



Disability Services Commission

Quarterly Report to the Commonwealth Government

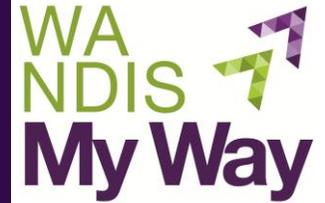


March 2015





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 NDIS My Way trial has now completed its third quarter and some positive patterns are emerging across a number of areas, such as average plan costs and disability groups joining the trial. While we are still working hard to reach goals and improve outcomes for people with disability in the Lower South West, the Commission is cognisant that the Cockburn-Kwinana area will join the trial on 1 July 2015 and that our achievements and learnings to date need to be effectively replicated in the new trial site.

As of 31 March 2015, 706 people were found eligible for supports and services and 631 had a completed WA NDIS My Way plan. The Commission is also continuing its success in bringing people with psychosocial disability into the trial, with 71 individuals now eligible for supports and services. In fact, psychosocial disability is the most commonly identified primary disability for new individuals in the WA NDIS My Way trial, which aligns with our engagement strategies and the relationship building with the mental health sector.

Although the overall number of eligible people is below the Productivity Commission's estimates, evidence so far suggests the modelling used is not representative of the Lower South West region. However to ensure that we have taken every step to reach individuals who might be eligible for supports and services under the expanded NDIS eligibility criteria, the Commission has commenced another information campaign in late April across Lower South West newspapers and local radio stations.

The third quarter report also reveals that the average plan cost remains in line with expectations, reaffirming the Commission's commitment to financial sustainability.

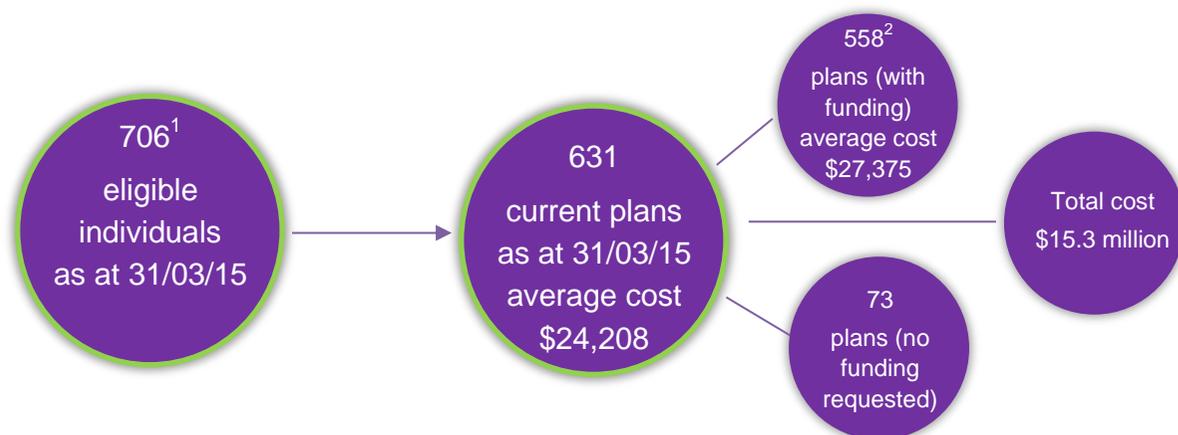
There are some ongoing challenges. We continue to engage in discussions with mainstream providers around in-kind and individualised funding arrangements. The Commission remains committed to sustainability in the non-government sector and will continue to engage with, listen to and learn from organisations at the front line of service provision.

Positive relationships with the sector will become even more important as the WA NDIS My Way teams in the Cockburn-Kwinana area prepare to join the trial. The socio-economic dynamics of the Perth metropolitan area vary significantly from those in the Lower South West. One of the challenges going forward will be adapting to these differences and ensuring that our commitment to highly individualised supports and services continues.

R Massey - Executive Director, Disability Reform

Key highlights

WA NDIS My Way trial	Total
Total committed plan costs	\$15.3 million
Total number of individuals eligible for support	706 ¹
Total number of individuals with current plans (funded and no funding requested)	631
Total number of current plans (with funding)	558 ²
Total number of current plans (with no funding requested)	73
Total year to date cost for the period	\$9 million
Average costs for total current plans (funded and no funding requested)	\$24,208
Average costs for current plans (with funding)	\$27,375 ²
Number of new service providers operating in the trial site	Nil



¹ Includes seven individuals receiving continuity of support only.

² Includes 37 plans with in-kind funded strategies yet to be costed. Costs will be allocated to these in-kind strategies when data has been confirmed with the relevant service provider. The average cost excluding these 37 plans is \$29,319.

Quarterly performance reporting

Introduction

This is the third 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 an agreed Integrated Reporting Framework.

The information presented in this report is collected independently of the NDIA reporting process and uses standardised methods developed and maintained by the Disability Services Commission. Measures (and numbering system) outlined in this report are based on the 113 measures outline in the Commonwealth's Integrated Reporting Framework.

As the trial has now been in operation for nine months, this report provides a good description of the early trends in the WA NDIS My Way model. It shows that the number of people eligible for support continues to grow and that there are consistent patterns in service provision and individual outcomes.

The report is divided into three sections:

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

Actuary statement

The WA NDIS My Way trial has continued to perform well in the three months to 31 March 2015.

Consistent with the six months preceding, 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 previous quarterly reports.

Almost two-thirds of the active individuals who transitioned from the pre-existing project now have new plans. Notably, these individuals' new plans have higher average committed costs than their expiring plans. However, this is largely due to individuals that were previously without funding now receiving funding for the first time. Specifically, the proportion of these transitioned individuals who are funded has increased from 65% to 90%.

Despite the increased average committed cost for these transitioned individuals, the overall average committed cost has remained constant. This is because, as expected, new entrants have had lower support needs and thus lower average committed cost. Specifically, the average committed cost of new entrants in this quarter is about \$21,000 compared to previous quarters of \$25,000 (Dec-14) and \$28,000 (Sep-14). These averages are all less than the expected average annualised committed cost of about \$37,000.

The number of new entrants to the trial during the March quarter fell substantially from the peak in the December quarter. There were 63 eligibility requests compared to 102 requests in the previous quarter. The total number of individuals participating in the trial at 31 March 2015 is 65% of what was expected (i.e. 706 compared to 1089). Projections will be reviewed in depth at the first annual financial sustainability review.

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 nine 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, supports and services will be important to the trial's broader success.

We encourage the Disability Services Commission to continue to build on this positive start. We look forward to the first annual financial sustainability review following the next quarter.

Taylor Fry

Individual Outcomes

The supports and services available 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 – Leah Carroll

For the first time in her life, Busselton woman Leah Carroll can hold a conversation, make eye contact and prepare simple meals. The 39-year old with autism and an intellectual disability, who shares accommodation with her parents Kerry and Dane, also does volunteer work and is involved in a range of sports and community activities. Leah's mum Kerry said she now has huge hopes for Leah, who until recently was very dependent on her parents and wasn't learning new skills.

"She's blossoming now," Kerry said. "I never thought it would happen."

The trigger for the changes in Leah's life has been participation in the WA NDIS My Way trial. As a result of the My Way individual planning approach, Leah has been able to access services and funding that are appropriate to support the life she wants to lead.

Kerry manages the funding for Leah's supports. This enables Leah to exercise more choice and control over her services and supports and also cuts some of the financial management costs.

"With the new My Way plan being managed by Kerry, the family can for the first time sense sustainability and begin to plan their life with the realistic knowledge and belief that Leah will be able to continue living in her own home," My Way Coordinator Richard Arnold said.

My Way's individualised planning meant that supports and services could be designed to best suit Leah's goals. They include voluntary work at Landcare and a travel agent, as well as bowling, surfing, cycling, sailing, having a pet dog, cooking and developing positive communication skills. Kerry said with My Way's individualised approach it was important to ensure social activities were included in the My Way plan; otherwise Leah risked isolation and loneliness.

"When people with disability live in group homes they have a lot of company. Because Leah lives independently, we have made sure her plan includes activities with others so she doesn't get lonely," Kerry said.

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 78%. This figure reflects plan reviews undertaken within the first nine months of the WA NDIS My Way trial.

Region	Total plans reviewed	Total individuals achieving plan goals	%	Total individuals not yet achieving plan goals	%
Lower South West	305	239	78%	66	22%

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 individuals achieving their plan goals within domains for plans reviewed to the end of the quarter. A WA NDIS My Way plan may have a number of plan goals represented across various 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 1264 plan goals spread across domains for plans reviewed in the first three quarters. Plan goals achieved (81%) exceeded plan goals not yet achieved (19%). The WA NDIS My Way trial has been fully operational for nine months and it is anticipated that as the service becomes firmly embedded and individuals move into a regular review schedule, the total number of individuals achieving their goals will continue to rise.

	Domain												Totals		
	Economic		Education		Health and wellbeing		Independence		Living arrangements		Social		Total achieved	Total not achieved	Total plan goals
Region	A	NA	A	NA	A	NA	A	NA	A	NA	A	NA			
Lower South West	55	25	98	23	337	74	218	53	60	8	253	60	1021	243	1264

(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 was managed upon review.

Explanation of result:

For individuals who have had their plans reviewed, approximately 22% have changed their plan management options.

Region	Total plans reviewed	Change of approach							
		Self managed ¹ to service provider-managed ²	%	Service provider-managed ² to self managed ¹	%	Combination managed ³ to self ¹ /service provider-managed ²	%	Self ¹ /service provider-managed ² to combination managed ³	%
Lower South West	305	1	0.3%	2	0.7%	8	2.6%	57	18.7%

¹ A self-managed approach is where an individual or their representative manages all funded strategies in their plan.

² A service provider-managed approach is where an individual chooses a service provider to manage any funded strategies identified in their plan.

³ A combination-managed approach is where an individual's plan includes both self-managed and service provider-managed strategies.

Measure 19 and 62: Trend 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. Plans can be managed by service providers, individuals (self-managed) or jointly (combination managed) and may each include some in-kind supports.

Explanation of result:

The majority of funded plans are service provider-managed closely followed by self-managed. The number of individuals self-managing their plan is considerably higher than the national average.

Region	Totals			Plan Management Options					
	Total current plans	Number of unfunded plans	Number of funded plans	Service-provider managed ³	%	Self-managed ⁴	%	Combination managed ⁵	%
Lower South West	631	73	558 ¹	208	37%	189 ²	34%	161	29%

¹ Includes 37 plans with in-kind strategies yet to be costed.

² Includes 77 plans with in-kind strategies.

³ A service-provider-managed approach is where an individual chooses a service provider to manage all funded strategies identified in their plan.

⁴ A self-managed approach is where an individual or their representative manages all funded strategies in their plan.

⁵ A combination-managed approach is where an individual's plan includes both self-managed and service provider-managed strategies.

Measure 24: Disaggregation for new individuals by individual group

Description of measure:

This measure reports the number of new individuals deemed eligible 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).

Primary disability	Number of new individuals
Acquired brain injury	4
Autism	6
Deaf/blind	2
Hearing	2
Intellectual disability	2
Neurological	7
Physical	15
Psychiatric/psychosocial disorders ¹	27
Vision	11
Total	76

¹ The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

Measure 38-43, and 99: Information about individuals assessed as 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 most commonly identified primary disability is intellectual disability, followed by individuals presenting with autism. There are more males than females presenting in both disability types, notably in autism.

Primary disability	Individuals	CALD ¹	ATSI ²	Gender			Age					
				M	F	X	0-4	5-14	15-24	25-44	45-64	65+ ⁴
Acquired brain injury	21			13	8			1	1	2	15	2
Autism	147		5	117	30		2	111	30	4		
Deaf/blind	3				3					1	2	
Developmental delay	17		1	13	4		12	5				
Hearing	5			2	3		1				4	
Intellectual disability	268		14	153	115		4	60	83	73	45	3
Neurological	59	1	1	23	36		1	3	3	14	32	6
Other	1				1					1		
Physical	94		1	48	46		2	14	11	14	51	2
Psychiatric/psychosocial disorders ³	71	1	1	28	43				6	27	38	
Specific learning/attention deficit disorder (other than intellectual)	1			1						1		
Vision	19			7	12		2	2		4	11	
Total	706	2	23	405	301		24	196	134	141	198	13

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 following, 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-identify as being of Aboriginal and/or Torres Strait Islander descent.

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

⁴ Includes seven individuals receiving continuity of support only.

Measure 44: Areas of support 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 WA NDIS My Way plan may have a number of long term goals represented across various 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 766 long term goals spread across support areas for approved plans. The most common support area is independence (40%), followed by health and wellbeing (32%) and social participation (21%). 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	Total long term goals	Total long term goals not identified	Total current plans
Lower South West	57	248	303	158	766	208	631

Measure 49: Plans requiring early review

Description of measure:

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

Explanation of result:

To date, 305 plans have been reviewed, of which 38 plans required an early review.

Total plans developed	Total plans reviewed	%	Plans reviewed early	%
941	305	32%	38	4%

Measure 50: Active individuals

Description of measure:

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

Explanation of result:

A total of 706 individuals were deemed eligible for supports and services at the end of the quarter.

Region	Total number (end of quarter)
Individuals eligible for support	706 ¹

¹ Includes seven individuals receiving 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 558 current plans (with funding), there are 3326 strategies spread across pricing support clusters. On average each plan has at least two strategies, with most strategies aimed at wellbeing (40%) and daily living (29%).

	Pricing support clusters										Totals	
	Accommodation	Behaviour support and specialist care	Communication	Daily living	Episodic coordination of support	Equipment	Family and carer support	Other	Therapy and specialist support	Wellbeing	Total strategies	Total plans
Lower South West	16	51	47	955	14	328	186	22	388	1319	3326	558

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 from consent to plan approval is 53 days and the average time from eligibility to plan approval is 40 days.

Region	Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
Lower South West	53	40

Measure 57-60: Service provider characteristics and market profile

Description of measure:

This measure outlines the details of service providers currently endorsed to provide supports and services in the WA NDIS My Way trial.

Explanation of result:

There are 35 service providers in the Lower South West. No new providers were endorsed by the Commission in the quarter. 70% of registered providers in the trial site are operating in the state only, with 30% having a national presence. A small number (nine per cent) of service providers are for-profit organisations.

Service provider characteristics and market profile ¹							
Footprint	Disability Support	Allied Health	Disability Equipment	Plan Management	Other	Total	Service Providers
National	10	3	1	2	5	21	10
State	23	4	4	2	1	34	25
Total	33	7	5	4	6	55	35
Provider Type							
Non-Government	30	7	4	4	5	50	31
Small/Medium Enterprise	0	0	0	0	0	0	0
For-profit	3	0	0	0	1	4	3
Public ²	0	0	1	0	0	1	1
Total	33	7	5	4	6	55	35

¹ Service providers may deliver multiple services; therefore services will generally be greater than the total number of service providers.

² Public is other government departments/agencies and Local Government Authorities.

Measure 63-64: Requests for eligibility determination

Description of measure:

This measure details the number of individuals who requested an eligibility assessment and the outcome of this assessment.

Explanation of result:

706¹ individuals were deemed eligible as at 31 March 2015. The table below excludes existing eligible individuals who were receiving supports and services prior to trial commencement. Of the total 206 individuals that requested an eligibility assessment, 95% were deemed eligible and one per cent ineligible.

Region			Eligibility decision				Total
	Assessment outstanding	%	Eligible	%	Not Eligible	%	
Lower South West	8	4%	196	95%	2	1%	206

¹ Includes seven individuals receiving continuity of support only.

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, nature and quantum of support (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 and appeals to date.

Category of review/appeals decisions (more than one category can apply to each decision)							
	Eligibility	Reasonable 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 upheld	Original decision amended	Original decision withdrawn	Original decision overturned			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 measure 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. The improvement from quarter two is due to a system enhancement that has enabled the Commission to more accurately count the time taken to assign a My Way Coordinator from the date of receiving an individual's consent.

Region	Average time from consent to assignment of My Way Coordinator (days)
Lower South West	13

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 relative to the number of individuals as an individual may have had more than one plan developed during the period. The total number of plans developed refers to plans that have either commenced since 1 July 2014, or plans that were active on 1 July 2014 as individuals began with the trial.

Explanation of result:

A total of 631 plans are current at the end of this quarter and 941 plans have been developed since the trial commenced.

Region	Total plans developed (during trial)	Total current plans (end of the quarter)
Lower South West	941	631

Financial Sustainability

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

Case study – Activ Foundation

“Activ has been operating in Busselton since before the launch of WA NDIS My Way and currently supports more than 40 clients in the region. Activ’s experience with WA NDIS My Way in the Lower South West has generally been a positive one. The two key contributing factors have been the teamwork and partnerships from all involved and an increased flexibility in the system.

Activ has obtained clearer messaging from both the WA NDIS My Way regional office in Busselton and the Disability Services Commission in West Perth. This has been vital for Activ to adapt to the many changes as a result of the new system.

The Commission has engaged well with service providers in and outside of the region. A positive example of this is a client who was living in Perth and wanted to relocate to Busselton with her family. The Local Area Coordinator in Perth contacted Activ to provide support during this transition and also on an ongoing basis once the client had relocated. WA NDIS My Way had already launched, so this could have been a difficult process. However, through exemplary teamwork between the Commission and Activ, we were able to come to an arrangement which saw the individual bring some funding with them, and then start the My Way planning process for the next 12 months. The WA NDIS My Way plan is now in place and the individual is working towards a new and exciting set of goals.

There are still challenges with regards to pricing in the region. The application of the WA NDIS My Way pricing arrangements represents a fairly significant drop in price from our previous contract. It has pushed us to work towards a more sophisticated method for determining the actual cost per unit of service. It has also meant that in some instances we have had to say no to services. We are also questioning viable wages for our staff and this could reduce our workforce in the future.

Disability service organisations need to continue to work in partnership with the Commission to ensure the unit price is sustainable and supports a liveable wage for staff. We believe that as the sector grows it will be critical to continue to attract staff from comparative industries, such as child and aged care, and wages are a significant factor in this.” **Tony Vis, CEO Activ**

Measure 13 and 52: Delivery of agreed supports as planned

Description of measure:

This measure compares the acquittal of funds by individuals and service providers against actual payments received from the Commission.

Explanation of result:

A high proportion of payments have been acquitted by service providers and individuals.

Payment type	Acquitted Payments	Total payments	% acquitted
In kind ¹	\$512,758	\$512,758	100%
Service providers	\$6,874,456	\$6,883,019	100%
Individuals	\$992,378	\$1,580,392	63%
Total	\$8,379,592	\$8,976,169	93%

¹ In-kind payments have been calculated on a pro-rata basis of the total in-kind value allocated to an individual's plan. Acquitted payments reflect total payments.

Measure 30 and 82: Operating Expenses ratio

Description of measure:

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

Explanation of result:

The high actual administration ratio reflects the low average cost of funded packages provided to individuals in the WA NDIS My Way trial (\$24,208 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. 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. The estimated expense ratio is based on an average package cost of \$37,000.

	Actual%	Estimated%
Operating expense ratio	23%	13% ¹

¹ 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 type.

Explanation of result:

In table 1, the median highlights that 50% of individuals with a current plan and no funding requested receive funding of less than \$12,628. In table 2, the median highlights that 50% of individuals with a current costed plan receive funding of less than \$15,900.

Table 1: Average and median funding across primary disability type for total current plans.

Primary disability	Total current plans	Total committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired Brain Injury	19	\$248,127	\$13,059	\$9,300
Autism	136	\$1,648,164	\$12,119	\$9,130
Developmental Delay	15	\$95,328	\$6,355	\$618
Hearing	3	\$67,515	\$22,505	\$24,563
Intellectual Disability	260	\$9,178,164	\$35,301	\$17,037
Neurological	53	\$1,536,809	\$28,996	\$16,260
Other ¹	3	\$67,718	\$33,859	\$150
Physical	79	\$1,607,399	\$20,347	\$9,264
Psychiatric/psychosocial disorders ²	50	\$702,554	\$14,051	\$9,581
Vision	13	\$123,266	\$9,482	\$5,190
Total	631	\$15,275,043	\$24,208	\$12,628

¹ The 'other' primary disability category includes single individuals with costs that have been aggregated to retain anonymity.

² The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

Table 2: Average and median funding across primary disability type for current 'costed' plans.

Primary disability	Total current costed plans	Total committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired Brain Injury	14	\$248,127	\$17,723	\$13,769
Autism	113	\$1,648,164	\$14,586	\$10,740
Developmental Delay	8	\$95,328	\$11,916	\$6,474
Hearing	3	\$67,515	\$22,505	\$24,563
Intellectual Disability	225	\$9,178,164	\$40,792	\$22,645
Neurological	44	\$1,536,809	\$34,927	\$19,440
Other ¹	2	\$67,718	\$33,859	\$150
Physical	62	\$1,607,399	\$25,926	\$13,706
Psychiatric/psychosocial disorders ²	40	\$702,554	\$17,564	\$13,585
Vision	10	\$123,266	\$12,327	\$7,140
Total	521	\$15,275,043	\$29,319	\$15,900

¹ The 'other' primary disability category includes single individuals with plan costs that have been aggregated to retain anonymity.

² The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

Measure 81: Total cash and in-kind payments

Description of measure:

This measure reports on the total cash and in-kind payments to service providers, and individuals who self-manage any funded strategies in their plan.

Explanation of result:

The majority of payments for the WA NDIS My Way trial were cash funded (94%). In-kind support is progressively being allocated to individual plans. Data sharing arrangements continue to be progressed to facilitate the capture of all in-kind information.

Region	Total cash payments	Total in-kind payments ¹	Total
Lower South West	\$8,463,411	\$512,758	\$8,976,169

¹ In-kind payments have been calculated on a pro-rata basis of the total in-kind value allocated to an individual's plan.

Measure 83: Average support package growth rate

Description of measure:

This measure compares the current 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 and includes plans with no funding requested.

Explanation of result:

Average current approved plan costs have increased (0.1 per cent) in the current quarter.

Region	Average current plan cost	Average current plan cost (previous quarter) ¹	Growth in average current plan cost (%)	Total current plan cost	Total current plan cost (previous quarter) ¹	Growth of total current plan cost (%)	Total current plans
Lower South West	\$24,208	\$24,181	0.1%	\$15,275,043	\$14,387,939	6.2%	631

¹ Average current plan and total plan cost for the previous quarter have been adjusted from the quarter two report to reflect the addition of in-kind strategies to individual plans during quarter three.

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

Description of measure:

This measure details total year to date payments to service providers.

Explanation of result:

The majority of cash payments are for participation in community, social and civic activities (27%), followed by assistance with daily personal activities (22%), household tasks (14%) and development of daily living and life skills (12%).

Support types	Total cash payments	Total in-kind payments	Total payments
Assistance in coordinating or managing life stages, transitions and supports	\$2,137	\$191	\$2,328
Assistance to access and maintain employment	\$433,640	\$211,011	\$644,651
Assistance with daily life tasks in a group or shared living arrangement	\$528,685	\$1,250	\$529,935
Assistance with daily personal activities	\$1,589,075	\$9,756	\$1,598,831
Assistance with personal care and transitions in educational settings	\$30,636	\$438	\$31,074
Assistance with travel/transport arrangements	\$134,312	\$2,940	\$137,252
Assistive equipment for recreation and leisure	\$0	\$2,029	\$2,029
Assistive products for personal care and safety	\$0	\$14,095	\$14,095
Assistive technology specialist assessment, set up and training	\$0	\$0	\$0
Behaviour support	\$423	\$438	\$861
Communication and information equipment	\$0	\$311	\$311
Development of daily living and life skills	\$858,139	\$1,815	\$859,954
Early intervention supports for early childhood	\$0	\$0	\$0
Home modification design and construction	\$0	\$7,594	\$7,594
Household Tasks	\$1,010,352	\$18,612	\$1,028,964
Management of funding for supports under an individual's plan	\$8,106	\$0	\$8,106
Other	\$74,508	\$0	\$74,508
Participation in community, social and civic activities	\$1,918,822	\$39,341	\$1,958,163
Personal mobility equipment	\$633	\$39,907	\$40,540
Physical wellbeing activities	\$73,625	\$0	\$73,625
Specialist care for individuals with high care needs	\$167,223	\$500	\$167,723
Therapeutic supports	\$9,028	\$34,241	\$43,269
Training for independence in travel and transport	\$33,748	\$0	\$33,748
Training for the provision of specialist care for individuals with high care needs	\$0	\$0	\$0
Vehicle modifications	\$573	\$0	\$573
Workers' Compensation and superannuation	\$9,354	\$0	\$9,354
Total¹	\$6,883,019	\$384,467	\$7,267,486

¹ The addition of the payments for support types may not reconcile to the total due to rounding.

Measure 87: Value of payments to individuals by support type

Description of measure:

This measure details total year to date payments to all individuals who 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 (35%), followed by assistance with daily personal activities (16%) and household tasks (eight per cent).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$3,028	\$0	\$3,028
Assistance in coordinating or managing life stages, transitions and supports	\$653	\$0	\$653
Assistance to access and maintain employment	\$49,644	\$31,122	\$80,766
Assistance with daily life tasks in a group or shared living arrangement	\$55,969	\$3,338	\$59,307
Assistance with daily personal activities	\$271,252	\$1,888	\$273,140
Assistance with personal care and transitions in educational settings	\$64,899	\$0	\$64,899
Assistance with travel/transport arrangements	\$10,272	\$210	\$10,482
Assistive equipment for recreation and leisure	\$10,187	\$603	\$10,790
Assistive products for household tasks	\$2,709	\$0	\$2,709
Assistive products for personal care and safety	\$69,536	\$8,838	\$78,373
Assistive technology specialist assessment, set up and training	\$2,255	\$0	\$2,255
Behaviour support	\$1,797	\$0	\$1,797
Communication and information equipment	\$6,694	\$0	\$6,694
Development of daily living and life skills	\$79,692	\$0	\$79,692
Early intervention supports for early childhood	\$9,492	\$0	\$9,492
Home modification design and construction	\$41,524	\$8,481	\$50,005
Household Tasks	\$125,077	\$4,178	\$129,254
Interpreting and translation	\$1,000	\$0	\$1,000
Management of funding for supports under an individual's plan	\$232	\$0	\$232
Other	\$982	\$0	\$982
Participation in community, social and civic activities	\$584,242	\$7,945	\$592,187
Personal mobility equipment	\$18,587	\$14,081	\$32,669
Physical wellbeing activities	\$25,285	\$0	\$25,285
Specialist care for individuals with high care needs	\$13,914	\$0	\$13,914
Therapeutic supports	\$43,519	\$47,608	\$91,127
Training for independence in travel and transport	\$983	\$0	\$983
Training for the provision of specialist care for individuals with high care needs	\$8,529	\$0	\$8,529
Vehicle modifications	\$4,067	\$0	\$4,067
Workers' Compensation and superannuation	\$87,486	\$0	\$87,486
Funds returned	-\$13,113	\$0	-\$13,113
Total¹	\$1,580,392	\$128,291	\$1,708,683

¹ The addition of the payments for support types may not reconcile to the total due to rounding.

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 60% of funding is allocated to individuals with an intellectual disability, noting that individuals with an intellectual disability represent 41% of all persons receiving funded support. Average cost comparisons show that the most costly plans are for individuals with an intellectual disability.

Primary disability	Total funded plans	Annual committed costs	Average annualised costs
Acquired brain injury	17	\$248,127	\$14,596
Autism	113	\$1,648,164	\$14,586
Developmental delay	11	\$95,328	\$8,666
Hearing	3	\$67,515	\$22,505
Intellectual disability	230	\$9,178,164	\$39,905
Neurological	49	\$1,536,809	\$31,363
Other ¹	2	\$67,718	\$33,859
Physical	73	\$1,607,399	\$22,019
Psychiatric/psychosocial disorders ²	49	\$702,554	\$14,338
Vision	11	\$123,266	\$11,206
Total	558³	\$15,275,043	\$27,375

¹ The 'other' primary disability category includes single individuals with costs that have been aggregated to retain and individual's anonymity.

² The Commission recognises psychosocial disability under the NDIS psychiatric primary disability category.

³ Includes 37 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 providers.

Measure 92: Number of plans with single supports

Description of measure:

This measure outlines the number of current 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 (92%) require more than one support. Only eight per cent of individual's plans contain a single support.

Region	Total current plans	Number of current plans with single support	%
Lower South West	631	51	8%

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.

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 trial where My Way Coordinators support individuals to develop plans and strategies that do not necessarily require funding.

Table 1: Total number of individuals with a current plan (includes individuals who did not request funding).

Region	Total current plans	Actual expenditure for the quarter ¹	Average annualised committed cost	Median annualised committed
Lower South West	631	\$3,045,476	\$24,208	\$12,628

¹ The table excludes expenditure for plans no longer active at the end of the quarter.

Table 2: Total number of individuals with a current 'costed' plan

Region	Total current 'costed' plans ²	Actual expenditure for the quarter ¹	Average annualised committed cost	Median annualised committed
Lower South West	521	\$3,045,476	\$29,319	\$15,900

¹ The table excludes expenditure for plans no longer active at the end of the quarter. Actual quarterly expenditure for all plans is \$3.9 million.

² The table excludes 37 unfunded plans with in-kind strategies yet to be costed. Refer to measure 88 (Value and number of approved packages by disability type) where these plans have been included to calculate the average cost.

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:

Current plans have a total annualised cost of \$15.3 million.

Region	Total current plans	Total committed plan cost
Lower South West	631	\$15,275,043

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 and mental health sectors, local and state governments and the private sector to reduce barriers for people with disability as community members and ensure access to mainstream services are available to all West Australians.

Case study – Kelvin Back

Participation in the WA NDIS My Way trial has opened the door to independence for Busselton man Kelvin Back. The 43-year-old who has an intellectual disability and Type 1 Diabetes enjoys living in his own home, driving his car, undertaking seasonal work and, with support, managing all the challenges of day-to-day life.

Kelvin is enjoying the independence and benefits of a bigger community in his new life in Busselton. WA NDIS My Way Coordinator Teresa Jeffries said that with a combination of informal and formal supports, Kelvin pays his bills, manages his diabetes, saves for holidays, takes part in community activities and tries to keep fit and healthy.

“Kelvin's WA NDIS My Way plan is providing the necessary safeguards, giving his family peace of mind and helping him build on the skills and confidence he needs to live independently in his local community,” Ms Jeffries said.

Mr Back's parents live in Harvey, about 90km away. Although they see him often and are in regular phone contact, it is important for them to know their son has support in Busselton.

“We have worked with Kelvin and Ms Jeffries on ways to look at all his needs, to make sure Kelvin is able to manage his diabetes on his own as well as other parts of his life, such as spending time with friends, enjoying regular swimming and learning how to prepare healthy meals.

“I never thought Kelvin would be able to manage his diabetes. But now, with some support, he is doing that, which is wonderful – I'm so relieved,” Mrs Back said.

Drop-in visits by agency support staff five hours a week, daily phone calls from Activ and life skills development are all helping support Kelvin's independence.

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 psychosocial disability, and people from Culturally and Linguistically Diverse backgrounds
- expand the range of individual service options provided by service providers
- provide sector training to middle managers and support workers
- increase sector knowledge about the quality and safeguarding system post 1 July 2014.

Number of initiatives	Funds provided	Funds expended ¹	Activities commenced %	Activities completed %
4	\$500,000	\$500,000	100%	0%

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

Conclusion

Growth

This third quarterly report has shown continued growth in the number of individuals found eligible for supports and services, plans approved and total expenditure in the WA NDIS My Way trial. By the end of the third quarter there were 706 individuals found eligible of whom 631 had an approved plan. This is an increase compared to the second quarter of 13% in individuals and six per cent for those with plans. There were 521 individuals with plans with costed funding (an increase of 20%). Total expenditure of \$9 million has been incurred for the first nine months of operation: principally in cash payments (\$8.5 million). Total expenditure has increased by 76% since the second quarter.

Diversity of client group disabilities

The most common types of disability for eligible individuals continue to be intellectual disability (38%) and autism (21%). However there are also significant numbers of individuals with psychiatric (10%) and physical disability (13%). Of the new individuals joining the trial during the third quarter, the most common disability types were psychiatric/psychosocial disorders (36%) and physical disability (20%). Hence, although two types of disability predominate in the client group, there are early trends towards a more diverse group.

Efficiency and sustainability of processes

The trial continues to demonstrate efficient management of funding in a sustainable manner. The operating expenses ratio (a comparison of administrative expenses to overall costs) is 23%. The average (mean) annualised cost of all 631 plans is \$24,208 with a median of \$12,628. Thus half of all plans are funded at \$12,628 or less. The average cost per plan at the end of this quarter is \$27 more than at the end of the second quarter. The average annualised cost of the 521 current and costed plans is \$29,319 and the median \$15,900. The average is \$1,966 less than at the end of the last quarter. It is apparent from these figures that average funding has been less than the average package cost of \$37,000 which had been originally envisaged, and the trend between quarters has been for the average funding to remain at the same level. This has been achieved so far with a satisfactory level of achievement of outcomes, with 78% of individuals achieving their plan goals at review.

Service provider diversity and management of plans

The same number of providers are present in the trial site as in the second quarter, indicating a period of consolidation. The trend continued of about a fifth (19%) of individuals at review changing their plan management option from self/service provider-managed to combination-managed.

This suggests a consolidation of the trends: there is a significant increase in service providers in the first two quarters which has now stabilised; and the number of individuals adjusting their management of plans is trending at about 22%.

General Comments

The trial site continues to grow but is evidently financially efficient and sustainable. The majority of individuals have one of two disability types (Autism or Intellectual disability) however there is an emerging trend to a more diverse client group, in particular with the increasing proportion of individuals with a psychiatric disability. Overall this is proving to be a worthwhile trial and is showing that the experience of WA NDIS My Way in the Lower South West differs from the broad trends at a national level. If these trends are replicated in the second trial site of Cockburn-Kwinana in 2015-16 then it will be an important pointer for future directions in WA disability reform.

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 (current plans)

Refers to individual plans (both funded and un-funded) approved by a Commission delegated officer. To reach this stage of approval entails the prior exploration, sourcing and costing of supports and services, identification of service providers and a specified commencement date for the delivery of supports and services.

ATSI (Aboriginal or Torres Strait Islander)

Refers to persons who self-identify as being of Aboriginal and/or Torres Strait Islander descent.

CALD (culturally and linguistically diverse)

Refers to persons who self-identify as being born in countries other than the following, 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.

Endorsed service provider

A service provider found suitable to provide supports and services in the WA NDIS My Way trial sites and has been awarded a service agreement to be on the Disability Services Commission’s Panel Contract for Individually Funded Services.

Individuals eligible for supports and services

'Individuals' eligible for supports and services are those who meet the NDIS eligibility criteria.

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.

Support cluster

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

Support areas

Support areas are broad classifications used in the NDIS to define outcomes for individuals.

Support domain

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

Unfunded plans (current plans with no funding requested)

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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