



Disability Services Commission

# Quarterly Report to the Commonwealth Government

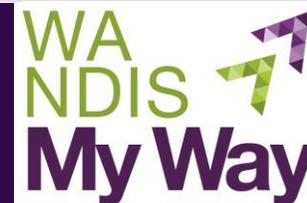


June 2015





# Disability Services Commission: Quarterly Report



## Disability Services Commission

### Quarterly Report to the Commonwealth Government

Reporting period: 1 April 2015 to 30 June 2015 (fourth quarterly report)

Data extracted on: 30 June 2015

Report published: 31 July 2015

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# Western Australian NDIS My Way trial

## Foreword

We are now a full 12 months into the WA NDIS My Way trial and it is encouraging to note the large number of people who are already achieving their plan goals and reporting that participation in the trial is changing their lives for the better. The positive outcomes achieved so far reflect the whole of sector collaboration, commitment and hard work that has gone into the development and implementation of the WA NDIS My Way trial.

As of 30 June 2015, there were 777 individuals found eligible for supports and services and 688 had a completed WA NDIS My Way plan. Psychosocial disability remains the most commonly identified primary disability for new individuals in the trial, which is testament to our proactive engagement strategy, strong relationship with the mental health sector and the positive experiences that people with psychosocial disability in the trial have had to date.

As predicted, the number of eligible individuals remains below Productivity Commission estimates, yet there continues to be no waitlist for those who wish to explore their eligibility for the trial. The Commission is working closely with the WA NDIS My Way actuaries Taylor Fry, to further investigate the modelling on which the potential numbers for the Lower South West trial were based. Meanwhile, it is pleasing to note the positive conclusions highlighted in the Quarterly Actuarial Report, which indicates that the WA NDIS My Way trial is on track in terms of financial sustainability.

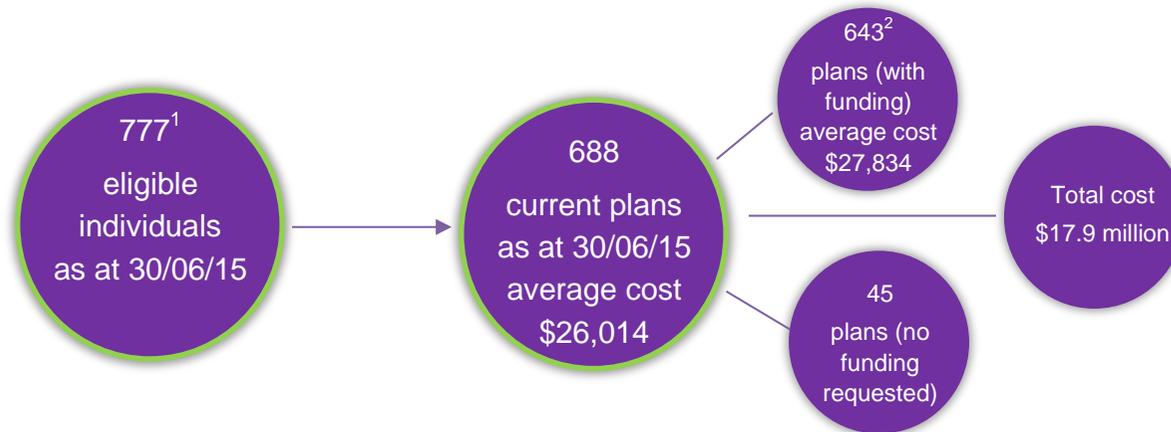
The Disability Services Commission (the Commission) is actively applying learnings from the Lower South West to the Cockburn-Kwinana trial site, which will commence operating on 1 July 2015. Twelve months of preparatory work and systems development has created a high level confidence within the Commission and the wider disability sector that the Cockburn-Kwinana trial site will deliver successful outcomes for people with disability and their families. The strong partnership that exists between the Commission and the non-government disability sector has contributed to the readiness for this next phase of the WA NDIS My Way trial.

People with disability, their families and carers continue to tell the Commission how pivotal their My Way Coordinator is in the individual planning process. Based in the local community, My Way Coordinators have extensive local knowledge, are well-placed to know what is working for each person and can respond quickly to their changed needs or circumstances. To prepare for the increased number of eligible individuals in the Cockburn-Kwinana trial site, additional staff including My Way Coordinators, have been recruited.

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

## Key highlights

WA NDIS My Way trial	Total
Total committed plan costs	\$17.9 million
Total number of individuals eligible for support	777 <sup>1</sup>
Total number of individuals with current plans (funded and no funding requested)	688
Total number of current plans (with funding)	643 <sup>2</sup>
Total number of current plans (with no funding requested)	45
Total year to date payments for the period	\$14 million
Average costs for total current plans (funded and no funding requested)	\$26,014
Average costs for current plans (with funding)	\$27,834
Number of service providers operating in the trial site	36



<sup>1</sup> Includes six individuals receiving continuity of support only.

<sup>2</sup> Includes 23 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 23 plans is \$28,867.

# Quarterly performance reporting

## Introduction

This is the fourth Quarterly Report for the WA NDIS My Way trial in Western Australia. Under the National Partnership Agreement, the 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 National Disability Insurance Agency's reporting process and uses standardised methods developed and maintained by the Commission. Measures (and numbering system) used in this report are based on the 113 measures outlined in the Commonwealth's Integrated Reporting Framework.

The trial has now been in operation for 12 months and this report shows that the number of people eligible for support continues to grow and that there are consistent patterns in service provision and individual outcomes. Of particular note is the high level of individuals achieving their plan goals. This demonstrates the strength of the WA NDIS My Way model which allows sufficient time for high quality planning based on a respectful relationship with an NDIS My Way Coordinator. This ensures that individuals, families and carers are supported to identify goals and appropriate strategies that are achievable within their plan.

The report is divided into three sections:

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

## Actuary statement

The first year of the WA NDIS My Way trial has been a success.

Throughout 2014/15 the average annualised committed cost has remained very stable between \$26,000 and \$27,000. This is about 30% lower than budgeted. The funding available to individuals with high support needs has increased, including many individuals receiving funding for the first time. However, funding requirements of newly-eligible individuals with psychosocial disability has been lower than expected. There are no current trends indicating that the average committed costs will rise in excess of inflation.

The number of new entrants to the trial during the June quarter continued to be below expectations. As at 30 June 2015, there are 35% fewer individuals in the trial than expected. The disparity with expectations is due partly to the slow emergence of individuals with psychosocial disability and individuals that qualify for early intervention. We anticipate that participation will move closer to expectations with the continued emergence of these individuals, but we do not anticipate that the ultimate number of individuals will reach initial expectations for the Lower South West.

With growth in participation slowing, we focus our attention on funding flows through the system. Payments made to service providers and self-managed individuals are consistent with the amounts committed to individuals: that is, promises are being turned into actions. We continue to monitor the pathway from planning to service provision.

The Commission continues to invest in and improve data systems and reporting infrastructure. These improvements will flow through to increased transparency and robust decision-making. The trial launch in Cockburn-Kwinana on 1 July 2015 will provide a thorough test of the current systems – a test that we believe the systems will pass.

We are currently reviewing financial projections and risk management as part of the upcoming Financial Sustainability Report. These will inform the management of the expanded trial and be reflected in future Quarterly Actuarial Reviews. We are also developing a new dashboard for the Commission.

After a promising year, we are confident that the Commission has the tools at its disposal to expand the trial into Cockburn-Kwinana successfully.

Alan Greenfield

**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.

### Personal Story – Simon Evans

Simon Evans from Busselton started receiving WA NDIS My Way supports and services in early 2015 and has already seen opportunities open up for him. Simon, who has an intellectual disability, feels supported by his My Way Coordinator and is starting to think about what his future goals might be.

“I have a good relationship with my Coordinator and I will call her if I have any issues,” says Simon.

Simon currently shares a home with a close friend and works two days a week in a local supermarket. His WA NDIS My Way plan includes support from Activ to assist him with independent living such as banking, cooking, budgeting and bill payment. Activ also supports Simon to create stronger links with the community through volunteering work and taking part in fitness activities at the local recreation centre.

Simon's biggest passion is flying radio-controlled drones and one of the goals in his individualised plan is to obtain a special aviation licence for remote controlled devices. A support worker now takes Simon to Dardanup Aeromodellers Club every fortnight.

“Before WA NDIS My Way, I didn't have anyone to drive me there. I want to work towards getting a drone licence. I get to wear 'First Person' view goggles so I can see the view that the drone is seeing.

“I hope WA NDIS My Way will take me to where I want to go and that I am involved in it for many years to come so I can build on my goals. In the future I want to learn how to repair drones, as well as my bike, so I don't have to spend money at the bike repair shop,” Simon added.

Like his drones, the sky is the limit for Simon and WA NDIS My Way will continue to support him develop pathways to reaching the goals that are important to him.

## 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 91%. This figure reflects plan reviews undertaken within the first 12 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	487	444	91%	43	9%

## 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 specific 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 1987 plan goals spread across domains for plans reviewed in the first four quarters. Plan goals achieved (92%) exceeded plan goals not yet achieved (eight percent). The WA NDIS My Way trial has been fully operational for 12 months and consequently there have been a higher number of plans that have been reviewed than in previous quarters.

	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	116	16	184	18	584	43	391	34	114	11	440	36	1829	158	1987

(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 23% have changed their plan management options.

Region	Total plans reviewed	Change of approach							
		Self managed <sup>1</sup> to service provider-managed <sup>2</sup>	%	Service provider-managed <sup>2</sup> to self managed <sup>1</sup>	%	Combination managed <sup>3</sup> to self <sup>1</sup> /service provider-managed <sup>2</sup>	%	Self <sup>1</sup> /service provider-managed <sup>2</sup> to combination managed <sup>3</sup>	%
Lower South West	487	1	0.2	2	0.4	15	3.1	96	19.7

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

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

<sup>3</sup> 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).

### Explanation of result:

The majority of funded plans are combination-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 <sup>1</sup>	%	Self-managed <sup>2</sup>	%	Combination managed <sup>3</sup>	%
Lower South West	688	45	643 <sup>5</sup>	188 <sup>4</sup>	29	223	35	232	36

<sup>1</sup> A service-provider-managed approach is where an individual chooses a service provider to manage all funded strategies identified in their plan.

<sup>2</sup> A self-managed approach is where an individual or their representative manages all funded strategies in their plan.

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

<sup>4</sup> Includes 48 plans that are in-kind only.

<sup>5</sup> Includes 23 plans with in-kind funded strategies yet to be costed.

## 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) followed by neurological.

Primary disability	Number of new individuals
Acquired brain injury	4
Autism	6
Deaf/blind	0
Hearing	2
Intellectual disability	1
Neurological	16
Physical	12
Psychiatric/psychosocial disorders <sup>1</sup>	22
Vision	3
<b>Total</b>	<b>66</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 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 with autism. There are more males than females presenting in both disability types, more notably in autism.

Primary disability	Individuals	CALD <sup>1</sup>	ATSI <sup>2</sup>	Gender			Age					
				M	F	X	0-4	5-14	15-24	25-44	45-64	65+ <sup>4</sup>
Acquired brain injury	26	0	0	16	10	0	0	2	1	2	19	2
Autism	151	3	6	120	31	0	3	114	30	4	0	0
Deaf/blind	3	0	0	0	3	0	0	0	0	1	2	0
Developmental delay	22	1	1	16	6	0	15	7	0	0	0	0
Hearing	7	0	0	4	3	0	1	0	0	1	5	0
Intellectual disability	268	3	15	155	113	0	4	59	81	76	45	3
Neurological	75	2	2	30	45	0	1	3	3	18	44	6
Other	1	0	0	0	1	0	0	0	0	1	0	0
Physical	108	0	4	53	55	0	4	13	13	16	61	1
Psychiatric/psychosocial disorders <sup>3</sup>	92	1	1	38	54	0	0	0	8	35	49	0
Specific learning/attention deficit disorder (other than intellectual)	1	0	0	1	0	0	0	0	0	1	0	0
Vision	23	0	0	10	13	0	3	3	0	5	12	0
<b>Total</b>	<b>777</b>	<b>10</b>	<b>29</b>	<b>443</b>	<b>334</b>	<b>0</b>	<b>31</b>	<b>201</b>	<b>136</b>	<b>160</b>	<b>237</b>	<b>12</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 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.

<sup>2</sup> 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.

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

<sup>4</sup> Includes six 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 948 long term goals spread across support areas for approved plans. The most common support area is independence (39%), followed by health and wellbeing (33%) and social participation (20%). 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	68	316	370	194	948	175	688

## 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 within the past 12 months.

### Explanation of result:

To date, 487 plans have been reviewed, of which 48 plans required an early review.

<b>Total plans developed</b>	<b>Total plans reviewed</b>	<b>%</b>	<b>Plans reviewed early</b>	<b>%</b>
1208	487	40	48	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 777 individuals were deemed eligible for supports and services at the end of the quarter.

Region	Total number (end of quarter) <sup>1</sup>
Individuals eligible for support	777

<sup>1</sup> Includes six 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 support clusters for individuals with approved funded plans only. WA NDIS My Way plans generally have more than one strategy for each support cluster.

### Explanation of result:

Of the 643 current plans (with funding), there are 4246 strategies spread across support clusters. Most strategies are aimed at wellbeing (34%) and daily living (27%).

	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 funded plans <sup>1</sup>
Lower South West	34	63	41	1156	18	544	226	18	706	1440	4246	643

<sup>1</sup> Includes 23 plans with in-kind funded strategies yet to be costed.

## 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 64 days and the average time from eligibility to plan approval is 50 days.

Region	Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
Lower South West	64	50

## 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 36 service providers in the Lower South West. One new provider was endorsed by the Commission in the quarter. Seventy-two per cent of registered providers in the trial site are operating in the state only, with 28% having a national presence. A small number (eight per cent) of service providers are for-profit organisations.

Service provider characteristics and market profile <sup>1</sup>							
Footprint	Disability Support	Allied Health	Disability Equipment	Plan Management	Other	Total	Service Providers
National	10	4	1	2	5	22	10
State	24	6	3	2	1	36	26
<b>Total</b>	<b>34</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>58</b>	<b>36</b>
Provider Type							
Non-Government	31	10	3	4	5	53	32
Small/Medium Enterprise	0	0	0	0	0	0	0
For-profit	3	0	0	0	1	4	3
Public <sup>2</sup>	0	0	1	0	0	1	1
<b>Total</b>	<b>34</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>58</b>	<b>36</b>

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

<sup>2</sup> 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:

There were 777<sup>1</sup> individuals deemed eligible as at 30 June 2015. The table below excludes existing eligible individuals who were receiving supports and services prior to trial commencement. Of the total 373 individuals that requested an eligibility assessment since the commencement of the trial, 94% were deemed eligible and two per cent ineligible.

Region			Eligibility decision				Total
	Assessment outstanding	%	Eligible	%	Not Eligible <sup>2</sup>	%	
Lower South West	15	4	351	94	7	2	373

<sup>1</sup> Includes six individuals receiving continuity of support only.

<sup>2</sup> "Not eligible" includes only those individuals for whom an eligibility assessment has been completed. It does not include all individuals ineligible to participate in the NDIS under the requirements of Section 24 or Section 25 of the *National Disability Insurance Scheme Act 2013*.

## 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 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
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

## Consumer feedback

The Disability Services Commission has employed a number of strategies to ensure that consumer feedback is an integral part of the development and implementation of the WA NDIS My Way trial. It is important that the WA NDIS My Way model is meeting the needs of those it has been developed for, both now and into the future. This can only be truly achieved if we listen carefully to those who are taking part in the trial and are prepared to make changes accordingly.

In addition to ongoing informal engagement at the local level with support groups, service providers, individuals, families and carers, the Commission has utilised a number of more structured strategies. These include an independent consumer satisfaction survey, independently facilitated forums and the establishment of various governance and advisory groups.

Earlier this year the Commission, in partnership with National Disability Services (NDS), held consumer consultation forums in the Lower South West trial site. The forums were aimed at gathering feedback from people with disability, their families, carers and service providers across a number of key areas such as: experience of the trial (including the planning process, their relationship with their My Way Coordinator and the flexibility of the model); outcomes achieved to date; emerging issues to inform further development and refinement of the WA NDIS My Way model.

Importantly, there was an independently facilitated closed workshop held specifically for individuals, families and carers. Overall, feedback at these sessions was positive, with participants expressing their high levels of satisfaction with their experience and participation in the trial to date.

Furthermore, an external consultant (Patterson's Research Group) conducted an independent consumer satisfaction survey to gain insight into how the WA NDIS My Way model is working for people with disability, their families and carers. Again, the survey results indicate high satisfaction levels across fundamental areas including the planning process, My Way Coordinator role, access to supports and services and inclusion in the general community.

People with disability, their families, carers and service provider representatives are also included in a number of key governance and advisory groups which oversee the WA NDIS My Way trial. Local Advisory Groups have been established in both the Lower South West and Cockburn-Kwinana to make sure that feedback and advice can be shared at the local level and any issues are identified and addressed. Feedback received through these forums has been invaluable in ensuring that the WA NDIS My Way model is responsive and supporting people on the ground to achieve good outcomes.

## **Measure 84: Average length of time from eligibility consent date to commencement of services / connection with a My Way Coordinator**

### 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:

My Way Coordinators provide 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.

<b>Region</b>	<b>Average time from consent to connection with a My Way Coordinator (days)</b>
Lower South West	14

## 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 688 plans are current at the end of this quarter and 1208 plans have been developed since the trial commenced.

An approved (current) WA NDIS My Way plan requires that supports and services have already been explored, sourced and costed. This includes the identification of service providers and a commencement date for the delivery of supports and services.

Region	Total plans developed	Total current plans
Lower South West	1208	688

## 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

### **Working with mainstream agencies – WA NDIS My Way Integrated Education Project**

The Disability Services Commission and the Department of Education are working together to implement an integrated approach to planning with children who are eligible for the WA NDIS My Way trial.

Previously, children with disability and their families often found themselves involved in two separate planning processes; planning with their My Way Coordinator through WA NDIS My Way, and a school based Individual Education Plan process.

Too frequently, these two planning processes were happening in isolation of one another, resulting in the development of duplicate or disparate goals and strategies, supports and services. For example, a child may have received speech therapy after school without any reference to or relationship with the educational program that was being implemented in the school setting.

The WA NDIS My Way Integrated Education Project was developed to address this issue and promote seamless supports and services across school, home and community-based settings. Using this new approach, schools, families, service providers and specialist services are collaborating to share knowledge and ideas and explore goals and strategies aimed at optimising outcomes for children with disability. Working together they are able to develop a holistic plan which incorporates aligned strategies, supports and services.

Involvement in the project is not compulsory. Parents of children with disability who are eligible for the WA NDIS My Way trial are invited to participate and school principals in the Lower South West and Cockburn-Kwinana have been approached to nominate their schools for inclusion in the project.

There has been great interest to date, with the majority of schools in the Lower South West trial site and almost all families of children with disability in those schools expressing an interest in participation. Collaborative planning meetings have commenced and there are early reports that this project is proving to be a positive process that will deliver good outcomes for children. The project is currently expanding into the Cockburn-Kwinana area.

## 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 <sup>1</sup>	\$1,740,005	\$1,740,005	100%
Service providers	\$7,211,592	\$9,997,897	72%
Individuals	\$1,626,709	\$2,215,148	73%
<b>Total</b>	<b>\$10,578,306</b>	<b>\$13,953,050</b>	<b>76%</b>

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

## 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 relatively high actual administration ratio reflects the low average cost of funded packages provided to individuals in the WA NDIS My Way trial (\$26,014 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 the benchmark average annualised package cost of \$36,750.<sup>1</sup>

	Actual %	Estimated %
Operating expense ratio	21	12

<sup>1</sup> As referenced in the National Disability Insurance Agency's 'Report on the Sustainability of the NDIS.'

## 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 demonstrates that 50% of current plans (includes funded and unfunded plans) receive funding of less than \$14,393. In table 2, the median shows that 50% of current 'costed' plans receive funding of less than \$15,751.

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	22	\$474,737	\$21,579	\$12,459
Autism	138	\$1,978,504	\$14,337	\$10,930
Deaf/blind	3	\$3,838	\$1,279	\$0
Developmental delay	16	\$137,210	\$8,576	\$5,299
Hearing	5	\$83,232	\$16,646	\$13,156
Intellectual disability	258	\$9,670,838	\$37,484	\$19,485
Neurological	59	\$1,909,511	\$32,365	\$16,536
Other <sup>1</sup>	2	\$78,900	\$78,900	\$39,450
Physical	92	\$2,044,511	\$22,223	\$10,028
Psychiatric/psychosocial disorders <sup>2</sup>	73	\$1,232,992	\$16,890	\$12,928
Vision	20	\$283,038	\$14,152	\$9,732
<b>Total</b>	<b>688</b>	<b>\$17,897,309</b>	<b>\$26,014</b>	<b>\$14,393</b>

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

<sup>2</sup> 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 <sup>1</sup>	Total committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	20	\$474,737	\$23,737	\$15,320
Autism	126	\$1,978,504	\$15,702	\$12,030
Developmental delay	12	\$137,210	\$11,434	\$7,068
Hearing	5	\$83,232	\$16,646	\$13,156
Intellectual disability	236	\$9,670,838	\$40,978	\$22,542
Neurological	56	\$1,909,511	\$34,098	\$17,445
Other <sup>2</sup>	2	\$82,738	\$41,368	\$41,368
Physical	81	\$2,044,511	\$25,241	\$13,336
Psychiatric/psychosocial disorders <sup>3</sup>	63	\$1,232,992	\$19,571	\$14,358
Vision	19	\$283,038	\$14,897	\$9,824
<b>Total</b>	<b>620</b>	<b>\$17,897,309</b>	<b>\$28,867</b>	<b>\$15,751</b>

<sup>1</sup> Excludes 23 plans with in-kind funded strategies yet to be costed.

<sup>2</sup> The 'other' primary disability category includes single individuals with plan costs that have been aggregated to retain anonymity.

<sup>3</sup> 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 (88%). 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 <sup>1</sup>	Total
Lower South West	\$12,213,045	\$1,740,005	\$13,953,050

<sup>1</sup> 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 decreased (two per cent) in the current quarter.

Region	Average current plan cost	Average current plan cost (previous quarter) <sup>1</sup>	Growth in average current plan cost (%)	Total current plan cost	Total current plan cost (previous quarter) <sup>1</sup>	Growth of total current plan cost (%)	Total current plans
Lower South West	\$26,014	\$26,564	-2%	\$17,897,309	\$16,762,108	7%	688

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

## 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 (25%), followed by assistance with daily personal activities (21%), household tasks (14%) and development of daily living and life skills (11%).

Support types	Total cash payments	Total in-kind payments	Total payments
Assistance in coordinating or managing life stages, transitions and supports	\$4,107	\$255	\$4,362
Assistance to access and maintain employment	\$638,548	\$289,164	\$927,712
Assistance with daily life tasks in a group or shared living arrangement	\$805,766	\$202,236	\$1,008,001
Assistance with daily personal activities	\$2,236,113	\$123,104	\$2,359,216
Assistance with personal care and transitions in educational settings	\$45,387	\$875	\$46,262
Assistance with travel/transport arrangements	\$205,444	\$33,128	\$238,571
Assistive equipment for recreation and leisure	\$0	\$3,164	\$3,164
Assistive products for household tasks	\$0	\$78	\$78
Assistive products for personal care and safety	0	\$59,690	\$59,690
Assistive technology specialist assessment, set up and training	\$170	\$105	\$275
Behaviour support	\$5,388	\$875	\$6,263
Communication and information equipment	\$0	\$772	\$772
Development of daily living and life skills	\$1,226,535	\$1,950	\$1,228,485
Early intervention supports for early childhood	\$0	\$0	\$0
Home modification design and construction	\$0	\$22,951	\$22,951
Household Tasks	\$1,508,353	\$54,261	\$1,562,614
Interpreting and translation	\$0	\$383	\$383
Management of funding for supports under an individual's plan	\$11,210	\$0	\$11,210
Other	\$92,973	\$0	\$92,973
Participation in community, social and civic activities	\$2,773,513	\$49,905	\$2,823,418
Personal mobility equipment	\$2,015	\$72,419	\$74,434
Physical wellbeing activities	\$140,474	\$0	\$140,474
Specialist care for individuals with high care needs	\$197,671	\$750	\$198,421
Therapeutic supports	\$40,473	\$377,721	\$418,194
Training for independence in travel and transport	\$49,800	\$0	\$49,800
Training for the provision of specialist care for individuals with high care needs	\$37	\$0	\$37
Vehicle modifications	\$832	\$0	\$832
Workers' Compensation and superannuation	\$13,088	\$0	\$13,088
<b>Total<sup>1</sup></b>	<b>\$9,997,897</b>	<b>\$1,293,783</b>	<b>\$11,291,680</b>

<sup>1</sup> 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 (30%), followed by assistance with daily personal activities (14%) and therapeutic supports (10%).

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	\$1,089	\$0	\$1,089
Assistance to access and maintain employment	\$69,957	\$40,065	\$110,022
Assistance with daily life tasks in a group or shared living arrangement	\$77,935	\$116,736	\$194,671
Assistance with daily personal activities	\$379,610	\$1,888	\$381,498
Assistance with personal care and transitions in educational settings	\$93,110	\$0	\$93,110
Assistance with travel/transport arrangements	\$16,797	\$2,978	\$19,776
Assistive equipment for recreation and leisure	\$18,114	\$1,622	\$19,736
Assistive products for household tasks	\$5,856	\$0	\$5,856
Assistive products for personal care and safety	\$103,230	\$34,547	\$137,777
Assistive technology specialist assessment, set up and training	\$4,022	\$0	\$4,022
Behaviour support	\$2,713	\$0	\$2,713
Communication and information equipment	\$9,379	\$0	\$9,379
Development of daily living and life skills	\$118,885	\$0	\$118,885
Early intervention supports for early childhood	\$13,614	\$0	\$13,614
Home modification design and construction	\$47,567	\$13,370	\$60,936
Household Tasks	\$171,532	\$4,553	\$176,085
Interpreting and translation	\$1,095	\$0	\$1,095
Management of funding for supports under an individual's plan	\$386	\$0	\$386
Other	\$1,107	\$0	\$1,107
Participation in community, social and civic activities	\$789,304	\$10,240	\$799,544
Personal mobility equipment	\$31,414	\$30,873	\$62,287
Physical wellbeing activities	\$45,086	\$0	\$45,086
Specialist care for individuals with high care needs	\$18,720	\$0	\$18,720
Therapeutic supports	\$85,552	\$189,351	\$274,902
Training for independence in travel and transport	\$1,496	\$0	\$1,496
Training for the provision of specialist care for individuals with high care needs	\$14,946	\$0	\$14,946
Vehicle modifications	\$4,067	\$0	\$4,067
Workers' Compensation and superannuation	\$115,247	\$0	\$115,247
Funds returned	-\$29,708	\$0	-\$29,708
<b>Total</b>	<b>\$2,215,148</b>	<b>\$446,222</b>	<b>\$2,661,370</b>

<sup>1</sup> 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 54% of funding is allocated to individuals with an intellectual disability, noting that individuals with an intellectual disability represent 37% 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	21	\$474,737	\$22,607
Autism	127	\$1,978,504	\$15,579
Developmental delay	15	\$137,210	\$9,147
Hearing	5	\$83,232	\$16,646
Intellectual disability	239	\$9,670,838	\$40,464
Neurological	57	\$1,909,511	\$33,500
Other <sup>1</sup>	3	\$82,738	\$80,819
Physical	87	\$2,044,511	\$23,500
Psychiatric/psychosocial disorders <sup>2</sup>	69	\$1,232,992	\$17,869
Vision	20	\$283,038	\$14,152
<b>Total</b>	<b>643<sup>3</sup></b>	<b>\$17,897,309</b>	<b>\$27,834</b>

<sup>1</sup> The 'other' primary disability category includes single individuals with costs that have been aggregated to retain an individual's anonymity.

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

<sup>3</sup> Includes 23 plans with in-kind funded strategies yet to be costed.

## 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 (95%) require more than one support. Only five per cent of individual plans contain a single support.

Region	Total current plans	Number of current plans with single support	%
Lower South West	688	34	5%

## 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 funded and unfunded plans)

Region	Total current plans	Actual expenditure for the quarter <sup>1</sup>	Average annualised committed cost	Median annualised committed
Lower South West	688	\$6,681,435	\$26,014	\$14,393

<sup>1</sup> 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 <sup>2</sup>	Actual expenditure for the quarter <sup>1</sup>	Average annualised committed cost	Median annualised committed
Lower South West	620	\$6,681,435	\$28,867	\$15,751

<sup>1</sup> The table excludes expenditure for plans no longer active at the end of the quarter. <sup>2</sup> The table excludes 23 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 \$17.9 million.

Region	Total current plans	Total committed plan cost
Lower South West	688	\$17,897,309

## Community Inclusion

### Community and sector engagement

People with disability, their families, carers and service providers are key stakeholders in the design, delivery and implementation of the WA NDIS My Way trial. We need to ensure that the model is working for the people it has been developed to support.

The Disability Services Commission has engaged with the sector at all stages of the WA NDIS My Way journey to keep individuals, families, carers, service providers and others well-informed and connected to the trial. For example, people with disability, their families and carers are included in the key governance and advisory groups which oversee the WA NDIS My Way trial. These groups are crucial for ensuring feedback is captured and responded to, as well as provide opportunities for sharing skills, knowledge and experience.

The State Government has been proactive about building a strong and genuine partnership with mainstream organisations and the broader community sector. Non-government disability and mental health service providers have been involved in the development of the WA NDIS My Way model. This has had a significant positive impact on the quality, diversity and appropriateness of supports and services available to people with disability.

Several projects have been funded through State and Commonwealth grants to Western Australian service providers in 2014-15, which have enabled significant expansion of the program of activities, allowing for more in-depth and sustainable strategies to be developed. Information sessions, presentations and forums on WA NDIS My Way tailored to the individual needs of a range of audiences, are conducted on a regular basis.

The below table captures just some of the broader initiatives which have taken place throughout the last 12 months. It should be noted that this table by no means includes all strategies or events which have occurred over the period, many of which began before the official commencement of the WA NDIS My Way trial. Rather, it is intended to provide a snapshot of the overarching initiatives which have been undertaken to best prepare and inform the WA community about the WA NDIS My Way trial and what it might mean for them.

Commission staff and service provider representatives engage with key stakeholders and present at information sessions on a regular basis. Other strategies include information and awareness campaigns, electronic and hard copy material, website updates and the regular engagement activities which My Way Coordinators undertake as part of their role. New events are routinely added to the Commission's website at: [www.disability.wa.gov.au/wa-ndis-my-way/wa-ndis-my-way/consultation-and-community-engagement/](http://www.disability.wa.gov.au/wa-ndis-my-way/wa-ndis-my-way/consultation-and-community-engagement/)

Initiative	Objective	Audience
WA NDIS My Way general information sessions	Introductory information sessions which describe the WA NDIS My Way trial and objectives in detail	People with disability, families and carers Disability and mental health service providers Mainstream providers Community sector
WA NDIS My Way individualised planning and funding forums	In-depth walk through of the WA NDIS My Way planning process and plan-management options to prepare key stakeholders and maximise understanding	People with disability, families and carers Disability and mental health service providers
WA NDIS My Way targeted and customised information strategies. Information is shared through forums, peer led discussions, e-newsletters, social media, radio broadcasts, and targeted conversations with individuals, families and community groups.	Tailored information on the WA NDIS My Way trial to suit the specific requirements and interest areas of a range of audiences	Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) groups People with psychosocial disability Parents and carers of children under 18 years Carers and support workers
WA NDIS My Way workshops for service providers	Information workshops for service providers who may be interested in becoming endorsed to operate within the WA NDIS My Way trial	Disability and mental health service providers
Sector Capacity Building sessions	Working with service providers to ensure staff are aware of the changes required to operate effectively within the WA NDIS My Way trial as well as anticipate future market capacity	Disability and mental health service providers
WA NDIS My Way Support Clusters and Pricing Framework forums	Working collaboratively with service providers to develop appropriate pricing frameworks for the WA NDIS My Way trial	Disability and mental health service providers
Quality and Safeguards information sessions	Training the trainer workshops Increase middle manager understanding	Disability and mental health service providers
Consultation forum and workshop	Closed workshop and service provider forum in the Lower South West trial site, aimed at	People with disability, families and carers Disability and mental health service providers

	gathering feedback from people with disability, their families, carers and service providers across a number of key areas related to the WA NDIS My Way trial	
Disability expos	Attendance at a variety of expos to showcase the WA NDIS My Way trial and what it offers	People with disability, families and carers Disability and mental health service providers Mainstream providers Community sector
Launch events	Launch events to acknowledge the commencement of the WA NDIS My Way trial in both Cockburn-Kwinana and Lower South West	People with disability, families and carers Disability and mental health service providers Minister for Disability Services Local and Federal MPs, local government representatives Commission staff State and local media Local schools
Engagement with mainstream organisations (e.g. Integrative Education Project with Department of Education)	To strengthen links with mainstream organisations and ensure an integrated approach to supports and services for individuals in the WA NDIS My Way trial	Mainstream organisations (e.g. Department of Health, Department of Education, Department of Transport, Department of Child Protection)
Carer and Consumer Network	Carers and consumers who are hard to reach will have increased capacity to access WA NDIS My Way	Advocacy and Carer/Consumer organisations Peak bodies (disability and mental health)
Community of Practice learning network	Joint learning and innovation to provide opportunities for systemic change and support access to WA NDIS My Way.	People with disability, families and carers Local government Community groups Mainstream organisation Disability and mental health providers

## 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:

Through the NDIA's Sector Development Fund the Commission is overseeing 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 <sup>1</sup>	Activities commenced %	Activities completed <sup>2</sup> %
4	\$500,000	\$500,000	100%	0%

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

<sup>2</sup> Reporting on activities completed occurs at the conclusion of the 18 month funding term.

## Conclusion

This report concludes the first 12 months of the WA NDIS My Way trial.

### Growth

The fourth quarter 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 fourth quarter there were 777 individuals found eligible of whom 688 had an approved plan. This is an increase compared to the third quarter of 10% in individuals and nine per cent for those with plans. Total expenditure of \$14 million has been incurred for the first 12 months of operation, principally in cash payments (\$12.2 million).

### Consolidation across the trial site

There is increasing stability in trends relating to the primary disability type of eligible individuals (intellectual disability - 35%, autism - 19%, physical disability - 14% and psychosocial disability - 12%). The rate of growth for new individuals joining the trial has slowed marginally. Only one additional service provider became endorsed to provide services in the Lower South West region during the last quarter, indicating a period of consolidation in terms of service provider capacity.

### Efficiency and sustainability

Trial outcomes to date demonstrate the efficient management of funding under the WA NDIS My Way approach. The operating expenses ratio (a comparison of administrative expenses to overall costs) is 21% declining from 23% in the third quarter. The average (mean) annualised cost of all 688 plans is \$26,014 with a median of \$14,393 (which means that half of all plans are funded at \$14,393 or less). The average cost per plan at the end of this quarter is \$550 less than at the end of the third quarter. The average annualised cost of funded-only plans is \$27,834. The average annual plan cost across all plans is currently trending at around the same level across quarters.

### General Comments

The fourth quarter results show that the WA NDIS My Way trial is progressing smoothly and there are positive and consistent trends across a number of key areas, including the large number of individuals achieving their plan goals (91%) and the high uptake of self-management of individual plans (35%). Intellectual disability and autism continue to be the most common primary disability types, whilst psychosocial disability is the most commonly identified primary disability for new people entering the trial.

The Commission has employed a variety of strategies to ensure that the experience of individuals, beyond just the planning process, is heard and responded to accordingly. Individuals, families and carers are reporting positively on the outcomes they are achieving within the WA NDIS My Way trial.

On 1 July 2015 the Cockburn-Kwinana trial site commences operation. The trends that emerge from the significant increase in the number of eligible individuals will provide valuable information in regards to the ongoing efficiency and sustainability of the WA NDIS My Way trial.

# 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.

### Costed plans (current plans)

Refers to individual plans approved by a Commission delegated officer which include costing of all strategies in the plan, either as an in-kind service, or as a cash-funded service.

### 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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