

Minister for Mental Health; Disability Services; Child Protection

Hon Ken Travers MLC
Attn: Committee Clerk
Estimates and Financial Operations Committee
Legislative Council
Parliament House
Perth WA 6000

Dear Mr Travers

Disability Services Commission 2013-14 Annual Report Hearing

Thank you for your letter of 15 December 2014 enclosing the transcript of the Disability Services Commission's appearance at the Estimates and Financial Operations Committee Annual Report Hearings on 8 December.

I note both the supplementary information requested by the Committee at the hearing, and the additional questions forwarded subsequent to the hearing. Responses to questions and information requested are attached. I understand the Commission had no requested changes to the draft transcript.

I trust this information now finalises the Disability Services Commission's Annual Report Hearing for 2013-14.

Yours sincerely

Helen Morton MLC
MINISTER FOR DISABILITY SERVICES

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C1 – External Investigations
Hon Alana Clohesy asked:

(1) *How many panel contracts have been awarded and how many contractors are there?*

The Disability Services Commission accesses the Western Australian Common Use Agreement (CUA) (No. 14610) and utilises contractors under Category 2A (Assistance with Process (Licenced Investigators)). Under the current CUA, a total of 14 contractors are in this category.

(2) *How many people and panels are there that have undertaken these investigations?*

In 2013-14 a total of 13 matters were externally investigated through the CUA.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C2 – Injuries to staff

Hon Peter Katsambanis asked:

Over the last 3 financial years how many workdays have been lost as a result of, or partly as a result of, interaction with clients as opposed to workdays lost more generally?

The table below shows the number of lost days as a result of, or partly as a result of, interaction with clients as opposed to workdays lost generally.

	2011-2012	2012-2013	2013-2014
Lost days (Client related)	3161	3159	2875
Lost days (Non-client related)	900	710	730
Total lost days	4061	3869	3605

The table below shows the number of lost days as a result of physical injuries as opposed to injuries that equate to stress or mental health and/or an interaction of both.

	2011-2012	2012-2013	2013-2014
Lost days physical injuries i.e. manual handling, slips, trips, falls, etc.	3592	2677	2346
No. of lost days due to stress or a combination of physical injury with mental/ stress or psych. factors	469	1192	1259
Total lost days	4061	3869	3605

The recorded increase in days lost due to stress related injuries is due to the use of a new and more robust recording system for such injuries from 2012-13 (full year recording), and an increase in rates of challenging behaviour experienced in supported accommodation settings.



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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C3 – Disability Justice In Reach Service

Hon Alana Clohesy asked:

(1) *How many staff have been employed in this service?*

Two staff are employed in the In Reach team: a Justice Coordinator (Level 6), and a Behaviour Support Clinician (Specified Callings Level 3). The team is managed by the Disability Justice Service Manager (Level 8), who has responsibility for the In Reach service along with the Commission's other disability justice services. The team also regularly utilises the skills of Commission psychologists and other clinical staff.

(2) *When were these staff employed?*

The Justice Coordinator was appointed in 2008 and brought under the Disability Justice Service structure at its establishment in 2014. The Behaviour Support Clinician was appointed in February 2014.

(3) *Are these staff employed on a full-time or part-time basis?*

The Justice Coordinator is employed part-time (nine days per fortnight). The Behaviour Support Clinician is employed full-time.

(4) *What are their roles?*

The Justice Coordinator is responsible for day-to-day planning and management of the In Reach service. The Justice Coordinator:

- coordinates and oversees individual planning and support for people with disability interfacing with the justice system,
- liaises and builds a common support approach with stakeholders including disability sector organisations, the Department of Corrective Services and the Mentally Impaired Accused Review Board,
- develops and delivers disability awareness training to justice services staff,
- develops and delivers justice training to disability service staff and organisations, and
- provides a consultancy service within the Commission and to disability sector organisations.

The Behaviour Support Clinician participates as a senior member of the Disability Justice Service project team to provide positive behaviour support interventions using person/family centred practice.

(5) *How many people have they provided services to?*

In Reach services have been provided by the Commission since the appointment of the Justice Coordinator in 2008, although the In Reach service was formalised in early 2013. In this time, more than 200 people with varying levels of interaction with the justice system have been supported

through either direct contact or consultation provided to community based services and other agencies. This includes seven people found unfit to plead under the Criminal Law (Mentally Impaired Accused) Act 1996.

(6) *How many people, by what type of disability have they provided services to?*

In Reach services relate to all aspects of the disability / justice system interface. Services are offered to adults and juveniles with disability who are currently involved in, have previously been involved in, or are at risk of involvement in the criminal justice system.

The service currently focuses on people who have offended (or are at risk of offending), however this will be extended in the future to provide support to victims or witnesses with disability.

The Commission does not categorise or record data on service users' type of disability; rather, it uses a function impact assessment to identify people who are eligible for services. That said, the majority of people supported through the service have a primary diagnosis of intellectual disability. The service also currently supports people with cognitive, sensory or physical disability or autism spectrum disorder.

(7) *What type of services have they provided?*

Support to individuals varies based on individual need. Supports can include:

- promoting and protecting the rights of people with disability in the justice system,
- pre-release planning,
- behavioural support,
- referrals and coordination of services,
- individualised planning,
- pursuing eligibility assessments for people in custody, and
- progressing applications for funding.

(8) *What are the outcome measures applied to ensure that there is some success?*

The service takes a person centred planning approach and focuses on achieving individual goals identified through this process. This is aligned with the Commission's outcome measures for individuals across all its services.

(9) *What are the goals of the number of people to be provided with an in reach service for the next 12 months, by type of disability?*

The service provides support as required on an individualised basis. Outcomes include supporting individuals to:

- transition through the leave of absence process to eventual release from prison (specifically relevant to mentally impaired accused individuals),
- facilitate release on parole,
- live a good life in the community,
- improve relationships with family and the wider community,
- access employment and/or educational opportunities,
- access stable accommodation,
- develop skills for independent living, and
- access to relevant supports and services.

As outlined above, the Commission does not record this information by disability type.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C4 – Quality System
Hon Alana Clohesy asked:

How many service providers have published the results of their annual self-assessments?

The Commission does not monitor publication of self assessments. While they may choose to do so, service providers are not required to publish their annual Self-Assessment or their Quality Evaluation report.

A handwritten signature in black ink, appearing to read "Alana Clohesy".

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C5 – Quality System

Hon Alana Clohesy asked:

Of those self-assessments that were lodged with the Commission, how many identified that they had not met the nine disability service standards or had some other failure to meet the standards?

The Self-Assessment reports on continuous improvement actions. It does not ask organisations to report against the Disability Service Standards.



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Disability Services Commission

Supplementary Information No C6 – Quality System
Hon Alana Clohesy asked:

In terms of the independent evaluation process, how many of those were identified as not meeting the standards, what standards, what sub-standards and also what actions were taken?

In 2013-14, 54 service providers were evaluated across 83 different services. The total number of Required Actions given (for not meeting a Disability Service Standard) was 63. These 63 Required Actions occurred within 28 of the service providers evaluated.

Disability Service Standard	Description	Number of Required Actions
8	Service management	38
2	Individual needs	13
9	Protection of human rights and freedom from abuse and neglect	9
3	Decision making and choice	2
7	Complaints and disputes	1

Data on sub-standards is not collected.



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Disability Services Commission

Supplementary Information No C7 – Complaints
Hon Alana Clohesy asked:

What types of issues were raised as complaints and what is the breakdown of those issues?

A total of 26 complaints were received by the Consumer Liaison Service for the year 2013-14. Of the 26 complaints, 12 related to more than one issue. In all, 41 issues were raised by individuals, families, carers and advocates.

A breakdown by complaint type for 2013-14 is below.

Complaint Type	No.
Funding policy	3
Quality of service	4
Lack of resources	0
Staff conduct	8
Quality of Communication	12
Service eligibility	0
Service access	3
Other service user conduct	0
Carer recognition	7
Outsourcing	3
NDIS/My Way trial transition	1
Total	41

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Disability Services Commission

Supplementary Information No C8 – Labour Hire
Hon Alana Clohesy asked:

How many contracts have been used in the last two financial years?

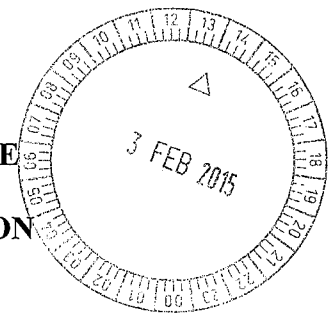
Up to 2 December 2014, the Disability Services Commission had used 99 labour hire contracts in the 2014-15 financial year.

In 2013-14, the Disability Services Commission used 144 labour hire contracts.



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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE
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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C9 – NDIS Comparative Evaluation
Hon Alana Clohesy asked:

What is the contract value to engage evaluators of the NDIS My Way and the NDIS NDIA trial site?

\$1,198,792.00 (GST included) for the initial contract.

Funding was allocated as follows:

	2014/2015	2015/2016
State	\$300,000	\$320,000
Commonwealth	\$300,000	\$330,000

Note: The remaining \$51,208 may be required for further analysis or will be surplus.

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Monday, 8 December 2014

Disability Services Commission

Supplementary Information No C10 – NDIS Comparative Evaluation Method

Hon Alana Clohesy asked:

Is the methodology available?

The following provides an overview of the approach used by the contracted evaluator, Stantons International. It shows the identified core components of the evaluation process and the methods used to prepare for and evaluate each component.

Key Objectives

- Identify implementation issues,
- Compare and contrast trial site models,
- Describe processes and outcomes for each model,
- Identify lessons learned and implications for future disability reform in Western Australia and nationally.

Phase Components

- Evaluation framework,
- Program logic model,
- Data exchange protocol,
- Trial data repository and analysis,
- Data interpretation for the first 12 months,
- Initial identification of policy issues,
- Trial implementation risk and issues.

Method (evaluation process)

- Analysis of planning and funding processes,
- Analysis of policy and procedures,
- Survey of other NDIS site processes,
- Interviews of trial site planners and Local Area Coordinators/My Way Coordinators,
- Interviews with policy owners and stakeholders,
- Interviews with service providers,
- Interviews of clients.

Information Collection Methodology

Interviews

Interviews will be used for collecting qualitative information from several sources:

- Stakeholders and Policy Owners,
- National Disability Insurance Agency (NDIA) and Disability Services, Commission (DSC) personnel involved in the planning and delivery of services (e.g. Local Area Coordinators and My Way Coordinators),
- Service providers,
- People with disability.

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Workshops

Workshops rather than interviews will be conducted at times to make better use of study time and resources. A significant number of workshops are to be conducted in order to include a representative sample of providers.

Data collection (forms etc.)

Data collection forms will be used wherever practical. It is appreciated that forms are not appropriate for many people with disability, and also that the forms will need to be carefully worded for accessibility (where used).

Case Studies

Case studies will be used to support the evaluation.

Supplementary Information No C11 – WA NDIS My Way

Hon Alana Clohesy asked:

(1) Have the local advisory panels for My Way and the NDIS been set up?

The Lower South West Local Advisory Group for the WA NDIS My Way trial convened on 12 May 2014. The Cockburn-Kwinana Local Advisory Group will convene for the first time in early 2015. Membership type and meeting frequency will be similar to that for the Lower South West Advisory Group.

(2) How many people are on each of them?

There are 12 members on each Group, representative of a broad range of stakeholders including people with disability, family members and carers, representatives from disability and mental health service provider organisations (Enable Southwest, Richmond Fellowship and Partners in Discovery), mainstream organisations (Department of Health), consumer groups (Advocacy Southwest), local government (Augusta-Margaret River Shire) and Disability Services Commission staff. Please see Attachment 1 for a list of members.

(3) How often do they meet?

The Lower South West Local Advisory Group initially met on a monthly basis and are currently meeting on a bimonthly basis.

(4) How are people selected to be on the advisory panels?

The Commission consulted with the sector, including peak bodies, to ensure a representative group was selected.

(5) Was there some sort of public call for expressions of interest?

There was no public call for expressions of interest.

(6) How often does the joint steering group meet?

The WA Joint Steering Committee is now meeting on a quarterly basis, in line with the NDIS reporting arrangements.

(7) When was the last set of minutes published on the website?

At the time of the Standing Committee on Estimates and Financial Operations meeting, the minutes for the August 2014 meeting had been approved and were awaiting website publication (now published).



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**WA NDIS My Way
Lower South West Local Advisory Group
Membership**

- Chair: WA NDIS My Way Regional Manager/Director
 - **John Thomson**
- WA NDIS My Way Area Manager
 - **Mandy Gilbert**
- Consumer
 - **Ella Criddle**
- Two carers and/or family members
 - **Derek White**
 - **Veronica Bruce**
- Mental Health service provider
 - **Jud Milligan (Richmond Fellowship)**
 - **Diane Rundin (Partners in Recovery)**
- One Disability service provider
 - **Rob Holmes (Enable Southwest)**
- One consumer representative organisation
 - **Adam Johnson (Advocacy Southwest)**
- One local government or other community representative
 - **Erin Statz (Shire of Augusta -Margaret-River)**
- One mainstream service provider, such as justice, education and/or health
 - **Wendy Colley (Department of Health)**
- LSW Representative on WA NDIS Joint Steering Committee
 - **Grant Avery (Mitchell and Declan Avery)**

Last updated: 21 August 2014



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