Disability Services Commission

Annual Report 2004-2005

This Annual Report provides comprehensive data on the number and characteristics of Western Australians with disabilities and their families/carers who have accessed disability support services funded or provided by the Disability Services Commission during 2004-2005, together with the cost of providing these services.

The data on service users which follow have been contributed by 120 external service providers, as well as by the Commission's three service-providing directorates. In all, some 1,346 individual service outlets collect data which are recorded on 38,635 service records for this purpose. This represents an enormous effort by the service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 72 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

▪ the data are collected according to national requirements and therefore are not completely congruent with Western Australian reporting requirements. Thus,

variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;

- the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential within a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery; and

- while the Commission contracts external agencies to provide services, it is difficult to separate government funded disability services from those services provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

THIS REPORT IS AVAILABLE IN ALTERNATIVE FORMATS ON REQUEST
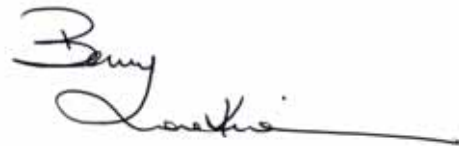
HON MINISTER FOR DISABILITY SERVICES

ANNUAL REPORT

2004-2005

In accordance with the *Financial Administration and Audit Act 1985 (Section 66)*, we hereby submit for your information and presentation to Parliament, the Annual Report of the Disability Services Commission for the financial year ending 30 June 2005.

The Annual Report has been prepared in accordance with the provisions of the *Financial Administration and Audit Act 1985*.

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

Bruce Langoulant
BOARD MEMBER
DISABILITY SERVICES COMMISSION BOARD

31 August 2005

Contents

Disability in Western Australia

Disability affects the lives of more than half a million Western Australians (one in every three people)

- One in every five Western Australians has a disability (405,500 people).
- One in every eight Western Australians needs personal assistance with some activities as a result of disability (250,500 people).
- One in every 10 Western Australians is a carer of a person with a disability (246,800 carers).
- More than one in every three carers themselves has a disability (91,600).

Most Western Australians with disabilities have a physical disability

- Nearly three-quarters of Western Australians with disabilities (288,200 people) have a physical disability as their main disabling condition.
- Almost one in every five Western Australians with disabilities (75,700 people) has a mental or behavioural disorder as their main disabling condition.
- One in every 10 Western Australians with disabilities (41,600 people) has a sensory disability as their main disabling condition.

Many people with disabilities have more than one disability

- 28 per cent of people using services funded or provided by the Disability Services Commission have multiple disabilities (2004-2005 Annual Client and Service Data Collection).

Nearly 30 per cent of Western Australians with disabilities need personal assistance in the core activities of self-care, mobility or communication

- Of these Western Australians with profound or severe core activity limitation, an estimated 71,600 people are under the age of 65.

Most Western Australians with disabilities live in the community

- 95 per cent of people with disabilities live in the community, either independently or with family or friends.

Most of the help needed by people with disabilities is provided by families and friends

- 87 per cent of people with disabilities who require assistance receive assistance informally through family and friends.
- 60 per cent of people with disabilities who require assistance receive assistance formally through government or non-government agencies.

Most Western Australians with disabilities have their support needs fully or partly met. Of all Western Australians with disabilities who report a need for personal assistance:

- 57 per cent have their needs fully met;
- 40 per cent have their needs partly met; and
- three per cent reported their needs were not being met at all.

2004-2005 at a Glance

This 2004-2005 financial year marks the:

- eleventh full year of the Disability Services Commission; and
- implementation of the fifth year of the Commission's Five-Year Strategic Plan.

PEOPLE HELPED

20,109 Western Australians with disabilities access services funded or provided by the Disability Services Commission.

An estimated 405,500 Western Australians with disabilities, and their carers benefited from initiatives of the Disability Services Commission.

COST

The Commission expended $281.8 million to support the needs of the estimated 21 per cent of Western Australians with disabilities. This represents a 7.9 per cent increase on the $261.1 million expended the previous year. The Disability Services Commission expenditure is equivalent to 2.2 per cent of the State Budget.

Expenditure for 2004-2005 represents an average of:

- $14,014 per person using the disability support services funded or provided by the Commission; and
- $695 per person for the estimated 405,500 Western Australians with disabilities.

1. STATEMENT OF COMPLIANCE

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

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

Compliance with Written Law

The Commission has complied with all relevant written law and in particular the:

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

Access and Equity

The Commission has complied with the requirement to:

- report on cultural diversity and language services outcomes;
- develop, implement and report on its Disability Access and Inclusion Plan[1] *(Disability Services Act 1993);* and
- report on youth outcomes.

(Reported under Customer Outcomes in Chapter 11.)

Advertising and Sponsorship

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

---

[1] Amendments to the *Disability Services Act 1993* in December 2004 included renaming "Disability Service Plans" to "Disability Access and Inclusion Plans".

Corruption Prevention

The Commission is committed to creating and maintaining a work environment that supports ethical behaviour, actively discourages potentially corrupt acts and deals promptly and fairly with instances of misconduct. In line with the Premier's Circular 2005/02 and the Treasurer's Instruction 825, the Commission has commenced a review of its Risk Management Policy, procedures and systems to incorporate corruption prevention. Ongoing actions which address corruption prevention issues are outlined within this Annual Report. *(Reported under Other Reporting Requirements in Chapter 12.)*

Energy Smart Government Policy

In accordance with the Energy Smart Government Policy, the Commission has committed to achieve a 12 per cent reduction in non-transport related energy use by 2006-2007, with an eight per cent reduction targeted for 2004-2005. Its achievements are shown in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 12.)*

Equal Employment Opportunity

Under the *Equal Opportunity Act 1984*, the Commission has complied with the requirement to develop and implement an Equal Employment Opportunity Management Plan. *(Reported under Other Reporting Requirements in Chapter 12.)*

Evaluations

In accordance with the *Circular to Ministers No. 37/94*, summaries of evaluations undertaken by the Commission are published in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 12.)*

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

Information Statement

The Commission has complied with the requirement to report on the management of requests under the *Freedom of Information Act 1992*. *(Reported under Other Reporting Requirements in Chapter 12.)*

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

Chapter 1 – Statement of Compliance

Public Interest Disclosures

In accordance with the *Public Interest Disclosure Act 2003*, the Commission has implemented policy and procedures in relation to Public Interest Disclosures (PIDs) and will continue to promote information about PIDs. *(Reported under Other Reporting Requirements in Chapter 12.)*

Public Sector Standards and Ethical Codes

In accordance with the *Public Sector Management Act 1994 S 31 (1)*, the Commission has policy, guidelines and processes in place which support compliance with the Public Sector Standards in Human Resource Management, the Public Sector Code of Ethics and the Commission's own Code of Conduct. *(Reported under Other Reporting Requirements in Chapter 12.)*

Regional Development Policy

The Commission continually strives to increase its responsiveness and effectiveness in supporting people with disabilities and families/carers living in regional and remote areas of the State. In 2004-2005, the Commission's activities in the regions were guided by specific strategies listed in the Government's Regional Development Policy. *(Reported under Other Reporting Requirements in Chapter 12.)*

Reporting and Recordkeeping Plans

The Commission's Recordkeeping Plan (RKP) identified 16 areas of improvement in the areas of recordkeeping programs, records management processing, systems and training. Significant work has been undertaken in addressing these identified areas and it is anticipated that 50 per cent of the required work will be completed by the end of 2005. *(Reported under Other Reporting Requirements in Chapter 12.)*

Sustainability

The Commission is committed to embracing good sustainability principles and practices in all its activities. A number of initiatives have already been put in place to support government sustainability principles both at the strategic and operational levels. The Sustainability Action Plan was developed in accordance with the Sustainability Code of Practice for government agencies and submitted to the Department of the Premier and Cabinet in December 2004. *(Reported under Other Reporting Requirements in Chapter 12.)*

Waste Paper Recycling

The Commission is committed to the conservation and preservation of physical resources. As required by the *Cabinet Minute 2.7 of October 1991*, a report on Waste Paper Recycling is included in this Annual Report. *(Reported under Other Reporting Requirements in Chapter 12.)*

2. THE DISABILITY SERVICES COMMISSION

The Disability Services Commission was established in December 1993 under the *Disability Services Act 1993*. The Act gives the Commission statutory responsibility for policy and program development and service planning in all areas that affect the rights and needs of Western Australians with disabilities.

2.1 Definition of Disability

Section 3
Disability Services Act 1993

"Disability" means a disability -

(a)   which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
(b)   which is permanent or likely to be permanent;
(c)   may or may not be of a chronic or episodic nature; and
(d)   which results in -

   (i)   a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
   (ii)   a need for continuing support services.

2.2 Legislative Functions

The key functions of the Disability Services Commission are specified in Section 12 of the *Disability Services Act 1993*. A summary of functions is presented below.

Policy Development - including advice, research and evaluation.

Service Provision - both directly and by encouraging the development of appropriate services by other agencies.

Funding and Accountability - enabling non-government agencies to provide a diverse range of services offering choices for people with disabilities, their families and carers.

Promotion of Equal Access - enabling access to services provided by government and those generally available in the community.

Community Education and Consumer Advocacy - promoting and protecting the dignity and rights of people with disabilities.

2.3 Legislative Principles

The operations of the Disability Services Commission are governed by 10 legislative principles[2] relating to the rights of people with disabilities and 17 objectives relating to the provision of services and programs to people with disabilities. The principles and objectives are listed in Schedules 1 and 2 of the *Disability Services Act 1993*. Based on the legislative principles, nine service standards[3] provide a customer-focused framework for service provision and the Service Agreements with funded external service providers.

LEGISLATIVE PRINCIPLES

1. People with disabilities have the inherent right to respect for their human worth and dignity.

2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.

3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.

4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.

5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.

6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.

7. People with disabilities have the same right as other members of society to pursue any grievance concerning services.

8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.

9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.

10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

---

[2] Following the *Disability Services Amendment Act 2004*, changed from nine to 10 principles.
[3] The ninth standard (Protection of Human Rights and Freedom from Abuse and Neglect) was introduced in 2004.

2.4 Outcome, Services and Service Areas

State Government Goal*	Disability Services Commission Outcome	Services**	Service Areas
To enhance the quality of life and wellbeing of all people throughout Western Australia	Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Service 1: Accommodation Support	▪ Hostel Residential ▪ Community Residential ▪ Supported Community Living
		Service 2: Individual and Family Support	▪ Family Support and Respite ▪ Day Options (including Post School Options) ▪ Health and Individual Development (including therapy services)
		Service 3: Individual Coordination	▪ a. LAC Coordination ▪ b. LAC Direct Consumer Funding
		Service 4: Strategic Coordination	▪ Policy and Planning ▪ Access and Community Education ▪ Quality Assurance and Advocacy

*   *Better Planning: Better Services. A Strategic Planning Framework for the Western Australian Public Sector,* Goal 1.
** *Previously called "outputs"*

3. BETTER PLANNING: BETTER SERVICES

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

Better Planning: Better Services - Strategic Planning Framework	Disability Services Commission Strategic Planning Framework and Annual Reporting Structure
1 People and Communities	
To enhance the quality of life and wellbeing of all people throughout Western Australia.	All of the Commission's strategic goals fit within this State Strategic Plan objective and are reported in Chapter 14 – Service Reports.
1.10 A positive difference to the lives of people with disabilities, their families and carers.	1. To Strengthen Individuals, Families and Carers. 2. To Strengthen Communities. 3. To Strengthen Partnerships and Support Services. Obligatory Reporting: ▪ Cultural Diversity and Language Services Outcomes (Chapter 11.1) ▪ Disability Access and Inclusion Plan (Chapter 11.2) ▪ Youth Outcomes (Chapter 11.3)
2 The Economy	
To develop a strong economy that delivers more jobs, more opportunities and greater wealth to Western Australians by creating the conditions required for investment and growth.	A considerable amount of annual reporting requirements, as well as required reporting of information in relation to the State Budget process, relate to financial and/or economic aspects. These are listed separately at the end of this section.

3 The Environment

To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected.	Obligatory Reporting: ▪ Waste Paper Recycling (Chapter 12.12) ▪ Energy Smart Government Policy (Chapter 12.4) ▪ Sustainability (Chapter 12.11)

4 The Regions

To ensure that regional Western Australia is strong and vibrant.	Obligatory Reporting: ▪ Regional Development Policy (Chapter 12.9)

5 Governance

To govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future.	Obligatory Reporting: ▪ Advertising and Sponsorship (Chapter 12.1) ▪ Compliance with Public Sector Standards and Ethical Codes (Chapter 12.2) ▪ Corruption Prevention (Chapter 12.3) ▪ Equal Employment Opportunity (Chapter 12.5) ▪ Evaluations (Chapter 12.6) ▪ Information Statement (Chapter 12.7) ▪ Public Interest Disclosures (Chapter 12.8) ▪ Reporting and Recordkeeping Plans (Chapter 12.10)

Financial/economic reporting requirements:

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

4. STRATEGIC SUMMARY

4.1 Vision, Values and Mission

VISION

All people live in welcoming communities that provide friendship, mutual support and a "fair go" for everyone including people with disabilities, their families and carers.

VALUES

- People with disabilities have the same right as other citizens to participate in their communities and to live a full and valued life.
- Communities are enriched by the inclusion and participation of people with disabilities.
- People with disabilities are in the best position to determine their own needs and goals for the future.
- Communities are the most important way of providing friendship, support and a meaningful life to people with disabilities and their families and carers.
- People with disabilities have the right to live a life free of neglect, abuse or exploitation.
- Services provided by government and funded agencies complement and support the role of families, carers and communities.
- Services are provided in a flexible and accountable manner to best meet individual needs.
- Services and supports are responsive to the individual needs and circumstances of people with disabilities, taking into consideration additional needs due to their location, Aboriginality, ethnic background or type of disability.
- Partnerships between individuals, families and carers, communities, governments, service providers and the business sector are vital in meeting the needs of people with disabilities.
- People who work with people with disabilities are valued and supported.

MISSION

The primary focus of the Commission is to make a positive difference to the lives of people with disabilities, their families and carers.

The Commission will provide leadership to:
- support local communities in welcoming and assisting people with disabilities, their families and carers;
- achieve access to quality support and services for people with disabilities; and
- protect the rights of people with disabilities who are especially vulnerable and support them to achieve a full and valued life.

4.2 Strategic Goals

TO STRENGTHEN INDIVIDUALS, FAMILIES AND CARERS

To protect the rights of people with disabilities and to promote the importance of individuals, families and carers in being able to influence what happens to people with disabilities in Western Australia.

Strategies

- Protecting rights and providing safeguards especially for people who are vulnerable.
- Acknowledging the pivotal importance of families and increasing their influence.
- Caring for carers by supporting families and carers in their caring role.
- Enhancing the provision of information and ensuring effective two-way communication.
- Providing quality services based on people's needs.

TO STRENGTHEN COMMUNITIES

To acknowledge, educate and assist communities throughout Western Australia in their role of supporting people with disabilities, families and carers.

Strategies

- Acknowledging and strengthening communities in providing support.
- Positively influencing community attitudes to people with disabilities.
- Mobilising and supporting the public and private sectors to ensure access to services and facilities.
- Ensuring people who live in regional areas or who come from diverse cultural backgrounds receive equitable access to services.

TO STRENGTHEN PARTNERSHIPS AND SUPPORT SERVICES

To ensure that partnerships and support services are developed to achieve the best possible outcomes for people with disabilities.

Strategies

- Increasing government support for disability services.
- Funding and providing quality services to meet the needs of people with disabilities.
- Developing more effective partnerships with government agencies and non-government service providers.
- Ensuring funding is flexible and responsive to individual needs.
- Encouraging and implementing creative and flexible initiatives.
- Promoting behaviours and lifestyles which prevent disabilities and provide people with disabilities with opportunities for optimal growth and development.

5. OPERATIONAL SUMMARY

During 2004-2005, the Disability Services Commission spent $281.8 million (2.2 per cent of the State Budget) to advance the rights and support the needs of Western Australians who have a disability.

Disability Services Commission Funding

The Disability Services Commission's expenditure of $281.8 million has increased by $20.7 million (7.9 per cent) over the past year (from $261.1 million in 2003-2004).

Over the past five years, the budget has increased by 38.1 per cent (from $204 million in 2000-2001).

Funding to disability service agencies as a proportion of total DSC expenditure 2001-2005
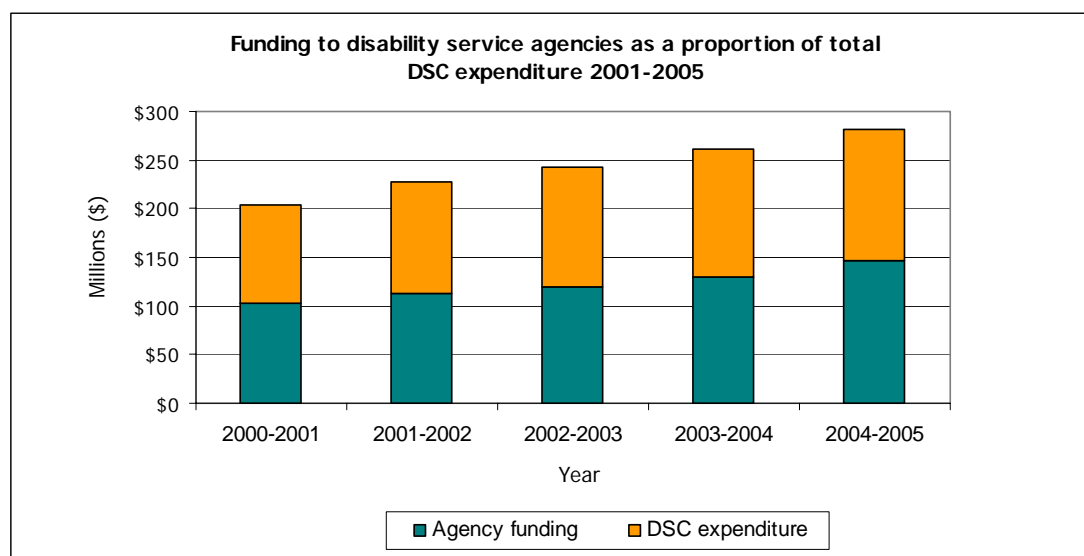
STATE FUNDING

During 2004-2005, the Commission allocated $147.2 million (approximately half the budget) to 120 external service providers to provide services and support for Western Australians with disabilities and their family carers. This is $17.3 million or 13.3 per cent more than the previous year. (See Appendix 16.3 for a full listing of funding to external service providers).

Over the past five years, the State Government's funding of disability services has increased by 35.9 per cent. State funding in 2004-2005 for operations was $227.1 million.

AUSTRALIAN GOVERNMENT FUNDING

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

was signed in 1991. Western Australia completed negotiations for a third CSTDA, covering the five-year period 2002-2003 to 2006-2007, in June 2003.

Under the CSTDA, States and Territories assumed administrative responsibility for accommodation, alternatives to employment, community access and respite, while the Australian Government undertook administrative responsibility for specialist disability employment programs. Advocacy, print disability and information services remained as shared responsibilities. Responsibility for funding under the CSTDA continues to be shared between the two levels of government.

Under the third CSTDA, Ministers have agreed to make progress under five policy priority areas which are aimed at improving the linkages between, and coordination of, services for people with disabilities, namely:

- strengthened access to mainstream and generic services;
- strengthened across-government linkages;
- strengthened individuals and families;
- improved accountability, quality, efficiency and effectiveness of specialist disability services; and
- improved long-term strategies to respond to and manage demand for specialist services.

All States and Territories have entered into bilateral agreements with the Australian Government to work together on local initiatives to progress the CSTDA policy priorities. Under its bilateral agreement, Western Australia has identified areas for joint work with the Australian Government which include:

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

In April 2005, a Bilateral Agreement was signed by Western Australia and the Australian Government for the provision of funding for respite for older carers. This Agreement, which is based on matched funding by both jurisdictions, will see each jurisdiction provide a total of $4.6 million over the three years 2004-2005 to 2006-2007 specifically for the provision of support for older carers.

In 2004-2005, the Australian Government contributed 16.7 per cent of the funding for accommodation and non-employment services administered by the Disability Services Commission, while the State Government contributed 83.3 per cent.

Funding Across Service Areas

Disability Services funding in 2004-2005 was allocated across four Service areas.

Service 1:   Accommodation Support
        Expenditure of $157.1 million (56 per cent of the total budget)

Service 2:   Individual and Family Support
Expenditure of $85.1 million (30 per cent of the total budget)

Service 3:   Individual Coordination
Expenditure of $29 million (10 per cent of the total budget)

Service 4:   Strategic Coordination
Expenditure of $10.6 million (four per cent of the total budget)

**Budget allocation between Service areas
2004-2005**

Strategic
Coordination
$10.6m
4% of budget

Individual
Coordination
$29.0m
10% of budget

Individual and
Family Support
$85.1m
30% of budget

Accommodation
Support
$157.1m
56% of budget
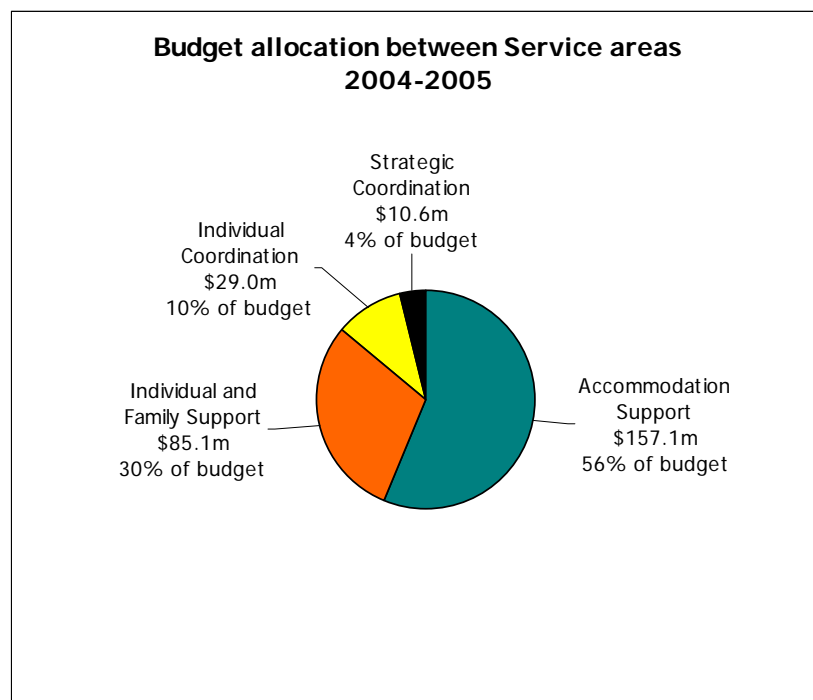
People Helped

During 2004-2005, 20,109 Western Australians with disabilities used services funded or provided by the Disability Services Commission. These people may have accessed one or more services across the Commission's Service areas.

Service 1:   Accommodation Support
3,364 people supported.

Service 2:   Individual and Family Support
16,840 people supported.

Service 3:   Individual Coordination
7,169 people supported.

Service 4:   Strategic Coordination
Developing policy and providing information and advocacy for an estimated 405,500 Western Australians with disabilities.

Average Cost per Person Helped

The average cost of providing support was $14,014 per service user in 2004-2005. The average cost per person supported for each of the Service areas is presented in the following table.

Service	Benefit	Budget	Average cost per person
Service 1: Accommodation Support	3,364 people	$ 157.1 million (56% of DSC Budget)	$46,711
Service 2: Individual and Family Support	16,840 people	$85.1 million (30% of DSC Budget)	$5,052
Service 3: a. LAC Coordination b. LAC Direct Consumer Funding	a. 7,169 people b. 1,431 people	a. $17.2 million b. $11.8 million (10% of DSC Budget)	a. $2,402 b. $8,248
Service 4: Strategic Coordination	*405,500 Western Australians with a disability through 112 key strategic and policy projects	$10.6 million (4% of DSC Budget)	$94,313 (average cost per strategic project)

*   This data item is sourced from the Australian Bureau of Statistics (2004) *2003 Disability, Ageing and Carers, Australia: Summary of Findings – State Tables for Western Australia,* 2003. Cat. No. 4430.0. Canberra: ABS.

People who use Commission funded and provided disability services are counted in Services 1, 2 and 3. Service 3 is a specific service, whereas Services 1 and 2 include a range of services. A person is counted once only within each Service, regardless of how many different service types they use from that Service. For example, a person may access respite, therapy and day activity services (all under Service 2) but will only be counted once within the Service area. The same person may also access services in more than one Service area in the 12-month reporting period. Thus, there will be multiple counting of people across Services 1, 2 and 3. As Service 4 deals with strategic activities (such as access and policy) it delivers an indirect benefit to the 405,500 Western Australians with disabilities identified in the ABS *2003 Survey of Disability, Ageing and Carers*. This service is measured using the 112 strategic activities that impact on the 405,500 Western Australians with disabilities.

Chapter 5 – Operational Summary

2001-2005 Five-year Trends

Five-year Operational Trends

	2000-01	2001-02	2002-03	2003-04	2004-05	Five-year Trend		
						Variation	% change	Av. % change
People Helped	20,387	19,178	19,260	19,401	20,109*	n/a	n/a	n/a
DSC Budget	$204.0 m	$226.9 m	$243.5 m	$261.1 m	$281.8 m	$77.8 m	38	8
Av. Cost/ Service User	$10,006	$11,833	$12,644	$13,460	$14,014*	n/a	n/a	n/a
Non-Govt Funding	$103.2 m	$113.2 m	$119.8 m	$129.9 m	$147.2 m	$44 m	43	9

* The 2004-2005 service user data and average cost per service user data are not comparable to the previous years due to inclusion, for the first time, of the electronic Community Aids and Equipment Program (eCAEP) service user data and a change in reporting by WA Disabled Sports Association (WADSA).

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

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

The following graphs present the overall growth of service users and budget over the five-year period (2001-2005) and the growth in average cost per service user. It is important to note the impact of the refinements to service user data collection as explained earlier.
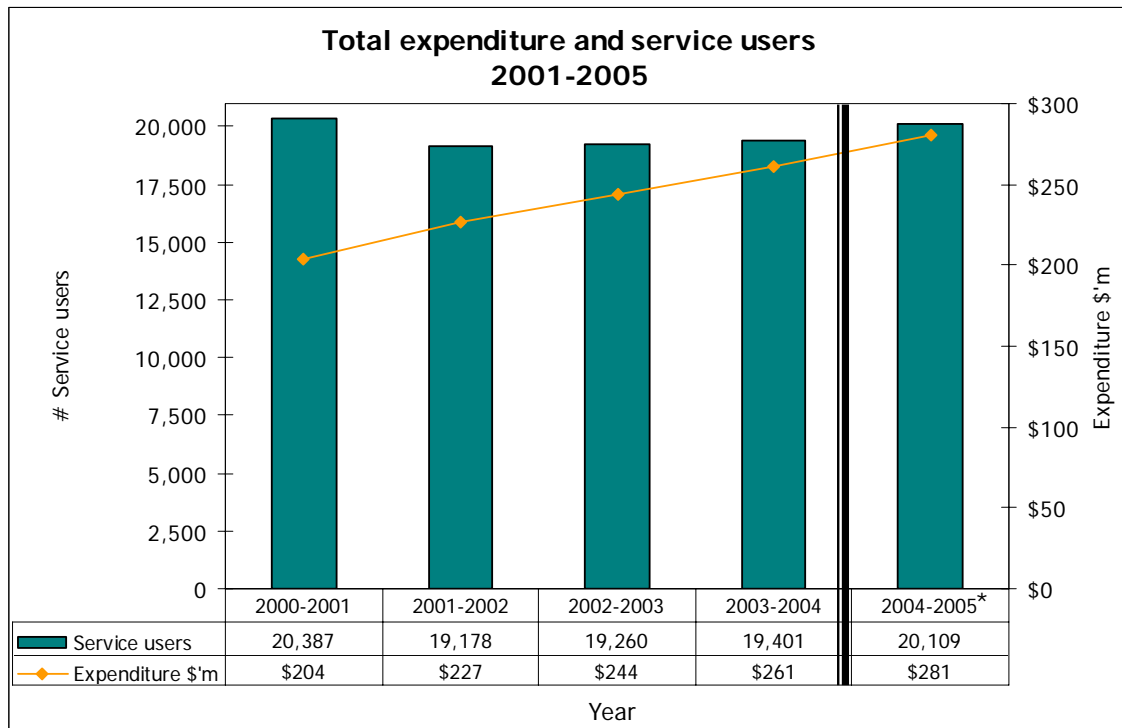
Total expenditure and service users 2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005*
Service users	20,387	19,178	19,260	19,401	20,109
Expenditure $'m	$204	$227	$244	$261	$281

*   The 2004-2005 service user data are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

Total service users and average cost per service user 2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005*
Service users	20,387	19,178	19,260	19,401	20,109
$/Service user	$10,006	$11,833	$12,644	$13,460	$14,014
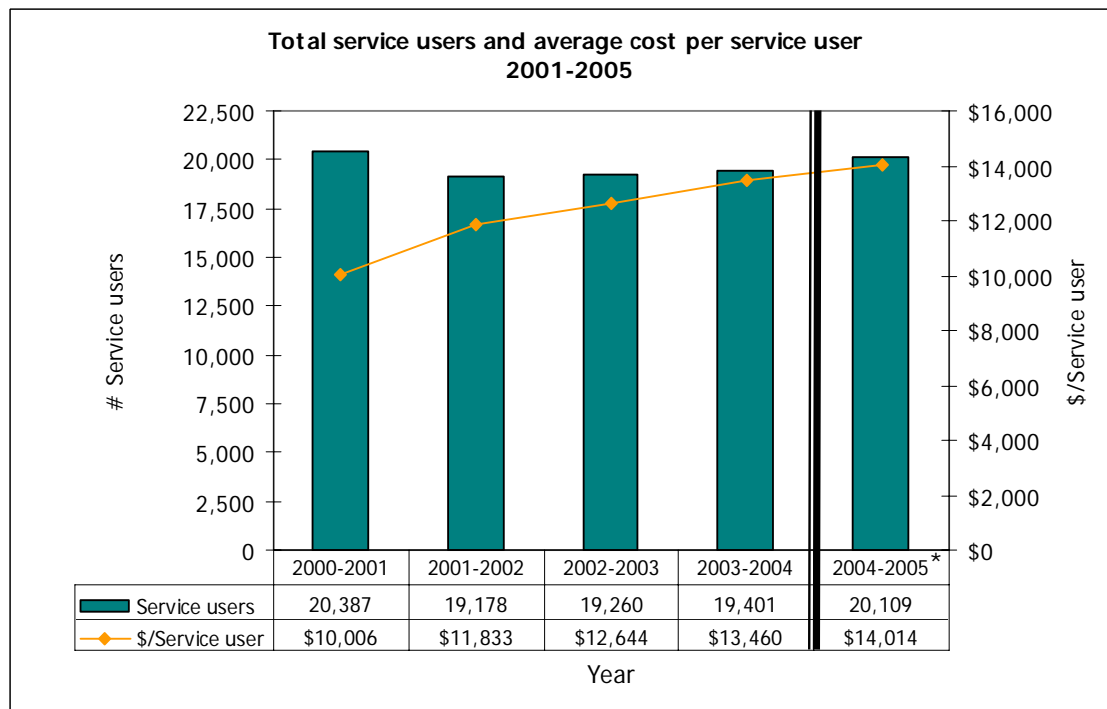
*   The 2004-2005 service user data and average cost per service user data are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

Chapter 5 – Operational Summary

Highlights 2004-2005

STRATEGIC PLAN 2000-2005 – YEAR 5

The Commission implemented the fifth and final year of its second Strategic Plan. The plan, which details the vision, mission, values, goals and strategies for disability services, was developed in consultation with people with disabilities, families, advocates and disability providers.

BUSINESS PLAN – MAKING A DIFFERENCE 2000-2005

Under the Commission's Business Plan, the State Government provided a total of $10.8 million additional growth funding for additional support and services for people with disabilities and their families during the 2004-2005 financial year. The Australian Government contributed a further $0.5 million.

Business Plan Outcomes 2004-2005

Accommodation

Accommodation support was provided to a total of 126 people through the Combined Application Process, including 19 individuals who were provided with support through vacancies and 22 people living with carers aged over 70 years.

Disability Professional Services

Additional funding for disability professional services increased access for 432 people.

Respite and Family Care

A range of flexible respite and family care support packages was provided for an additional 114 families in metropolitan and country areas, and 104 people were provided with new Intensive Family Funding packages to complement the care provided by their families.

Post School Options and Alternatives to Employment

Alternatives to employment were provided for 72 school leavers and 49 adults not able to enter employment programs because of the severity of their disability.

Local Area Coordination (LAC)

Access was extended to LAC for an additional 188 families.

IMPLEMENTATION OF ACCOMMODATION BLUEPRINT

The final report of the Accommodation Blueprint Steering Committee was completed in May 2003. An implementation steering committee, chaired by Mr Barry MacKinnon, has overseen a detailed workplan over the past two years to

progress work across the 60 recommendations contained in the Accommodation Blueprint. Key achievements include the following:

- growth under the 2004-2005 and 2005-2006 State Budgets which will provide accommodation support over and above the initial Blueprint five-year target of 548;
- establishment of a biennial Churchill Fellowship to study best practice and innovation in disability services, providing for three fellowships over the next six years;
- establishment of an innovation think tank on accommodation, coordinated through ACROD;
- funding of $200,000 for training and development initiatives for support workers across the State;
- implementation of a range of initiatives to strengthen support in country areas, including the 'Covering WA' project to develop agency capacity in country regions through partnerships and mentoring arrangements;
- better vacancy management through the Options Exploration Pool, providing for more transparent access to accommodation vacancies;
- development of an interagency policy and support model across the Commission, Department of Health (DOH), Department of Education and Training, and Department for Community Development (DCD) for children with high medical support needs;
- development of protocols with DOH around people with a dual diagnosis of mental illness and intellectual disability;
- agreed protocols and respective roles and responsibilities with the DCD around the support and funding of children with disabilities under the guardianship of DCD; and
- establishment of a non-government consortium to help expand the capacity of the sector to respond to the needs of people with challenging behaviours.

INDUSTRY PLAN

In partnership with the disability sector, the Commission has developed the inaugural Disability Industry Plan 2005-2010.

Input to this plan came from all parts of the State, facilitated through surveys, interviews, and a Disability Summit involving more than 120 delegates.

The plan provides for greater collaboration among both government and non-government service providers, and includes 30 new strategies to effect improved services and outcomes for people with disabilities. An Implementation Group has been established to oversee and report on the plan's progress.

In addition, the Commission has continued to work closely with the Social Policy Unit of the Department of the Premier and Cabinet to develop a Human Services Industry Plan, which will be the overarching approach to support non-government organisations. This work has involved representatives across government agencies involved in the community services sector and representatives from ACROD, Health

Chapter 5 – Operational Summary

Consumers' Council, Ethnic Communities Council of WA (ECCWA) and Western Australian Council of Social Services (WACOSS).

IMPLEMENTATION OF THE REVIEW OF LOCAL AREA COORDINATION

All 40 recommendations of the Ministerial Review of Local Area Coordination have now been implemented across the two-year period 2003-2005. Significant achievements during the past year have been the finalisation of a new streamlined accountability framework for direct funding grants under $5,000, the inaugural combined statewide LAC Orientation and Induction Program, the implementation of new supervision and management structures and processes, as well as the launch of the new website, Information for You.

The major thrust of all changes following the review has been to refocus the role of LAC on core values and functions, increase the level of support to LACs, simplify and reduce the role in funding processes and administration, and increase the consistency of quality of LAC support across the State (particularly for people from Indigenous and culturally and linguistically diverse backgrounds).

HONOURING VOLUNTEERS

The Making a Difference Awards, first established in 2000-2001 to celebrate the voluntary contribution of people and organisations to improving the lives of Western Australians with disabilities, were held at a ceremony at Parliament House in September 2004. A total of 21 individuals and four organisations were honoured in the awards. (A full list of recipients is presented in Appendix 16.8.)

ACCESS AND INCLUSION

You're Welcome - WA Access Initiative

The You're Welcome - WA Access Initiative has been developed to address access issues identified in a major consultation conducted by the Ministerial Advisory Council on Disability in June 2004. The initiative aims to develop accurate and easy-to-obtain information about the accessibility of facilities and to be a catalyst for improved access by providing practical information to assist service planners and providers to make their information, services and facilities more accessible.

Project partners are the City of Perth, Tourism WA, the Western Australian Local Government Association, ACROD, the Ministerial Advisory Council on Disability and People with Disabilities (WA) Inc. The first stage involved the development of access data tools and information. The resulting City of Perth Access Information Pack and Access Information Pack for Business and Community Organisations have been in high demand since launched in December 2004.

The second stage of the initiative, January to October 2005, involves the development of resources including a You're Welcome – WA Initiative Partnership Pack to support the application of the initiative in other communities.

The third stage, which will commence in November 2005, will involve the application of the You're Welcome – WA Access Initiative by local government authorities in partnership with their local community groups statewide.

Year of the Built Environment

The Year of the Built Environment (YBE) provided opportunities to focus on accessibility. Initiatives included Commission sponsorship of universal access awards for the Royal Australian Institute of Architects (WA Chapter), the Housing Industry Association and the Master Builders' Association. The Commission also participated in the YBE Pavilion at WA on Show and the YBE conference.

Western Australian Accessible Tourism Reference Group

An important joint initiative of the Commission and Tourism Western Australia is the establishment of the Western Australian Accessible Tourism Reference Group that will facilitate improved tourism opportunities throughout Western Australia over the coming year.

Disability Access and Inclusion Plans

As the result of a review of the *Disability Services Act 1993*, approximately 230 public authorities are now required to develop and implement Disability Access and Inclusion Plans (DAIPs). Amendments included the extension of access obligations to agents and contractors of public authorities. Additional requirements include DAIPs having to meet prescribed standards as specified in the regulations. Public authorities are also required to undertake public consultations when developing their DAIPs, to review them at least every five years and to lodge their plans with the Commission.

Accessible Communities Awards

The sixth Accessible Communities Awards (formerly the Action on Access Awards) were held in 2004 to showcase and acknowledge some of the access initiatives that are improving the quality of life for people with disabilities and seniors throughout Western Australia.

The winner of the prestigious Dr Louisa Alessandri Award for Excellence for 2004 was Sailability, a not-for-profit organisation that operates at Royal Perth Yacht Club. Sailability impressed the judging panel with its program that teaches people with disabilities how to sail. (A full list of recipients is presented in Appendix 16.9.)

Chapter 5 – Operational Summary

SERVICE QUALITY

Disability Services Standards Achievement Awards

The awards recognise the commitment of service providers towards achieving service excellence in line with the Disability Services Standards and the principles and objectives of the *Disability Services Act 1993.*

In 2005, Certificates of Achievement were presented to:

- Activ Foundation – Iris Litis Group Home;
- Disability Services Commission, Country Services Coordination - Local Area Coordination Harvey/Collie; and
- Cerebral Palsy Association - Country Resource Therapy Team.

Certificates of High Commendation were presented to:

- Activ Foundation – Alternatives to Employment, Gosnells;
- Activ Foundation – Variety Pelican Garrett; and
- Autism Association of WA - Vilberie Court Group Home.

SERVICE EXCELLENCE

The Commission was acknowledged for service excellence across a number of areas during 2004-2005.

- The Individual and Family Support program received an award from Early Childhood Intervention Australia in December 2004 for the "Powerplay Modification Project".
- Boulton Street Emergency Accommodation Service was awarded a certificate of excellence in customer service by the Customer Service Council in November 2004.
- The Feel Safe project was a finalist for the Premier's Awards Education and Skills Training category.

SERVICE PARTNERSHIPS

In 2004-2005, the Disability Services Commission provided funding to 120 external organisations that provide services to Western Australians with disabilities, with funding increasing from $129.9 million in 2003-2004 to $147.2 million in 2004-2005.

The Commission is committed to building partnerships across the disability and community services sector, and has worked cooperatively with peak disability organisations and a range of other funded agencies to realise shared service goals.

The Partnerships Roadmap established on the Commission's website in 2002 continued in 2004-2005. This initiative provides information on committees/working groups, their purpose, members, timeframe, stakeholders and, most importantly, contact names and details for further information.

The Partnerships Roadmap underlines the Commission's commitment to working with the field and is complemented by other partnership initiatives, including:

- five lunchtime forums for the field;
- two breakfast forums for chairs of funded agencies, hosted by the Chair of the Disability Services Commission Board;
- a broadcast email service to funded agencies on issues of interest;
- regular Making a Difference newsletters to inform funded agencies of initiatives, funding and other relevant issues; and
- continuation of the Making a Difference and Accessible Communities award schemes.

6. STRUCTURE

As of March 2005, the Hon Bob Kucera APM JP MLA has been the Minister for Disability Services. Prior to this, the Hon Sheila McHale MLA was responsible for the Disability Services portfolio as Minister for Disability Services.

The Ministerial Advisory Council on Disability provides independent advice to the Minister. The 14-member Ministerial Advisory Council is chaired by Ms Norma Josephs.

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 Barry MacKinnon has chaired the Disability Services Commission Board since December 1994.

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

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive of six Directors. Dr Ruth Shean has been Director General of the Disability Services Commission since April 1999.

The Commission ensures a clear separation between its functions as a funder, provider, purchaser and coordinator of disability services by consolidating functions into six directorates. The special needs of people living in rural and isolated areas are recognised through a separate Country Services Coordination Directorate. All community-based support and LAC services provided by the Commission in the metropolitan area are consolidated into a single Metropolitan Services Coordination Directorate.

MINISTER FOR DISABILITY SERVICES
The Hon Bob Kucera APM JP MLA

Ministerial Advisory
Council on Disability
Chairperson
Norma Josephs
(14 Members)

Disability Services Commission
Board
Chairperson
Barry MacKinnon
(9 Members)

Disability Services Commission
Director General
Dr Ruth Shean

Reference Networks
(People with disabilities,
their families and carers,
and service providers)

Corporate Executive

Metropolitan

Rural and
Regional

Director
Accommodation
Services
Wendy Cox

Director
Corporate and
Business Services
Denis Ramanah

Director
Country Services
Coordination
Dr Ron Chalmers

Director
Metropolitan Services
Coordination
Eddie Bartnik

Director
Service Purchasing
and Development
Penny Bird

Director
Policy, Planning
and Information
Jenni Perkins

Chapter 6 – Structure

6.1 The Disability Services Commission Board

The Disability Services Commission is governed by a Board consisting of nine members, at least five of whom either have a disability, have a relative with a disability, or have recent experience as a carer or an advocate.

The current Board Chairperson, Mr Barry MacKinnon, has held the position of Chairperson since December 1994.

The Board Chairperson is paid $32,000 a year. Board Members are paid $4,800 a year.

During 2004-2005, the Disability Services Commission Board met on 13 occasions.

Board Members	Term of Appointment	Board Attendance
Mr Barry MacKinnon (Chairperson) is an accountant and business management consultant, involved in various agencies on behalf of people with hearing disabilities, and is a parent of a son with a hearing disability.	Expires December 2005	13/13
Ms 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.	Appointed January 2005 Expires January 2008	5/6
Mr Christopher Smith consults in experimental statistical analysis and has a background in tutoring privately and at the University of Western Australia. He has personal experience of disability and is active in access issues, and keen to raise levels of accessibility to the arts for people with disabilities.	Expires September 2005	8/13
Mr Bruce Langoulant has worked in the Financial Service Industry since 1987, is an Associate of the Financial Planning Association of Australia, and currently serves on the National Advisory Board for Associated Planners. He is the parent of a daughter with multiple disabilities, Chairperson of the Management Committee at The Meningitis Centre, and creator and Founding Committee Member of the Amanda Young Foundation.	Expires August 2007	10/13

Ms Heather D'Antoine has a Bachelor of Science (Health Service) and has extensive experience in health services, particularly in the provision and management of health services to Indigenous people in rural and remote locations of Western Australia. She is employed as a researcher at the Telethon Institute for Child Health Research. She is currently the Manager, Kulunga Research Network, Telethon Institute for Child Health Research.	Expires March 2006	11/13
Dr Judith Davis (Deputy Chairperson) is the Manager of a Women's Health Centre and has extensive experience in teaching, research and community practice in metropolitan, rural and regional Australia that embraces issues related to the care of people with disabilities.	Expires February 2008	9/13
Ms Valerie Shiell is the Executive Director of Disability in the Arts, Disadvantage in the Arts (WA) and has extensive experience in the disability field, working in a range of service areas which include independent consultancy, the delivery of therapy services, employment services, alternatives to employment, independent standards monitoring, disability policy development and quality assurance.	Expires August 2005	8/13
Ms Norma Josephs holds a Bachelor and Masters of Social Work and a Certificate in Health Care Management. She has worked in Canada and Australia in rehabilitation, human resource management and disability. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors and the Chairperson of the Ministerial Advisory Council on Disability. She has personal experience of a disability.	Expires November 2006	12/13
Retiring Board Members	**Term of Appointment**	**Board Attendance**
Ms Mallika Macleod (Deputy Chairperson) is a graduate of politics, philosophy and sociology from Murdoch University and one of the faces of the Count Us In media campaign. She has personal experience of disability, is Executive Assistant with ACROD, and has a keen interest in access issues.	Expired March 2005	8/9
Mr Geoff Klem brings a rural perspective to the Board, has a background in State and Local Government management and administration, is currently Director, Regional Policy Unit, Department of the Premier and Cabinet, and is an advocate for his older brother who has a disability.	Expired January 2005	4/7

6.2 The Corporate Executive

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive.

DIRECTOR GENERAL

Dr Ruth Shean has worked in education, health and welfare in both government and non-government sectors, has a PhD in social psychology and an M Ed in Special Education, was a member of the first Western Australian Advisory Council for Disability Services (1992-1993), was Deputy Chair of the National Advisory Council to the Federal Minister for Disability Services (1996-99), and member of the Premier's Machinery of Government Taskforce (2001).

DIRECTOR, ACCOMMODATION SERVICES

Ms Wendy Cox became involved in service provision for people with disabilities with the non-government sector in 1990. Prior to her appointment to the Commission in April 2003, she was a senior manager of accommodation, recreation, alternatives to employment, library and family services with Activ Foundation. Wendy has a Bachelor of Arts Degree in Psychology.

DIRECTOR, CORPORATE AND BUSINESS SERVICES

Mr Denis Ramanah has a strong background in government finance and accountability, and human service administration. After working in the finance area at the Department of Health, he joined the Authority for Intellectually Handicapped Persons in 1989 to head the Finance and Accounting Branch and implement the many reforms introduced in the public sector. On the formation of the Commission, he was appointed to the position of Manager Financial Services.

DIRECTOR, COUNTRY SERVICES COORDINATION

Dr Ron Chalmers has a background in teaching and educational administration. He became involved in disability services in 1991 as LAC Supervisor for the Upper Great Southern area. Dr Chalmers has extensive experience in the development and expansion of LAC and in the needs of people living in rural communities. He holds a PhD enquiring into the inclusion of children with severe and profound disabilities into mainstream schooling.

DIRECTOR, METROPOLITAN SERVICES COORDINATION

Mr Eddie Bartnik has a long history of involvement with disability services in WA, and has postgraduate qualifications in both clinical psychology and education. He was closely involved with the statewide expansion of the LAC Program since its establishment in 1988 and, as Director of Policy and Funding with the newly formed

Disability Services Commission in 1993, was responsible for the development of a cohesive policy framework for funding of disability services through non-government agencies. Since 1998, he has consulted to several interstate and international organisations and developed ongoing collaborative projects.

DIRECTOR, POLICY, PLANNING AND INFORMATION

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

DIRECTOR, SERVICE PURCHASING AND DEVELOPMENT

Ms Penny Bird has a background in occupational therapy, won a Churchill Fellowship to study seating systems overseas, and has 14 years experience at the Cerebral Palsy Association of WA (CPAWA). She was Manager of Children's Services at CPAWA for nine years and was responsible for implementing the transition from centre-based therapy support to family-centred, community-based approaches and centre-based respite to community-based responses. Ms Bird is the former President of the national and local branches of Early Childhood Intervention Australia. Since 2000, she has contributed to work at a national level of resource allocation and government procurement of human services.

6.3 Staff of the Disability Services Commission

In 2004-2005, the Disability Services Commission had an employment level of 1,564 Full-time Equivalent (FTE). This represents a decrease of five FTE on the previous year.

7. THE CHAIRPERSON'S REPORT

The year 2004-2005 has been predominantly a time of consolidation, building on gains, as well as positioning ourselves to meet the challenges of the future.

The State Election in February 2005 resulted in a change of Minister for Disability Services. We farewelled Sheila McHale, our Minister for the past four years, and welcomed our new Minister, Bob Kucera.

I would like to acknowledge Minister McHale's contribution towards our shared goal of supporting people within welcoming and inclusive communities. She provided strong leadership for the sector and a strong voice for Western Australians with disabilities at the Cabinet table.

Under her watch, disability services experienced a rigorous time of review, including an examination of Local Area Coordination, a review of the *Disability Services Act 1993* and the development of the Accommodation Blueprint. We have also enjoyed strong financial growth at unprecedented levels through successive State Budgets that have allowed us to expand services to meet increased demand.

She made a difference to the lives of many Western Australians with disabilities and their families – she delivered.

We look forward to working with Minister Kucera, an experienced Minister who brings with him a wealth of experience in a range of associated fields and, in particular, a strong sense of social justice and a proven track record of working against discrimination and disadvantage.

Over the past 12 months, our operations have been guided by a seven-point plan for a sustainable disability service system.

1.   A sustainable disability sector

Building on a realistic level of indexation announced in May 2004, further steps have been taken to ensure the viability of the disability sector through the development of the Disability Industry Plan – a first for Australia - by the Sector Development Working Party. Its 30 recommendations provide us with a template for a stronger and more collaborative sector, resulting in better outcomes for people with disabilities and their families.

2.   Implementing the Accommodation Blueprint

Substantial additional funding from the State Government has meant that we have been able to exceed the projected numbers of people receiving accommodation support funding needed to meet the Accommodation Blueprint target. In addition, significant work was undertaken to progress the community-based think-tank, a

major recommendation from the Accommodation Blueprint, to explore more innovative ways of providing accommodation and community-based support options.

3.   Sustained growth for business planning

In 2004-2005, the State Budget provided us with $227.084 million recurrent, an increase of $19.722 million on the previous year's allocation. As well, we received unprecedented funding increases in the forward estimates over the next four years, rising to $288.954 million by 2008-2009, to ensure a sound foundation for business planning within the sector.

4.   A more accessible community

Work has begun on implementing Disability Access and Inclusion Plans, which replaced Disability Service Plans following amendments to the *Disability Services Act 1993* in December 2004. These will strengthen access requirements for State and local government agencies. As well, the first phase of a major initiative, You're Welcome, was carried out in conjunction with the City of Perth.

5.   A strengthened system of Local Area Coordination

The Local Area Coordination program has been expanded in metropolitan and regional areas during 2004-2005 to keep pace with the growth in consumer numbers and the demand for this service.

Implementation of the 40 recommendations from the review of Local Area Coordination continued. These include a new website and other readily-accessible information for people with disabilities and families, improved support for Indigenous people and people from culturally and linguistically diverse backgrounds, and better recruitment and training for LACs.

6.   A focus on rural and regional initiatives

The finalisation of the Commission's Indigenous Policy Framework sets the agenda for improving and increasing supports and services for Aboriginal people with disabilities and their families living in regional and remote areas of Western Australia.

As well, the Commission worked with the nine Regional Development Commissions (RDCs) to promote a collaborative approach to supporting people with disabilities in regional areas. A new partnership arrangement between the Commission and the RDCs specifies that they have an important role to play to enhance access and information on disability issues in regional areas.

7.   Implementation of the third Commonwealth State Territory Disability Agreement (CSTDA)

Western Australia's record growth funding put it in a strong position to be the first State to sign up to a bilateral agreement with the Australian Government resulting in

Chapter 7 – The Chairperson's Report

$6.6 million over four years for additional respite services for Western Australian families – in particular older carers. With just two years remaining of the third CSTDA, planning is underway to ensure that Western Australia receives its fair share of funding and that potential areas of cost shifting are minimised.

Board Business

Following the review of the *Disability Services Act 1993* in 2002, the Board established four Reference Networks to allow people to have their say on matters relating to Commission services. These are the:

- People with Disabilities Reference Network;
- Families and Carers Reference Network;
- Service Providers Reference Network; and
- Rural/Regional Reference Network.

A total of 11 meetings – three in the metropolitan area and eight in regional centres – were held to allow people with disabilities, families, community groups, service providers and others to talk one-on-one with a Board member. This has been a particularly important exercise for us as it has given us the opportunity to hear issues first hand. Issues raised include the availability of services such as accommodation, respite and employment, guardianship concerns and issues relating to paid carers.

Two Board Members have left us during the year - Geoff Klem, who brought a strong rural perspective to the Board, and my Deputy Chairperson, Mallika Macleod, who has provided me much appreciated support. Both are highly valued members who have made substantial contributions to the work of the Board and ultimately to the wellbeing of people with disabilities and families. We welcomed a new member Sally Eves, a Social Worker from Exmouth, who maintains a strong representation for regional areas.

The Way Ahead

Work has begun on developing the Commission's new five-year Strategic Plan to guide us through to 2011. Participation and citizenship are likely to be the new key words in our vision for the future. As well, a greater emphasis on building community awareness is likely, leading ultimately to greater community inclusion, to underline that for people with disabilities to really belong, the wider community has to understand, embrace and value them.

The Strategic Plan will be complemented by the new Disability Industry Plan. This aims to ensure service sustainability in the face of increasing demand; and that services remain contemporary and relevant, offering quality, choice and security, while making the most effective use of available resources. Its recommendations will assist and strengthen the sector, and its development has set a benchmark in collaboration and partnership between the Commission and the sector. I commend all those involved in its development.

Evaluation of the Commission's successful Open Your Mind – Count Us In community awareness campaign, created in conjunction with ACROD (WA), and jointly funded by Lotterywest, indicated that it made substantial inroads into the public consciousness. The second phase of the campaign, a school resource kit for students from pre-primary to Year 12, is under development, as are resources targeting the business sector.

Each gain we make in our efforts to secure good lives for people with disabilities and their families is accompanied inevitably by a corresponding new challenge. As well as meeting the ongoing need for direct services, new and emerging issues include workforce pressures, outcomes following the Australian Government employment reforms and overcoming disincentives faced by families around long-term financial provision for children with disabilities.

I would like to thank all those who have continued to work to improve the lives of Western Australians with disabilities over the past year. I extend my thanks to my fellow Board Members, to the staff of the Commission and to the Director General, Dr Ruth Shean, for their commitment and efforts on behalf of people with disabilities and their families.

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

8. THE DIRECTOR GENERAL'S REPORT

A roll-call of activities over the past 12 months clearly indicates the enormous scope and diversity of the Disability Services Commission's operations on behalf of Western Australians with disabilities and their families and carers.

In a year marked by some significant events – State and Federal elections, a new Minister, a major community awareness campaign, the development of an industry plan - some consistent themes emerge.

Existing partnerships with the sector have strengthened, as evidenced by the number of collaborative projects and initiatives undertaken over the past 12 months, and new partnerships have been forged.

In particular, the development of the Disability Industry Plan, a five-year plan that will assist the sector to achieve the best possible outcomes for people with disabilities and their families within current resources, demonstrates this close cooperation. Two years in the making and with contributions from more than 120 service providers, the plan unites our sector through clearly defined goals and shared commitments.

As well, a great deal of effort has been placed on building communities' capacity to better support people with disabilities. In particular, community awareness, through the Open Your Mind and Count Us In campaign, through an invigorated Local Area Coordination Network and through initiatives such as the You're Welcome - WA Access Initiative, has featured strongly.

The Commission has worked in collaboration with a range of other stakeholders, both from within the sector and elsewhere, not only to raise this community awareness, but also to encourage others to take tangible steps to address those issues.

During the year, I was fortunate to make a number of visits to regional areas as well as visiting many people and projects in the metropolitan area. There has been remarkable growth in service provision throughout regional areas as communities develop local responses to local issues.

The *Remote Area Strategy* is a new initiative to create community-based models of support for people with disabilities living in remote areas of Western Australia. This two-year project will develop, trial and evaluate new models of support in remote areas such as the Murchison, East Kimberley, Western Desert, inland Gascoyne, Central Lands, Indian Ocean Territories and Northern Goldfields. A key element of the strategy will be the development of sustainability through community acceptance of new models of support.

This community support is fundamental to all of our endeavours. It is a vital dimension in ensuring that people with disabilities are able to participate fully within their local communities. It underlines, yet again, the importance of making the community aware of the issues and challenges still faced by people with disabilities and their families if we are to create a truly inclusive society.

Our activities continue to be underpinned by strong financial support from the State Government. In the 2004-2005 State Budget, disability services received the biggest ever funding increase – approximately $70 million over the next four years. For the 2004-2005 financial year, we received a recurrent allocation of $227.084 million, an 9.5 per cent increase on the previous year's allocation of $207.362 million. This included an increase of $10.808 million from the State and $0.491 million from the Australian Government, to give a total of $11.299 million in growth funding.

The following information provides a snapshot of just a few of the myriad initiatives that have been carried out during the past year. They indicate the breadth and diversity of the Commission's undertakings for 2004-2005 and are grouped according to the key goals from the Commission's current Strategic Plan.

Individuals, Families and Carers

- The Commission, together with the Department of Education and Training, employed an officer short-term to coordinate services for six students with disabilities attending mainstream government schools. The project also resulted in operational guidelines on how existing services can work together.

- Distribution of $3.1 million of grants through the Equipment for Living initiative resulted in significant positive changes for many people who now have access to equipment that previously was out of reach.

- The successful Stepping Stones Positive Parenting Program was officially launched. Program originator, Professor Matt Sanders from the University of Queensland, attended.

- The first phase of the You're Welcome - WA Access Initiative, an outcome of Ministerial Advisory Council on Disability consultations, was completed, in partnership with the City of Perth. The initiative provides information on accessible facilities within local communities. The first phase saw the launch of 10 information sheets for the private sector, covering accessible parking, accessible toilets and access to information, and helpful access information on key areas around the City of Perth.

- A formal service delivery agreement was drawn up between the State and Australian Governments allowing the Commission to provide a visiting Local Area Coordinator on the Indian Ocean Territories of Cocos Keeling and Christmas Islands.

Chapter 8 – The Director General's Report

- A simultaneous rural-metropolitan launch was held to highlight changes to the Local Area Coordination program following its review. Outcomes included a new website, video and information packs for people with disabilities and families, and improved support for Indigenous people and those from culturally and linguistically diverse backgrounds.

- For the second year running, the Commission and ACROD (WA) ran a well received campaign to alert people of the importance of accessible parking to people with disabilities over the Christmas period.

- The Health Resource Consultancy Team developed a Personal Health Diary to provide medical information about people with disabilities requiring hospitalisation.

- The Options Exploration Process successfully placed 140 people in new accommodation options during 2003-2004.

- More than $1 million of additional funding was provided for disability professional services for more than 500 additional people, particularly pre-school and school-aged children.

Building Communities

- The Commission and ACROD (WA) developed a successful community awareness campaign, Open Your Mind – Count Us In, on the rights and aspirations of people with disabilities through a series of television and newspaper advertisements, all featuring people with disabilities. It was funded in part through Lotterywest. Subsequent evaluation indicated that the overwhelming response to the campaign was positive.

- Work began on the second phase of the campaign, to develop a resource package for schools to increase students' knowledge and understanding of disability. Further work to raise awareness among the business community also got underway.

- The Commission provided appropriate language and disability awareness training for almost 70 medical students at Notre Dame University. The Health Resource Consultancy Team worked with the University to develop further sessions for medical students, including presentations by a person with Down syndrome and a person with a physical disability.

- A new website, Information for You, was developed in response to recommendations from the LAC Review. It contains useful information for people with disabilities and their families on a range of topics, including advocacy, education and health issues, as well as support services available from the Commission.

- The Rotary Club of Mundaring successfully applied for an international grant through Rotary International for a project plan involving the Commission's four houses in Chidlow.

- Work began on developing a new five-year Strategic Plan – the Commission's third - to set out key directions and priorities to 2011.

- Sailability, a not-for-profit organisation that gives people with disabilities the chance to enjoy sailing, won the 2004 Dr Louisa Alessandri Award for Excellence, part of the Accessible Communities Awards.

- Country Resource therapists, Derby Health therapists and an equipment technician provided training in equipment maintenance to enable local maintenance of wheelchairs and other equipment.

- Amendments strengthening the *Disability Services Act 1993* were passed by Parliament. Under the amendments, Disability Service Plans have been renamed Disability Access and Inclusion Plans to better reflect the intention of the legislation.

- The inaugural Local Agency Agreement for the South West was signed. These agreements, between the Commission and other government, local government and non-government organisations, document everyone's commitment to building community capacity, honest communication, and working in a way that best serves people with disabilities and the community.

Services and Partnerships

- Six Disability Services Standards Awards were presented by the Minister for Disability Services. A new panel contract of independent standards monitors has been established.

- The Commission's Health Resource and Consultancy Team worked with Edith Cowan University and BreastScreen WA to develop resources to raise awareness of the importance of ensuring women with intellectual disabilities receive mammography screening and education.

- Disability First Stop, a new service developed by the Commission and the advocacy group, People With Disabilities (WA) Inc, was established. The service aims to help newly-diagnosed people with disabilities and families find appropriate services and support.

- A ninth Disability Services Standard was announced, focusing on the protection of human rights and freedom from abuse and/or neglect. A training manual for its implementation was developed and training sessions held in regional and metropolitan areas.

- The Sector Development Working Party, comprising representatives from the Commission, ACROD (WA) and the Council of Funded Agencies (COFA), developed the Disability Industry Plan - a first for human services in Australia - to ensure service sustainability and to increase capacity within existing resources. The plan will sit within the State Government's Human Services Industry Plan.

- The Commission's Learning and Development Branch provides nationally-recognised training to more than 400 staff annually from both the Commission and funded agencies. In 2005, new training was offered, including Care and Protection, which will support the implementation of the ninth Disability Services Standard, balancing home, work and study and a new manutention program.

Chapter 8 – The Director General's Report

- Work commenced on establishing a Companion Card program which will allow companions of people with disabilities to enter venues and facilities free of charge.

- Country Services Coordination coordinated the first joint country/metropolitan induction program for 19 LACs (10 country and nine metropolitan).

- The Commission and rural service providers developed and distributed a Board Resource Kit for ongoing governance education and training to develop new board members and maintain effectively functioning boards for non-government organisations. More than 80 copies have been distributed.

- Service agreements were signed with the Commission's internal providers to ensure equity with other providers. The Commission's Service Purchasing and Development Directorate also renegotiated 24 contracts with community-based funded agencies during the 2004-2005 financial year.

Business Issues

- The benefits of in-sourcing the management of workers' compensation claims are now being harvested. There has been a significant reduction in workers' compensation premium and time lost from work.

- A total of four dwellings were completed (at Fairholme, Birdwood Avenue, Como, Walkington Way, Eden Hill and Koolunda Court, Karawara), with a further 22 projects at various stages of development, including identification of blocks of land and a number of construction and modification projects.

- The Accommodation Services Directorate (ASD) initiated a maintenance audit of all properties and embarked on an "enhancement" program, focusing on bringing the internal and external environments of each house to a standard comparable with those within the local communities.

- Five workshops on a systems approach to hazard management were conducted with 80 ASD line managers.

- Considerable work was done with the Department of Treasury and Finance regarding the 2005-2006 budget and specifically a request for increased funding for early intervention initiatives.

- The Commission provided input to a proposed national Insurance Scheme for Catastrophically Injured People. Issues included replacement of claims for long-term care with guaranteed access to services funded under the new scheme and a no-blame system.

The next 12 months will see a further strengthening in the ties across the disability sector as the new Disability Industry Plan is implemented, the Commission develops its third Strategic Plan, and as the sector works together to continue to raise community awareness.

As with all human services, providing services and support for people with disabilities, their families and carers can be challenging, dealing as it does with

personal and private aspects of the lives of others. I would like to offer my thanks to all of you who work so hard in this challenging yet crucial area of human services.

I also acknowledge all those people with disabilities, families and carers, service providers, Commission staff, volunteers and others who have made a contribution towards our shared goal. In particular, I thank the former Minister for Disability Services, the Honourable Sheila McHale, for her strong support and commitment to improving the quality of life for Western Australians with disabilities. We look forward to continuing this strong relationship with our new Minister, the Honourable Bob Kucera.

Minister Kucera has had a strong connection with the disability sector, particularly during his long career with the Police Service. It would be fair to say that he was one of the key personnel within the Police Service whose commitment saw the adoption of the successful Police Diversion project. This joint initiative between the Commission, Police Service and Department of Justice actively tried to keep people with disabilities out of the criminal justice sector. He has brought his strong sense of social justice to his Ministerial portfolios and we look forward to a successful working partnership with him.

As always, I offer my thanks to people with disabilities, families, volunteers, and staff of Government and non-government agencies and others for their ongoing commitment to addressing the needs of people with disabilities.

Dr Ruth Shean
DIRECTOR GENERAL
DISABILITY SERVICES COMMISSION

9. PROFILE OF TRENDS, ISSUES AND CUSTOMERS

In seeking to address the needs of Western Australians with disabilities, the Disability Services Commission has based its plans for the future on analysis of past and current trends.

Factors which may affect the provision of services to people with disabilities include changes in:

- the population of people with disabilities;
- the support networks available to people with disabilities;
- community attitudes and expectations;
- social and economic policies; and
- the administration of government.

The Disability Services Commission is undertaking a detailed analysis of the *2003 Survey of Disability, Ageing and Carers* produced by the Australian Bureau of Statistics (ABS). The following information draws on these data, together with information from the Commission's 2004-2005 Annual Client and Service Data Collection (ACDC).

Western Australians with Disabilities

The number of Western Australians of all ages with disabilities is currently estimated at 405,500 and is increasing by approximately 9,000 a year, largely as a result of population ageing.

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

Projected Growth

Longer term forecasts on expected trends in disability can be made by assuming constant age-sex specific disability rates and by applying them to ABS age-sex middle-level population projections for the State.

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

The total number of people with disabilities is forecast to increase from 434,300 in 2006 (a prevalence of 21.4 per cent) to 646,000 in 2026 (a prevalence of 25.6 per cent). Almost three quarters of this increase is accounted for by disability in Western Australians aged 65 years and older.

Western Australian population and disabilities forecast 2006-2026
ABS survey 2003

	2006	2011	2016	2021	2026
Population	2,032,800	2,161,900	2,286,900	2,407,900	2,522,300
People with disabilities	434,300	483,700	535,800	591,900	646,000
Profound / severe core activity limitation	123,900	137,700	154,300	173,000	191,500
Profound / severe core activity limitation under 65 years	74,300	78,400	81,100	83,000	84,600
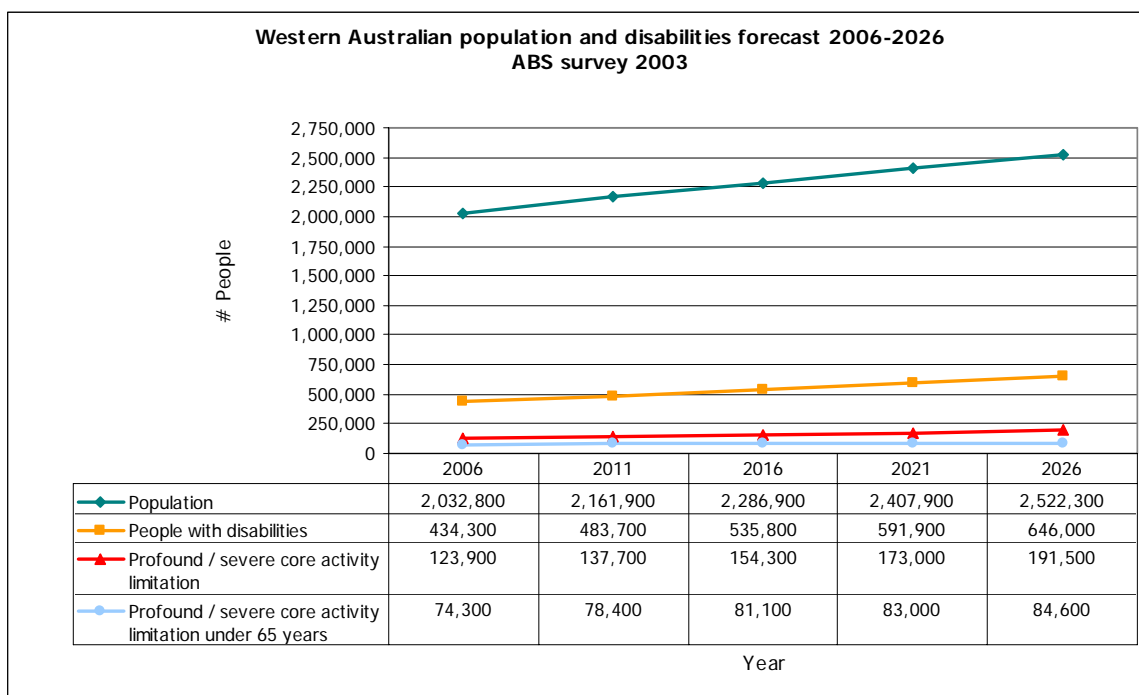
The proportion of the total population aged less than 65 years with disabilities will remain unchanged, at about 14.4 per cent. The proportion of the total population aged less than 65 years with profound or severe core activity limitation is also expected to remain approximately the same, at about 3.5 per cent.

Western Australia disability forecasts 2006-2026
ABS survey 2003

Chapter 9 – Profile of Trends, Issues and Customers
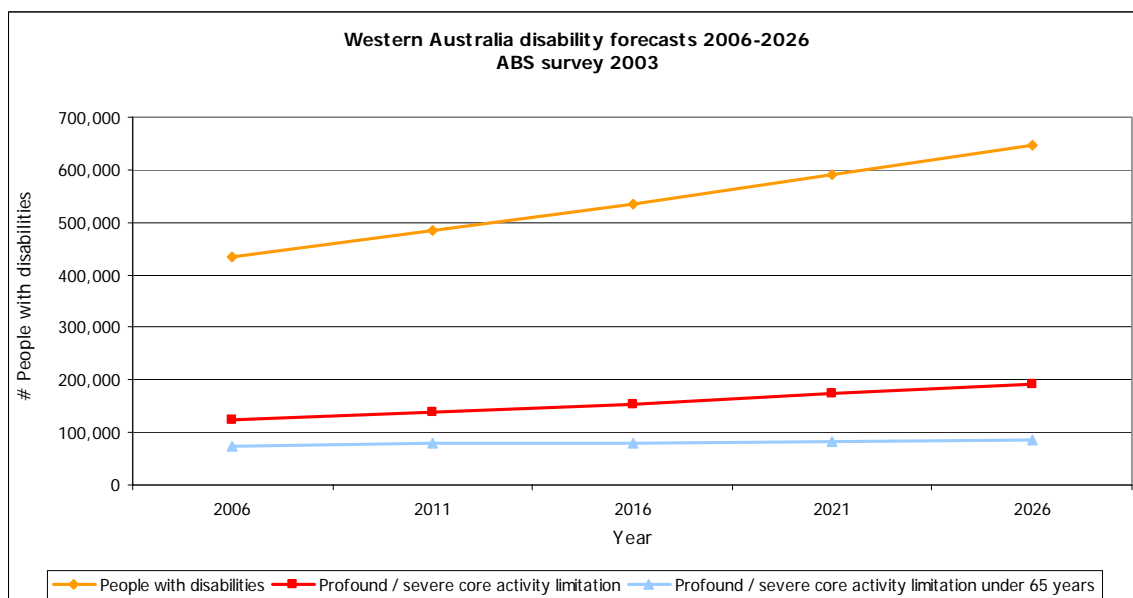
Supporting People with Disabilities

Most of the help needed by Western Australians with disabilities is provided by family and friends. However, formal support from disability agencies is reaching an increasing proportion of those needing assistance.

- 87 per cent of all Western Australians with disabilities who require assistance receive assistance informally through family and friends.
- 60 per cent of Western Australians with disabilities who require assistance receive assistance formally through government, non-government or commercial agencies.
- Help is not received in three per cent of cases where it is needed.
- Some people may access needed help from a number of different sources.

The increasing role played by agencies in supporting the needs of people with disabilities is diminishing the demands placed on families.

**Support provided to Western Australians with disabilities
ABS survey 2003**

 # People with disabilities

| Provider of support |
| Family and friends | Agencies | No-one |
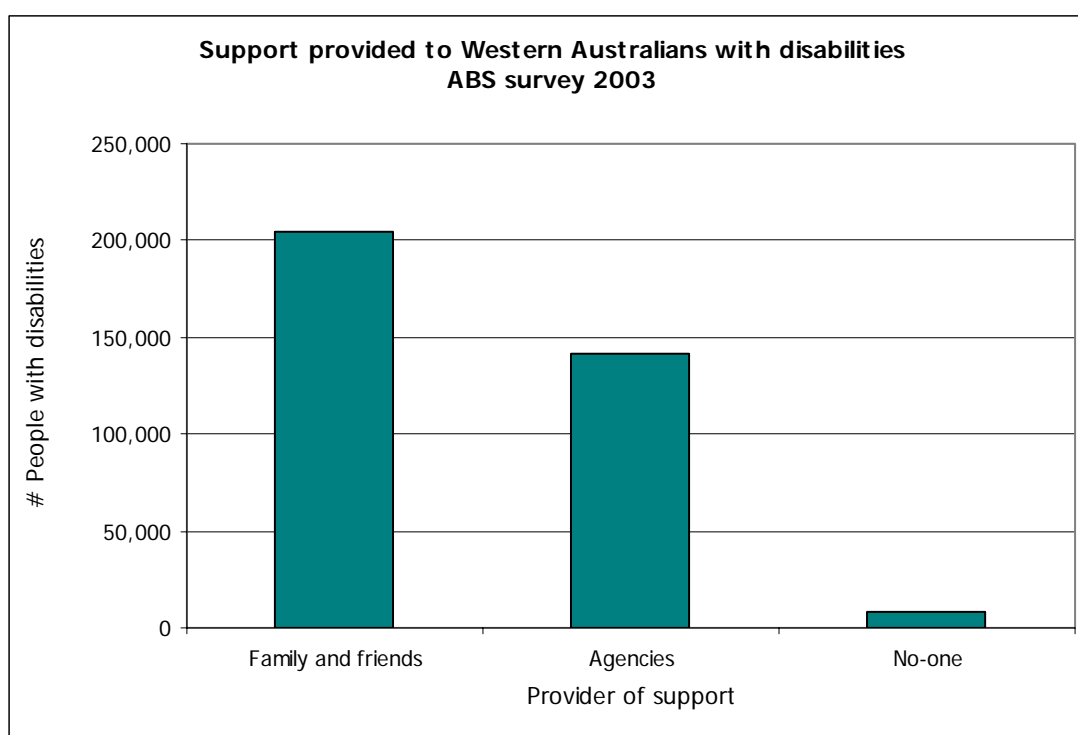
Supporting Carers

Carers play a vital role in maintaining the wellbeing of Western Australians with disabilities.

Providing support to carers to help them maintain their caring role is a critical dimension of disability service provision, not only in promoting individual and family wellbeing, but also in containing the demand for more costly and intrusive crisis intervention support and in reducing premature entry into residential care.

Consistent with the need to prevent family breakdown and contain service costs, provision of adequate support services for carers is being afforded a greater prominence in the mix of services funded or provided by the Disability Services Commission.

Commission Profile of Informal Carers

Since 2002-2003, data developments in the ACDC have enabled the Commission to provide a profile of informal carers. In 2004-2005, data were provided by 70 per cent of service users, with no data available for 30 per cent of service users. Of those who responded, 82 per cent (11,549) indicated someone, such as a family member or friend, provides care and assistance on a regular and sustained basis. Of the carers who provide informal care to service users, 88 per cent of assistance was in the areas of self-care, mobility or communication, while 12 per cent of assistance was provided in other areas of care.

Service users with an informal carer 2004-2005

Not Stated
30%

Informal carer
58%

No informal carer
12%

Informal carers assisting with core activity limitation 2004-2005

Does not assist with core activity
12%

Assists with core activity
88%
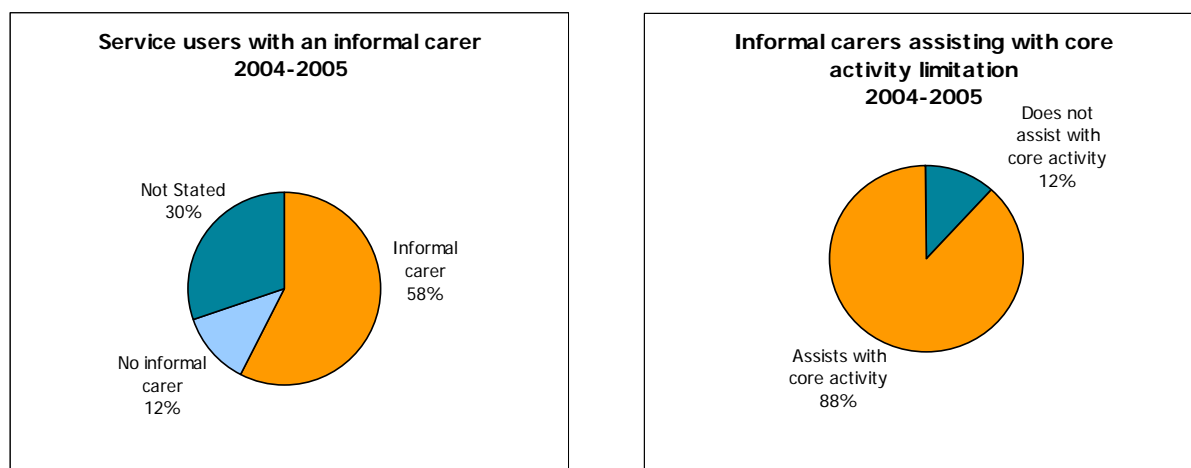
The profile of the relationship of the main informal carer to the service user suggests that:

- 78 per cent of care is provided by mothers;
- seven per cent of care is provided by fathers;
- five per cent of care is provided by partners; and
- nine per cent of care is provided by other relatives or friends and neighbours.

Relationship of informal carer to the service user 2004-2005

Relationship	Partner	Mother	Father	Daughter / Son	Relatives	Friend / neighbour	Not stated
Informal carers	603	8,970	806	70	699	254	147
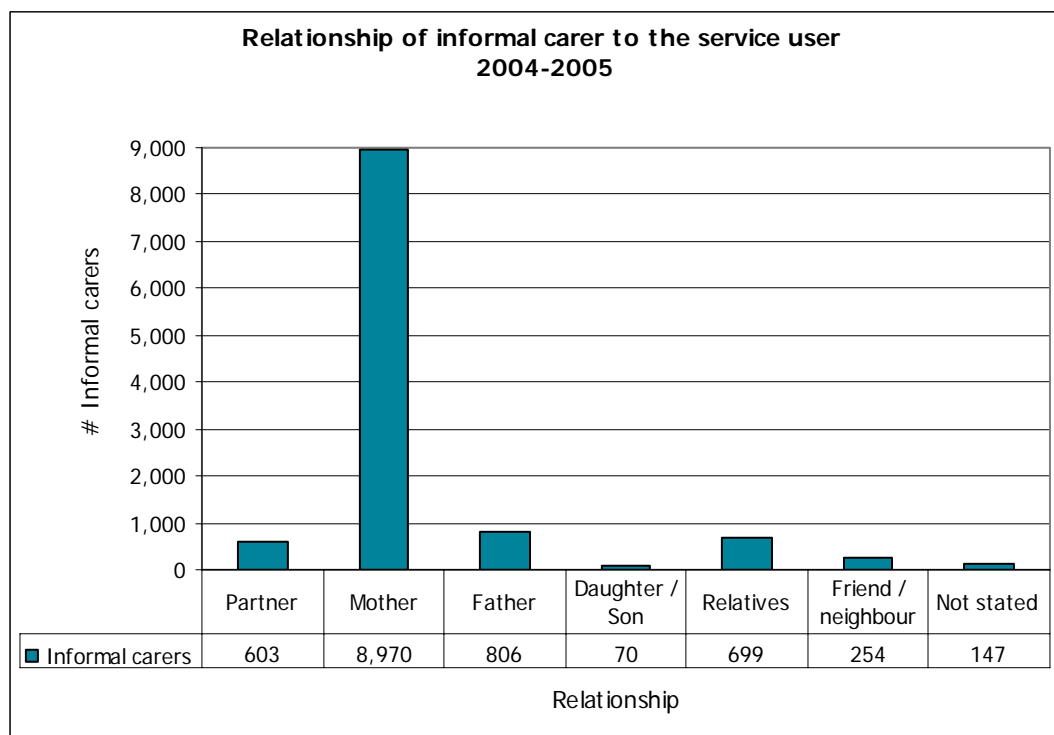
The gender profile of informal carers shows that 88 per cent of informal care is provided to service users by female carers and 12 per cent by male carers.

Gender of informal carer 2004-2005

Male 12%

Female 88%
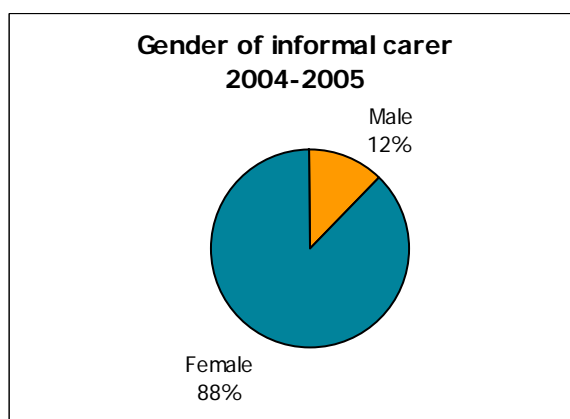
The data on the age group of informal carers providing care and assistance to service users show that:

- one per cent (157) are aged less than 25 years of age;
- 54 per cent (6,277) are in the 25-44 years age group;
- 33 per cent (3,761) are in the 45-64 year age group; and
- nine per cent (998) are over 65 years of age.

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

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

Age of informal carer
2004-2005

Age group	<15	15-24	25-44	45-64	65-69	>70	Not stated
Informal carers	9	148	6,277	3,761	847	151	356
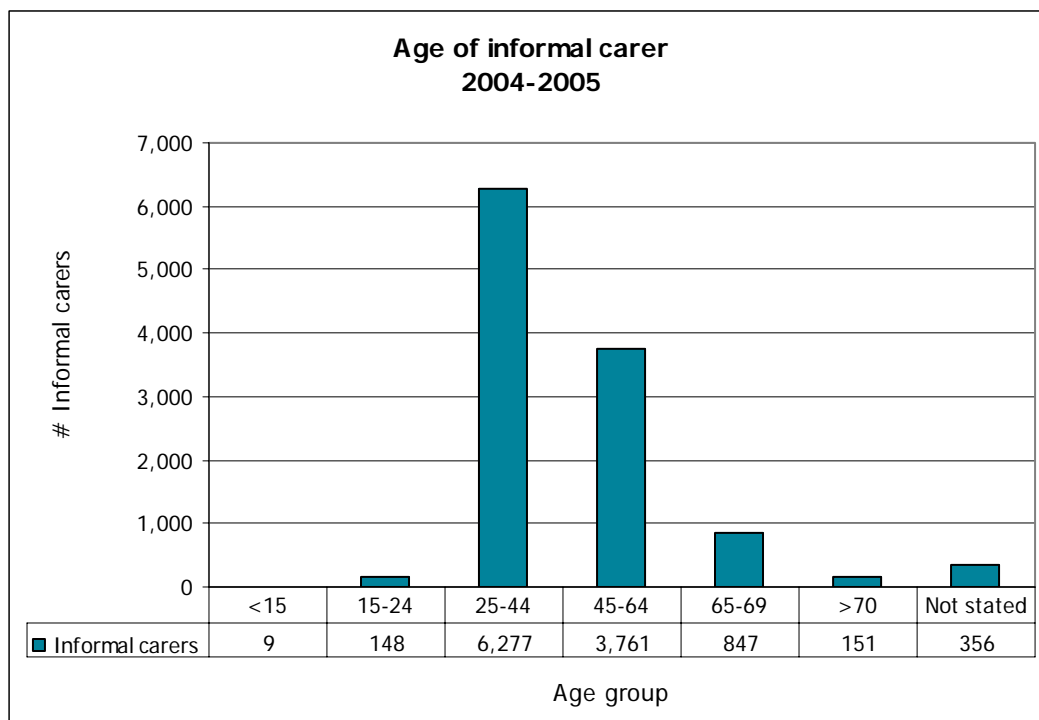
In relation to the 1,575 people receiving hostel and community residential support under Service 1, 27 per cent of responses indicated informal carers were providing care and assistance on a regular and sustained basis.

Hostel and Community Residential service users with an informal carer 2004-2005

Not Stated 7%

Has informal carer 27%

No informal carer 66%
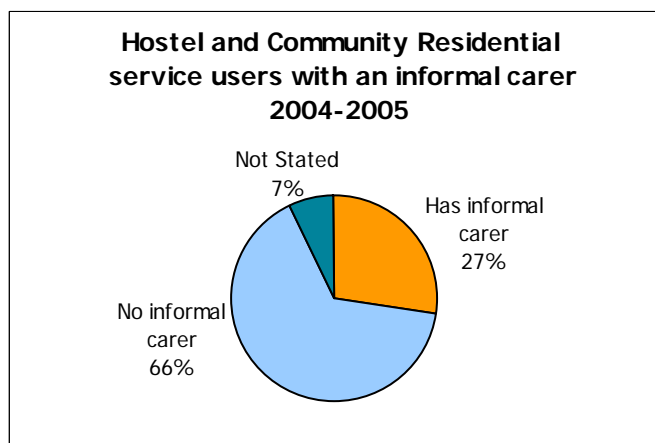
The Demand for Disability Services

An analysis undertaken by the Disability Services Commission indicates that about three in every 10 people who may be eligible for support are accessing services funded or provided by the Commission. The analysis compares the number of people using services with the number of people receiving a Disability Support Pension from Centrelink in relation to limitations imposed by a disability.

Chapter 9 – Profile of Trends, Issues and Customers

According to the ABS, most people indicate they do not need (or do not choose to utilise) disability services. However, a significant proportion report that they are not using support services either because they do not know the service is available or because no service is available.

It may be expected that as the acceptability, availability and accessibility of services is promoted, and as the stigma associated with acknowledging a disability decreases, the demand for such support will increase.

The Take-up Rate for Disability Services

The take-up rate has been derived from whole-of-year service user data for 2004-2005 as a proportion of Western Australians receiving a Disability Support Pension.

In 2004-2005, the service user take-up rate was 33 per cent. The number of people on a Disability Support Pension has seen a significant increase in recent years, increasing by 8,473 or 16.4 per cent since 2000-2001.

Service user take-up rate 2001-2005
(as proportion of Western Australians receiving Disability Support Pension)

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005*
Service user take-up rate	41%	35%	35%	33%	33%
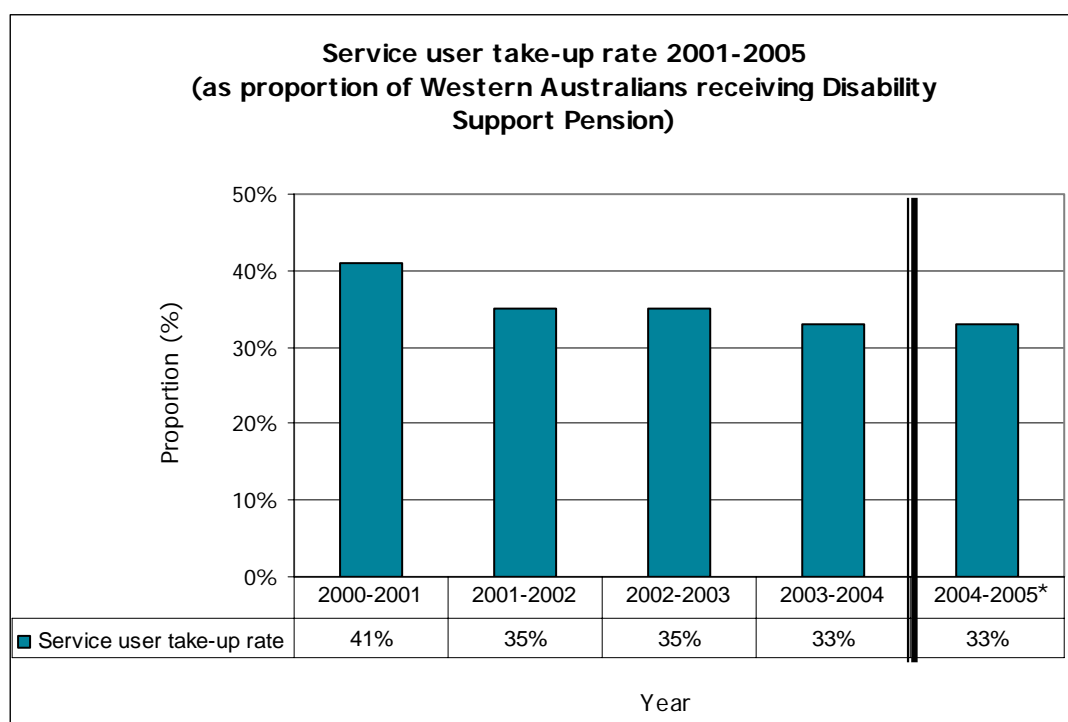
Year

* The 2004-2005 data on service user take-up rates are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

Age Distribution

The largest group of service users, funded or provided by the Disability Services Commission, are in the five to 14 year age group. This is consistent with the *2003 Survey of Disability, Ageing and Carers* by the ABS, which shows that 25 per cent of

people with a profound or severe core activity limitation under the age of 65 are aged five to 14 years.

Profound or severe core activity limitation by age group
ABS survey 2003

	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Profound / Severe	3,900	17,800	5,100	9,900	8,500	14,200	12,200	12,400	16,400	15,500
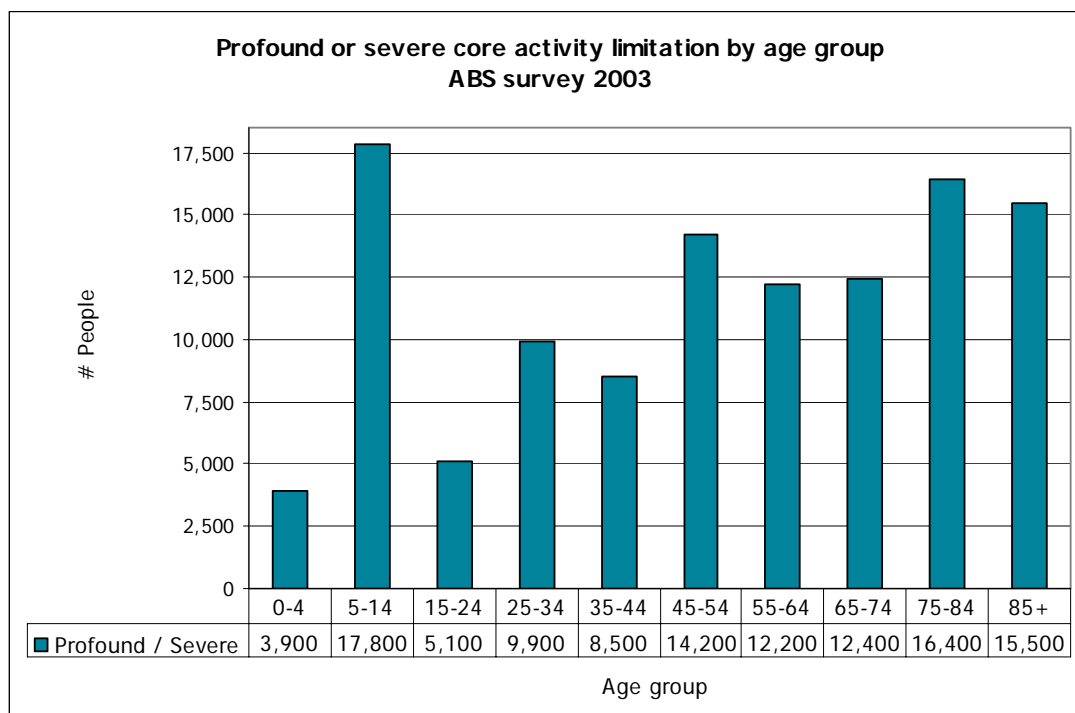
Age group

During 2004-2005, 5,484 service users were aged five to 14 years representing 31 per cent of the estimated 17,800 Western Australians aged five to 14 years with profound or severe core activity limitation in this age group.

Age group of service users 2004-2005

	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75+	Not stated
2004-2005	902	5,484	3,080	1,936	1,935	1,831	1,511	1,349	2,029	52

Age group

Chapter 9 – Profile of Trends, Issues and Customers

The high take-up rate in the school aged group reflects:

- the way in which therapy services for school aged children are delivered (where a large number of children access a relatively small number of services); and
- a greater awareness of service availability promoted through the school environment and parent networks.

The Commission's 2004-2005 ACDC data show a significant number of service users in older age groups. This is due to the inclusion, for the first time, of the electronic Community Aids and Equipment Program (eCAEP) service user data which contain 3,049 service users over the age of 65 years.

Age of service users 2001-2005

Age Group	2000-01	2001-02	2002-03	2003-04	2004-05*
0-4	738	685	810	824	902
5-14	6,607	5,657	5,553	5,397	5,484
15-24	3,671	3,905	4,054	4,183	3,080
25-34	2,561	2,493	2,503	2,468	1,936
35-44	2,151	2,151	2,191	2,229	1,935
45-54	1,632	1,757	1,780	1,823	1,831
55-64	847	843	896	986	1,511
65-74	368	354	422	379	1,349
75+	217	204	240	288	2,029
Not stated	1,595	1,129	811	824	52
Total	20,387	19,178	19,260	19,401	20,109

* The 2004-2005 data on the age of service users are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

Age of Service Users Living at Home

In excess of three-quarters (77 per cent or 8,078) of the service users who reported living at home with their family or partner are under the age of 25 years.

Age of service users living at home with family/partner 2001-2005

Age Group	2000-01	2001-02	2002-03	2003-04	2004-05*
0-4	738	685	705	820	744
5-14	5,709	3,294	3,476	4,163	4,944
15-24	2,043	1,826	1,880	1,959	2,390
25-34	907	873	930	859	884
35-44	658	760	746	629	596
45-54	385	668	655	509	452
55-64	182	316	339	271	312
65-74	48	93	115	89	82
75+	33	38	50	35	29
Not stated	154	54	19	14	9
Total	10,857	8,607	8,915	9,348	10,442

* The 2004-2005 data on the age of service users living at home with family/partner are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

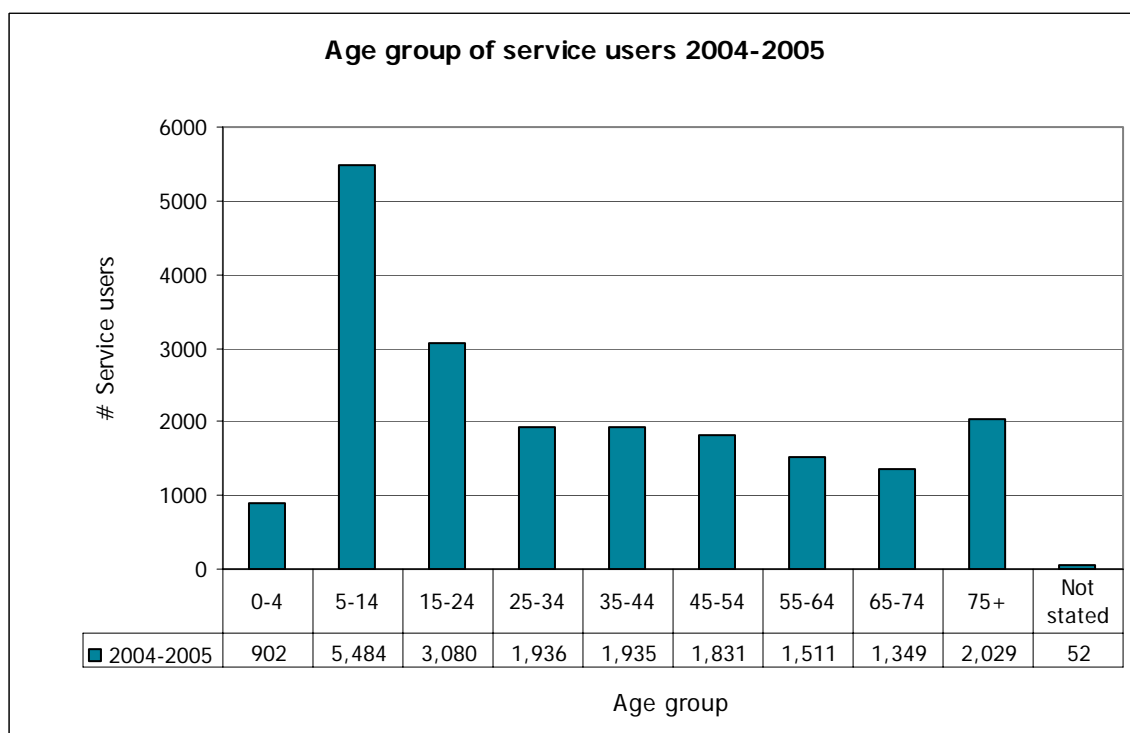**Age group of service users living at home with family/partners 2004-2005**

	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75+	Not stated
2004-2005	744	4,944	2,390	884	596	452	312	82	29	9

Age group
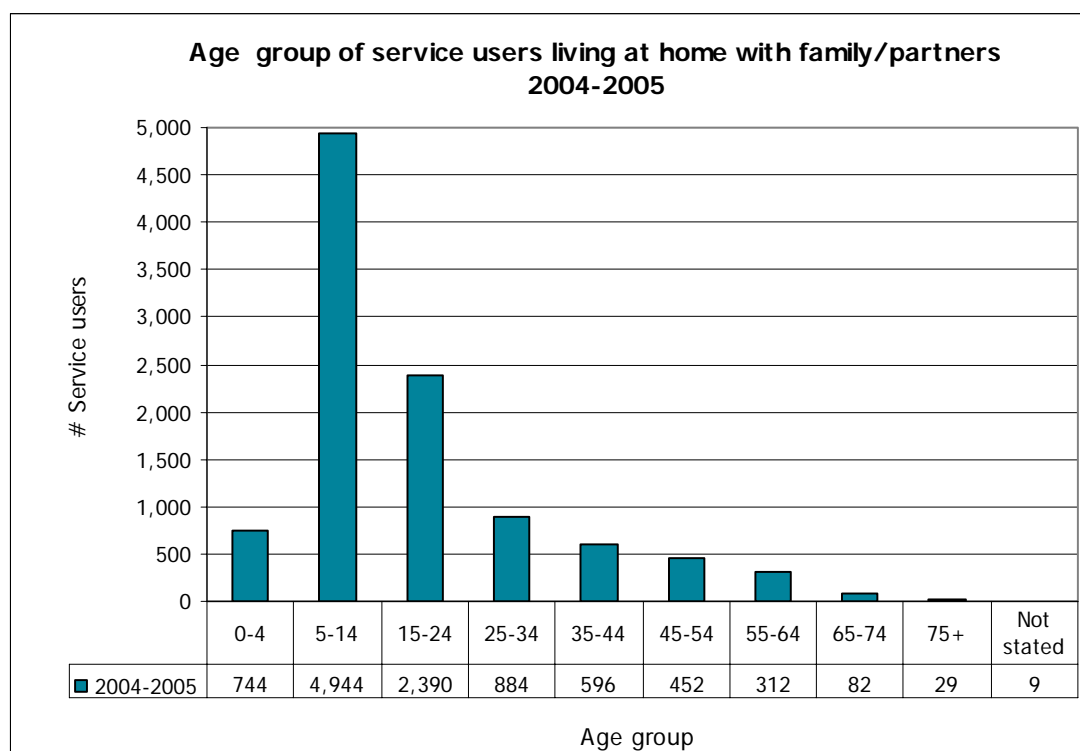
People Living at Home

During 2004-2005, of the service users who reported living at home with family or a partner, 5,688 service users (55 per cent) were aged 0-14 years; 4,634 service users (44 per cent) were aged between 15-64 years; and, 111 service users (one per cent) were aged 65 years and older.

Type of Disability

Of the 20,109 service users who used services funded or provided by the Commission in 2004-2005, 28 per cent (or 5,541) reported that they had multiple disabilities.

- 48 per cent of service users had an intellectual disability as their main disabling condition. Within this group, 41 per cent also reported having other disabilities.
- 10 per cent of service users had a physical disability as their main disabling condition. Within this group, 39 per cent also reported having other disabilities.

Chapter 9 – Profile of Trends, Issues and Customers

Type of disability

	People		With other disabilities reported	
	#	%	#	%
Intellectual	9,746	48	3,976	41
Physical	2,033	10	792	39
Psychiatric	218	1	39	18
Neurological	1,097	5	291	27
Sensory	556	3	81	15
Acquired Brain Injury	387	2	224	58
Other	536	3	138	26
Not stated	5,536	28		
Total	20,109	100	5,541	28

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

Type of disability of service users 2004-2005

	Intellectual	Physical	Psychiatric	Neurological	Sensory	ABI	Other	Not stated
Secondary disability	635	1,210	373	996	2,076	153	885	
Primary disability	9,746	2,033	218	1,097	556	387	536	5,536

Disability type
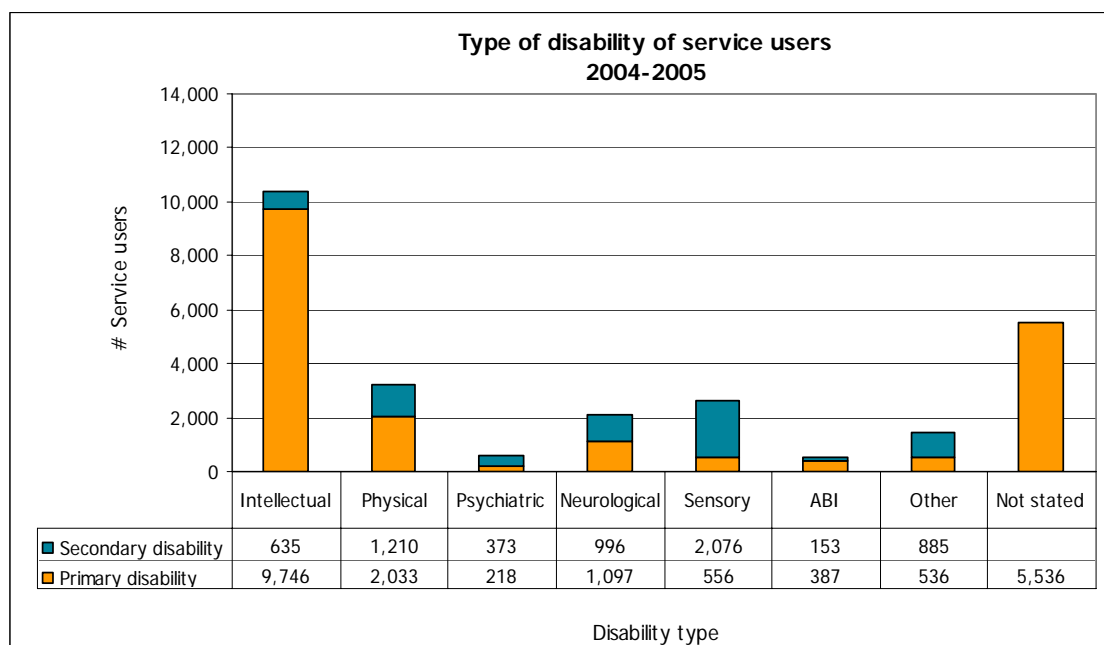
Level of Support Required

The following categories describe the level of support required by people to participate in various life areas:

- unable to do or always needs help/supervision in this area;
- sometimes needs help/supervision in this area;
- does not need help/supervision in this life area but uses aids or equipment; and
- does not need help/supervision in this life area and does not use aids or equipment.

Chapter 9 – Profile of Trends, Issues and Customers

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

- 52 per cent of service users required support with self-care;
- 33 per cent of service users required support with mobility; and
- 46 per cent of service users required support with communication.

Level of support required by service users 2004-2005

	Always requires help	Sometimes requires help	% requiring help	Does not need help/uses aids	Does not need help/does not use aids	Not stated
Self-care	4,156	6,383	52	460	2,962	6,148
Mobility	2,578	4,033	33	974	6,339	6,185
Communication	3,099	6,237	46	511	4,162	6,100

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

Level of support required by service users 2004-2005

	Always needs help	Sometimes needs help	Has difficulty but uses aids	No difficulty & does not use aids	Not stated
■ Self-care	4,156	6,383	460	2,962	6,148
■ Mobility	2,578	4,033	974	6,339	6,185
□ Communication	3,099	6,237	511	4,162	6,100
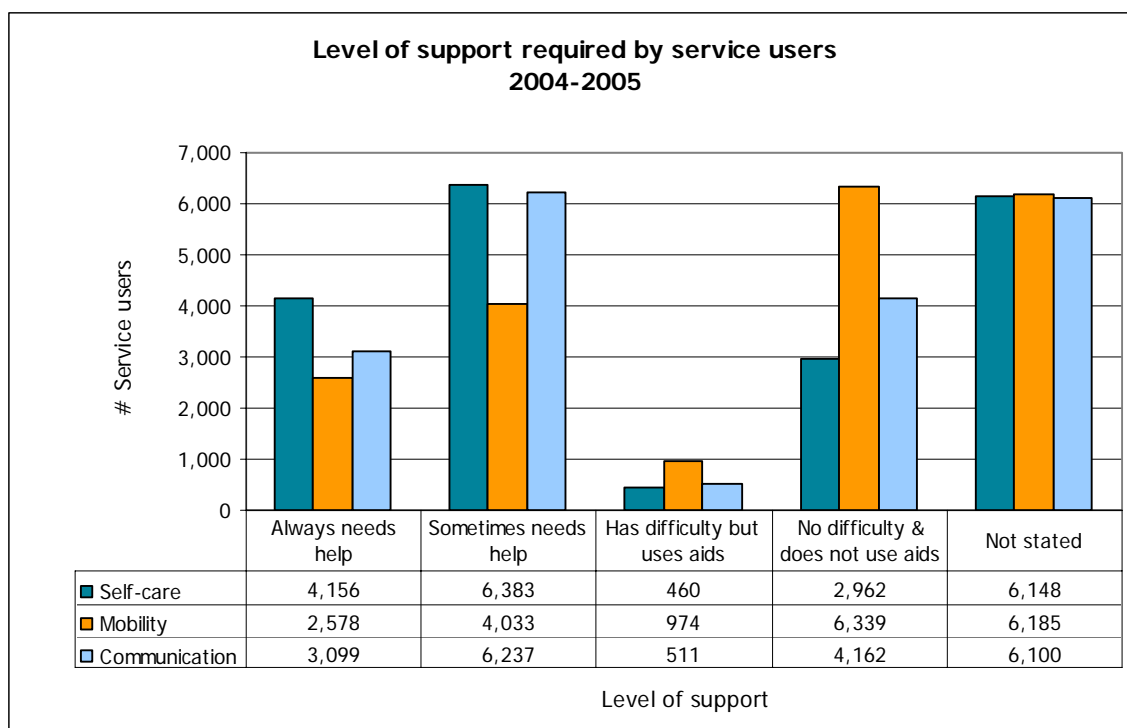
Gender of Service Users

- The higher representation of males among service users is consistent with a higher prevalence of disability among younger males than females.
- During 2004-2005, there were 10,859 male service users compared with 9,241 female service users. (Note: no gender was specified for nine service users.)

**Gender of service users
2004-2005**

Female
46%

Male
54%
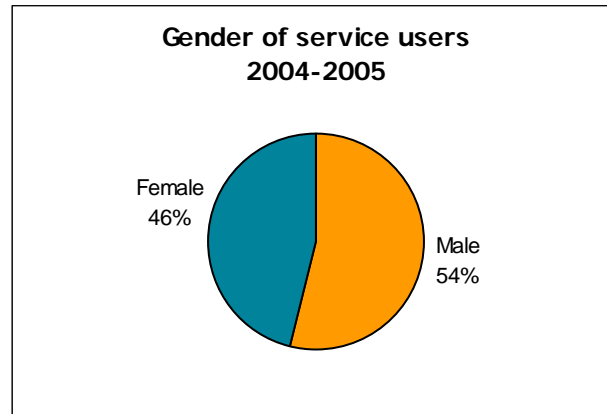
Place of Residence of Service Users

- 10,442 (52 per cent) live with family.
- 2,607 (13 per cent) live with others.
- 1,269 (six per cent) live alone.
- 5,791 (29 per cent) not stated.

**Place of residence of service users
2004-2005**

Not stated
29%

Lives with
family
52%

Lives with
others
13%

Lives alone
6%
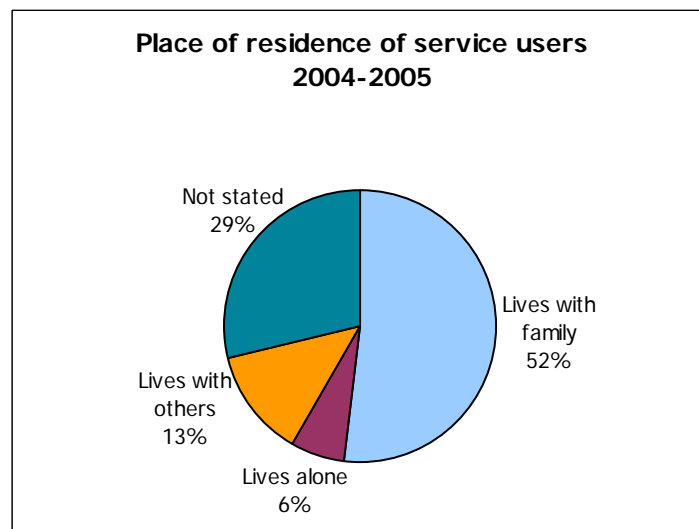
Country of Birth of Service Users

The proportion of Indigenous service users (four per cent) is about one-third greater than their representation in the Western Australian population. Of the four per cent of service users born overseas, two per cent are identified as born in culturally and linguistically diverse (CALD) countries, with the remaining two per cent from main English-speaking (MES) countries.

**Country of birth of service users
2004-2005**

Not stated
34%

Overseas CALD
2%

Overseas MES
2%

Australian
(Indigenous
status not known)
1%

Australian
Indigenous
4%

Australian non-
Indigenous
57%
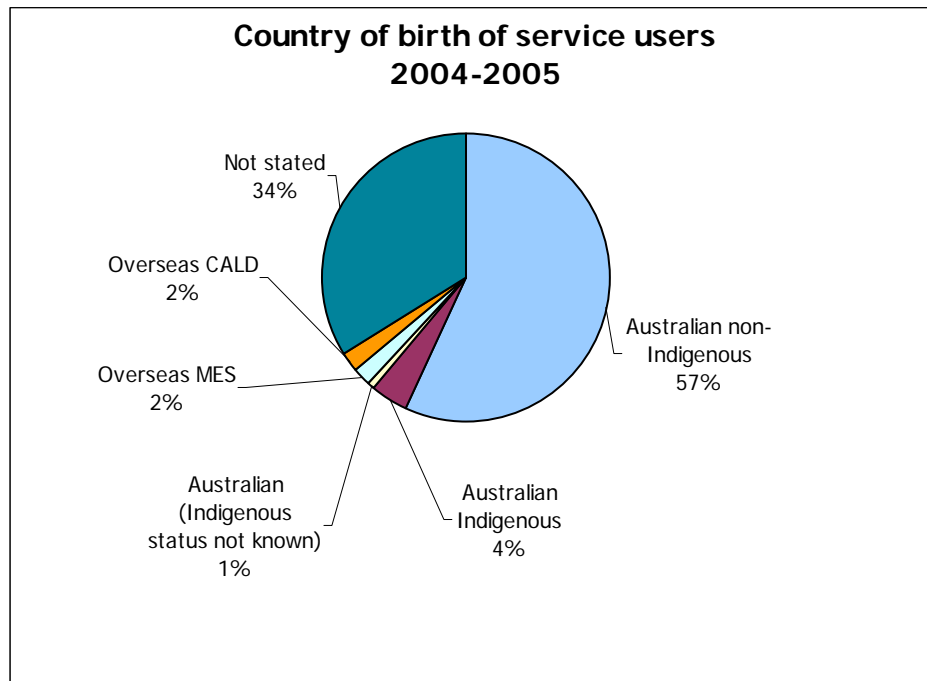
10. CUSTOMER FOCUS

10.1 Access to Services

The Disability Services Commission has developed a three-tier system of eligibility for services related to functional responsibilities.

Level	Eligibility	Access to Services
Level 1 Access to Commission roles and functions	Available to all people with disabilities – approximately 405,500 people and their families and carers	Covers the Commission functions of policy and planning, legislation, advisory bodies, standards, community education, advocacy support, information and referral and Disability Access and Inclusion Plans
Level 2 Access to funded and provided disability services	Based on assessment of need – applies to approximately 71,600 people with a profound or severe core activity limitation (where the disability manifests and assistance is sought before age 60) and their families and carers	Services include Local Area Coordination, Community-based Support, Health and Individual Support, Day Options and Accommodation Services funded by the Commission
Level 3 Access to Commission provided services	Based on a diagnosis of intellectual disability. This includes children of pre-school age who have a confirmed diagnosis of Autism Spectrum Disorder <u>and</u> a diagnosis of intellectual disability 13,853 people registered with the Commission are eligible for these services	Access to Commission provided services (previously provided by the Authority for Intellectually Handicapped Persons), including Commission provided Individual and Family Support Services and Accommodation.

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

Funded services are delivered by 120 external service providers.

Local area coordinators employed by the Commission provide a service brokerage role helping people to access the services they need within local communities. There are 138 local area coordinators working in local communities throughout the State.

10.2 Disability Services Standards

The Disability Services Standards provide a customer-focused framework for services funded or provided by the Commission. The standards are based on the legislative principles and objectives of the *Disability Services Act 1993*. Standard 9, "Protection of Human Rights and Freedom from Abuse and Neglect", was launched on 7 December 2004.

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

Disability Services Standard	
Standard 1 Service Access	Each consumer seeking a service has access to a service on the basis of relative need and the available resources.
Standard 2 Individual Needs	Each consumer receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.
Standard 3 Decision-making and Choice	Each consumer has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.
Standard 4 Privacy, Dignity and Confidentiality	Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.
Standard 5 Participation and Integration	Each consumer is supported and encouraged to participate and be involved in the life of the community.
Standard 6 Valued Status	Each consumer has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.
Standard 7 Complaints and Disputes	Each consumer is free to raise, and have resolved, any complaints or disputes he or she may have regarding the agency or services.
Standard 8 Service Management	Each service provider adopts sound management practices that optimise outcomes for consumers.
Standard 9 Protection of Human Rights and Freedom from Abuse and Neglect	Each consumer is provided with a service that promotes and protects his or her human rights and provides freedom from abuse and neglect.

To ensure that high quality service standards are maintained, during 2004-2005 the Commission has:

- conducted 155 independent standards monitoring assignments covering 215 service outlets;
- monitored each service outlet on a once-in-three-years cycle, in line with the original requirements of the Board of the Commission;
- continued to monitor the annual Self-Assessments (193) submitted by service providers to the Commission;
- maintained the panel of Independent Standards Monitors at a total of 19 monitors for the majority of the year;
- established a new panel of 21 Independent Standards Monitors in May 2005;
- conducted a best practice forum in conjunction with the country service provider forum held during March 2005;
- allocated service improvement grant funds of $207,725 to 15 proposals, incorporating 26 non-government service providers;
- presented Standards Monitoring Awards to service providers - three from the non-government sector and one from the government sector; and
- implemented 15 training seminars involving nearly 300 participants from service providers on Standard 9, "Protection of Human Rights and Freedom from Abuse and Neglect".

10.3 Complaints Handling

Standard 7 of the Disability Services Standards specifies that consumers are free to raise and have resolved any complaints or disputes they may have regarding an agency or service.

The Commission has a policy and procedures for handling Consumer Complaints and a Consumer Liaison Service to coordinate consumer grievance processes.

The Commission promotes its consumer complaints management processes through staff orientations, staff meetings, newsletters and public forums. The *Disability Services Act 1993* (Part 6) also makes provision for an external, independent complaints review process. The Office of Health Review is responsible for conciliation and mediation of complaints lodged under the Part 6 provisions of the Act.

COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

- 35 complaints were lodged about provided services (with a further two complaints carried over from the previous year making a total of 37 complaints for review).
- 36 complaints or 96 per cent of complaints were closed.

Of the 36 complaints closed during the year, the complainant was satisfied with the *outcome* in 61 per cent of cases, and satisfied with the *process* in 75 per cent of cases.

In eight (or 22 per cent) of the closed cases, the complaint led to service improvements.

Complaints were handled by the Consumer Liaison Officer (17 or 47 per cent), the Director General (one or three per cent), line managers (12 or 33 per cent), Local Consumer Liaison Officers (three or eight per cent), and other staff members (three or eight per cent).

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

Forty-one complaints were lodged with the Office of Health Review under Part 6 of the *Disability Services Act 1993* (with five further complaints carried over from the previous year, making a total of 46 complaints for review).

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

- 14 related to the Commission (with two further complaints carried over from the previous year);
- 26 related to non-government organisations funded by the Commission (with three further complaints carried over from the previous year); and
- one related to a private organisation.

At the end of the year, 32 complaints had been closed and 14 were yet to be resolved. Of the 32 complaints closed, 20 were rejected by the Director under s.37 (complainant failure to provide further information or lack of written confirmation); two were withdrawn, lapsed or not pursued; six were resolved mainly or partly in favour of the complainant; two were unable to be determined; and two were not upheld.

TREND ANALYSIS FOR COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

There has been an increase (60 per cent) in the total number of complaints from the previous year. Changes within the Consumer Liaison Service and increased awareness raising activities are factors which may have contributed to this increase, although it is likely that a number of factors may be involved. The increase in complaint numbers may be a positive indication of the accessibility of the Commission's complaint processes for consumers.

The main areas of concern reported by complainants included communication, quality of service and staff conduct. These issues were relevant in a number of separate complaints. The Commission continues to address these issues through discussions with and feedback to staff, and through the staff Performance Development Program.

Chapter 10 – Customer Focus

Classification of Complaints

Complaint Type	Number
Communication	13
Funding Policy	6
Lack of Resources	6
Quality of Service	10
Resident Conduct	2
Service Eligibility	4
Staff Conduct	14
Other	1
Total	**56**

Note: Complaints can involve more than one classification

RESPONDING TO CUSTOMER COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

Complaints were resolved in a timely manner where possible. In cases where it took longer to resolve than the required time (10-15 working days), complainants were kept informed of the progress of their complaint. Factors leading to longer response time included the complexity of the case and the availability of the complainant and/or staff.

Complaints Completed by Response Time

Response Time	Number of Complaints
Less than 15 days	16 (44%)
Between 15 and 30 days	9 (25%)
Between 31 and 60 days	6 (17%)
Between 61 and 99 days	3 (8%)
Greater than 90 days	2 (6%)
Total	**36 (100%)**

The Commission has established a number of initiatives to empower customers to voice their concerns about service provision, and to promote a climate within service provision that is receptive and responsive to any concerns that are expressed.

During 2004-2005, the Commission has:

- continued to promote consumer complaints processes with staff and consumers through staff orientation, directorate briefings, and published articles in the staff newsletter, *Cheers*, the Commission's magazine, *disAbility update*, and LAC newsletters;
- continued to make its consumer complaint database system available to funded agencies for a small fee;
- widely distributed its Consumer Liaison Service brochures, which are available in alternative formats upon request, to new and existing consumers, staff and advocacy organisations;

- fostered ongoing liaison between the Consumer Liaison Service and disability advocacy organisations to promote awareness of its consumer complaints processes; and
- assisted in the provision of inter-agency complaint handling forums within the disability sector.

11. CUSTOMER OUTCOMES

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

11.1 Cultural Diversity and Language Services

The Commission monitors trends in the cultural diversity of its customers through the Annual Client and Service Data Collection (ACDC). This information assists a variety of planning, policy development and evaluation purposes, with the overall objective of ensuring that people from diverse cultural and linguistic backgrounds are able to access services relevant to their needs.

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

In 2004-2005, the Commission provided services to 20,109 individuals. Information on the diversity indicators below is not available for all individuals, and the amount of information known varies for each item.

COUNTRY OF BIRTH

Of the 13,191 service users for whom country of birth is known, 898 (seven per cent) were born overseas:

- 502 (four per cent) were from main English-speaking countries; and
- 396 (three per cent) were from countries whose main language was not English.

INDIGENOUS STATUS

Of the 15,412 service users for whom indigenous status is known, 808 (five per cent) were Indigenous Australians.

LANGUAGE AND COMMUNICATION

Of the 13,904 service users for whom information about interpreter use is known, interpreter services were required for:

- 140 (one per cent) for spoken languages other than English;
- 430 (three per cent) for non-spoken communication; and
- interpreter services were not required for 13,334 (96 per cent) service users.

Of the 14,292 service users for whom method of communication is known:

- 10,459 (73 per cent) use effective spoken language;
- 193 (one per cent) use effective sign language;
- 473 (three per cent) have effective non-spoken communication (eg Using a Canon communicator, Compic);

- 2,281 (16 per cent) have little or no effective communication; and
- 886 (six per cent) are children under five years of age.

STAFF

Of the Commission's 1,538 staff whose cultural background is known[4], 12 (0.8 per cent) self-identify as Indigenous and 162 (10.5 per cent) self-identify as having a CALD background[5].

INITIATIVES

During 2004-2005, the Commission undertook a range of activities to improve its responsiveness to people from CALD and Indigenous backgrounds. Some examples are outlined below.

Broad Diversity Initiatives

- The Commission's Equity and Diversity Committee celebrated Harmony Week with a lunchtime forum for staff organised in conjunction with the Office of Multicultural Interests and its *Community Link Up* initiative. The Commission was linked with the Croatian community, and the forum featured presentations of Croatian culture, including music, stories and handcraft, followed by sweet and savoury food. The event was enthusiastically received and gave staff the opportunity to increase their understanding of Croatian culture.
- Recruitment initiatives aimed at increasing the diversity of the Commission's workforce are outlined below.
  - The Commission continued to promote and raise the awareness of equity and diversity issues to all staff through its Equity and Diversity Steering Committee and other forms of communication. General information, including seminars and courses on best practice recruitment procedures, is circulated regularly. This has contributed to the Commission achieving its employment targets for many of the Government's equity groups.
  - Regular recruitment opportunities for direct care accommodation staff are provided through information sessions, which attract attendance from a broad cross-section of the community. Additionally, ongoing liaison with the Ethnic Disability Advocacy Centre and Indigenous recruitment networks occurs in an effort to expand equity targets, and advertisements in local Indigenous newspapers and commercial radio are among the strategies undertaken.
  - Country and Metropolitan Services Coordination Directorate managers participated in a one-day recruitment and selection training workshop and were issued with a Recruitment Resource Manual that sets out best practice in strategies to recruit and retain a diverse workforce.
  - Training in innovative recruitment has been provided for metropolitan and country staff. Flexibility has been built into ongoing recruitment processes for support staff, in order to reduce reliance on written skills. Applicants are also

---

[4] From completion of the Commission's equity and diversity survey.
[5] Defined here as referring to overseas-born people from a country whose main language is not English.

encouraged to identify their need for language interpreting support during the recruitment process.

- Making Local Area Coordination more relevant and responsive to the needs and aspirations of Indigenous Australians and people from culturally diverse backgrounds has been a significant focus in implementing the recommendations of the Ministerial Review of Local Area Coordination (2003). Work to date has focussed on three key areas: making information about disability services and supports more accessible and culturally appropriate; enhancing the cross-cultural skills and knowledge of LACs; and developing relationships with Indigenous and CALD community members, which can lead to development of new and innovative models of support.

- Initiatives to improve access to, and provision of, information have included:
  - Indigenous and CALD home pages on the new *Information for You* website (the CALD information is translated into eight languages and includes links to translated versions of key Commission information brochures);
  - a new brochure about Local Area Coordination that has been designed for use with the Indigenous community; and
  - establishment of Indigenous and CALD interest groups as a means of progressing strategies to reach cultural groups and provide them with relevant information and supports.

- Initiatives to improve the cross-cultural skills and knowledge of LACs have included:
  - development of a diversity awareness training module, which is completed by all LACs on their induction;
  - participation in cross-cultural training as an ongoing focus of each LAC's professional development;
  - development of an Indigenous and CALD Access Resource Manual for each LAC office that consolidates a range of information, key documents and resource materials to assist LACs to tailor their support to the various individual and local community needs; and
  - development of a database which includes information about Indigenous and CALD services, community organisations and groups.

- Initiatives that have enhanced relationships and connections with local Indigenous and CALD community members have included:
  - participation in community cultural events, such as NAIDOC week, and on community committees and boards representing groups from a variety of cultural backgrounds;
  - a range of social and other events for Indigenous and CALD community members, including morning teas, family days and special interest activities; and
  - meeting with agencies that provide services to Indigenous and CALD community members with a view to exploring opportunities for improving coordination and outcomes for mutual clients.

Overview of Indigenous-Specific Initiatives

- The Access for Aboriginal and Torres Strait Islander Policy and Practice document was completed in December 2004. Workshops have been conducted for

Commission staff to inform them about the policy and to assist them to develop implementation strategies. Workshops will continue throughout 2005.

▪ Indigenous carers were supported to attend the WA Carers Symposium conducted in October 2004 by the Commission in partnership with Carers WA. A pre symposium workshop for 18 Indigenous carers from across the State, conducted by Nyoongar facilitators, identified the issues experienced by participants and ways to raise issues at the Symposium. Follow-up support has been provided for Indigenous carers to establish a statewide support network through videoconference meetings.

▪ Staff providing accommodation services and completing Certificate III training participated in workshops to raise cultural awareness and competency.

▪ Significant work was progressed in remote regional areas, such as the Kimberley, Pilbara and Murchison, to develop new and innovative models of support for people with disabilities. Initiatives included a Therapy Equipment Maintenance Project in Fitzroy Crossing - developed in partnership with the local community and health service - which means that local people will be able to access timely repair of their mobility equipment. In the Western Desert, Local Area Coordinators have worked closely with community members, the Department for Community Development and Pilbara Home Care to establish disability support worker positions in three communities. These positions will be trialled during 2005-2006 and, if successful, will provide a model of support that could be adapted to other regional areas.

▪ New communication strategies, including a brochure about the Local Area Coordination program and a website entry point that were specifically designed for an Indigenous audience, have been introduced to ensure that Indigenous people have timely access to information about available supports and services.

▪ The Health Resource and Consultancy Team has also delivered disability awareness training to Indigenous students at Curtin University, Marr Mooditj College and Kadajiya Mia, and developed links with key Indigenous services such as the Aboriginal Hostels, Aboriginal Liaison positions located in community health and the Djooraminda Centre.

▪ Metropolitan initiatives included:
- participation in a cultural awareness day and relationship-strengthening opportunities with various Indigenous groups such as the Maamba Aboriginal Corporation, and Nanakaat Family Support Services (DCD). These provided opportunities to visit significant sites, listen to many stories, learn about Indigenous history and experience Indigenous foods. Many new relationships were developed with Indigenous families and alliances with Indigenous organisations were formed;
- making connections with local councils (eg the City of Armadale Aboriginal and Torres Strait Islander Advisory Committee, and the Reference Group for the Armadale Aboriginal Family Support Service), assisting to establish a strategic/business plan;
- establishing local connections involving "yarning" sessions (eg Nyoongar and Wadjella yarning, the "Being Together Day" – Fremantle, women's "Yarning" time – Innaloo);

Chapter 11 – Customer Outcomes

- displaying local Indigenous art in LAC offices, which has resulted in many more Indigenous families accessing LAC support and developing trust – leading to better understanding of local needs and networks;
- making connections with local Indigenous agencies with a focus on providing supports for Indigenous women, leading to better ongoing connection and understandings; and
- holding workshops and gatherings with Indigenous people across the metropolitan area in order to provide input to the Commission's policy.

Overview of CALD-Specific Initiatives

- The Commission undertook preliminary consultation and planning, and convened an internal working party prior to reviewing its CALD policy approach – currently captured in the 1999 report, Addressing the Needs of Ethnic People with Disabilities. Many of the strategies and activities reflected in the 1999 report have been overtaken by developments both within the Commission (including the Local Area Coordination Review, the Accommodation Blueprint report and the current Strategic Plan review) and in State Government policy (the WA Charter of Multiculturalism and the Policy Framework for Substantive Equality).
- The Commission participates in meetings of a network of senior State Government officers working on CALD policy issues, as well as the Interdepartmental Working Party for Ethnic Children and Youth at Risk - convened to identify and explore issues, and address strategies, for ethnic children and youth.
- Metropolitan CALD initiatives included:
  - participation with the City of Gosnells in planning a Multicultural Women's Festival;
  - establishing links and regular meetings with carers of Italian and Spanish backgrounds, leading to some carers attending a Carers WA training course on developing skills in leadership in facilitating groups;
  - collaboration with the Ethnic Child Care Resource Unit (ECCRU) to develop a project for ECCRU bicultural community workers to work alongside LACs, as relevant;
  - presentation of an information session about disability and the Commission's role and services to bilingual community workers from ECCRU;
  - developing connections with the local Ogadon (Somalian) community through presentations, using interpreter services, about disability and available services;
  - a workshop held by LAC and Individual and Family Support staff regarding people from the Muslim and Baha'i faiths;
  - linking with local community events, such as "The Biggest Australian Morning Tea" for cancer research, with a focus on connecting a variety of different groups in the community in order to promote a better understanding of people with disabilities; and
  - connections were made with local government authorities on areas including cultural awareness training and interagency network groups.

11.2 Disability Access and Inclusion Plan[6]

Following amendment to the *Disability Services Act 1993*, all State Government agencies and Local Governments are required to develop and implement Disability Access and Inclusion Plans (DAIPs) previously called Disability Service Plans. The aim of DAIPs are to make a positive difference to the lives of people with disabilities, their families and carers by focussing efforts to improve access to services, information and facilities.

In 2004-2005, the Commission has overseen the implementation of the final year of the DAIP and the development of the new one. The DAIP has provided an important mechanism for monitoring and evaluating the Commission's services to help ensure that it meets the accessibility needs of people with disabilities, their families and carers.

As part of the DAIP, an annual Action Plan is developed with strategies to maximise accessibility. The Year Five Action Plan finishes in June 2005 and will be acquitted in July 2005.

A thorough review of the DAIP is currently being undertaken to measure its success and to inform the development of the Commission's new DAIP.

During 2004-2005, the Commission has:

- completed the fifth year of its DAIP 2000-2005;
- reviewed the DAIP 2000-2005 to inform the development of the new one;
- provided all front counter staff with disability awareness training;
- included people with disabilities in the panel that determines priority funding for Accommodation Support Funding, Intensive Family Support and Alternatives to Employment;
- launched the "Information for You" microsite to provide people with disabilities, their families and carers with important information about advocacy, education, finance, Commission services and a directory of disability service providers;
- spearheaded, with ACROD WA, the Open Your Mind - Count Us In campaign to foster greater understanding and inclusion of people with disabilities in the community; and
- increased awareness in communities throughout the State about the roles and functions of the Commission and LAC.

11.3 Youth

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

---

[6] Amendments to the *Disability Services Act 1993* in December 2004 included renaming "Disability Service Plans" to "Disability Access and Inclusion Plans".

Chapter 11 – Customer Outcomes

EDUCATION, TRAINING AND EMPLOYMENT

During 2004-2005, the Commission:

- held eight information forums for school leavers with disabilities and their families through metropolitan and country areas to inform their decision making on post-school choices (six metropolitan and two country);
- provided funding for 79 school leavers through the Post School Options program on either a part-time or full-time basis;
- offered 17 school leavers a place to participate in the Learning for Work school-to-work pilot transition program;
- assisted 55 school leavers to access disability specialist employment programs on either a part-time or full-time basis;
- participated on the Department of Education and Training's Australian Working Together tender assessment panel to ensure that the needs of young people with disabilities were considered in mainstream training options;
- provided work experience and student practicum placements to a number of students in the secondary, vocational education and training (VET) and tertiary education sectors; and
- employed 165 young people (137 women and 28 men less than 25 years of age), including five young people who self-identified as having a disability (three women and two men less than 25 years of age).

LIVING IN THE COMMUNITY

During 2004-2005, the Commission:

- assisted 33 additional young people with disabilities through the Flexible Family Support funding strategy;
- supported family leadership initiatives to identify needs of brothers and sisters of people with disabilities and promote solutions through the work of LAC in metropolitan area;
- promoted young people who have caring responsibilities as potential leaders by providing opportunities for training and development in leadership skills; and
- supported the attendance of a young man and an LAC at the National Young Carers forum in Sydney and their appointment to the State Young Carers steering committee, with their focus being on disability.

CULTURE AND RECREATION

During 2004-2005, the Commission:

- released an additional $335,000 in non-recurrent grants across 10 programs to promote recreation and cultural activities for people with disabilities;
- established a partnership with the Department of Sport and Recreation to explore opportunities to develop a strategic framework to encourage inclusive sport and recreation within the community;
- provided direct funding to young people for alternatives to employment activities; and

- assisted young people with disabilities to lead fulfilling lives through a range of programs and services, including recreation and alternatives to employment, LAC and the Disability Access and Inclusion Plan initiative.

12. OTHER REPORTING REQUIREMENTS

12.1 Advertising and Sponsorship

During 2004-2005, the Disability Services Commission spent $113,855 on advertising, as shown in the table below.

Statement of Advertising, Promotional and Market Research Expenditure	
Organisation	**$**
In accordance with section 175ZE of the *Electoral Act 1907*, the Disability Services Commission has incurred the following expenditure for advertising, promotional and market research activities during 2004-2005	
Main Advertising Agencies	83,144
The advertising agencies engaged were:	
Cooch Creative Pty Ltd	
Husen Pty Ltd	
Marketforce Productions	
Market Research Organisations	20,473
Media Monitors Australia	
Media Advertising Organisations	10,238
The main media advertising organisations engaged were:	
Community Newspapers	
Marketforce Productions	
The West Australian	
Total Expenditure	**113,855**

12.2 Compliance with Public Sector Standards and Ethical Codes

The Commission has continued to promote Public Sector Standards in Human Resource Management and Ethical Codes to its staff through orientation and induction programs and ongoing awareness raising sessions.

The Commission monitors its compliance with the Standards and Ethical Codes on an ongoing basis. The Commission received no claims of a breach of Public Sector Standards or Ethical Codes in the past year. Each year a review is completed by an external consultant as part of the Commission's annual audit cycle.

In April 2005, all Commission staff were asked to participate in a Climate Survey to determine the views of staff in relation to people management, ethics and equal employment opportunity. The survey responses were collated and analysed by the Office of the Public Sector Standards Commissioner and a report is expected in July 2005. The findings will assist the Commission in improving its work practices and environment.

12.3 Corruption Prevention

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

In line with the Premier's Circular 2005/02 and the Treasurer's Instruction 825, the Commission has commenced a review of its Risk Management Policy, procedures and systems to incorporate corruption prevention.

Ongoing actions which address corruption prevention issues include:

- the provision of a comprehensive staff orientation day for all new employees which deals with ethical behaviours;
- induction training in cash handling for employees acting on behalf of people with disabilities who utilise the Commission's accommodation facilities;
- published policies and procedures and support for managers and employees in handling behaviours in the workplace that may constitute misconduct; and
- published policies and procedures covering the Commission's procurement activities and use of electronic mail systems.

12.4 Energy Smart Government Program

In accordance with the Energy Smart Government Policy, the Disability Services Commission has committed to achieve a 12 per cent reduction in non-transport related energy use by 2006-2007, with an eight per cent reduction targeted for 2004-2005.

Energy Smart Government Program	Baseline Data (2001-2002)	Actuals 2004-2005	Variation %
Energy Consumption (MJ)	25,740,921	22,000,498	-14.53
Energy Cost ($)	743,031	679,876	
Greenhouse Gas Emissions (tonnes of CO_2)	4,712	4,034	
Performance indicators:			
Tenant Services			
MJ/sqm	496.4	416	
MJ/FTE	12,920.3	10,590	
Combined Services			
MJ/sqm	734.39	425	
MJ/FTE	17,041.09	9,703	
Other Health Care Buildings			
MJ/sqm	1,174.09	946	
Residential Buildings			
MJ/sqm	532	454	
MJ/Occupant	19,175	16,358	

During the year the following energy saving initiatives were undertaken:

- energy audits of various Commission properties;
- implementation of energy efficient guidelines for new leased premises; and
- purchase of energy efficient equipment for use in the Commission's facilities.

12.5 Equal Employment Opportunity (EEO)

The Commission is an employer which values an equitable and diverse workforce.

Employment Diversity

The Commission gathers diversity data through its Diversity Survey which all staff are asked to complete when commencing employment. Survey data (as at 30 June 2005) shows the Commission is exceeding State Public Sector employment targets in relation to the following equity groups: people with disabilities; people of a culturally and linguistically diverse (CALD) background; and youth (people less than 25 years of age).

Recruitment Strategies

The Commission has continued to focus on recruitment strategies to increase the diversity of the applicant pool for positions ranging from LACs and direct care jobs (client assistants and social trainers) to policy and administrative roles. Some strategies implemented have included:

- amending application packages to provide greater information to applicants;
- developing promotional/advertising strategies for specific positions to encourage people with disabilities and Indigenous Australians to apply; and
- simplifying the selection process by modifying position descriptions, particularly selection criteria and required outcomes for a position.

The employment of business and clerical trainees has continued to be used as a way of increasing the number of young people employed by the Commission.

Equity and Diversity in the Workplace

The People and Information Services Branch conducts a detailed Orientation Program for each new employee commencing with the Commission. Orientation programs are held each month and introduce new staff to equity and diversity issues in the workplace and sources of information and support available to them.

The Equity and Diversity Steering Committee continues to play a crucial role in the promotion of equity and diversity in the workplace. A number of lunchtime forums have been held to raise awareness. Information on relevant external events is disseminated regularly throughout the Commission by committee members. The People and Information Services Branch has also been responsible for coordinating

Disability Awareness and Customer Service Skills Training for Commission staff who interact with customers and clients on a regular basis.

Grievance Contact Officers

Grievance Contact Officers (formerly Equity Officers) continued to be supported by the Commission as a key strategy in addressing discrimination, harassment and bullying in the workplace, with several new officers being appointed and trained in 2004-2005.

12.6 Evaluations

The Commission conducts, funds and supports a wide range of research and development activities aimed at informing and improving disability services provision.

Research and development initiatives include:

- external activities funded by the Commission;
- external activities supported by Commission staff; and
- internal activities undertaken to improve professional practice and program development.

Information on evaluations is provided in the Service Reports in Chapter 14 and a comprehensive account of all research and development activities during 2004-2005 is in Appendix 16.5.

12.7 Information Statement

The Disability Services Commission received 11 applications for access to information in accordance with the *Freedom of Information Act 1992* (FOI). Six applicants sought access to personal information and five applicants sought access to non-personal information.

Of the applications finalised during this period, full access was granted to two applicants and edited access was granted to five applicants. One application was found to be ineligible as it was identified that the Commission had not provided services to satisfy the request. Three applications received just prior to the end of the financial year are to be carried over into 2005-2006.

There was one request for an internal review resulting in the original decision for the release of information being confirmed.

The average time to process FOI applications this year was 30 days.

The Commission has a FOI Coordinator to facilitate the handling of all requests. If assistance is required in completing a request or enquiring on the progress of a

request, the FOI Coordinator can be contacted, by phone on 08 9426 9258, by email to jennifer.miller@dsc.wa.gov.au or mailing to PO Box 441 West Perth WA 6872.

A copy of the Commission's Information Statement and a FOI Application Form can be obtained from the Commission's website, www.dsc.wa.gov.au under the publications link. For general information on FOI, you may also wish to visit the Office of the Information Commissioner's website, www.foi.wa.gov.au

12.8 Public Interest Disclosures

The Commission is committed to the aims and objectives of the *Public Interest Disclosure Act 2003*. It recognises the value and importance of contributions of employees to enhance administrative and management practices and requires employees to make disclosures where corrupt or other improper conduct in the performance of public functions is suspected or observed.

The Commission will take all reasonable steps to provide protection to employees who make such disclosures from any detrimental action in reprisal for the making of a public interest disclosure (PID).

The Commission has implemented policy and procedures in relation to PIDs and will continue to promote information about PIDs.

12.9 Regional Development Policy

The Commission continually strives to increase its responsiveness and effectiveness in supporting people with disabilities and families/carers living in regional and remote areas of the State. In 2004-2005, the Commission's activities in the regions were guided by specific strategies listed in the Government's Regional Development Policy.

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

The Commission has:

- worked collaboratively with the Department of Housing and Works to meet the housing needs of people with disabilities through the Community Disability Housing Program;
- expanded its use of videoconferencing technology to increase and improve access to information, advice and services for people living in regional and remote areas;
- further developed local government disability access and inclusion plans to increase access to services in regional areas;
- expanded preventive support for families of children with disabilities through its Flexible Family Support program; and

- implemented a new *Remote Area Strategy* to create new community-based models of support for people with disabilities living in remote areas of Western Australia including Murchison, East Kimberley, Western Desert, inland Gascoyne, Central Lands, Indian Ocean Territories and Northern Goldfields.

12.10 Reporting and Recordkeeping Plans

The Disability Services Commission's Recordkeeping Plan (RKP) identified 16 areas of improvement in the areas of: recordkeeping programs; records management processing; systems; and training.

Significant work has been undertaken in addressing these identified areas and it is anticipated that 50 per cent of the required work will be completed by the end of 2005. An example of projects commenced in 2004-2005 has been the development of a File Plan, development of a functional Retention and Disposal Schedule, review of records management procedures and development of an Information Management Strategy Plan.

The Commission purchased a self-paced training package which has a module developed specifically around the *State Records Act 2000*. This training will be mandatory for all staff to allow them to gain an understanding of their recordkeeping responsibilities and obligations. It is expected that training will commence in the latter half of 2005. The Commission's induction program now includes a recordkeeping component.

12.11 Sustainability

The Disability Services Commission is committed to embracing good sustainability principles and practices in all its activities. A number of initiatives have already been put in place to support Government sustainability principles both at the strategic and operational levels.

A working party with representatives from the Commission's directorates was established in 2004 to develop the Commission's Sustainability Action Plan for the three-year period from 1 January 2005 to 31 December 2007. The Sustainability Action Plan was developed in accordance with the Sustainability Code of Practice for government agencies and submitted to the Department of the Premier and Cabinet in December 2004.

In addition to the Sustainability Action Plan, various other initiatives that complement sustainability objectives continue to be implemented across the Commission. These initiatives, which include Energy Smart and waste paper recycling programs, are reported separately in this chapter of the Commission's Annual Report.

Chapter 12 – Other Reporting Requirements

12.12 Waste Paper Recycling

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

- ongoing promotional articles in the staff bulletin and Intranet site;
- using recycling bins for office paper in storerooms and adjacent to photocopy machines;
- providing a confidential documents disposal system;
- providing receptacles for staff to use at work stations to collect paper for recycling;
- providing recycling bins for cardboard boxes; and
- utilising paper collection contractors from the WA Government's Waste Paper Common Use Contract arrangement.

13. OVERVIEW OF OPERATIONS

The Disability Services Commission operates according to an integrated system of organisational, planning and operational performance which establishes clear links between government legislation and policy, the Commission's five-year Strategic Plan, the State Government's priorities and resourcing strategies, and annual Operational Plans for the Corporate Executive and each directorate.

The Disability Services Commission is funded according to four Services, which support the achievement of an overall Outcome. Performance measures and achievements for each of the funded Services are reported in Chapter 14 of this report. Performance measures for auditing purposes are consolidated in Appendix 16.1.

The table below shows the Outcome and Services for which the Disability Services Commission was funded in 2004-2005. The benefits and costs associated with each service are shown within each Service area.

State Government Goal*	Outcome	Services**	Service Areas	Benefit/Cost
To enhance the quality of life and wellbeing of all people throughout Western Australia	Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Service 1: Accommodation Support	▪ Hostel Residential ▪ Community Residential ▪ Supported Community Living	▪ 3,364 service users supported ▪ Total cost: $157.1 million ▪ Average cost per person: $46,711
		Service 2: Individual and Family Support	▪ Family Support and Respite ▪ Day Options (including Post School Options) ▪ Health and Individual Development (including therapy services)	▪ 16,840 people supported ▪ Total cost: $85.1 million ▪ Average cost per person: $5,052
		Service 3: Individual Coordination	▪ a. LAC Coordination ▪ b. LAC Direct Consumer Funding	▪ 7,169 people supported ▪ Total cost: $17.2 million ▪ Average cost per person: $2,402 ▪ 1,431 people supported ▪ Total cost: $11.8 million ▪ Average funding per person: $8,248
		Service 4: Strategic Coordination	▪ Policy and Planning ▪ Access and Community Education ▪ Quality Assurance and Advocacy	▪ 112 key strategic and policy projects ▪ Total cost: $10.6 million ▪ Average cost per strategic project: $94,313

*   *Better Planning: Better Services. A Strategic Planning Framework for the Western Australian Public Sector,* Goal 1.

**   Previously called "outputs"

Accountability and Performance Reporting

ANNUAL CLIENT AND SERVICE DATA COLLECTION SYSTEM

Information on the users of Commission and funded agency services is collected through the Commission's Annual Client and Service Data Collection system (ACDC). With nine out of 10 agencies providing data electronically, ACDC provides a streamlined method for organisations to return data.

The data on service users which follow have been contributed by 120 external service providers, as well as by the Commission's three service-providing directorates. In all, some 1,346 individual service outlets collect data which are recorded on 38,635 service records for this purpose. This represents an enormous effort by the service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 72 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

- the data are collected according to national requirements and therefore are not completely congruent with Western Australian reporting requirements. Thus, variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;
- the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential in a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery; and;
- while the Commission contracts external agencies to provide services, it is difficult to separate government funded disability services from those provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

Building on improvements in reliability achieved with the data linkage key back in 2001-2002, this financial year saw further enhancements to data collection through better monitoring of service agreements between the Commission and service providers. This internal monitoring continues to improve classification of the services provided, and the elimination of some over-counting in some categories.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

Performance information is presented in time series tables and in charts with interpretive comments spanning a five-year period from 2000-2001 to 2004-2005.

The presentation of data over time allows for trends to be monitored, contributing to better long-term planning and more responsive operational decisions. Time series reporting also helps to demonstrate the relationship of services, which tend to be short-term objectives, to outcomes, which tend to be long-term objectives.

REPORTING AGAINST SPECIFIC TARGETS

The performance for the financial year is measured against targets set at the beginning of the year as part of the Budget process. Targets are set as performance measures for each service. Service targets are set according to services specified in the Business Plan and in the Budget Statement.

COMPARISON WITH PREVIOUS YEAR'S PERFORMANCE

A number of graphs and tables compare data with the previous year or in some cases trends over a greater number of years. Readers are cautioned that a range of factors will impede these comparisons. These include:

- data not being strictly comparable if definitions, counting rules or the scope of the measurement varies from year to year;
- the need for balance between accuracy of data and its timely availability means that some data from some agencies have fewer opportunities to undergo a rigorous process of validation; and
- ongoing improvements to data accuracy which have eliminated over-counting in some categories, and reduced miscoding of services by some agencies.

COMPARISON WITH NATIONAL LEVELS

Western Australia's performance is compared with that for Australia as a whole. Where possible, data are presented for the whole of the year. In some instances, however, national data are available only for a Snapshot Day. In these instances, comparable Snapshot Day data are used from Western Australia.

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

SERVICE MEASURES

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

Chapter 13 – Overview of Operations

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

NUMBER OF SERVICE USERS AND AVERAGE COST PER SERVICE USER

The graph below demonstrates the Commission's performance in 2004-2005 compared with performance over a five-year time frame. The graph is presented in terms of the number of service users and average cost per service user for the period 2000-2001 to 2004-2005.

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

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

Total service users and average cost per service user 2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005*
Service users	20,387	19,178	19,260	19,401	20,109
$/Service user	$10,006	$11,833	$12,644	$13,460	$14,014
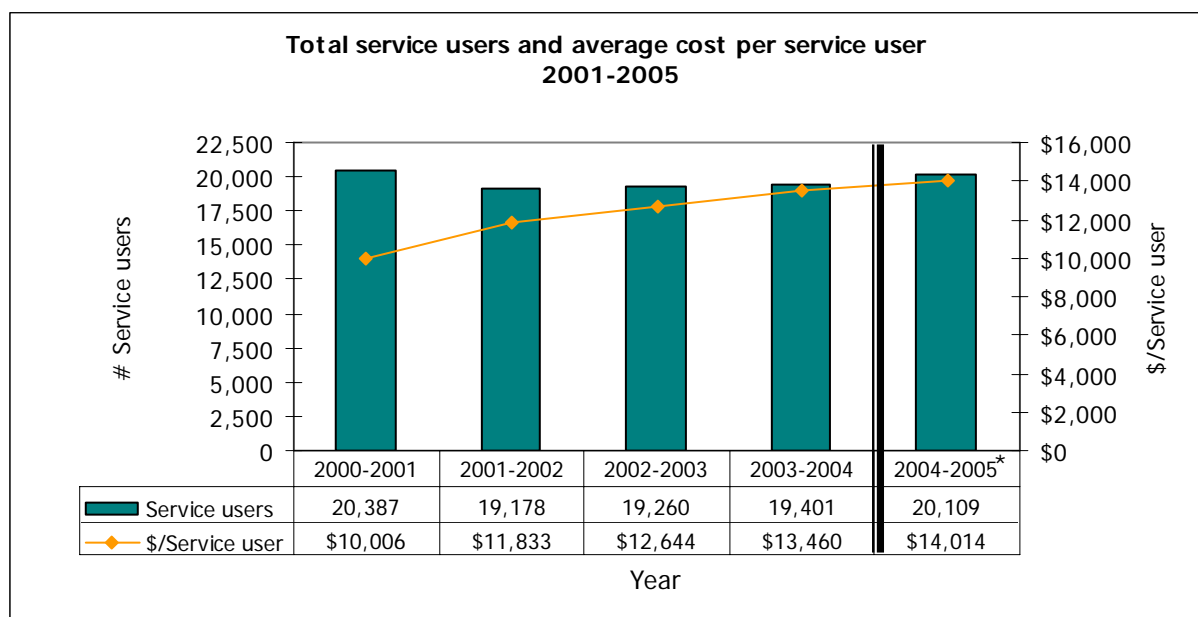
* The 2004-2005 service user data and average cost per service user data are not comparable to the previous years due to inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

The total number of service users has shown growth over last year. However, the 2004-2005 service user data are not comparable to the previous years due to inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data for the first time and a change in reporting by the WA Disabled Sports Association (WADSA). The reliability of the reported number of service users from 2002-2003 onwards was significantly enhanced through the application of a statistical linkage key that eliminated the chance of double counting service users

when they accessed multiple service outlets for the same service. For instance, a person might receive respite from two different services over the course of the year.

NATIONAL BENCHMARKS (TAKE-UP RATES)

This indicator reports the proportion of people in a target group who are service users. Two data sources are used.

1. **Service users** – each year the Australian Institute of Health and Welfare records Australia-wide disability support service use on one selected Snapshot Day. These Snapshot Day data are regarded as objective, reliable, and highly comparable. Current year Snapshot Day data are not available until late in the year, therefore, the previous year's data are used.

2. **Target group** – to ensure comparability, the target group is determined on the basis of the number of people in each State receiving Disability Support Pensions. These Centrelink-sourced data are comparable because benefit applicants in all States are assessed against the same specific, objective criteria by Centrelink staff.

Comparisons with national benchmarks show that Western Australia is providing services for a greater proportion of potential service users at a lower average cost per person than in Australia as a whole. In other words, Western Australia is performing both more effectively and efficiently in meeting the needs of people with disabilities, when compared with performance levels elsewhere in Australia.

Overall, Western Australia has:

- a Snapshot Day service take-up rate of 83 per 1,000 in receipt of Disability Support Pensions, which is 51 per cent higher than the national take-up rate of 55 per 1,000 Disability Support Pension recipients; and
- based on the Australian Institute of Health and Welfare estimate of the potential population for disability support services (as reported in the *CSTDA Annual Public Report 2003-04*), the average cost per person of $3,556 is eight per cent below the national average cost of $3,854.

Chapter 13 – Overview of Operations

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

Variation from national levels for overall take-up rate and cost 2004-2005

	Service user take-up rate	Cost per service user
Variation from national levels	51%	-8%
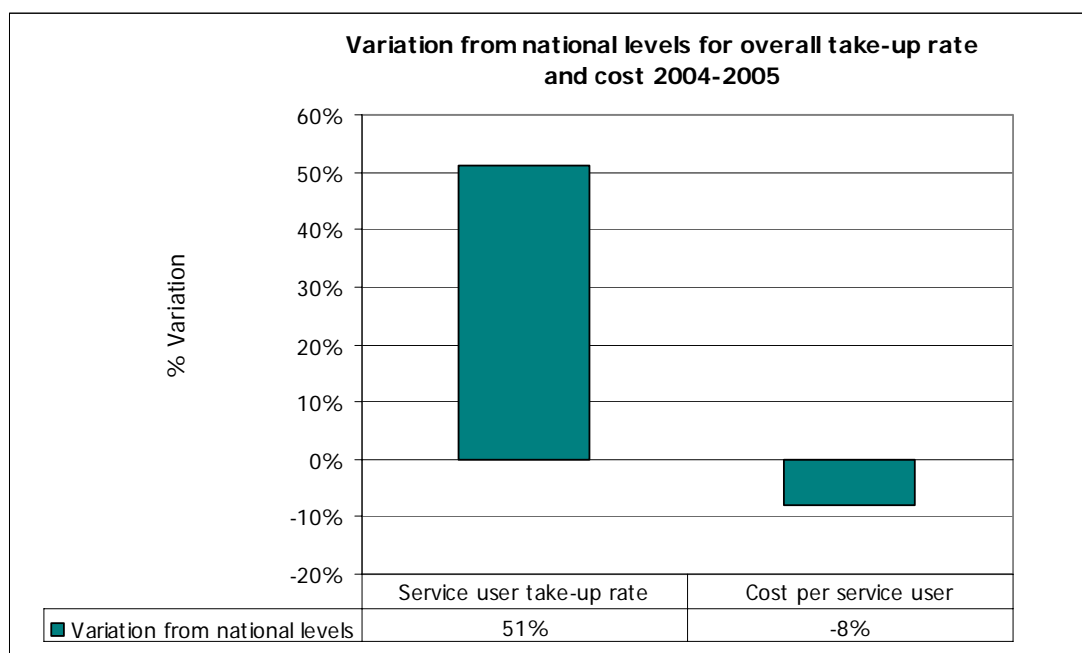
In all Service areas, except for Day Options, Western Australia has an equivalent or higher service take-up rate than Australia as a whole as follows:

- Accommodation Support Services have a 51 per cent higher take-up rate;
- Individual and Family Support services have a 211 per cent higher take-up rate;
- LAC Coordination has an 80 per cent higher take-up rate;
- Respite Services have an equivalent take-up rate; and
- Day Options have a seven per cent lower take-up rate in Western Australia.

Variation from national levels in take-up rates by service area 2004-2005

	Accommodation support	Individual & Family Support	Individual Coordination	Day options	Respite
Variation from national level	51%	211%	80%	-7%	0%

Service type
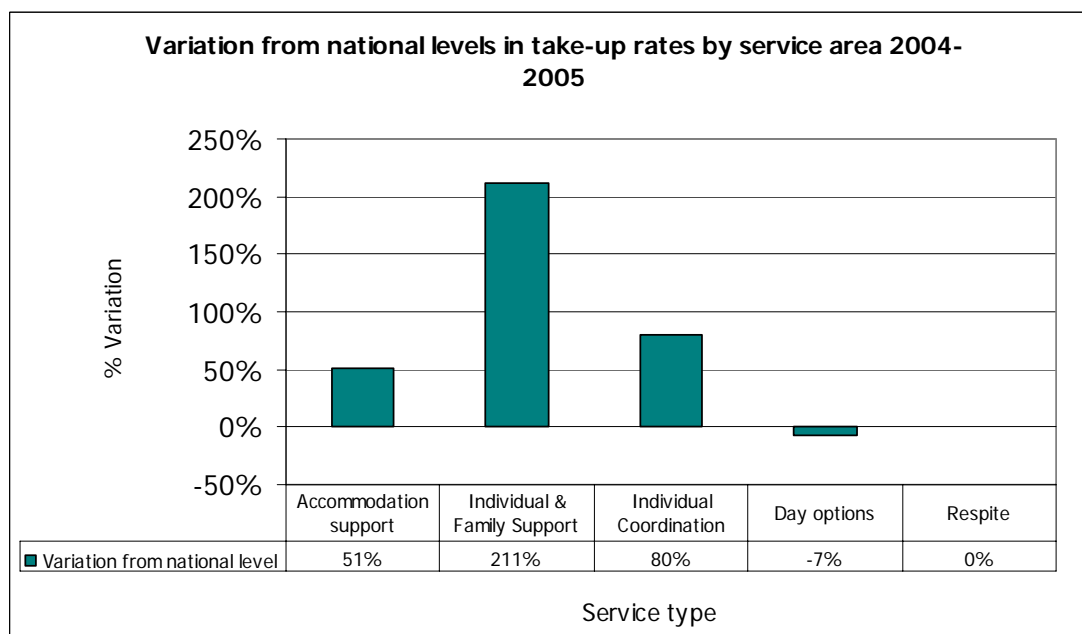
14. SERVICE REPORTS

14.1 Service 1 – Accommodation Support

The Accommodation Support Service accounts for 56 per cent of the Commission's budget and provides services to 17 per cent of all service users. The Accommodation Support Service includes hostel residential, community residential accommodation (group homes and duplexes) and supported community living.

Percentage of budget 2004-2005	Percentage of service users 2004-2005
44% 56%	17% 83%
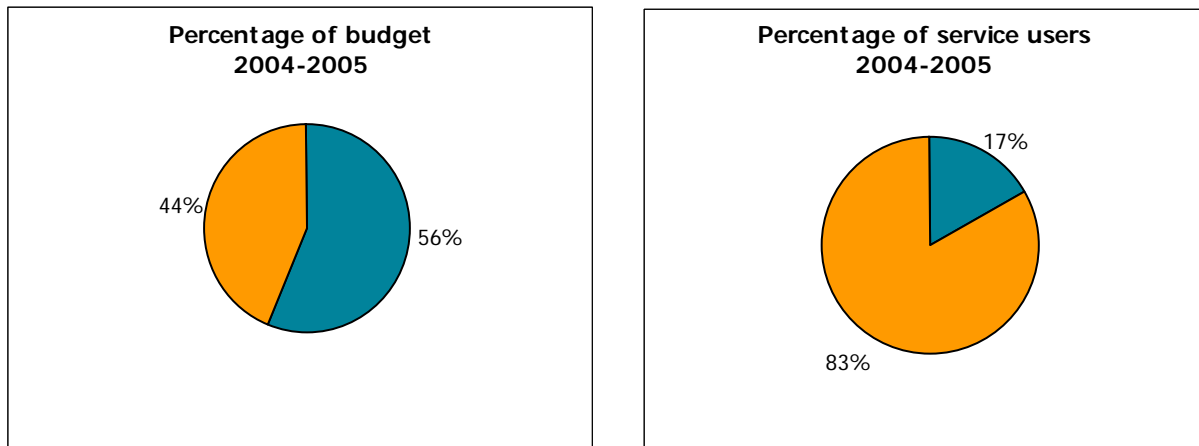
KEY STRATEGIES

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

KEY ISSUES AND TRENDS

- Models of accommodation support are changing in response to individual needs and choice. The proportion of people living in group homes and hostels has changed over the years. Hostel accommodation continues to be redeveloped, providing for more community-based options. Many people who previously may have moved into group homes or hostels are now choosing to live in the community, as individual funding increasingly allows people with disabilities to choose their place of residence and type of support. The most significant growth has been in the number of people living in supported community living options, which include a variety of formal and informal support arrangements.
- Ageing of people with disabilities – the current population of people with disabilities has significantly outlived previous population cohorts. This improved life expectancy has been attributed to advances in medical technology and changing socio-demographic factors. The age of people with disabilities can impact significantly on both the design and demand for services. Some people with disabilities age prematurely (for example, people with Down Syndrome are

more likely to have early onset dementia), placing additional demands on services. The number of people aged over 50 years in accommodation services continues to increase, with 27 per cent of people in Commission accommodation support services aged over 50 years of age in 2004-2005. While the Commission is committed to "ageing in place", there is some demand from ageing people with disabilities for more appropriate aged care services.

▪ A significant proportion of people with disabilities live at home with ageing parents. The ageing of carers is placing new and urgent demands on accommodation and community-based support services. Planning is underway to help support families to plan for the future.

▪ Concerns remain around the level of access to appropriate day occupation and opportunities to participate in the community for people living in supported accommodation. Up to a third of people supported within the Commission's provided accommodation have no formal day occupation. This is being compounded by a lack of retirement options for people seeking to retire from their employment or alternatives to employment place as they age. The impact of the Australian Government's welfare reforms to employment services, which have resulted in some people with disabilities, particularly those with high support needs, losing their employment place or having their hours reduced, has also compounded the problem.

▪ There is a need to continue to develop greater capacity across the sector to respond to the needs of people with complex and challenging behaviours, including more flexible and cost-effective accommodation options and community access programs.

▪ Ageing of the disability workforce is a challenge for many accommodation service providers. Challenges relate to the potential loss of experience and the need to ensure that supports are in place to meet the physical demands of the role.

▪ Safeguarding the quality of care and maintaining a quality service for people with disabilities supported by accommodation service providers remains a priority. Most service providers have developed and implemented quality management systems to continue to identify and achieve service improvements, while responding to resource pressures.

▪ An ongoing issue is the capacity to respond to the increasing needs of people with disabilities as they age and/or those with degenerative conditions requiring additional support. This is placing demand on existing growth funding, as the Commission continues to work with the sector to explore appropriate support models.

During 2004-2005

▪ 1,575 residents were supported in out-of-home residential accommodation.
▪ 1,848 people received supported community living.
▪ The average cost per person receiving accommodation support was $46,711.
▪ The Disability Services Commission spent $157.1 million (56 per cent) of its budget on Accommodation Support Service.

Over the past five years

- There has been a decrease in the number of people living in hostels (by 11 per cent).
- The number of people living in community-based group homes has increased (by 11 per cent).
- The number of people in Supported Community Living has increased substantially (22 per cent from 1,520 to 1,848).

The Accommodation Trends 2001-2005 graph shows the changing composition of the Accommodation Support Service, specifically the growth in Supported Community Living, steady growth in community residential and a decline in people living in hostels, reflecting the devolution to more community-based options.

Accommodation Trends 2001-2005
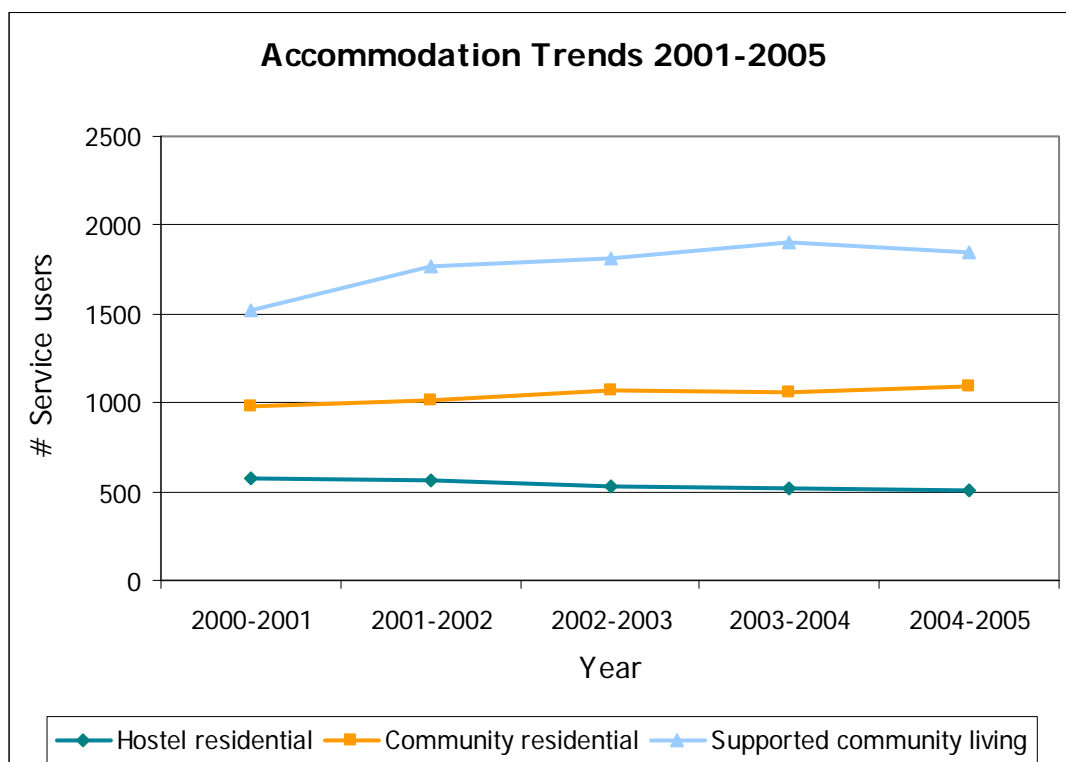
From 2003-2004, the reporting of all accommodation services has been incorporated into Service 1 and renamed "Accommodation Support". This more clearly groups a set of services with a common outcome, that is, to provide an accommodation service. In reports prior to 2003-2004, people living in the community (Supported Community Living) were included in Service 2. The performance under this new arrangement was recalculated for 2001-2002 and 2002-2003. The increase in the service users of accommodation support for the four years from 2001-2002 to 2004-2005 was six per cent.

Chapter 14.1 – Service Reports – Accommodation Support

Proportionate use of Accommodation Services 2000-2001

- Hostel residential 19%
- Community residential 32%
- Supported community living 49%

Proportionate use of Accommodation Services 2004-2005

- Hostel residential 15%
- Community residential 32%
- Supported community living 53%
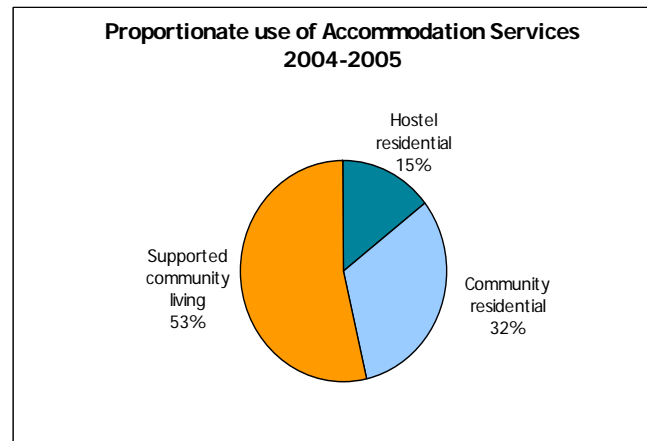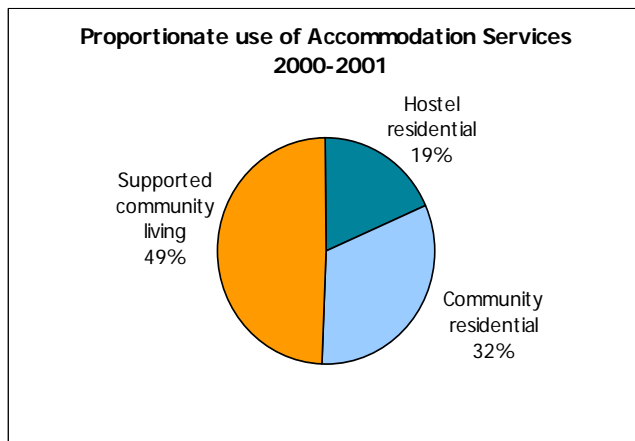
The "Accommodation service users" graph presented below, shows the five-year trend in residential accommodation and supported community living. The "Hostel and community" series represents the previous composition of Service 1 (that is excluding supported community living). Note that people may move between various types of accommodation support in a given year and these subtotals, when added, will total more than Service 1.

Accommodation service users 2001-2005

Service users

Year	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Supported community living	1,520	1,763	1,811	1,907	1,848
Hostel and community	1,542	1,551	1,566	1,575	1,575
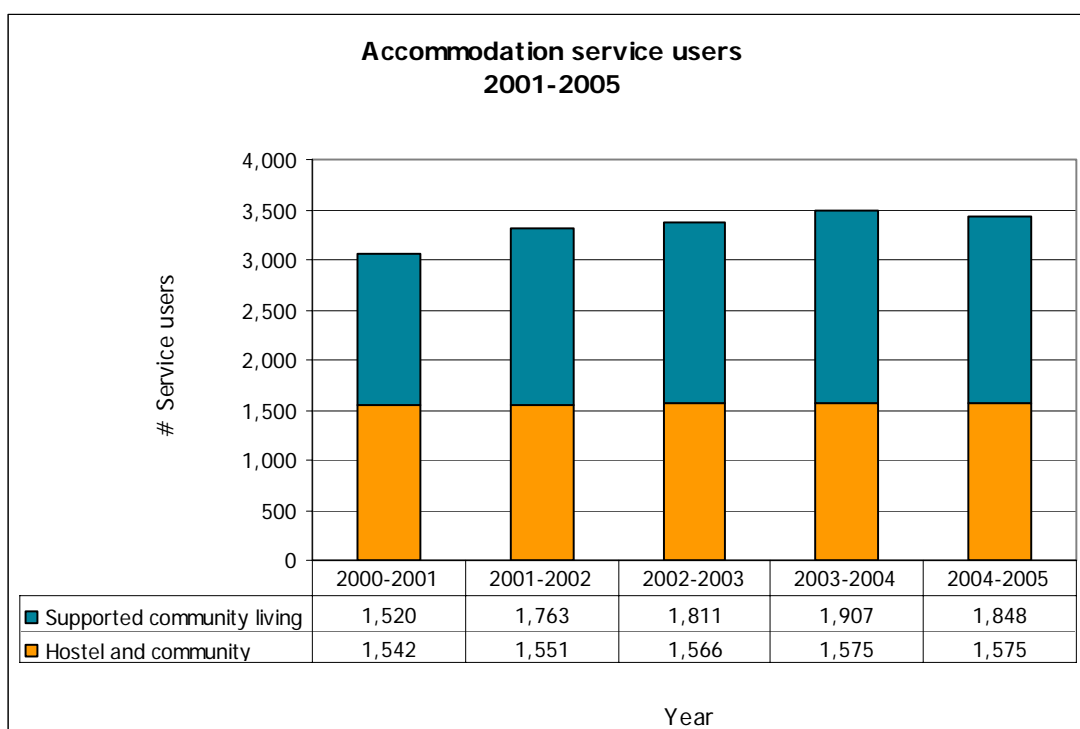
Year

PERFORMANCE INDICATORS: ACCOMMODATION SUPPORT

The chart below shows the number of people and average cost per person from 2001-2002 to 2004-2005. Over the four years for which comparable data are available, the number of accommodation support service users has gradually increased.

**Accommodation Support
2002-2005**

	2001-2002	2002-2003	2003-2004	2004-2005
Service users	3,179	3,265	3,319	3,364
$/Service user	$41,428	$42,931	$44,512	$46,711
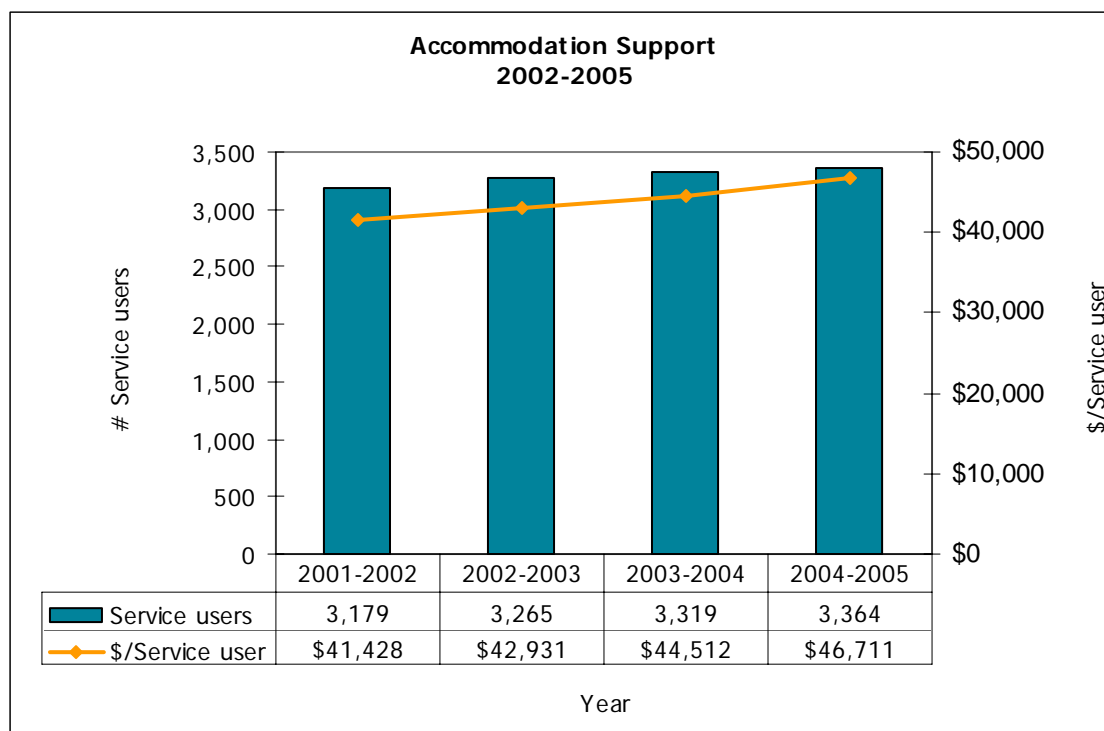
Year

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

Performance Indicator	Description	ACTUAL RESULTS[7]					TARGETS	VARIATION	
		2000-01	2001-02	2002-03	2003-04	2004-05	2004-05	Prev. Year	Target
Service 1 – Accommodation Support									
Quantity	# people	n/a	3,179	3,265	3,319	3,364	3,452	1%	-3%
Quality	% clients satisfied	Not measured	91%	Not Measured	87%	Not measured	n/a	n/a	n/a
Timeliness	Response time	n/a	6 days	4 days	4 days	2 days	6 days	-50%	-67%
Efficiency	$/service user	n/a	$41,428	$42,931	$44,512	$46,711	$45,218	5%	3%
Total Cost	($'000)	n/a	$131,700	$140,169	$147,734	$157,136	$156,091	6%	1%

---

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

Chapter 14.1 – Service Reports – Accommodation Support

Quantity

The number of people in accommodation has increased to 3,364. This is an increase of 45 people, one per cent over 2003-2004. Changes to Supported Community Living and progress made in linking funding to individuals in the move away from historic block funding, has resulted in more accurate counting in 2004-2005.

Quality

The Commission conducts a consumer satisfaction survey biennially, with the next survey to be conducted in 2005-2006. The survey shows the satisfaction with the quality of life of service users in Western Australia. The most recent consumer satisfaction survey, completed in 2003-2004 reported that 87 per cent of people receiving Accommodation Support aged over 18 years of age in Western Australia were satisfied with the support they received. While a strong result from Accommodation Support users, the result was marginally below the target and the previous survey. The statistical margin of error, however, was 3.7 per cent, making the result of 87 per cent statistically indistinguishable from the previous result of 91 per cent.

Timeliness

This measure reports the average time taken from informing people of their funding application approval to when funds were available for use. The performance of two days in 2004-2005 was well within the 2004-2005 target of six days.

Efficiency (Cost)

The average cost per person for 2004-2005 was $46,711 which is five per cent higher than last year and is three per cent higher than the 2004-2005 target.

MAJOR ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission:

- developed greater choice and availability of services for individuals with challenging behaviours through the formation of a Challenging Behaviours Consortium with seven non-government organisations. This strategy will also reduce the incidence of individuals requiring relocation as the result of challenging behaviours;
- continued to implement the redeveloped Commission Supported Accommodation Service;
- continued redevelopment of its accommodation facilities, including research and planning for the redevelopment of Bennett Brook Hostel; progression of development at Fairholme Hostel; and planning of new construction of accommodation in Armadale (Dorset Hostel);
- achieved significant progress towards computerising the Commission's Accommodation Services Periodic Services Review Management System;

- identified alternative emergency support strategies that will be progressed over a two-year period as they are implemented;
- provided accommodation support to a total of 126 people through the Combined Application Process, including 19 individuals who were provided with support through vacancies and 22 people living with carers aged over 70 years.
- fully operationalised its Options Exploration Process, providing access by individuals to appropriate accommodation options in a more timely manner;
- completed its policy on out-of-home care support for children and distributed it to the sector;
- increased the coverage of service providers in country areas, through the Covering WA - Bridging Service Gaps strategy, so that more families have a choice of service provider;
- developed a prototype package, through the Covering WA - Stepped Administration Model, that will enable families to have a choice of service provider for the administration of their options and increased the flexibility available to families and individuals;
- completed disaggregation to an individual level of all accommodation support funds;
- continued to progress the 60 recommendations from the Accommodation Blueprint Report through the Accommodation Blueprint Implementation Steering Committee, which has met eight times over the past two years. As of 30 June 2005, 45 of these recommendations have been implemented; 10 have been actioned and implementation is ongoing; four are being progressed by ACROD and the Ministerial Advisory Council on Disability; and one is due for completion in December 2005; and
- developed, in partnership with the non-government sector, the inaugural Disability Industry Plan 2005–2010. In developing the Plan, achievements and innovative solutions were showcased at the Disability Summit (October 2004) and a range of future strategies were developed to improve service quality, effectiveness and efficiency.

PLANNED ACHIEVEMENTS 2005-2006

In 2005-2006, the Commission will:

- implement the strategies in the Disability Industry Plan, which include collaborative approaches and across-sector training;
- continue redevelopment of the Supported Accommodation Service;
- continue redevelopment of Commission accommodation facilities, including research and planning for the redevelopment of Bennett Brook Hostel; pre-planning of construction of a new building for hostel residents in Armadale, and completion of the redevelopment of Fairholme;
- provide, through its Challenging Behaviours Consortium Project team, an intensive specialist support service to participating organisations to develop the capacity of the sector to support people with challenging and socially isolating behaviours;
- complete computerisation of the Commission's Accommodation Services Periodic Service Review Management System;

- identify and facilitate opportunities for increased participation in local community life by people living in the Commission's Accommodation Services;
- identify collaborative projects with government and non-government sectors enabling innovative solutions for responding to people with an intellectual disability who are ageing;
- implement a range of strategies to enable the Commission's Accommodation Services Directorate to respond to the cultural needs of residents who are Aboriginal or from culturally and linguistically diverse backgrounds;
- provide accommodation support to an additional 25 people who are the sons or daughters of carers aged over 70 years;
- provide 109 people with accommodation support from growth funding and offer vacancies over and above these places to people as vacancies arise;
- investigate the development of an alternative instrument to quantify care needs for resource allocation to individuals seeking accommodation support funding; and
- commence the development of facilities to support interim accommodation options for individuals who have been allocated resources under the Combined Applications Process but for whom there is no appropriate service immediately available.

PROGRAM EVALUATIONS 2004-2005

Cooking, Gardening and Domestic Services to Commission Group Homes

This project involves the development of a fair and equitable model of allocating support services (cooking, gardening and domestic) across ASD houses that is relevant to the needs of the residents, as opposed to historical resource allocation.

Key Findings/Results: These will be determined, pending completion of the modelling.

Action Taken/Proposed: All of the data have been collected and analysis completed. Identification of "good practice" has been identified in the analysis and will form the basis of how the model is developed for the future.

Children who Are dependent on Technology and Cared for by their families at Home (CATCH) Pilot Program

This pilot program aims to support approximately 10 children who require medical technology to maintain respiratory function to move out of institutional care and live in the community with their families. This is an interagency program involving the Department for Community Development; Department of Health; Department of Education and Training; and the Commission.

Key Findings/Results: An evaluation sub-committee comprising representatives from the participating agencies has been set up to develop an evaluation proposal.

Action Taken/Proposed: The evaluation will be undertaken in two stages. An evaluation brief for Stage 1 of the evaluation has been completed and endorsed by the interagency management committee overseeing the pilot program. The evaluation methodology for Stage 1 is being finalised and will focus on the impact of the CATCH Pilot Program on each child and the child's family prior to, during transition and for the first nine months of home care.

PROGRAM EVALUATIONS PROPOSED FOR 2005-2006

Children who Are dependent on Technology and Cared for by their families at Home (CATCH) Pilot Program

Stage 1 of the evaluation of the CATCH Pilot Program will commence in 2005-2006 and will focus on the children who are dependent on medical technology and their families, prior to discharge from the institution and after the children have made the transition home.

14.2 Service 2 – Individual and Family Support

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

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

The Individual and Family Support Service accounts for 30 per cent of the Commission's budget and provides services to 84 per cent of all service users.

The 2004-2005 Annual Report for the first time reports data on service users accessing the Community Aids and Equipment Program (CAEP). This has been made possible as a result of the development of the electronic Community Aids and Equipment Program (eCAEP) database. In addition, service user data provided in 2004-2005 by WA Disabled Sports Association (WADSA) reporting against its new service agreement has resulted in significantly fewer service user numbers being reported. This is a result of the use of a different counting method rather than a change in service provision. As a result of these changes, 2004-2005 total service user data for Service 2 are not comparable with previous years.

Percentage of budget 2004-2005
30%
70%

Percentage of service users 2004-2005
16%
84%
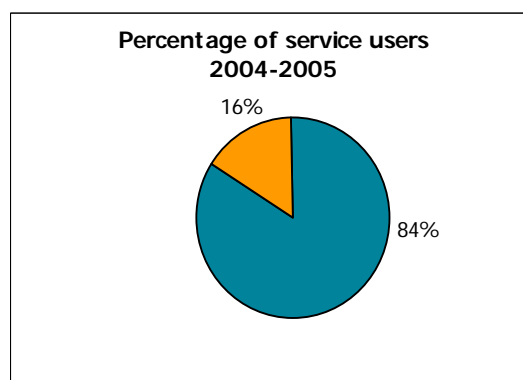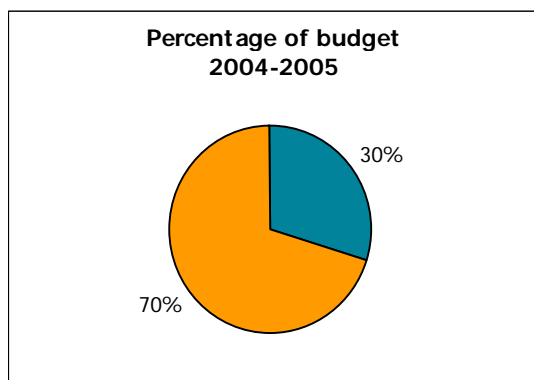
KEY STRATEGIES

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

KEY ISSUES AND TRENDS

- Sustained increases in the number of people with disabilities continues to drive the demand. The growth in demand is influenced by factors such as ageing carers, ageing of people with disabilities, increased survival rates of people with severe and profound core activity limitation and changing community expectations. The challenge for the Commission continues to be balancing its response to those in most critical need, while maintaining the capacity for early intervention and support strategies that prevent or delay the need for crisis intervention and enable people with disabilities to live more independent and fulfilling lives.

- Families and carers continue to be the main source of support for people with disabilities. The provision of timely and adequate support for families and carers to help them maintain their caring role is important in promoting individual and family wellbeing, reducing the need for crisis support and avoiding premature or inappropriate entry into high-cost out-of-home accommodation.

- Facilitating community links and developing independence and skills can improve the quality of life of people with disabilities. Meaningful occupation is essential to all individuals' health and wellbeing and a critical indicator of quality of life. Since 1990, all Western Australian school leavers with a disability eligible for the State Government funded Alternatives to Employment Program support, have had access to a Post School Option to enable them to engage in constructive daytime activities.

- The Australian Government reform of its specialist disability employment program is placing additional pressure on alternatives to employment and accommodation services funded by the State. There are a growing number of individuals with high support needs, including school leavers, who are encountering difficulty in accessing appropriate employment options, or are ceasing employment.

- There is an increasing awareness across the fields of health and disability that a strategic approach is needed to both increase and sustain the number of allied health professionals.

- As an increasing number of people with developmental disabilities access community-based medical services, it is important that the Commission can provide information, expertise and support for community health professionals.

- The effective application of new and emerging communication technologies is helping the Commission improve the quality and responsiveness of services to people living in country regions.

- Indigenous people with disabilities, especially those living in rural and remote areas of the State, are under-represented in their use of disability services. The Commission is supporting the development and promotion of new and culturally appropriate models of support and service delivery that are acceptable and responsive to local Indigenous communities.

- There is a need to develop new strategies and options for individuals and families to access agency support to manage their service supports in flexible ways, particularly in rural and remote areas.

Chapter 14.2 – Service Reports – Individual and Family Support

During 2004-2005

- A total of 16,840 people were supported through individual and family support services.
- 3,960 people received family support (which includes a range of community supports such as counselling, behavioural intervention and case management).
- 2,771 people received respite.
- 2,715 people received a day option (which includes Post School Options, community access and learning and life skills development).
- 6,966 people received a therapy service, including 4,297 children who received school age therapy.
- The average cost per person supported with Individual and Family Support services was $5,052.
- The Commission expended $85.1 million or 30 per cent of its budget on the Individual and Family Support Service.

Over the past five years

- The number of service users accessing family support services increased by 29 per cent, from 3,062 to 3,960.
- The number of service users accessing respite increased by seven per cent from 2,597 to 2,771.
- The number of service users accessing day activities increased by 22 per cent from 2,231 to 2,715.
- The number of service users receiving a therapy service increased by 20 per cent from 5,805 to 6,966.

**Family support, respite and day options
2001-2005**

Service Users

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Family support	3,062	3,133	3,566	3,799	3,960
Respite	2,597	2,669	3,264	3,254	2,771
Day options	2,231	1,895	2,549	2,594	2,715

Year

Family support users by age
2003-2004 and 2004-2005

Age group	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75+	Not stated
2003-2004	599	1,287	587	354	370	349	114	64	40	35
2004-2005	669	1,422	649	389	302	250	178	60	36	5

Service users

Age group

Respite users by age
2003-2004 and 2004-2005

Age group	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75+	Not stated
2003-2004	130	1,332	1,035	268	219	139	80	28	8	15
2004-2005	111	989	828	341	218	149	81	38	10	6

Service users

Age group

Chapter 14.2 – Service Reports – Individual and Family Support

Day options by age
2003-2004 and 2004-2005

	0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75+	Not stated
2003-2004	4	70	598	562	487	460	266	92	30	25
2004-2005	2	117	687	620	453	454	263	83	29	7

Age group

Therapy services
2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Service users	5,805	6,015	6,316	6,344	6,966

Year

Therapy services accessed by school aged children 2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
■ Service users	4,278	3,896	3,982	3,915	4,297

Year

PERFORMANCE INDICATORS: INDIVIDUAL AND FAMILY SUPPORT

The chart below shows the number of individual and family support users and cost per service user from 2001-2002 to 2004-2005. Under this service, which has numerous Service areas, individuals are counted for each service type that they access. When calculating the total number of service users for this service, people are counted once. That is, the same person can access a number of Service areas (for example, respite, therapy and a day option) but will only be counted once in the overall service total.

Chapter 14.2 – Service Reports – Individual and Family Support

**Individual and Family Support
2002-2005**

Year	2001-2002	2002-2003	2003-2004	2004-2005 **
Service Users	15,670	16,306 *	16,497	16,840
$/Service user	$4,120	$4,335	$4,681	$5,052
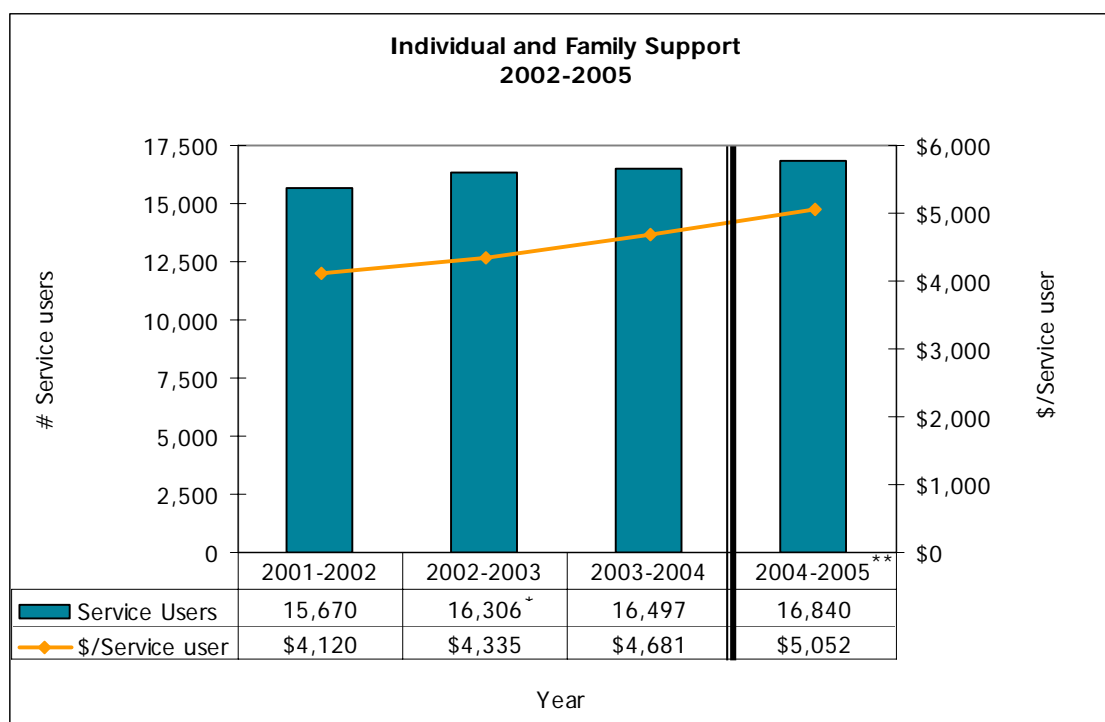
* The 2004-2005 Budget Statements reported 16,717 service users as the actual performance in 2002-2003. This has been recalculated to exclude Supported Community Living.

** The 2004-2005 data are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

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

The table below presents the performance indicators for Individual and Family Support for the past five years.

| Performance Indicator | Description | ACTUAL RESULTS[8] | | | | | TARGET | VARIATION | |
		2000-01	2001-02	2002-03	2003-04	2004-05	2004-05	Prev. Year	Target
Service 2 – Individual and Family Support									
Quantity	# service users	n/a	15,670	16,306	16,497	16,840	17,931	n/a*	-6%
Quality	% clients satisfied	Not measured	89%	not measured	84%	not measured	n/a	n/a	n/a
Timeliness	Response time	n/a	11 days	5.5 days	6.4 days	6.3 days	6 days	-1.6%	5%
Efficiency	$/service user	n/a	$4,120	$4,335	$4,681	$5,052	$4,607	n/a	10%
Total Cost	($'000)	n/a	$64,566	$70,693	$77,228	$85,077	$82,603	10%	3%

* The 2004-2005 data are not comparable to the previous years due to the inclusion of the eCAEP service user data for the first time and a change in reporting by WADSA.

---

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

Quantity

The number of service users for 2004-2005 was 16,840. This is 1,091 (six per cent) below the projected target for 2004-2005. A contributing factor to this variation is the refinement to data reporting by WADSA and inclusion of the eCAEP service user data for the first time.

Quality

The Commission conducts a consumer satisfaction survey biennially, with the next survey to be conducted in 2005-2006. The survey shows the satisfaction with the quality of life of service users in Western Australia. The most recent consumer satisfaction survey, completed in 2003-2004 reported that 84 per cent of service users aged over 18 years of age in Western Australia were satisfied with the support they received. This is seven per cent less than the target set for 2003-2004 and a six per cent lower rating than the previous survey in 2001-2002. The result indicates that four out of five clients or their families rated the level of client satisfaction as either "very satisfied" or "satisfied".

Timeliness

Timeliness is measured as the average time taken to be offered the first appointment with Individual and Family Support Services. The performance of 6.3 days marginally exceeded (by 0.3 of a day) the Commission's target of six days.

Efficiency (Cost)

The cost per service user for 2004-2005 was $5,052. This was 10 per cent higher than the 2004-2005 target. The main factor contributing to this variation is refinement to data reporting by WADSA and the inclusion of the eCAEP service user data for the first time.

MAJOR ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission has:

- finalised a strategic plan for the delivery of disability services to communities in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara lands in collaboration with the Northern Territory and South Australian governments;
- introduced new models of therapy service provision for people with disabilities in rural and remote Western Australia based on the Memorandum of Understanding between the Western Australian Country Health Service and the Commission;
- undertaken further expansion of therapy assistant services in rural and remote locations, and implemented an equipment maintenance program in the Fitzroy Valley;
- finalised the transition to a new model of therapy services provision in the South West region based on a partnership between the Disability Services Commission and the South West Area Health Service;

Chapter 14.2 – Service Reports – Individual and Family Support

- implemented a new approach to early intervention services for children with autism provided through the Commission's Metropolitan Services Coordination Directorate through access to a focussed autism intervention at the Mildred Creak Centre and opportunities to access comprehensive services via district-based Individual and Family Support teams;
- through its Metropolitan Services Coordination Directorate, reviewed the role of social trainers working with 160 adults living independently in the community and has progressed the development of a new service model;
- implemented the new Intensive Behaviour Intervention and Support Service for adolescents and young adults;
- provided a range of flexible respite and family care support packages for an additional 114 families in metropolitan and country areas;
- refined its purchasing strategy to encompass all Early Childhood Intervention programs;
- established a policy on Service Access for Disability Professional Services Autism Early Intervention, and established Early Childhood Development Waitlist strategies to ensure continued support in this area;
- undertaken project work to develop an assessment tool that will identify a needs-based approach for funding disability professional services for people with disabilities aged 0 to 18 years;
- streamlined the process of purchasing Disability Professional Services. An approach has been developed that is based on relative need, that identifies critical need and provides an equitable, fair and value-for-money outcome to eligible individuals;
- provided additional funding for Disability Professional Services, increasing access for 432 people;
- developed Business Rules through the Community Support and Alternatives to Employment Business Rules working party. Business Rules clarify what funding covers and determines appropriate cost benchmarks. Business Rules have now been established for all funding programs;
- informed the pre-qualification and service development processes for Alternatives to Employment, Disability Professional Services, Accommodation Support and Family Support, through its Service Mapping exercise;
- implemented Stage 1 of the electronic Community Aids and Equipment Program (eCAEP) initiative to achieve accountable and equitable provision of equipment to people with disabilities. Stage 2 development is underway;
- undertaken an interagency collaborative approach to the Community Aids and Equipment Program (CAEP), with membership of the CAEP Advisory Committee including the Commission and the Department of Health. Business Rules included in eCAEP and review of CAEP Manual is underway;
- investigated non-traditional ways of meeting governance requirements for small funded organisations. A study of virtual board strategies has been completed and a board resource kit developed and distributed to small non-government organisations funded by the Commission;
- reviewed the performance of the Modified Vehicle Referral Scheme, which indicated that between December 2003 and December 2004, 28 families benefited from the Scheme and a total of 50 vehicles have been listed since the Scheme began in May 2003;

- continued to work with the Department of Health to clarify respective responsibilities and provisions of support to children with Autism Spectrum Disorders;
- introduced a two-year pilot program, Learning for Work, to assist school leavers who require further skill development to successfully maintain employment. School leavers will receive non-recurrent funding for up to 48 weeks and, upon completion, transfer to an employment option, if an Australian Government funded place is available;
- provided 91 people with new Intensive Family Funding packages to complement the care provided by their families;
- provided alternatives to employment for 72 school leavers and 49 adults not able to enter employment programs because of the severity of their disability; and.
- developed, in partnership with the non-government sector, the inaugural Disability Industry Plan 2005–2010. In developing the Plan, achievements and innovative solutions were showcased at the Disability Summit (October 2004) and a range of future strategies were developed to improve service quality, effectiveness and efficiency.

PLANNED ACHIEVEMENTS 2005-2006

In 2005-2006, the Commission will:

- implement the strategies in the Disability Industry Plan, which include collaborative approaches and across-sector training;
- implement the second stage of the Commission's videoconferencing strategy to improve access to information and services for people living in regional areas;
- train locally-based psychologists and speech pathologists to build capacity in regional communities to undertake assessments and interventions for young children with disabilities;
- establish a Country Resource and Consultancy team for the South West region to train and support locally-based therapists to provide therapy interventions for children and adults with disabilities in the region;
- implement a new Remote Area Strategy to create new community-based models of support for people with disabilities living in remote areas of Western Australia, including Murchison, East Kimberley, Western Desert, inland Gascoyne, Central Lands, Indian Ocean Territories and Northern Goldfields;
- implement the new Early Childhood Development Waitlist Strategy to ensure that those initially placed on the waitlist, as they are over the approved number of places in the Commission's metropolitan Individual and Family Support Service, receive support through other approaches;
- establish new therapy intervention centres in Wembley and Rockingham to increase the responsiveness and efficiency of the Commission's metropolitan Individual and Family Support Service;
- develop an overall Behavioural Services Framework to guide the strategic development and implementation of all behavioural services through the Commission's metropolitan Individual and Family Support Service;

- implement a focused equipment service for children and adults through the Commission's metropolitan Individual and Family Support Service to increase effectiveness and efficiency in the provision of specialised equipment;
- review the Disability Professional Services purchasing framework;
- implement purchasing strategies to reflect the revised respite frameworks;
- continue the implementation of the Covering WA project to the remainder of the State to assist in the development of additional service providers in regional WA;
- review Alternatives to Employment funding allocation mechanisms;
- implement version two of eCAEP (Community Aids and Equipment Program electronic work flow and data management system);
- implement the outcomes of the 2004-2005 recreation tender;
- liaise with the Department of Employment and Workplace Relations to improve employment opportunities for people with disabilities in outer regional and remote areas; and
- implement the bilateral agreement with the Australian Government on respite for older carers.

PROGRAM EVALUATIONS 2004-2005

Nil

PROGRAM EVALUATIONS PROPOSED FOR 2005-2006

Review of Alternatives to Employment Funding Allocation Mechanisms

An evaluation of the effectiveness of the Alternatives to Employment funding allocation methodology, including a review of the adequacy of the funding matrix in predicting support requirements of school leavers with significant disabilities.

Review of the Outcomes of the Learning for Work Project

A quantitative and qualitative evaluation of the Learning for Work Project.

14.3 Service 3 – Individual Coordination

Individual Coordination relates to the provision of a range of supports and strategies through Local Area Coordinators, who develop resources and support networks in local communities; provide information and link people with local resources and support networks; and also provide individualised funding to enable people with disabilities and their families to choose and purchase their own supports and services directly.

The Individual Coordination Service accounts for 10 per cent of the Commission's budget and 36 per cent of service users.

Percentage of budget 2004-2005

10%

90%

Percentage of service users 2004-2005

36%

64%
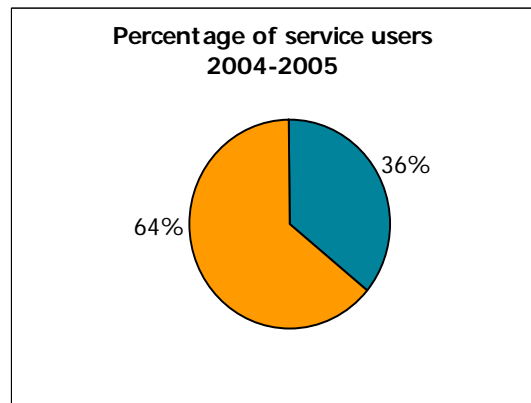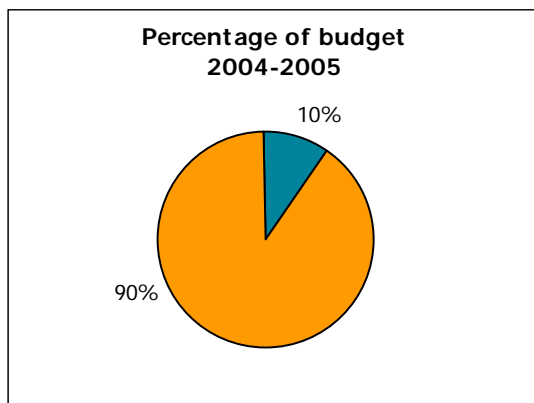
KEY STRATEGIES

- Developing resources and support networks within local communities.
- Providing information and linking people within specified areas with local resources and support networks.
- Providing individualised funding to enable people with disabilities and their families to choose their own supports and services and purchase them directly.

KEY ISSUES AND TRENDS

- The Commission recognises the strength of existing informal and formal supports in communities and continues to facilitate improved partnerships that promote the inclusion of people with disabilities and their families in their local communities.
- There is increased acknowledgment of the potential for families to take a leading role in developing supports and services to meet their own needs. The Commission seeks to encourage and promote this family leadership potential by supporting family networks, access to information and ideas, and family-initiated projects.
- There is an increased focus on the role of LACs in assisting families to plan for their future needs (ageing parents, as well as younger families around key life transition points) and family leadership initiatives, such as developing networks, access to information and ideas, and technical support.

Chapter 14.3 – Service Reports – Individual Coordination

- LAC is considered to be a cost-effective option for achieving community-based support for people with disabilities and their family carers. The scheme is highly valued by people with disabilities and their families and serves to strengthen local support and friendship networks.
- The continued trend towards funding individuals directly to purchase supports and services of their choice requires supports to be varied, flexible, responsive and individualised and that individuals and families are adequately supported in their decision making.
- LAC has an increased role in providing information and advocacy support to people with disabilities who do not require formal registration with the Commission.
- LAC has a strategic focus regarding support to Indigenous people with disabilities, their families and local communities.
- LACs strive to obtain the right balance between responding to urgent and critical needs and assisting individuals and families to plan and put in place supports that strengthen people and prevent family breakdown.
- Increasing numbers of people with disabilities and their families are expressing a willingness to plan and meet their needs without the use of funding for services from government systems. New forms of assistance such as information, strategies, templates and guides, are being developed to support this self-sufficiency and independence.

During 2004-2005

- 7,169 people were supported in the community through LAC Coordination (three per cent more than were supported the previous year).
- The average operational cost per person supported by LAC Coordination was $2,402. This represents a change of only $35 in the operational cost of the program per person when compared with 2003-2004.
- 1,431 people received LAC Direct Consumer Funding (two per cent less than the previous year).
- The Disability Services Commission expended $29 million or 10 per cent of its budget on Individual Coordination Service. Services under this service were accessed by 36 per cent of service users.
- A total of $11.8 million (four per cent of the Commission's budget) was paid as LAC Direct Consumer Funding. This represented an average amount of $8,248 per person.

Over the past five years

- The number of people provided with LAC Coordination support has increased by 24 per cent (from 5,764 in 2000-2001 to 7,169 in 2004-2005).
- In 2000-2001 the Commission began to report this service as LAC Coordination and LAC Direct Consumer Funding. Since this time, service users of LAC Coordination increased by 24 per cent, while the number of people receiving Direct Consumer Funding increased by 38 per cent.

Chapter 14.3 – Service Reports – Individual Coordination

The chart below shows the number of service users and cost per service user for Individual Coordination 2000-2001 to 2004-2005.

Individual Coordination 2001-2005

	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Service Users	5,764	6,147	6,617	6,981	7,169
$/Service user	$2,289	$2,314	$2,365	$2,367	$2,402
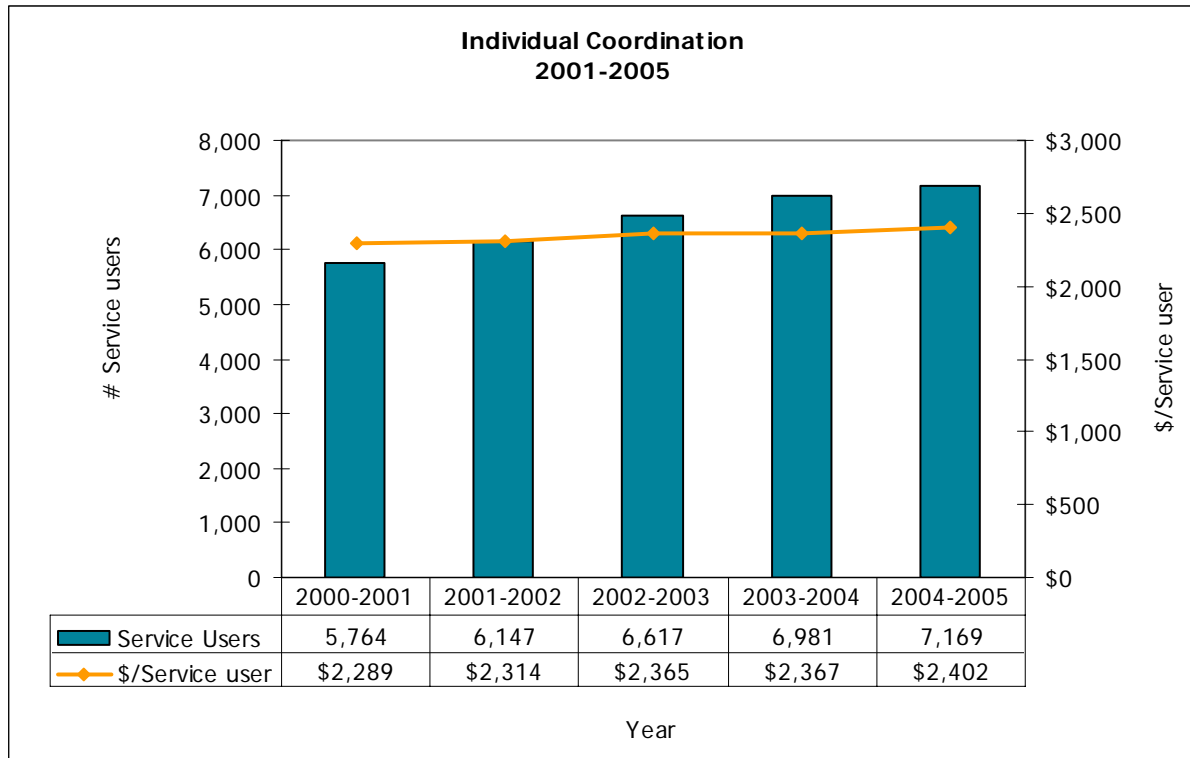
The table below presents the performance indicators for Individual Coordination for the past five years.

Performance Indicator	Description	ACTUAL RESULTS					TARGET	VARIATION	
		2000-01	2001-02	2002-03	2003-04	2004-05	2004-05	Prev. Year	Target
Service 3: Quantity (Local Area Coordination)									
Quantity LAC Coordination	# service users	5,764	6,147	6,617	6,981	7,169	7,117	3%	1%
LAC Direct Consumer Funding	# service users	1,034	1,317	1,437	1,465	1,431	1,566	-2%	-9%
Quality	% clients satisfied	Not measured	81%	Not measured	81%	Not measured	n/a	n/a	n/a
Timeliness	Response time	1.9 days	1.5 days	1.4 days	1.2 days	1.1 days	1.5 days	-8%	-27%
Efficiency LAC Coordination	$/service user	$2,289	$2,314	$2,365	$2,367	$2,402	$2,309	1%	4%
LAC Direct Consumer Funding	$/service user	$7,549	$7,198	$7,253	$7,853	$8,248	$8,750	5%	-6%
Total Cost	($'000)	$16,946	$21,011	$26,070	$28,032	$29,027	$30,139	4%	-4%

Chapter 14.3 – Service Reports – Individual Coordination

Quantity

The number of service users increased by 188 from the previous year, which was a growth of three per cent over the previous year and one per cent above the target. The number of people receiving individualised funding decreased by 34 or two per cent since the previous year.

Quality

The Commission conducts a consumer satisfaction survey biennially. The survey shows the satisfaction with the quality of life of service users in Western Australia. The most recent consumer satisfaction survey was completed in 2003-2004 and this reported that 81 per cent of service users aged over 18 years of age in Western Australia were satisfied with the support they received.

Timeliness

The time from initial referral to first contact by the LAC service was 1.1 days. The response time has decreased (by 0.1 days) compared with the previous year and remains below the target (of 1.5 days).

Efficiency

In 2002-2003 the costs associated with this service were split into two sub-services; the cost of providing LAC Coordination and the cost of LAC Direct Consumer Funding. The cost per service user in 2004-2005 for LAC Coordination was $2,402 and for LAC Direct Consumer Funding it was $8,248. People using LAC Coordination increased by three per cent over the previous year with a minimal increase to the average cost per service user. The average cost per person of LAC Direct Consumer Funding increased by five per cent over the previous year. The total budget allocated to LAC Direct Consumer Funding increased from $11.5 million in 2003-2004 to $11.8 million in 2004-2005.

MAJOR ACHIEVEMENTS 2004-2005

In 2004-2005, the Commission has:

- implemented strategies to enable LAC to respond effectively to population growth in metropolitan and regional areas;
- implemented a new role statement for LACs and communicated the new statement to all parts of the Commission, people with disabilities, government agencies, the disability sector and the general community;
- implemented additional targeted strategies to make the LAC Program more relevant and responsive to Indigenous Australians and people from culturally and linguistically diverse backgrounds;
- provided a package of integrated information for consumers and families, tailored to their specific information needs, utilising a range of communication strategies, including the Information for You website and information folders;

- refined and refocused the supervision and management structure for LAC to ensure consistency of services and adherence to the new role statement for LACs;
- increased opportunities for people with disabilities and their families to gain access to a range of funding management options that reduced further the role of LACs in program funding and administration;
- developed strategies to focus the work of LACs on the key values of inclusion, community participation and individual/family empowerment;
- developed further strategies to strengthen the implementation of the Commission's Strategic Plan through family leadership development and support of family and community projects;
- completed all preparations and endorsements for the new accountability framework for general assistance grants to be implemented from July 2005; and
- designed an annual evaluation plan for the LAC Program and completed preparations for evaluation week in November 2005.

PLANNED ACHIEVEMENTS 2005-2006

In 2005-2006, the Commission will:

- implement further strategies to enable LACs to respond effectively to population growth in metropolitan and regional areas;
- implement a range of initiatives to increase and improve supports for Indigenous and culturally and linguistically diverse individuals, families and communities consistent with the Commission's policies and strategic directions;
- implement stage two of the development of the Information for You website, including additional information for people with intellectual disabilities;
- increase opportunities for people with disabilities and their families to gain access to a range of funding management options which reduces further the role of LACs in program funding and administration;
- implement a range of initiatives to support and further develop family leadership, support networks and community projects;
- implement a full-year cycle of the new simplified accountability framework for grants of general assistance, including an audit process;
- increase the level of regional leadership, creativity and problem solving in the LAC Program;
- implement a full year cycle of the new LAC evaluation system;
- expand LAC into Indian Ocean Territories under contract with the Australian Government;
- implement a range of strategies to further increase the knowledge and skills of LACs in person-centred planning approaches and provide families with increased access to training and resources for planning;
- conduct a Consumer Satisfaction Survey to determine client and carer satisfaction with services; and
- provide data on social participation of people with disabilities through regular consumer surveys and contribute towards developing an integrated national reporting framework.

Chapter 14.3 – Service Reports – Individual Coordination

PROGRAM EVALUATIONS 2004-2005

No evaluations were conducted.

PROGRAM EVALUATIONS PROPOSED FOR 2005-2006

No evaluations planned to date.

14.4 Service 4 – Strategic Coordination

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

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

Percentage of budget 2004-2005

4%

96%
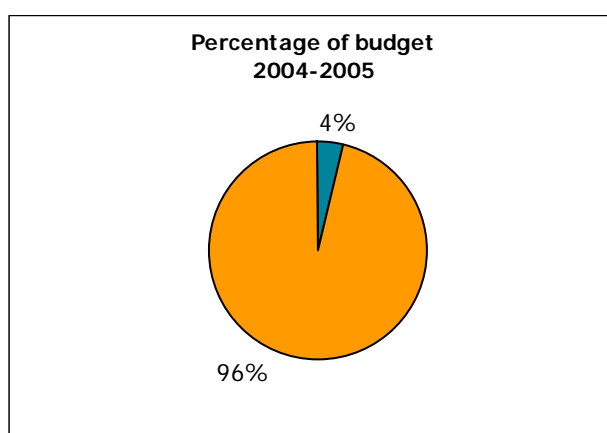
KEY STRATEGIES

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

KEY ISSUES AND TRENDS

- The Commission needs to maintain a strategic approach to policy development and coordination across key intra-government, inter-department and whole-of-sector issues. This has become particularly important in addressing the needs of people with disabilities who are ageing and whose needs are changing. In this area the Commission needs to work with the disability and aged care sectors and

key State and Australian Government departments to develop strategies to address the current and emerging needs of this group.

- It is crucial that the Commission maintains a strategic and integrated approach to data collection, analysis and evaluation to assist and guide policy and program development. There is increasing demand for better data and well-analysed information, particularly with regard to forecasting future demand for services, the costs and implications of a range of service types, and understanding the cost drivers and the political dynamics of the field.

- As public authorities throughout Western Australia have implemented Disability Access and Inclusion Plans, people with disabilities are better able to access and participate in the community. There is growing awareness of the rights of people with disabilities to access all facets of community life, along with increased recognition of the importance of working in partnership with the private sector to support the creation of more accessible and welcoming communities. Changes in 2004 to the *Disability Services Act 1993* seek to further strengthen access requirements.

- There is a significant increase in the demand for information related to complex access issues by State Government agencies, Local Governments and the private sector in relation to the built environment, the Internet and customer service provision.

- The implementation of the Disability Services Standards, through a range of measures, including annual self-assessments and regular service monitoring, has led to a heightened public awareness about the rights of people with disabilities and increased expectations about the quality of service provision.

- There is an increasing awareness of the vulnerability of many people with disabilities and the need for special measures to ensure their rights are safeguarded.

- Non-government disability service providers and community groups continue to advocate in the public domain for the rights and needs of people with disabilities.

- The profile of people with disabilities and community concern about maintenance of their rights continues to feature prominently in the news media's reporting of disability issues.

- As the demand for disability services increases there is a need for greater transparency and efficiency in determining eligibility for government funded and provided services. It is important that the Commission utilises processes for determining eligibility, which are consistent with the *Disability Services Act 1993* and are universally accepted within the disability sector and wider community.

PERFORMANCE INDICATORS: STRATEGIC COORDINATION

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

Performance Indicator	Description	ACTUAL RESULTS					TARGET	VARIATION	
		2000-01	2001-02	2002-03	2003-04	2004-05	2004-05	Prev. Year	Target
Service 4: Strategic Coordination									
Quantity	# projects	67	71	86	102	112	85	10%	32%
Quality	Board rating	90%	95%	100%	100%	100%	95%	0%	5%
Timeliness	Board rating	96%	100%	100%	100%	100%	95%	0%	5%
Efficiency	$/strategic project	$85,104	$83,887	$76,553	$79,882	$94,313	$93,788	18%	1%
Total Cost	($'000)	$5,702	$5,956	$6,583	$8,148	$10,563	$7,972	30%	33%

Quantity

The number of strategic projects in 2004-2005 increased by 10 per cent compared with the previous year. This increase was associated with the recoding of some Service 2 services more appropriately under Service 4, resulting in additional projects being counted under Service 4.

Quality

This is derived from a survey of the Disability Services Commission Board concerning the quality of the work conducted within this service.

Timeliness

This is derived from a survey of the Disability Services Commission Board concerning the timeliness of the work conducted within this service.

Efficiency (Cost per Strategic Project)

The cost per strategic project of $94,313 was 18 per cent more than the previous year and one per cent more than the target set for this year. This increase is partly due to a number of one-off grants programs (including the development of the Companion Card and program of training for the non-government sector) that were administered under this service.

Chapter 14.4 – Service Reports – Strategic Coordination

MAJOR ACHIEVEMENTS 2004-2005

Policy and Planning

In 2004-2005, the Commission has:

- continued, under the CSTDA, Western Australia's leadership role in coordinating and supporting research under the National Disability Administrators' Research and Development Fund. One project of note is the National Resource Allocation and Assessment Framework which aims to develop a framework and toolkit to assess eligibility, need, priority, service response and demand management;
- finalised the Commission's Indigenous policy framework to guide the Commission to become more responsive to Indigenous communities and to underpin the provision of services to Indigenous people;
- supported the development of interdepartmental policy and program responses to justice issues for people with disabilities through the Access to Justice Working Party, and collaboration with the Department of Justice on the implementation of the Court Diversion Program;
- worked with advocacy providers to expand the reach of advocacy services, especially to people with a disability who are Indigenous, have complex needs, are living in disability accommodation, live in rural and remote areas and are from culturally and linguistically diverse backgrounds;
- reviewed the State Government's strategic planning framework for the public sector (Better Planning: Better Services) and incorporated activities and directions into key Commission initiatives as appropriate;
- developed strategies to use physical activity as a means of increasing and improving the physical and mental health outcomes of people with disabilities though collaborative research projects, educational initiatives and a grants program;
- implemented information strategies for people from culturally and linguistically diverse backgrounds, including the translation of three Commission brochures into seven languages; and
- passed all stages of the legislative process of the legislative changes recommended in the 2002 Report of the Review of the *Disability Services Act 1993*, with the *Disability Services Amendment Act 2004* and the *Disability Services Regulations 2004* coming into effect on 15 December 2004.

Access and Community Education

In 2004-2005, the Commission has:

- developed a Disability Research Network site within the Commission's intranet website;
- contributed to the delivery of an inaugural State conference titled "Living in the West" hosted by ACROD;

- developed and conducted the Open Your Mind - Count Us In community awareness campaign to promote the inclusion of people with disabilities in all aspects of community life;
- developed a range of strategies (including the community awareness campaign) to raise general awareness of, and educate the community about disability issues;
- held five lunchtime forums, including housing design for people with disabilities; safeguarding the rights of people with disabilities; creating pathways for life; volunteering in the disability sector; and the Administrative Appeals Tribunal;
- coordinated the annual Staff Awards, the Making a Difference Awards and the Accessible Communities Awards;
- promoted awareness of access issues through support of activities under the Year of the Built Environment;
- implemented stage one of the You're Welcome - WA Access Initiative;
- participated in WA on Show;
- conducted pre and post-evaluations of the Open Your Mind - Count Us In community awareness campaign to monitor the effectiveness of the campaign in meeting its goals; and
- commenced development of a framework and support materials for the development and implementation of Disability Access and Inclusion Plans by public authorities.

Quality Assurance and Advocacy

In 2004-2005, the Commission has:

- increased funding of $190,000 to develop Disability First Stop, a one-stop information and support service, to meet the needs of newly diagnosed people with disabilities, their families and carers;
- completed development of the Ninth Disability Services Standard "Protection of Human Rights and Freedom from Abuse and Neglect", which was launched by the Minister for Disability Services on 7 December 2004;
- approved a Code of Conduct for Independent Standards Monitoring which forms part of the new panel contract for Independent Standards Monitors;
- achieved ISO 9001:2000 Quality Management Systems Quality Assurance Certification for the Service Purchasing and Development Procurement process;
- through the Churchill Trust, offered sponsorship of "The Disability Services Commission of Western Australia Churchill Fellowship for the study of best practice and innovation in disability services". No fellowship awarded in 2004-2005;
- funded the delivery of a forum on disaster recovery plans, arranged by COFA for the benefit of non-government organisations. Alternative forums were delivered, including the Disability Summit; and
- completed 155 standards monitoring assignments that covered 215 service outlets. Service outlets are now independently monitored on the disability services standards once every three years, as well as providing a self-assessment.

Chapter 14.4 – Service Reports – Strategic Coordination

PLANNED ACHIEVEMENTS 2005-2006

In 2005-2006, the Commission will:

- monitor compliance of all service providers with respect to the Ninth Disability Services Standard – "The Protection of Human Rights and the Prevention of Abuse and Neglect" - to be completed by June 2006;
- through the Churchill Trust, sponsor "The Disability Services Commission of Western Australia Churchill Fellowship for the study of best practice and innovation in disability services";
- implement the Commission's Access for Aboriginal and Torres Strait Islander People Policy and Practice;
- continue to support the development of a coordinated interdepartmental policy and program response to justice issues for people with disabilities;
- develop the Commission's third five-year strategic plan;
- continue with implementing information strategies for people from culturally and linguistically diverse backgrounds, including translating further brochures;
- ensure compliance across the disability sector with the Carers Charter and other provisions under the Carers Recognition Act 2004;
- complete sector-wide consultations on the eligibility policy for Commission funded and provided services;
- develop agreed adaptive functioning assessment tool(s) to assist with the implementation of the Commission's eligibility policy;
- implement and review interagency partnerships and protocols with key State Government departments consistent with the Commission's commitment to a whole-of-Government approach;
- coordinate and manage the Staff Awards, Accessible Communities Awards, Making a Difference Awards and submissions for the Premier's Awards;
- ensure the introduction of a statewide Companion Card;
- redevelop the Commission's website to create a one-stop-shop for people with disabilities and their carers to access information on the disability sector and resources;
- establish a disability research website and network;
- implement stage two of the You're Welcome - WA Access Initiative;
- develop community awareness initiatives to raise the awareness of disability among the business community;
- develop a resource package for use in schools as a follow up to the Open Your Mind - Count Us In community awareness campaign;
- run a follow-up media strategy for the Open Your Mind - Count Us In campaign;
- continue lunchtime forums on key issues that impact on the disability field and monitor the effectiveness of these forums;
- implement the Disability Access and Inclusion Plans with all public authorities; and
- establish a joint Disability Services Commission and Tourism Western Australia Accessible Tourism Reference Group to facilitate tourism opportunities for people with disabilities.

PROGRAM EVALUATIONS 2004-2005

Intellectual Disability Diversion Project (IDDP) Evaluation

The IDDP was a joint initiative of the Commission and the Department of Justice (DOJ), with support from the Chief Stipendiary Magistrate, the Western Australian Police and the Department of Health's Community Forensic Mental Health Clinic. The program diverts adults with intellectual disability charged with minor offences from the courts to support services in the community.

Key Finding/Results: An independent evaluation of the program was completed by TNS Consulting from the commencement of the project on 1 July 2003 to 31 August 2004.

Action Taken/Proposed: The Community Justice Services proposed that the IDDP transition to a mainstream program based at the Central Law Courts and funded the program from within existing DOJ resources. The coordinator role of the IDDP is to be expanded to include consultation and training responsibility across the wider court system in relation to offenders with intellectual disability. The Commission has agreed to continue to provide its current level of support to offenders accessing the program.

Evaluation of the Community Awareness Campaign on Disability in Western Australia

The Community Awareness Campaign evaluation (pre and post-evaluation) was undertaken to evaluate the effectiveness of the Open Your Mind - Count Us In campaign, targeted at both the residential and business communities in the metropolitan and regional areas within Western Australia.

Key Finding/Results: The evaluation found that the Open Your Mind - Count Us In community awareness campaign has been effective in communicating the desired messages and achieving its main goals, namely, to increase the overall level of community understanding of the rights of people with disabilities and to communicate the importance of including people with disabilities in all aspects of community life.

Action Taken/Proposed: The results of the evaluation have been used to inform subsequent awareness projects such as the Community Awareness Campaign School Resource Package.

PROGRAM EVALUATIONS PROPOSED 2005-2006

Consumer Satisfaction Survey

The 2006 Consumer Satisfaction Survey will be undertaken to determine the level of satisfaction of service users with the services provided or funded by the Commission.

Chapter 14.4 – Service Reports – Strategic Coordination

Review of Quality Assurance and Standards Monitoring Process

Review of quality assurance and standards monitoring current process, with a specific focus on for-profit providers and adoption of a risk management approach.

15. HUMAN RESOURCES

15.1 Staff Awards

The Commission's annual Staff Awards Program acknowledges staff commitment, achievement and innovation.

The awards categories are:

- The Honourable Ray Young Scholarship;
- Length of Service;
- Customer Focus and Continuous Improvement;
- Strategic Focus;
- Excellence;
- Academic Achievement for graduates of Certificates III and IV in Community Services (Disability Work); and
- Equity and Diversity.

AWARD RECIPIENTS

As in previous years, the Staff Awards Program recognised achievement in a number of specific areas, as outlined below:

The Honourable Ray Young Scholarship

Scholarships were awarded as follows:

- Denise Luscombe, Specialist Clinical Physiotherapist, will take up one of this year's scholarships to visit early intervention services in Australia and overseas, that are successfully using a transdisciplinary model of service delivery. In this model, a transdisciplinary team supports one primary therapist in implementing from all disciplines; and

- Lelle Taffyn, Psychologist, will conduct research to determine ways of conducting eligibility assessments which are culturally appropriate for Indigenous people with disabilities.

Length of Service

The Commission continues to be rewarded with loyalty and commitment from its staff, with the following staff recognised for long years of service.

- 30 years' service: Alice Cousins, Glenn Rumbold, Sheldon Levis and Joan Gasson.

- 25 years' service: Eddie Bartnik, Lorraine Notley, Valerie Daly, Cheryl Dicey, Luxme Reed, Wayne Caley, Averil Mackintosh, Ray Halse, Alan Bradshaw, Lesley Bowerman, Lynda Perry, Lorraine Rowland, Patricia Carter, Mavis Ing, Michael O'Hara, Albina Rakich and Carl Kuen.

Chapter 15 – Human Resources

- 20 years' service: Geraldine Fahey, Patricia Carton, Stephen Cleaver, Mary Elliot, Alan Schofield, Hilda Fernandez, Pauline Foster, Geoffrey Luxton, Susan Baker, Michael Richards, Sandra Foster, Margaret Willison, Peter Batini, Stuart North, Rosalee Morris, David Phillips, Mary Pettet, Rosemary Richardson, Dorothy Carter, Ian Webber, Ronald Fletcher, Teresa Jeffries, Marion Hailes-McDonald, Kerry Dawson, Nicholas Mills, Christine Rozells, Terry Sandy and Abeyratna Ehelepola.

STAFF ACHIEVEMENTS RECOGNISED

As in previous years, the Staff Awards Program recognised achievement in a number of specific areas:

Customer Focus and Continuous Improvement

- The Country Autism Services Team, including Darin Cairns, Rebecca Todhunter, Katherin Oostryck, Merrell Le Breton, Rachel Gallagher, Alana Maley and Jessica Adderley, for their work in developing and implementing a new service model;
- Denis Simpson, whose ingenuity, consultation, collaboration and motivation in addressing a resident's behavioural issues has resulted in a reduced risk of injury to other residents and staff at Ballot Way group home; and
- Michael Meyer, whose negotiation skills resulted in a positive outcome for a young boy with a disability, his family and their local soccer club, and who has continued to work with the WA Junior Soccer Association towards a sustainable disability participation policy for the wider community.

Strategic Focus

- A cross-directorate team comprising Meredith Johnson, Wendy O'Connor, Gemma Richardson, Charles Duffill, Mark Jessop, Lynn Selepak and Karen Soldatic, for their collaboration with the University of Western Australia, Ability Solutions Inc, and Healthway WA to develop and procure funding for the very successful Recreation Expo held in June. In the process, partnerships have been strengthened between the Commission and the Department of Sport and Recreation, and additional funding has now been obtained through Lotterywest to examine activity levels of children with disabilities in Western Australia, towards a longer-term, more strategic approach to recreation planning; and
- Christopher Coopes, Social Work Supervisor, for systematically undertaking to forge closer relationships between Metropolitan Services Coordination districts and local offices of the Department for Community Development, for the benefit of people with disabilities, their families and carers.

Excellence

A number of staff received Excellence Awards:

- Carol Cranwell, Supervising Social Trainer, for her high level of customer service and support of staff and residents;

- Kerry Goadby, Social Trainer, for her involvement in the Creating Communities for a Thriving Future project at Bennett Brook hostel;
- Vreneli Gare and Andrea King, Assistants in Country Services Coordination, for their outstanding support to the supervisors and LACs in their directorate; and
- Trevor Mazzucchelli, Lisa Studman, Paul Wilson, Lara Harmsworth, Ritu Campbell and Kate Smith, Metropolitan Services Coordination Psychologists, for their work in developing the Commission's Behaviour Support Guidelines for Children.

Academic Achievement for graduates of Certificates III and IV in Community Services (Disability Work)

Employees from the Accommodation Services Directorate were presented with Certificates III and IV, marking the two stages of completion of Community Services (Disability Work):

- *Certificate III:* John Barnes, Sandra Beaver, Diana Gilbert, Robyn Grove, Karl Hibbert, Jan Kunnen, Elaine Logo, Keith McCracken, Chris Owers, Leanne Selkirk, Matthew Stagg, Cathy von Senger, Brian Ackroyd, Gaye Bull, Wayne Cole, Ronald Dee, Kristy Dickinson, Val Holloway, Erin Kennedy, Gwenda Noakes, Kylie Rowe, Donna Sharpe, Terry Stevenson, John Truslove and Michelle Smith; and

- *Certificate IV:* Richard Bassett, Kristy Davidson, Carollyn Edmonds, Carol Forknall, Manju Ghosh, Maresa Gray, Geoff Holmes, Siobhan McCarthy, Nicole McCaskill, Cristian Moraru, Danielle O'Connell, Susan Pethick, Stephen Sutherland, Jackie Taylor, Garry Veal and Lidia Zdun.

15.2 Staff Profile

In 2004-2005, the Commission had an employment level of 1,564 Full-time Equivalent (FTE). This represents a decrease of five FTE on the previous year.

During the year, a total of 655 employment contracts were issued by the Commission.

The appointments comprised:

- 221 permanent contracts;
- 269 fixed term contracts; and
- 165 casual contracts.

Chapter 15 – Human Resources

Comparative staffing levels for the various categories of staff in 2003-2004 and 2004-2005 are presented in the table below:

Full-time Equivalent Staff Positions (FTE)		
	2003-2004	**2004-2005**
Public Service Act	548	552
Social Trainers/Client Assistants	899	891
Registered Nurses	21	21
Enrolled Nurses/Nursing Assistants	8	9
Support Workers	93	91
Total	1,569	1,564

WORKFORCE DEMOGRAPHICS

The following data are derived from demographic information provided by employees on a voluntary basis.

Demographic Characteristics - Workforce Participation					
Participation Rates	**Male**	**Female**	**People from CALD Backgrounds**	**Indigenous Australians**	**People with Disabilities**
Number Reported	657#	1,445#	162*	12*	63*
Percentage	31.2%	68.8%	10.5%	0.8%	4.1%
# Based on total workforce numbers			** Calculated on survey response rate*		

Demographic Characteristics - Participation by Employment Type					
Employment Type Rates	**Male**	**Female**	**People from CALD Backgrounds**	**Indigenous Australians**	**People with Disabilities**
Permanent F/T	529	725	105	7	45
Permanent P/T	33	248	21	3	11
Fixed Term F/t	27	82	7	1	3
Fixed Term P/T	4	60	5	1	0
Casual	29	199	5	0	3
Sessional (Other)	35	129	5	0	1
Trainee	0	2	0	0	0
TOTAL	657	1,445	148	12	63

Age Profile of Commission Staff as at 30 June 2005
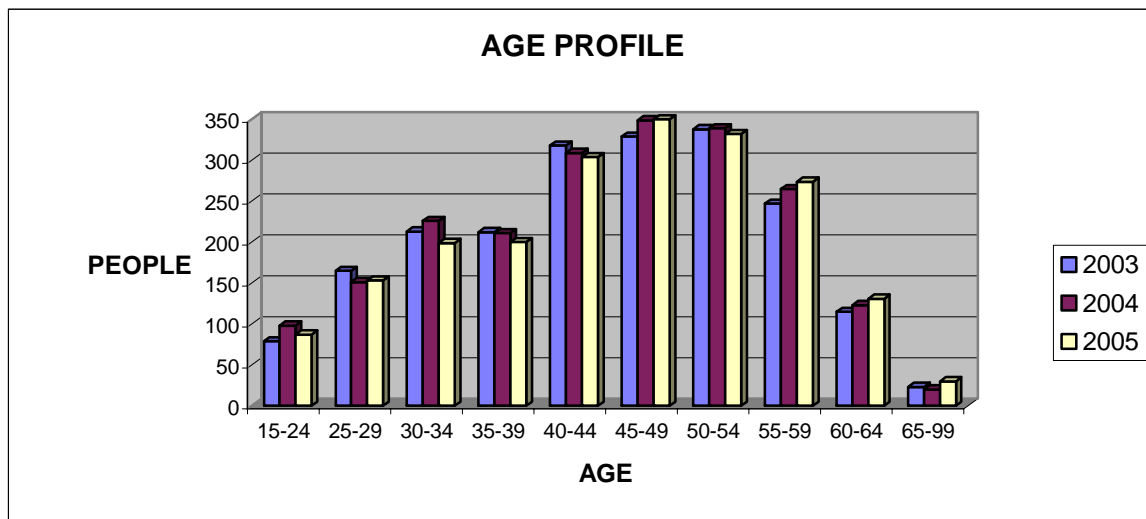
Consistent with trends across the public sector, the Commission continues to employ a high proportion of mature-aged workers. As previously indicated (see section 12.5), the Commission is progressing a number of strategies to increase the diversity of the applicant pool for vacant positions in order to achieve identified diversity objectives, including the employment of younger workers.

WORKFORCE TRENDS

Current Indicators	2001-2002	2002-2003	2003-2004	2004-2005
Staff (as at 30 June 2005)	1,969	2,029	2,091	2102
New Permanent Staff	133	171	174	163
Staff Turnover	6.7%	8.7%	8.3%	9.2%
Annual Average Staffing Level	1,472	1,527	1,569	1,564
Industrial Disputes - Days Lost	565.7	Nil	92	Nil
Workers' Compensation - New Claims	215	144	118	137
Average Accrued Annual Leave (Days)	12.7	12.2	10.7	9.3
Average Accrued LSL (Days)	14.1	13.4	12.9	10.2
Average Sick Leave Taken (Days)	10.1	10.2	8.2	9.3
Overtime (Hours/FTE)	42.5	37.9	43.8	46.4

15.3 Workforce Planning

Workforce planning is becoming increasingly important in public sector agencies and is a valued component of the strategic human resource function. Within the Commission, workforce planning forms an integral part of the annual operational planning cycle.

The Commission, with support from its Equity and Diversity Steering Committee, is currently reviewing its Equity and Diversity Management Plan 2001–2005. The revised plan will identify new equity and diversity targets and will focus on the development of strategies to recruit and retain employees from diverse backgrounds, to support the Commission's ability to provide services to our diverse community.

The Commission is also planning for the future by investing resources into the development of recruitment and retention strategies to address workforce planning challenges such as the baby-boomer effect, which will impact upon the Commission's workforce in the near future.

15.4 Occupational Safety and Health

ACHIEVEMENTS 2004-2005

During the year, the Commission has:

- planned, developed, implemented and reviewed the Occupational Safety and Health Action Plan;
- planned, developed and implemented policy on a Smoke-Free Workplace, Guidelines on Personal Safety and Security in Workplaces and Guidelines for Workplace Hazard Inspections;
- achieved a further reduction in the workers' compensation premium contribution rate compared with the previous year;
- achieved a reduction in both the duration and severity rate of the Lost Time (LTI/Ds) workers' compensation claims;
- achieved a reduction in the average cost per claim by five per cent compared with the previous year;
- achieved a reduction in the number of accidents and incidents by 11 per cent, resulting in an overall reduction of over 20 per cent in the past two years;
- focused on the prevention of accidents/incidents, hazards and injuries in the workplace through planning and conducting Occupational Safety and Health (OSH) workshops and training for line managers on Hazard Management Systems and Accident Investigation;
- implemented systems and guidelines to identify, assess, control and monitor risks;
- planned and coordinated introductory and refresher training for 37 safety and health representatives;
- planned, developed and coordinated OSH training on Managing Hazardous Substances for more than 100 domestic staff;
- planned, developed and coordinated training for staff on Maintaining a Healthy Lifestyle, Office Safety and Workstation Ergonomics, Advanced Driver Training, First Aid and facilitated direct care staff attendance at refresher training in manual handling, first aid and passive self-defence;
- promoted OSH consultation by facilitating 17 OSH Steering Committee and Operational OSH Committee meetings with Safety and Health Representatives and Management representatives from all directorates;
- maintained an effective workers' compensation claims management alliance with RiskCover, provider of the Commission's workers' compensation insurance, by meeting on 10 occasions to review all active claims and develop an action plan for each claim; and
- completed OSH Job Safety Analysis reviews and audits on facilities recording the highest number of accidents/incidents and significant risks.

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

Workers' Compensation Performance/Trends			
Indicators	**2002-2003**	**2003-2004**	**2004-2005**
Frequency Rate (the number of lost time injuries per million hours worked)	30.6	26.7	31.2
Estimated Cost of Claims (per $100 of payroll)	3.43	2.87	2.98
Total Actual Lost Time Injury Days	2,011	2,084	2,104
Total Number of Accidents/Incidents	347	308	267
Total Number of Claims	144	118	137
Premium Contribution*	$2.97m	$1.93m	$1.93m
Premium Contribution Rate	4.29	3.87	2.44
Number of Rehabilitation Cases	27	24	25

* Excluding GST

15.5 Workforce Development

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

The National Disability Learning and Development Network continues to meet. Over the past year, an increasing emphasis has been placed on attracting potential staff, induction training for new workers in the field, supporting workers with a CALD background and performance management.

The Commission remains active in promoting learning and development through a range of avenues. These include the "Best Practice" forum in which 12 agencies now participate; continued membership on the Disability Training Steering Committee hosted by ACROD in response to Blueprint Recommendation 44; and continued membership on the Committee of Management of the Industry Training and Advisory Board.

Due to increasing demands for training across the sector, the Commission has continued to actively support direct care staff from other agencies to develop and maintain their skills. This has been achieved through the delivery of a seven-day induction program, Certificate III and IV in Disability Work, and a five-day refresher program for staff. In the past year, 137 external direct care staff participated in training with our Learning and Development Branch.

Commission employees have undertaken a range of internal and external training and development programs to maintain and develop their skills and knowledge.

Chapter 15 – Human Resources

These included:

- monthly induction program targeting new staff but also available to existing staff;
- Certificate III and IV in Disability Work for direct care staff;
- first aid;
- manutention;
- passive self-defence;
- meal-time management;
- occupational safety and health training;
- safe food handling;
- infection control;
- grief and loss;
- medication;
- behaviour support;
- ageing with a lifelong disability, including dementia screening;
- values, attitudes and duty of care;
- care and protection (human rights);
- functional communication;
- finance procedures;
- Commission policy and procedures;
- conflict resolution;
- accident and incident management;
- critical incident review;
- injury management;
- risk management - concept and system training - group and individual;
- leadership;
- recruitment and selection;
- project management;
- communication skills and other personal development training;
- leadership and service development seminars;
- seminars and conferences to provide ongoing development for therapy and professional services staff;
- participation in a range of external financial, technical and information service programs;
- provision of in-house computing courses covering network operations and standard software applications; and
- refresher training for staff in Accommodation Services.

Other key activities have included:

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

15.6 Employee Relations and Planning

EMPLOYEE RELATIONS

By using established procedures, the section has continued to effectively resolve operational issues at a local level.

To ensure employment conditions and entitlements are applied consistently, the section has continued to communicate directly with management and staff, and maintain a high profile in operational areas.

A number of new policies, operational procedures and guidelines have been introduced to assist in the effective management of employees, including those covering personal leave and the management of employees who are no longer able to perform their role due to incapacity.

WORKPLACE BARGAINING

The Commission finalised and registered two new agreements with the Liquor Hospitality and Miscellaneous Union, one covering Support Workers and the other Enrolled Nurses and Nursing Assistants.

A general agreement was finalised with the Civil Service Association of WA Inc, covering Social Trainers, Trainee Social Trainers and Client Assistants.

The *Government Officers (Social Trainers) Award 1988* was modernised, with many outdated and obsolete provisions being removed. Representatives of the Commission worked closely with the Civil Service Association of WA Inc and the Department of Consumer and Employment Protection, to ensure that the revised document met the operational requirements of the Commission.

WORKPLACE CHANGE
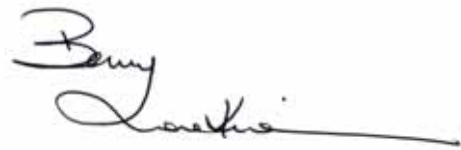
The section worked collaboratively with directorates to assist managers and affected employees in the changing environment, and to ensure organisational change was communicated effectively and in a timely manner.

16. APPENDICES

16.1 Performance Indicators

CERTIFICATION OF PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

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 2005.

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

Judith Davis
DEPUTY CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

12 August 2005

OPINION OF THE AUDITOR GENERAL

AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION
PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Disability Services Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2005.

Scope
The Board's Role

The Board is responsible for developing and maintaining proper records and systems for preparing performance indicators.

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

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
30 August 2005

16.1 Performance Indicators

OUTCOME AND SERVICES

The table below shows the Outcome and Services for which the Disability Services Commission was funded in 2004-2005. The benefits and costs associated with each service are shown within the Service areas.

State Government Goal*	Disability Services Commission Outcome	Services**	Service Areas	Benefit/Cost
To enhance the quality of life and wellbeing of all people throughout Western Australia	Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Service 1: Accommodation Support	▪ Hostel Residential ▪ Community Residential ▪ Supported Community Living	▪ 3,364 service users supported ▪ Total cost: $157.1 million ▪ Average cost per person: $46,711
		Service 2: Individual and Family Support	▪ Family Support and Respite ▪ Day Options (including Post School Options) ▪ Health and Individual Development (including therapy services)	▪ 16,840 people supported ▪ Total cost: $85.1 million ▪ Average cost per person: $5,052
		Service 3: Individual Coordination	▪ a. LAC Coordination ▪ b. LAC Direct Consumer Funding	▪ 7,169 people supported ▪ Total cost: $17.2 million ▪ Average cost per person: $2,402 ▪ 1,431 people supported ▪ Total cost: $11.8 million ▪ Average funding per person: $8,248
		Service 4: Strategic Coordination	▪ Policy and Planning ▪ Access and Community Education ▪ Quality Assurance and Advocacy	▪ 112 key strategic and policy projects ▪ Total cost: $10.6 million ▪ Average cost per strategic project: $94,313

*   *Better Planning: Better Services. A Strategic Planning Framework for the Western Australian Public Sector,* Goal 1.
** Previously called "outputs"

PERFORMANCE INFORMATION

Outcome

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

Effectiveness Indicators

Effectiveness indicators provide information on the extent to which the results of the Commission's programs have contributed to the achievement of its desired outcome. Effectiveness for the Disability Services Commission is established by measuring the take-up rate per 1,000[11] Disability Support Pension recipients on a statewide basis, and then comparing the take-up rate with the national rate.

Outcome	Description	2000-01 (r)	2001-02	2002-03	2003-04	2004-05*
Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services.	Take-up rate (per '000) WA: Australia:	149 95	153 94	111 89	109 62	83 55
	Percentage variation from national level	57%	63%	25%	76%	51%

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

*   Take-up rate for 2004-2005 has been calculated counting each service user once and is not comparable to previous years data, which included double counting for all states and territories.

The Western Australian take-up rate of 83 service users per 1,000 recipients of Disability Support Pensions is 51 per cent higher than the national rate of 55 per 1,000. This indicator illustrates that, compared with Australia as a whole, Western Australia has a service environment that is more likely to be accessed by people with disabilities and their carers.

The overall take-up rate is calculated using Snapshot Day data (that is, all people using services on a given day in June) as published by the Australian Institute of Health and Welfare. To allow for a national comparison, the data used in this section are from the Snapshot Day in 2004.

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

The Disability Services Commission conducts a consumer satisfaction survey biennially, with the next survey to be conducted in 2005-2006. The survey shows

---

[11] Take-up rates in this context are a measure of service reach. It shows how many people have accessed a service out of a total possible group which is defined as the number of people receiving a Disability Support Pension.

Chapter 16.1 – Performance Indicators

the satisfaction with the quality of life of service users in Western Australia using two measures as indicated in the table below. The first measure is based on consumer satisfaction with their level of social/community participation. The second measure is derived using a direct question about how satisfied people are with their quality of life and is a new measure piloted in 2004.

Description	2001-02	2002-03*	2003-04**	2004-05*
Satisfaction with Social Participation	70%	n/a	73%	n/a
Satisfaction with Quality of Life	n/a	n/a	75%	n/a

*   Consumer satisfaction survey is conducted biennially

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

Efficiency Indicators

Efficiency indicators monitor the relationship between the resource inputs for each service and the services delivered. This input/service relationship places the focus on key services the Commission delivers to its service users. Efficiency indicators for the Commission measure the average cost per service user (or project) for each service and compare these with targets for the current year and performance in previous years.

Service	Description	AVERAGE COST[12]					TARGET 2004-05	VARIATION	
		2000-01	2001-02	2002-03	2003-04	2004-05		Prev Year	Target
Accommodation Support	$/service user	n/a	$41,428	$42,931	$44,512	$46,711	$45,218	5%	3%
Individual and Family Support	$/service user	n/a	$4,120	$4,335	$4,681	$5,052*	$4,607	n/a*	10%
LAC Coordination	$/service user	$2,289	$2,314	$2,365	$2,367	$2,402	$2,309	1%	4%
LAC Direct Consumer Funding	$/service user	$7,549	$7,198	$7,253	$7,853	$8,248	$8,750	5%	-6%
Strategic Coordination	$/project	$85,104	$83,887	$76,553	$79,882	$94,313	$93,788	18%	1%

*   The average cost per service user for 2004-2005 is not comparable to the previous years due to inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data for the first time and a change in reporting by WA Disabled Sports Association (WADSA).

---

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

Service 1: Accommodation Support Average Cost Per Service User

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

The average cost per service user for 2004-2005 was $46,711. This average cost per service user was five per cent higher than the previous year, and three per cent higher than the target set for the year. The Accommodation Support budget represented 56 per cent of the Commission's budget and supported 17 per cent of service users.

Accommodation Support 2002-2005

	2001-02	2002-03	2003-04	2004-05
Service users	3,179	3,265	3,319	3,364
$/Service user	$41,428	$42,931	$44,512	$46,711

Percentage of budget 2004-2005

Percentage of service users 2004-2005
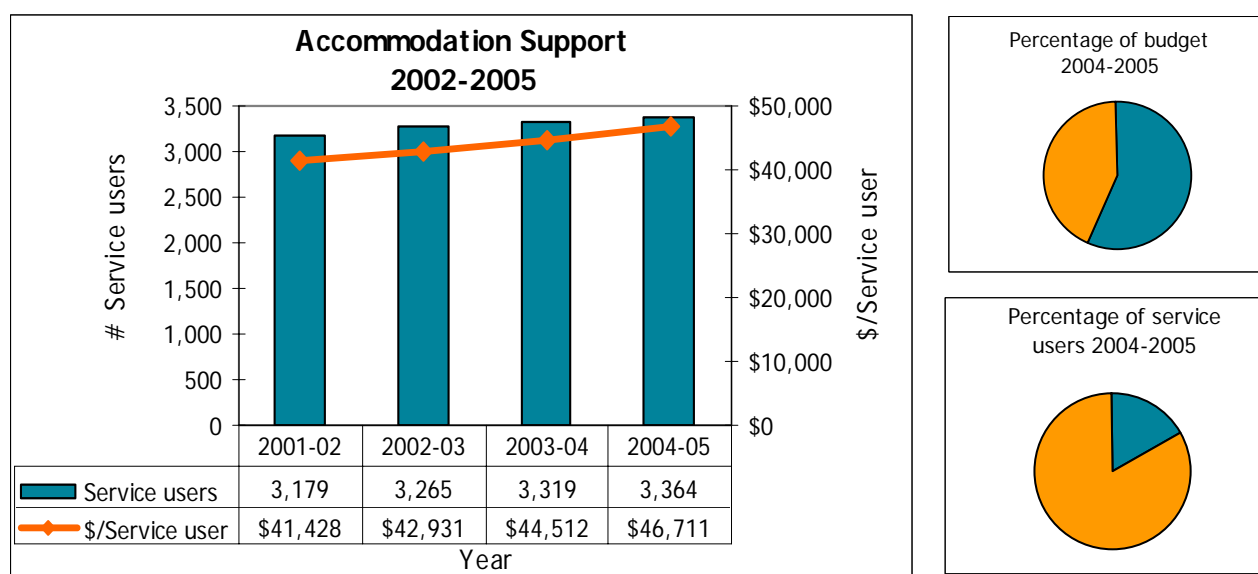
For comparison, data from 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Service 2 to Service 1 from 2003-2004 onwards.

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

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

Chapter 16.1 – Performance Indicators

The average cost per service user for 2004-2005 was $5,052. This was 10 per cent above the target cost. Individual and Family Support represented 30 per cent of the Commission's budget and provided support to 84 per cent of service users.

Individual and Family Support 2002-2005

	2001-02	2002-03	2003-04	2004-05 **
Service users	15,670	16,306*	16,497	16,840
$/Service user	$4,120	$4,335	$4,681	$5,052

Percentage of budget 2004-2005

Percentage of service users 2004-2005
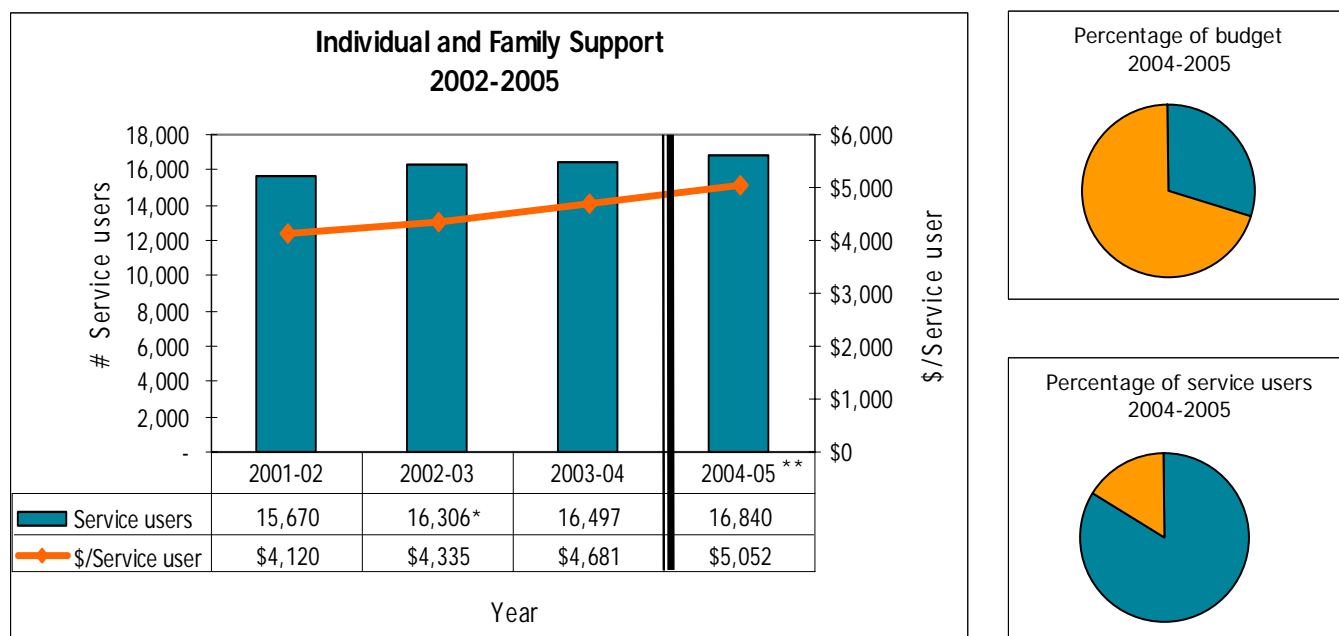
* The 2003-2004 Budget Statements reported 16,717 service users as the actual performance in 2002-2003. This has been recalculated to exclude Supported Community Living.

** The 2004-2005 data are not comparable to the previous years due to inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data for the first time and a change in reporting by WA Disabled Sports Association (WADSA).

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

The 2004-2005 Annual Report for the first time reports data on service users accessing the Community Aids and Equipment Program (CAEP). This has been made possible as a result of the development of the e-CAEP (electronic Community Aids and Equipment Program) database. In addition, service user data provided in 2004-2005 by WA Disabled Sports Association (WADSA) reporting against its new service agreement has resulted in significantly less service user numbers being reported. This is a result of the use of a different counting method rather than a change in service provision.

Service 3: Individual Coordination Average Cost Per Service User

This service relates to the provision of a range of supports and strategies through LACs, who develop resources and support networks in local communities; provide information and link people with local resources and support networks; and also provide individualised funding to enable people with disabilities and their families to choose and purchase their own supports and services directly.

In 2002-2003 the costs associated with this service were split into two sub-services: the cost of providing LAC Coordination and the provision of LAC Direct Consumer Funding (or brokerage) distributed by LACs.

The average cost per service user in 2004-2005 for LACs was $2,402, which was one per cent higher than the previous year and four per cent more than the target cost. LAC Coordination was accessed by 36 per cent of service users, and represented six per cent of the Commission's budget. A further four per cent of the Commission's budget was provided to service users via LAC Direct Consumer Funding.

Individual Coordination 2002-2005

	2001-02	2002-03	2003-04	2004-05
Service users	6,147	6,617	6,981	7,169
$/Service user	$2,314	$2,365	$2,367	$2,402

Year

Percentage of budget 2004-2005

Percentage of service users 2004-2005
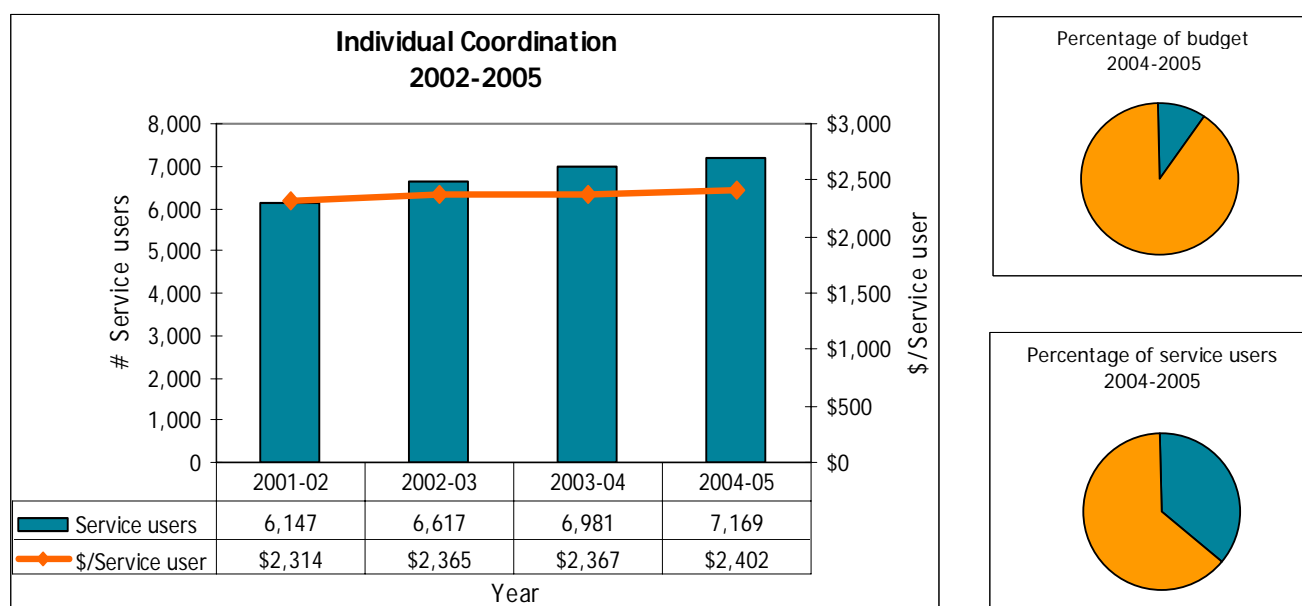
Service 4: Strategic Coordination Average Cost Per Strategic Project

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

Chapter 16.1 – Performance Indicators

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

The average cost of Strategic Coordination per project increased by 18 per cent since the previous year, and is one per cent above the target. This increase is partly due to a number of one-off grants programs (including the development of the Companion Card and program of training for the non-government sector) that were administered under this service. Strategic Coordination represents four per cent of the Commission's budget.

Percentage of budget
2004-2005
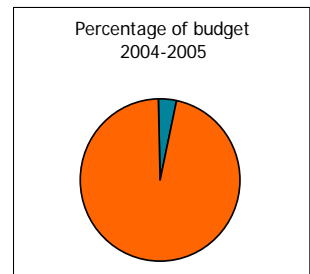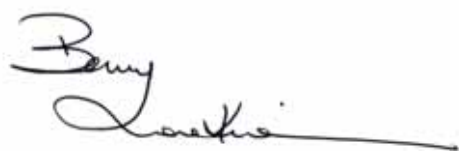
16.2 Financial Statements

CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

The accompanying Financial Statements of the Disability Services Commission have been prepared in compliance with the provisions of the *Financial Administration and Audit Act 1985* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2005 and the financial position as at 30 June 2005.

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

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

Judith Davis
DEPUTY CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

Denis Ramanah
PRINCIPAL ACCOUNTING OFFICER

12 August 2005

Chapter 16.2 – Financial Statements

OPINION OF THE AUDITOR GENERAL

AUDITOR **GENERAL**

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

Audit Opinion
In my opinion,

(i) the controls exercised by the Disability Services Commission provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and

(ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Commission at 30 June 2005 and its financial performance and cash flows for the year ended on that date.

Scope
The Board's Role
The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements.

Summary of my Role
As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
30 August 2005

Disability Services Commission **Statement of Financial Performance** **For the year ended 30 June 2005**			
	Notes	**2005** **$'000**	**2004** **$'000**
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	2	90,806	91,987
Supplies and services (a)	3	16,945	13,952
Depreciation and amortisation expense	4	2,129	1,927
Borrowing costs expense	5	488	480
Accommodation expenses	6	7,925	7,577
Expenditure on Services Provided by Funded Agencies		147,206	129,793
Individual Funding & Other Grants		15,387	14,807
Capital user charge	7	199	-
Carrying amount of non-current assets disposed of	12	209	-
Other expenses from ordinary activities	8	509	619
Total Cost of Services		281,803	261,142
Revenues from ordinary activities			
Revenue from operating activities			
User charges and fees	9	5,699	5,540
Commonwealth grants and contributions	10	45,812	44,352
Revenue from non-operating activities			
Proceeds from disposal of non-current assets	12	219	-
Other revenues from ordinary activities	11	2,500	3,534
Total Revenues From Ordinary Activities		54,230	53,426
NET COST OF SERVICES		227,573	207,716
REVENUES FROM STATE GOVERNMENT			
Service Appropriation	13	227,084	207,362
Resources received free of charge	13	761	605
Total Revenues From State Government		227,845	207,967
CHANGE IN NET ASSETS		272	251
Net increase/(decrease) in asset revaluation reserve		3,759	15,043
Total revenues, expenses and valuation adjustments **recognised directly in equity**		3,759	15,043
Total changes in equity other than those resulting from **transactions with WA State Government as owners**		4,031	15,294

(a) Administration expenses are included in supplies and services.

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

Chapter 16.2 – Financial Statements

<table>
<tr><td colspan="4">**Disability Services Commission
Statement of Financial Position
As at 30 June 2005**</td></tr>
<tr><td></td><td>**Notes**</td><td>**2005
$'000**</td><td>**2004
$'000**</td></tr>
<tr><td>**CURRENT ASSETS**</td><td></td><td></td><td></td></tr>
<tr><td>Cash Assets</td><td>14</td><td>80</td><td>73</td></tr>
<tr><td>Restricted Cash Assets</td><td>15</td><td>2,300</td><td>4,518</td></tr>
<tr><td>Receivables</td><td>16</td><td>1,277</td><td>1,380</td></tr>
<tr><td>Amounts Receivable for Services</td><td>17</td><td>782</td><td>614</td></tr>
<tr><td>Other Assets</td><td>18</td><td>224</td><td>322</td></tr>
<tr><td>**Total Current Assets**</td><td></td><td>4,663</td><td>6,907</td></tr>
<tr><td>**NON-CURRENT ASSETS**</td><td></td><td></td><td></td></tr>
<tr><td>Amounts Receivable for Services</td><td>17</td><td>6,564</td><td>4,671</td></tr>
<tr><td>Property, Plant, Equipment and Vehicles</td><td>19</td><td>36,032</td><td>31,254</td></tr>
<tr><td>Work in Progress</td><td></td><td>5,323</td><td>4,563</td></tr>
<tr><td>Leasehold Improvements</td><td></td><td>1,999</td><td>2,068</td></tr>
<tr><td>**Total Non-Current Assets**</td><td></td><td>49,918</td><td>42,556</td></tr>
<tr><td>**Total Assets**</td><td></td><td>54,581</td><td>49,463</td></tr>
<tr><td>**CURRENT LIABILITIES**</td><td></td><td></td><td></td></tr>
<tr><td>Payables</td><td>20</td><td>1,905</td><td>1,672</td></tr>
<tr><td>Interest-Bearing Liabilities</td><td>21</td><td>511</td><td>511</td></tr>
<tr><td>Provisions</td><td>22</td><td>14,620</td><td>15,497</td></tr>
<tr><td>Other Liabilities</td><td>23</td><td>714</td><td>2,273</td></tr>
<tr><td>**Total Current Liabilities**</td><td></td><td>17,750</td><td>19,953</td></tr>
<tr><td>**NON-CURRENT LIABILITIES**</td><td></td><td></td><td></td></tr>
<tr><td>Interest-Bearing Liabilities</td><td>21</td><td>5,794</td><td>6,305</td></tr>
<tr><td>Provisions</td><td>22</td><td>7,988</td><td>7,111</td></tr>
<tr><td>**Total Non-Current Liabilities**</td><td></td><td>13,782</td><td>13,416</td></tr>
<tr><td>**Total Liabilities**</td><td></td><td>31,532</td><td>33,369</td></tr>
<tr><td>**NET ASSETS**</td><td></td><td>23,049</td><td>16,094</td></tr>
<tr><td>**EQUITY**</td><td></td><td></td><td></td></tr>
<tr><td>Contributed Equity</td><td>24</td><td>11,704</td><td>8,780</td></tr>
<tr><td>Reserves</td><td>24</td><td>40,046</td><td>36,287</td></tr>
<tr><td>Accumulated Surplus /(Deficiency)</td><td>24</td><td>(28,701)</td><td>(28,973)</td></tr>
<tr><td>**TOTAL EQUITY**</td><td></td><td>23,049</td><td>16,094</td></tr>
</table>

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

		2005 $'000 Inflows (Outflows)	2004 $'000 Inflows (Outflows)
	Notes		
CASH FLOWS FROM STATE GOVERNMENT			
Service Appropriation		224,409	205,141
Capital Contributions		2,763	3,261
Holding Account Drawdowns		614	594
Net Cash Provided by State Government		227,786	208,996
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(81,872)	(80,504)
Payments for Services Provided by Funded Agencies		(147,206)	(129,793)
Individual Funding & Other Grants		(15,387)	(14,807)
Supplies and services		(34,665)	(31,844)
Capital user charge		(199)	-
Borrowing costs		(488)	(480)
GST payments on purchases		(16,492)	(14,765)
GST Payments to taxation authority		(160)	(136)
Other payments		-	-
Receipts			
Commonwealth grants and contributions		45,812	44,011
Sale of goods and services		6,091	5,520
GST receipts on sales		145	143
GST receipts from taxation authority		16,068	14,812
Other receipts		2,730	3,308
Net Cash Provided by/(used in) Operating Activities	25	(225,623)	(204,535)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(4,082)	(3,297)
Proceeds from the sale of non-current physical assets		219	-
Net Cash Provided by/(used in) Investing Activities		(3,863)	(3,297)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	850
Repayment of borrowings		(511)	(1,340)
Net Cash provided by/(used in) by Financing Activities		(511)	(490)
Net Increase/(Decrease) in Cash Held		(2,211)	674
Cash assets at the beginning of the Financial Year		4,591	3,917
Cash Assets at the end of the Financial Year	25	2,380	4,591

Disability Services Commission
Statement of Cash Flows
For the year ended 30 June 2005

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

Chapter 16.2 – Financial Statements

Disability Services Commission
Notes to the Financial Statements
30 June 2005

1. Significant Accounting Policies

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated these policies are consistent with those adopted in the previous year.

General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and where practicable, the resulting financial effect, are disclosed in the individual notes to these financial statements.

Basis of Accounting

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

(a) Service Appropriation

Service Appropriations are recognised as revenues in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited into the Commission's bank account or credited to the holding account held at the Department of Treasury and Finance.

(b) Contributed Equity

Under UIG 38 "Contributions by owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. All other transfers have been recognised in the Statement of Financial Performance.

(c) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Commission has passed control of the goods or other assets or delivery of the service to the customer.

(d) Acquisitions of Assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

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

(e) Depreciation of Non-Current Assets

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

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

Buildings	40 years
Computing, Office and Other Equipment	5 years
Medical Equipment and Plant and Machinery	10 years
Motor Vehicles (modified)	13 years

(f) Revaluation of Land, Buildings and Infrastructure

The Commission has a policy of valuing land, buildings and infrastructure at fair value. The annual revaluations of the Commission's land and buildings undertaken by the Department of Land Information (Valuation Services) and John Stranger Partnerships respectively, are recognised in the financial statements. (See note 19).

(g) Leases

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

The Commission has no finance lease commitments.

(h) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets net of outstanding bank overdrafts. These include short-term deposits that are readily convertible to cash on hand and are subject to insignificant risk of changes in value.

Chapter 16.2 – Financial Statements

(i) Receivables

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for doubtful debts is raised where some doubts as to collection exists and in any event where the debt is more than 60 days overdue.

(j) Intangible Assets and Expenditure Carried Forward

(I) Software

Significant costs associated with the acquisition or development of computer software are capitalised and amortised on a straight line basis over the periods of the expected benefit, which varies from three to five years.

(k) Payables

Payables, including accruals not yet billed, are recognised when the Commission becomes obliged to make future payments as a result of a purchase of assets or services. Payables are generally settled within 30 days.

(l) Interest-Bearing Liabilities

Bank loans and other loans are recorded at an amount equal to the net proceeds received. Borrowing costs expense is recognised on an accrual basis.

(m) Employee Benefits

(i) Annual Leave, Public Holidays and Accrued Days Off

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

(ii) Long Service Leave

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

(iii) Superannuation

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit and lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund. The Commission contributes to this accumulation fund in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

From June 30 2004, the Treasurer has assumed the liability for pension and pre-transfer benefit superannuation liabilities. The assumption was designated as a contribution by owners under TI 955(3)(iv) on 30 June 2004.

The liabilities for Superannuation charges under the Gold State Superannuation Scheme and West State Superannuation Scheme are extinguished by payment of employer contributions to the GESB.

The note disclosure required by paragraph 6.10 of AASB 1028 (being the employer's share of the difference between employee's accrued superannuation benefits and the attributable net market value of plan assets) has not been provided. State scheme deficiencies are recognised by the State in its whole of government reporting. The GESB's records are not structured to provide the information for the Disability Services Commission, (DSC). Accordingly, deriving the information for the Commission is impractical under current arrangements, and thus any benefits thereof would be exceeded by the cost of obtaining the information.

(iv) Employee Benefit On-Costs

Employee benefit on-costs are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses. (See notes 2 and 22).

(n) Accrued Salaries

Accrued salaries (refer note 23) represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. The Commission considers the carrying amount approximates net fair value.

(o) Resources Received Free of Charge or for Nominal Value

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

(p) Comparative Figures

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

(q) Rounding of amounts

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

Chapter 16.2 – Financial Statements

2. Employee Expenses

	2005 $'000	2004 $'000
Wages and Salaries	68,732	68,505
Superannuation	7,837	7,774
Long Service Leave	2,438	2,442
Annual and Other Leave	9,865	10,377
Other related expenses (I)	1,934	2,889
	90,806	91,987

(I) These employee expenses include workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. The related on-costs liability is included in employee benefit liabilities at Note 22

3. Supplies and Services

	2005 $'000	2004 $'000
Communications	1,272	1,272
Consultants and Contractors	7,515	5,931
Consumables	6,015	4,855
Repairs and Maintenance	346	395
Travel	626	641
Other	1,171	858
	16,945	13,952

4. Depreciation and Amortisation Expense

	2005 $'000	2004 $'000
Depreciation		
Buildings	568	94
Plant and Machinery	98	62
Computer Equipment	775	641
Medical Equipment	41	36
Motor Vehicle	5	2
Office Equipment	79	72
Total Depreciation	1,566	907
Amortisation		
Leasehold Improvements	474	931
Intellectual Property	89	89
Total Amortisation	563	1,020
	2,129	1,927

5. Borrowing Costs Expense

	2005 $'000	2004 $'000
Interest Paid	488	480
	488	480

6. Accommodation Expenses

	2005 $'000	2004 $'000
Lease Rentals	6,547	6,705
Repairs & Maintenance	1,128	615
Cleaning	176	184
Other	74	73
	7,925	7,577

7. Capital User Charge

	2005 $'000	2004 $'000
	199	-

A capital user charge rate of 8% has been set by the Government for 2004-05 and represents the opportunity cost of capital invested in the net assets of the Commission used in the provision of services. The charge is calculated on the net assets adjusted to take account of exempt assets. Payments are made to the Department of Treasury and Finance on a quarterly basis.

8. Other Expenses from Ordinary Activities

	2005 $'000	2004 $'000
Insurance	501	553
Doubtful Debts	-	71
Other	8	(5)
	509	619

9. User Charges and Fees

	2005 $'000	2004 $'000
Board & Lodging	5,699	5,540
	5,699	5,540

10. Commonwealth Grants and Contributions

	2005 $'000	2004 $'000
Commonwealth and State Disability Agreement	45,673	44,209
Other	139	143
	45,812	44,352

Chapter 16.2 – Financial Statements

11. Other Revenues from Ordinary Activities

	2005 $'000	2004 $'000
Sundry Revenue	2,341	3,071
Executive Vehicle Scheme Contribution	56	60
Sale of Publications	3	5
Government Employee Housing Authority - Employee Contribution	36	47
Transport of Clients	42	42
Recoups from Service Providers	22	309
	2,500	3,534

12. Net gain/(loss) on Disposal of Non-current Assets

Gain on Disposal of Non-Current Assets	2005 $'000	2004 $'000
Land	80	-
Buildings	-	-
IT Equipment	5	-
Loss on Disposal of Non-Current Assets		
Building	(59)	-
IT Equipment	(16)	-
Land	-	-
Plant and Equipment	-	-
Net gain/(loss)	10	-

13. Revenues from State Government

	2005 $'000	2004 $'000
Appropriation revenue received during the year:		
Service appropriations (I)	227,084	207,362
	227,084	207,362
Resources received free of charge (II)		
Determined on the basis of the following		
estimates provided by agencies:		
Health Department	480	574
Crown Solicitors Office	52	31
Department of Treasury & Finance	229	-
	761	605
	227,845	207,967

(I) Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liabilty during the year.

(II) Where assets or services have been received free of charge or for nominal consideration, the Commission recognises revenues (except where the contribution of assets or services is in the nature of contributions by owners, in which case the Commission shall make direct adjustment to equity) equivalent to the fair value of the assets and or/fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

14. Cash Assets

	2005 $'000	2004 $'000
Operating Funds in the Operating Bank Account at Commonwealth Bank	27	22
Petty Cash Advance	53	51
	80	73

15. Restricted Cash Assets

Restricted Funds in the Operating Bank Account at Commonwealth Bank :

		2005 $'000	2004 $'000
a	Accrued Payroll	-	2,850
b	Advisory Council	85	85
c	Bennett Brook Redevelopment	1,100	-
d	Business ATE and Community Support Program	30	22
e	CALD	-	30
f	Carers Package	21	21
g	Carers WA Taskforce Implementation	50	50
h	Community Development	12	12
i	Compensable clients	-	82
j	Deferred Salary Scheme	135	74
k	Disability Professional Services Grants	-	115
l	Donations	17	18
m	Employment Day Services Project	10	10
n	Feel Safe Program	19	18
o	Fringe Benefits Taxation	4	-
p	Hav-a-chat	1	1
q	Identity WA Review	-	35
r	Information Technology Development	-	87
s	Keep Cool Project	11	11
t	LAC Seminars	32	33
u	Leadership and Service Development	15	15
v	Makaton Trust	16	6
w	Needs Based Assessment Tool	25	-
x	NDA Contribution	33	33
y	NGO Provision for 27th Pay	-	234
z	OHS Training Program	-	170
aa	Office Fitout	-	99
ab	Psychology Trust Account	6	5
ac	Ray Young Scholarship	3	13
ad	Salaries in advance	-	37
ae	Salary Packaging Deductions	-	218
af	Sale of Publications	-	1
ag	Sector Development Working Party	15	50
ah	Service Provider Management System	10	10
ai	Smooth Food Recipes	3	3
aj	Standards Monitoring Contract Review	50	-
ak	Stepping Stones	3	3
al	Therapy Centre Fitout	520	-
am	Traineeship Scheme	20	20
an	Unclaimed Monies	42	38
ao	Universal Design Conference	2	2
ap	You Can Make a Difference	10	7
		2,300	4,518

Chapter 16.2 – Financial Statements

The nature of the restriction for the above funds:

a   Funds held to meet salary commitments unpaid at year end plus provision towards a 27th payment when it occurs in a future year.

b   Department of Health and Family Services contribution toward the running costs of the Disability Advisory Council.

c   Funds held for Bennett Brook Redevelopment.

d   Funds held to be applied to the Business ATE and Community Support Program.

e   Funds held for Information for people from Culturally and Linguistically Diverse backgrounds program.

f   Funds held to be applied to Carer's Initiatives.

g   Funds held for implementation of Carers WA Taskforce.

h   Funds held to meet part cost of Autism conference.

i   Funds held to provide services to clients in receipt of compensation payments.

j   Funds held for payment of employees deferred salaries.

k   Funds held for the disability professional services program.

l   Private donations held for specific groups of clients.

m   Commonwealth funds held for a joint project between the Department of Health and Family Services and DSC, to examine aspects of employment and day services.

n   Funds held to develop the 'Feel Safe' program.

o   Funds to be returned to Australian Tax Office

p   Funds held for Hav-a-chat program.

q   Funds held for review of Identity WA.

r   Funds held for information technology development project.

s   Funds held to develop the 'Keep Cool' Program.

t   Contributions received to be applied towards the cost of LAC Seminars.

u   Funds provided for a Leadership and Development course.

v   Funds held for the Makaton Program.

w   Funds held for Needs Based Assessment Tool

x   National Disability Administrators contributions.

y   Provision held towards NGO 27th pay when it occurs in a future financial year.

z   Funds held for Occupational Health and Safety Training Program.

aa   Funds held for the office fitouts for Country Services and Policy & Planning.

ab   Funds raised through lectures at universities, to be applied towards training.

ac   Funds held for the Ray Young Scholarship.

ad   Funds received in advance to cover the salary of one employee for two years.

ae   Contributions from employees for Fringe Benefits Tax under Salary Packaging arrangement to be remitted to Australian Taxation Office.

af   Proceeds of sale of publications held to cover costs of reprint.

ag   Funds held for the sector development working party program.

ah   Funds held for the purchase of a management system for the Department of Family and Children Services.

ai   Funds held to develop Smooth Food Recipes.

aj   Funds held for Standards Monitoring Contract Review

ak   Funds held for Stepping Stones program.

al   Funds held for Therapy Centre Fitout

am   Funding received for the Commonwealth Traineeship program

an   Monies relating to cheques issued but not presented.

ao   Funds held for running seminars, conferences & other educational activities.

ap   Funds held to develop 'You Can Make a Difference' program.

Chapter 16.2 – Financial Statements

16. Receivables

	2005 $'000	2004 $'000
Current		
Worker's Compensation Recoups	110	57
Board and Lodging	59	450
Sundry Debtors	301	504
Provision for doubtful debts	(131)	(130)
GST Receivable	938	499
	1,277	1,380

17. Amounts Receivable for Services

	2005 $'000	2004 $'000
Current	782	614
Non-current	6,564	4,671
	7,346	5,285

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

18. Other Assets

	2005 $'000	2004 $'000
Current		
Prepayments	224	322
	224	322

19. Property, Plant, Equipment and Vehicles

	2005 $'000	2004 $'000
Freehold Land		
At fair value (I)	9,739	9,068
	9,739	9,068
Buildings (II)		
At fair value	21,620	18,350
Accumulated depreciation	-	-
	21,620	18,350
Motor Vehicles		
At cost	68	68
Accumulated depreciation	(10)	(5)
	58	63
Computing Equipment and Software		
At cost	5,431	4,636
Accumulated depreciation	(2,121)	(1,780)
	3,310	2,856
Medical Equipment		
At cost	563	491
Accumulated depreciation	(327)	(289)
	236	202
Plant and Machinery		
At cost	1,459	957
Accumulated depreciation	(542)	(448)
	917	509
Office and Other Equipment		
At cost	602	743
Accumulated depreciation	(450)	(537)
	152	206
	36,032	31,254

(II) The valuation of buildings was performed in June 2005 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of written down replacement value. The valuation was made in accordance with a regular policy of revaluation.

Reconciliations

Reconciliations of the carrying amounts of property, plant equipment and vehicles at the beginning and end of the current financial year are set out below.

	Land	Buildings	Motor Vehicles	Computing Equipment and Software	Medical Equipment	Plant & Machinery	Office Equipment
	$000	$000	$000	$000	$000	$000	$000
2005							
Carrying amount at start of year	9,068	18,350	63	2,856	202	509	206
Additions	-	938	-	1,334	75	506	29
Disposals	(120)	(70)	-	(540)	(3)	(5)	(170)
Depreciation	-	(568)	(5)	(865)	(41)	(98)	(79)
Revaluation Increments/(Decrements)	791	2,969	-	-	-	-	-
Transfers	-	-	-	-	-	-	-
Depreciation on Disposals	-	1	-	525	3	5	166
Carrying amount at end of year	9,739	21,620	58	3,310	236	917	152

20. Payables

	2005 $'000	2004 $'000
Current		
Trade payables	1,905	1,672
	1,905	1,672

21. Interest-Bearing Liabilities

	2005 $'000	2004 $'000
Current		
WATC Loan	511	511
	511	511
Non-Current		
WATC Loan	5,794	6,305
	5,794	6,305

Chapter 16.2 – Financial Statements

22. Provisions

	2005 $'000	2004 $'000
Current		
Annual leave (I)	7,835	7,913
Long service leave (I)	2,531	3,391
Superannuation (II)	-	-
Accrued Days Off (I)	2,538	2,513
Public Holidays (I)	1,689	1,631
Days Off in Lieu (I)	27	49
	14,620	15,497
Non Current		
Long service leave (I)	7,988	7,111
Superannuation (II)	-	-
	7,988	7,111

(I) The settlement of annual leave, long service leave and other liabilities gives rise to the payment of employment on-costs including superannuation and workers compensation premiums. The liability for such on-costs is included here. The associated expense is included in the leave type under Employee expenses at Note 2.

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

Employee Benefit Liabilities

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

	2005 $'000	2004 $'000
Provision for employee benefits:		
Current	14,620	15,497
Non-current	7,988	7,111
	22,608	22,608

23. Other Liabilities

	2005 $'000	2004 $'000
Current		
Accrued Expenses	495	853
Accrued Interest	125	125
Accrued Salaries	-	924
Accrued Fringe Benefits Tax	78	101
Accrued Utilities	8	13
Accrued Superannuation	8	249
Receipts in Suspense	-	8
	714	2,273

24. Equity

	2005 $'000	2004 $'000	
Contributed equity			
Opening balance	8,780	4,644	
Capital contributions (I)	2,763	3,261	
Contribution by owners (II)	161	875	
Closing balance	11,704	8,780	

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

(II) Assumption of Superannuation Liability by the Treasurer	161	8,305	refer note 22(II)
Transfer of land to the Crown	-	(7,430)	
	161	875	
Reserves			
Asset revaluation reserve (I)			
Opening balance	36,287	21,244	
Net revaluation increments / (decrements):			
Land and Buildings	3,759	15,043	
Closing Balance	40,046	36,287	

(I) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy Note 1 .

Accumulated surplus/(deficiency)			
Opening balance	(28,973)	(29,224)	
Change in net assets	272	251	
Closing balance	(28,701)	(28,973)	

Chapter 16.2 – Financial Statements

25. Notes to the Statement of Cash Flows

(a) Reconciliation of cash

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

	2005 $'000	2004 $'000
Cash assets	80	73
Restricted cash assets (refer to note 15)	2,300	4,518
	2,380	4,591

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

	2005 $'000	2004 $'000
Net cost of services	(227,573)	(207,716)
Non-cash items:		
Depreciation and amortisation charge	2129	1,927
Resources received free of charge	761	605
Superannuation Assumed by Treasurer	161	
Net (gain)/loss on sale of property, plant and equipment	16	-
(Increase)/decrease in assets:		
Current receivables (III)	544	(250)
Other current assets	3238	(3,031)
Increase/(decrease) in liabilities:		
Current payables (III)	233	526
Current provisions	(877)	35
Other current liabilities	(4,693)	1,461
Non-current provisions	877	1,854
Net GST receipts/(payments) (I)		
Change in GST in receivables/payables (II)	(439)	54
Net cash provided by/(used in) operating activities	(225,623)	(204,535)

(I) This is the net GST paid/received, i.e.. Cash transactions.
(II) This reverses out the GST in receivables and payables.
(III) Note that ATO receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they are not reconciling items.

26. Commitments for Expenditure

(a) Non-Cancellable Lease Commitments (Motor Vehicles)

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, are payable as follows:

	2005 $'000	2004 $'000
Within 1 year	1,334	1,659
Later than 1 year and not later than 5 years	605	1,207
Later than 5 years	-	-
Total	1,939	2,866
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	1,939	2,866
Future finance charges		-
	1,939	2,866

(b) Non-Cancellable Lease Commitments (Buildings)

Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, are payable as follows:

	2005 $'000	2004 $'000
Within 1 year	1,859	2,037
Later than 1 year and not later than 5 years	4,858	5,894
Later than 5 years	740	1,163
Total	7,457	9,094
Representing:		
Cancellable operating leases	-	-
Non-cancellable operating lease	7,457	9,094
Future finance charges	-	-
	7,457	9,094

Properties:	Term	Renewal Options
Joondalup House, Joondalup	5 years	3 +3 years
The Avenue, Midland	5 years	3+3 years
Myaree	10 years	3+3+3 years
146 - 160 Colin Street, West Perth	10 years	4+3+3 years

27. Contingent Liabilities and Contingent Assets

The Disability Services Commission has no contingent liabilities nor assets.

Chapter 16.2 – Financial Statements

28. Explanatory Statement

(i) Significant variations between estimates and actual results for the financial year

Details and reasons for significant variations between estimates and actual results are detailed below.
Significant variations are considered to be those greater then 10% or $500,000.

	2005 Actual $000	2005 Estimates $000	Variance $000
Employee expenses	90,806	89,906	900
Supplies and services	16,945	15,841	1,104
Depreciation and amortisation expense	2,129	1,854	275
Borrowing costs expense	488	677	(189)
Accommodation expense	7,925	8,105	(180)
Expenditure on services provided by funded agencies	147,206	143,353	3,853
Individual Funding & Other Grants	15,387	15,935	(548)
Capital user charge	199	112	87
Carrying amount of non-current assets disposed of	209	485	(276)
Other expenses from ordinary activities	509	537	(28)
User charges and fees	5,699	5,576	123
Commonwealth grants and contributions	45,812	45,422	390
Other Revenues from ordinary activities	2,500	1,099	1,401
Service Appropriation	227,084	224,133	2,951
Resources received free of charge	761	235	526

Employee Expenses (Increase $0.9m)

Increase reflects impact of pay increase above Government's wages policy.

Supplies and Services (Increase $1.104m)

Variance mainly reflects unallocated budget held against "individual funding and other grants".

Depreciation and Amortisation expense (Increase $0.275m)

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

Borrowing costs expense (Decrease $0.189m)

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

Expenditure on services provided by funded agencies (Increase $3.853m)

Represents one-off funding for purchase of equipment for disabled individuals and funding for older carers

Individual Funding and Other Grants (Decrease $0.548m)

Variance represents growth funding which was unallocated at the start of the year.

<u>Other Revenues from ordinary activities (Increase $1.401m)</u>

Reflects recoup of funds from compensable clients, return of grants provided to Service Providers in prior year and one-off motor vehicle fleet lease settlement.

<u>Service Appropriation (Increase $2.951m)</u>

Increase represents funding for:	$000
Equipment for disabled individuals	2,500
Recreation Access Equipment - Local Government	600
EBA Increase - 0.8% and 0.6%	1,013
Depreciation - Accrual appropriation	180
Procurement savings	(478)
Transfer of Procurement staff to DTF	(231)
Transfer of Mammary Prothesis Program to DoH	(64)
Superannuation pension liability transferred to DTF	(280)
Treasury adjustment	(289)
	2,951

<u>Resources received free of charge (Increase $0.526m)</u>

Mainly reflects the infrastructure costs provided by the Department of Health for the Community Aids and Equipment Program and procurement services provided by Department of Treasury and Finance.

(ii) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year

Details and reasons for significant variations between actual results with the corresponding items of the preceding year are detailed below. Significant variations are considered to be those greater than 10% or $500,000.

	2005 $000	2004 $000	Variance $000
Employee expenses	90,806	91,987	(1,181)
Supplies and services	16,945	13,952	2,993
Depreciation and amortisation expense	2,129	1,927	202
Borrowing costs expense	488	480	8
Accommodation Expense	7,925	7,577	348
Expenditure on services provided by funded agencies	147,206	129,793	17,413
Individual Funding & Other Grants	15,387	14,807	580
Capital user charge	199	-	199
Carrying amount of non-current assets disposed of	209	-	209
Other expenses from ordinary activities	509	619	(110)
User charges and fees	5,699	5,540	159
Commonwealth grants and contributions	45,812	44,352	1,460
Other revenues from ordinary activities	2,500	3,534	(1,034)
Service Appropriation	227,084	207,362	19,722
Resources received free of charge	761	605	156

Chapter 16.2 – Financial Statements

Employee Expenses (Decrease $1.181m)

Mainly reflects reduction in workers compensation premium.

Supplies & Services (Increase $2.993m)

Increase reflects cost escalation, incontinence products provided to clients and expensing of some minor works undertaken as part of the Capital Works Program.

Expenditure on services provided by funded agencies (Increase $17.413m)

Reflects growth funding provided for initiatives under the State Business Plan and Commonwealth CSTDA.

Individual Funding and Other Grants (Increase $0.580m)

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

Other Expenses from ordinary activities (Decrease $0.110m)

Mainly reflects reduction in insurance premium.

Commonwealth Grants and Contributions (Increase $1.460m)

Increase represents funding for:

Base Growth	491
Indexation	831
Respite for Older Carers	612
Impact of carry over funds from 2002/03 to 2003/04	(341)
Other	(133)
	1,460

Service Appropriation (Increase $19.722m)

Increase in funding for:

Business Plan Initiatives	10,808
Viability	410
Purchase of Equipment for disabled individuals	2,500
Access to the Good Life	600
Cost Escalation	3,114
Salary and Wages	2,396
Indexation - Additional for grants	1,248
Capital User Charge	112
Audit Fees	60
Accrual Appropriation	454
	21,702

Reduction in funding for:

Embedded wholesale sales tax savings	297
Procurement savings	478
Transfer of Procurement staff to DTF	231
Transfer of Mammary Prothesis Program to DOH	64
Transfer of DSC complaints function to Office of Health Review	38
Transfer of Superannuation pension liability funding to DTF	280
Treasury adjustment	289
Past service liability -2003/04	270
Recruitment advertising and management system savings	33
	1,980
Net Increase	19,722

Resources received free of charge (Increase $0.156m)

Reflects procurement services provided by Department of Treasury and Finance.

29. Financial Instruments

(a) Interest rate risk exposure

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

2005	Weighted Average Effective Interest Rate %	Variable Interest Rate $'000	Fixed Interest Rate Maturity			Non Interest Bearing $'000	Total $'000
			Less than 1 year $'000	1 to 5 years $'000	More than 5 years $'000		
Financial Assets							
Cash Resources	-	-	-	-	-	80	80
Restricted Cash Resources	-	-	-	-	-	2,300	2,300
Accounts Receivable	-	-	-	-	-	1,277	1,277
	-	-	-	-	-	**3,657**	**3,657**
Financial Liabilities							
Accounts Payable	-	-	-	-	-	1,905	1,905
WATC	7.46	6,305	-	-	-		6,305
	7.46	**6,305**	**-**	**-**	**-**	**1,905**	**8,210**
2004							
Financial assets	-	-	-	-	-	5,971	5,971
Financial liabilities	7.57	6,816	-	-	-	1,672	8,488

(b) Credit Risk Exposure

All financial assets are unsecured and the Commission does not have any significant exposure to any individual party.

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. In respect of other financial assets the carrying amount represents the Commission's maximum exposure to credit risk in relation to those assets.

(c) Net Fair Values

The carrying amount of financial assets and financial liabilities recorded in the financial statements are not materially different from their net fair values, determined in accordance with the accounting policies disclosed in note 1 to the financial statements.

Chapter 16.2 – Financial Statements

30. Remuneration and Retirement Benefits of Members of Accountable Authority and Senior Officers

<u>Remuneration of Members of Accountable Authority</u>

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

	2005	2004
$ 0 - $10,000	7	7
$ 10,001 - $20,000	1	-
$ 20,001 - $30,000	-	-
$ 30,001 - $40,000	1	1
$ 40,001 - $50,000	-	-
$ 50,001 - $60,000	-	-
$ 60,001 - $70,000	-	-
$ 70,001 - $80,000	-	-
$ 80,001 - $90,000	-	-
$ 90,001 - $100,000	-	-
$100,001 - $110,000	-	-
$110,001 - $120,000	-	-
$130,001 - $140,000	-	-
$140,001 - $150,000	-	-
$150,001 - $160,000	-	-
$160,001 - $170,000	-	-
$170,001 - $180,000	-	-
	9	8
	$'000	$'000
The total remuneration of the members of the Accountable Authority is:	88	64

The superannuation included here represents the superannuation expense incurred by the Commission in respect of members of the Accountable Authority.

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

Remuneration of Senior Officers

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

	2005	**2004**
$ 0 - $10,000	-	-
$ 10,001 - $20,000	-	-
$ 20,001 - $30,000	-	-
$ 30,001 - $40,000	-	-
$ 40,001 - $50,000	-	-
$ 50,001 - $60,000	-	-
$ 60,001 - $70,000	-	-
$ 70,001 - $80,000	-	-
$ 80,001 - $90,000	-	-
$ 90,001 - $100,000	-	-
$100,001 - $110,000	-	1
$110,001 - $120,000	-	2
$120,001 - $130,000	3	3
$130,001 - $140,000	1	-
$140,001 - $150,000	-	-
$150,001 - $160,000	2	-
$160,001 - $170,000	-	-
$170,001 - $180,000	-	-
$180,001 - $190,000	-	-
$190,001 - $200,000	-	-
$200,001 - $210,000	-	-
$210,001 - $220,000	-	-
$220,001 - $230,000	-	1
$230,001 - $240,000	1	-
	7	7
	$'000	**$'000**
The total remuneration of senior officers is:	1,056	928

The superannuation included here represents the superannuation expense incurred by the Commission in respect of Senior Officers other than senor officers reported as members of the Accountable Authority.

No Senior Officers are members of the Pension Scheme.

31. Remuneration of Auditor

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

	2005	**2004**
	$'000	**$'000**
Auditing the accounts, financial statements and performance indicators	61	60

Chapter 16.2 – Financial Statements

32. Affiliated Bodies

Funding provided to affiliated bodies

Name of Organisation	2005 $000	2004 $000
ACROD	1,411	589
Autism Association of WA	4,303	3,818
Belmont Districts F & I S A	52	51
Blind Citizens WA Inc.	11	11
Cerebral Palsy Association	18, 961	17,862
Council of Funded Agencies	192	188
Crosslinks Inc	1,305	1,204
Development Disability Council	158	148
East Kimberley FSA.	108	105
ELBA	673	508
Get There	104	101
Goldfields Family Support	247	204
HeadWest Inc.	198	175
Heritage Individual & FSA	174	151
I.D. Entity	9,621	9,264
Interchange	556	549
ISADD	422	442
Kalparrin Centre (PMH)	120	71
Kids' Camps Inc	148	120
Kimberley Community Living	45	47
KIRA	425	455
Landsdale FSA	774	1,182
Lifeplan Recreation & Leisure	323	247
Lower Great Southern CLA	2,382	1,839
Lower Great Southern FSA	212	225
MADSAR	28	-
Mandurah HACC	54	34
Midlands F.S.A.	82	80
Midwest FSA	95	92
Mosaic (Gosnells/Armadale)	1,965	1,065
Multicare	83	81
My Place (WA) Pty Ltd	6,220	5,131
NASCHA	624	445
Noah's Ark Toy Library	112	89
Nulsen Haven	9,072	8,385
OPAL	579	-
Peel Community Living Assoc	2,003	1,780
PACT (People Actively Com.)	362	288
Pilbara FSA	94	76
Phylos Incorporated	486	379
PLEDG Projects	131	128
Recreation Network	797	667
Rocky Bay	8,598	7,799
S.E.C.C.A.	139	110
South West FSA	1,247	1,021
Spectrum Counselling	53	52
Strive Warren Blackwood	293	237
Teenspirit Incorporated	37	46
Therapy Focus	5,190	4,628
Transition & Integration Services	1,063	850
Upper Great Southern FSA	165	178
Valued Independent People	1,504	1,326
Vemvane	226	220
WA Blue Sky Inc	505	473
West Kimberley FSA	129	119
Western Swan Community	-	356

33. Supplementary Financial Information

Write-Offs	2005 $000	2004 $000
Debts due to the state written off during the financial year	2	5

Losses through Theft, Defaults and Other Causes	2005 $000	2004 $000
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amount recovered	Nil	Nil

Gifts of Public Property	2005 $000	2004 $000
Gifts of public property provided by the Commission	Nil	Nil

34. Schedule of Services Delivered

(a) Services Schedule of Expenses and Revenue for the year ended 30 June 2005

	Accommodation Support $000's	Individual and Family Support $000's	Individual Coordination $000's	Strategic Co-ordination $000's	Unallocated $000's	TOTAL $000's
COST OF SERVICES						
Expenses from ordinary activities						
Employee Expenses	58,681	17,707	11,304	3,114	-	90,806
Supplies & Services	8,821	4,702	2,177	1,245	-	16,945
Depreciation & Amortisation expense	1,187	642	220	80	-	2,129
Borrowing costs expense	488	-	-	-	-	488
Accommodation Expense	4,260	1,168	2,362	135	-	7,925
Expenditure on services provided by funded agencies	83,188	58,062	-	5,956	-	147,206
Individual Funding & Other Grants	26	2,505	12,856	-	-	15,387
Capital User Charge	106	63	23	7		199
Carrying amount of non-current assets disposed of	110	66	25	8		209
Other expenses from ordinary activities	269	162	60	18	-	509
Total Cost of Services	157,136	85,077	29,027	10,563	-	281,803
Revenues from ordinary activities						
Revenue from operating activities						
User charges & fees	5,699	-	-	-	-	5,699
Commonwealth grants and contribution	17,691	23,870	1,901	2,350	-	45,812
Revenue from non-operating activities						
Proceeds from disposal of non-current assets	219	-	-	-	-	219
Other Revenues from ordinary activities	529	1,394	424	153	-	2,500
Total revenue from ordinary activities	24,138	25,264	2,325	2,503	-	54,230
Net Cost Of Services	132,998	59,813	26,702	8,060	-	227,573
REVENUES FROM STATE GOVERNMENT						
Output Appropriation	132,713	59,685	26,644	8,042	-	227,084
Resources received free of charge	365	272	78	46	-	761
Total revenues from government	133,078	59,957	26,722	8,088	-	227,845
Change in net assets	80	144	20	28	-	272

Chapter 16.2 – Financial Statements

(b) Services Schedule of Assets and Liabilities for the year ended 30 June 2005

CURRENT ASSETS

Cash assets	-	-	-	-	80	80
Restricted cash assets	36	229	32	68	1,935	2,300
Receivables	251	57	20	12	937	1,277
Amounts receivable for outputs	-	-	-	-	782	782
Other assets	99	-	-	-	125	224
Total current assets	386	286	52	80	3,859	4,663

NON-CURRENT ASSETS

Amounts receivable for outputs	-	-	-	-	6,564	6,564
Property, vehicles, plant and equipment	33,626	1,229	433	261	483	36,032
Work in Progress	118	68	-	-	5,137	5,323
Leasehold Improvements	-	-	880	-	1,119	1,999
Total non-current assets	33,744	1,297	1,313	261	13,303	49,918
Total assets	34,130	1,583	1,365	341	17,162	54,581

CURRENT LIABILITIES

Payables	1,031	559	197	118	-	1,905
Interest-bearing liabilities	511	-	-	-	-	511
Provisions	9,403	2,827	1,820	570	-	14,620
Other Liabilities	308	101	35	21	249	714
Total current liabilities	11,253	3,487	2,052	709	249	17,750

NON-CURRENT LIABILITIES

Interest-bearing liabilities	5,794	-	-	-	-	5,794
Provisions	5,138	1,545	995	310	-	7,988
Total non-current liabilities	10,932	1,545	995	310	-	13,782
Total liabilities	22,185	5,032	3,047	1,019	249	31,532
NET ASSETS	11,945	(3,449)	(1,682)	(678)	16,913	23,049

35. Clients Private Cash as at 30 June 2005

Opening Balance	7,830,159
Debits	10,308,975
Credits	(9,966,685)
Fees & Taxes	(2,612)
Interest Earned	129,955
Closing Balance	**8,299,792**

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

36. Impact of Adopting Australian Equivalents to IFRS

The Impact of adopting AIFRS including the key differences in accounting policies

(a) Reconciliation of total equity as presented under previous AGAAP to that under AIFRS:

	30 June 2005 $000	1 July 2004 $000
Total equity under previous AGAAP	23,049	16,094
Total equity under AIFRS	23,049[1]	16,094[1]

1. The reclassification of software as an intangible asset under AIFRS has no impact on equity.

(b) Reconciliation of surplus/ (deficit) for the period as presented under previous AGAAP to that under AIFRS:

	30 June 2005 $000
Surplus/(Deficit) for the period under previous AGAAP	272
Surplus/(Deficit) for the period under AIFRS	272[1]

1. There is no AIFRS adjustment under AIFRS that impact on surplus that reported under AGAAP.

37. 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.

	2005 $000
Receipt from Commonwealth	64
Expenditure	(64)
Closing Balance 30 June 2005	0

Chapter 16.3 – Funding to External Service Providers

16.3 Funding to External Service Providers

Service Provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 3 Individual Coordination	Service 4 Strategic Coordination	Total
ACROD Limited (WA Division)		85,700		1,324,869	1,410,569
Activ Foundation Inc	12,727,304	4,906,898		878,342	18,512,544
Advocacy South West (Inc)				107,292	107,292
Anglicare WA Inc	30,807	120,768			151,575
Association for the Blind of Western Australia (Inc)		293,488			293,488
Australian Red Cross (Lady Lawley Cottage)		2,003,806			2,003,806
Autism Association of WA	2,952,727	1,248,682		103,890	4,305,299
Bega Garnbirringu Health Services Aboriginal	85,349				85,349
Belmont Districts Family and Individual Support	6,998	45,167			52,165
Better Hearing Australia (WA) Inc		15,865		28,159	44,024
Blind Citizens WA Inc				11,336	11,336
Brightwater Care Group (Inc)	8,264,679				8,264,679
Care Options Incorporated	489,007	97,117			586,124
Carers' Association of Western Australia				480,000	480,000
City of Canning	401,660	155,491			557,151
City of Cockburn	67,871	22,745			90,616
City of Fremantle	0	14,431			14,431
City of Gosnells		64,728			64,728
Claremont Therapeutic Riding Centre		57,140			57,140
Community Vision Inc	3,488	274,806			278,294
Council of DSC Funded Agencies				191,862	191,862
Crosslinks		1,305,485			1,305,485
Deafness Council of WA				2,904	2,904
Department of Health of Western Australia	2,593,373	135,227		26,121	2,754,721
Developmental Disability Council of WA				158,285	158,285
Disability in the Arts Disadvantage in the Arts	5,020	208,346			213,366
East Kimberley Family Support Association	17,764	90,638			108,402
East Metropolitan Health Region		1,012,881			1,012,881
Eastern Metropolitan Regional Council		34,733			34,733
Elba Inc	554,949	118,527			673,476
Ethnic Disability Advocacy Centre				98,498	98,498
Fairbridge Western Australia Inc		104,546			104,546
Family Planning WA		333,617			333,617
Geraldton Personnel Inc		95,244			95,244
Get There		104,011			104,011
Goldfields Individual and Family Support	48,610	198,733			247,343
Granny Spiers Community House Inc		16,765			16,765
Headwest (Brain Injury Association of WA Inc)				198,086	198,086
Heritage Individual and Family Support	59,094	115,015			174,109
Hills Community Support Group (Inc)	1,421,959	1,716,362		74,434	3,212,755
HomeCare Options	4,883				4,883
i.d.entity.wa	7,681,751	1,939,324			9,621,075
Independent Living Centre		2,653,305		795,716	3,449,021
Interchange Inc		555,880			555,880
Intework		1,516,628			1,516,628
ISADD WA Pty Ltd		422,352			422,352
Kalparrin Centre		90,000		30,115	120,115
Kids are Kids! Therapy and Education Centre Inc		68,414			68,414
Kids' Camps Inc		148,120			148,120
Kimberley Community Living Association		45,108			45,108
Kira		425,404			425,404
Landsdale Family Support Association	419,019	355,355			774,374
Lifeplan Recreation & Leisure Association Inc		323,426			323,426
Lower Great Southern Community Living	1,796,058	478,878		114,854	2,389,790
Lower Great Southern Family Support	3,686	208,110			211,796
Mandurah Disabled Support & Recreational		28,365			28,365
Mandurah HACC	53,572				53,572
Midlands Individual & Family Support Association		82,468			82,468
Midway Community Care	314,298	133,480			447,778
Midwest Community Living Association Inc	58,766	13,024			71,790
Midwest Family Support Association		94,693			94,693
Miscellaneous Providers		14,263			14,263

Service Provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 3 Individual Coordination	Service 4 Strategic Coordination	Total
Mofflyn	1,965,742	6,895			1,972,637
Mosaic Family Support Services Inc	1,927,098	37,762			1,964,860
Multicare WA	83,346				83,346
Multiple Sclerosis Society	1,353,438	787,061		55,081	2,195,580
My Place (WA) Pty Ltd	5,522,614	697,413			6,220,027
Nascha Inc	616,008	7,423			623,511
Ngaanyatjarra Pitjantjatjara Yankunytjatjara	25,105	240,732			265,837
Noah's Ark Toy Library		0		111,994	111,994
North Metropolitan Health Region		616,291			616,291
Nulsen Haven Association	8,444,129	568,819		58,966	9,071,914
Options for People's Accommodation and	490,977	116,210			607,187
Paraplegic Quadriplegic Association	556,002	182,845			738,847
Peel Community Living Inc	1,729,908	272,965			2,002,873
People Actively Committed Together	261,204	100,374			361,578
People With Disabilities (WA) Inc				314,728	314,728
Personal Advocacy Service				78,369	78,369
Perth Home Care Services Inc	1,716,052	18,302			1,734,354
Phylos Inc	486,064				486,064
Pilbara Homecare	192,131	245,545		85,448	523,124
Pilbara Individual & Family Support Association		94,199			94,199
Pledg Projects		120,894		10,500	131,394
Recreation Network Inc		703,449		93,458	796,907
Respiratory Sleep Disorders Clinic - Sir Charles		136,661		632	137,293
Riding for the Disabled Association of WA		202,830			202,830
Rocky Bay Inc	2,929,504	5,707,580			8,637,084
Salvation Army (Western Australia) Property	275,450	10,662			286,112
SECCA		139,333			139,333
Senses Foundation (Inc)	1,124,018	202,753			1,326,771
Seventh Day Adventist Aged Care WA	639,236				639,236
Shire of Greenough		50,500			50,500
Silver Chain Nursing Association	380,039			306,714	686,753
South Metropolitan Health Service		626,205			626,205
South Metropolitan Personnel		610,513			610,513
South West Area Health Service	10,994	515,661			526,655
South West Family Support Association	699,248	547,260			1,246,508
Spectrum Counselling Inc		53,183			53,183
Spina Bifida Association		0		78,991	78,991
Strive Warren Blackwood	210,674	82,039			292,713
TeenSpirit Incorporated		37,479			37,479
Telethon Institute for Child Health Research				42,000	42,000
The Cerebral Palsy Association of Western	7,840,215	11,120,945			18,961,160
The Richmond Fellowship of Western Australia	183,329				183,329
The Speech and Hearing Centre for Children WA		68,289			68,289
Therapy Focus Inc.		5,189,628			5,189,628
Transition & Integration Services	1,063,038				1,063,038
Upper Great Southern Family Support	20,413	144,250			164,663
Valued Independent People	82,207	1,421,348			1,503,555
Vemvane	11,631	214,337			225,968
WA Baptist Hospital and Homes Trust Inc	1,431,152	21,708			1,452,860
WA Blue Sky Inc	361,146	143,430			504,576
WA Country Health Service		1,024,174			1,024,174
WA Deaf Society	39,451	0		110,862	150,313
WA Disabled Sports Association		153,907			153,907
WA Wheatbelt Region Country Health Service		46,703			46,703
We Can Community Services Pty Ltd	32,270	54,818			87,088
West Kimberley Family Support Association		129,107			129,107
Westcare Inc	157,271				157,271
Western Desert Puntukurnuparna Aboriginal		12,378			12,378
Women's and Children's Health Service	418,000	85,858			503,858
Accrual Adjustment	(154,128)	(102,133)		(16,674)	(272,935)
Total for External Service Providers	**83,187,748**	**58,062,144**	**0**	**5,955,832**	**147,205,724**

16.4 Disability Access and Inclusion Plans[13]

Implementation of Disability Access and Inclusion Plans

The *Disability Services Act 1993* requires State Government agencies and Local Government Authorities (LGAs) to develop Disability Access and Inclusion Plans (DAIPs) and report annually on their implementation. The objective of DAIPs is to ensure that people with disabilities have the same opportunities as other community members to access information, services and facilities provided by public authorities in Western Australia.

The Act requires that reports on the implementation of DAIPs be included in the Annual Reports of public authorities.

In June 2005, the Community Access and Information Branch of the Commission undertook an audit of Annual Reports prepared by public authorities and LGAs for 2003-2004. The audits confirmed that 88 per cent of State Government agencies required to have plans, reported on their DAIPs in their Annual Report. Approximately 95.7 per cent of LGAs reported progress of DAIPs in their Annual Report.

Throughout 2004-2005, a number of specific initiatives and partnerships were developed by the Commission, public authorities and LGAs to improve accessibility for people with disabilities. These initiatives included raising access awareness through the State Government Sponsored Expo, WA on Show, and a range of Year of the Built Environment 2004 activities, and the inclusion of universal access features within LandCorp's Sustainability Display House at Harvest Lakes, South Atwell and the City of Mandurah's Sustainable House.

In addition, the Commission worked in partnership with public authorities to develop two significant initiatives during 2004-2005.

- The Western Australian Accessible Tourism Reference Group was jointly established by the Commission and Tourism Western Australia to facilitate tourism opportunities for people with disabilities and to assist the tourism industry to maximise the rapidly expanding accessible tourism industry.
- The You're Welcome WA Access initiative was developed by the Commission in partnership with the City of Perth, Tourism Western Australia, the Western Australian Local Government Association, ACROD, the Ministerial Advisory Council on Disability and People with Disabilities (WA) Inc.

As a result of a major review of the Disability Services Act, amendments relating to the DAIP requirement were introduced in December 2004. The amendments strengthen the DAIP initiative by providing a greater focus on access and inclusion for people with disabilities. The Act requires approximately 230 public authorities to

---

[13] Amendments to the *Disability Services Act 1993* in December 2004 included renaming "Disability Service Plans" to "Disability Access and Inclusion Plans".

develop and implement DAIPs. The amendments also included the extension of obligations in relation to access provision to agents and contractors of public authorities. Changes include:

- DAIPs must meet prescribed standards, as specified in the regulations;
- DAIPs must be lodged with the Commission (within 12 months);
- an authority must undertake public consultation when preparing, reviewing or amending its DAIP;
- DAIPs must be publicly available;
- an authority must take all practicable measures to ensure its DAIP is implemented by its staff, agents and contractors;
- a DAIP annual report must include information relating to progress made by the authority and its agents and contractors in achieving the desired outcomes of the Act, and the strategies implemented by the authority to inform its agents and contractors of its DAIP;
- an authority must review its DAIP at least every five years and provide a report of the review to the Commission;
- the Commission must report annually to the Minister on the effectiveness of DAIPs and the extent to which they have been complied with; and
- the Minister is then required to provide this report to Parliament.

The Commission is currently developing resources to assist authorities to comply with the above requirements and the implementation of the DAIP initiative.

16.5 Research and Development

The Commission promotes and supports a wide range of pure and applied research initiatives. The results of this work contribute to a better understanding of disability issues and assist in the development of programs and intervention strategies which improve the lives of people with disabilities in Western Australia.

The Commission performed a variety of roles in supporting and promoting research initiatives. It has:

- sought to influence the local research agenda;
- encouraged staff to undertake research projects;
- funded research initiatives;
- supported university students;
- entered into research partnerships with the tertiary sector;
- permitted access to client records as a source of research data;
- supervised postgraduate research;
- encouraged research to be conducted in specific areas;
- initiated program evaluations; and
- maintained a staff capacity to undertake research associated with strategic planning for the Commission and the sector.

In order that the Commission's varied research interests are coordinated and managed appropriately, responsibility for this function is centralised in the Policy, Planning and Information Directorate.

The Commission is currently working to establish a disability research network. This network, with appropriate support from the Commission, could serve to coordinate and stimulate the research effort in the broad field of disability.

National Disability Administrators' Research Coordination

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

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

Commission Research Projects

A variety of research and development projects have been ongoing throughout the 2004-2005 financial year. Some of the projects are being undertaken in conjunction

with external agencies and universities, while others are internal research undertakings. These projects are briefly outlined in the following pages, with a few highlighted in greater detail below. Program evaluations undertaken during 2004-2005 and proposed evaluations for 2005-2006 are reported in the relevant service reports in Chapter 14.

Increasing Healthy Lifestyles Among People with Intellectual Disability

Increasing Healthy Lifestyles Among People With Intellectual Disability was an investigative study into the physical activity levels of people with disabilities living in group homes. The study was a collaborative research project, combining the efforts of: Associate Professor Andrew Page of the School of Psychology, University of Western Australia; the Disability Services Commission; and Dr Richard Lockwood, Chair of Ability Solutions. The study was funded through Healthway and was completed in November 2004.

Western Australian Aboriginal Child Health Survey

The Western Australian Aboriginal Child Health Survey, partly funded by the Commission, was undertaken by researchers at the Telethon Institute for Child Health Research in conjunction with the Kulunga Research Network. The survey gathered information on the health of a random sample of 5,289 Aboriginal children across the State and is the most extensive survey of Aboriginal families ever undertaken. The research will be used to build the knowledge base needed to develop preventive strategies that promote the health, social, emotional, academic and vocational wellbeing of Aboriginal children.

The first of five volumes on "The Health of Aboriginal Children and Young People", reporting the findings of the survey, was launched in June 2004 with a focus on the physical health of Aboriginal children in the 4-17 years age group. The second volume on "The Social and Emotional Wellbeing of Aboriginal Children and Young People" focuses on the social and emotional wellbeing of 3,993 children aged 4-17 years and was launched in June 2005. Later volumes will cover education, family and community, and justice. Most volumes will include information on children with disabilities.

Indigenous Disability Action Research Project

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

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

Chapter 16.5 – Research and Development

The project investigated the unique needs and issues experienced by Indigenous people with disabilities and their families and the best ways to respond. Statewide consultations and action planning occurred during 2003 and 2004 with Indigenous people with disabilities, their families and service providers. A number of key initiatives arose from the project. In a number of regional and remote areas of the State, new models and disability support arrangements have been developed. These have included a disability aids and equipment maintenance service for people living in the Fitzroy Valley, which is delivered through an interagency partnership involving the WA Country Health Service, Fitzroy Works, a Community Development Employment Program project, and the Commission; and an Indigenous disability support worker project in the Western Desert. Other key outcomes have included the establishment of greater local links between the Commission and Indigenous service providers in metropolitan and regional/remote areas, and production of a video which will inform Indigenous people about disability issues and supports. The data and findings from the project's statewide consultation process were also used to inform the development of the Commission's first Access for Aboriginal and Torres Strait Islander People policy framework.

CLINICAL RESEARCH AND PROGRAM DEVELOPMENT 2000 ONWARDS

Research Ventures with External Organisations

Research	Joint Venture Organisation	Researchers
Evaluation of Processes of Family-Centred Care for Young Children with Intellectual Disability in WA. Ongoing.	Telethon Institute for Child Health Research University of Western Australia Princess Margaret Hospital for Children	Dr Helen Leonard (TICHR) Dr Linda Slack-Smith (UWA) Dr Amanda Wilkins (PMH and UWA)
Unravelling Comorbidity: A Western Australian population-based study of intellectual disability and psychiatric morbidity. Ongoing. In this population-based study, 11,576 individuals on the Western Australian intellectual disability register were linked to the statewide mental health register in order: (i) to get estimates of comorbidity; and (ii) to describe the profile of persons with comorbid illness.	UWA School of Psychiatry and Clinical Neurosciences Telethon Institute for Child Health Research	Vera Morgan (UWA) Prof. Assen Jablensky (UWA) Dr Helen Leonard (TICHR)
Linkage of the Western Australian Encephalopathy Cohort with the Western Australian Intellectual Disability Database. Ongoing.	Westmead Children's Hospital Telethon Institute for Child Health Research	Dr Nadia Badawi (Westmead) Dr Helen Leonard (TICHR) Glenys Dixon (TICHR)
Perceived Effect of Disability and Other Predictors of Adjustment for Adolescent Siblings of Children with an Intellectual Disability. Ongoing. A questionnaire has been completed, papers presented at national and State conferences and a pilot program for sibling adaption completed at the Commission. A manual has been prepared with input from Adelaide Women's and Children's Hospital and Siblings Australia.	Curtin University of Technology Disability Services Commission	Prof David Hay (CUT) Monique Nesa (CUT) Mairéad McCoy (DSC)
Pattern of Abilities in Developmental Delay (NH&MRC Grant). Ongoing. Presentations made at International and State Conferences. Publications submitted to three journals.	University of Western Australia Curtin University of Technology Stanford University	A/Prof Mike Anderson (UWA) A/Prof Murray Dyck (CUT) Y Pintabona and S Elsley (CUT) A/Prof J. Hallmayer (Stanford)

The Effectiveness of Early Intervention Strategies for Children with Autism Spectrum Disorders. Ongoing. Papers presented at WA Autism Research Week (2004), the National AACBT Conference (2004) and the National Australian Psychological Conference (2003).	Disabilities Services Commission University of Western Australia	Alana Maley (DSC) Dr Murray Maybery (UWA)
A Comparative Investigation of Longevity and Morbidity in Angelman Syndrome and Prader–Willi Syndrome. Master's thesis completed.	Edith Cowan University University of Western Australia Telethon Institute for Child Health Research	Allyson Thomson (ECU) Prof Alan Bittles (ECU) Ms Sheena Sullivan(ECU) Dr Emma Glasson (UWA) Dr Bev Petterson (TICHR)
Down Syndrome Needs Opinions Wishes Study. Ongoing.	Telethon Institute for Child Health Research Disability Services Commission Down Syndrome Association	Dr Helen Leonard (TICHR) Prof Carol Bower (TICHR) Dr Sven Silburn (TICHR) Dr Anne Mathews (DSC) Cathy Donovan (DSA)
Therapy Process Variables: How they Predict Parent and Child Treatment Outcomes in a Family Intervention Program Designed for Parents of Children with Disabilities and Challenging Behaviour.	Curtin University of Technology	Nicole Skeats (CUT) A/Prof Clare Roberts (CUT) A/Prof Jan Piek (CUT)

Chapter 16.5 – Research and Development

Research	Joint Venture Organisation	Researchers
Obstetric Factors Associated with Autism: A Statewide Analysis. Papers published in a number of journals and presented at autism conferences. Project completed.	Centre for Clinical Research in Neuropsychiatry Telethon Institute for Child Health Research	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR)
Open Employment Options for People With Disabilities in the Post School Options Program 1995-2005. Completed.	Murdoch University Disability Services Commission	A/Prof Trish Harris (Murdoch) Marilyn Novak (DSC)
Epidemiology of Autism in Western Australia. a) To use established sources to ascertain cases of Autism Spectrum disorders born in Western Australia after 1980, and to link these data to the Maternal and Child Health Database. A description of the epidemiology and investigation of possible associations of pre, peri and postnatal factors to this spectrum of developmental disorders has been undertaken. PhD thesis completed and papers have been published in a number of journals. b) To establish a statewide register for the Autism Spectrum. Ongoing. Annual Reports 2000, 2001, 2002 and 2003 available.	Centre for Clinical Research in Neuropsychiatry Telethon Institute for Child Health Research Department of Health Princess Margaret Hospital	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR) Dr John Wray (DOH) Dr Peter Chauvel (PMH)
Head Growth Patterns During Early Childhood in Children Diagnosed with Autism. PhD thesis completed.	Centre for Clinical Research in Neuropsychiatry Telethon Institute for Child Health Research	Dr Emma Glasson (CCRN) Dr Bev Petterson (TICHR)
Analysis of Chromosomal Anomalies Associated with Autistic Spectrum Disorders. Ongoing. Paper accepted for publication.	University of Western Australia Telethon Institute for Child Health Research	Dini Nair-Miranda (UWA) Dr Bev Petterson (TICHR)
Family Adjustment to a Disability. PhD thesis completed. Paper published and findings have been presented at State conferences.	Curtin University of Technology Disability Services Commission	A/Prof Clare Roberts (CUT) Lisa Studman (DSC) Trevor Mazzucchelli (DSC)
A Clinic-based Study of Consanguineous Marriages and its Outcomes in WA. Ongoing.	Edith Cowan University Royal Perth Hospital Telethon Institute for Child Health Research	Prof Alan Bittles (ECU) Katrina Port (ECU) Dr Philip Montgomery (RPH) Dr Bev Petterson (TICHR)
Evaluating the Effectiveness of Teaching Switching Skills to Children with Severe and Profound Multiple Disabilities in an Interactive Multisensory Environment. Ongoing.	University of Western Australia Disability Services Commission	Prof Stephen Haughton (UWA) Lois Moir (DSC)
The Experiences of Parents in Caring for Young Adults with Disabilities. PhD thesis completed in March 2005. Two papers have been submitted for publication.	Curtin University of Technology Disability Services Commission	C Rapanaro (CUT) Dr Anne Bartu (CUT) Dr Anne Lee (CUT) Ming Thomson (DSC)
Increasing Healthy Lifestyles Among People with Intellectual Disabilities. The study was funded through Healthway. Completed.	Disability Services Commission University of Western Australia Ability Solutions	Karen Soldatic (DSC) Wendy O'Connor (DSC) Meredith Johnson(DSC) Alyssa Garrett (DSC/UWA) A/Prof Andrew Page (UWA) Dr Richard Lockwood (Ability)
Investigating the Unique Needs and Issues Experienced by Indigenous People with Disabilities and Determining Innovative and Culturally Appropriate Responses. Completed.	Disability Services Commission Edith Cowan University	Kerry Stopher (DSC) Dr Ron Chalmers (DSC) Prof Neil Thomson (ECU) Rhonda Murphy (DSC)

Research	Joint Venture Organisation	Researchers
Western Australian Aboriginal Child Health Survey. Partly funded by DSC. Research will be used to build a knowledge base to develop preventive strategies that promote health, social, emotional, academic and vocational wellbeing of Indigenous children. "Health of Aboriginal Children and Young People" (Volume 1 of 5) reporting the findings, was launched in June 2004.	Telethon Institute for Child Health Research	Prof Stephen Zubrick (TICHR) Dr David Lawrence (TICHR) Prof Sven Silburn (TICHR) Dr Eva Blair (TICHR) Anne Read (TICHR) Sandra Eades (TICHR) Dr Helen Milroy (TICHR) Prof Ted Wilkes (TICHR) Shaun Doyle (TICHR)
"The Social and Emotional Wellbeing of Aboriginal Children and Young People" (Volume 2) reporting the findings was launched in June 2005.	Kulunga Research Network	Heather D'Antoine (Kulunga) Kate Butler (Kulunga)
The Changing Age Profile of Intellectual Disability in Western Australia. Completed. Three papers have been published.	Royal Perth Hospital Telethon Institute for Child Health Research Centre for Clinical Research in Neuropsychiatry: Edith Cowan University Stanford University	Dr Philip Montgomery (RPH) Dr Bev Petterson (TICHR) Sheena Sullivan (ECU) Prof Alan Bittles (ECU) A/Prof Joachim Hallmayer (Stanford)
Ageing and Associated Health Outcomes in Adults with Down Syndrome. Completed. Three papers have been published.	Edith Cowan University Telethon Institute for Child Health Research	Prof Alan Bittles (ECU) Dr Rafat Hussain (ECU) Dr Bev Petterson (TICHR)
Are Women with Intellectual Disability Being Screened for Breast Cancer? Completed. Presented at State Conferences and given media coverage. Now being developed into a screening program. Paper accepted for publication, two more submitted.	Edith Cowan University Telethon Institute for Child Health Research University of Western Australia	Sheena Sullivan (ECU) Dr Bev Petterson (TICHR) Dr Linda Slack-Smith (UWA)
Evaluation of Media Campaign to Prevent Shaken Baby Syndrome. Completed.	Disability Services Commission Department for Community Development Department of Health Ngala	Mairead McCoy (DSC) Pat Wynn (DCD) Dr Jan Marshall (DoH) Rae Walter (Ngala)
Hydrocephalus in Western Australia: Survival, Functional Outcome and Aetiology – Part II. The aims of part II of the study are to: a) use parental questionnaire to obtain information about functional outcome in the surviving children, the services which they are currently using and any unmet needs; and b) investigate the relation of data from ultrasound records plus other information available antenatally to survival and functional outcome in children. Honours thesis completed. Several presentations have been made.	University of Western Australia: King Edward Memorial Hospital Telethon Institute for Child Health Research	Amalia Burmas (UWA) Dr Bev Petterson (TICHR)
Inclusion Index. Development work on modifying the British Inclusion Index for Western Australian schools has been completed. Resource materials are available for use in local schools.	Edith Cowan University Disability Services Commission	A/Prof Chris Forlin (ECU) Dr Ron Chalmers (DSC)
The Antecedents and Outcomes of Empowerment Within a Direct Consumer Funding Model for People with Significant Disabilities and their Families. Completed.	Disability Services Commission University of Western Australia	Dr Angus Buchanan (DSC) Steve McShane (UWA)
Supporting Families with Children with Disabilities: Identifying Services that Impact on the Risk of Family Breakdown. Completed.	Disabilities Services Commission La Trobe University	Trevor Mazzucchelli (DSC) Lloyd Owen (La Trobe University)

Chapter 16.5 – Research and Development

Research	Joint Venture Organisation	Researchers
Supporting Families with Children with Disabilities: Identifying Services that Impact on the Risk of Family Breakdown. Completed.	Disabilities Services Commission La Trobe University	Trevor Mazzucchelli (DSC) Lloyd Owen (La Trobe University)
Epidemiology of Intellectual Disability in Western Australia. The aims of the study are to: a) ascertain cases of intellectual disability born in Western Australia since 1980; and b) establish a database and link it to the Maternal and Child Health Database. Ongoing. Several published journal articles and presentations at State and national conferences.	Telethon Institute for Child Health Research	Dr Bev Petterson (TICHR) Dr Helen Leonard (TICHR) Dr Carol Bower (TICHR)
Behavioural Family Intervention for Children with Developmental Disabilities and Behavioural Problems.	Curtin University of Technology Disability Services Commission University of Queensland	A/Prof Clare Roberts (CUT) Trevor Mazzucchelli (DSC) Lisa Studman (DSC) Matthew Saunders (UQ)

Publications and Presentations

Articles

Bittles AH, Glasson EJ. (2004) Clinical, social and ethical implications of changing life expectancy in Down Syndrome. *Developmental Medicine and Child Neurology* 46, 282-286.

Bittles AH, Glasson EJ, Sullivan SG, Hussain R. (2003) Invited Review: The changing patterns of lifestyle and life expectancy in people with intellectual disability. *Genetika Medicinskaya* 2, 83-88.

Bittles AH, Petterson BA, Sullivan SG, Hussain R, Glasson EJ, Montgommery PD. (2002) The influence of intellectual disability on life expectancy. *J Gerontol A Biol Sci Med Sci* 57, M470-472.

Bower C, Leonard H, Petterson B. (2000) Intellectual Disability in Western Australia. *Journal of Paediatrics and Child Health* 36, 213-215.

Dyck M, Hay D, Anderson M, Smith L, Piek J, Hallmayer J. (2004) Is the discrepancy criterion for defining developmental disorders valid? *Journal of Child Psychology and Psychiatry* 45, 979-995.

Feinstein C, Eliez S. (2000) The velocardiofacial syndrome in psychiatry. *Current Opinion in Psychiatry* 13, 485-490.

Glasson EJ, Sullivan SG, Hussain R, Bittles AH. (2004) An assessment of intellectual disability among Indigenous Australians. *Journal of Intellectual Disability Research* 49, 626-634.

Glasson EJ, Sullivan SG, Hussain R, Petterson BA, Montgommery PD, Bittles AH. (2002) The changing survival profile of people with Down's Syndrome: implications for genetic counselling. *Clin Genet* 62, 390-393.

Glasson EJ, Sullivan SG, Hussain R, Petterson BA, Montgommery PD, Bittles AH. (2003) Comparative survival advantage of males with Down Syndrome. *American Journal of Human Biology* 15, 192-195.

Hallmeyer J, Glasson EJ, Bower C, Petterson B, Croen L, Grether J, Risch N. (2002) On the twin risk in autism. *American Journal of Hum Genetics* 71, 941-946.

Jablensky AV, Morgan V, Zubrick SR, Bower C, Yellachich L. (2005) Pregnancy, delivery and neonatal complications in a population cohort of women with schizophrenia and major affective disorders. *American Journal of Psychiatry* 162, 79-91.

Larson SA, Lakin KC, Anderson L, Kwak N, Lee JH, Anderson D. (2001) Prevalence of mental retardation and developmental disabilities: estimates from the 1994/1995 National Health Interview Survey Disability Supplements. *American J Ment Retard* 106, 231-252.

Leonard H, Fyfe S, Dye D, Leonard S. (2000) Using genetic epidemiology to study Rett syndrome: The design of a case-control study. *Paediatric and Perinatal Epidemiology* 14, 85-95.

Leonard H, Fyfe S, Dye D, Hockey A, Christodoulou J. (2000) Family data in Rett syndrome: Association with other genetic disorders. *Journal of Paediatrics and Child Health* 36, 336-339.

Leonard H, de Klerk N, Bourke C, Bower C. Maternal health in pregnancy and intellectual disability in the offspring: a population-based study. *Annals of Epidemiology* (In press).

Leonard H, Petterson B, Bower C, Sanders R. (2003) Prevalence of intellectual disability in Western Australia. *Paediatric and Perinatal Epidemiology* 17, 58-67.

Leonard H, Petterson B, de Klerk N, Zubrick SR, Glasson E, Sanders R, Bower C. (2005) Association of socio-demographic characteristics of children with intellectual disability born in Western Australia. *Social Science and Medicine* 60, 1499-1513.

Leonard H, Wen X. (2002) The epidemiology of mental retardation: challenges and opportunities in the new millennium. *Ment Retard Dev Disab Res Rev* 8, 117-134.

Chapter 16.5 – Research and Development

Publications and Presentations

Nesa M, Hay D, Roberts C, McCoy M. (2002) "Perceived effect of disability" on adolescent siblings of children with an intellectual disability. *University of Queensland Family Centre Newsletter* No.1, March 2002.

Petterson B, Leonard H, Bourke J, Sanders R, Chalmers R, Jacoby P, Bower C. (2005) IDEA (Intellectual Disability Exploring Answers). A population based database for intellectual disability in Western Australia. *Ann. Hum. Biol.* 32, 237-243.

Piek J, Dyck M, Nieman A, Anderson M, Hallmayer J, Hay D, McCoy M, Smith L. The relationship between motor coordination, executive functioning and attention in school aged children. *Archives of Clinical Neuropsychology*. (In press).

Roberts C, Mazzucchelli T, Taylor K, Reid S. (2003) Early Intervention for behaviour problems in young children with developmental disabilities. *International Journal of Disability, Development and Education* 50, 275-292.

Sanders MR, Mazzucchelli TG, Studman LJ. (2004) Stepping Stones Triple P: The theoretical basis and development of an evidence-based positive parenting program for families with a child who has a disability. *Journal of Intellectual and Developmental Disability* 29. 265-283.

Sullivan SG, Glasson EJ, Hussain R, Petterson BA, Slack-Smith LM, Montgommery PD, Bittles AH. (2003) Breast cancer and the uptake of mammography screening services by women with intellectual disabilities. *Preventive Medicine* 37, 507-512.

Sullivan SG, Hussain R, Thelfall T, Bittles AH. Incidence of cancer in people with intellectual disabilities. *Cancer, Causes and Control*. (In press).

Sullivan SG, Hussain R. (2004) Appropriate breast cancer screening for women with intellectual disability. *British Medical Journal.* 15 March 2004 (HYPERLINK "http://bmj.bmjjournals.com/cgi/eletters/316/7149/1979/a).

Sullivan SG, Slack-Smith L, Hussain R. Factors affecting the use of breast cancer screening services by women with intellectual disabilities. *Soz Preventiv Med.* (In press).

Williams K, Leonard H, Tursan d'Espaignet E, Colvin L, Slack-Smith L, Stanley F. (2005) Hospitalisations from birth to five years in a population cohort of Western Australian children with intellectual disability. *Arch. Dis. Child*. (In press).

Presentations

Annual Scientific Meeting of Australian Birth Defects Society and Update on Drugs in Pregnancy, Melbourne, Victoria. Petterson B, (2005, April). "Co-occurrence of Birth Defects and Intellectual Disability."

Annual Scientific Meeting of the Human Genetics Society of Australasia, Perth, Australia. Nair-Miranda K, Petterson B, Bradley L, Murch A, Hallmayer J, (2004). "A Molecular and Cyto-Molecular Study of the Structure of inv dup(15) Chromosomes and Its Relationship to Autistic Features in Carriers."

Annual Scientific Meeting of the Human Genetics Society of Australasia and International Meeting of Genetics and Population Health, Perth, Australia. Petterson B, Leonard H, Bourke J, Sanders R, Jacoby P, Bower C, (2004, December). "IDEA Intellectual Disability Exploring Answers: A Population Based Database for Intellectual Disability in Western Australia."

Australian Psychological Society College of Education and Developmental Psychologists, Perth, Australia. Hay D, (2005, May) "Siblings of Children with Special Needs."

Department of Health Population Health Showcase 2004, Perth, Australia. Leonard H, (2004, November). "The IDEA Database: Promoting Research in Intellectual Disability."

Publications and Presentations

Denis Glencross Memorial Student Seminar, Perth, Australia. Nesa M, Hay D, Roberts C, McCoy M (2004, April). "The development and pilot of an intervention for teenage siblings of children with an intellectual disability in Western Australia."

Facilitating Pathways – International Association for Child and Adolescent Psychiatry and Allied Professionals 16th World Congress, Berlin, Germany. Nesa M, Hay D, Roberts C, McCoy M, (2004, August). "The development and pilot of an intervention for teenage siblings of children with an intellectual disability in Western Australia."

ID Network: Focus on Research, Forum and Networking Presentation, Perth, Australia. Leonard H, Cocks E, Packer T, Cockram J, (2005, June). "The IDEA database: Promoting research in disability".

Mark Liveris Health Sciences Research Seminar, Perth, Australia. Nesa M, Hay D, Roberts C, McCoy M, (2004, November). "The development and pilot of an intervention for teenage siblings of children with an intellectual disability in Western Australia."

27th National Australian Association for Cognitive and Behaviour Therapy Conference, Perth, Australia. Nesa M, Hay D, McCoy M, (2004, May) "The development and pilot of an intervention for teenage siblings of children with an intellectual disability in Western Australia."

Neuroepidemiology Meeting, Telethon Institute for Child Health Research, Perth, Australia. Leonard H, Bourke J, Colvin L, (2004, December). "IDEA: Intellectual Disability Exploring Answers."

Royal Australasian College of Physicians Scientific Meeting, Wellington, New Zealand. Wilkins A, (2005, May). "Evaluation of processes of family-centred care for young children with intellectual disability in WA."

Siblings Australia, Creating Connections 1st National Conference, Adelaide, Australia. Nesa M, Hay D, Roberts C, McCoy M, (2004, November). "The Pilot of a 6-week group program for teenage siblings of children with an intellectual disability in Western Australia."

Siblings Australia, Creating Connections 1st National Conference, Adelaide, Australia. Nesa M, Hay D, Roberts C, McCoy M, (2004, November). "A measure of the 'Perceived Effect of Disability' on the family and social lives of teenage siblings of children with an intellectual disability."

Telethon Institute for Child Health Research Scientific Meeting (Away Days), Perth, Australia. Bourke J, (2005, March). "Maternal health in pregnancy and intellectual disability in the offspring - A population based study."

Telethon Institute for Child Health Research Video Conference, Perth, Australia. Bower C, O'Leary C, Payne J, Leonard H, Petterson B, Bourke J, Glasson E, (2004, July). "Intellectual Disability, Autism and Fetal Alcohol Syndrome: Reducing the Impact of Neurodevelopmental Disorders in Our Community."

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

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

Department of Education, University of Goteborg, Sweden. Dyck M, (2002, November). "How does the structure of ability change across developmental epochs?"

Institute of Cognitive Neuroscience, University of London, United Kingdom. Dyck M, (2002, October). "Is the discrepancy criterion for defining developmental disorders valid?"

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

Chapter 16.5 – Research and Development

Publications and Presentations

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

3rd International Child and Adolescent Mental Health Conference, Brisbane, Australia. Piek J, Skinner R, Dyck M, (2002, June). "The relationship between poor motor coordination and psycho-social wellbeing in children and young adolescents."

Shifting Paradigms in Health Care: Leading Practice in Carer Support Conference. Sydney, Australia. Rapanaro C, (2005, February). "A 'Salutogenic' Approach to carer support and understanding the experiences of parents caring for children with intellectual disabilities."

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

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

Grants Involving DSC Register Data

Australian Research Council Linkage Grant 2004
Developmental pathways to health, education and delinquent outcomes in Western Australian Children: A holistic approach to inform early intervention strategies.
Investigators include: Carol Bower, Nick de Klerk, Helen Leonard, Fiona Stanley, Garth Kendall, Jianghong Li, Anna Ferrante, Dr Merran Smith, Jocelyn Cook, Richard Matthews, Kati Kraszlan, Dave Vicary, Anne Mathews
$2,800,000

Australian Research Council Linkage Grant 2003
Study of the prevalence and impact of intellectual disability among Indigenous Australians in Western Australia.
Investigators include: Alan Bittles, Emma Glasson, Rafat Hussain, Ron Chalmers
$95,845

National Health and Medical Research Council 2005
An Investigation of the Antenatal Determinants and Morbidity Outcomes of Intellectual Disability and Autism.
Investigators include: Helen Leonard, Jenny Bourke, Carol Bower, Nick de Klerk

National Health and Medical Research Council 2004-2006
Fetal origin of adult disease? A population-based study of the offspring of women with severe mental disorders.
Investigators include: Assen Jablensky, Vera Morgan
$435,000

March of Dimes (US) 2004-2006
A population-based study of obstetric developmental and neuropsychiatric outcomes in the offspring of women with severe mental disorders.
Investigators include: Assen Jablensky, Vera Morgan, Carol Bower, Steve Zubrick
$314,000

National Institute of Health (USA) 2003-2008
Down Syndrome NOW (Needs Opinions Wishes) Study.
Investigators include: Helen Leonard, Carol Bower, Sven Silburn, Nick de Klerk, John Christodoulou, Helen Woodhead, Susan Fyfe, Sonj Hall, Lakshmi Nagarajan, Michael Msall, Sheena Reilly
$USD875,000

National Institute of Health 2004-2008
Rett syndrome: determinants of outcome and burden.
Investigators include: Helen Leonard, Carol Bower, John Christodoulou, Nicholas de Klerk, Carolyn Ellaway, Susan Fyfe, Sonj Hall, Michael Msall, Lakshui Nagarajan, Sheena Reilly, Sven Silburn, Helen Woodhead.
$USD850,000

Theodore and Vada Stanley Foundation Research Award Program 2000-2002
Pathways of risk from conception to disease: a population-based study of the offspring of women with bipolar disorder and schizophrenia.
Investigators include: Assen Jablensky, Steve Zubrick, Carol Bower, Vera Morgan, Neil Preston
$USD115,433

UWA Research Grant Scheme 2002
Psychiatric morbidity and mental retardation: a Western Australian record linkage study.
Investigators include: Vera Morgan, Assen Jablensky, Helen Leonard
$14,000

Chapter 16.5 – Research and Development

Conference Papers and Published Abstracts Including the Analysis of DSC Register Data

Conference Papers

Budiselik M. Applying the Pantene Solution: It didn't happen overnight but it did happen. *ACROD Working in the West Conference*. Perth, 2003.

Budiselik M. Sex, drugs or rock'n'roll? Preferences and bias in the treatment of alleged paedophilia. *Australian Association for Cognitive Behaviour Therapy (AACBT) State Conference.* Perth, 2003.

Budiselik M. Training, straining or draining? Lessons learnt from training staff in management of challenging behaviours. *ACROD Working in the West Conference.* Perth, 2003.

Jablensky A, Morgan V, Zubrick S, Bower C. Spectrum of psychiatric morbidity and adverse health outcomes among the offspring of women with schizophrenia or affective psychoses: a population-based study *Australasian Society for Psychiatric Research Annual Scientific Meeting*. Melbourne, 2001.

Morgan V, Zubrick S, Bower C, Yellachich L, Bass N, Jablensky A. Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *Australasian Epidemiology Association Annual Meeting*. Canberra, 2000.

Morgan V, Zubrick S, Bower C, Yellachich L, Bass N, Jablensky A. Psychiatric and other health outcomes in the children of women with schizophrenia and affective psychoses: A population-based record linkage study. *6th Bi-annual Australasian Schizophrenia Conference*. Lorne, 2000.

Nesa M, Hay D, Roberts C, McCoy M. The development and pilot of an intervention for teenage siblings of children with an intellectual disability. *Australian Association for Cognitive Behaviour Therapy (AACBT) State Conference.* Perth, 2004.

Shean R. Sustainable planning for disability services. How to reach your priorities. *Unlocking Potential...from Vision to Reality – A National Conference on Alternatives for Young People in Nursing Homes*. Melbourne, 2003.

Published Abstracts

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

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

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

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

16.6 Publications and Resources

The Commission's publications are available in alternative formats on request and online at www.dsc.wa.gov.au

ACCOMMODATION SERVICES

Publication title	Target market/purpose	Description	Cost
Accommodation Blueprint Report	Report and recommendations to determine effective accommodation support approaches for people with disabilities.	A4 book 2003	No charge
Accommodation Support Team	Information about the services of the Accommodation Support Team.	DL brochure 2005	No charge
Smooth Food Cuisine	To provide recipes suitable for adults and children requiring a smooth, thick consistency. The recipes are tasty, quick, easy to prepare and meet nutritional requirements. Covers breakfast, lunch, main meals, vegetables, desserts, party foods, thickened fluids	A5 booklets 2000	$7 per set of 7 OR $10 per set of 10

COUNTRY SERVICES COORDINATION

Publication title	Target market/purpose	Description	Cost
Country Autism	Information on referral and access processes to the Country Autism Service. For agencies and families.	DL brochure 2003	No charge
Country Resource and Consultancy Team	To inform people with disabilities, families, agencies, schools and others about specialist country services.	DL brochure 2003	No charge
Country Services – Local Area Coordination	Detailed information for the general public about the local area coordination services provided by Country Services.	A5 booklet 2004	No charge
Country Services – Local Area Coordination	Brief overview informing the general public about the Local Area Coordination services provided by Country Services. Includes an application form.	DL brochure 2004	No charge

Chapter 16.6 – Publications and Resources

Publication title	Target market/purpose	Description	Cost
Specialist Support Services for People with Disabilities in Rural and Remote Western Australia	Information on Perth-based services providing specialist professional support to people with disabilities and local service providers in rural and remote Western Australia.	A5 booklet	No charge
Psychology Strategy	Information on the Country Psychology Strategy for families.	DL brochure 2003	No charge
Psychology Strategy	Information on the Country Psychology Strategy for agencies and Commission staff.	A5 booklet 2003	No charge

HEALTH RESOURCE CONSULTANCY TEAM

Publication title	Target market/purpose	Description	Cost
A Guide to Breast Health	A pictorial resource for women with intellectual disabilities and women who have low literacy, to convey the important message of breast health.	A5 booklet 2004	No charge
Health Resource and Consultancy Team	Information about the HRCT's roles and services.	DL brochure 2004	No charge
Personal Health Diary	Diary for use by people with intellectual disabilities to aid them when accessing health-related support.	A5 booklet in plastic wallet 2004	No charge

METROPOLITAN SERVICES COORDINATION

Publication title	Target market/purpose	Description	Cost
Asperger's Syndrome	Provides information on some of the signs and symptoms of Asperger's Syndrome.	DL brochure 2001	No charge
Autism Early Intervention Package	A guide to early intervention services for parents of children with Autism Spectrum Disorders.	A4 Document	No charge
• Autism Diagnostic Assessments at DSC Autism Centre • Your Child Has Been Referred for an Assessment for Autism – What Happens Next?	Two brochures for parents Providing details on the assessment procedures and how to prepare for an assessment.	DL brochures 2003	No charge
Autism is Not Always Visible	Provides some signs and symptoms of Autism (prepared several years ago by a group of parents).	DL brochure 2001	No charge
Calf and Hamstring Muscles	Provides activities and stretching exercises for calf and hamstring for parents, carers and general public.	DL brochure	No charge
Feel Safe	A protective behaviours program and video for people with a disability.	Trainer's Kit (includes video); Participant's Kit (audio tape and workbook). 1995	$80 plus $10 per Participant Kit
Fitting Footwear	Information on the correct fitting of footwear.	DL brochure	No charge
Individual and Family Support Program	Information about the Individual and Family Support Program and how to access it.	DL brochure 2004	No charge
Introduction to Occupational Therapy	A brochure provided to families during the initial visit from an IFS occupational therapist describing the nature of OT services.	DL brochure 2002	No charge
Local Area Coordination	Information on the role of Local Area Coordinators in the metropolitan area for the general public.	DL brochure 2004	No charge
Lower Limb Assessment and Assessment Form	Information on lower limb assessment for diabetes, disabilities and communication barriers for therapists.	A5 booklet	No charge

Chapter 16.6 – Publications and Resources

Publication title	Target market/purpose	Description	Cost
Makaton WA	An introduction to Makaton workshops – a communication method based on Auslan.	DL brochure 2003	No charge
Review of the Local Area Coordination Program	Outcomes of the review carried out to determine improvements and efficiencies in the delivery of Government services.	A4 book 2003	No charge
Toenail Care	Information for carers on the correct care for toenails.	DL brochure	No charge
Toe-Walking	Information about toe-walking for parents, carers and general public.	DL brochure	No charge

POLICY, PLANNING AND INFORMATION

Publication title	Target market/purpose	Description	Cost
2005/06 Disability Budget Bulletin	Document outlining the proposed budget for disability services for 2005/06, and which services this increase will fund.	A3 brochure 2005	No charge
Access Improvement. Have Your Say!	People with disabilities, their carers, families and friends. Encourages changes to barriers impacting negatively on people with disabilities. Includes a form for people with disabilities to provide feedback to organisations.	Brochure 2000	No charge
Access Resource Kit (ARK)	Provide agencies/organisations with information and checklists to audit level of access to their services; buildings and facilities; information; consultation and grievance mechanisms and level of staff awareness of access requirements. Details some relevant building legislation codes and access standards that apply to services and facilities.	Includes a checklist to assist identifying access barriers to services. 2000	$35.00 (plus $10.00 postage)
Aid to Survival	A guide to surviving in the bush.	A5 book 2003	No charge

Publication title	Target market/purpose	Description	Cost
Buildings – A Guide to Access Requirements	A brochure outlining access legislation standards to assist developers to understand their access responsibilities.	DL brochure 2001	No charge
Buildings – A Guide to Access Requirements Manual	A manual developed to assist anyone with an interest in planning, designing, developing, managing, regulating or operating buildings and facilities that are accessible to people with disabilities.	2 ring binder 2001	$25.00 plus $10.00 postage
Creating Accessible Events	Provides helpful information on planning and conducting public events that are accessible for people with disabilities.	A5 booklet 1998	No charge
Disability Counts	Profile and trends of people with disabilities in WA by diagnostic conditions.	A4 book 1997	No charge
Disability Services Commission Annual Report	Comprehensive annual data on the number and characteristics of Western Australians with disabilities and their family carers who have accessed disability support services funded or provided by the Disability Services Commission, together with the cost of providing these services.	Also available on the Commission's website at www.dsc.wa.gov.au	No charge
Disability Services Commission Partnerships Roadmap	Provides details of partnership initiatives undertaken by the Commission, and other agencies and groups whose activities impact on the lives of people with disabilities.	A5 booklet 2004	No charge
Disability Services Commission Disability Service Plan 2000–2005	The Commission's second DSP follows a review of the original plan, outlining objectives and strategies to overcome access barriers.	A4 booklet	No charge
Disability Service Plans – Resource Manual for Local Government	Information assisting local governments to develop disability service plans.	Manual	No charge
Disability Service Plans – Resource Manual for State Public Authorities	Information assisting State government agencies to develop disability service plans.	Manual 1995	No charge

Chapter 16.6 – Publications and Resources

Publication title	Target market/purpose	Description	Cost
disAbility update magazine	The Commission's quarterly newsletter	A4 booklet	No charge
Fact Sheets	▪ Commonwealth State Territory Disability Agreement ▪ Accessing New Markets ▪ Disability Service Plans ▪ Local Area Coordination ▪ Accommodation Support Funding ▪ Flexible Family Support Funding ▪ Intensive Family Support Funding ▪ Alternatives to Employment Funding for Adults ▪ Legislation on Access ▪ Putting People First – Disability and Appropriate Language ▪ Have you been discriminated against because of your disability	A4 sheets 2002	No charge
Getting There	Identifies barriers facing people with disabilities in their day-to-day lives and gives practical examples of steps taken to improve environmental access for people with disabilities.	15 minute video 1994	$25
Installation Guide for Assistive Listening Devices	A guide to the installation of listening devices.	A4 booklet 2003	No charge
Keep Cool Package	An anger management training package for Parents and Teenagers.	2 videos 2 training manuals DL brochure 2002	$60.00 package
Making a Difference	Monthly newsletter for disability service providers.	A4 sheet	No charge
Recovering Funding Support from Compensable Clients	Information on recovering funds for Commission services.	A5 booklet 2002	No charge
Signage Guide for Assistive Listening Devices in Cinemas, Theatres and Auditoriums	A guide to listening devices for architects, building designers and venue managers.	A4 booklet 2003	No charge
Speaking Out – Getting Your Message Across	Advocacy video for people with disabilities – to inform people with disabilities, their families, carers and friends with insight into how to advocate for change.	17 minute video 2004	No charge

Publication title	Target market/purpose	Description	Cost
Speaking Out – Getting Your Message Across	Informing people with disabilities, their families and carers of the rights of people with disabilities, and what to do if they feel they have been discriminated against.	DL brochure 2004	No charge
State Government Access Guidelines for Information, Services and Facilities	A guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.	A4 booklet Updated 2004	No charge
State Supply Commission – Buying Wisely to Ensure Access for People With Disabilities	Guidelines to assist agencies ensure that the goods and services they purchase for use by the public can be accessed by people with disabilities.	Available on State Supply Commission website at www.ssc.wa.gov.au	No charge
Strategic Plan 2000–2005	Outlines key strategic directions for the Commission.	A4 booklet 2000	No charge
Synthetic Estimates (Disability Profiles)	A resource document that estimates the number of people with disabilities in WA regions and local government areas.	Information for each region and Shire/City/Town.	No charge
The Disability Industry Plan of Western Australia 2005–2010	Developed for, and by, the disability sector to ensure services can achieve the best outcomes for people with disabilities and their families.	A4 book 2005	No charge
You Can Make a Difference to Customers Relations for People with Disabilities (Local governments and State Government agencies)	Targeted to help improve customer service for people with disabilities.	Includes a video, interactive CD ROM, facilitator's guide and PowerPoint presentation. 2000	$65
You Can Make a Difference to Customers Relations for People with Disabilities. (Retail, tourism, hospitality and entertainment industries)	Designed primarily for use by lecturers, teachers and facilitators who conduct vocational training in the four industry groups and provides customer service professionals with information they require to ensure quality service for customers with disabilities.	Includes 15 minute video, facilitator's guide, student handbook and PowerPoint presentation on disk. 2000	$145 (postage and packaging included) Applicable to not-for-profit disability and related organisations through ACROD.

Chapter 16.6 – Publications and Resources

SERVICE PURCHASING AND DEVELOPMENT

Publication title	Target market/purpose	Description	Cost
CAEP Brochure	Brief overview for consumers regarding CAEP and how to access.	DL brochure 2001	No charge
CAEP Home Modifications Manual	Available only to Community Aids and Equipment Program specifiers and providers.	Hard cover manual 2001	No charge
CAEP Manual and Imprest List	Available only to Community Aids and Equipment Program suppliers and providers.	Hard cover manual 2001	No charge
Disability Services Standards	A description of how and why the Disability Services Standards were developed. Lists the nine Standards and the related Supporting Standards.	A4 booklet 2004	No charge
Disability Services Standards	Provides consumers with an overview of the Standards and the Standards Monitoring process.	A3 brochure 2005	No charge
Disability Services Standards	Lists the Disability Services Standards	A3 poster 2004	No charge
Help Us to Help You	Informs consumers about how to raise concerns about Commission provided services.	DL brochure 2003	No charge
Help Us to Help You	Informs consumers about how to raise concerns about Commission provided services.	DL brochure 2003	No charge
How to Have Your Say	Informs consumers of avenues for complaints about any services provided for people with disabilities.	A5 booklet 2003	No charge
In-Home, Out-of-Home Services Directory	A guide of residential accommodation services available for people with disabilities.	A4 book 2004	No charge
Let Us Help You	Illustrated version of the above pamphlet to inform consumers of the Commission's complaints process.	A5 pamphlet 2003	No charge
"Our Lives Our Choice" video	For consumers with learning and comprehension difficulties.	Video	Avail for loan only
Post School Options Program	Informs parents of children with disabilities of the programs for initial application.	DL brochure 2005	No charge
Pathways to the Future	Informs parents of children with disabilities about Post School Options and processes.	A5 booklet 2005	No charge
Policy and Procedures Resource Manual	Example policies and procedures for funded service providers.	A4 File	No charge
Review of the Accommodation Support Funding Process	For stakeholders of the ASF process.	A4 book	No charge
Talking Book Kit	Booklet in plain English about the standards and 80 wpm explanation of the standards.	A4 booklet and cassette	No charge

16.7 Ministerial Advisory Council on Disability

The Ministerial Advisory Council on Disability was established as a means of keeping the government informed on major issues affecting the lives of people with disabilities, their families and carers. Membership of the Council is drawn from interested people who have skills, experience or knowledge of disability. The Council's advice to government is based on regular consultations with the community.

MEMBERSHIP

Ms Norma JOSEPHS (Chair)   *3rd Term 01.12.04 - 30.11.06*

Ms Josephs holds a Bachelor and Master of Social Work as well as a Certificate in Health Care Management. Canadian work experience was predominantly in the rehabilitation field where she was involved in a number of innovative accommodation options and was a founding member of the Head Injury Association and the Amyotrophic Lateral Sclerosis Society of British Columbia. Australian experience includes five years in Human Resource Management at the Water Corporation and six years in the disability field at Disability Services Commission and Activ Foundation. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors (ASeTTS). Ms Josephs has a print disability as a result of an eye condition.

Ms Kerry ALLAN-ZINNER (Deputy Chair)   *2nd Term 01.04.05 - 31.03.07*

Ms Allan-Zinner is currently a Disability Awareness and Communications Consultant and trainer. Ms Allan-Zinner is contracted as a Lecturer at Curtin University in "Communicating with People with Disabilities" and Disability Education Training with various government and non-government agencies.

Ms Allan-Zinner has recently been appointed as Chair of the Board of the Cerebral Palsy Association of Western Australia (CPAWA). She has held varied positions within CPAWA, which have included Director and Deputy Chairperson of the Board, Chairperson of the Children's Services Committee of Management and Member of the Commercial Enterprises Committee of Management. Ms Allan-Zinner has extensive community service and disability awareness experience and has addressed many and varied events as a presenter. Ms Allan-Zinner is also an Independent Service Standards Monitor for the Disability Services Commission, has personal experience of a physical disability and is also a mother of three children.

Ms Claire ANDERSON   *1st Term 01.01.05 – 31.12.06*

Ms Anderson has personal experience of a neurological disability and is currently self-employed as a Life Coach, professional speaker and trainer.

Ms Anderson is a member of the Town of Victoria Park's Disability Access Committee, a member of People With Disabilities (WA) Inc Management Committee and a member of the Muscular Dystrophy Association of Western Australia (Inc).

Chapter 16.7 – Ministerial Advisory Council on Disability

Dr Lindy GULLAND   *1st Term 01.01.05 – 31.12.06*

Dr Gulland graduated with a Bachelor of Medicine/Bachelor of Surgery degree at the University of Western Australia in 1983.

Dr Gulland has previously worked in various medical positions, including the Family Medicine Program which encompassed hospital residencies, General Practice, Palliative care and the Alcohol and Drug Authority as well as conducting the Health in the Elderly Busselton Population Research Study in 1987. From 1987 until the end of 2000, Dr Gulland was employed, at the managerial level, with the Australian Red Cross Blood Service.

Dr Gulland has personal experience of blindness as a result of complications related to Diabetes and is on the Board of The Association for the Blind of Western Australia (ABWA), as well as being a member of the ABWA Consumer Advisory Committee.

Mr Keith HAYES   *1st Term 01.01.05 – 31.12.06*

Mr Hayes has personal experience of vision impairment, his professional career was lecturing at TAFE in economics, business studies and community services over a period of 25 years. Mr Hayes currently holds the position of elected member to the Town of Victoria Park Council, being appointed in 2001 he has held the position of Chairperson of the Town's Disability Advisory Committee since 1997.

Mr Hayes is currently a member of the West Australian Disabled Sports Association Management Committee, Blind Citizens Australia Transport and Access Committee and Main Roads Vulnerable Road Users Taskforce. Additionally, Mr Hayes has previously been a member of the Management Committee of People With Disabilities (WA) Inc, the National Council of Disabled Peoples International (Australia), the National Federation of Blind Citizens (Australia) and the Australian Government's Western Australian Disability Advisory Council.

Ms Melanie HAWKES   *2nd Term 01.04.05 - 31.03.07*

Ms Hawkes graduated from Murdoch University with a double major in Japanese and Communication Studies in 2000.   Ms Hawkes currently works in the Media Department at the Fire and Emergency Services Authority assisting the video production unit and was previously employed by Rocky Bay as Assistant Conference Coordinator for the "Women on Wellness" Conference in 2002. Ms Hawkes is also a current member of the Rocky Bay Council.

Ms Hawkes has delivered training sessions on Disability Awareness with Main Roads Western Australia and has considerable knowledge and personal experience in the areas of access and transport. Ms Hawkes has personal experience of a physical disability and uses a power wheelchair.

Miss Sarah LIDDELOW   *1st Term 09.02.04 – 08.02.06*

Ms Liddelow developed bone cancer in 1998 at the age of fifteen and as a result, her right leg was amputated. Ms Liddelow has been actively involved in the promotion and management of CanTeen since diagnosis, was the 2003 Western Australian Divisional Secretary, and currently holds a position on the Member Support Team.

Past involvement includes being a Radio Lollipop volunteer at Princess Margaret Hospital for Children and working with the Amputees in Action Youth Committee.

In 2003 Ms Liddelow was awarded a Western Australian Youth Award for achievement in the face of adversity. Ms Liddelow is currently in her final year of a Bachelor of Psychology at Murdoch University. Continuing work includes being spokeswoman for the Red Cross, promoting the importance of giving blood, providing mentoring for youth in disadvantaged circumstances, and guest speaking to groups to promote the awareness of cancer and people with disabilities.

Mr Jasbir MANN *2nd Term 01.04.05 - 31.03.07*

Mr Mann holds a Masters in Social Work from Curtin University and holds both a Bachelor of Arts majoring in Economics and a Bachelor in Social Work from the University of Western Australia. Mr Mann is currently employed part-time as Manager of Counsellors and Social Workers Inc. These roles, and his previous job as an Advocacy Officer, have exposed Mr Mann to issues such as housing, access, employment and transport that impact on the lives of people with disabilities and in particular for people from ethnic backgrounds.

Mr Mann is active at the federal level in issues dealing with welfare reform and particularly involved in matters relating to disability rights, the Disability Support Pension and employment opportunities for people with disabilities. Mr Mann is also involved in disability reforms, rights and awareness in the ASEAN region.

Mr Mann brings to the Council expertise in systemic and individual advocacy, ethnic issues, housing, access, and employment and has knowledge of issues related to people who have physical and psychiatric disabilities. Mr Mann also has personal experience of a neurological/physical disability.

Ms Hilary RUMLEY *2nd Term 01.07.04 – 30.06.06*

Ms Rumley is currently a self employed anthropologist and disability consultant. Ms Rumley holds a Bachelor of Arts Joint Honours Degree in Anthropology and Geography, Masters in Anthropology and a Diploma of Education. Ms Rumley has widespread research skills and has provided numerous academic papers and reports to varied organisations via her consultancy.

Ms Rumley is a member of the Committee of Management of People with Disabilities (WA) Inc and has been a member of the Sussex Street Community Legal Centre's Disability Discrimination Unit. She has previously been a member of the Western Australian Council of Social Service Inc Aboriginal Disability Forum. Ms Rumley's area of expertise is access, inclusion, discrimination, Aboriginal and women's interests. Ms Rumley also has personal experience of a physical disability, having been a permanent wheelchair user for the last 10 years.

Chapter 16.7 – Ministerial Advisory Council on Disability

Ms Jackie SOFTLY   *1ˢᵗ Term 01.01.05 – 31.12.06*

Ms Softly is the mother of a 21-year-old man with an intellectual disability. Ms Softly is currently self-employed as a disability consultant and also undertakes contract work for the Disability Services Commission as an Independent Standards Monitor.

Ms Softly was a founding member of the Down Syndrome Association of Western Australia in 1986. Her involvement with the Association has been ongoing and includes many years as a member of the Management Committee and as a Board Member for the Australian Down Syndrome Association, five years as Executive Officer and currently in a part-time information and development role.

Ms Softly has also been employed as the Coordinator for the Kalparrin Centre for Parents of Children with Disabilities and as the City of Canning's Disability Access Officer.

Ms Softly has been an active advocate for her son and other people with a disability for many years. Her extensive community service and committee work includes representation on committees including the Western Australian Birth Defects Registry, Princess Margaret Hospital's Consumer Participation Committee, Activ Foundation Education Committee, Disability Access and Inclusion Plan Steering Committees for Princess Margaret Hospital and the Education Department of Western Australia. She is currently on the Board of the Genetic Support Council of Western Australia.

Mrs Bethel WALKER   *2ⁿᵈ Term 01.07.04 – 30.06.06*

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

Mrs Walker holds a Certificate for Care of the Elderly and a Certificate for Management, Occupational (Health) Safety Training.

Mr Michael WRIGHT   *2ⁿᵈ Term 01.06.05 - 31.05.07*

Mr Wright is a qualified social worker and he also holds a Masters of Applied Epidemiology from the Australian National University. He is currently working in the Sexual Health and Blood-borne Virus Program in the Communicable Disease Control Directorate located within the Western Australian Department of Health.

Mr Wright has extensive experience working in the health and welfare sectors. He has previously worked as a Policy Officer with the Western Australian Council of Social Services Inc and as a Manager and Case Worker in a service that provided psychosocial support to Aboriginal people who were living with serious mental health issues.

Mr Wright brings to this role on the Council a depth of experience and knowledge of Aboriginal health and welfare issues. His contribution to the Council is important because of his knowledge and understanding of the unique cultural issues for Aboriginal people. Importantly, he has raised Council Members' awareness of the importance of services provided to Aboriginal people needing to be culturally safe and secure. Mr Wright is also the grandparent of a child with a severe developmental disability.

Ministerial Advisory Council on Disability
Retiring/resigning Council Members 2004-2005

Dr Toni Buti	- October 2004
Ms Anne Jeavons	- November 2004
Dr Eamon Shanley	- July 2004
Ms Tracey Cross	- October 2004
Mr Bevan Dellar	- November 2004
Ms Gaye Matthews	- November 2004

16.8 Making a Difference Awards

The Disability Services Commission Making *a Difference Awards 2004* were held on 29 September 2004 and presented awards to individuals and organisation that have made a difference to the lives of Western Australians with disabilities, their families and carers.

2004 MAKING A DIFFERENCE AWARDS RECIPIENTS

Roland Pfennig of North Perth and **Arax Gleeson** of Sorrento, who established the successful Alibata Creative Writing Group, a literary outlet for people with disabilities and their families which has published two books of personal stories and poems.

Christine King of Claremont, who helped to establish the support group, Families for a Good Life, and who has provided support, leadership and guidance to people with disabilities and their families through a range of organisations and projects.

Brian Granville of Bunbury, who has provided his skills and knowledge as an accountant to the South West Family Support Association for the past five years.

Pieter Van Halen of Hilton, who has given his time and extensive knowledge in computers to support people with multiple sclerosis to access favourite sites.

Scott Russell of Quinns Rock, a single father with three children, two of whom have cerebral palsy, who repairs and provides computers to people with disabilities.

Anthony Collier of Chidlow, who has volunteered with the Association for the Blind for 25 years to train and support athletes who are blind or vision impaired in a number of sports.

Terry Rees of Success, who has supported and guided blind and vision impaired golfers and tenpin bowlers to participate in national and international competitions.

Irene Gray of Duncraig, who helped to establish the Spinal Cord Injury Library and Resource Centre and is one of the founding members of the WA Tourette Syndrome Association and the Neurological Council of Western Australia.

Elaine Sharp of Morley, President of the Adventist Special Family Inc, who has worked to support people with disabilities and their families for more than 40 years.

Youth Outreach Program of Bunbury, which provides support, assistance and resources through mentors to disadvantaged young people in rural and remote areas of the South West.

Mandy Cain of Rockingham, who cares for six children, three of whom have special needs, for the support she has provided to local families, particularly as an advocate for inclusive education.

Nola Kennedy of Merriwa, a well-respected and active member of the Indigenous community who has cared for a young woman with severe disabilities for 26 years and has given her time and expertise generously to benefit her local community and people with disabilities.

Staff from Clarkson Primary School, for the outstanding support they have provided a student with profound cerebral palsy, assisting him to be fully involved in all aspects of school life resulting in remarkable improvements in his academic and social abilities, and enjoyment of life.

Santa Maria College (Attadale) Young Mercies Program, for the many hours of support students have given to children with cerebral palsy, including taking them on outings, working in a respite house and generally having fun together.

Cheryl Robertson of West Perth, who, deciding that "giving money was too easy", volunteered to work with the Association for the Blind, doing everything from organising a fundraising parachuting event to driving a bus.

Woodside Energy's Community Partnerships Program, which has provided garden makeovers to many Activ Foundation facilities, beautifying gardens, building walls and pergolas and creating shade areas free of charge, thereby enhancing the quality of life for residents and others.

Norma Bain of Westfield, mother of a daughter with disabilities and a founding member of the group Caring into the Future, which explores future plans for people with disabilities, for the leadership and support she has given other parents.

Olive Melling of Narrogin, who has overseen the expansion of services for people with disabilities in the Upper Great Southern region as long-time President and Board member of the Upper Great Southern Family Support Association.

Dr Joseph Nathan of Shenton Park, who at the age of 81 has spent 51 years as a caring, dedicated and compassionate doctor, for the life-changing care and support he provides to his patients.

Dr Christine Forlin, Edith Cowan University at Joondalup, for providing student teachers with the chance to spend time with people with disabilities to help them better understand and respond to the issues faced by students with disabilities they might teach in the future.

Sue Jones of Geraldton, for the support she has given people with disabilities to expand their social networks and have fun through such recreational activities as ballroom dancing.

Dr Antonio Buti, Michael Tkacz, Liesl Ellies from Murdoch University, for developing a legal information manual for people with disabilities and families on such issues as discrimination, guardianship and managing property and assets.

16.9 Accessible Communities Awards

The Accessible Communities Awards (formerly the Action on Action awards) are held each year to showcase and acknowledge some of the access initiatives that are improving the quality of life for people with disabilities and seniors throughout Western Australia.

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

- Progress towards Accessible Communities by Local Government
- Progress towards Accessible Communities by State Government
- Progress towards Accessible Communities by the Private Sector
- Progress towards Accessible Communities by an Individual
- Progress towards Accessible Communities for Seniors

The awards are organised jointly by the Disability Services Commission, the advocacy organisation, People With Disabilities (WA) Inc, and the Office of Seniors' Interests and Volunteering.

Dr Louisa Alessandri Award for Excellence

Sailability, a not-for-profit organisation that operates at Royal Perth Yacht Club won the top prize in the Accessible Communities Awards for 2004 for its program that teaches people with a disability who would like to sail. It caters for a range of levels from beginners needing supported sailing, intermediate level sailors who are encouraged to sail with able-bodied sailors and high performance sailors who train with members of the Paralympic team.

Category winners were:

Progress towards Accessible Communities by Local Government (small)

- Winner - Shire of Roebourne for providing funds solely to meet local accessibility requirements, running disability awareness training and establishing a focus group of people with disabilities and others to assist in developing its Disability Access and Inclusion Plan.

Progress towards Accessible Communities by Local Government (large)

- Joint Winners:
  - City of Gosnells for its new civic complex, the Agonis, designed and built in accordance with the principles of universal access and offering all members of the community an opportunity to pursue leisure, social, business, self-development and educational interests.
  - Rockingham City Council for its many initiatives and innovations, including the Mandurah Hill Tourism and Nature Reserve Development Project, the

Community Transport Pilot Projects, the City's Child Care Services, and the Autumn Centre and the Meals on Wheels Service.

Progress towards Accessible Communities by State Government Agencies (small)

- Winner - Perth Observatory for its specially designed and constructed telescope and mount that can be adjusted to the height of the observer. As well, specialised video cameras with colour large format displays enable people with vision impairment to more easily view celestial objects.
- Commendation - Subiaco Redevelopment Authority for its systematic approach to providing access for people with disabilities.
- Commendation - LandCorp for its role in the Mandurah Ocean Marina.

Progress towards Accessible Communities by State Government Agencies (large)

- Winner - the Department of Housing and Works for initiatives, including accessible standards within the Homeswest housing design, independent living options at Kenwick Mews and in the inner city; and the Fremantle Cold Stores Project housing for people of all ages and abilities.
- Commendation - the Department of Planning and Infrastructure for its Perth Central City Access and mobility e-map.

Progress towards Accessible Communities by the Private Sector

- Winner - the Sailability Program, Royal Perth Yacht Club.

Progress towards Accessible Communities by the Private Sector

- Commendation - Independent Living Centre and Recreation Network for their booklet GuestAbility Signposts to Accommodating People of All Ages and Abilities.
- Commendation - Ningaloo Caravan and Holiday Resort for its accessible accommodation.

Progress towards Accessible Communities for Seniors

- Winner - City of Rockingham for its Autumn Centre service and activities for seniors.

Progress towards Accessible Communities by an Individual

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

- Winner - Rosalie Taylor.
- Commendation - Mike Duncan.

16.10 Glossary and List of Abbreviations

GLOSSARY

Access Improvement	Coordination, development and improvement of access to public and private services and facilities for people with disabilities, their families and carers.
Accommodation Support (ex Residential Services)	The provision of residential accommodation and/or necessary accommodation supports and supervision for people with disabilities within hostel or group home/duplex accommodation, including supported community living.
Accommodation Support Funding Process	Provides assistance to people with disabilities who are in immediate need of accommodation support outside their family home. Funding is based on individual need and applications are considered four times a year.
Annual Client and Service Data Collection	The annual collection of comprehensive data on the number and characteristics of all Western Australians with disabilities and their family carers who have accessed services funded and/or provided by the DSC, for State and Australian Government reporting requirements.
Budget Statements	Forecasted financial and performance budget provided to Treasury for the following year.
CALD background	Defined here as referring to overseas-born people from a country whose main language is not English.
Combined Application Process	The process used by the Commission for applications for Accommodation Support, Intensive Family Support and Alternatives to Employment Support.
Community Education	Advocacy for, and promotion of, community awareness and acceptance of people with disabilities.
Consumer Satisfaction Survey	A survey of all service users of the Commission's funded and provided services, for the purpose of collating information on the levels of service satisfaction and social participation.
Day Options	Provision of constructive and positive day activities, for people with disabilities who do not attend school or are not employed full time, to maximise their full potential and social independence.
Direct Consumer Funding	Individualised funding via the LAC program to enable people with disabilities and their families to choose and purchase their own supports and services.

Disability Access and Inclusion Plan (DAIP) (previously called Disability Service Plan)	A key priority of the recent amendments to the *Disability Services Act 1993* is to promote and ensure the inclusion of people with disabilities. The amendments to the Act reinforce the importance of ensuring the needs of people with disabilities are considered in day-to-day operations. The amendments to the legislation have changed, amongst other things, the name of "Disability Service Plan" to "Disability Access and Inclusion Plan", and provide a framework and guidance on issues relating to the plan including standards for improving access and inclusion; consultation with people with disabilities; reviewing and updating; public availability; extending the plan to your agents and contractors that provide services on your behalf to the public; and reporting on the implementation of your plan.
DSC Five-Year Business Plan	The second five-year plan which continues to outline operational strategies and initiatives that strengthen the caring capacity of families and communities.
DSC Five-Year Strategic Plan	The second five-year plan which sets out the goals, visions and objectives for the Commission's future direction.
Effectiveness Indicators	Provide qualitative information to measure the extent to which the services of a program have contributed to the achievement of its desired outcome.
Efficiency Indicators	Provides quantitative information to measure how efficiently the Commission has delivered its services against current targets and past performance.
Equity and Diversity Plan	The development of an equitable and diverse Commission workforce which is representative of the WA community at all levels of employment.
Family Support and Respite	Provision of information and counselling services, in-home help and respite services, and assistance to families to develop support networks and access necessary supports.
Funded agencies	Agencies funded by the Commission to provide a range of services to people with disabilities and their families.
Health and Individual Development	Provision of medical and other specialist services directed at maintaining health, promoting family wellbeing and developing skills and abilities.
Hostel Residential	Provision of residential accommodation and necessary support and supervision in a congregate setting (usually less than 20 beds) and may or may not provide 24-hour residential support.
Individual Coordination	The provision of services through the LAC service which assists people with disabilities, their families and carers to access local supports and services appropriate to their individual needs.

Chapter 16.10 – Glossary and List of Abbreviations

Individual and Family Support (ex Non-Residential Services)	Provision of a range of supports within the community to assist people with disabilities and their families and carers to attain a 'reasonable' quality of life.
Local Area Coordination	Provision of support for people with disabilities, their families and carers to link with, and access, local supports and services within their own community.
Outcome	A broad statement that links the provision of services to the articulated goals of the Commission.
Performance Indicators	Qualitative and quantitative information used to measure the performance of the Commission, against determined yearly targets, in its delivery of services.
Provided services	Services directly provided by the Commission to meet the needs of people with disabilities, their families and carers.
Quality Assurance	Development, maintenance and monitoring of effective mechanisms to preserve consumer rights, ensure appropriate safeguards, and promotion of service quality.
Service (previously called "Output")	The services funded and provided by the Commission and for people with disabilities and their families and carers.
Service user	Any person with a disability who has accessed either a Commission funded or provided service throughout the year.
Snapshot Day data	Service user data collected by all services funded and provided in all jurisdictions in Australia, on the one day in the year, for performance comparability.
Strategic Coordination	Provision of strategic advice to support the informed development of disability policies, and the planning and coordination of disability services in Western Australia.
Strategic goals	The broad aims that the Commission wants to achieve which are: to strengthen individuals, families and carers; strengthen communities; and strengthen partnerships and support services.
Supported Community Living	Provision of a range of supports to assist people with disabilities live in the community in their own home.
Whole-of-year data	The collation of service and service user data on all service users who have accessed any funded or provided service throughout the year.

LIST OF ABBREVIATIONS

ABS	Australian Bureau of Statistics
ACDC	Annual Client and Service Data Collection
ACROD	National Industry Association for Disability Services
AIHW	Australian Institute of Health and Welfare
ATE	Alternatives to Employment
ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and Linguistically Diverse
CAP	Combined Application Process
COFA	Council of DSC Funded Agencies
CSTDA	Commonwealth State Territory Disability Agreement
DSP	Disability Service Plan
DAIP	Disability Access and Inclusion Plan
EEO	Equal Employment Opportunity
FOI	Freedom of Information
IFS	Intensive Family Support
LAC	Local Area Coordination
MES	Main English Speaking countries
NDA	National Disability Administrators
NMDS	National Minimum Data Set

DISABILITY SERVICES COMMISSION
Annual Report 2004-2005
Feedback Form

The Disability Services Commission is seeking your feedback and comments regarding the 2004-2005 Annual Report. Your opinions will help us improve our reports in the future, and help make them more informative and useful to our readers. Please feel free to attach further information if you have more comments.

		Excellent
On an overall basis, how would you rate the Annual Report?		Good
		Poor

		Very useful
How useful did you find the information in the Annual Report?		Useful
		Not very useful

Which aspects of the Annual Report did you like?

_____
_____
_____
_____

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

_____
_____
_____
_____

Have you any other comments?

_____
_____
_____
_____

Please detach this form and return to:

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