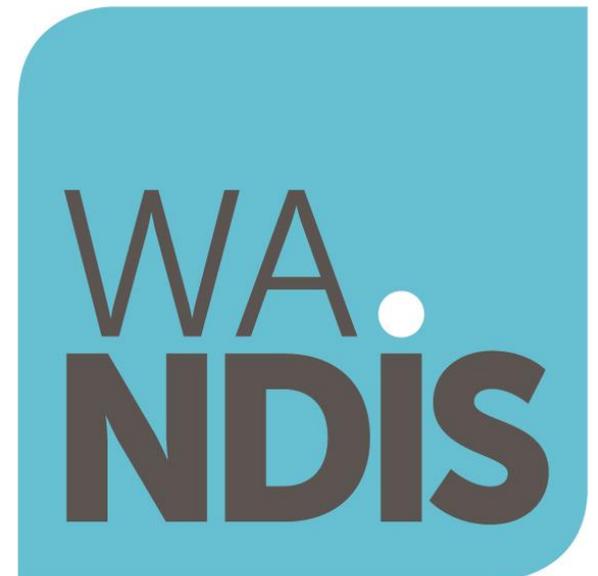




Disability Services Commission
Quarterly Report to the Commonwealth Government

June 2016



Disability Services Commission: Quarterly Report



Disability Services Commission

Quarterly Report to the Commonwealth Government

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Western Australian NDIS trial

Foreword

At the end of the initial two year trial period of the National Disability Insurance Scheme (NDIS), the WA NDIS trial continues to deliver positive outcomes for people with disability in Western Australia. As at 30 June 2016, 2,399 people are taking part in the trial, of whom 2,106 people have a current plan and are accessing disability supports related to their individual needs.

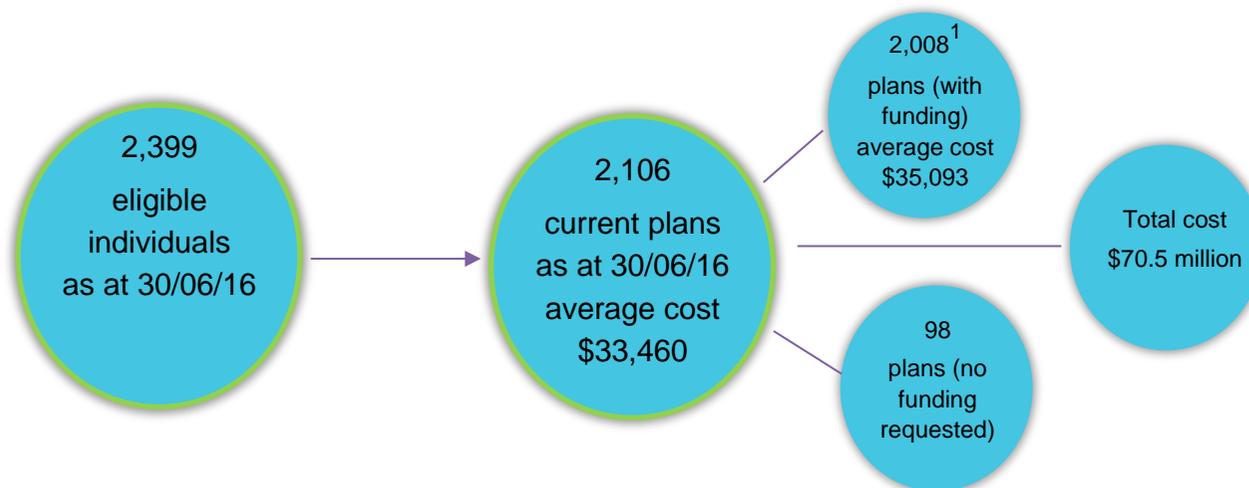
After autism, the most common primary disability for new individuals entering the trial during the quarter is psychosocial disability. This is a strong indication that the Commission's ongoing partnership with the mental health sector to actively engage people with psychosocial disability is achieving good outcomes.

In April 2016, the State and Commonwealth Governments announced the extension and expansion of the NDIS trials in Western Australia. It was also agreed that state-wide roll-out of the NDIS in Western Australia will commence on 1 July 2017. The State Government's WA NDIS trial operating in the Lower South West and Cockburn-Kwinana area has been extended by 12 months, to 30 June 2017. On 1 October 2016 WA NDIS will expand to include three new local government areas: Armadale, Murray and Serpentine-Jarrahdale.

As Western Australia moves towards this important next stage, the State Government is committed to building a NDIS that is responsive to local needs and accountable to the Western Australian community. This means continuing to work with people with disability, their families, carers and the disability sector to design the best approach to implementing the NDIS in Western Australia. The extension and expansion of the trials allows time to properly undertake this work. During this time, Commission-funded sector development activities will build on the successes and lessons learned from the trial to date and ensure that Western Australia is ready to deliver individualised, personalised and responsive NDIS supports across the State.

Key highlights

WA NDIS trial	Total
Total committed plan costs	\$70.5 million
Total number of individuals eligible for support	2,399
Total number of individuals with current plans (funded and no funding requested)	2,106
Total number of current plans (with funding)	2,008 ¹
Total number of current plans (with no funding requested)	98
Total year to date payments for the period	\$52.9 million
Average costs for total current plans (funded and no funding requested)	\$33,460
Average costs for current plans (with funding)	\$35,093
Number of service providers operating in the trial site	110



¹ Includes 15 plans with in-kind funded strategies yet to have funding allocated; the average cost without these plans is \$35,357.

Quarterly performance reporting

Introduction

This is the eighth Quarterly Report for the WA NDIS 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 four sections:

1. Individual Outcomes
2. Financial Sustainability
3. Community Inclusion
4. Participant Satisfaction.

Actuary's statement

From our perspective the second year of the WA NDIS trial appears to have been a success. Over two trial sites, the WA NDIS now helps 2,399 individuals with \$70 million in funding and with average costs and numbers of participants lower than initial forecasts the financial sustainability of the two year trial has been achieved.

The WA NDIS trial extended to the Cockburn-Kwinana region on 1 July 2015, doubling participation in the trial within three months. Compared to the first trial site (Lower South West) the Cockburn-Kwinana trial site has a greater concentration of high-needs individuals, many of whom have both intensive support and accommodation funding requirements. Consequently, average committed costs rose substantially with the commencement of the second trial site.

Nevertheless, at \$33,460, average committed costs remain 14% below initial baseline forecasts. We're seeing downward pressure on the average committed costs as the trial continues because new participants tend to have lower funding requirements than existing participants. There are a number of reasons for this, including that those individuals requiring the greatest amount of support tend to be the first transfers from the pre-existing scheme. Also those individuals with psychosocial disorders and children are participating in increasing numbers. These individuals have lower funding requirements than adults with physical or intellectual disabilities.

The WA NDIS trial expands to "the Ranges" region (Armadale, Murray and Serpentine-Jarrahdale local government areas) in October 2016. We expect to see a similar funding pattern of high average committed costs for the first wave of participants before reducing over time.

In the past year, DSC has invested in infrastructure for monitoring risks and opportunities. One tool – "HOLMES" – provides management with an interactive platform for scrutinising and communicating emerging trends and risks. Other projects have provided greater clarity on when individuals receive emergency funding, how funding differs by individual needs, and how participation is likely to change in future.

The additional experience from the expansion to new trial sites and extension of the trial to 30 June 2017 will provide more data for analysis and greater insight into the number of participants and cost of the Scheme for the state-wide roll out from 1 July 2017.

Alan Greenfield

Taylor Fry

Individual Outcomes

Plan leads to personal transformation

An individually-tailored WA NDIS plan and strong family support have given a young Atwell man the confidence to make significant changes to his day-to-day life and plan for his future.

Just two years ago, Jordan, 18 – who has autism – rarely spoke to anyone and found it difficult to maintain eye contact with people. He also relied on his parents to take him out when he needed to travel around Perth.

Then, in 2013, Jordan’s family attended a ‘Big Plan’ workshop jointly run by the Commission’s Local Coordinators and Atwell College. Big Plan workshops assist students with disability to identify their dreams, providing a foundation for setting post-school life goals.

His mother Liliana said this experience helped Jordan start planning for life after school.

“He’s now clear about his goals – to become self-confident, independent, further his studies and get a job,” Liliana said.

Jordan, his family and Local Coordinator Bev Gill worked together to tailor Jordan’s WA NDIS plan to provide him with the best opportunity to achieve his goals.

They investigated a variety of work, study and independence opportunities, with Jordan choosing to further his studies at TAFE and seek support from disability employment services provider Bizlink.

A support worker, Daniel, now works with Jordan and has become his role model and mentor. He has shown Jordan how to use a SmartRider card for public transport travel and as a result Jordan can now get to TAFE classes and go to the gym or shops independently.

“I love going out with Daniel, going to the comic book shop, talking more and having confidence in ordering items from a menu,” Jordan said.

Liliana said that Jordan had always enjoyed sport, “but along the way it has taken time for him to develop more strength and coordination”. He is now exhibiting more persistence and self-confidence.

“He loves golf, bike riding, swimming, kayaking and, working out at the gym,” Liliana said.

“In his current WA NDIS plan, Jordan works with a speech therapist which has helped with social communication. He now openly expresses his opinions rather than saying what he thinks other people want to hear.”

With support from Bev, Jordan has also joined a local peer support group for young people with autism to form new friendships around common interests. *Note: The Commission respects requests for privacy and surnames have intentionally been omitted from this article.*

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 number of plans achieving plan goals is 89%. This figure reflects all plan reviews undertaken since the commencement of the WA NDIS trial.

Total plans reviewed	Total plans with goals achieved	%	Total plans with goals not yet achieved	%
1898	1683	89	215	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:

There are a total of 7438 plan goals spread across domains for plans reviewed in the WA NDIS trial. Across domains, plan goals achieved (89%) exceeded the number of plan goals not yet achieved (11%).

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			
354	59	590	97	2373	268	1394	204	415	36	1479	169	6605	833	7438

(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 24% 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 ¹ to service provider-managed ²	%	Service provider-managed ² to self managed ¹	%	Combination managed ³ to self ¹ /service provider-managed ²	%	Self ¹ /service provider-managed ² to combination managed ³	%
1423	8	<1	8	<1	0	0	323	23

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

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

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

Measure 19 and 62: Trend in proportion of individuals using each or a combination of plan management options

Description of measure:

This measure reports the plan management options used by individuals who have an approved plan. Plans can be managed by service providers, individuals (self-managed) or jointly (combination-managed).

Explanation of result:

The majority of funded plans are combination-managed closely followed by service provider-managed and then self-managed. Approximately 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 ¹	%	Self-managed ²	%	Combination-managed ³	%
2,106	98	2,008 ⁴	846 ⁵	42	278	14	884	44

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

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

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

⁴ Includes 15 plans with in-kind funded strategies yet to have funding allocated.

⁵ Includes 65 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 among individuals new to the trial during the quarter is autism, followed by psychiatric (psychosocial disability) and physical disability types. This pattern is similar to that observed in previous quarters and highlights the increased opportunities for access to supports and services under the WA NDIS trial.

Primary disability	Number of new individuals
Acquired brain injury	5
Autism	40
Deaf/blind	*
Developmental delay	0
Hearing	10
Intellectual disability	21
Neurological	23
Physical	25
Psychiatric/psychosocial disorders ¹	39
Specific learning/attention deficit disorder (other than intellectual)	0
Speech	0
Vision	6
Other	0
Total	170

¹ 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 presenting in both disability types, more notably in autism.

Primary disability	Individuals	CALD ¹	ATSI ²	Gender			Age					
				M	F	X	0-4	5-14	15-24	25-44	45-64	65+
Acquired brain injury	65	*	*	38	27	0	0	*	*	12	42	*
Autism	554	42	18	428	126	0	39	359	126	25	*	*
Deaf/blind	9	*	0	*	6	0	*	*	*	*	*	0
Developmental delay	158	19	11	110	48	0	95	63	0	0	0	0
Hearing	52	0	0	29	23	0	10	14	*	7	17	*
Intellectual disability	742	62	43	435	307	0	9	170	204	239	119	*
Neurological	200	6	*	77	123	0	*	13	11	41	129	*
Physical	296	17	9	160	136	0	12	49	31	59	139	6
Psychiatric/psychosocial disorders ³	260	9	7	114	146	0	0	*	13	99	144	*
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	55	*	*	27	28	0	5	10	*	9	29	0
Other	*	0	0	*	*	0	0	*	*	0	*	0
Total	2399	162	94	1427	972	0	173	689	394	494	628	21

¹ CALD (culturally and linguistically diverse) is used in this report to refer to persons who self-identified as being born in countries other than the following, which have been categorised by the ABS as mainly English speaking countries: Australia, Canada, England, Ireland, New Zealand, Northern Ireland, Scotland, South Africa, United States of America, Wales.

² ATSI (Aboriginal or Torres Strait Islander) is used in this report to refer to persons who self-identify as being of Aboriginal and/or Torres Strait Islander descent.

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

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

Measure 44: Areas of support identified by individuals

Description of measure:

This measure provides the distribution of long term goals within areas of support identified for all individuals with an approved plan and includes plans with no funding requested at the end of the quarter. A WA NDIS plan may have a number of long term goals represented across various support areas.

Explanation of result:

There are 1,804 long term goals spread across support areas for approved plans. The most common support area is independence (38%), followed by health and wellbeing (32%) and social participation (21%).

Support areas					Total long term goals ¹
Economic participation	Health and wellbeing	Independence	Social participation		
171	576	682	375	1,804	
9%	32%	38%	21%		

¹ There were 1157 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, 1,898 plans have been reviewed, of which 159 were plans that required an early review.

Total plans developed	Total plans reviewed	%	Plans reviewed early	%
4,180	1,898	45	159	4

Measure 50: Active individuals

Description of measure:

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

Explanation of result:

A total of 2,399 individuals were deemed eligible for supports and services at the end of the quarter.

	Total number (end of quarter)
Individuals eligible for support	2,399

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:

Of the 2,008 current plans (with funding), there are 10,139 strategies spread across support clusters. Ninety-one per cent of the total funded strategies are aimed at four key clusters of wellbeing, therapy and specialist support, daily living and equipment.

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 ¹
158	147	25	2,215	29	2,205	519	16	2,375	2,450	10,139
2%	1%	<1%	22%	<1%	22%	5%	<1%	23%	24%	

¹ Includes 15 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 102 days and the average time from eligibility confirmation to plan approval is 88 days.

Average time from consent to plan approval (days)	Average time from eligibility to plan approval (days)
102	88

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 110 service providers operating in the WA NDIS trial. A total of four new providers were endorsed by the Commission during the quarter. Eighty-six per cent (86%) of registered providers in the trial are operating in Western Australia only, with the remaining 14% 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 trial are able to access.

Service Provider Profile	Allied Health	Disability Support	Disability Equipment	Plan Management	Other	Total Service Providers ¹
Footprint						
National	6	15	2	5	6	15
State	37	75	13	12	8	95
Total	43	90	15	17	14	110
Provider Type						
Non-Government Organisation	26	65	12	14	12	70
Small/Medium Enterprise	0	0	0	0	0	0
For-profit	17	24	2	3	2	38
Public ²	0	1	1	0	0	2
Total	43	90	15	17	14	110

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

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

Measure 63-64: Requests for eligibility determination

Description of measure:

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

Explanation of result:

There were 2,399 individuals deemed eligible as at 30 June 2016. The table below excludes existing eligible individuals who were receiving supports and services prior to trial commencement. Of the total 1,253 individuals that requested an eligibility assessment since the commencement of the trial, 79% were deemed eligible and 18% ineligible.

Requests for eligibility ¹	Assessment in progress		Eligibility decision			
			Eligible	%	Not Eligible ³	%
1,253	45	4	987	79	221	18

¹ Excludes 42 people who withdrew their application for consideration

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

³ "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 has been one request for reviews and one request for appeal during the quarter. There were three review decisions in the quarter with one original decision upheld, one original decision withdrawn and one original decision overturned. The two appeals decided in the quarter had one original decision upheld and one original decision overturned.

Category of review/appeals requests (more than one category can apply to each decision)							
	Eligibility	Reasonable and necessary	Self-management of funds	Extension of grace period	Review of Plan	Consideration of compensation	Total
Review numbers by category	1	0	0	0	0	0	1
Appeal numbers by category	0	2	1	0	0	0	2

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

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. This is a separate process to the review and appeals process referred to in measure 65-71 (Review / Appeal of decisions).

Explanation of result:

There has been one complaint received during the quarter. A complaint can encompass more than one service standard and be included in more than one category.

National Disability Services Standard to which the complaint relates (more than one Standard can apply to each complaint)					
Rights	Participation and inclusion	Individual outcomes	Feedback and complaints	Service access	Service management
0	1	0	0	0	0

Category of complaint (more than one category can apply to each complaint)									
Service eligibility	Funding policy	Quality of service	Lack of resources	Communication	Staff conduct	Conduct of other person using the service	Breach of Carers Charter	Other policy/ procedure	Other (please specify)
0	0	0	0	1	0	0	0	0	0

Staff profile

Positive outcomes energise Local Coordinator

Kwinana based Local Coordinator Matthew Ford is seeing first-hand how the WA National Disability Insurance Scheme (WA NDIS) is changing peoples' lives.

“Often, just starting the planning process can have a positive impact on how people feel about their future,” Matthew said.

“Some people may have felt ignored or faced barriers to social, vocational or recreation needs, so it’s invaluable to them to know that local supports are available.”

“The planning process can act as a catalyst for individuals to reflect on what they want from life. People quickly realise they can capitalise on their own skills and strengths, and develop a pathway to reaching their goals with good planning and the right supports.

“Although I facilitate this through WA NDIS planning, the results are due to the person making changes in their life through their own actions and initiative. I feel very honoured to be part of this.”

Matthew also said he believed his colleagues were central to the success of WA NDIS in his area.

“They bring an enormous wealth of experience and skills in fields such as mental health, education and multicultural issues,” he said.

Before joining the Commission as a Local Coordinator, Matthew worked as a disability support worker and coordinator.

“That service provider experience means I can see both sides of the picture and can foster an environment where people I work with feel comfortable about speaking up about their needs,” he said.

“Kwinana is also a fantastic community and we’ve established good relationships with schools, the Rockingham Mental Health Service, parenting associations and various local organisations.”

“This local knowledge and these local connections form a key element to the support we are able to provide to individuals. We are able to help people connect with local supports and services which in turn enable the person to form sustainable links and relationships within their local community.”

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 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 Local Coordinator (days)

14

Measure 102: Total number of plans developed

Description of measure:

This measure outlines the total number of plans developed. It is important to note the number of plans is not relative to the number of individuals as an individual may have had more than one plan developed during the period. The total number of plans developed refers to plans that have either commenced since 1 July 2014, or plans that were active on 1 July 2014 as individuals began with the trial.

Explanation of result:

A total of 2,106 plans are current at the end of the quarter and 4,180 plans have been developed since trial commencement.

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
4,180	2,106

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 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 ¹	\$3,723,713	\$3,723,713	100
Service providers	\$37,714,625	\$42,194,432	89
Individuals	\$5,717,691	\$6,951,127	82
Total	\$47,156,029	\$52,869,272	89

¹ 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 administration cost ratio that is higher than the estimated ratio reflects the reality that average package costs in WA remain lower than the benchmark average package cost of \$38,686 from which the total scheme package costs are estimated. The average cost of packages provided to individuals in the WA NDIS trial is \$33,460 as per Measure 97, real, average and median costs of packages.

The average cost includes both funded and unfunded packages. This figure includes the cost of the Local Coordinator role in providing information, linkages to community based supports and natural networks and capacity building. These aspects of the role directly support the development of low cost or no cost options, hence elevating the operating expenses ratio. The estimated expense ratio is based on the benchmark average package cost of \$38,686.¹

	Actual %	Estimated %
Operating expense ratio	18	12

¹ The benchmark average is calculated by applying inflation to the package value of \$36,750 as referenced in the National Disability Insurance Agency's 'Report on the Sustainability of the NDIS.'

Measure 31: Real, average and median costs of individual support packages for different individual subgroups

Description of measure:

This measure reports the total committed funding for approved plans by primary disability type.

Explanation of result:

Based on Table 1 below, the median annualised funding cost finds that 50% of current plans (including funded and unfunded plans) receive funding of less than \$15,819. As Table 2 demonstrates, the median annualised funding cost finds that 50% of current plans with funding allocated receive less than \$16,433.

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	53	\$2,354,991	\$44,434	\$20,380
Autism	499	\$9,748,181	\$19,535	\$12,460
Deaf/blind	9	\$143,490	\$15,943	\$11,640
Developmental delay	134	\$2,069,697	\$15,446	\$13,074
Hearing	39	\$421,450	\$10,806	\$8,147
Intellectual disability	701	\$37,036,653	\$52,834	\$26,403
Neurological	165	\$7,199,678	\$43,634	\$16,165
Physical	250	\$7,282,619	\$29,130	\$14,971
Psychiatric/psychosocial disorders ¹	201	\$3,311,381	\$16,475	\$14,136
Specific learning/ADHD	*	\$78,337	\$19,584	\$19,872
Speech	*	\$9,375	\$9,375	\$9,375
Vision	48	\$730,830	\$15,226	\$12,808
Other	*	\$80,424	\$40,212	\$40,212
Total	2,106	\$70,467,106	\$33,460	\$15,819

¹ 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 ¹	Total annualised committed funding	Average annualised funding based on total plans	Median annualised funding based on total plans
Acquired brain injury	52	\$2,354,991	\$45,288	\$20,701
Autism	468	\$9,748,181	\$20,829	\$13,021
Deaf/blind	9	\$143,490	\$15,943	\$11,640
Developmental delay	133	\$2,069,697	\$15,562	\$13,124
Hearing	35	\$421,450	\$12,041	\$9,111
Intellectual disability	650	\$37,036,653	\$56,979	\$29,558
Neurological	160	\$7,199,678	\$44,998	\$16,821
Physical	245	\$7,282,619	\$29,725	\$15,451
Psychiatric/psychosocial disorders ²	188	\$3,311,381	\$17,614	\$15,403
Specific learning/ADHD	*	\$78,337	\$19,584	\$19,872
Speech	*	\$9,375	\$9,375	\$9,375
Vision	46	\$730,830	\$15,888	\$14,622
Other	*	\$80,424	\$40,212	\$40,212
Total	1,993	\$70,467,106	\$35,357	\$16,433

¹ Excludes 15 plans with in-kind funded strategies yet to have funding allocated.

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

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

The majority of payments for the WA NDIS trial were cash funded (93%). 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 payments¹	Total
\$49,145,559	\$3,723,713	\$52,869,272

¹ 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 declined by 3% in the current quarter. This decline is in line with the intake of new clients with lower than average package costs.

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
\$33,460	\$34,536	-3	\$70,467,106	\$66,308,596	6	2,106

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 (34%), 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	\$13,283	\$0	\$13,283
Assistance in coordinating or managing life stages, transitions and supports	\$76,318	\$466	\$76,784
Assistance to access and maintain employment	\$1,116,102	\$673,075	\$1,789,177
Assistance with daily life tasks in a group or shared living arrangement	\$14,433,882	\$238,865	\$14,672,747
Assistance with daily personal activities	\$4,180,595	\$163,942	\$4,344,538
Assistance with personal care and transitions in educational settings	\$111,788	\$21,209	\$132,997
Assistance with travel/transport arrangements	\$206,739	\$568,097	\$774,836
Assistive equipment for recreation and leisure	\$5,045	\$4,972	\$10,017
Assistive products for household tasks	\$22,022	\$0	\$22,023
Assistive products for personal care and safety	\$43,846	\$278,709	\$322,555
Assistive technology specialist assessment, set up and training	\$68,762	\$3,869	\$72,631
Behaviour support	\$172,059	\$17,361	\$189,419
Communication and information equipment	\$31,730	\$15,948	\$47,678
Development of daily living and life skills	\$2,522,781	\$23,660	\$2,546,442
Early intervention supports for early childhood	\$113,875	\$79,657	\$193,532
Home modification design and construction	\$6,803	\$15,849	\$22,652
Household Tasks	\$5,123,396	\$258,734	\$5,382,130
Interpreting and translation	\$3,793	\$1,417	\$5,210
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	\$9,572,837	\$89,804	\$9,662,640
Personal mobility equipment	\$44,717	\$108,114	\$152,831
Physical wellbeing activities	\$1,266,290	\$1,590	\$1,267,881
Specialist care for individuals with high care needs	\$312,540	\$34,435	\$346,975
Therapeutic supports	\$2,616,450	\$673,332	\$3,289,782
Training for independence in travel and transport	\$80,149	\$27,207	\$107,357
Training for the provision of specialist care for individuals with high care needs	\$12,101	\$0	\$12,101
Vehicle modifications	\$353	\$0	\$353
Total¹	\$42,194,432	\$3,300,313²	\$45,494,745

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

² 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%), followed by assistance with daily life tasks in a group or shared living arrangement (18%) and household tasks (13%).

Support types	Total cash payments	Total in-kind payments	Total payments
Accommodation/tenancy assistance	\$367	\$0	\$367
Assistance in coordinating or managing life stages, transitions and supports	\$3,677	\$1,432	\$5,109
Assistance to access and maintain employment	\$143,841	\$103,907	\$247,748
Assistance with daily life tasks in a group or shared living arrangement	\$1,273,392	\$23,311	\$1,296,703
Assistance with daily personal activities	\$899,170	\$49,715	\$948,885
Assistance with personal care and transitions in educational settings	\$97,444	\$17,750	\$115,193
Assistance with travel/transport arrangements	\$51,242	\$75,872	\$127,114
Assistive equipment for recreation and leisure	\$26,964	\$911	\$27,875
Assistive products for household tasks	\$4,684	\$0	\$4,684
Assistive products for personal care and safety	\$93,308	\$48,038	\$141,346
Assistive technology specialist assessment, set up and training	\$8,833	\$0	\$8,834
Behaviour support	\$26,795	\$7,740	\$34,535
Communication and information equipment	\$21,206	\$3,011	\$24,216
Development of daily living and life skills	\$401,010	\$0	\$401,010
Early intervention supports for early childhood	\$21,023	\$6,687	\$27,710
Home modification design and construction	\$23,429	\$13,022	\$36,451
Household Tasks	\$925,694	\$3,481	\$929,174
Interpreting and translation	\$8,606	\$0	\$8,606
Management of funding for supports under an individual's plan	\$2,509	\$0	\$2,509
Other	\$190,769	\$0	\$190,769
Participation in community, social and civic activities	\$1,792,657	\$31,265	\$1,823,923
Personal mobility equipment	\$57,547	\$27,520	\$85,066
Physical wellbeing activities	\$162,454	\$0	\$162,454
Specialist care for individuals with high care needs	\$62,771	\$34,901	\$97,672
Therapeutic supports	\$741,186	\$163,805	\$904,992
Training for independence in travel and transport	\$15,076	\$1,421	\$16,496
Training for the provision of specialist care for individuals with high care needs	\$11,831	\$0	\$11,831
Vehicle modifications	\$16,183	\$0	\$16,183
Funds returned	-\$132,539	\$0	-\$132,539
Total¹	\$6,951,127	\$613,789²	\$7,564,916

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

² 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:

Analysis of the results in the table below finds that 53% of funding is allocated to individuals with an intellectual disability, while individuals with an intellectual disability represent 33% of all persons receiving funded support. Average cost comparisons show that plans for individuals with an intellectual disability are allocated the highest average annualised package funding.

Primary disability	Total funded plans	Annual committed costs	Average annualised costs
Acquired brain injury	52	\$2,354,991	\$45,288
Autism	471	\$9,748,181	\$20,697
Deaf/blind	9	\$143,490	\$15,943
Developmental delay	133	\$2,069,697	\$15,562
Hearing	39	\$421,450	\$10,806
Intellectual disability	654	\$37,036,653	\$56,631
Neurological	160	\$7,199,678	\$44,998
Physical	246	\$7,282,619	\$29,604
Psychiatric/psychosocial disorders ¹	190	\$3,311,381	\$17,428
Specific learning/ADHD	*	\$78,337	\$19,584
Speech	*	\$9,375	\$9,375
Vision	47	\$730,830	\$15,550
Other	*	\$80,424	\$40,212
Total	2,008²	\$70,467,106	\$35,093

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

² Includes 15 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 (99%) require more than one support. Only one per cent of individual plans contain a single support.

Total current plans	Number of current plans with single support	%
2,106	24	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 reduced when both funded and unfunded plans are included in its calculation.

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

Total current plans	Actual expenditure for the quarter ¹	Average annualised committed cost	Median annualised committed
2,106	\$27,745,273	\$33,460	\$15,819

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

Total current funded plans with funding allocated ²	Actual expenditure for the quarter ³	Average annualised committed cost	Median annualised committed
1,993	\$27,745,273	\$35,357	\$16,433

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

² The table excludes 15 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.

³ 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:

Current plans have a total annualised cost of \$70.5 million

Total current plans	Total committed plan cost
2,106	\$70,467,106

Community Inclusion

EDAC spreads the word on WA NDIS

People with disability from culturally and linguistically diverse (CaLD) backgrounds are being kept up to date on the progress of the WA NDIS, thanks to an information project being implemented by the Ethnic Disability Advocacy Centre (EDAC).

EDAC Chief Executive Wendy Rose leads the project, which commenced in 2014. EDAC 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 people with disability and their families of CaLD backgrounds, to help them better understand what services and supports are available to them,” Ms Rose said.

“Our strategies to reach people from CaLD backgrounds are to maintain local networks and connections with disability service organisations and local community groups. Many cultural groups exist within the wider community and it is these groups that we connect with.

“We keep our information about the WA NDIS current and share it across the community, both inside and outside of the trial sites.

“We broadcast on the Ethnic Ability program every Monday evening on Perth's 6EBA World Radio station, to promote the disability services sector and have a guest speaker on the show to talk about their experiences.

“As Perth is a multicultural city, one of our challenges is communicating with all of the people from the various cultures that have made their home here. To address this, we hold Living a Good Life information sessions within local communities and send invitations and promote the sessions far and wide.

“The sessions open up the discussion about what living a ‘good’ life means. We find that this can mean different things to different people, especially when a person's life and circumstances are so specific to them – couple that with a variety of different cultures and living a good life can be a very personal thing.

“A personalised meaning to living a good life is what the WA NDIS model is built on and provides people with disability more choice and control over their supports and services.”

EDAC has been advocating for people with disability in WA since 1995, and says one of its strengths is its strong local government connections. These connections offer families a way of linking with others who may have similar experiences and providing support to each other.

“Some cultures don't recognise the word ‘disability’, so our sessions help to open up the lines of communication and to get people with disability and their families connected to others,” Ms Rose said.

Measure 113: Community capacity building activities undertaken by NGOs within the period

Description of measure:

This measure details initiatives funded by the National Disability Insurance Agency Sector Development Fund to build community capacity.

Explanation of result:

Through the NDIA's Sector Development Fund the Commission is overseeing four initiatives that are being delivered through a number of organisations that:

- target and customise NDIS information for: Parents of Children under 18, People with psychosocial disability, and people from Culturally and Linguistically Diverse backgrounds
- expand the range of individual service options provided by service providers
- provide sector training to middle managers and support workers
- increase sector knowledge about the quality and safeguarding system post 1 July 2014.

Number of initiatives	Funds provided	Funds expended ¹	Activities commenced %	Activities completed ² %
4	\$500,000	\$500,000	100%	100%

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

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

Participant Satisfaction

The Disability Services Commission contracts an independent evaluator, Patterson Research Group, to conduct regular surveys with individuals, families and support workers, who are in connection with the Commission. The results of this survey are provided to the organisation to support the process of reviewing and improving satisfaction levels. This Section will be included on an annual basis to provide insight into client satisfaction with the WA NDIS.

Recently, the Commission conducted a similar survey with questions that focused on participant satisfaction with the WA NDIS trial sites, Lower South West and Cockburn-Kwinana.

Five hundred and thirty two people participated in this survey, of which, 380 identified as carers who participated on behalf of a person with disability. The survey included as the following themes:

- The planning process
- Community participation
- Carer satisfaction.

The following section presents key outcomes of the survey.

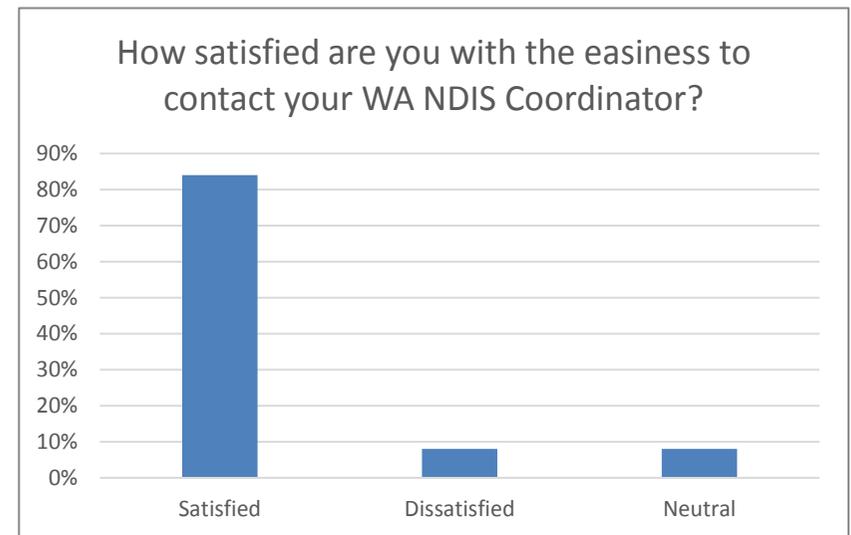
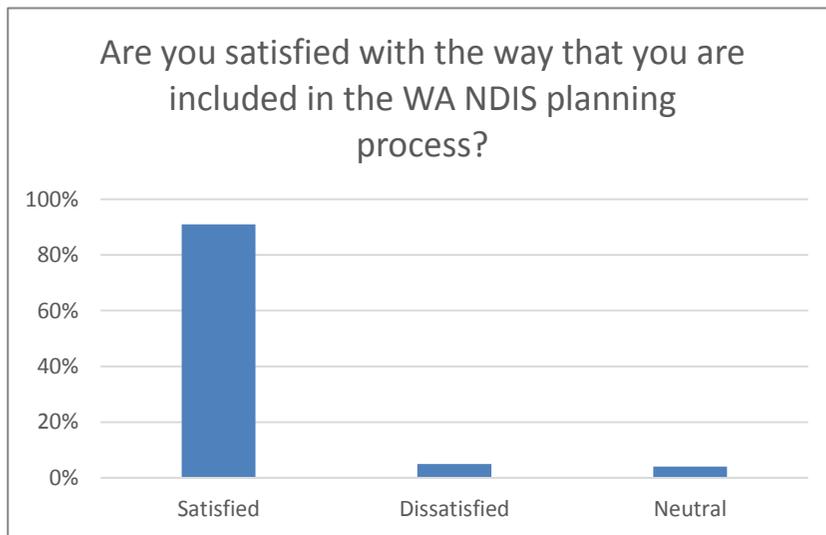
Planning Process

To achieve the best outcomes for people with disability, the WA NDIS seeks to ensure that the planning process delivers a plan targeted to achieve the goals identified by the person with disability, their families and carers.

When asked how individuals perceived their coordinator's ability to listen to them during the planning process, nearly 90% of respondents advised that they were satisfied. Nearly 95% said they felt that their Local Coordinator treated them with respect.



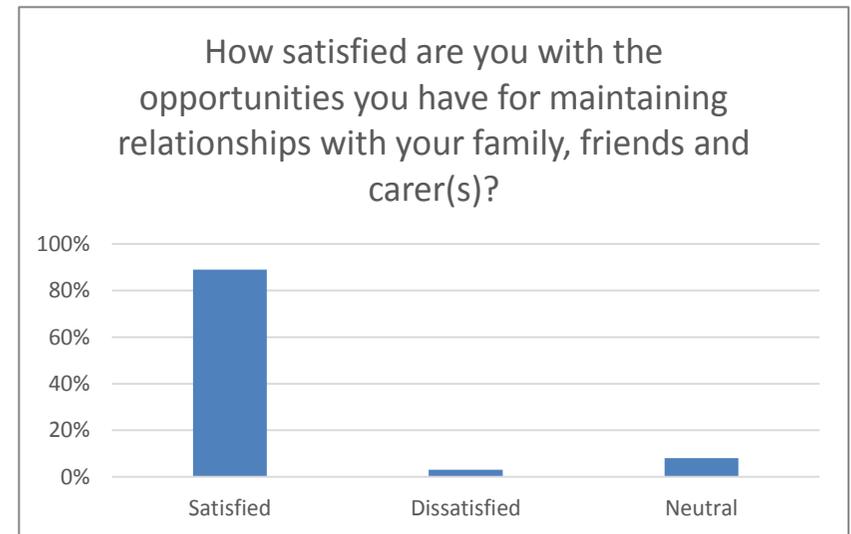
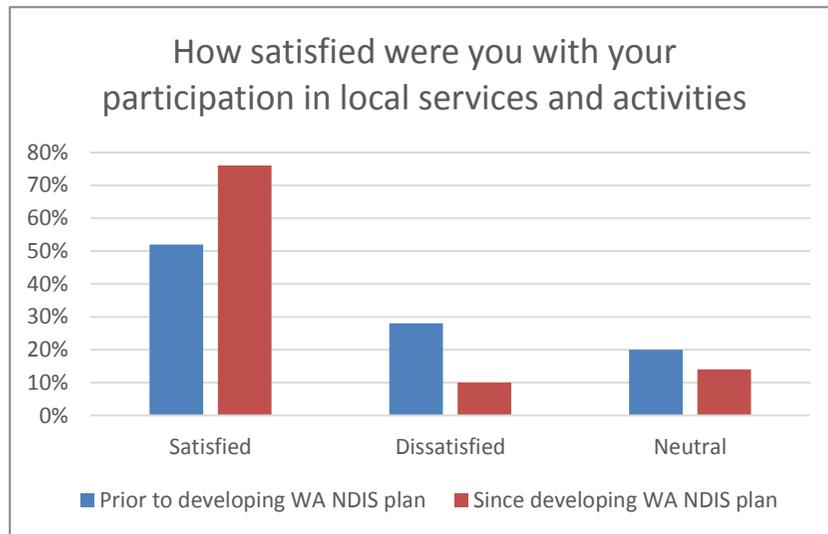
Survey respondents were asked if they felt like they were able to involve others in the planning process. Over 90% were satisfied that they could do so. Nearly 85% were satisfied with the ease at which they could contact their Local Coordinator.



Community Participation

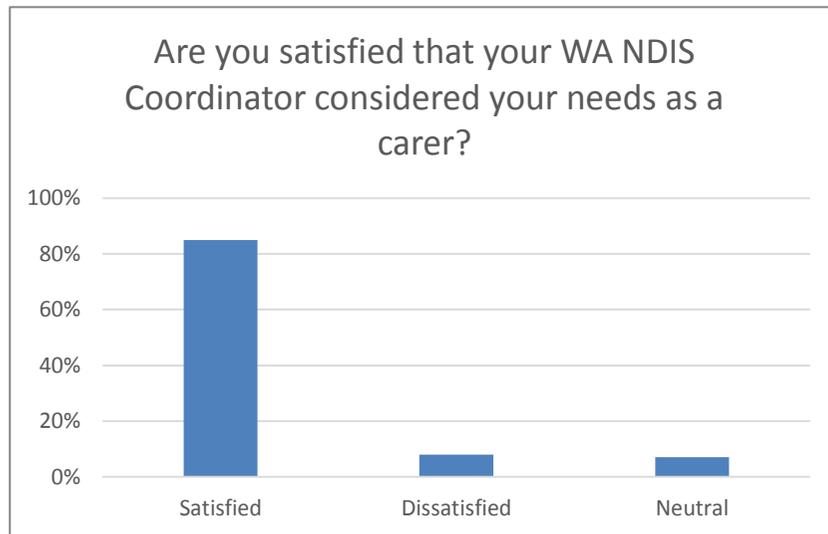
Participants were asked about how some aspects of their lives had changed since before their plan was developed. This included access to the community and participation in local services and activities. It was apparent that one of the outcomes from plan strategies was increasing satisfaction with access to local services and activities with 76% of participants satisfied with their access to local services and activities since developing their plan. This contrasts with a significantly lower satisfaction rate of 52% with access to local services and activities prior to developing a plan.

It was also clear that important relationships with family, friends and carers were being supported through the process.



Carers

The survey confirmed that the role of carers is critical and that the positive response of carers to the planning process is clear with 85% of carers identifying that they are satisfied their needs had been considered by the Local Coordinator.



Conclusion

This report provides information about the eighth quarter of the WA NDIS trial. As of 30 June 2016, 2,399 Western Australians have been found eligible for the trial and of these, 2,106 people have approved plans. The average individual package cost remains within budget and has decreased from \$34,536 in the seventh quarter to \$33,460. The total amount of funding committed to plans is \$70.5 million.

In the previous quarter a number of individuals with high support needs living in group home accommodation in the Cockburn Kwinana area entered the Scheme. The subsequent decline in plan costs in the eighth quarter suggests that annualised average packaged costs have stabilised, as new participants have entered the Scheme with plans costs that more closely reflect the anticipated distribution. This supports the evidence to date that the WA NDIS model is financially sustainable.

People taking part in WA NDIS have continued to achieve around 90% of plan goals in the eighth quarter of the trial. This is a strong indication that planning in WA NDIS is tailored to the individual needs and goals of the people who are taking part in the trial, with effective and well-targeted strategies for achieving plan outcomes.

As the next phase of the trial begins, we will listen to the community and look to the lessons learned in to develop the best approach for responding to the needs of people with disability 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 trial sites and has been awarded a service agreement to be on the Disability Services Commission’s Panel Contract for Individually Funded Services.

Individuals eligible for supports and services

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

Mean (average)

The sum of all the values in a data set divided by the number of values in the data set. For example the total cost of 10 funded packages divided by 10 is the average.

Median

The middle value of a funded package in a data set arranged from lowest to highest.

Support cluster

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

Support areas

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

Support domain

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

Unfunded plans (current plans with no funding requested)

Plans for eligible people providing for coordinated community based service and natural supports which, at this time, do not include funded disability specific services.

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