

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

2014/15 ANNUAL REPORT HEARINGS QUESTIONS PRIOR TO HEARING

Disability Services Commission

Hon Alanna Clohesy asked:

1) For the financial year 2014/15 and by funding mechanism:

a) How many people applied for individualised funding?

Answer: Over the past three to four years, the Commission has moved away from the allocation of funding through the centralised Combined Applications Process (CAP) in favour of a decentralised funding model. This aligns with the approach to be taken under an NDIS. People with disability now apply for and access funding through a variety of local and plan-based mechanisms to meet individuals' reasonable and necessary support needs. These mechanisms include local individualised funding, funding for school leavers, the Age Appropriate Housing Scheme, the Community Aids and Equipment Program and disability therapy and professional services. The majority of people accessing individualised funding, in line with their individualised plans, now do so through these mechanisms. As more funding is being allocated through alternative mechanisms and there is less emphasis on the CAP process, the budget distributed through CAP is reducing.

Decisions and plans that result in funding are captured in a centralised manner; however, decisions and plans that do not result in funding are recorded only in relation to individual records. For this reason, the total number applications for funding through mechanisms other than CAP are not available.

In relation to CAP as a stand-alone mechanism, 951 people submitted an application.

b) How many were unsuccessful in their application?

Answer: As outlined above, with a move toward decentralised funding allocation, the majority of applications for funding received by the Commission are in the form of conversations and plans with Local Area Coordinators and My Way Coordinators. Where these conversations and plans result in funded strategies being approved, this funding approval is centrally recorded. Where conversations and plans do not result in funding being approved, they are captured in individual records rather than in a centralised manner. For this reason, it is not possible to track the number of instances that did not result in funded strategies being approved.

In relation to the centralised CAP, 410 applicants received funded support as a result of their application. Around 70 per cent of those not allocated funding through CAP were already in receipt of other funded supports through the Commission.

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- 2) As at 30 June 2015, how many people with disability had been approved for, but were awaiting individualised funding packages?

Answer: For WA NDIS My Way, Local Area Coordination and the Combined Application Process -

WA NDIS My Way - all people who access supports through the WA NDIS My Way trial are required to develop a plan. Where these plans include reasonable and necessary funded supports they are approved with supports commencing as soon as a service provider can commence (typically 2-6 weeks). As a result, no participants are awaiting packages.

Local Area Coordination - all people who access support through Local Area Coordination are required to develop a plan. Where these plans include reasonable and necessary funded supports that can be funded from the local budget they are approved with supports commencing as soon as a service provider can commence (typically 2-6 weeks). As a result, no people accessing funding through Local Area Coordination were awaiting packages.

Combined Application Process - 49 people who have been successful in CAP are not yet accessing funding. A further 121 people who have been successful in CAP are accessing short-term funding while exploring long term options.

- 3) What is the average cost per individualised funding package as at 30 June 2015?

Answer: The average cost per service user for 2014-15 was \$34,119 (p. 35 Annual Report 2014-15).

- 4) The DSC had indicated on 24 June 2015 that eleven people who were residents at the Quadriplegic Centre had submitted CAP applications for the current round
- How many of these people were successful;
 - How many of these people will be referred to the next CAP round;
 - How many were unsuccessful and not referred to the next CAP round; and
 - How many new applications from current residents have been submitted?


Answer: a. Eleven (11)
b. Nil
c. Nil
d. Nil

- 5) In 2014/15 CAP round 1:

- a) How much funding was allocated to the 180 successful applicants?

Answer: \$15, 599, 042 was allocated to the 171 applicants who were rated to be in highest need of immediate support, relative to the other applicants.

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b) How many unsuccessful applicants were there?

Answer: There were 616 applicants who rated as being in less immediate need of support than the 180 people in (a) above. Many (close to 70 percent) of these people were in receipt of funded support through other sources such as individualised post-school options, school leaver, community living and family support packages.

c) How many applicants were carried forward from the previous round?

Answer: 656 people had applied in the previous round, many of whom had existing individualised funding packages.

d) How many of these applicants were successful?

Answer: 117 people from the previous CAP round were rated in highest need of immediate support and received new or additional funding.

6) In 2014/15 CAP round 2:

a) How much funding was allocated to the 159 successful applicants?

Answer: \$16,148,354 was allocated to the 159 successful applicants. A further 76 people were identified as being in immediate need and were offered the option of working with specifically assigned Commission staff to develop an individual plan, which would be supported with renewable funding where it was required. This approach aligns with a future disability service system.

Further to the above, 643 people developed individualised plans in the WA National Disability Insurance Scheme My Way Lower South West trial in 2014/15 with \$17,897,309 committed to enable the provision of support and services to meet the needs and goals people had identified in their individuals plans.

b) How many unsuccessful applicants were there?

Answer: There were 544 applicants rated as being in less immediate need of support than the 235 people identified in (a) above. Of these unsuccessful applicants more than 78 percent had funded support from other sources.



c) How many applicants were carried forward from the previous round?

Answer: 576 people applied in the previous round, many of whom had existing individualised funding packages.

d) How many of these applicants were successful?

Answer: 111 people carried over from the previous CAP round were rated in highest need of immediate support relative to other applicants and received new or additional funding.

7) How many actual serious incidents on people with disability were reported in 2014-2015 by category of incident, service type and outcome?

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Answer: The Commission's serious incident reporting system collects information from service providers on serious incidents that have occurred from a potential population of over 25,000 people with disability who have accessed services.

The Commission's serious incident reporting system collects information to report on trends and provide oversight, but is not an incident management system: this is undertaken through other means. As a result, 'outcomes' are not recorded against serious incidents.

Service category reflects only on the location of the incident and should not be taken as indicative of the alleged perpetrator of the act.

Data reflects only what incidents were reported to the Commission and does not purport to form a complete picture of acts against people with disability. For the period 1 July 2014 to 30 June 2015, the number of reported serious incidents perpetrated against people with disability by type of service and type of incident is:

Type of service	Type of incident	Number of incidents
Accommodation support	Death	0
	Abuse/Assault (physical, psychological or sexual)	14
	Neglect	2
Other funded service	Death	0
	Abuse/Assault (physical, psychological or sexual)	17
	Neglect	2
Not in service at time of incident	Death	2 (Not confirmed as acts perpetrated; coroner undertaking investigation)
	Abuse/Assault (physical, psychological or sexual)	60
	Neglect	15

This represents a slight decrease in incidents against people with disability from the 2013-14 reporting period.

- 8) How many actual serious incidents on staff were reported in 2014-2015 by category of incident, service type and outcome?

Answer: Serious Incident Reporting is undertaken pursuant to s 25(4) of the Disability Services Act 1993. This section does not require the collection of this data.

- 9) How many incidents were reported to police or other investigative bodies in 2014-2015 by category of incident, service type and outcome?

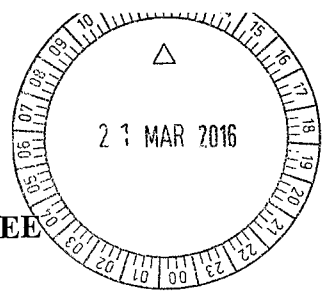
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Answer: Serious Incident Reporting is undertaken pursuant to s 25(4) of the Disability Services Act 1993. This section does not require the collection of this data.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

**2014/15 ANNUAL REPORT HEARINGS
QUESTIONS PRIOR TO HEARING**

Disability Services Commission

Hon Stephen Dawson MLC asked:

1. What is the number of clients in each of the NDIA and NDIS trial areas?

Answer: As at 30 June 2015 a total of 777 people were found eligible for supports and services in the WA National Disability Insurance Scheme (NDIS) My Way trial. This represents the number of people in the Lower South West WA NDIS trial site as, in line with the phased roll-in, the trial commences in Cockburn-Kwinana on 1 July 2015.

The National Disability Insurance Agency (NDIA) is responsible for all communications about the NDIA trial sites. The WA State Disability Services Commission is unable to provide information on the WA NDIA NDIS trial in the Perth Hills.

2. What is the breakdown of clients by age bracket in each of the NDIA and NDIS trial areas?

The breakdown of eligible people by age bracket in the WA NDIS My Way trial as at 30 June 2015 was:

Answer:

0-4 = 31
5-14 = 201
15-24 = 136
25-44 = 160
45-64 = 237
65+ = 12

The National Disability Insurance Agency (NDIA) is responsible for all communications about the NDIA trial sites. The WA State Disability Services Commission is unable to provide information on the WA NDIA NDIS trial in the Perth Hills.

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3. How many children in the care of the CEO of the Department for Child Protection and Family Support are participating in the NDIS trial?

Answer: Seven (7).

4. How many children in the care of the CEO of the Department for Child Protection and Family Support are participating in the NDIA WA trial?

Answer: The National Disability Insurance Agency (NDIA) is responsible for all communications about the NDIA trial sites. The WA State Disability Services Commission is unable to provide information on the WA NDIA NDIS trial in the Perth Hills.

5. What are the key changes to be made in the review of the Memorandum of Understanding with the Department for Child Protection and Family Support in relation to young people under 18 in the care of the CEO?

Answer: The new Memorandum of Understanding (MOU) is a high level summary of how the Department for Child Protection and Family Support (DCPFS) and the Commission will work together. The changes update joint funding arrangements (indexation and cost bands) and address operational issues.

The new MOU package consists of two documents, a Strategic Bilateral MOU and Operational Procedures. The Operational Procedures are separated from the MOU and apply to all areas of the State not part of the NDIS trials.

The MOU is time limited to two years given the expected progress of disability reform over the next two years.

6. How many clients have been supported at the new Disability Justice Centre?

Answer: Nil until 30 June 2015. Since that time, three different people have been supported at the Disability Justice Centre.

7. What is the range of crimes that clients of the Disability Justice Centre have been accused of and not charged?

Answer: Given the small number of people residing in the Disability Justice Centre at any given time there is a risk that providing this information may reveal the identity of a resident or residents.



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8. What property is owned by the Disability Services Commission in Western Australia?

Answer: The Commission owns the following properties:

- 114 Subiaco Road, Subiaco
- 30 to 34 Prospect Road, Armadale
- 21 to 25 Church Avenue, Armadale
- 152 Robert Street, Como
- 17A Simpson Street, Nickol
- 70 Spencer Avenue, Yokine
- 77 Grand Promenade, Bedford.

9. Was any property owned by the Disability Services Commission in Western Australia bought or sold in 2014/2015 and what was the value and address of the property?

Answer: The Commission sold the following properties in 2014-15.

- 170 (Lot 1) Jersey Street, Wembley – Sale Price: \$750,000
- 170A (Lot 2) Jersey Street, Wembley – Sale Price: \$785,000.

10. The number of approved full time equivalent (FTE) staff target was 1,683 and the actual was 1,534 a variation of 150.

(a) How many of the positions remained unfilled as a result of a substantive redundancy?

Answer: Nil - all redundant positions are required to be abolished under the Public Sector Management Act 1994.

(b) Where were any regional staffing positions located that remained vacant?

Answer: Nil - all redundant positions are required to be abolished under the Public Sector Management Act 1994.

11. In regard to Emergency Accommodation:

a) Where are the properties located?

Answer: Throughout 2014/15 the Commission had dedicated emergency accommodation located in Dianella, Bedford, Como, Nollamara and Wellard.

b) What is the total number of places available?

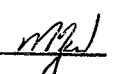
Answer: Throughout 2014/15 there were 35 dedicated emergency accommodation places available.

c) What was the occupancy rate?

Answer: The average occupancy rate for 2014/15 was approximately 47%.

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d) Are current place numbers sufficient for demand?

Answer: Demand for emergency places fluctuates continuously. Periodic peaks of demand cannot always be met due to the specific individual needs of clients which cannot be foreseen, however this is not consistent throughout the year. The Commission also has strategies to assist families and other agencies to support those experiencing crises or difficult situations without entering emergency accommodation. The provision of emergency accommodation is a last resort.

12. What changes occurred in Royalties for Regions funding?

Answer: Royalties for Regions Fund decreased by \$73,000 due to the reduction in the number of staff eligible for the regional workers incentive allowance.

13. In which locations are School Holiday Support Programs run?

Answer: In 2014/15, the School Holiday Programs activities were delivered to individuals residing in following regions:

- East Metropolitan
- North Metropolitan
- Central North Metropolitan
- Central South Metropolitan
- South East Metropolitan
- South West Metropolitan
- Upper South West
- Midwest
- Goldfields.

14. Has the transitioning of services to the non- government sector resulted in any changes to rostering of staff providing 24-hour care in group homes?

Answer: No. The transitioning of services to the non-government sector has not required any rostering changes in Commission group homes.

15. Have any changes occurred in the resourcing of School Holiday Support Programs?

Answer: In 2009, the State Government provided an initial budget of \$3.75 million over three years to the School Holiday Program. A further \$1M was allocated for a fourth year.

In 2014/15, a non-recurrent amount of \$754,964 was provided to the Holiday Activities for Children and Young People Initiative.



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In 2015/16, a non-recurrent amount of \$870,000 was provided to the Respite through Recreation for Children and Young People Initiative. This initiative was delivered through 17 Disability Sector Organisations.

16. Of the 245 places in the Early Childhood development program for children with Global Developmental Delay how many of the places are facilitated in Regional WA and where are they located?

Answer: The Early Childhood development program for children with Global Developmental Delay is a metropolitan area program. In regional areas, the Commission provides support through the Early Years Country Team for children aged 0 to the beginning of year one of school in rural and remote areas with a diagnosis of Autism Spectrum Disorder. This service has 79 places and is available in all regional area of Western Australia. Additional regional services are provided by WA Country Health Service.

17. Is there a waiting list for the Early Childhood Development Program and if yes. How many children are waitlisted?

Answer: As at 16 September 2015, Early Childhood Intervention waitlist for children living in the Perth metropolitan area was 346. This includes 10 individuals waitlisted with Disability Services Commission's Early Childhood Intervention program. The Commission also provides Early Childhood Intervention services to children with autism in country areas and there are 13 children on that waitlist. This excludes individuals living in NDIS trial sites, as therapy is accessed through individual plans within the trial.

18. How many children are currently participating in the Behaviour Support Program, how many of the places are facilitated in Regional WA and where are they located?

Answer: There are currently 108 children aged 5 – 17 receiving services through the Behaviour Support program. The Commission does not have a place based Behaviour Support Program operating in regional WA. Rather, it provides consultancy support to non-government organisations from regional areas that do provide direct support to individuals.

19. Is there a waiting list for the Behaviour Support Program and if yes, how many children are waitlisted?

Answer: Yes. There are currently 18 children aged 5 – 17 years on the waitlist for metropolitan-based services.



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20. How many clients are participating in The Adult Program?

Answer: As at 16 September 2015, there were 1,316 individuals accessing a place in the Adult Intervention program in the Perth metropolitan area. Of these, 358 are participants in the Commission's Adult Program.

(a) how many of the places are facilitated in Regional WA and where are they located?

Answer: The Commission does not provide any adult therapy or specialist support services in regional Western Australia. Regional Adult Intervention services are provided by WA Country Health Service.

(b) Is there a waiting list for The Adult Program and if yes. How many clients are waitlisted?

Answer: As at 16 September 2015, the waitlist for the Perth metropolitan area Adult Intervention program was 285. Of this, 82 are waitlisted for the Commission's Adult Program. These figures exclude individuals living in NDIS trial sites where therapy is accessed through individual plans.

21. Why was there an 8% decrease in the number of people who received family support compared to last year?


Answer: More flexible individual planning processes mean that individuals with disability have increased choice in the strategies and services they obtain. This has resulted in increases in some services and decreases in others. The decrease in services reported as family support is part of this pattern and is balanced by increases in the numbers in other service areas. A number of people who were previously recorded under Family Support are recorded under Community Focused Support.

22. Why has the number of clients accessing Respite dropped?

Answer: Respite is provided through a range of activities including day options, recreation, camps, in-home support, and learning and life skills development activities. While the number of people reported as receiving respite has decreased by 85 people since 2013/14, the number of people accessing day options, recreation and life and skills development has increased by 2,469 in the same period. Participation in these activities by an individual with disability provides their primary carer with a break from their caring role.



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23. Have any changes been made to funding of Respite care and if yes. What are the changes?

Answer: In 2014-15 most funding was allocated to individuals as individualised funding packages to enable them to meet their needs and realise the goals identified in their individual plan. The impact of individuals having greater choice and control to direct the type of support and services they need has resulted in reduction of \$2 million directed to respite and an increase of \$50.2 million to community-focused support. Participation in these activities assists individuals to reach their goals and provides their families with a break from their caring role.

24. In regards to complaints what was the breakdown by government service provider and non- government service provider?

Answer: The management and investigation of complaints about non-government service providers is undertaken by the independent statutory authority the Health and Disability Services Complaints Office, not the Commission. The Commission does not report on complaints about non-government providers.

25. Has the age distribution of individuals receiving a direct or funded services from the Commission changed in recent years?

Answer: Over the four year period from 2011-12 through to 2014-15 the change in age distribution has been minimal. The greatest change during that period was an increase of 1.5% in the 5-14 years age group.

26. What are the details of the new respite property to be constructed in the Pilbara?


Answer: The Government has allocated \$2.8 million for the construction of a holiday respite home for people with disability living in the Pilbara. The WA Housing Authority has made a 2,225 square metre site – a vacant reserve at 109 Athol Street, Cooke Point in Port Hedland – available for the facility.

Based on a needs analysis which involved consultation with people with disability and their families/carers, it is anticipated that as many as 60 people from across the Pilbara will make use of the facility.

The Housing Authority and the Disability Services Commission are currently working together to progress the design and construction of the facility with construction due to start this financial year.

A Local Community Liaison Group which includes representation of people with disability, family members, indigenous community members, disability sector organisations and other local stakeholders has been established to provide local input into the design and development phase of the facility.

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The preliminary design brief envisages a main building with four bedrooms that will provide opportunities for staff supported, planned and emergency respite; and an adjoining two or three bedroom building which will be able to be used by people with disabilities independently or with their own family or other supports. An outbuilding which will be able to be used for day time activity by local people with disabilities is also included in the design.

The Disability Services Commission has already run a Registration of Interest process to ascertain interest from the not-for-profit sector in running the service with a number of potential providers identified. An open tender process will be undertaken to select a service provider who will be contracted by the Commission to operate the facility.

Overall, the aim is to provide a facility which has a homelike, holiday type feel which will enable people with disability to be well supported and their family/carers to have a break from the day to day responsibility of caring for their family member with disability.

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