



Disability Services Commission

Quarterly Report to the Commonwealth Government

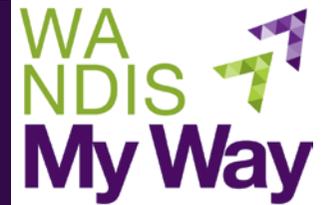


October 2014





Disability Services Commission: Quarterly Report



Disability Services Commission

Quarterly Report to the Commonwealth Government

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Western Australian NDIS My Way trial

Foreword

The WA National Disability Insurance Scheme (NDIS) My Way trial commenced in the Lower South West region on 1 July 2014. The initial Quarterly Report and feedback from a range of stakeholders indicates that the implementation has been successful and seamless.

This report includes data which demonstrates that key targets have been met and importantly, also captures real life stories and the positive outcomes achieved by people with disability.

518 people have been found eligible for WA NDIS My Way and are actively engaged with a My Way Coordinator in developing and implementing their plans. This number includes people who were previously connected to the Disability Services Commission (the Commission) but also new people to reflect the broader NDIS eligibility criteria. This includes people with psychosocial disability.

While it would be premature to make long term predictions, the early signs are very positive from both the perspective of positive outcomes for people with disability and the financial sustainability of the model. The average package cost of approved plans (\$23,836) reflects the effectiveness of a relationship based model which focusses on early planning, community inclusion, natural supports and mainstream services. Of particular significance are the 97 people who have approved plans that do not require funding at this point, for people to achieve their identified goals.

It is important to recognise that implementing a new support system has not been without challenges. The development and implementation of a new ICT system, changed data collection and reporting frameworks, recruitment and training of new staff, endorsement of new service providers, application of expanded eligibility criteria and development of a WA NDIS My Way Pricing Framework are just a few of the issues that have been overcome in the first three months.

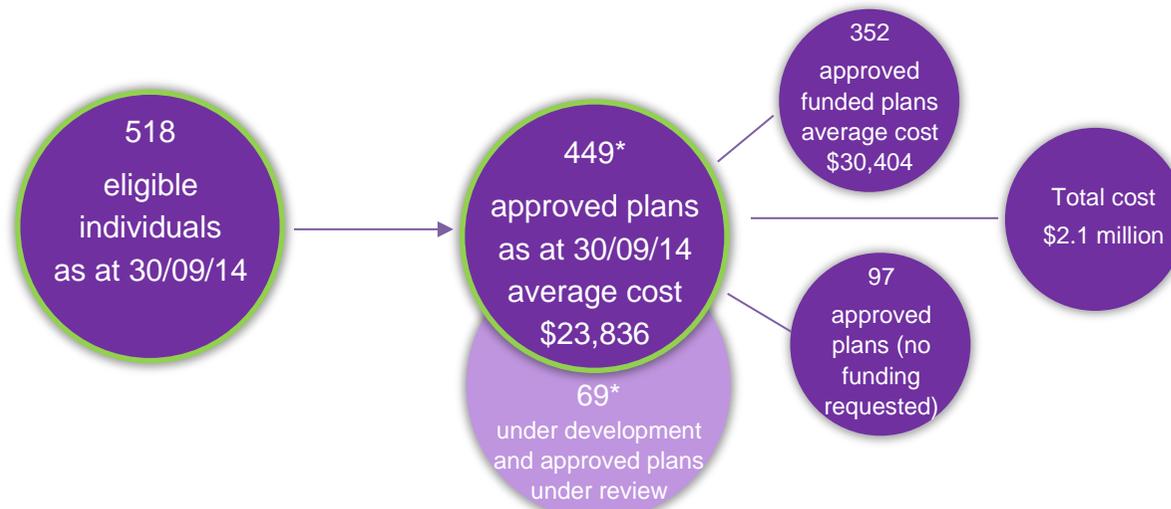
The successful implementation of WA NDIS My Way reflects the positive partnership which exists with the non-government sector and the commitment all parties have to good outcomes for people with disability. It also reflects the hard work and commitment of the Disability Services Commission staff in the Lower South West and their belief in the My Way approach.

Thank you to all who have contributed to this positive beginning.

R Massey - Executive Director, Disability Reform

Key highlights

WA NDIS My Way trial	Total
Total number of individuals eligible for support	518
Total number of individuals with approved plans	449*
Total number of approved plans (with funding)	352
Total number of approved plans (with no funding requested)	97
Total cash payments for the period	\$2.1 million
Average costs for total approved plans (funded and no funding requested)	\$23,836
Average costs for approved plans (with funding)	\$30,404
Number of new service providers operating in the trial site	9



* Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Quarterly performance reporting

Introduction

This is the first Quarterly Report for the WA NDIS My Way trial in Western Australia. Under the National Partnership Agreement, the Disability Services Commission is required to provide the Commonwealth Government with Quarterly Reports on individuals and expenditure in accordance with the Integrated Reporting Framework.

These reports will feed into a comparative evaluation of services and outcomes of the two different NDIS models in Western Australia – WA NDIS My Way and the National Disability Insurance Agency NDIS in the Perth Hills area.

The information presented in this report is collected independently of the national NDIS reporting process and uses standardised methods developed by the Disability Services Commission.

It is anticipated that this reporting process will demonstrate the capacity of the WA NDIS My Way model to enable individuals with disability to achieve good outcomes, in a financially sustainable manner.

This report is divided into three sections;

1. Individual Outcomes - this covers individuals in the trial and the experiences and results of their participation
2. Financial Sustainability - outlines cost and efficiency trends
3. Community Inclusion - examines activities which go beyond direct service delivery to facilitate the role of people with disability in the community.

The first report does not include information where more than one quarter's information is required in order to be meaningful or where the definitions of measures have yet to be determined by both the national agency and the Commission. More comparative information will be included in the second quarter and some measures relating to long term sustainability will be reported by the Commission's Actuary. Measures which are not in this report and for which there is a nil response or insufficient data to report are listed on page 38.

The primary aim of this report is to focus on the information about the performance of the WA NDIS My Way trial, with brief explanatory comment provided for each table. The conclusion at the end of the report summarises the more significant findings.

Actuary statement

This is the first Quarterly Report on the WA NDIS My Way trial which began in the Lower South West region on 1 July 2014. It reports against measures agreed by the Council of Australian Governments' Standing Council in the Integrated Performance Framework annexed to the Intergovernmental Agreement for the NDIS Launch.

The early focus of WA NDIS My Way has been on implementation:

- New systems have been developed and launched
- Coordinators and administrators are familiarising themselves with new tools
- Individuals who previously accessed other services are rolling over into the new scheme
- Newly eligible individuals are beginning to join the scheme
- The first plans have been developed and funded.

An early priority has been to ensure that sufficient and accurate data are collected to facilitate the Disability Services Commission's quarterly reporting to the Council of Australian Governments and our reporting to the Joint Steering Committee. Over time this will enable a more nuanced performance story of the effectiveness of the scheme in improving outcomes for people with disability and its financial sustainability.

At this stage, with just one quarter of experience, the level of insight into scheme performance is limited. As a result, the average plan cost is based on limited new and revised plans to allow confident estimation. Regardless, we echo comments in the National Disability Insurance Agency (NDIA) quarterly monitoring reports that individual measures such as plan cost should not be considered in isolation.

Reporting will be more informative in future quarters. As WA NDIS My Way matures, we will expand our actuarial reporting to compare emerging experience to forecasts. We will also look at the distribution of participants based on the complexity of their support needs, and consider the sustainability of WA NDIS My Way from the perspective of expected lifetime costs of participation. This will provide additional insight into the performance and financial sustainability of WA NDIS My Way.

We look forward to monitoring and reporting on the scheme evolution over the next two years.

Taylor Fry

Individual Outcomes

The supports and services offered to individuals through WA NDIS My Way enhance wellbeing, promote choice and control and support participation in the community and continued learning.

Each person's WA NDIS My Way plan incorporates some, or all, of these outcomes. Plans are tailored to the person's strengths and support needs. The expected outcomes are clearly stated so they can be reviewed and assessed. The identified goals and strategies are determined and owned by the individual.

Case study – Luther Frost-Barnes

Luther Frost-Barnes is a 21 year-old man who lives in the Lower South West. Luther has cerebral palsy and requires a wheelchair for mobility. He is an enthusiastic and sociable young man with many aspirations.

Luther has developed an individualised My Way plan and has begun working towards achieving the goals outlined in his plan, with the support of his My Way Coordinator. One of the main goals in Luther's My Way plan is to continue developing the skills to enable him to live independently.

WA NDIS My Way is supporting Luther as he learns what it takes to live on his own - cooking, cleaning and washing. WA NDIS My Way helped pay for a Thermomix, allowing Luther to prepare and cook his own meals without the help of a support worker. "The Thermomix helps me cook things that I couldn't otherwise do on my own," said Luther.

Luther also has high ambitions for himself outside the home. He is currently working at his local Good Guys store and is completing an online course to become a personal trainer. Luther attends Toastmasters and wants to develop his public speaking skills. To support this goal, the Disability Services Commission asked Luther to give the opening speech at the WA NDIS My Way launch in Busselton.

Luther's My Way plan allows him to access support to attend a community art club, work out at the gym, swim at the local pool and do rock climbing. He would like to combine all his skills – mentoring, working out at the gym and public speaking – as he moves forward to the next phase of employment opportunities.

Luther epitomises what WA NDIS My Way is all about – having great connections with the local community, developing talents and skills, utilising natural support networks such as friends and neighbours and having more flexibility, choice and control over the local supports and services he needs.

Measure 19 & 62: Trends in proportion of individuals using each or a combination of plan management options

Description of measure:

This measure reports the plan management options used by individuals who have an approved plan. This measure excludes approved plans with no funding requested. Plans can be managed by Disability Sector Organisations, individuals (self-managed) or jointly (combination managed). Self-managed plans include plans that received in-kind supports.

Explanation of result:

The majority of plans were either organisation managed or self-managed. While there was little difference between the proportion of organisation managed and self-managed plans, there was a notably lower proportion of combination managed plans. The comparable proportions of plans across the management options suggest that individuals are well supported to exercise choice.

Region	Total current plans (with funding)	Organisation managed plans	%	Self-managed plans	%	Combination managed plans	%
Lower South West	352	142*	40%	125	36%	85	24%

* The figure 142 for organisation managed plans includes 137 organisation managed plans plus 5 plans for individuals with only in-kind services provided by organisations.

Measure 38-43, and 99: Information about individuals assessed as being eligible for WA NDIS My Way

Description of measure:

This measure provides demographic details and other characteristics for all individuals who are accessing WA NDIS My Way with a current approved plan plus individuals found eligible that do not yet have a completed plan.

Explanation of result:

The first quarter result indicates that the most commonly identified primary disability is an intellectual disability, followed by individuals presenting with autism and related disorders. There were also more males than females presenting in both disability types, notably in autism and related disorders.

Primary disability	Individuals	CALD ¹	ATSI ²	Gender			Age						
				M	X	F	0-5	6-12	13-18	19-30	31-64	65+ ⁵	
Acquired brain injury	10			6		4		1	1			8	
Autism and related disorders	122		4	99		23	16	64	29	12		1	
Cerebral palsy	8		1	5		3	1	1	1	4		1	
Deaf/blindness	1					1						1	
Deafness/hearing loss	3			2		1						3	
Developmental delay	23		1	17		6	13	10					
Intellectual disability	253		13	146		107	6	39	50	62		94	2
Motor neurone	2					2						2	
Multiple sclerosis	16	1				16						13	3
Muscular dystrophy	2		1	1		1						1	1
Other injury/poison/external cause	1					1						1	
Other neurological	15 ⁴			6		9	1	1	1	4		8	
Other physical disorders	32			16		16	1	4	3	4		20	
Other psychiatric/psychosocial ³ disorders	9	1		2		7				3		6	
Other sight loss	7			1		6	1	1		1		4	
Specific learning - other than intellectual/ADD	1			1						1			
Spina bifida	5			2		3	1	2	1	1			
Spinal cord injury - paraplegia	8			3		5				1		7	
Lower South West	518	2	20	307		211	40	123	86	93		170	6

¹ CALD (culturally and linguistically diverse) is used in this report to refer to persons who self-identified as being born in countries other than the below, which have been categorised by the ABS as mainly English speaking countries: Australia, Canada, England, Ireland, New Zealand, Northern Ireland, Scotland, South Africa, United States of America, Wales.

² ATSI (Aboriginal or Torres Strait Islander) is used in this report to refer to persons who self-identified as being Aboriginal and/or Torres Strait Islander descent.

³ The Commission recognises psychosocial disability under the NDIA psychiatric primary disability category.

⁴ The figure of 15 for other neurological includes two individuals who were initially not identified.

⁵ Six individuals over the age of 65 with existing My Way plans have been included under continuity of support arrangements for people who currently receive disability support but do not meet the access requirements. WA is currently considering its policy position for over 65s, and will make adjustments to the second Quarterly Report.

Measure 44: Domains of supports identified by individuals

Description of measure:

This measure provides the distribution of life goals within support domains identified for all individuals with an approved plan and includes plans with no funding requested. A life goal of a WA NDIS My Way plan may be represented across one or more support domains. As such, the sum of life goals across support domains will always exceed the total number of plans.

Explanation of result:

There are 574 life goals spread across support domains for approved plans. The most common support domain was independence (36%), followed by health and wellbeing (21%) and social participation (16%). It is noted that 216 life goals did not have a support domain identified and this will be adjusted for the second quarter.

Region	Support domains					Totals	
	Economic participation	Health and wellbeing	Independence	Social participation	Support domain not identified*	Total life goals	Total approved plans
Lower South West	30	93	161	74	216	574	449 ¹

* Support domains for some individuals have not yet been confirmed and will be identified in the second quarter.

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Measure 49: Plans requiring early review

Description of measure:

This measure provides the total number of individuals who had their plan reviewed for the quarter, including individuals that requested an early review.

Explanation of result:

A very small proportion (2%) of the total number of plans were reviewed early during this quarter. The WA NDIS My Way trial has been fully operational for three months and it is anticipated that as the service becomes firmly embedded and individuals move into a regular review schedule, the total number of plans reviewed will rise.

Region	Total approved plans	Total plans reviewed	%	Plans reviewed early	%
Lower South West	449 ¹	53	12%	10	2%

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Measure 54: Support strategies funded by support clusters

Description of measure:

This measure provides the total support strategies in each of the defined support clusters for individuals with approved funded plans only. WA NDIS My Way plans generally have more than one strategy for each support cluster.

Explanation of result:

Of the 352 approved funded plans, there are 1011 strategies spread across support clusters. On average each plan has at least two strategies, with most strategies aimed at improving an individual's well-being (32%), followed by daily living (22%).

Region	Support clusters											Totals	
	Accommodation	Behaviour support and specialist care	Communication	Daily living	Episodic coordination of support	Equipment	Family and carer support	Other	Self-management	Therapy and specialist support	Well-being	Total strategies	Total plans
Lower South West	11	22	33	227	5	64	102	14	110	99	324	1011	352

Measure 55: Access to support

Description of measure:

This measure outlines the time taken from an individual's consent and eligibility being confirmed, to their plan for supports being approved. This measure includes approved plans with no funding requested.

Explanation of result:

This table represents the average time taken to determine eligibility for new individuals during the quarter. Most of the individuals who phased into WA NDIS My Way in the quarter were existing consumers and known to the Commission, therefore this is based on a small number of individuals.

Region	Average days: consent to approval	Average days: eligibility to approval
Lower South West	46	40

Measure 57-60: Service provider characteristics and market profile

Description of measure:

This measure outlines the details of service providers currently registered in the Lower South West.

Explanation of result:

There were 11 providers delivering services in the Lower South West on 1 July 2014. In the quarter the Commission registered nine new providers.

60% of registered providers in the trial site operate in the state only and 40% have a national presence. 10% of the service providers are private organisations.

Footprint	Services					Total providers
	Disability support	Allied health	Disability equipment	Plan management	Other	
National	8	1	1	1	2	8
State	12	1	0	1	0	12
Total	20	2	1	2	2	20
	27					

Provider type	Services					Total providers
	Disability support	Allied health	Disability equipment	Plan management	Other	
Disability Service Organisation	18	2	1	2	2	18
Other private	2	0	0	0	0	2
Public	0	0	0	0	0	0
Total	20	2	1	2	2	20
	27					

* Providers may deliver multiple services, therefore services will generally be greater than the total number of providers.

Measure 63-64: Requests for eligibility determination (decisions and plans completed)

Description of measure:

This measure details the number of individuals who requested an eligibility assessment, were assessed and completed their plan.

Explanation of result:

518 individuals were deemed eligible as of 30 September 2014. During the quarter there were 27 new requests for eligibility with 93% of assessments being completed and 15% of those found eligible completing a plan by the end of the quarter. These are additional to those assessed at commencement. It is anticipated the second quarter will provide more context to this data.

	Total eligibility assessed	New assessments required	%	New assessments completed	%	New assessments in progress	%
Number of individuals	518	27	100%	25	93%	2	7%

Measure 65-71: Review / Appeal of decisions

Description of measure:

This measure outlines the number of internal reviews and appeals against decisions made about eligibility, funding (reasonable/necessary), self-management of funding, review of plans, extension of grace period, and application of compensation. The request for a review of decision can be made by the person or their representative.

Explanation of result:

There were no reportable reviews or appeals during this quarter.

Measure 72-75: Formal Complaints

Description of measure:

This measure outlines the number of complaints received by the Disability Services Commission relating to WA NDIS My Way. This is a separate process to the review and appeals process referred to in measures 65-71 (Review / Appeal of decisions).

Explanation of result:

There were no reportable complaints during this quarter.

Financial Sustainability

The WA NDIS My Way model aims to deliver disability services within a financially sustainable framework. This includes using a ‘whole of community’ approach to disability services, including the use of natural support networks such as family, friends, community groups, mainstream agencies and generic supports.

Case study – Multiple Sclerosis Society of Western Australia

The Multiple Sclerosis Society of Western Australia (MSWA) has been providing supports and services to people with Multiple Sclerosis for over 40 years.

MSWA is currently funded by the Disability Services Commission (the Commission) to provide services to seven people with individual plans in the WA NDIS My Way trial site in the Lower South West. MSWA has been providing a range of supports and services in the South West region for over 15 years, with block funding and individual packages through the Commission, Health Department funded allied health services and MSWA self-generated funds.

The transition to WA NDIS My Way in the trial site has been smooth. This was mainly due to the extensive experience that the My Way team and the non-government disability sector in WA has in managing individualised funding. The Commission acknowledged MSWA’s prior experience and clinical expertise in working with people with MS, which can enhance the planning process for some target groups with more complex needs. This collaborative approach led to better outcomes for individuals living with a disability, their families and carers.

There has been extensive work done by the sector and the Disability Services Commission on pricing. A WA NDIS My Way Pricing Framework which is based on actual cost of services, and is aligned with the procurement reforms introduced by the State Government, has been developed collaboratively.

MSWA works collaboratively with the WA NDIS My Way trial site team and has mailed out WA NDIS My Way information brochures, provided by the My Way office, to members in the region advising them how to make contact and check their eligibility.

The Disability Services Commission has also collaborated closely with the sector around developing, implementing and evaluating outcomes based service delivery and the Quality Framework and this has given MSWA further confidence about the WA NDIS My Way model.

Measure 30 & 82: Operating Expenses ratio

Description of measure:

This measure details the Commission's administration expenses compared to the overall costs of the WA NDIS My Way scheme.

Explanation of result:

The high administration ratio reflects the low average cost of funded packages provided to individuals in the WA NDIS My Way trial site (\$23,836 as per Measure 97, Real, average and median costs of packages).

The low average cost is a result of both the inclusion of unfunded packages and the relatively low average cost of funded packages (\$30,404). With the lower average package cost the expense ratio is higher than the estimated expense ratio of 15.5% based on an average package cost of \$37,000.

	Actual%	Estimated%
Operating expense ratio	27% ¹	15.5% ²

¹ This figure includes the total cost of the My Way Coordinator role which includes information provision, linkages to community based supports and natural networks and capacity building. These aspects of the role directly support the development of low cost or no cost options and subsequently elevate the operating expenses ratio.

² Based on an average package cost of \$37,000.

Measure 81: Total cash and in-kind payments

Description of measure:

This measure details total payments to Disability Sector Organisations and individuals that self-managed their funding for the quarter.

Explanation of result:

Currently, low levels of in-kind support have been allocated to individuals' plans and is not reported in this quarter's measure. Data sharing arrangements are currently being developed to facilitate the capture of this funding against plans. In-kind data will be reported in the second quarterly report.

Region	Cash
Lower South West	\$2,121,525

Measure 84: Average length of time from eligibility consent date to commencement of services

Description of measure:

This measure outlines the time taken from receiving an individual's consent for an eligibility assessment to support being provided by a My Way Coordinator.

Explanation of result:

A My Way Coordinator provides information and advocacy from the date of the first contact with an individual. This ensures that individuals receive timely support through both funded and unfunded services.

Region	Average time from consent to commencement of service (days)
Lower South West	11

Measure 86: Value of payments to support providers by support type

Description of measure:

This measure details total payments to service providers for the quarter.

Explanation of result:

The majority of cash payments are for participation in community, social and civic activities (27.8%), followed by assistance with daily personal activities (22.5%), household tasks (14.4%) and development of daily living and life skills (14.0%).

Currently low levels of in-kind support have been allocated to individual's plans. Data sharing arrangements are currently being developed to facilitate the capture of this funding against plans. In-kind data will be reported in the second quarterly report.

Organisation managed support types	Cash payments	Total payments
Assistance to access and maintain employment	\$110,762	\$110,762
Assistance with daily life tasks in a group or shared living arrangement	\$108,298	\$108,298
Assistance with daily personal activities	\$384,715	\$384,715
Assistance with personal care and transitions in educational settings	\$6,355	\$6,355
Assistance with travel / transport arrangements	\$37,939	\$37,939
Development of daily living and life skills	\$239,261	\$239,261
Household tasks	\$246,174	\$246,174
Management of funding for supports under an individual's plan	\$2,272	\$2,272
Participation in community, social and civic activities	\$476,189	\$476,189
Physical well-being activities	\$12,865	\$12,865
Specialist care for individuals with high care needs	\$58,553	\$58,553
Therapeutic supports	\$778	\$778
Training for independence in travel and transport	\$4,470	\$4,470
Not applicable / other	\$22,453	\$22,453
Total payments for the Lower South West	\$1,711,084	\$1,711,084

Measure 87: Value of payments to individuals by support type

Description of measure:

This measure details total payments to all individuals that self-managed their funding for the quarter.

Explanation of result:

The majority of cash payments for self-managed plans are for participation in community, social and civic activities (40.1%), followed by assistance with daily personal activities (15.2%), household tasks (7.6%) and development of daily living and life skills (6.6%). The order of highest to lowest level of funding for support types is similar to that in Measure 86 (Value of payments to support providers by support type).

Currently low levels of in-kind support have been allocated to individuals' plans. Data sharing arrangements are currently being developed to facilitate the capture of this funding against plans. In-kind data will be reported in the second quarterly report.

Self-managed support types	Self-managed
Accommodation / tenancy assistance	\$2,750
Assistance in coordinating or managing life stages, transitions and supports	\$0
Assistance to access and maintain employment	\$8,617
Assistance with daily life tasks in a group or shared living arrangement	\$12,223
Assistance with daily personal activities	\$62,310
Assistance with personal care and transitions in educational settings	\$18,257
Assistance with travel / transport arrangements	\$2,170
Assistive equipment for recreation and leisure	\$2,528
Assistive products for household tasks	\$342
Assistive products for personal care and safety	\$26,511
Assistive technology specialist assessment, set up and training	\$0
Behaviour support	\$540
Communication and information equipment	\$314
Development of daily living and life skills	\$27,175
Early intervention supports for early childhood	\$3,609
Home modification design and construction	\$1,869
Household tasks	\$31,333
Interpreting and translation	\$0
Management of funding for supports under a participant's plan	\$0
Other	\$158
Participation in community, social and civic activities	\$164,606
Personal mobility equipment	\$2,289
Physical wellbeing activities	\$5,519
Specialist care for individuals with high care needs	\$2,589
Specialist care for participants with high care needs	\$4,606
Therapeutic supports	\$6,434
Training for independence in travel and transport	\$346
Vehicle modifications	\$0
Workers Compensation & Superannuation	\$23,347
Total payments for the Lower South West	\$410,441

Measure 88: Value and number of approved packages by disability type

Description of measure:

This measure details the value of approved packages for individuals by disability type with a current approved funded plan.

Explanation of result:

Average cost per plan is higher than outlined in table one at measure 97 (Real, average and median costs of packages) due to plans not requiring funding being excluded. This table highlights that 72% of funding is allocated to individuals with an intellectual disability, noting that individuals with intellectual disability represent 54% of all persons receiving funded support. Relative average cost comparisons show that the most costly plans are for individuals with spinal cord injury, followed by other injury/poison/external cause, multiple sclerosis and intellectual disability.

Primary disability	Number of current approved plans	Annual committed costs	Average annualised costs
Acquired brain injury	10	\$247,035	\$24,704
Autism and related disorders	73	\$798,218	\$10,934
Cerebral palsy	5	\$152,340	\$30,468
Deafness/hearing loss	3	\$60,808	\$20,269
Developmental delay	12	\$148,988	\$12,416
Intellectual disability	190	\$7,670,139	\$40,369
Motor neurone	1	\$1,995	\$1,995
Multiple sclerosis	9	\$382,141	\$42,460
Muscular dystrophy	1	\$2,350	\$2,350
Other injury/poison/external cause	1	\$53,820	\$53,820
Other neurological	12	\$294,521	\$24,543
Other physical disorders	22	\$364,487	\$16,568
Other sight loss	4	\$70,964	\$17,741
Spina bifida	4	\$64,741	\$16,185
Spinal cord injury - paraplegia	5	\$389,673	\$77,935
Total payments for the Lower South West	352	\$10,702,221	\$30,404

Measure 92: Number of plans with single supports

Description of measure:

This measure outlines the number of plans with single supports for individuals with a current approved plan and includes plans for individuals who did not request funding. Single support plans have only one unique support item and include both funded plans and plans with no funding requested.

Explanation of result:

The information demonstrates there is a small percentage (4%) of plans with a single support, with the majority of individuals' plans requiring more than one support.

Region	Number of current approved plans	Number of current approved plans with a single support	% of current approved plans with single support
Lower South West	449 ¹	18	4%

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Measure 97(i) & 97(ii) Real, average and median costs of packages

Description of measure:

This measure outlines the real, average and median cost of packages for all individuals with a current approved plan.

Explanation of result:

The first table includes approved plans for individuals who did not request funding. The second table includes only approved plans with funding.

The average annualised committed cost is reduced when plans for individuals who did not request funding are included. This demonstrates the benefits of the WA NDIS My Way scheme where My Way Coordinators support individuals to develop plans and strategies that do not necessarily require funding.

Region	Total plans	YTD actual expenditure total*	Average annualised committed cost	Median annualised committed
Lower South West	449 ¹	\$2,020,247	\$23,836	\$12,300

*Excludes expenditure for plans no longer active at the end of the quarter.

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Region	Funded plans	YTD actual expenditure total*	Average annualised committed cost	Median annualised committed
Lower South West	352	\$2,020,247	\$30,404	\$16,876

*Excludes expenditure for plans no longer active at the end of the quarter.

Measure 100: Total cost of supports funded

Description of measure:

This measure provides the total annualised cost of supports for individuals with a current approved plan and plans for individuals with no funding requested.

Explanation of result:

The table highlights the same total annualised plan costs detailed at measure 88 (Value and number of approved packages by disability type), across a total of 449 approved plans in total. It is important to note that measure 88 only details individuals with 352 funded plans. The average annualised committed cost outlined at measure 97 (Real, average and median costs of packages) is based on 449 plans and therefore provides the lower average cost of \$23,836.

Region	Number of current plans	Total plan costs
Lower South West	449 ¹	\$10,702,221.44

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Measure 102: Total number of plans developed

Description of measure:

This measure outlines the total number of plans developed during the quarter. It is important to note the number of plans is not relative to the number of individuals and an individual may have had more than one plan developed during the quarter.

Explanation of result:

488 plans were developed and approved for the quarter. This number may include more than one plan for some individuals.

Region	Total people eligible at the end of the quarter	Total plans developed during the quarter
Lower South West	518	488

Community Inclusion

An objective of the WA NDIS My Way trial is for people with disability to live in accessible communities with opportunities for inclusion in social, economic, sporting and cultural life. This means that communities are welcoming of people with disability, their families and carers.

The Disability Services Commission continues to work with the disability services sector, local and state governments and the private sector to reduce barriers for people with disability as community members and ensure access to mainstream services available to all West Australians.

Case study – Mr and Mrs Junor

WA NDIS My Way planning has given Mark and Melissa Junor a quality of life they could not have imagined previously.

The couple, who were both born with Down syndrome, have been married for 14 years and are able to lead a fulfilling life together, and as individuals, facilitated by My Way planning. With the support of their WA NDIS My Way Coordinator, they live an independent life in their local community, including living in their own Department of Housing unit in the Lower South West.

The couple's My Way plans enable them to employ a carer who supports them while they spend time with friends and engage in a range of activities including art, drama and learning to socialise. The highlight of the Junor's week is to spend time with other people at their art club in Margaret River called 'Artzability'.

But like any other couple, Mr and Mrs Junor also enjoy time apart to pursue their own interests. They each have their own WA NDIS My Way plan to pursue activities as individuals, while at the same time recognising them as a couple, with responsibilities to their home and to each other. Mrs Junor enjoys horse riding at Margaret River's Riding for the Disabled club, while Mr Junor enjoys time 'amongst the guys' at the local Men's Shed.

Their home is a little way out of town, so to further increase their independence the Junors have a Gopher each to get themselves around. They go into town to do their shopping, meet with friends for a coffee and pay their bills. Mr Junor's mother, Lynne, has nothing but praise for My Way planning.

"Because they are not totally dependent on their families, we can see Mark and Melissa's life continuing when we are not around anymore," she said.

Measure 113: Community capacity building activities undertaken by NGOs within the period

Description of measure:

This measure details initiatives funded by the National Disability Insurance Agency Sector Development Fund to build community capacity.

Explanation of result:

The Commission has funded four initiatives that are being delivered through a number of organisations that:

- target and customise NDIS information for: Parents of Children under 18, Psychosocial disability, and people from Culturally and Linguistically Diverse backgrounds
- expand the range of individual service options provided by Disability Service Organisations, and Mental Health Organisations
- provide sector training to middle managers and support workers
- increase organisations' knowledge about the quality and safeguarding system post 1 July 2014.

Number of activities	Funds provided	Funds expended ¹	% of activities commenced	% of activities completed
4	\$500,000	\$500,000	83%	0%

¹ 100% of funds were provided to the relevant service providers at commencement of grant.

Conclusion

The first quarterly report has shown that the WA NDIS My Way model effectively commenced operations on 1 July 2014 and by 30 September was supporting a substantial number of people with disability using the My Way planning approach.

There were 518 individuals in the trial by the end of the first quarter, of whom 449¹ had approved plans. Total expenditure of \$2.1 million was incurred for the quarter. This means that during the first three months of the trial there were 69 persons who either had their plans in development, or whose eligibility was still being assessed. A proportion of these 69 persons also had an existing plan which was under review.

The 518 eligible individuals had a range of disabilities: the most common primary disabilities being the categories of intellectual disability (49%), autism and related disorders (24%). There were nine individuals with a primary disability defined as psychosocial.

There were 20 individuals who identified as Aboriginal or Torres Strait Islander. The majority of individuals were male (59%). All age groups were well represented, with the most common being 31 - 64 years (33%) and 6 -12 years (24%).

There were 11 disability service organisations providing services at the start of the trial on 1 July 2014. By 30 September 2014 a further nine new providers had been registered to deliver services in the Lower South West.

Of the 449¹ approved plans, 352 involved a commitment of 12 months funding totalling \$10.7 million. The other 97 plans coordinated natural and community based supports and, accordingly, were progressed without funding. The average package cost (mean) for all plans per year was \$23,836.

Another way of looking at average expenditure is to calculate the median, which is less affected than the mean by any particularly high or particularly low expenditure. The median amount for all 449¹ plans was \$12,300; for the 352 funded plans it was \$16,876. In other words the annual commitment for half of the funded plans was less than \$16,876.

Plans covered a range of support strategies. For funded plans there were, on average, three support strategies per plan, with the most common covering the clusters of well-being and daily living.

Individuals and their families often chose to manage their own plans. 60% of plans were either self-managed (36%) or contained elements of both self-management and organisation management (24%).

Funded plans supported individuals with a wide range of disabilities. The largest proportion of committed costs (72%) was for people with the primary disability type of intellectual disability, at an average (mean) of \$40,369 per person. The highest costs were for people with spinal cord injury, at \$77,935 per person (for five people in total).

There were no complaints or appeals during this period.

It is too early to make conclusive statements about this trial. What is clear so far is that:

- the plans cover a wide age range and types of disability
- the WA NDIS My Way trial is growing, with more people in the process of developing their plan
- many individuals have taken the opportunity to self-manage their funding
- the majority of plans are funded. Looking at early indications of average costing, and the operating expenses ratio, this is being done in a financially sustainable way.

This is a first report. In future reporting periods Western Australia will seek to provide additional tables and analysis to explore the progress of this trial further.

¹ Does not include plans under review. Refinement of counting rules in the new ICT system is required in Quarter 2 to more accurately capture all approved plans.

Appendices

Glossary of terms

Actuary

An actuary is a business professional who deals with the financial impact of risk and uncertainty. Actuaries provide assessments of financial security systems, with a focus on their complexity, their mathematics, and their mechanisms”

Trowbridge, Charles L. (1989). ["Fundamental Concepts of Actuarial Science"](#).

Approved plans

A WA NDIS My Way individual plan endorsed by the person with disability which has received final approval by the Commission’s delegated officer.

ATSI (Aboriginal or Torres Strait Islander)

Is used in this report to refer to persons who self-identified as being Aboriginal and/or Torres Strait Islander descent.

CALD (culturally and linguistically diverse)

Is used in this report to refer to persons who self-identified as being born in countries other than the below, which have been categorised by the ABS as mainly English speaking countries: Australia, Canada, England, Ireland, New Zealand, Northern Ireland, Scotland, South Africa, United States of America, Wales.

Individuals eligible for service

‘Individuals’ eligible for service is equal to ‘participant’ as used by NDIA.

Mean (average)

The sum of all the values in a data set divided by the number of values in the data set. For example the total cost of 10 funded packages divided by 10 is the average.

Median

The middle value of a funded package in a data set arranged from lowest to highest.

Unfunded plans

Plans for eligible people providing for coordinated community based service and natural supports which, at this time, do not include funded disability specific services.

Measures not included in this quarterly report

The first report does not include information where more than one quarter's information is required in order to be meaningful or where the definitions of measures have yet to be determined by both the national agency and the Commission. More comparative information will be included in the second quarter and some measures relating to long term sustainability will be reported by the Commission's Actuary.

Measure	Title	Anticipated report date
#1, #45	Proportion of participants achieving their life goal	This item will not be counted during the 2 year trial
#2, #46	Proportion of participants achieving their plan goals	To align with NDIA reporting
#3-7, #47	Proportion of participants achieving their plan goals in specific domains	To align with NDIA reporting
#8	Proportion of participants participating in the labour force	To align with NDIA reporting
#9	Proportion of participants who participate in social and community activities	To align with NDIA reporting
#10	Proportion of young people with disability (5-25) accessing additional opportunities to participate in family, social and community activities	This item will not be counted during the 2 year trial
#11	Proportion of carers with increased opportunities for economic or social participation	This item will not be counted during the 2 year trial
#12, #107	Average cost of / and level of investment in research and innovation	To be reported in second quarter
#13, #52	Delivery of agreed supports as planned	Insufficient scheme development, partial system for capturing data was not complete for Q1 reporting.
#14, #51	Availability of provider services	To align with NDIA reporting
#15, #106	Proportion of participants with early intervention supports	Aim to report in second quarter
#16-17, #77-79	Participants satisfaction: (a) Carer satisfaction / (b) Client satisfaction with experience	Aim to report in fourth quarter
#18, #61	Trend in proportion of participants using different approaches to decision supports	To align with NDIA reporting
#20	Proportion of carers receiving additional support	This item will not be counted during

		the 2 year trial
#21, #94	Current expenditure compared to projections	Will consider when scheme data has matured
#22	Changes in long term expenditure projections	Will consider when scheme data has matured
#23, #98	Estimated future lifetime costs of support for current clients	Will consider when scheme data has matured
#24	Disaggregation for new clients by client group	Will consider when scheme data has matured
#25	Proportion of Provider fees within expected ranges	This item will not be counted during the 2 year trial
#26	Comparison of actual approved packages against reference packages	To align with NDIA reporting
#27	Ongoing terms cost trends against population, price and wages growth	To align with NDIA reporting
#28, #95	Comparison of projected expenditure and revenue over the medium term	To align with NDIA reporting
#29, #85	Management of prudential risk	To align with NDIA reporting
#31	Real, average and median costs of individual support packages for different client sub groups (disability)	Aim to report in fourth quarter
#32	Effectiveness of early intervention in reducing estimated lifetime costs of support	Aim to report in fourth quarter
#33	Estimated return on early intervention	Aim to report in fourth quarter
#34, #110	Successful referrals to main stream services	Aim to report in second quarter
#35, #109	Proportion of participants accessing mainstreams services	Aim to report in third quarter
#36	Increased community awareness of the issues that affect people with disabilities	This item will not be counted during the 2 year trial
#37	Increased community capacity to interact with people with disability	This item will not be counted during the 2 year trial
#48	Planning and goal setting completed on time	To align with NDIA reporting
#49	Plans requiring early review	To align with NDIA reporting

#50	Active participants	To align with NDIA reporting
#53	Proportion of participants with support packages within expected ranges	To align with NDIA reporting
#56	Agreed support (received/not received) by support clusters	To be reported in second quarter
#76	Client satisfaction with agency	To be reported in fourth quarter
#80	Growth in future commitments	To align with NDIA reporting
#83	Average support package growth rate	Aim to report in second quarter
#89	Individuals receiving cash or in-kind payments	Insufficient scheme development, partial system for capturing data was not complete for Q1 reporting.
#90	Ratio of cash to in-kind service	To be reported in second quarter
#91	Average cost of supports by assessor	To align with NDIA reporting
#93	Current and future funding resources	To align with NDIA reporting
#96	Long term cost trends	To align with NDIA reporting
#101	Number of Tier 2 supports with LAC funding and purpose of funding	To align with NDIA reporting
#103	Average cost of internal reviews	To align with NDIA reporting
#104	Average cost of appeals	To align with NDIA reporting
#105	Proportion of participants with reduced needs after intervention supports	To align with NDIA reporting
#108	Total cost of investment in research and innovation	Aim to report in second quarter
#111	Community awareness activities undertaken within the period	Aim to report in second quarter
#112	Community capacity building activities undertaken by LACs during the period	Aim to report in second quarter



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