



Disability Services Commission

Quarterly Report to the Commonwealth Government



December 2015





Disability Services Commission: Quarterly Report



Disability Services Commission

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Western Australian NDIS My Way trial

Foreword

Western Australia is three quarters of the way into the two-year National Disability Insurance Scheme (NDIS) trial and progress continues on multiple fronts. Since the WA NDIS My Way trial commenced in Cockburn-Kwinana on 1 July 2015, the Disability Services Commission's (the Commission's) Cockburn-Kwinana team has grown significantly to meet the increased number of eligible people. This necessitated a move to bigger premises and the new office was officially opened by Parliamentary Secretary Ms Andrea Mitchell on 1 December 2015 in partnership with the City of Kwinana during Disability Awareness Week.

At the time of this report 2,058 individuals have been found eligible for supports and services in the WA NDIS My Way trial and 1,724 of these people have a completed plan. A key focus for the sixth quarter has been engaging and planning with people living in supported accommodation in Cockburn-Kwinana.

Intellectual disability, followed by autism continues to be the most common primary disability type for individuals in the trial. Of the new individuals entering the trial, the majority identify psychosocial disability as their primary disability type. Working together, the Commission and the mental health sector are continuing to ensure that people with psychosocial disability are aware of their potential eligibility for the trial.

During this quarter there has also been an intentional focus on assisting Aboriginal people to gain a greater awareness and understanding of the WA NDIS My Way trial and what it can offer and to developing culturally secure models of support. You can read more about work being done in this area in the Community Inclusion section of the report.

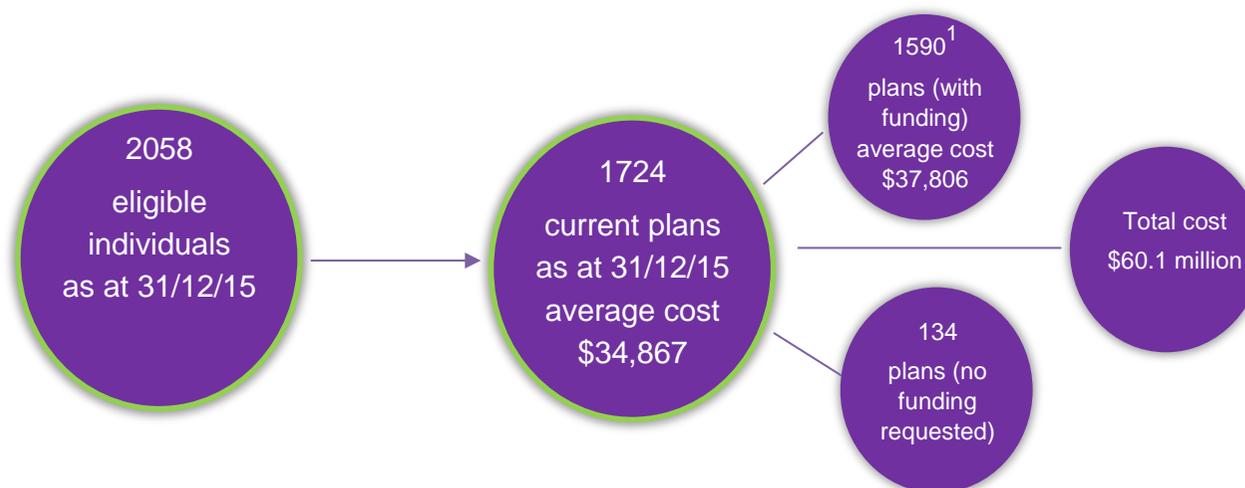
It is pleasing to see that the proportion of individuals achieving their plan goals remains consistently high at 90 per cent, indicating that people feel the supports and services identified in their plans are assisting them to achieve the goals. This is, in part, due to the increased number of service providers operating in the trial areas. There are now 100 endorsed providers that provide a wider range of supports and services for people to choose what best suits them.

The Commission regularly holds information sessions and workshops to inform people with disability, families and carers about the WA NDIS My Way trial and how they can engage with it. Regular sessions are also delivered for service providers, especially new providers, to enable them to respond to people with disability's choices and meet the range of needs.

M Hailes-MacDonald - Executive Director, Disability Reform

Key highlights

WA NDIS My Way trial	Total
Total committed plan costs	\$60.1 million
Total number of individuals eligible for support	2058
Total number of individuals with current plans (funded and no funding requested)	1724
Total number of current plans (with funding)	1590 ¹
Total number of current plans (with no funding requested)	134
Total year to date payments for the period	\$22.9 million
Average costs for total current plans (funded and no funding requested)	\$34,867
Average costs for current plans (with funding)	\$37,806
Number of service providers operating in the trial site	100



¹ Includes 22 plans with in-kind funded strategies yet to have funding allocated; the average cost without these plans is \$38,336.

Quarterly performance reporting

Introduction

This is the sixth Quarterly Report for the WA NDIS My Way trial in Western Australia. Under the National Partnership Agreement, the WA State Government's 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 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 18 months and has expanded to include people with disability living in the Cockburn-Kwinana area.

The report is divided into three sections:

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

Actuary statement

This quarter provided significant insight into costs and monitoring systems. The cost profile of the Cockburn-Kwinana trial site became much clearer, and looks closer to baseline forecasts than the Lower South West trial site. Monthly monitoring of Scheme experience was enhanced with the development and implementation of a new data visualisation platform that dissects trial performance.

There are 2,058 participants across Lower South West and Cockburn-Kwinana, 84% of whom have approved plans. Total participation remains 26% below the baseline forecasts. However, Lower South West participants continue to enter the scheme 18 months into the trial, suggesting that some of the shortfall may decrease over time.

There has been a 15% increase in the average annualised committed cost since the previous quarter. The increase is due to many new high-needs participants receiving their first plan, and existing participants in Cockburn-Kwinana receiving substantial funding increases as a result of their first plan review within the trial. However, the average annualised committed cost is still 7% below baseline forecast, driven largely by Lower South West participants. On average, Cockburn-Kwinana participants cost 9% more than the baseline forecast due, perhaps, to the increased opportunity for services in that region. We will continue to monitor costs closely as lower-needs participants begin to join in the Cockburn-Kwinana trial site.

The transparency of financial sustainability has improved. The Disability Services Commission now has an interactive platform for scrutinising and communicating the major financial sustainability risks. Using this platform along with the monthly monitoring dashboard, the Disability Services Commission is well positioned to review, investigate and report on scheme performance.

We recently discovered a small deficiency in the reporting infrastructure. Specifically, current reports do not adequately capture the nuances of emergency funding that My Way Coordinators can provide within the scope of existing plans. Fortunately, the information required to modify the reporting is collected so we will be able to improve our analysis of plan modifications and the reliability of committed cost estimates over the coming quarter.

Alan Greenfield

Taylor Fry

Individual Outcomes

Personal Story – Wendy Smith

“I have got my life back”, is how Wendy Smith describes her WA NDIS My Way experience. Wendy, who has Multiple Sclerosis, lives in Kwinana with her husband Andrew and dog Jasper. Prior to joining the WA NDIS My Way trial in Cockburn-Kwinana she had limited opportunity to live her life to the full. She felt like a burden to those around her and found it very difficult to leave her home and be part of her local community.

“People with disability deserve to have an identity, but for ten years I felt like I was just my disability, not a person,” Wendy said. “From the moment I met my NDIS My Way Coordinator, Victoria, I felt like a human again. She talked to me about what I wanted and needed and took the time to get to know me,” Wendy said.

Through a series of meetings and conversations, and with Victoria’s support, Wendy was able to identify how she would like her life to be. This includes many things other people take for granted, such as someone to support her to shower every day at a time she chooses. Previously Wendy had little control over the days and times she received this service, which made it difficult to plan her days and leave the house.

Another of Wendy’s goals was to shop at a shopping centre of her choice, that being her local shopping centre. It is close to home and when shopping there she bumps into friends and feels part of her local community. Due to the way her supports and services were previously structured, Wendy was unable to access her local shopping centre.

After investigating a number of service providers in the WA NDIS My Way trial Wendy discovered that one provider was able to provide all the supports and services she required. This suited Wendy better than having services provided by multiple providers.

Now Wendy is putting her WA NDIS My Way plan into action, she and her husband are able to make plans, go on outings together and do their weekly shopping locally.

“It wasn’t part of my plan, but I have quit smoking because I don’t have the stress in my life anymore,” Wendy said. “Now that I don’t have to worry about my support I have started thinking about other things I would like to do in my life, including more writing.”

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 90%. This figure reflects all plan reviews undertaken since the commencement of the WA NDIS My Way trial.

Total plans reviewed	Total individuals achieving plan goals	%	Total individuals not yet achieving plan goals	%
1212	1091	90	121	10

Measure 3-7 and 47: Proportion of plan goals achieved in specific domains

Description of measure:

This measure reports the total number of plan goals achieved within specific domains for plans reviewed in the WA NDIS My Way trial. A WA NDIS My Way plan may have a number of plan goals 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 4589 plan goals spread across domains for plans reviewed in the WA NDIS My Way trial. Across domains, plan goals achieved (91%) exceeded plan goals not yet achieved (9%).

Domain											Totals			
Economic		Education		Health and wellbeing		Independence		Living arrangements		Social		Total achieved	Total not achieved	Total plan goals
A	NA	A	NA	A	NA	A	NA	A	NA	A	NA			
235	39	384	48	1456	130	839	101	270	20	974	93	4158	431	4589

(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 chooses to change the way their plan is managed upon review.

Explanation of result:

For individuals who have had their plans reviewed during the quarter, approximately 22% have changed the way their plan is managed.

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	%
724	2	0	2	0	0	0	156	22

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 all 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).

Explanation of result:

The majority of funded plans are service provider-managed closely followed by combination-managed and self-managed.

Totals			Plan Management Options					
Total current plans	Number of unfunded plans	Number of funded plans	Service provider-managed ¹	% ²	Self-managed ³	%	Combination-managed ⁴	%
1724	134	1590 ⁵	660 ⁶	42	345	22	585	37

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

² Due to rounding, sum of percentage values may not equal 100%.

³ A self-managed approach is where an individual or their representative manages all funded strategies in their plan.

⁴ A combination-managed approach is where an individual's plan includes both self-managed and service provider-managed strategies.

⁵ Includes 22 plans with in-kind funded strategies yet to have funding allocated.

⁶ Includes 131 plans that are in-kind only.

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 during the quarter.

Explanation of result:

The most commonly identified primary disability for new individuals during the quarter is psychiatric disorders (psychosocial disability) followed by autism and physical disorders.

Primary disability	Number of new individuals
Acquired brain injury	10
Autism	47
Deaf/blind	3
Developmental delay	1
Hearing	11
Intellectual disability	19
Neurological	25
Physical	35
Psychiatric/psychosocial disorders ¹	49
Specific learning/attention deficit disorder (other than intellectual)	0
Speech	0
Vision	10
Other	0
Total	210

¹ 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 ¹	ATSI ²	Gender			Age					
				M	F	X	0-4	5-14	15-24	25-44	45-64	65+
Acquired brain injury	53	*	*	32	21	0	0	*	*	10	34	*
Autism	480	28	19	382	98	0	31	316	107	21	*	*
Deaf/blind	8	*	0	*	6	0	*	*	0	*	*	0
Developmental delay	129	13	10	88	41	0	88	41	0	0	0	0
Hearing	31	0	0	20	11	0	5	10	0	*	13	0
Intellectual disability	727	59	40	434	293	0	8	174	211	225	108	*
Neurological	153	*	*	65	88	0	*	10	8	33	98	*
Physical	244	12	11	133	111	0	10	44	30	47	108	5
Psychiatric/psychosocial disorders ³	177	*	*	74	103	0	0	*	11	67	98	0
Specific learning/attention deficit disorder (other than intellectual)	*	0	*	*	*	0	0	*	0	*	0	0
Speech	*	0	0	*	0	0	0	*	0	0	0	0
Vision	49	*	*	24	25	0	*	11	0	8	26	0
Other	*	0	0	*	*	0	0	*	0	0	*	0
Total	2058	123	88	1259	799	0	149	618	369	417	493	12

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.

* Categories with 1-4 individuals have been masked to retain anonymity.

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 at the end of the quarter. A WA NDIS My Way plan may have a number of long term goals represented across various support areas.

Explanation of result:

There are 1630 long term goals spread across support areas for approved plans. The most common support area is independence (37%), followed by health and wellbeing (33%) and social participation (22%).

Support areas				Total long term goals ¹
Economic participation	Health and wellbeing	Independence	Social participation	
142	530	602	356	1630

¹ There were 894 plans where individuals had decided not to identify a long term goal.

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 during the trial period.

Explanation of result:

To date, 1212 plans have been reviewed, of which 97 plans required an early review.

Total plans developed	Total plans reviewed	%	Plans reviewed early	%
3005	1212	40	97	3

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 2058 individuals were deemed eligible for supports and services at the end of the quarter.

	Total number (end of quarter)
Individuals eligible for support	2058

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 1590 current plans (with funding), there are 7673 strategies spread across support clusters. Most strategies are aimed at wellbeing (28%) and daily living (25%).

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 ¹
150	109	21	1944	23	1280	513	13	1501	2119	7673	1590

¹ Includes 22 plans with in-kind funded strategies yet to have funding allocated.

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 requesting eligibility to plan approval is 88 days and the average time from eligibility confirmation to plan approval is 72 days.

Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
88	72

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 100 service providers operating in the WA NDIS My Way trial. A total of four new providers were endorsed by the Commission during the quarter. Eighty seven per cent (87%) of registered providers in the trial are operating in Western Australia only, with the remaining Thirteen per cent (13%) having a national presence. Thirty six per cent (36%) of service providers are for-profit organisations.

Service Provider Profile	Allied Health	Disability Support	Disability Equipment	Plan Management	Other	Total Service Providers ¹
Footprint						
National	5	13	2	4	6	13
State	24	74	8	7	6	87
Total	29	87	10	11	12	100
Provider Type						
Non-Government	17	60	9	10	10	62
Small/Medium Enterprise	0	0	0	0	0	0
For-profit	12	26	0	1	2	36
Public ²	0	1	1	0	0	2
Total	29	87	10	11	12	100

¹ Service providers may deliver multiple services; therefore service types 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:

There were 2058 individuals deemed eligible as at 31 December 2015. The table below excludes existing eligible individuals who were receiving supports and services prior to trial commencement. Of the total 756 individuals that requested an eligibility assessment since the commencement of the trial, 82% were deemed eligible and 18% ineligible.

Requests for eligibility	Assessment in progress		Eligibility decision			
			Eligible	%	Not Eligible ²	%
756	3	0	620	82	133	18

¹ Due to rounding, sum of percentage values may not equal 100%.

² "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 consideration of compensation. The request for a review of decision can be made by the person or their representative.

Explanation of result:

There have been five requests for reviews and three appeals processed during the trial period. Three of the reviews and two of the appeals resulted in the original decision being upheld, with one appeal still under review.

Category of review/appeals requests (more than one category can apply to each decision)							
	Eligibility	Reasonable and necessary	Self-management of funds	Extension of grace period	Review of Plan	Consideration of compensation	Total
Review numbers by category	1	4	0	0	0	0	5
Appeal numbers by category	0	3	0	0	0	0	3

Category of review/appeals decisions					
	Original decision upheld	Original decision amended	Original decision withdrawn	Original decision overturned	Total
Review outcomes	3	0	0	2	5
Appeal outcomes	2 ¹	0	0	0	2

¹ One appeal is under review and the result of the review is not yet known.

Measure 72-75: Formal Complaints

Description of measure:

This measure outlines the number of formal complaints received relating to Commission provided services in 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 has been one complaint received during the quarter. A complaint can encompass more than one service standard and be included in more than one category.

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
1	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)
0	0	0	0	1	1	0	0	0	0

Staff profile

Victoria Graham – Kwinana WA NDIS My Way Coordinator

Kwinana NDIS My Way Coordinator Victoria Graham says, “The most fulfilling part of my job is seeing people get the support they need, rather than the support everyone else thinks they need”.

“In my experience, people have been a little scared or hesitant when they first begin planning because WA NDIS My Way is something new and different. However, once they get started and put their plan into action, people are usually very happy with the type of support they’re able to access,” Victoria said. “The support could be helping children to access therapy that better meets their needs or seeing parents with more choice and control over the most appropriate therapy for their child.”

Victoria started with the Disability Services Commission in May 2015, in preparation for the expansion of WA NDIS My Way into the Cockburn-Kwinana area on 1 July.

“I was interested in disability services and in particular the WA NDIS My Way trial because it spans across two industries I’ve been involved in,” she said.

“I have a background working in mental health and also with children with intellectual disability. With the NDIS eligibility criteria including people with psychosocial disability, the role was a good fit.”

Part of Victoria’s role sees her meeting with people in the local area, assessing their eligibility and supporting individuals and families to develop a detailed individual plan for their future. This involves providing information and having conversations to assist people to identify their goals and then helping them to source the supports and services they choose to meet their needs and reach their goals.

Victoria said that living locally has been really beneficial as she knows about the local services available and has a good insight into what’s happening in the community – all of which is important information that can be brought to the planning process.

“People seem to be really benefitting from the face-to-face contact and the support My Way Coordinators provide at all stages of someone’s WA NDIS My Way journey. Having one point of contact enables people to develop a trusting relationship and means they do not have to tell their ‘story’ over and over again.

Victoria said that families involved in the trial are sharing their experiences with their networks and this is resulting in more families making contact to see if they are eligible for support through the NDIS.

“It is great to hear that through people sharing their stories, others are learning about the trial and how they may be able to benefit.”

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.

Average time from consent to connection with a My Way Coordinator (days)

17

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 1724 plans are current at the end of the quarter and 3005 plans have been developed since trial commencement.

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.

Total plans developed	Total current plans
3005	1724

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

Measure 13 and 52: Delivery of agreed supports as planned

Description of measure:

This measure compares the financial year to date 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	\$2,244,203	\$2,244,203	100
Service providers	\$15,162,628	\$17,361,772	87
Individuals	\$2,171,987	\$3,260,401	67
Total	\$19,578,818	\$22,866,376	86

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 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 administration ratio reflects the average cost of packages provided to individuals in the WA NDIS My Way trial (\$34,867 as per Measure 97, Real, average and median costs of packages).

The average cost includes both funded and unfunded packages. This figure includes the cost of the My Way Coordinator role in providing information, 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, hence elevating the operating expenses ratio. The estimated expense ratio is based on the benchmark average of \$38,686.¹

	Actual %	Estimated %
Operating expense ratio	20	14

¹ The benchmark average is calculated by applying inflation to the package value of \$36,750 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 **\$14,461**. In table 2, the median shows that 50% of current plans with funding allocated receive less than **\$16,271**.

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	42	\$2,018,121	\$48,051	\$18,106
Autism	400	\$7,264,875	\$18,162	\$10,845
Deaf/blind	5	\$80,525	\$16,105	\$16,590
Developmental delay	97	\$1,107,399	\$11,416	\$11,385
Hearing	18	\$197,865	\$10,993	\$7,418
Intellectual disability	678	\$33,834,063	\$49,903	\$24,835
Neurological	122	\$5,997,597	\$49,161	\$16,070
Physical	205	\$7,043,358	\$34,358	\$13,919
Psychiatric/psychosocial disorders ¹	115	\$2,005,218	\$17,437	\$13,920
Specific learning/ADHD	*	*	\$6,753	\$5,158
Speech	*	*	\$9,375	\$9,375
Vision	36	\$509,797	\$14,161	\$10,417
Other	*	*	\$16,196	\$16,196
Total	1724	\$60,111,399	\$34,867	\$14,461

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

* Categories with 1-4 individuals have been masked to retain anonymity.

Table 2: Average and median funding across primary disability type for current funded plans with funding allocated.

Primary disability	Total current funded plans with funding allocated ¹	Total committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	38	\$2,018,121	\$53,108	\$20,695
Autism	352	\$7,264,875	\$20,639	\$12,031
Deaf/blind	5	\$80,525	\$16,105	\$16,590
Developmental delay	86	\$1,107,399	\$12,877	\$12,068
Hearing	17	\$197,865	\$11,639	\$9,070
Intellectual disability	610	\$33,834,063	\$55,466	\$28,740
Neurological	117	\$5,997,597	\$51,262	\$17,224
Physical	196	\$7,043,358	\$35,936	\$14,959
Psychiatric/psychosocial disorders ²	106	\$2,005,218	\$18,917	\$15,432
Specific learning/ADHD	*	*	\$6,753	\$5,158
Speech	*	*	\$9,375	\$9,375
Vision	35	\$509,797	\$14,566	\$10,770
Other	*	*	\$16,196	\$16,196
Total	1568	\$60,111,399	\$38,336	\$16,271

¹ Excludes 22 plans with in-kind funded strategies yet to have funding allocated.

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

* Categories with 1-4 individuals have been masked to retain anonymity.

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 (90%). 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.

Total cash payments	Total in-kind payments ¹	Total
\$20,622,173	\$2,244,203	\$22,866,376

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 changed 18% in the current quarter in line with the addition of a large number of new clients with high need for support.

Average current plan cost	Average current plan cost (previous quarter)	Growth in average current plan cost (%)	Total current plan cost	Total current plan cost (previous quarter)	Growth of total current plan cost (%)	Total current plans
\$34,867	\$29,603	18	\$60,111,399	\$46,150,541	30	1724

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 assistance with daily life tasks in a group or shared living arrangement (32%), followed by participation in community, social and civic activities (24%), household tasks (13%) and assistance with daily personal activities (12%).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$5,803	\$0	\$5,803
Assistance in coordinating or managing life stages, transitions and supports	\$10,498	\$466	\$10,964
Assistance to access and maintain employment	\$486,288	\$239,653	\$725,941
Assistance with daily life tasks in a group or shared living arrangement	\$5,586,843	\$203,473	\$5,790,316
Assistance with daily personal activities	\$2,105,423	\$73,202	\$2,178,625
Assistance with personal care and transitions in educational settings	\$41,877	\$882	\$42,759
Assistance with travel/transport arrangements	\$111,711	\$327,600	\$439,311
Assistive equipment for recreation and leisure	\$0	\$1,688	\$1,688
Assistive products for household tasks	\$1,175	\$0	\$1,175
Assistive products for personal care and safety	\$2,292	\$116,981	\$119,273
Assistive technology specialist assessment, set up and training	\$13,767	\$1,348	\$15,116
Behaviour support	\$61,665	\$10,950	\$72,615
Communication and information equipment	\$17,463	\$3,844	\$21,308
Development of daily living and life skills	\$1,177,521	\$12,782	\$1,190,303
Early intervention supports for early childhood	\$26,065	\$75,303	\$101,367
Home modification design and construction	\$0	\$8,988	\$8,988
Household Tasks	\$2,237,061	\$149,528	\$2,386,589
Interpreting and translation	\$1,713	\$769	\$2,482
Management of funding for supports under an individual's plan	\$607	\$0	\$607
Other	\$35,567	\$0	\$35,567
Participation in community, social and civic activities	\$4,197,587	\$39,657	\$4,237,244
Personal mobility equipment	\$9,245	\$32,947	\$42,191
Physical wellbeing activities	\$526,007	\$1,506	\$527,513
Specialist care for individuals with high care needs	\$138,793	\$6,411	\$145,204
Therapeutic supports	\$521,908	\$531,357	\$1,053,265
Training for independence in travel and transport	\$38,473	\$20,621	\$59,095
Training for the provision of specialist care for individuals with high care needs	\$6,220	\$0	\$6,220
Vehicle modifications	\$202	\$0	\$202
Total¹	\$17,361,772	\$1,859,957	\$19,221,729

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 with self-managed aspects of their funding.

Explanation of result:

The majority of cash payments for self-managed plans are for participation in community, social and civic activities (25%), followed by assistance with daily life tasks in a group or shared living arrangement (21%) and assistance with daily personal activities (13%).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$0	\$0	\$0
Assistance in coordinating or managing life stages, transitions and supports	\$2,521	\$0	\$2,521
Assistance to access and maintain employment	\$63,609	\$40,563	\$104,171
Assistance with daily life tasks in a group or shared living arrangement	\$679,527	\$23,311	\$702,838
Assistance with daily personal activities	\$427,542	\$47,752	\$475,295
Assistance with personal care and transitions in educational settings	\$54,917	\$7,208	\$62,126
Assistance with travel/transport arrangements	\$21,977	\$48,785	\$70,761
Assistive equipment for recreation and leisure	\$9,184	\$819	\$10,003
Assistive products for household tasks	\$2,500	\$0	\$2,500
Assistive products for personal care and safety	\$51,450	\$31,591	\$83,041
Assistive technology specialist assessment, set up and training	\$3,718	\$0	\$3,719
Behaviour support	\$8,767	\$4,400	\$13,167
Communication and information equipment	\$13,217	\$2,228	\$15,446
Development of daily living and life skills	\$185,651	\$0	\$185,651
Early intervention supports for early childhood	\$7,435	\$2,714	\$10,149
Home modification design and construction	\$8,256	\$4,392	\$12,648
Household Tasks	\$420,816	\$2,138	\$422,954
Interpreting and translation	\$4,435	\$0	\$4,435
Management of funding for supports under an individual's plan	\$441	\$0	\$441
Other	\$92,482	\$0	\$92,482
Participation in community, social and civic activities	\$824,963	\$12,503	\$837,466
Personal mobility equipment	\$18,128	\$16,310	\$34,437
Physical wellbeing activities	\$87,327	\$0	\$87,327
Specialist care for individuals with high care needs	\$8,329	\$23,352	\$31,681
Therapeutic supports	\$269,511	\$116,067	\$385,578
Training for independence in travel and transport	\$8,199	\$115	\$8,314
Training for the provision of specialist care for individuals with high care needs	\$6,700	\$0	\$6,700
Vehicle modifications	\$2,360	\$0	\$2,360
Funds returned	-\$23,561	\$0	-\$23,561
Total¹	\$3,260,401	\$384,246	\$3,644,647

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 identifies that 56% of funding is allocated to individuals with an intellectual disability, while individuals with an intellectual disability represent 39% of all persons receiving funded support. Average cost comparisons show that plans for individuals with an intellectual disability have the highest average funding.

Primary disability	Total funded plans	Annual committed costs	Average annualised costs
Acquired brain injury	39	\$2,018,121	\$51,747
Autism	357	\$7,264,875	\$20,350
Deaf/blind	5	\$80,525	\$16,105
Developmental delay	87	\$1,107,399	\$12,729
Hearing	18	\$197,865	\$10,993
Intellectual disability	616	\$33,834,063	\$54,925
Neurological	118	\$5,997,597	\$50,827
Physical	199	\$7,043,358	\$35,394
Psychiatric/psychosocial disorders ¹	109	\$2,005,218	\$18,396
Specific learning/ADHD	*	*	\$6,753
Speech	*	*	\$9,375
Vision	36	\$509,797	\$14,161
Other	*	*	\$16,196
Total	1590²	\$60,111,399	\$37,806

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

² Includes 22 plans with in-kind funded strategies yet to have funding allocated.

* Categories with 1-4 individuals have been masked to retain anonymity.

Measure 92: Number of plans with single supports

Description of measure:

This measure outlines the number of current plans (includes funded and unfunded plans) with single supports. Single support plans have only one unique support item.

Explanation of result:

The majority of individuals' plans (98%) require more than one support. Only two per cent of individual plans contain a single support.

Total current plans	Number of current plans with single support	%
1724	33	2

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 both funded and unfunded plans are included in its calculation.

Table 1: Total number of individuals with a current plan (includes funded and unfunded plans)

Total current plans	Actual expenditure for the quarter ¹	Average annualised committed cost	Median annualised committed
1724	\$14,210,782	\$34,867	\$14,461

Table 2: Total number of individuals with a current funded plan with funding allocated

Total current funded plans with funding allocated ²	Actual expenditure for the quarter ¹	Average annualised committed cost	Median annualised committed
1568	\$14,210,782	\$38,336	\$16,271

¹ The table only includes plans that were active at the end of the quarter.

² The table excludes 22 funded plans with in-kind strategies yet to have funding allocated. 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 \$60.1 million

Total current plans	Total committed plan cost
1724	\$60,111,399

Community Inclusion

Aboriginal engagement – Vanessa Corunna

Richmond Wellbeing Project Officer Vanessa Corunna has an important role in the WA NDIS My Way trial, assisting and increasing the Aboriginal community's understanding of the supports and services they may be able to access through the trial.

Through State and Commonwealth funding Western Australia has invested in a number of sector development activities tailored to the State's unique market environment and trial arrangements. One of these challenges has been delivering information about the NDIS to community groups that are traditionally difficult to reach.

Local organisation Richmond Wellbeing, in partnership with Developmental Disability WA, has engaged Vanessa to work in the Lower South West and Cockburn-Kwinana areas to provide information and assist Aboriginal people to gain a greater understanding of the WA NDIS My Way trial and what it can offer, and to develop culturally secure models of support.

"Many Aboriginal people don't fully understand what the Disability Services Commission does and how the WA NDIS My Way trial could benefit them," Vanessa said.

"It's important to make sure people get the right support they need and through WA NDIS My Way that can happen."

Richmond Wellbeing brings together people from different sectors of the WA community, representing people from all walks of life and personal backgrounds. Being actively supportive of culture and lived experiences is key to ensuring a cohesive and collaborative approach.

"The project I am working on is called Jinnarra, a Noongar language name that means roots of a tree. In this context, the roots are symbolic of the cultural kin system and community, which form part of an individual's life."

"The kinship system, which is fundamental to Aboriginal people, makes the involvement of carers and family really important throughout the whole process," she said.

Vanessa said culture underpins everything she does.

"One of the most rewarding parts of my role has been working with families and watching them build strong relationships with their NDIS My Way Coordinator as they go through the planning process. Being new to the individual's story I am able to use my experience and knowledge of Aboriginal culture to include it in the planning process," Vanessa said.

In addition to working closely with families, Vanessa has been connecting with Aboriginal elders and community groups to broaden community leaders' understanding about the trial and how it can support Aboriginal people. The local My Way team has already seen the benefits of Vanessa's work and engagement, with local elders visiting the office to chat and find out more about the work that is done there.

Further to her work with Richmond Wellbeing and her efforts consulting for the WA NDIS My Way trial, Vanessa is also a member of the WA NDIS My Way Local Advisory Group in Cockburn-Kwinana. Aboriginal membership and participation in advisory groups is invaluable and helps to ensure the WA NDIS My Way model is responsive, relevant and supporting Aboriginal people and communities to achieve good outcomes.

In the coming six months, Vanessa's focus will be on building links with disability and mental health organisations in the trial to help them increase the culturally appropriate supports and services they provide.

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 ¹	Activities commenced %	Activities completed ² %
4	\$500,000	\$500,000	100%	100%

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

² Reporting on activities completed occurs at the conclusion of the 18 month funding term.

Conclusion

This report provides information about the sixth quarter of the WA NDIS My Way trial. There are now 2,058 eligible people and 1,724 (84 per cent) of these people have approved plans. The remaining 334 (16 per cent) people are currently working with My Way Coordinators to develop or review their individual plan. Total funding committed to plans now exceeds \$60 million and the average individual package cost remains within budget at \$34,867.

Consistent trends are continuing and, with the additional number of people potentially eligible following the roll in of Cockburn-Kwinana, these trends are likely to become more apparent. People with psychosocial disability continue to represent 23 per cent of newly eligible people this quarter which is the same as Quarter 5. Individuals and families continue to use a variety of plan-management options, with 59 per cent of individuals choosing to self or combination-manage the funded strategies in their plan, and the remainder preferring the organisation-managed option.

The average (mean) annualised cost of all 1,724 plans is \$34,867 and the median is \$14,461. The average plan cost is 18 per cent higher than last quarter, in part due to a number of people in supported community living joining the trial.

The inclusion of Cockburn-Kwinana has seen an increase in the number of organisations endorsed to provide supports and services to people with disability, their families and carers in the WA NDIS My Way trial, with 100 service providers now offering services in the trial areas.

The sixth quarter results indicate that the WA NDIS My Way trial is progressing well. As the end of the trial period draws closer, we are considering how best to apply what has been learned. This will assist in shaping the future rollout of the NDIS in Western Australia.

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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