access to services.

**Outcome 6:** People with disability have the same opportunities as others to participate in any public consultation by the Commission.

- a range of accessible and inclusive strategies were used in consultations such as shaping Count Me In: Disability Future Directions, the review of the DAIP, the Reconciliation Action Plan and '100 Conversations' through Local Area Coordination.
- public meetings were held in York and Gosnells to consult with people with disability, their families and carers regarding proposed respite services.

**Outcome 7:** People with disability have improved access to employment opportunities for people with disability within the Commission.

- Corporate Services undertook work in partnership with Disability Employment agencies to develop opportunities to employ people with disability at the Commission.
- the Commission, as part of its Equity and Diversity Plan, continued to support and encourage people with disability to apply for positions within the Commission. Currently 3.5 per cent of the Commission's workforce have disclosed as having a disability.

## 4.5.4 Recordkeeping plan compliance reporting

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

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.

This report recommended that, as soon as resources can be made available, the Commission moves to an electronic document and records management system (EDRMS) to better address efficiency, effectiveness and compliance to the State Records Act. The Commission is committed towards the continuous improvement of its recordkeeping activities and recognises the vital importance of information contained in its records, providing an integral and valuable part of the functions performed by this agency.

In 2010–2011, the Commission finalised its ICT Strategic Plan, Enterprise Content Management Strategy and EDRMS Business Case. Planning and preparedness projects have now commenced for an EDRMS. For example, there has been a review of the Business Classification Scheme (BCS), a review and implementation of standardised templates and forms, and scanning of physical files (approximately 45,000) has commenced.



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

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

### Recordkeeping training program

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

The training is mandatory for all staff to allow them to gain an understanding of their recordkeeping responsibilities and obligations. The training has been rolled out to all existing staff; with new staff enrolled to undertake this training within a month of their commencement.

Four hundred and seventy one staff have been enrolled to undertake this training for this financial reporting period, 340 staff members have completed, or are in the process of completing the course, as at 30 June 2011. A total of 2,345 staff have completed the training since May 2006.

To support the training there are also departmental publications on the intranet to assist staff 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 for participants to provide comments for improving or enhancing the training programme. The package's vendor (Techniworks) uses this feedback as a tool to evaluate the training program and they 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.

Induction of employees on role and responsibility for recordkeeping

The Commission's staff orientation program is held on a monthly basis for new employees. Staff at this induction training 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 on their responsibilities and obligations under the State Records Act.

## 4.6 Government policy requirements

### 4.6.1 Substantive equality

#### Background

The Commission is among the departments participating in implementing the State Government's Policy Framework for Substantive Equality, which is being coordinated by the Equal Opportunity Commission.

Substantive equality focuses on analysing how systems, processes, practices and workplace culture may combine to produce unequal outcomes for people from Aboriginal and culturally and linguistically diverse (CaLD) backgrounds. To achieve substantive equality, departments need to consider the rights and needs of vulnerable people in the design, implementation and delivery of policies and processes.

The Commission's strategy for achieving substantive equality includes a five-year plan under which significant areas of service provision are reviewed to ensure that there are no barriers to access by people from Aboriginal and CaLD backgrounds. The Commission has completed a review of three different service areas and the fourth is well underway.

#### Progress

During 2010–2011:

- The Commission's Substantive Equality Implementation Committee met regularly to oversee implementation of the five-year plan for substantive equality.
- A third substantive equality pilot project was completed, which reviewed recruitment strategies for social trainers within the Accommodation Services Directorate to ensure that they present no barriers for people from Aboriginal and CaLD backgrounds. This is the largest single staff group within the Commission and has the greatest potential for employing people from Aboriginal and CaLD backgrounds. The review covered the promotion of career opportunities, advertising strategies and the application process up to interview stage.
- The final report and recommendations were submitted to the Equal Opportunity Commission in October 2010. The review identified low employment rates for Aboriginal people and positive rates for CaLD people. While the review did not identify any significant barriers to employment, it identified some areas for improvement and made seven recommendations, several of which have been implemented.
- A fourth substantive equality project commenced to investigate the responsiveness and cultural security of the Positive Behaviour Team approach within State-wide Specialist Services. Positive Behaviour Teams provide services for people who sometimes exhibit challenging behaviours. This area was selected because of the impact

that challenging behaviour has for the individual and family if the person's needs are not met and the behaviour managed effectively.

- Three workshops were held—one each for representatives from Aboriginal and CaLD specialist agencies and one for Local Area Coordination. The Manager of the Substantive Equality Unit within the Equal Opportunity Commission gave a keynote address on substantive equality at each workshop. The project will be completed by September 2011 and the project outcomes will inform the continued development of the positive behaviour service within the Commission and the disability sector.
- The Commission completed a new Strategic Plan for 2011–2015 which includes a commitment to deliver supports and services that are accessible, of high quality and responsive to the needs of people from Aboriginal and CaLD backgrounds.
- The needs of people from Aboriginal and CaLD backgrounds were included in the development of the Commission's Disability Access and Inclusion Plan 2011–2016.
- An introduction to substantive equality and cross cultural awareness is included as part of the Commission's orientation training program for new staff.
- The Commission received and accepted invitation from the Equal Opportunity Commissioner for the Director General to address the Program Partners on the Commission's substantive equality initiatives.

## 4.6.2 Aboriginal Reconciliation Action Plan

### Background

Reconciliation Australia is an independent, not-for-profit organisation that was established in 2000 by the former Council for Aboriginal Reconciliation. Reconciliation Australia is the peak national organisation for building and promoting reconciliation between Aboriginal people and other Australians. The organisation promotes the use of reconciliation action plans as one step towards achieving reconciliation.

Reconciliation action plans turn good intentions into action by encouraging and supporting organisations to become involved in closing the 17-year gap in life expectancy between Aboriginal people and other Australians.

The Commission is half-way through implementation of its second Reconciliation Action Plan. This plan progresses the Commission's strong commitment to ensuring that Aboriginal people, their families and carers have access to culturally appropriate information, supports and services.

## Progress

During 2010–2011 the Commission:

- built on its 2008–2010 reconciliation action plan by developing and publishing a new Reconciliation Action Plan for the period of 2010–2012
- participated in activities to celebrate Reconciliation Week 2011. In an initiative by the Department of Indigenous Affairs, the Bringing them Home Committee and the City of Perth, the Commission sponsored four Reconciliation Week banners. These were displayed in prominent locations within Perth's central business district with the message Count Me In: Disability Future Directions – A better future for everyone
- appointed an Aboriginal Community Ambassador through the Count Me In initiative
- maintained its network of Aboriginal employees
- developed new relationships with Aboriginal organisations to support people with a disability to participate in their programs
- developed and implemented the Commission's protocols for 'Welcome to Country' and 'Acknowledgement of Country'. This policy document will ensure that the Commission provides appropriate recognition of Aboriginal people as the traditional custodians at all major and significant events. Information is located on the Commission's intranet for all staff to access
- organised and funded across – Commission NAIDOC week celebrations

- demonstrated its ongoing commitment to implementing the Government's Policy Framework for Substantive Equality by ensuring that Aboriginal people were consulted about culturally appropriate service provision within the pilot projects undertaken during the year
- continued to provide cross cultural awareness training throughout the Commission
- employed six Aboriginal Business Trainees in partnership with the Australian Medical Association.

### 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 within the Commission's premises, as far as practicable, are not exposed to hazards. The Commission's policy on occupational safety and health confirms our commitment to achieve this outcome.

The Commission also acknowledges its responsibilities under the Workers' Compensation and Injury Management Act 1981 to provide support and resources to assist injured employees to recover and return to work. The Commission is committed to minimising the human and financial impact of workplace injury or illness.

The Commission has a systematic approach to occupational safety & health (osh) and injury management and has adopted the WorkSafe Plan framework which promotes management

practices needed to establish and maintain safe working environments.

The Commission's OSH risk management framework 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 and operational objectives and plans. The framework 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.

The Commission actively supports and maintains a consultative environment in which its employees, their safety and health representatives, managers and other stakeholders work together to continually improve OSH practices and resolve issues in the workplace. The consultation process for the development and review of OSH related policies requires that they be referred to the Commission's OSH Committee for their consideration and input before being endorsed by the Commission's Corporate Executive.

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

OSH policies, guidelines and related documents are accessible to all the Commission's employees. They are disseminated at induction training, via the on line staff newsletter (Cheers) and permanently available on the Commission's intranet site.

## Achievements 2010–2011

- developed and implemented on-line Accident/Incident and Investigation Report Form which has reduced the reporting timeline of accidents from 10 days down to less than a day
- conducted OSH review
- commenced implementation of improvement strategies recommended in OSH review
- WorkSafe plan assessment completed
- OSH training needs analysis completed
- training of new safety and health representatives
- training of Service Support Staff on OSH responsibilities, hazard identification and injury prevention
- facilitated customised training for staff in manutension and mental health first aid.



## OSH key performance indicators / trends

Indicators	2008–09	2009–10	2010–11	2010–11 targets (See note A)
Number of fatalities	0	0	0	0
Lost time injury/disease incident rate (See note B)	5.6	4.8	4.9	Zero or 10% reduction on previous year
Lost time injury severity rate (See note C)	16.5	19.8	19.0	Zero or 10% reduction on previous year
Percentage of managers trained in OSH and injury management responsibilities	62%	43%	75%	Greater than or equal to 50%
Percentage of injured workers returned to work within 28 weeks	98%	93%	91%	Actual percentage
Lost time injury/diseases frequency rate (See note A) (See note D next page)	31.6	27.3	28.6	
Number of rehabilitation cases	53	51	62	
Total number of accidents/incidents (See note E next page)	333	285	555	
Total number of workers compensation claims	123	102	127	
Total number of lost time injuries/diseases occurrences	93	81	84	
Total number of long duration claims with an estimate of 60 days and over (See note F next page)	15	16	16	
Total actual lost time injury/disease days	3,995	4,570	6,202	
Premium contribution (ex GST)	\$1.64m	\$2.34m	\$2.88	

Note A: WA Public Sector reporting requirements

Note B: The lost time injury/disease incident rate is the number of lost time injuries/diseases divided by total number of employees and multiplied by 100

Note C: The lost time injury severity rate is the number of severe (over 60 days) injuries/diseases divided by the number of lost time injuries/diseases and multiplied by 100

Note D: The lost time injury/diseases frequency rate is the number of lost time injuries/diseases divided by total working hours and multiplied by 1,000,000

Note E: The introduction of the Incident Management System in 2010–2011 has seen a significant increase in the number of accidents/incidents reported

Note F: The total number of long duration claims refers to workers compensation claims that have estimates of lost time injury/disease days of 60 days or more

## Workers' Compensation Key Performance Indicators

Indicators	2010–11 Targets	Results
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 2010–2011 show a reduction in the total number of workers' compensation claims and lost time injury/diseases occurrences. However, the severities 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.

## Appendix: Funding to Disability Sector Organisation by service 2010–2011

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
1	Activ Foundation Inc	19,547,661	4,892,171	3,574,900	28,014,732
2	Advocacy South West (Inc)	77,561	31,223	16,579	125,363
3	Anglicare WA Inc	280,099	372,786	91,395	744,280
4	Association for the Blind of Western Australia (Inc)	0	690,341	29,310	719,651
5	ATLAS (Access to Leisure and Sport) Inc	0	15,000	45,442	60,442
6	Australian Red Cross (Lady Lawley Cottage)	587,197	0	3,810,532	4,397,729
7	Autism Association of WA	10,011,652	4,653,265	2,200,646	16,865,563
8	Avon Community Employment Support Centre	0	177,878	0	177,878
9	Belmont Districts Family & Individual Support	9,088	0	58,658	67,746
10	BGSR Pty Ltd Supported Accommodation	3,210,284	0	0	3,210,284
11	Blind Citizens WA Inc	11,251	4,529	2,406	18,186
12	Brightwater Care Group (Inc)	10,153,019	0	28,578	10,181,597
13	Carers' Association of Western Australia	73,471	29,577	15,705	118,753
14	Child & Adolescent Health Service	322,770	63,000	0	385,770
15	City of Canning	487,443	0	194,611	682,054
16	City of Fremantle	0	18,112	0	18,112
17	City of Gosnells	0	0	105,452	105,452
18	Community Living Association Inc (formerly Lower Great Southern Community Living Association)	3,957,427	1,252,880	133,117	5,343,424
19	Community Vision Inc	0	529,734	526,872	1,056,606
20	Crosslinks	1,457,965	2,724,389	295,403	4,477,757
21	DADAA Inc	0	190,347	62,600	252,947

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
22	Deafness Council of WA	4,624	1,861	989	7,474
23	Department of Health of Western Australia	3,305,581	353,103	0	3,658,684
24	Developmental Disability Council of WA	391,485	157,596	83,683	632,764
25	Directions Family Support Association	126,381	626,437	651,850	1,404,668
26	Elba Inc	4,342,478	466,436	376,925	5,185,839
27	Enable Southwest Inc (Formerly SWFSA)	1,416,334	1,081,250	1,367,999	3,865,583
28	Ethnic Disability Advocacy Centre	136,735	55,044	29,228	221,007
29	Fairbridge Western Australia Inc.	0	0	77,129	77,129
30	Family Planning WA	0	413,017	0	413,017
31	Family Support WA Inc (formerly Landsdale)	197,070	278,533	910,571	1,386,174
32	Goldfields Individual and Family Support	1,551,688	739,799	400,317	2,691,804
33	Headwest (Brain Injury Association of WA Inc.)	186,688	75,153	39,907	301,748
34	Hills Community Support Group (Inc)	5,516,065	1,976,228	766,072	8,258,365
35	HomeCare Options	0	0	207,394	207,394
36	i.d.entity.wa	12,243,731	342,614	2,513,690	15,100,035
37	Inclusion WA Inc (formerly Recreation and Sport Network)	0	1,211,889	39,321	1,251,210
38	Independence Australia (Paraquad Victoria)	0	102,740	0	102,740
39	Independent Living Centre	0	2,747,743	0	2,747,743
40	Interchange Inc	0	2,673,191	0	2,673,191
41	Intework	45,986	5,712,080	316,415	6,074,481
42	ISADD WA Pty Ltd	0	768,095	0	768,095

## Appendix: Funding to Disability Sector Organisation by service 2010–2011 (continued)

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
43	Kalparrin Centre	0	0	204,872	204,872
44	Kids are Kids! Therapy and Education Centre Inc.	0	289,053	0	289,053
45	Kids Biz Therapy Centre	0	86,385	0	86,385
46	Kids' Camps Inc	0	45,002	188,648	233,650
47	Kimberley Individual and Family Support	618,152	522,978	404,104	1,545,234
48	Kira Inc.	0	1,099,877	0	1,099,877
49	Life Without Barriers	6,177,677	359,678	1,966,904	8,504,259
50	Lifeplan Recreation & Leisure Association Inc	0	748,721	0	748,721
51	Lifestyle Solutions (Aust) Ltd	0	0	759,156	759,156
52	Lower Great Southern Family Support Association	691,057	406,035	596,200	1,693,292
53	Mandurah Community Care Inc	306,152	0	46,080	352,232
54	Mandurah Disabled Support & Recreational	0	31,164	0	31,164
55	Midway Community Care	1,926,397	721,778	459,183	3,107,358
56	Midwest Community Living Association Inc	1,218,827	0	534,182	1,753,009
57	Miscellaneous Providers	13,454,961	817,776	13,226	14,285,963
58	Mosaic Community Care Inc	5,093,794	0	268,716	5,362,510
59	Multiple Sclerosis Society	5,539,887	690,719	1,214,699	7,445,305
60	My Place WA Pty Ltd	12,166,345	1,781,019	1,279,490	15,226,854
61	Nascha Inc	1,035,403	0	208,501	1,243,904
62	National Disability Services Limited WA	626,890	252,360	134,006	1,013,256
63	Next Challenge Enterprises Pty Ltd	0	66,734	0	66,734



Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
64	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Womens Council	0	0	636,082	636,082
65	Noah's Ark Toy Library	0	143,429	0	143,429
66	North Metropolitan Area Health Service	0	1,094,070	0	1,094,070
67	Nulsen (formerly Nulsen Haven Association Inc)	17,186,474	1,621,550	0	18,808,024
68	Outcare Inc	540,228	0	0	540,228
69	Paraplegic Quadriplegic Association	932,469	237,433	84,113	1,254,015
70	Peel Community Living Inc	2,397,148	389,741	19,117	2,806,006
71	People Actively Committed Together	252,870	0	252,680	505,550
72	People With Disabilities	215,942	86,930	46,160	349,032
73	Personal Advocacy Service	60,684	24,429	12,972	98,085
74	Perth Home Care Services	11,906,023	2,429,064	4,562,122	18,897,209
75	Phylos Inc	541,241	0	0	541,241
76	Pilbara and Kimberley Care Inc	290,925	398,906	458,570	1,148,401
77	Planned Individual Networks (PIN)	77,336	31,132	16,532	125,000
78	Pledg Projects	0	185,223	0	185,223
79	Richmond Fellowship of Western Australia Inc	253,484	0	0	253,484
80	Riding for the Disabled Association of WA	0	358,418	0	358,418
81	Rocky Bay Inc	4,528,995	9,019,822	2,398,735	15,947,552
82	SECCA	0	219,443	0	219,443
83	Senses Foundation (Inc)	2,680,883	1,195,958	450,776	4,327,617
84	Seventh Day Adventist Aged Care WA	1,021,837	0	0	1,021,837

## Appendix: Funding to Disability Sector Organisation by service 2010–2011 (continued)

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
85	Silver Chain Nursing Association	0	2,972,807	0	2,972,807
86	South Metropolitan Area Health Service	0	2,521,612	0	2,521,612
87	South Metropolitan Personnel (Lifeskills 2 Work Fremantle)	0	1,603,929	0	1,603,929
88	Southcare Incorporated	0	198,000	0	198,000
89	Southern Cross Care (WA) Inc	155,615	0	0	155,615
90	Spina Bifida Association	0	331,249	0	331,249
91	Strive Warren Blackwood	264,287	184,374	118,952	567,613
92	Teem Treasure	2,706,289	0	0	2,706,289
93	TeenSpirit Incorporated	0	0	51,266	51,266
94	Telethon Institute for Child Health Research	34,720	13,977	7,421	56,118
95	Telethon Speech and Hearing Centre for Children	0	335,389	0	335,389
96	The Centre for Cerebral Palsy	12,229,363	11,844,120	3,388,827	27,462,310
97	The Spiers Centre Inc	0	0	12,161	12,161
98	Therapy Focus Inc	0	10,539,867	0	10,539,867
99	Transition & Integration Services	2,832,035	178,524	176,380	3,186,939
100	UnitingCare Crossroads	0	0	14,839	14,839
101	UnitingCare West	2,958,381	13,173	0	2,971,554
102	Upper Great Southern Family Support	203,746	315,943	113,490	633,179
103	Valued Independent People	0	3,186,811	227,484	3,414,295
104	Vemvane	58,005	0	360,299	418,304
105	WA Baptist Hospital and Homes Trust Inc	7,655,560	1,565,292	1,786,758	11,007,610

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
106	WA Blue Sky Inc	1,925,170	0	0	1,925,170
107	WA Country Health Service	0	1,944,645	0	1,944,645
108	WA Deaf Society	58,670	133,420	0	192,090
109	WA Disabled Sport Society	0	200,160	0	200,160
110	We Can Community Services Pty Ltd	1,034,908	265,214	249,297	1,549,419
111	West Australian Sleep Disorders Research Institute	0	314,479	0	314,479
112	Westcare Inc	225,897	0	0	225,897
113	Wheatbelt Individual and Family Support	289,215	82,443	359,039	730,697
114	Wize Therapy Pty Ltd	0	154,916	0	154,916
115	Workpower Incorporated	0	1,221,115	0	1,221,115
116	Yaandina Family Centre Inc.	187,620	0	0	187,620
<b>Total for Disability Sector Organisations</b>		<b>204,213,296</b>	<b>100,904,327</b>	<b>43,055,735</b>	<b>348,173,358</b>

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