



Disability Services Commission

# Quarterly Report to the Commonwealth Government



March 2016





# Disability Services Commission: Quarterly Report



## Disability Services Commission

### Quarterly Report to the Commonwealth Government

Reporting period: 1 January 2016 to 31 March 2016 (seventh quarterly report)

Data extracted on: 1 April 2016

Report published: 30 April 2016

Report prepared by: Disability Services Commission

Report contact: Matthew Richardson, Disability Services Commission

© State of Western Australia 2016

There is no objection to this publication being copied in whole or part, provided there is due acknowledgement of any material quoted or reproduced from the publication.

#### Disclaimer

The Western Australian Government is committed to quality service to its customers and makes every attempt to ensure accuracy, currency and reliability of the data contained in this document. However, changes in circumstances after time of publication may impact the quality of this information. Confirmation of the information may be sought from originating bodies or departments providing the information.

# Contents

Disability Services Commission .....	2
Contents .....	3
Western Australian NDIS My Way trial .....	5
Foreword .....	5
Key highlights .....	6
Quarterly performance reporting .....	7
Introduction .....	7
Actuary statement .....	8
Individual Outcomes .....	9
Personal Story – Anna Ulupov .....	9
Measure 2 and 46: Proportion of individuals achieving their plan goals .....	10
Measure 3-7 and 47: Proportion of plan goals achieved in specific domains .....	11
Measure 18 and 61: Trend in proportion of individuals using different approaches to plan management options .....	12
Measure 19 and 62: Trend in proportion of individuals using each or a combination of plan management options .....	13
Measure 24: Disaggregation for new individuals by individual group .....	14
Measure 38-43, and 99: Information about individuals assessed eligible for WA NDIS My Way .....	15
Measure 44: Areas of support identified by individuals .....	16
Measure 49: Plans requiring early review .....	17
Measure 50: Active individuals .....	18
Measure 54: Support strategies funded by support clusters .....	19
Measure 55: Access to support .....	20
Measure 57-60: Service provider characteristics and market profile .....	21
Measure 63-64: Requests for eligibility determination .....	22
Measure 65-71: Review / Appeal of decisions .....	23

Measure 72-75: Formal Complaints.....	24
Staff profile .....	25
Measure 84: Average length of time from eligibility consent date to commencement of services / connection with a My Way Coordinator.....	26
Measure 102: Total number of plans developed.....	27
Financial Sustainability.....	28
Measure 13 and 52: Delivery of agreed supports as planned.....	28
Measure 30 and 82: Operating Expenses ratio .....	29
Measure 31: Real, average and median costs of individual support packages for different individual subgroups.....	30
Measure 81: Total cash and in-kind payments .....	32
Measure 83: Average support package growth rate .....	33
Measure 86: Value of payments to service providers by support type.....	34
Measure 87: Value of payments to individuals by support type .....	35
Measure 88: Value and number of approved packages by disability type .....	36
Measure 92: Number of plans with single supports .....	37
Measure 97(i) and 97(ii) Real, average and median costs of packages .....	38
Measure 100: Total cost of supports funded.....	39
Community Inclusion.....	40
Measure 113: Community capacity building activities undertaken by NGOs within the period .....	42
Conclusion .....	43
Glossary of terms .....	44

# Western Australian NDIS My Way trial

## Foreword

Western Australia is nearing the end of the initial two-year trial period of the National Disability Insurance Scheme (NDIS) and progress in the WA NDIS My Way trial continues to be encouraging. As at 31 March 2016, there are 2,230 people participating in the trial, of whom 1,920 have a current plan and are accessing supports and services aligned with the strategies in each plan.

The trial has demonstrated a critical need to progress quickly from plan development to access of supports and services. Timely progression optimises opportunities for people with disability to achieve the outcomes that are sought in the planning process. Individuals participating in WA NDIS My Way have consistently been achieving over 90% of plan goals during the trial. This is a strong indicator that the WA NDIS My Way approach is successfully supporting people with disability, their families and carers.

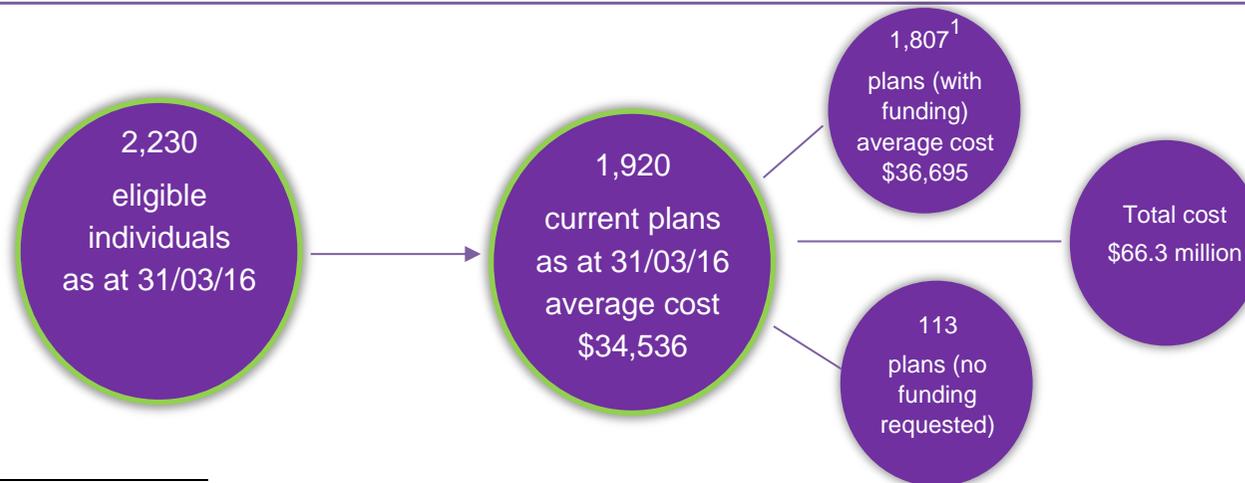
The WA NDIS My Way trial continues to demonstrate the State's capacity to ensure that the model is financially sustainable. Package cost distributions are within expected actuarial ranges and there are indications that individuals are achieving plan goals below initially-modelled costs.

Further, the Disability Services Commission (the Commission) is now utilising an interactive data visualisation platform developed by independent actuary Taylor Fry. The platform enables staff to scrutinise trial data, identify trends, opportunities, anomalous behaviour and financial sustainability risks. This sophisticated data collection and reporting mechanism effectively increases the Commission's capacity to analyse and respond to trial performance, and enables an active role in monitoring and managing financial sustainability.

As we move into the eighth quarter of the trial, there are strong indicators that the WA NDIS My Way approach will continue to demonstrate its suitability as a disability support model for the people of Western Australia.

## Key highlights

WA NDIS My Way trial	Total
Total committed plan costs (at 31 March 2016)	\$66.3 million
Projected expenditure (Quarter 8)	\$80.2 million
Total number of individuals eligible for support	2,230
Total number of individuals with current plans (funded and no funding requested)	1,920
Total number of current plans (with funding)	1,807 <sup>1</sup>
Total number of current plans (with no funding requested)	113
Total year to date payments for the period	\$36.9 million
Average costs for total current plans (funded and no funding requested)	\$34,536
Average costs for current plans (with funding)	\$36,695
Number of service providers operating in the trial site	106



<sup>1</sup> Includes 18 plans with in-kind funded strategies yet to have funding allocated; the average cost without these plans is \$37,065.

# Quarterly performance reporting

## Introduction

This is the seventh 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 report is divided into three sections:

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

## Actuary statement

In summary, this quarter's performance continued in line with the previous quarter. Participation continued to grow at a steady pace – the number of participants was up 9% and the number of active plans was up 12% – and average annualised committed cost at the end of the quarter was unchanged from the December quarter.

There are 2,230 participants across Lower South West and Cockburn-Kwinana, 86% of whom have approved plans. The rate at which participants enter the Cockburn-Kwinana trial site was maintained. However, the rate at which participants enter the Lower South West trial site appears to be tapering. Total participation remains 30% below the baseline forecasts. These participation forecasts are due for review at 30 June 2016.

Average annualised committed costs are stable at \$34,500. This suggests that the previous quarter's increase in costs (from \$30,200 at the end of September 2015 to \$34,900 at the end of December) was a once-off due to the inclusion of high-needs participants with higher cost plans from Cockburn-Kwinana. The average annualised committed cost for participants receiving their first plan in the March 2016 quarter was 39% lower than for the December 2015 quarter which is consistent with earlier experience in the NDIS My Way trial. The average annualised committed cost remains 7% below baseline forecast, driven largely by Lower South West participants. On average, Cockburn-Kwinana participants cost 9% more than the baseline forecast, probably due to the increased opportunity for services in that region.

The Disability Services Commission continues to invest in improved accuracy, consistency and transparency of reporting infrastructure. For example, this quarter saw the implementation of systems for understanding and reporting emergency funding. Emergency funding rules allow My Way Coordinators to respond to conditions on the ground where participants have immediate need. We have updated our reporting infrastructure in order that the average annualised committed cost now appropriately captures emergency funding.

Alan Greenfield

**Taylor Fry**

## Individual Outcomes

### Personal Story – Anna Ulupov

Access to a greater range of services close to home has been one of the benefits from taking part in the WA NDIS My Way trial, according to Anna Ulupov.

The Wellard mother-of-two has a seven-year-old son, Alexey, who has cerebral palsy and has been taking part in the trial in the Cockburn-Kwinana area since 1 July 2015.

“He had a stroke when he was a baby and acquired brain damage,” Anna, originally from Russia, said. “Following the stroke he developed catastrophic epilepsy and half of his brain had to be removed to stop seizures.”

Alexey needs a variety of care, including weekly physiotherapy and occupational therapy, fortnightly speech therapy and monthly hydrotherapy sessions.

Anna said they had been accessing services since Alexey was eight months old but some appointments were in Coolbinia, an hour’s drive from their home.

“With the WA NDIS My Way trial, we now have more options as to what kind of therapy Alexey can access and who’s going to provide it,” she said.

“We’re now able to select therapists who are local to us, which means we spend less time travelling. This means Alexey is not taken out of school for as long and we have more time for other activities.”

In the months since beginning the trial, Anna said she was much happier than with her previous arrangements – and described the experience of working with an NDIS My Way Coordinator as “incredible”.

“She put in a lot of work, spending time talking to us and doing so much behind the scenes,” Anna said.

“There was a great amount of work involved and many hours setting up the plan.”

Anna said it was wonderful someone took the time to understand Alexey and her family to provide options that best suited Alexey’s needs.

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

### Description of measure:

This measure reports the total number of plans achieving plan goals since the commencement of the WA NDIS My Way trial.

### Explanation of result:

The total number of plans achieving 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 plans with goals achieved	%	Total plans with goals not yet achieved	%
1539	1380	90	159	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 5,970 plan goals spread across domains for plans reviewed in the WA NDIS My Way trial. Across domains, plan goals achieved (90%) exceeded plan goals not yet achieved (10%).

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			
288	45	491	68	1,960	205	1,104	132	319	23	1,210	125	5,372	598	5,970

(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 year, approximately 22% have changed the way their plan is managed. The capacity for individuals to determine how their plan is managed is a key part of ensuring that people with disability have choice and control over the services they receive.

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>	%
1,055	4	0.4	5	0.5	0	0	224	21.2

<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 all 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, funded plan. Plans can be managed by service providers, individuals (self-managed) or jointly (combination-managed).

### Explanation of result:

The majority of funded plans are either service provider-managed or combination-managed. Nearly 60% of plans include some aspect of management by the person with disability, their family or carers.

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>	%
1,920	113	1,807 <sup>4</sup>	737 <sup>5</sup>	41	333	18	737	41

<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 18 plans with in-kind funded strategies yet to have funding allocated.

<sup>5</sup> Includes 88 plans that are only in-kind or DSC managed.

## 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. This pattern is similar to that observed in quarter 6 and highlights the increased opportunities for access to supports and services under the WA NDIS My Way trial.

Primary disability	Number of new individuals
Acquired brain injury	8
Autism	43
Deaf/blind	0
Developmental delay	*
Hearing	13
Intellectual disability	18
Neurological	24
Physical	37
Psychiatric/psychosocial disorders <sup>1</sup>	55
Specific learning/attention deficit disorder (other than intellectual)	0
Speech	0
Vision	*
Other	0
<b>Total</b>	<b>203</b>

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

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

## 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			Gender			Age					
	Individuals	CALD <sup>1</sup>	ATSI <sup>2</sup>	M	F	X	0-4	5-14	15-24	25-44	45-64	65+
Acquired brain injury	62	*	*	38	24	0	0	5	*	12	39	*
Autism	519	36	19	411	108	0	36	342	112	24	*	*
Deaf/blind	8	*	0	*	6	0	*	*	*	*	*	0
Developmental delay	141	18	9	99	42	0	87	54	0	0	0	0
Hearing	43	0	0	27	16	0	9	12	*	5	15	0
Intellectual disability	728	60	40	431	297	0	7	170	204	228	118	*
Neurological	178	*	*	74	104	0	*	10	10	37	116	*
Physical	271	14	8	146	125	0	10	47	30	53	125	6
Psychiatric/psychosocial disorders <sup>3</sup>	223	7	6	93	130	0	0	*	10	83	126	*
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	50	*	*	24	26	0	*	11	0	8	27	0
Other	*	0	0	*	*	0	0	*	0	0	*	0
<b>Total</b>	<b>2,230</b>	<b>147</b>	<b>86</b>	<b>1,350</b>	<b>880</b>	<b>0</b>	<b>156</b>	<b>658</b>	<b>372</b>	<b>453</b>	<b>574</b>	<b>17</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.

\* 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 1,740 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 (21%).

	Support areas				Total long term goals <sup>1</sup>
	Economic participation	Health and wellbeing	Independence	Social participation	
Number of Goals	161	571	637	371	1,740
Proportion	9%	33%	37%	21%	100%

<sup>1</sup> There were 1,014 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 plans reviewed including early reviews of plans for individuals who requested an early review during the trial period.

### Explanation of result:

Since the trial commenced, 1,539 plans have been reviewed, of which 119 were plans that required an early review.

<b>Total plans developed</b>	<b>Total plans reviewed</b>	<b>%</b>	<b>Plans reviewed early</b>	<b>%</b>
3,560	1,539	43	119	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 2,230 individuals were deemed eligible for supports and services at the end of the quarter.

	<b>Total number (end of quarter)</b>
Individuals eligible for support	2,230

## 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 1,807 current plans (with funding), there are 8,990 strategies spread across support clusters. Most strategies are aimed at wellbeing (26%), daily living (23%), and therapy and specialist support (22%).

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 funded strategies	Total funded plans <sup>1</sup>
153	136	19	2,084	31	1,782	510	13	1,962	2,300	8,990	1,807

<sup>1</sup> Includes 18 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 97 days and the average time from eligibility confirmation to plan approval is 75 days.

Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
97	75

## 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 106 service providers operating in the WA NDIS My Way trial. A total of six 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 five per cent (35%) of service providers are for-profit organisations. This measure indicates the increasing diversity in provider marketplace that people supported under the WA NDIS My Way trial are able to access.

Service Provider Profile	Allied Health	Disability Support	Disability Equipment	Plan Management	Other	Total Service Providers <sup>1</sup>
<b>Footprint</b>						
National	6	14	2	4	6	14
State	32	74	12	9	6	92
<b>Total</b>	<b>38</b>	<b>88</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>106</b>
<b>Provider Type</b>						
Non-Government Organisation	23	63	11	11	10	67
Small/Medium Enterprise	0	0	0	0	0	0
For-profit	15	24	2	2	2	37
Public <sup>2</sup>	0	1	1	0	0	2
<b>Total</b>	<b>38</b>	<b>88</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>106</b>

<sup>1</sup> Service providers may deliver multiple services; therefore service types 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 2,230 individuals deemed eligible as at 31 March 2016. The table below excludes existing eligible individuals who were receiving supports and services prior to trial commencement. Of the total 995 individuals that requested an eligibility assessment since the commencement of the trial, 82% were deemed eligible and 17% ineligible.

Requests for eligibility	Assessment in progress		Eligibility decision			
			Eligible	%	Not Eligible <sup>1</sup>	%
995	10	1	819	82	166	17

<sup>1</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 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 requests for appeal during the quarter. One appeal had the original decision upheld, with the remaining appeals still under review.

Category of review/appeals requests <sup>1</sup>							
	Eligibility	Reasonable and necessary	Self-management of funds	Extension of grace period	Review of Plan	Consideration of compensation	Total
Review numbers by category	0	5	1	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	0	0	0	0	0
Appeal outcomes	1	0	0	0	1

<sup>1</sup> Each review and appeal may address more than one category. The total of categories addressed may therefore be higher than the number of reviews or appeals.

## 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 have been two complaints 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
0	0	0	0	0	2

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

### Passion drives new My Way Regional Director

The Disability Services Commission has welcomed Sue Fielding to the role of My Way Regional Director for the Cockburn-Kwinana area.

Sue is a strategic and passionate operational manager with more than 25 years' experience in community services across government and the not-for-profit sector.

“Having had such an enduring career in community services, I was very interested in the National Disability Insurance Scheme (NDIS) and its philosophy,” Sue said.

“Before applying for the position I had read a lot about the West Australian NDIS model and was drawn to the methodology and principles. I was particularly impressed with the way it has empowered people with disability to have more choice over the way they live their lives.”

Sue's career has enabled her to work with a diverse range of stakeholders including children, families, young people, Aboriginal groups, government ministers and researchers.

She has also been integral in the development of a number of auspice agreements and memoranda of understanding, as well as developing and delivering conference papers and workshops.

Sue is passionate about the collaboration of community services to deliver the best outcomes for people who may be more vulnerable in the community — making WA NDIS My Way a great fit for her.

“In my short time with the Commission, I have been thoroughly impressed by the commitment of staff, the collaborative nature of the local community and the overwhelming desire of everyone to offer the very best service for people with disability, their families and carers,” Sue said.

“I look forward to being a part of this significant change in disability services, meeting the challenges and delivering a positive, rewarding WA NDIS My Way for the people of the Cockburn and Kwinana area.”

## 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)
--

15
----

## 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 1,920 plans are current at the end of the quarter and 3,560 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
3,560	1,920

## 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. This measure is a critical indicator that plans are resulting in services for people with disability.

Payment type	Acquitted Payments	Total payments	% acquitted
In kind <sup>1</sup>	\$3,088,063	\$3,088,063	100
Service providers	\$25,262,720	\$28,796,351	88
Individuals	\$4,474,794	\$5,051,300	89
<b>Total</b>	<b>\$32,825,577</b>	<b>\$36,935,714</b>	<b>89</b>

<sup>1</sup> In-kind payments have not been calculated on a pro-rata basis but will be in future reports.

## 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 operating expense ratio is determined through comparison of administration expense to total trial expenses, including the average cost of both funded and unfunded support packages (\$34,536, as per Measure 97: Real, average and median costs of packages). The use of lower-cost support packages in the calculation may suggest inefficiencies in administration, rather than the effectiveness of My Way Coordinators.<sup>1</sup>

The estimated operating expenses ratio is determined through comparison of the same administration expense against total trial expenses, if the average cost of support packages aligned to the higher national benchmark average of \$38,588.<sup>2</sup>

	Actual %	Estimated %
Operating expense ratio	19	13

<sup>1</sup> My Way Coordinators actively provide information, links to community-based supports and natural networks, and capacity-building for individuals. These aspects directly support the development of low-cost or no-cost plans.

<sup>2</sup> The benchmark average of \$38,588 is referenced in the NDIS Actuary's Report on the sustainability of the scheme, published January 2016.

## 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 \$15,525. In table 2, the median shows that 50% of current plans with funding allocated receive less than \$16,475.

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

Primary disability	Total current plans	Total annualised committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	50	\$2,172,174	\$43,443	\$14,609
Autism	459	\$8,727,345	\$19,014	\$11,751
Deaf/blind	8	\$134,508	\$16,814	\$14,115
Developmental delay	116	\$1,584,097	\$13,656	\$12,460
Hearing	25	\$283,428	\$11,337	\$9,070
Intellectual disability	686	\$36,261,849	\$52,860	\$26,463
Neurological	146	\$6,272,952	\$42,965	\$16,843
Physical	222	\$7,464,377	\$33,623	\$14,210
Psychiatric/psychosocial disorders <sup>1</sup>	155	\$2,575,650	\$16,617	\$13,500
Specific learning/ADHD	*	\$78,337	\$19,584	\$19,872
Speech	*	\$9,375	\$9,375	\$9,375
Vision	46	\$662,158	\$14,395	\$10,796
Other	*	\$82,345	\$41,173	\$41,173
<b>Total</b>	<b>1,920</b>	<b>\$66,308,596</b>	<b>\$34,536</b>	<b>\$15,525</b>

<sup>1</sup> 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 <sup>1</sup>	Total annualised committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	47	\$2,172,174	\$46,216	\$16,164
Autism	418	\$8,727,345	\$20,879	\$12,801
Deaf/blind	8	\$134,508	\$16,814	\$14,115
Developmental delay	110	\$1,584,097	\$14,401	\$12,650
Hearing	24	\$283,428	\$11,810	\$9,623
Intellectual disability	630	\$36,261,849	\$57,558	\$31,136
Neurological	141	\$6,272,952	\$44,489	\$19,334
Physical	217	\$7,464,377	\$34,398	\$14,479
Psychiatric/psychosocial disorders <sup>2</sup>	143	\$2,575,650	\$18,012	\$14,470
Specific learning/ADHD	*	\$78,337	\$19,584	\$19,872
Speech	*	\$9,375	\$9,375	\$9,375
Vision	44	\$662,158	\$15,049	\$10,975
Other	*	\$82,345	\$41,173	\$41,173
<b>Total</b>	<b>1,789</b>	<b>\$66,308,596</b>	<b>\$37,065</b>	<b>\$16,475</b>

<sup>1</sup> Excludes 18 plans with in-kind funded strategies yet to have funding allocated.

<sup>2</sup> 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 (92%). 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 <sup>1</sup>	Total
\$33,847,651	\$3,088,063	\$36,935,714

<sup>1</sup> In-kind payments have not been calculated on a pro-rata basis but will be in future reports.

### 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 declined by 1% in the current quarter. In the previous quarter the Commission rolled in all of our existing clients in the Cockburn Kwinana trial site that have very high support needs and high cost packages. The decline of 1% represents the stabilisation of the annualised average package as new participants have entered the scheme with package costs that more closely reflect the anticipated distribution.

Average current plan cost	Average plan cost (previous quarter)	Growth in average current plan cost (%)	Total current plan cost	Total plan cost (previous quarter)	Growth of total current plan cost (%)	Total current plans
\$34,536	\$34,867	-1	\$66,308,596	\$60,111,399	10	1,920

## 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 (33%), followed by participation in community, social and civic activities (23%) and household tasks (12%).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$9,290	\$0	\$9,290
Assistance in coordinating or managing life stages, transitions and supports	\$32,175	\$466	\$32,641
Assistance to access and maintain employment	\$771,538	\$441,752	\$1,213,290
Assistance with daily life tasks in a group or shared living arrangement	\$9,556,611	\$228,229	\$9,784,840
Assistance with daily personal activities	\$3,124,677	\$130,621	\$3,255,298
Assistance with personal care and transitions in educational settings	\$75,195	\$8,085	\$83,280
Assistance with travel/transport arrangements	\$160,883	\$460,102	\$620,985
Assistive equipment for recreation and leisure	\$992	\$1,961	\$2,952
Assistive products for household tasks	\$17,423	\$0	\$17,424
Assistive products for personal care and safety	\$26,294	\$188,607	\$214,901
Assistive technology specialist assessment, set up and training	\$42,263	\$2,608	\$44,871
Behaviour support	\$101,582	\$15,363	\$116,946
Communication and information equipment	\$22,961	\$9,066	\$32,026
Development of daily living and life skills	\$1,789,964	\$17,511	\$1,807,475
Early intervention supports for early childhood	\$76,179	\$76,730	\$152,909
Home modification design and construction	\$2,961	\$11,792	\$14,753
Household Tasks	\$3,582,845	\$205,194	\$3,788,039
Interpreting and translation	\$2,266	\$1,150	\$3,415
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	\$6,766,872	\$63,734	\$6,830,606
Personal mobility equipment	\$27,177	\$52,545	\$79,722
Physical wellbeing activities	\$886,772	\$1,506	\$888,278
Specialist care for individuals with high care needs	\$237,132	\$12,321	\$249,453
Therapeutic supports	\$1,371,260	\$632,542	\$2,003,802
Training for independence in travel and transport	\$66,205	\$23,202	\$89,408
Training for the provision of specialist care for individuals with high care needs	\$8,458	\$0	\$8,458
Vehicle modifications	\$202	\$0	\$202
<b>Total<sup>1</sup></b>	<b>\$28,796,351</b>	<b>\$2,585,088</b>	<b>\$31,381,439</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 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 (23%), followed by assistance with daily life tasks in a group or shared living arrangement (19%) and household tasks (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	\$2,956	\$716	\$3,672
Assistance to access and maintain employment	\$95,018	\$71,449	\$166,468
Assistance with daily life tasks in a group or shared living arrangement	\$1,035,864	\$23,311	\$1,059,175
Assistance with daily personal activities	\$607,586	\$48,773	\$656,358
Assistance with personal care and transitions in educational settings	\$76,970	\$13,130	\$90,100
Assistance with travel/transport arrangements	\$34,072	\$62,012	\$96,084
Assistive equipment for recreation and leisure	\$20,328	\$911	\$21,239
Assistive products for household tasks	\$4,049	\$0	\$4,049
Assistive products for personal care and safety	\$69,679	\$41,657	\$111,337
Assistive technology specialist assessment, set up and training	\$6,910	\$1	\$6,911
Behaviour support	\$15,730	\$6,070	\$21,799
Communication and information equipment	\$16,780	\$2,417	\$19,198
Development of daily living and life skills	\$301,427	\$0	\$301,427
Early intervention supports for early childhood	\$14,507	\$6,687	\$21,194
Home modification design and construction	\$15,499	\$7,049	\$22,549
Household Tasks	\$704,104	\$2,963	\$707,067
Interpreting and translation	\$6,181	\$0	\$6,181
Management of funding for supports under an individual's plan	\$549	\$0	\$549
Other	\$136,793	\$0	\$136,793
Participation in community, social and civic activities	\$1,261,187	\$19,469	\$1,280,657
Personal mobility equipment	\$31,506	\$18,103	\$49,609
Physical wellbeing activities	\$117,261	\$0	\$117,261
Specialist care for individuals with high care needs	\$41,728	\$34,901	\$76,629
Therapeutic supports	\$476,914	\$142,587	\$619,501
Training for independence in travel and transport	\$9,827	\$768	\$10,595
Training for the provision of specialist care for individuals with high care needs	\$9,120	\$0	\$9,120
Vehicle modifications	\$2,942	\$0	\$2,942
Funds returned	-\$64,188	\$0	-\$64,188
<b>Total<sup>1</sup></b>	<b>\$5,051,300</b>	<b>\$502,975</b>	<b>\$5,554,275</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 identifies that 55% of funding is allocated to individuals with an intellectual disability, while individuals with an intellectual disability represent 35% 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	48	\$2,172,174	\$45,254
Autism	422	\$8,727,345	\$20,681
Deaf/blind	8	\$134,508	\$16,814
Developmental delay	111	\$1,584,097	\$14,271
Hearing	25	\$283,428	\$11,337
Intellectual disability	635	\$36,261,849	\$57,105
Neurological	142	\$6,272,952	\$44,176
Physical	218	\$7,464,377	\$34,240
Psychiatric/psychosocial disorders <sup>1</sup>	147	\$2,575,650	\$17,641
Specific learning/ADHD	*	\$78,337	\$19,584
Speech	*	\$9,375	\$9,375
Vision	45	\$662,158	\$14,715
Other	*	\$82,345	\$41,173
<b>Total</b>	<b>1,807<sup>2</sup></b>	<b>\$66,308,596</b>	<b>\$36,695</b>

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

<sup>2</sup> Includes 18 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	%
1,920	32	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 <sup>1</sup>	Average annualised committed cost	Median annualised committed cost
1,920	\$22,709,086	\$34,536	\$15,525

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

Total current funded plans with funding allocated <sup>2</sup>	Actual expenditure for the quarter <sup>1</sup>	Average annualised committed cost	Median annualised committed cost
1,789	\$22,709,086	\$37,065	\$16,475

<sup>1</sup> The table only includes plans that were active at the end of the quarter.

<sup>2</sup> The table excludes 18 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 \$66.3 million

Total current plans	Total committed plan cost
1,920	\$66,308,596

## Community Inclusion

### Insight into WA NDIS My Way service provider - Christine Stott

Kalparrin General Manager Christine Stott is at the helm of the team working to increase understanding of Western Australia's National Disability Insurance Scheme (WA NDIS) My Way trial among families of children with special needs.

Kalparrin is a well-known and trusted support organisation for families of children with special needs. In 2014 Kalparrin was one of several organisations to receive State and Commonwealth-funded sector development grants to support WA's unique NDIS trial arrangements.

"As part of the grant, we are responsible for providing information and assistance to families of children with disability to help them gain a greater understanding of the WA NDIS My Way trial and what it can offer," Ms Stott said.

"One of our key strategies is to maintain connections with disability service organisations and the local community.

"We keep abreast of WA NDIS My Way information and share this with families, both within and outside the trial sites.

"However, we note that sometimes families can find the information overwhelming, especially when their individual circumstances are so unique."

"As a result, we encourage families to contact us once they have looked over the information and we help them apply it to their family and their individual circumstances.

"Through all this work, we are able to help families navigate their way through the range of supports and services they can choose from to meet their child's special needs."

One of Kalparrin's key features is the range of opportunities it provides to families, enabling them to connect with each other across a variety of platforms including social events, online social media, and the Family Link program, which joins up member families to promote mentoring and peer support.

These connections are invaluable to families of children with special needs who may be feeling isolated from others. It is a way of linking with other families who are in similar circumstances and supporting one another.

"Our families in the trial sites have told us they value having someone to talk to about their experiences caring for a child with special needs," Ms Stott said.

"They value having the insight of other people in the local area that can suggest or recommend supports and services based on their own experiences.

“Some members have even chosen to share their WA NDIS My Way plan with other members to help them understand the My Way planning process, and the opportunities it can offer.”

Since the trial began in July 2014, some of Kalparrin’s work with families has included:

- Arranging and attending parent group information sessions to discuss individual needs and how they can be included in WA NDIS My Way plans.
- Hosting WA NDIS My Way information sessions at member events.
- Responding to and maintaining a social media presence for families and the public.
- Facilitating access to WA NDIS My Way representatives at member events.
- Engaging with WA NDIS My Way Coordinators to help families develop plans.

In the remaining months of the trial, Kalparrin will be hosting another WA NDIS My Way information session for families and a mother’s weekend for Kalparrin members.

The mother’s weekend will include an information session about developing an individual plan with an NDIS My Way Coordinator and a case study about a family currently in the WA NDIS My Way trial. For more information visit [kalparrin.org.au/events/mothers-weekends/](http://kalparrin.org.au/events/mothers-weekends/).

## 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%	100%

<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 provides information about the seventh quarter of the WA NDIS My Way trial. There are now 2,230 eligible participants and 1,920 (86 per cent) of these people have approved plans. The remaining 310 (14 per cent) individuals are currently working with My Way Coordinators to develop or review each individual plan. Total funding committed to plans now exceeds \$66 million and the average individual package cost remains within budget at \$34,536.

In Quarter 6 a substantial increase in the average package cost was observed. This was the result of a number of participants transitioning into the scheme with existing high-cost packages. In Quarter 7, we observe a slight decline in the average package cost that reflects the entry of new participants, who typically require lower cost packages of support. These observations support the assumption that most people with disability who have very high support needs are already known to the Commission and have been receiving services.

Trends in cost, services and supports and participant numbers are now tracked on a monthly basis following the implementation of a business intelligence tool developed by Taylor Fry. This enhanced business intelligence capacity for the Commission is used to inform strategic and operational management decisions and identify opportunities to improve services to people with disability, as well as support the goal to deliver a sustainable insurance scheme.

The seventh quarter results indicate that the WA NDIS My Way trial is progressing well. As the end of the initial 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.



## Disability Services Commission

Address: **146–160 Colin Street,  
West Perth WA 6005**

Website: [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

Email: [dsc@dsc.wa.gov.au](mailto:dsc@dsc.wa.gov.au)

Phone: **9426 9200**

Country callers: **1800 998 214**

TTY: **9426 9315**

**This publication is available in alternative  
formats on request.**