



Disability Services Commission  
Quarterly Report to the Commonwealth Government

December 2016





# Disability Services Commission: Quarterly Report

## Disability Services Commission

### Quarterly Report to the Commonwealth Government

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## Western Australian NDIS trial

### Foreword

This tenth Quarterly Report to the Commonwealth Government on the Western Australian National Disability Insurance Scheme (WA NDIS) trial illustrates the continued progress of the trial in the State. In October 2016, the State's WA NDIS trial expanded into the geographical areas of Armadale, Murray and Serpentine-Jarrahdale. As at 31 December 2016 there were 3,211 individuals in the trial. Of these, 2,456 people had a current plan and the average cost of plans with funding was \$36,177.

The quarter data confirms consistent trends in the trial to date. Eighty-nine per cent of participants are achieving plan goals. This is a strong indication that the WA NDIS is enabling individuals to access supports and services that enhance their quality of life and community participation. The majority of funded strategies (92 per cent) were contained within four key clusters of therapy and specialist support, equipment, wellbeing and daily living.

Over 50 per cent of funded plans continue to include some aspect of plan management by the person with disability or a person acting on their behalf such as family member or carer. Twenty-One per cent of people also exercised choice and control by electing to change the way their plan is managed.

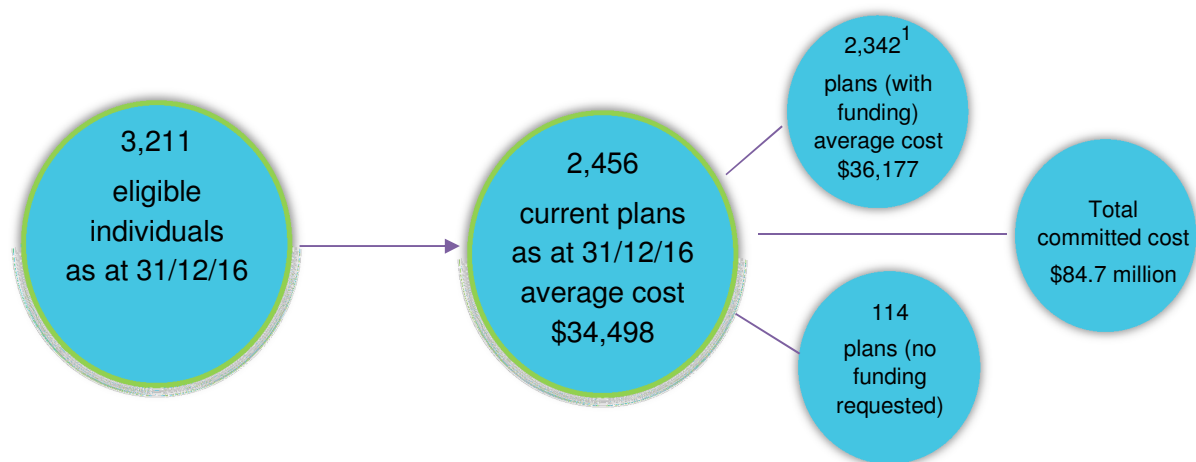
At the beginning of the quarter the trial expanded to include additional locations in WA. New participants continued to enter the trial in both the original sites and the expansion areas. Autism was the most common primary disability type for people new to the trial. Amongst the total number of people accessing support through WA NDIS intellectual disability remained the main primary disability, followed by autism.

Four new service providers were endorsed by the Commission during the quarter, this brings the total to 126 service providers. The sector has a strong local focus, with 87 per cent of registered providers operating in WA only.

During the quarter, the Commonwealth and State Governments agreed to commence negotiations towards a final bilateral agreement for a National Disability Insurance Scheme (NDIS) to be administered by the WA Government from 1 July 2017. Both trials will continue to inform the rollout of the NDIS in WA.

## Key highlights

WA NDIS trial	Total
Total committed plan costs	\$84.7 million
Total number of individuals eligible for support	3,211
Total number of current plans (funded and no funding requested)	2,456
Total number of current plans (with funding) <sup>1</sup>	2,342
Total number of current plans (with no funding requested)	114
Total year to date payments	\$35.5 million
Average costs for total current plans (funded and no funding requested)	\$34,498
Average costs for current plans (with funding)	\$36,177
Number of service providers operating in the trial site	126



<sup>1</sup> Includes 11 plans with in-kind funded strategies yet to have funding allocated; the average cost without these plans is \$36,348.

## Actuary's statement

The WA NDIS trial was expanded to the local government areas of Armadale, Murray and Serpentine-Jarrahdale on 1 October 2016. Consequently, participation in the trial rose substantially from 2,508 individuals to 3,211 individuals. However, total participation remains significantly below the original forecast.

The proportion of participants with an approved plan has fallen from 91% at the previous quarterly review to 76% as at 31 December 2016. This fall is due to delays in plan approvals in the first quarter in the expansion sites. We are informed that this was due to a range of factors, including delays in recruitment of Local Coordinators, challenges experienced with data migration and eligibility determination, and the limited availability of providers and individuals over the festive season. It is anticipated that plan approvals will increase considerably in the next quarter.

The average annualised committed cost has increased by 2% since 30 September 2016 and is now \$35,000. This remains well below the original budget of about \$39,000. There are large differences by region: the Lower South West region average annualised committed cost is substantially below budget; whereas in Cockburn-Kwinana the cost is in line with budget. The difference in average costs between the two regions is largely accounted for by the much higher proportion of participants with accommodation support in Cockburn-Kwinana. At this stage there are too few approved plans in the expansion sites to compare the experience there.

During the last quarter we conducted a comprehensive review to assess both the financial sustainability of the trial, as well as considering potential future risks to financial sustainability following a state-wide rollout. Overall, we are satisfied that the trial is financially sustainable, with total expenditure lower than anticipated due to fewer participants than expected. However, there are challenges beyond the length of the trial. The biggest challenge is the average growth in funding for active participants. While the overall average committed costs remain below the initial budget forecasts, the current rate of growth in annual funding for active participants is unsustainably high in the longer term. In addition to price inflation, some growth in funding is to be expected as planners and participants become more familiar with the opportunities now available through WA NDIS. However, this growth must curtail soon for projections to remain favourable. We are informed that steps are being taken to analyse a random sample of funded plans in the Lower South West and Cockburn-Kwinana areas to determine the cause of changes in annualised committed costs following plan reviews. We continue to work with WA NDIS to better understand the drivers of funding growth.

Alan Greenfield  
Taylor Fry



## Individual Outcomes

### 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 trial.

Explanation of result:

The total proportion of plans which include goals that have been achieved is 89 per cent. This figure reflects all plan reviews undertaken since the commencement of the WA NDIS trial. Individuals may have had more than one plan reviewed since the trial commenced.

Total plans reviewed	Total plans with goals achieved	%	Total plans with goals not yet achieved	%
2,800	2,479	89	321	11

## 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 trial. A WA NDIS 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:

Of all plans which have been reviewed, a total of 11,129 plan goals are identified spread across six domains. Across these domains, plan goals achieved (89 per cent) exceed the number of plan goals not yet achieved (11 per cent). Health and wellbeing, social and independence represent the focal points of many plans, with the majority (80 per cent) of plan goals represented within these three domains.

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			
526	83	850	153	3,531	416	2,166	316	594	48	2,189	257	9,856	1,273	11,129

(A) Achieved, (NA) Not achieved

## Measure 111: Trend in proportion of total plan goals in economic and social domains

### Description of measure:

This measure is the first of a revised set of reporting measures that will capture detail that relates to specific domains that are of particular importance as the NDIS expands. The measure outlines outcomes against economic and social goals, first by determining the proportion of plans that seek these outcomes and then determining the degree of achievement of the plans that include these outcomes towards the goals. The measure is longitudinal in nature and successive reports will provide an indication of the shift in proportion of plans that include and achieve economic and social outcomes.

### Explanation of result:

In total, five per cent of all plan goals relate to economic outcomes. Of those, 86 per cent achieve the economic outcomes sought. Plan goals which relate to improving social outcomes represent 22 per cent of total plan goals recorded. Of those, 89 per cent achieve the social outcomes sought. An improvement in the economic and social outcomes for people with disability is a particular focus of the NDIS.

Domain	Proportion of total plan goals (%)	Proportion with plan goals achieved (%)
Economic	5	86
Social	22	89

## 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. Plans can be managed by service providers, individuals (self-managed) or jointly (combination-managed).

### Explanation of result:

Approximately 21 per cent of individuals who had their plans reviewed during this financial year changed the way their plan is managed. The capacity for individuals to determine how their plan is managed is integral to 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>	%
945	7	<1	4	<1	0	0	188	20

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

### Explanation of result:

The majority of approved plans are service provider-managed (49 per cent) or combination-managed (42 per cent). Nine per cent of individuals self-manage their entire plan. Aggregating plans that are jointly managed by an individual or their family along with a service provider (combination-managed) together with those who choose to self-manage their entire plan illustrates that around 51 per cent of all funded plans include an 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 <sup>1</sup>	Service provider-managed <sup>2</sup>	%	Self-managed <sup>3</sup>	%	Combination-managed <sup>4</sup>	%
2,456	114	2,342	1,151 <sup>5</sup>	49	214	9	977	42

<sup>1</sup> Includes 11 plans with in-kind funded strategies yet to have funding allocated.

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

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

<sup>5</sup> Includes 40 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:

Autism is the most commonly identified primary disability among individuals new to the trial during the quarter. This pattern has been observed in previous quarters and highlights the increased number of people who sought and gained access to the supports and services available under the WA NDIS trial.

Primary disability	Number of new individuals
Acquired brain injury	9
Autism	126
Deaf/blind	*
Developmental delay	14
Hearing	12
Intellectual disability	97
Neurological	36
Physical	25
Psychiatric/psychosocial disorders <sup>1</sup>	29
Specific learning/attention deficit disorder (other than intellectual)	0
Speech	0
Vision	*
Other	*
<b>Total</b>	<b>357</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

### Description of measure:

This measure provides demographic details and other characteristics for all individuals who are accessing WA NDIS 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 identified in both disability types, with a higher percentage identified with autism.

Primary disability	Individuals	CALD <sup>1</sup>	ATSI <sup>2</sup>	Gender			Age					
				M	F	X	0-4	5-14	15-24	25-44	45-64	65+
Acquired brain injury	77	*	*	47	30	0	0	6	6	14	46	5
Autism	809	54	28	636	173	0	61	533	175	34	5	*
Deaf/blind	14	*	0	5	9	0	*	*	*	*	7	0
Developmental delay	264	29	21	187	77	0	130	134	0	0	0	0
Hearing	77	*	0	39	38	0	11	17	5	11	30	*
Intellectual disability	1,008	78	57	599	409	0	9	237	303	312	144	*
Neurological	255	9	0	103	152	0	*	14	17	42	171	8
Physical	342	20	11	186	156	0	14	47	43	72	156	10
Psychiatric/psychosocial disorders <sup>3</sup>	296	12	12	132	164	0	0	*	15	104	171	5
Specific learning/ADHD (other than intellectual)	*	0	*	*	*	0	0	*	0	*	0	0
Speech	*	0	0	*	*	0	0	*	0	0	0	0
Vision	59	*	*	29	30	0	*	13	*	10	30	0
Other	*	0	0	*	*	0	0	*	0	0	*	0
<b>Total</b>	<b>3,211</b>	<b>211</b>	<b>136</b>	<b>1,969</b>	<b>1,242</b>	<b>0</b>	<b>233</b>	<b>1,010</b>	<b>567</b>	<b>604</b>	<b>762</b>	<b>35</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 plan may have a number of long term goals represented across various support areas.

### Explanation of result:

Within approved plans, 1,915 long term goals are identified, spread across four support areas. The most common support area is independence (40 per cent), followed by health and wellbeing (32 per cent) and social participation (20 per cent).

Support areas <sup>1</sup>				Total long term goals <sup>2</sup>
Economic participation	Health and wellbeing	Independence	Social participation	
164	604	760	387	1,915
9%	32%	40%	20%	

<sup>1</sup> Due to rounding, sum of percentage values may not equal to 100%.

<sup>2</sup> There were 1,398 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.

### Explanation of result:

Since the trial commenced, 2,800 plans have been reviewed, of which 238 were reviewed early.

<b>Total plans developed</b>	<b>Total plans reviewed</b>	<b>%</b>	<b>Plans reviewed early</b>	<b>%</b>
5,459	2,800	51	238	4

## Measure 50: Active individuals

### Description of measure:

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

### Explanation of result:

A total of 3,211 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	3,211

## 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 plans generally have more than one strategy for each support cluster.

### Explanation of result:

Within the 2,342 current plans (with funding), there are 11,845 strategies spread across the 10 support clusters. Ninety-two per cent of the total funded strategies are contained within the following four key clusters: therapy and specialist support, equipment, wellbeing and daily living.

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
160	187	43	2,458	48	2,841	516	18	2,966	2,608	11,845
1%	2%	<1%	21%	<1%	24%	4%	<1%	25%	22%	

## 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 the time an individual gives their consent requesting eligibility, to the time their plan is approved is 75 days; the average time from confirmation of an individual's eligibility to their plan being approved is 59 days.

Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
75	59

## 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 trial.

Explanation of result:

There are 126 service providers operating in the WA NDIS trial. A total of four new providers were endorsed by the Commission during the quarter. Eighty-seven per cent of registered providers in the trial are operating in Western Australia only. Thirty-one per cent of service providers are for-profit organisations.

Service Provider Profile		Allied Health	Disability Support	Disability Equipment	Plan Management	Other	Total Service Providers <sup>1</sup>
<b>Footprint</b>							
	National	7	16	3	7	5	16
	State	44	91	16	17	10	110
<b>Total</b>		<b>51</b>	<b>107</b>	<b>19</b>	<b>24</b>	<b>15</b>	<b>126</b>
<b>Provider Type</b>							
	Not-for-Profit Organisations	32	77	14	20	13	83
	For Profit Organisations	19	27	3	4	2	39
	Public Government Agencies <sup>2</sup>	0	3	2	0	0	4
<b>Total</b>		<b>51</b>	<b>107</b>	<b>19</b>	<b>24</b>	<b>15</b>	<b>126</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 and government agencies include other government departments or agencies and Local Government Authorities that provide specific services to people with disability.

## 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:

As at 31 December 2016, 3,211 individuals were deemed eligible for supports and services. Since the start of the trial 1,814 people have requested an eligibility assessment to join existing Commission clients who are participants in the trial. Of the individuals who requested an eligibility assessment, 73 per cent were deemed eligible and 18 per cent were deemed ineligible.

Total requests	Eligibility decision					
	Assessment in progress	%	Eligible	%	Not Eligible <sup>2</sup>	%
Requests for eligibility <sup>1</sup>						
1,814	80	4	1,326	73	329	18

<sup>1</sup> Includes 79 people who withdrew their application for consideration.

<sup>2</sup> "Not eligible" includes 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 were thirteen requests for review and five requests for appeal during the quarter. Ten review decisions were made, with six of the original decisions being upheld. Three appeal decisions were made, with two original decisions upheld and one original decision overturned.

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	5	8	0	0	0	0	13
Appeal numbers by category	1	4	0	0	0	0	5

Category of review/appeals decisions					
	Original decision upheld	Original decision amended	Original decision withdrawn	Original decision overturned	Total
Review outcomes	6	2	0	2	10 <sup>2</sup>
Appeal outcomes	2	0	0	1	3 <sup>3</sup>

<sup>1</sup> More than one category can apply to each review / appeal.

<sup>2</sup> Excludes three reviews still ongoing.

<sup>3</sup> Excludes one appeal still ongoing and one withdrawn before reaching the appeals panel.

## Measure 72-75: Formal Complaints

Description of measure:

This measure outlines the number of formal complaints received during the quarter relating to Commission provided services in WA NDIS. This is a separate process to the review and appeals process referred to in measure 65-71 (Review / Appeal of decisions).

Explanation of result:

Two complaints were received during the quarter.

National Disability Services Standard to which the complaint relates <sup>1</sup>					
Rights	Participation and inclusion	Individual outcomes	Feedback and complaints	Service access	Service management
0	0	1	0	0	2

Category of complaint <sup>2</sup>									
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	2	0	0	0	0	0	0	0

<sup>1</sup> More than one standard can apply to each complaint

<sup>2</sup> More than one category can apply to each complaint



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

### Explanation of result:

Local Coordinators provide information, support and advocacy from the date of their first contact with an individual. This ensures that individuals receive timely support through both funded and unfunded services. This measure considers the period of time that passes between the time that an individual consents to the process of eligibility assessment, to the time that they first engage with a Local Coordinator. Establishing the connection between an individual and a Local Coordinator in a timely manner ensures that individuals are provided with information, support and advocacy while the eligibility process is occurring.

<b>Average time from consent to connection with a Local Coordinator (days)</b>
--

21
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## 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 in the scheme as an individual may have had more than one plan developed during that period. The total number of plans developed refers to plans that have either commenced since 1 July 2014 and plans that were active on 1 July 2014 as individuals began with the trial.

### Explanation of result:

A total of 5,459 plans have been developed since trial commencement, of which 2,456 plans were current at the end of the quarter

An approved (current) WA NDIS 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
5,459	2,456

## Financial Sustainability

The WA NDIS 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 presents the acquittal of funds by individuals and service providers and the actual payments from the Commission within the financial year to date.

Explanation of result:

The data indicates that the largest proportion of funds is paid to, and acquitted by, service providers.

Payment type	Acquitted payments <sup>1</sup>	Total payments
In kind <sup>2</sup>	\$1,279,609	\$1,279,609
Service providers	\$13,755,722	\$30,510,725
Individuals	\$3,405,842	\$3,740,357
<b>Total</b>	<b>\$18,441,173</b>	<b>\$35,530,691</b>

<sup>1</sup> Acquitted payments may include payments from previous periods.

<sup>2</sup> In-kind payments have been calculated on a pro-rata basis.

## Measure 30 and 82: Operating expense ratio

### Description of measure:

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

### Explanation of result:

The actual operating expense ratio is marginally higher than the estimated ratio. This reflects that average package costs in the WA NDIS remain lower than the benchmark average package cost of \$39,677<sup>1</sup>, from which the total scheme package costs are estimated. The average cost of packages provided to individuals in the WA NDIS trial is \$34,498 as per Measure 97, Real, average and median costs of packages.

The average cost includes both funded and unfunded packages and includes the cost of providing information, linkages to community based supports, natural networks, and capacity building. These aspects of the Local Coordination role directly support the development of low-cost or no-cost options, elevating the operating expenses ratio.

	Actual %	Estimated %
Operating expense ratio	14	12

<sup>1</sup> 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:

Table 1 below demonstrates that, based on the median annualised funding cost, 50 per cent of current plans (including funded and unfunded plans) receive funding of less than \$16,440. As Table 2 (overleaf) demonstrates, based on the median annualised funding cost, 50 per cent of current plans with funding allocated receive less than \$17,177. A median significantly less than the average demonstrates that a greater proportion of plans are within the lower cost bands, balancing the high-cost plans which are outliers.

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

Primary disability	Total current plans	Total annualised committed funding <sup>1</sup>	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	58	\$3,167,516	\$54,612	\$23,766
Autism	575	\$11,588,288	\$20,154	\$13,550
Deaf/blind	11	\$169,759	\$15,433	\$11,640
Developmental delay	162	\$2,570,977	\$15,870	\$13,829
Hearing	62	\$715,830	\$11,546	\$7,240
Intellectual disability	749	\$42,008,552	\$56,086	\$27,500
Neurological	212	\$8,670,954	\$40,901	\$16,861
Physical	306	\$10,253,032	\$33,507	\$16,510
Psychiatric/psychosocial disorders <sup>2</sup>	261	\$4,527,565	\$17,347	\$14,133
Specific learning/ADHD	*	\$82,887	\$20,722	\$19,872
Speech	*	\$19,183	\$19,183	\$19,183
Vision	53	\$928,389	\$17,517	\$15,347
Other	*	\$23,605	\$11,803	\$11,803
<b>Total</b>	<b>2,456</b>	<b>\$84,726,536</b>	<b>\$34,498</b>	<b>\$16,440</b>

<sup>1</sup> The addition of the total annualised committed funding may not reconcile to the total due to rounding.

<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 and thus current plans may not equal total.

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 <sup>2</sup>	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	54	\$3,167,516	\$58,658	\$27,198
Autism	542	\$11,588,288	\$21,381	\$14,093
Deaf/blind	11	\$169,759	\$15,433	\$11,640
Developmental delay	160	\$2,570,977	\$16,069	\$14,073
Hearing	55	\$715,830	\$13,015	\$8,030
Intellectual disability	701	\$42,008,552	\$59,927	\$30,948
Neurological	208	\$8,670,954	\$41,687	\$16,780
Physical	300	\$10,253,032	\$34,177	\$16,626
Psychiatric/psychosocial disorders <sup>3</sup>	241	\$4,527,565	\$18,787	\$15,141
Specific learning/ADHD	*	\$82,887	\$20,722	\$19,872
Speech	*	\$19,183	\$19,183	\$19,183
Vision	52	\$928,389	\$17,854	\$15,503
Other	*	\$23,605	\$11,803	\$11,803
<b>Total</b>	<b>2,331</b>	<b>\$84,726,536</b>	<b>\$36,348</b>	<b>\$17,177</b>

<sup>1</sup> Excludes 11 plans with in-kind funded strategies yet to have funding allocated.

<sup>2</sup> The addition of the total annualised committed funding may not reconcile to the total due to rounding.

<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 and thus current plans may not equal total.

## 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:

While the majority of payments for the WA NDIS trial are cash funded (96 per cent), there remains a proportion of in-kind support included within plans. It is intended that this in-kind support will be progressively allocated to individual plans. Data sharing arrangements continue to be progressed to facilitate the capture of all in-kind information. This measure details financial year to date payments.

Total cash payments	Total in-kind payments <sup>1</sup>	Total
\$34,251,082	\$1,279,609	\$35,530,691

<sup>1</sup> In-kind payments have been calculated on a pro-rata basis.

### 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 increased by two per cent this quarter, however remain lower than the benchmark average of \$39,677<sup>1</sup>.

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
\$34,498	\$33,885	2	\$84,726,536	\$77,394,115	9	2,456

<sup>1</sup> 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 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 to service providers are for assistance with daily life tasks in a group or shared living arrangement (32 per cent), followed by participation in community, social and civic activities (20 per cent) and therapeutic supports (13 per cent).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$14,499	\$79	\$14,578
Assistance in coordinating or managing life stages, transitions and supports	\$50,500	\$1,033	\$51,533
Assistance to access and maintain employment	\$774,461	\$475,366	\$1,249,827
Assistance with daily life tasks in a group or shared living arrangement	\$9,632,831	\$14,643	\$9,647,475
Assistance with daily personal activities	\$2,576,966	\$17,044	\$2,594,009
Assistance with personal care and transitions in educational settings	\$72,706	\$41,210	\$113,916
Assistance with travel/transport arrangements	\$88,713	\$260,203	\$348,915
Assistive equipment for recreation and leisure	\$9,893	\$1,449	\$11,342
Assistive products for household tasks	\$13,895	\$12,482	\$26,377
Assistive products for personal care and safety	\$39,593	\$140,991	\$180,584
Assistive technology specialist assessment, set up and training	\$85,069	\$3,386	\$88,455
Behaviour support	\$252,604	\$12,356	\$264,960
Communication and information equipment	\$18,072	\$14,894	\$32,966
Development of daily living and life skills	\$1,528,710	\$20,437	\$1,549,148
Early intervention supports for early childhood	\$70,278	\$0	\$70,278
Home modification design and construction	\$17,193	\$3,032	\$20,225
Household Tasks	\$3,757,457	\$95,562	\$3,853,020
Interpreting and translation	\$8,402	\$90	\$8,492
Management of funding for supports under an individual's plan	\$0	\$0	\$0
Other	\$356	\$0	\$356
Participation in community, social and civic activities	\$6,193,393	\$44,552	\$6,237,946
Personal mobility equipment	\$58,323	\$8,302	\$66,625
Physical wellbeing activities	\$893,158	\$16,052	\$909,211
Specialist care for individuals with high care needs	\$224,757	\$36,245	\$261,003
Therapeutic supports	\$4,086,724	\$26,870	\$4,113,594

<b>Support types</b>	<b>Total cash payments</b>	<b>Total in-kind payments</b>	<b>Total payments</b>
Training for independence in travel and transport	\$27,814	\$9,575	\$37,389
Training for the provision of specialist care for individuals with high care needs	\$8,083	\$0	\$8,083
Vehicle modifications	\$6,274	\$0	\$6,274
<b>Total<sup>1</sup></b>	<b>\$30,510,725</b>	<b>\$1,255,852<sup>2</sup></b>	<b>\$31,766,578</b>

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

<sup>2</sup> In-kind payments in Measures 13, 52 & 81 are calculated on a pro-rata basis and will differ from the in-kind total of Measures 86 & 87.

## 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 (26 per cent), followed by therapeutic supports (18 per cent) and household tasks (14 per cent).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$4,526	\$0	\$4,526
Assistance in coordinating or managing life stages, transitions and supports	\$63,933	\$819	\$64,752
Assistance to access and maintain employment	\$68,948	\$57,659	\$126,607
Assistance with daily life tasks in a group or shared living arrangement	\$309,712	\$0	\$309,712
Assistance with daily personal activities	\$433,919	\$2,177	\$436,096
Assistance with personal care and transitions in educational settings	\$27,703	\$1,639	\$29,343
Assistance with travel/transport arrangements	\$24,062	\$17,834	\$41,897
Assistive equipment for recreation and leisure	\$8,297	\$0	\$8,297
Assistive products for household tasks	\$1,242	\$0	\$1,242
Assistive products for personal care and safety	\$38,033	\$10,468	\$48,501
Assistive technology specialist assessment, set up and training	\$5,688	\$267	\$5,955
Behaviour support	\$12,414	\$0	\$12,414
Communication and information equipment	\$4,329	\$2,377	\$6,706
Development of daily living and life skills	\$253,464	\$0	\$253,464
Early intervention supports for early childhood	\$17,660	\$0	\$17,660
Home modification design and construction	\$3,777	\$385	\$4,162
Household Tasks	\$536,807	\$104	\$536,911
Interpreting and translation	\$19,967	\$0	\$19,967
Management of funding for supports under an individual's plan	\$3,446	\$0	\$3,446
Other	\$95,734	\$0	\$95,734
Participation in community, social and civic activities	\$960,366	\$2,600	\$962,966
Personal mobility equipment	\$28,487	\$427	\$28,914
Physical wellbeing activities	\$90,884	\$0	\$90,884
Specialist care for individuals with high care needs	\$52,795	\$0	\$52,795
Therapeutic supports	\$654,840	\$7,617	\$662,457
Training for independence in travel and transport	\$7,645	\$545	\$8,190

<b>Support types</b>	<b>Total cash payments</b>	<b>Total in-kind payments</b>	<b>Total payments</b>
Training for the provision of specialist care for individuals with high care needs	\$7,997	\$0	\$7,997
Vehicle modifications	\$3,682	\$0	\$3,682
<b>Total<sup>1</sup></b>	<b>\$3,740,357</b>	<b>\$104,919<sup>2</sup></b>	<b>\$3,845,277</b>

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

<sup>2</sup> In-kind payments in Measures 13, 52 & 81 are calculated on a pro-rata basis and will differ from the in-kind total of Measures 86 & 87.

## 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:

While individuals with an intellectual disability represent 30 per cent of all persons receiving funded support, 50 per cent of all funding is allocated to individuals with an intellectual disability. This reflects the support needs of people with intellectual disability. Average cost comparisons show that plans for individuals with an intellectual disability are allocated the highest average annualised package funding and as indicated in Measure 31, a relatively high median in comparison with the mean.

Primary disability	Total funded plans <sup>1</sup>	Annual committed costs <sup>2</sup>	Average annualised costs
Acquired brain injury	54	\$3,167,516	\$58,658
Autism	542	\$11,588,288	\$21,381
Deaf/blind	11	\$169,759	\$15,433
Developmental delay	160	\$2,570,977	\$16,069
Hearing	62	\$715,830	\$11,546
Intellectual disability	702	\$42,008,552	\$59,841
Neurological	208	\$8,670,954	\$41,687
Physical	301	\$10,253,032	\$34,063
Psychiatric/psychosocial disorders <sup>3</sup>	243	\$4,527,565	\$18,632
Specific learning/ADHD	*	\$82,887	\$20,722
Speech	*	\$19,183	\$19,183
Vision	52	\$928,389	\$17,854
Other	*	\$23,605	\$11,803
<b>Total</b>	<b>2,342</b>	<b>\$84,726,536</b>	<b>\$36,177</b>

<sup>1</sup> Includes 11 plans with in-kind funded strategies yet to have funding allocated.

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

<sup>2</sup> The addition of the annual committed costs may not reconcile to the total due to rounding.

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

## Measure 92: Number of plans with single supports

### Description of measure:

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

### Explanation of result:

Only one per cent of individual plans contain a single support.

Total current plans	Number of current plans with single support	%
2,456	33	1

## 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 marginally reduced when both funded and unfunded plans are included in the calculation. This is because there are relatively few unfunded plans in comparison with the total number of all funded and unfunded plans.

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
2,456	\$24,104,836	\$34,498	\$16,440

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>3</sup>	Average annualised committed cost	Median annualised committed cost
2,331	\$24,104,836	\$36,348	\$17,177

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

<sup>2</sup> The table excludes 11 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.

<sup>3</sup> The table only includes plans that were active at the end of the quarter.

## Measure 100: Total cost of supports funded

### Description of measure:

This measure provides the total annualised committed cost of supports for individuals with a current approved plan. This includes plans for individuals with no funding requested.

### Explanation of result:

The 2,456 current approved plans have a total annualised committed cost of \$84.7 million.

Total current plans	Total annualised committed cost
2,456	\$84,726,536



## Conclusion

This report provides information on the tenth quarter of the WA NDIS trial. During this period, the trial continued to progress well and to deliver positive outcomes for people with disability in WA. As at 31 December 2016, there were 3,211 individuals in the trial, and of these, 2,456 people had a current plan and were accessing disability supports related to their individual needs. The average cost of plans with funding was \$36,177 and the total committed plan costs were \$84.7 million.

People taking part in the trial have continued to achieve around 90 per cent of plan goals, which is a strong indication that the person-centred planning approach in WA NDIS leads to positive results for people with disability. Participants have also continued to exercise choice and control over their lives, with regards to their overall plan management and the management of funded supports within their plan.

In December 2016, the Commonwealth and State Governments agreed to commence negotiations towards a final bilateral agreement for a locally-run NDIS to be rolled out from 1 July 2017.

## Glossary

### 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 unfunded) 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 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.

### Long term goal

A long-term goal is something the person with disability wants to achieve into the future.

#### 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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