



Disability Services Commission

# Quarterly Report to the Commonwealth Government



December 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

It has been six months since the WA NDIS My Way trial commenced in the Lower South West and a more complete picture is starting to emerge about how the trial is progressing.

People with disability, their families and carers continue to provide positive feedback on their experiences and how WA NDIS My Way is genuinely improving their quality of life. While anecdotal evidence about high satisfaction levels remains strong, the Disability Services Commission (the Commission) is looking to capture feedback from all stakeholders by way of independently facilitated workshops and an external consumer satisfaction survey to be conducted in early 2015.

As of 31 December 2014, 623 people were found eligible for supports and services and 595 had a completed My Way plan. Of the approved plans, 112 people had plans for which they have not requested funding at this point in time. This tells us that people are well supported by their My Way Coordinators to explore natural support networks, community inclusion and mainstream services to achieve their goals.

While the number of people found eligible is below the Productivity Commission's estimate, it is important to note that all eligible people known to the Commission have now transitioned into WA NDIS My Way, there is no waitlist and there have been no complaints, reviews or appeals. Furthermore, local knowledge suggests that the total number of eligible people is likely to be below the Productivity Commission figure, so this is a trend we expect to see in future quarters.

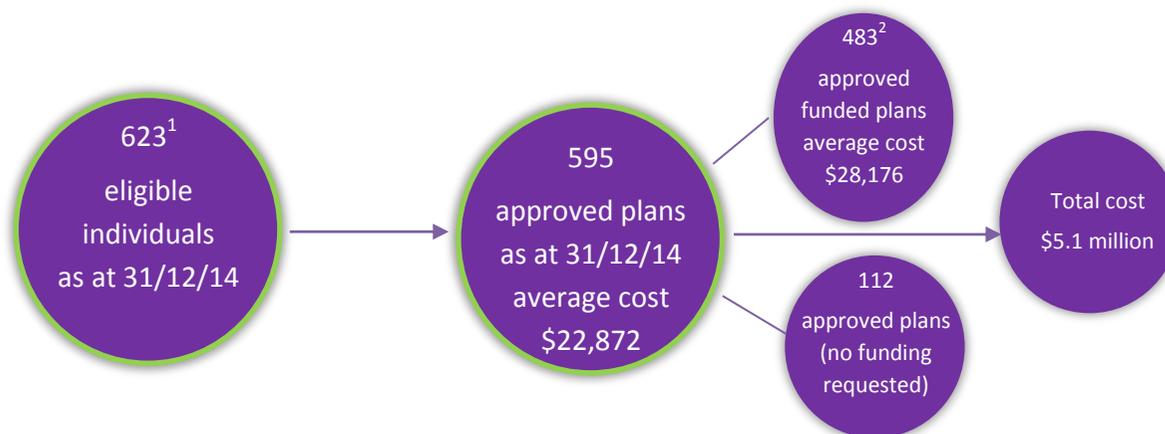
In this quarter, an additional 15 service providers were endorsed to provide supports and services in the trial site, further increasing choice for people with disability, their families and carers. The Commission is working closely with service providers to overcome the challenges associated with the implementation of a new Pricing Framework and reporting structures. This strong partnership approach continues to be an important aspect of the WA NDIS My Way trial.

There are now 44 people with psychosocial disability who have been found eligible for the WA NDIS My Way trial and the Commission is working closely with the mental health sector to ensure an integrated approach to their inclusion. This includes the endorsement of service providers with the experience and expertise to meet both the disability and mental health needs of individuals.

**R Massey - Executive Director, Disability Reform**

## Key highlights

WA NDIS My Way trial	Total
Total number of individuals eligible for support	623 <sup>1</sup>
Total number of individuals with approved plans	595
Total number of approved plans (with funding)	483 <sup>2</sup>
Total number of approved plans (with no funding requested)	112
Total cash payments for the period	\$5.1 million
Average costs for total approved plans (funded and no funding requested)	\$22,872
Average costs for approved plans (with funding)	\$28,176 <sup>2</sup>
Number of service providers operating in the trial site	35



<sup>1</sup> Includes seven individuals found eligible for continuity of supports only.

<sup>2</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider. Of the remaining funded plans the average was \$31,285.

# Quarterly performance reporting

## Introduction

This is the second 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 in accordance with the Integrated Reporting Framework.

The information presented in this report is collected independently of the NDIA reporting process and uses standardised methods developed by the Disability Services Commission. The Commission continues to work with the Commonwealth to ensure this report is nationally comparable.

This report expands the number of measures reported compared to the previous quarter. It is still early in the course of the trial so any observed trends should be treated with caution at this stage.

Further work will be required in future quarterly reports on the coverage of 'in kind' costs. The in-kind figures used in this report are an under-count of what is expected once the relevant information is available from service providers. The effect of this under-counting is identified in the footnotes for the affected tables. It has also influenced the calculation of the average cost of funded plans; an issue which is covered in the footnotes and also discussed in the conclusion of this report.

The report is divided into three sections:

1. Individual Outcomes.
2. Financial Sustainability.
3. Community Inclusion.

## Actuary statement

The financial performance of the WA NDIS My Way trial in the six months to 31 December 2014 is encouraging.

The average committed costs remain lower than budgeted despite the support needs of the average individual being higher than expected. This is consistent with the first quarterly report. However, we now have greater confidence in the result, because almost half of the active individuals who transitioned from the pre-existing trial now have new plans. This means that a potential risk—that plans for individuals who transitioned would become more costly upon their first review under the new trial parameters—has not materialised to date. This suggests that plan costs will continue to be manageable, and that the trial is on track to remain within budgeted costs.

As expected, new entrants have had lower support needs than the individuals who transitioned from the pre-existing trial, and thus lower average committed cost. This is because funding in the pre-existing trial was geared towards individuals with the highest support needs.

The number of individuals with new plans has increased sharply this quarter, probably indicating increased community awareness of expanded eligibility and/or greater familiarity on the part of coordinators and administrators with the new tools and system. However, the number of new entrants into the trial remains short of the quarterly phase-in targets. Increasingly, the projection of the number of new entrants appears high. Time will tell whether take-up by newly eligible individuals will continue to grow. Projections will be reviewed in depth at the first annual financial sustainability review.

It is still early days in terms of implementation. Systems, such as data management and reporting infrastructure, remain a work in progress. Improvements have been made and continue to be made. These improvements will flow through to increased transparency and more robust decision-making.

Although experience for the first six months is favourable, we caution against complacency. Moving forward, understanding the long-term costs will be important to the financial viability of WA NDIS My Way. Additionally, understanding the delivery of, and satisfaction with, support services will be important to the trial's broader success.

We encourage DSC and WA NDIS My Way to continue to build on its positive start.

**Taylor Fry**

## Individual Outcomes

The supports and services offered to individuals through WA NDIS My Way enhance wellbeing, promote choice and control, 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 – Ben White

Ben White lives in Margaret River and has a psychiatric diagnosis of schizophrenia and obsessive compulsive disorder (OCD). He also has an acquired brain injury. Due to bad dietary habits, Ben had ongoing weight and dental issues and was under constant threat of eviction from his Homeswest unit due to his inability to manage his psychosocial disability. His 73 year-old mother, who lives in Canberra, says Ben was 'operating only at survival level' and was dependent on her coming to the rescue every few months to clean his unit, organise medical appointments and pay bills.

Ben has now been assessed by his local My Way Coordinator in Margaret River and found eligible for WA NDIS My Way supports and services.

Ben's quality of life has improved dramatically thanks to the individualised planning and support he is receiving. His psychiatric diagnosis remains the same, but is well controlled by regular medication. Ben's support worker helps him to remember his psychiatric appointments each month and reminds him to collect his medication. A supportive friend is helping Ben get to bed each night, to assist him with his OCD behaviour. By utilising these community support networks, Ben is now regularly getting a good night's sleep.

Ben has lost about 10 kilos thanks to improved shopping, cooking and dietary habits, continually reinforced by his support worker. Ben is also being supported to maintain a regular exercise programme, including visits to the gym three times a week. Ben's social life is improving. Through WA NDIS My Way he has met a wider circle of people who are positive, motivated and lead healthy lives.

According to Ben's mother, the highlight of his My Way journey has been his first solo art exhibition in the local library, where he sold most of the paintings he exhibited. My Way provided an art mentor once a week, who inspired and motivated him and helped prepare the exhibition. The success has given Ben a huge boost of confidence and a belief that he can have a worthwhile life.

Ben's family are now confident about his future and say working with the local My Way team is like 'being supported by a band of angels'.

## Measure 2 and 46: Proportion of individuals achieving their plan goals

### Description of measure:

This measure reports the total number of plans reviewed and the proportion of individuals achieving their plan goals.

### Explanation of result:

The total number of individuals achieving their plan goals is 61%. This figure only reflects the effect of six months participation in the WA NDIS My Way approach. It is anticipated that the proportion will be different in future reports when the full effect of the My Way approach will have been experienced by individuals.

Region	Total plans reviewed	Total individuals achieving plan goals	(%)	Total individuals not achieving plan goals	(%)
Lower South West	133	81	61%	52	39%

## Measure 3-7 and 47: Proportion of individuals achieving their plan goals in specific domains

### Description of measure:

This measure reports the total number of plan goals achieved within domains for plans reviewed in the quarter. A WA NDIS My Way plan goal may be represented across one or more domains. As such, the sum of plan goals across domains will always exceed the total number of plans reviewed.

### Explanation of result:

There are a total of 582 plan goals spread across domains for plans reviewed in the first two quarters. Plan goals achieved (66%) exceeded those not achieved (34%). The WA NDIS My Way trial has been fully operational for six months and it is anticipated that as the service becomes firmly embedded and individuals move into a regular review schedule, the proportion of achieved goals will rise.

	Domain														Totals		
	Economic		Education		Health and wellbeing		Independence		Living arrangements		No Domain Identified		Social		Total Achieved	Total Not Achieved	Total plan goals
Region	A	NA	A	NA	A	NA	A	NA	A	NA	A	NA	A	NA			
Lower South West	14	17	25	16	94	53	68	41	24	6	81	12	78	53	384	198	582

(A) Achieved, (NA) Not Achieved

## Measure 18 and 61: Trend in proportion of individuals using different approaches to plan management options

Description of measure:

This measure reports where an individual chose to change the way their plan is managed and reviewed.

Explanation of result:

For individuals that have had their plans reviewed, 21% have changed their plan management options.

Region	Total reviews for period	Changed from combination managed to self-managed	%	Changed from self-managed to combination managed	%
Lower South West	133	1	1%	26	20%

## Measure 19 and 62: Trend in proportion of individuals using the various plan management options

Description of measure:

This measure reports the plan management options used by individuals who have an approved plan. Plans can be managed by Disability Sector Organisations, individuals (self-managed) or jointly (combination managed). Self-managed plans may include in-kind supports.

Explanation of result:

The majority of funded plans were organisation managed or self-managed. The number of individuals self-managing their plans is considerably higher than the national average.

Region	Totals			Management options					
	Total current plans (with funding)	Number of unfunded plans	Number of funded plans	Organisation managed plans	%	Self-managed plans	%	Combination managed plans	%
<b>Lower South West</b>	595	112	483 <sup>1</sup>	193	40%	159	33%	131	27%

<sup>1</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider.

## Measure 24: Disaggregation for new individuals by individual group

Description of measure:

This measure reports the number of new individuals by disability type for the quarter.

Explanation of result:

The most commonly identified primary disability for new individuals in the quarter is psychiatric disorders (psychosocial disability). Collectively

Primary disability	Number of new individuals
Acquired Brain Injury	7
Autism	5
Developmental Delay	1
Intellectual Disability	6
Neurological	15
Physical	23
Psychiatric <sup>1</sup>	34
Vision	2
<b>Total</b>	<b>93</b>

<sup>1</sup> The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

## 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 who do not yet have a completed plan.

### Explanation of result:

The second 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 more males than females presenting in both disability types, notably in autism and related disorders.

Primary Disability	Individuals	CALD <sup>1</sup>	ATSI <sup>2</sup>	Gender		Age					
				M	F	0-4	5-14	15-24	25-44	45-64	65+
Acquired Brain Injury	17			12	5		1	1	2	12	1
Autism	137		4	109	28	3	100	31	3		
Deaf/Blindness	1				1					1	
Developmental Delay	15		1	12	3	10	5				
Hearing	3			2	1					3	
Intellectual Disability	264		14	149	115	4	58	80	73	46	3
Other Neurological	53	1	1	17	35	1	1	3	13	29	6
Other	1				1				1		
Physical	79		1	39	40	1	13	11	14	39	1
Psychiatric <sup>3</sup>	44	1	1	14	30			2	18	24	
Specific learning - other than Intellectual/ADD	1			1					1		
Vision	8			2	6	1			2	4	
<b>Total</b>	<b>623</b>	<b>2</b>	<b>22</b>	<b>357</b>	<b>266</b>	<b>20</b>	<b>179</b>	<b>128</b>	<b>127</b>	<b>158</b>	<b>11</b>

<sup>1</sup> CALD (culturally and linguistically diverse) is used in this report to refer to persons who self-identified as being born in countries other than, 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.

<sup>2</sup> 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.

<sup>3</sup> The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

## Measure 44: Domains of supports identified by individuals

### Description of measure:

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

### Explanation of result:

There are 863 long term goals spread across support areas for approved plans. The most common support area was independence (29%), followed by health and wellbeing (22%) and social participation (16%). A high proportion of individuals have also decided not to identify a long term goal at this stage.

Region	Support areas					Totals	
	Economic participation	Health and wellbeing	Independence	Social participation	Long term goals not identified	Total long term goals	Total current approved plans
<b>Lower South West</b>	45	192	253	137	236	863	595

## Measure 48: Plan and goal setting completed on time

### Description of measure:

This measure reports on the planning process and comprises the number of plans completed for new individuals and individuals who have had their plan reviewed. This could be more than one plan in the period for an individual. As a benchmark, individuals commencing the planning process for the first time are to complete their plans within 90 days and individuals undergoing plan review are to complete their new plans within 30 days.

### Explanation of result:

By the end of the second quarter, 267 plans were completed for new individuals or individuals undergoing plan review. 100% of planning was completed within the Disability Services Commission's required timeframes.

Region	Number of plans	New and revised plans	Plans completed on time	(%)
Lower South West	595	267	267	100%

## Measure 49: Plans requiring early review

### Description of measure:

This measure provides the total number of individuals who had their plan reviewed plus individuals that requested an early review.

### Explanation of result:

To date, twenty plans have required an early review.

<b>Fiscal year and quarter</b>	<b>Number of current plans</b>	<b>Total plans reviewed</b>	<b>%</b>	<b>Plans reviewed early</b>	<b>%</b>
<b>Grand total</b>	<b>595</b>	<b>133</b>	<b>22%</b>	<b>20</b>	<b>3%</b>

## Measure 50: Active individuals

### Description of measure:

This measure reports the total number of individuals who have been deemed eligible for supports and services.

### Explanation of result:

There are a total of 623<sup>1</sup> individuals who have been deemed eligible. All individuals have commenced planning.

Region	Active individuals
Lower South West	623

<sup>1</sup>Includes seven individuals found eligible for continuity of support only

## Measure 54: Support strategies funded by support clusters

### Description of measure:

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

### Explanation of result:

Of the 483 approved funded plans, there are 1271 strategies spread across pricing support clusters. On average, each plan has at least two strategies, with most strategies being aimed at well-being (32%) and daily living (29%) indicating the majority of West Australian service users have complex needs and require more support.

Region	Pricing support clusters										Total strategies	Total Plans
	Accommodation	Behaviour support and specialist care	Communication	Daily living	Episodic coordination of support	Equipment	Family and carer support	Other	Therapy and specialist support	Well-being		
Lower South West	16	32	33	364	10	102	126	18	163	407	1271	483 <sup>1</sup>

<sup>1</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider.

## Measure 55: Access to support

### Description of measure:

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

### Explanation of result:

The average number of days to approval meets the Commission's requirements.

Region	Average days consent to approval	Average days eligibility to approval
Lower South West	52	31

## 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 are 35 service providers in the Lower South West. In the quarter the Commission registered 15 new providers. There were 71% of registered providers in the trial site operating in the state only, with 29% having a national presence. Nine percent of the service providers are for profit organisations.

Service provider characteristics and market profile*							
Footprint	Disability Support	Allied Health	Disability Equipment	Plan Management	Other	Total	Service Providers
National	10	2	1	2	4	19	10
State	23	2	3	2	1	31	25
<b>Total</b>	<b>33</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>50</b>	<b>35</b>
<b>Provider Type</b>							
Non-Government Organisation	30	4	3	4	5	46	31
Small/Medium Enterprise	0	0	0	0	0	0	0
Other private <sup>1</sup>	3	0	0	0	0	3	3
Public <sup>2</sup>	0	0	1	0	0	1	1
<b>Total Services Provided</b>	<b>33</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>50</b>	<b>35</b>

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

<sup>1</sup>Private in this context means For Profit entities.

<sup>2</sup>Public is other government departments/agencies and local government authorities.

## 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:

623 individuals were deemed eligible as of 31 December 2014. During the period, 96% of assessments were completed and 2% of individuals assessed were found to not be eligible. These decisions are additional to individuals assessed prior to the commencement of the trial.

			Eligibility decision				Total
Region	Assessment outstanding	%	Eligible	%	Not Eligible	%	
Lower South West	2	2%	120 <sup>1</sup>	96%	2	2%	124

<sup>1</sup> The figure of 120 for eligible includes four determinations for early intervention.

## 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, extension of grace period, review of plans, and application of compensation. The request for a review of decision can be made by the person or their representative.

### Explanation of result:

There have been no reportable reviews or appeals to date.

Category of review/appeals decisions (more than one category can apply to each decision)							
	Eligibility	Reasonableness and necessary	Self-management of funds	Extension of grace period	Review of Plan	Application of compensation	Total
Review numbers by category	0	0	0	0	0	0	0
Appeal numbers by category	0	0	0	0	0	0	0

Category of review/appeals decisions (more than one category can apply to each decision)					
	Original decision affirmed	Original decision - amended	Original decision - reversed	Original decision set aside	Total
Review outcomes	0	0	0	0	0
Appeal outcomes	0	0	0	0	0

## 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 have been no reportable complaints to date.

National Disability Services Standard to which the complaint relates (more than one Standard can apply to each complaint)						
Rights	Participation and inclusion	Individual outcomes	Feedback and complaints	Service access	Service management	Total
0	0	0	0	0	0	0

Category of complaint (more than one category can apply to each complaint)										
Service eligibility	Funding policy	Quality of service	Lack of resources	Communication	Staff conduct	Conduct of other person using the service	Breach of Carers Charter	Other policy/ procedure	Other (please specify)	Total
0	0	0	0	0	0	0	0	0	0	0

## 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, support and advocacy from the date of first contact with an individual. This ensures that individuals receive timely support through both funded and unfunded services.

Region	Average time from consent to assignment of My Way Coordinator (days)
Lower South West	18

## 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 – Enable Southwest

“Enable Southwest has been working in the Lower South West for over 22 years in the disability and mental health sectors and is currently providing services to people with disability in the WA NDIS My Way trial, including those with psychosocial disability.

Enable is funded by the Disability Services Commission to provide services to 104 individuals in the trial site. Nine of these individuals have a psychosocial disability. There is a very strong collaborative partnership between My Way Coordinators and Enable Coordinators, as well as managers in each organisation.

Enable has been part of the My Way trial from its inception and has therefore been engaged in the development process. This has greatly assisted the organisation’s transition to the WA NDIS My Way model. During the development phase and after the trial launched in July 2014, there were numerous changes in processes and procedures, however this settled and the process became a lot smoother.

The recent change to the pricing framework has resulted in Enable encountering some financial pressures and we are working with the Commission to address specific issues around this. Although there have been robust conversations we know the Disability Services Commission is committed to ensuring that service providers are financially sustainable in the long-term.

The requirement to provide quarterly data reporting on strategies has also challenged our internal data collection systems. We are working through some pressure points around the planning process and how it translates on a practical level when there are unexpected changes to an individual’s circumstances. Both Enable and the Commission are committed to a strong person-centred approach to service delivery and we are trying to marry this with the realities of the new IT and reporting systems. We continue to work closely with the Commission to overcome these challenges.

An advisory group made up of the Disability Services Commission, the Mental Health Commission, consumers and representatives from the non-government sector has been established by the Commission to provide local feedback on all aspects of the trial. This emphasises and reflects the collaborative nature of the trial in Western Australia.” – **Rob Holmes, CEO Enable Southwest**

## Measure 30 and 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 (\$22,872 as per Measure 97, real, average and median costs of packages).

The low average cost of funded packages is a result of both the inclusion of unfunded packages and the relatively low average cost of funded packages (\$28,176)<sup>1</sup>. With the lower average package cost the expense ratio is higher than the estimated expense ratio of 14% based on an average package cost of \$37,000.

	Actual%	Estimated%
Operating expense ratio	26% <sup>2</sup>	14% <sup>3</sup>

<sup>1</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider. Of the remaining funded plans the average was \$31,285.

<sup>2</sup> 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.

<sup>3</sup> Based on an average package cost of \$37,000.

## Measure 31: Real, average and median costs of individual support packages for different individual subgroups

### Description of measure:

This measure reports the total committed funding for approved plans by primary disability.

### Explanation of result:

The table compares the average and median funding across primary disabilities against the average and median funding of all approved plans. The average and median costs of plans supporting people with spinal cord injury – paraplegia, other injury/poison/external and multiple sclerosis are much higher than the average and median funding of all approved plans. The median funding for plans supporting individuals with acquired brain injury, intellectual disability and deafness are also higher than the median funding of all approved plans. It may be reasonable to consider that supports and services for individuals presenting with these primary disabilities are more extensive and more costly.

Primary disability	Total approved plans	Total funded Plans	Total committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	17	16	\$249,541	\$14,679	\$9,300
Autism	133	100	\$1,338,856	\$10,067	\$6,500
Developmental Delay	13	8	\$83,546	\$6,427	\$0 <sup>1</sup>
Hearing	3	3	\$58,357	\$19,452	\$18,818
Intellectual Disability	259	218	\$8,864,711	\$34,227	\$16,930
Neurological	48	40	\$1,233,433	\$25,696	\$10,740
Other	4	2	\$85,322	\$42,661	\$42,661
Physical	73	59	\$1,214,248	\$16,634	\$5,875
Psychiatric <sup>2</sup>	38	31	\$406,115	\$10,687	\$3,204
Vision	7	6	\$74,822	\$10,689	\$5,190
<b>Total</b>	<b>595</b>	<b>483<sup>3</sup></b>	<b>\$13,608,952</b>	<b>\$22,872</b>	<b>\$10,754</b>

<sup>1</sup> Includes seven plans with nil funding.

<sup>2</sup> The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

<sup>3</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider. Of the remaining funded plans, the median was \$16,560 and the average was \$31,285.

## Measure 81: Total cash and in-kind payments

### Description of measure:

This measure reports on the total cash and in-kind payments to Disability Sector Organisations and individuals that self-managed their funding.

### Explanation of result:

Currently in-kind support has not been allocated to the majority of individual plans. Data sharing arrangements are being developed to facilitate the capture of this information.

Region	Total cash payments	Total in-kind payments	Total payments
Lower South West	\$5,090,443	\$8,251	\$5,098,694

## Measure 83: Average support package growth rate

### Description of measure:

This measure compares the quarter's average annualised committed funds for support packages against the previous quarter in order to report on the growth rate for current approved plans. The measure includes plans where no funding was required.

### Explanation of result:

Average current approved plan costs have decreased (10%) in the current quarter. This is a result of individuals new to WA NDIS My Way requiring less supports than individuals in the previous quarter.

Region	Average current approved plan cost	Average current approved plan cost (previous quarter) <sup>1</sup>	Growth in average current approved plan cost (%)	Total active plan cost	Total current approved plan cost (previous quarter)	Growth of total current approved plan cost (%)	Total current approved plans
Lower South West	\$22,872	\$25,451	-10%	\$13,608,952	\$9,213,273	48%	595

<sup>1</sup> Average plan cost data published in the first quarterly report (September 2014) has been revised due to refinement of the counting rules in the ICT system.

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

### Description of measure:

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

### Explanation of result:

The majority of payments are for participation in community, social and civic activities (29%), followed by assistance with daily personal activities (21%), and household tasks (15%),

Organisation managed support types	Total cash payments	Total in-kind payments	Total payments
Assistance to access and maintain employment	\$273,496		\$273,496
Assistance with daily life tasks in a group or shared living arrangement	\$294,365		\$294,365
Assistance with daily personal activities	\$845,124		\$845,124
Assistance with personal care and transitions in educational settings	\$21,585		\$21,585
Assistance with travel/transport arrangements	\$86,917		\$86,917
Assistive equipment for recreation and leisure	\$167		\$167
Assistive products for household tasks	\$439		\$439
Assistive products for personal care and safety	\$4,021		\$4,022
Development of daily living and life skills	\$516,505		\$516,505
Household Tasks	\$617,378		\$617,378
Management of funding for supports under an individual's plan	\$5,145		\$5,145
Other	\$44,012		\$44,012
Participation in community, social and civic activities	\$1,181,223	\$5,251	\$1,186,473
Physical wellbeing activities	\$29,727		\$29,727
Specialist care for individuals with high care needs	\$121,771		\$121,771
Therapeutic supports	\$4,842	\$1,250	\$6,092
Training for independence in travel and transport	\$18,268		\$18,268
Training for the provision of specialist care for individuals with high care needs	\$129		\$129
Vehicle modifications	\$315		\$315
Workers' Compensation and Superannuation	\$2,478		\$2,478
<b>Total</b>	<b>\$4,067,906</b>	<b>\$6,501</b>	<b>\$4,074,407</b>

## Measure 87: Value of payments to individuals by support type

### Description of measure:

This measure details total payments to all individuals that self-manage some aspect of their funding.

### Explanation of result:

The majority of cash payments for self-managed plans are for participation in community, social and civic activities (37%), followed by assistance with daily personal activities (19%) and household tasks (7%). The order of highest to lowest level of funding for support types is similar to that in Measure 86 (Value of payments to service providers by support type).

Support type	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$3,028		\$3,028
Assistance to access and maintain employment	\$23,050		\$23,050
Assistance with daily life tasks in a group or shared living arrangement	\$32,571		\$32,571
Assistance with daily personal activities	\$191,559		\$191,559
Assistance with personal care and transitions in educational settings	\$27,720		\$27,720
Assistance with travel/transport arrangements	\$4,701		\$4,701
Assistive equipment for recreation and leisure	\$7,248		\$7,248
Assistive products for household tasks	\$744		\$744
Assistive products for personal care and safety	\$46,593		\$46,593
Assistive technology specialist assessment, set up and training	\$404		\$404
Behaviour support	\$1,378		\$1,378
Communication and information equipment	\$2,042		\$2,042
Development of daily living and life skills	\$53,904		\$53,904
Early intervention supports for early childhood	\$5,792		\$5,792
Home modification design and construction	\$39,424		\$39,424
Household tasks	\$76,380		\$76,380
Management of funding for supports under an individual's plan	\$121		\$121
Other	\$337		\$337
Participation in community, social and civic activities	\$382,229		\$382,229
Personal mobility equipment	\$13,157		\$13,157
Physical wellbeing activities	\$15,382		\$15,382
Specialist care for individuals with high care needs	\$11,025		\$11,025
Therapeutic supports	\$19,402		\$19,402
Training for independence in travel and transport	\$568		\$568
Training for the provision of specialist care for individuals with high care needs	\$8,140	\$1,750	\$8,140
Vehicle modifications	\$3,430		\$3,430
Workers' Compensation and Superannuation	\$57,163		\$57,163
Funds returned	-\$4,953		-\$4,953
<b>Total payments</b>	<b>\$1,022,537</b>	<b>\$1,750</b>	<b>\$1,024,287</b>

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

### Description of measure:

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

### Explanation of result:

This table highlights that 65% of funding is allocated to individuals with an intellectual disability, noting that individuals with intellectual disability represent 45% of all persons receiving funded support.

Primary disability	Funded approved plans	Annual committed costs	Average annualised costs
Acquired Brain Injury	16	\$249,541	\$15,596
Autism	100	\$1,338,856	\$13,389
Developmental Delay	8	\$83,546	\$10,443
Hearing	3	\$58,358	\$19,453
Intellectual Disability	218	\$8,864,712	\$40,664
Neurological	40	\$1,233,433	\$30,836
Other	2	\$85,322	\$42,661
Physical	59	\$1,214,248	\$20,580
Psychiatric <sup>1</sup>	31	\$406,115	\$13,100
Vision	6	\$74,822	\$12,470
<b>Total payments</b>	<b>483</b>	<b>\$13,608,952</b>	<b>\$28,176</b>

<sup>1</sup> The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

## Measure 92: Number of plans with single supports

### Description of measure:

This measure outlines the number of current approved plans with single supports for individuals and includes plans for individuals with no funding requested. Single support plans have only one unique support item.

### Explanation of result:

The majority of individuals' plans (89%) require more than one support, only 11% of individual's plans have a single support.

Region	Number of current approved plans	Number of current approved plans with single support	%
Lower South West	595	64	11%

## Measure 97(i) and 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. The first table includes approved plans for individuals who did not request funding. The second table includes only approved plans with funding.

### Explanation of result:

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.

	Total plans	Actual expenditure for the quarter <sup>1</sup>	Average annualised committed cost	Median annualised committed
<b>Total</b>	<b>595</b>	<b>\$2,434,278</b>	<b>\$22,872</b>	<b>\$10,754</b>

<sup>1</sup> Excludes expenditure for plans no longer active at the end of the quarter.

	Funded plans <sup>1</sup>	Actual expenditure for the quarter <sup>1</sup>	Average annualised committed cost <sup>2</sup>	Median annualised committed <sup>2</sup>
<b>Total</b>	<b>483</b>	<b>\$2,434,278</b>	<b>\$28,176</b>	<b>\$14,976</b>

<sup>1</sup> Excludes expenditure for plans no longer active at the end of the quarter.

<sup>2</sup> Includes 48 unfunded plans with in-kind strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider. Of the remaining funded plans, the median was \$16,560 and the average was \$31,285.

## Measure 100: Total cost of supports funded

### Description of measure:

This measure provides the total annualised committed cost of supports for individuals with a current approved plan. This includes 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 595 approved plans. It is important to note that measure 88 only details individuals with funded plans.

Region	Total current plans	Total committed plan costs
Lower South West	595	\$13,608,952

## Measure 102: Total number of plans developed

### Description of measure:

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

### Explanation of result:

748 plans have been developed since the trial commenced. This number may include more than one plan for some individuals.

Region	Total active plans	Total plans developed
Lower South West	595	748

## 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; People with a psychosocial disability; and People from culturally and linguistically diverse (CALD) 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 initiatives	Funds provided	Funds expended <sup>1</sup>	% of activities commenced	% of activities completed
4	\$500,000	\$500,000	83%	0%

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

## 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 to participate as community members and ensure access to mainstream services available to all West Australians.

### Case study – Kevin Sambell

63 year-old Kevin Sambell from Busselton has seen his life improve significantly since joining the WA NDIS My Way trial just a few months ago. Kevin was born profoundly deaf and was socially isolated due to challenges with communications.

Kevin developed a plan with support from his My Way Coordinator, which identified his goals and aspirations and what supports were needed to make them reality. An important element of Kevin's plan was connecting him to activities in the community that interested him.

Kevin chose Senses Australia to provide the supports to achieve his goals and was involved in the interview process to appoint his support worker, giving him the choice and control that is central to the WA NDIS My Way model.

Now a regular at the Senior Citizens Centre in Busselton, Kevin participates independently in indoor bowls, table tennis and Tai Chi. He is also linked to the Busselton volunteers program and has started volunteering once a week. Kevin also goes fishing and he has a new passion for photography.

“They have helped me to find and go to community organisations and go to places and do activities that I enjoy. It is nice to have someone to chat to. I have been enjoying volunteering and my time gardening at Landcare. I like planting seedlings and watching them grow,” says Kevin.

To utilise natural support networks, one of Kevin's neighbours is keeping an eye on him and will alert Kevin's support worker if any issues arise.

Thanks to stronger community connections, highly personalised planning and better links with natural support networks and mainstream services, Kevin is reaching his goals and looking forward to more opportunities in 2015.

## Conclusion

This second quarterly report has shown continued growth in the WA NDIS My Way trial site. By the end of the second quarter there were 623<sup>1</sup> individuals in the trial of whom 595 had approved plans. Total expenditure of 5.1 million was incurred for the first six months. The following themes are emerging from the information gathered to date.

### Diversity of client group

There continued to be a wide range of disability types for individuals involved in the trial.

The most common primary disability categories for individuals in the trial were consistent with the first quarter: intellectual disability (42%) and autism and related disorders (22%). Similarly, the largest proportion of committed costs was for individuals with the primary disability type of intellectual disability. Of additional note is that there were 44 individuals with a primary disability defined as psychosocial. The majority of individuals were male (57%). The most common age groups were 5-14 years (29%) and 45-64 years (25%). There were 22 individuals who identified as Aboriginal or Torres Strait Islander.

This diversity means that the trial will be an excellent guide to how WA NDIS My Way would operate at a state level.

### Efficiency and sustainability of processes

Several measures in this report explore different aspects of sustainability and efficiency.

Promptness in conducting the planning process is shown by the result that 100 per cent of plans were completed within the nominated time frames. There were no complaints or appeals about the process during the period.

In terms of cost efficiency and sustainability it can be observed that the average (mean) cost for all 595 plans was consistent with the first quarter at a level of \$22,872. The median cost was \$10,754, in other words half, the current plans were costing less than that amount. These figures are influenced by the number of plans which use community and other supports rather than having funding. To complete the picture, figures were also presented in this report on funded plans alone. In this respect, there were 483 plans identified as funded, however delays in obtaining 'in-kind' cost information by the time of reporting meant that only 435 of them had a cost recorded against

<sup>1</sup> Includes seven individuals found eligible for continuity of supports only.

them. The average (mean) cost for these remaining 435 plans was \$31,285 and the median was \$16,650. The median, in particular, shows that plans have generally been funded at a sustainable level. It should be noted that further developments in determining in-kind costs may cause variations in average cost figures in future reports.

### **Changes in service provider diversity and in management of plans**

Around a quarter of individuals and their families continued to choose to manage their own plans: 33% of plans were self-managed. When the Cockburn-Kwinana trial site commences operation it will be informative to see whether this pattern continues in a metropolitan setting.

There was also continued steady growth in the number of disability organisations providing services in the trial site. There had initially been 11 organisations at the start of the trial. By 31 December 2014 it had more than tripled to a total of 35.

Both these developments are expected to give individuals and families greater choice over the services they receive. The trends will be closely monitored and discussed in future reports.

### **General Comments**

This is still an early stage in the trial. The quarterly reports for the remainder of 2015 and the interim evaluation report by the independent evaluators later this year, will in combination provide much clearer information on these trends and others. The addition of the Cockburn-Kwinana trial site in 2015-16 will be particularly useful in testing whether there are consistent results in a more urban setting. At this point it is clear that the WA NDIS My Way is changing the way disability services are planned and delivered in Western Australia and that the experiences of the trial will be an important guide to future policy.



# 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-identify 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-identify 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 ‘individual’ 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.

## Non Government Organisations (NGO)

An organisation that is neither a part of a government nor a conventional for-profit business.

## Registered plans

A registered service provider is a provider recommended to the respective panel contract but may not yet have signed their respective panel contract.

## Support cluster

Encompass the range of strategies offered by service providers within the individualised funding environment.

## Support domain

A core area of life activity (e.g. economic or social participation, health and wellbeing).

## 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.



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