COAG

Disability Reform Council

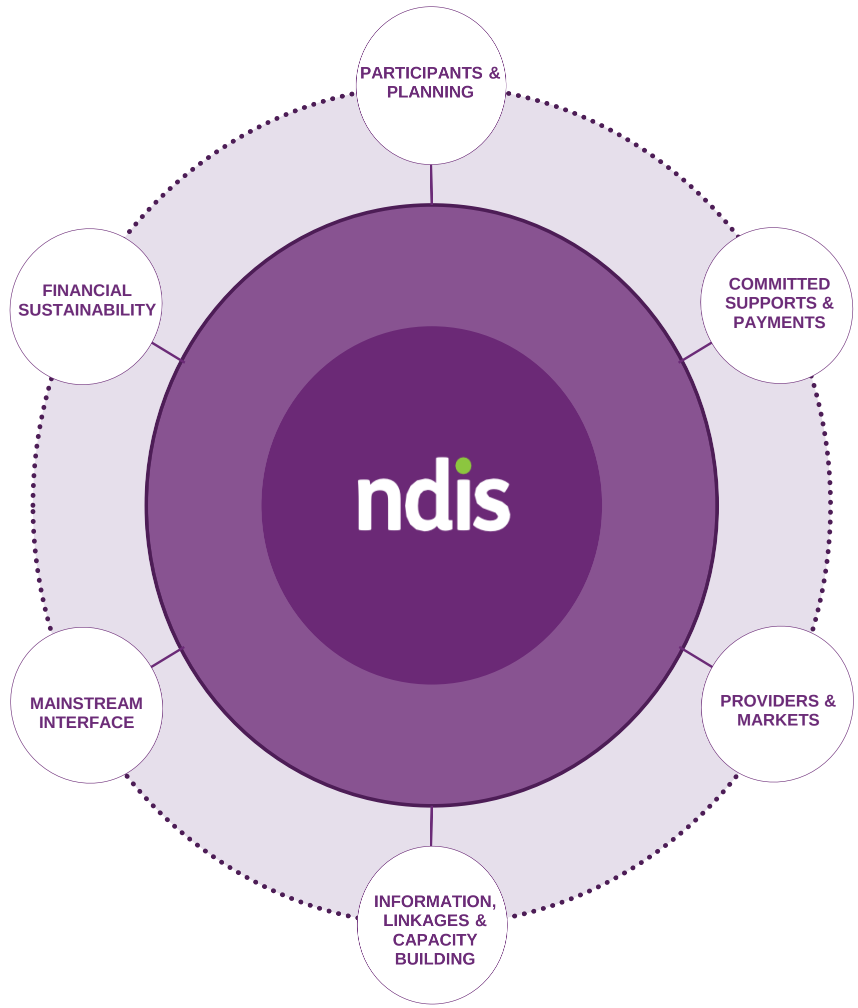
Quarterly Performance Report

Western Australia - 31 December 2018

Overview

This report is a summary of the performance and operations of the NDIA in Western Australia for Quarter 2 of 2018-19 (01 October 2018 - 31 December 2018).

It is the tenth quarterly report during the NDIS Transition period, which commenced on 1 July 2016.



Summary

Participants and Planning

An additional 3,903 participants with plans this quarter.

Of these, 2,949 had transferred from the WA NDIS to the nationally delivered NDIS this quarter. A further 967 had transferred in prior quarters. These transfer participants are not included in the scheme to date comparison against bilateral estimates.

As at 31 December 2018, plans approved and ECEI referrals represent 68% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 - 31 December 2018).

Participant satisfaction remains high with 92% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$453.6 million has been paid to providers and participants:
- **$10.9m in 2014-15,**
- **$51.1m in 2015-16,**
- **$131.2m in 2016-17,**
- **$160.8m in 2017-18,**
- **$99.7m in 2018-19 to date.**

Overall,
- **58% of committed supports were utilised in 2014-15,**
- **73% in 2015-16,**
- **79% in 2016-17,**
- **75% in 2017-18.**

The 2018-19 experience is still emerging.

Providers and Markets

There were 1,064 registered providers at 31 December 2018, representing a 1% increase for the quarter.

37% of registered providers were active at 31 December 2018.

20% of registered providers are individuals/sole traders.

25% of registered providers are receiving 75-95% of payments made by the NDIA.

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q2 access mainstream services.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 3,903 additional participants with approved plans this quarter.

In total, over 9,500 participants are now being supported by the NDIS in Western Australia, with 34% receiving support for the first time.

Summary

The NDIS is transitioning to full-scheme according to phasing schedules bilaterally agreed by State/Territory and Commonwealth governments.

Key Statistics

9,607

PARTICIPANTS ARE NOW BEING SUPPORTED BY THE NDIS IN WESTERN AUSTRALIA, INCLUDING CHILDREN IN THE ECEI PROGRAM

3,903

INITIAL PLANS APPROVED IN 2018-19 Q2, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 69% GROWTH SINCE LAST QUARTER)

80

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 78 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q2

3,227

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

68%

OF SCHEME TO DATE BILATERAL ESTIMATE MET EXCLUDING WA TRANSFER PARTICIPANTS (1 JULY 2014 - 31 DECEMBER 2018)

Quarterly Intake

2018-19 Q2

Of the 2,591 participants deemed 'eligible' this quarter 55% entered from an existing State/Territory program.

Participants transferring from the WA NDIS are classified as existing State clients, Commonwealth clients or New depending on how they originally entered the WA scheme.

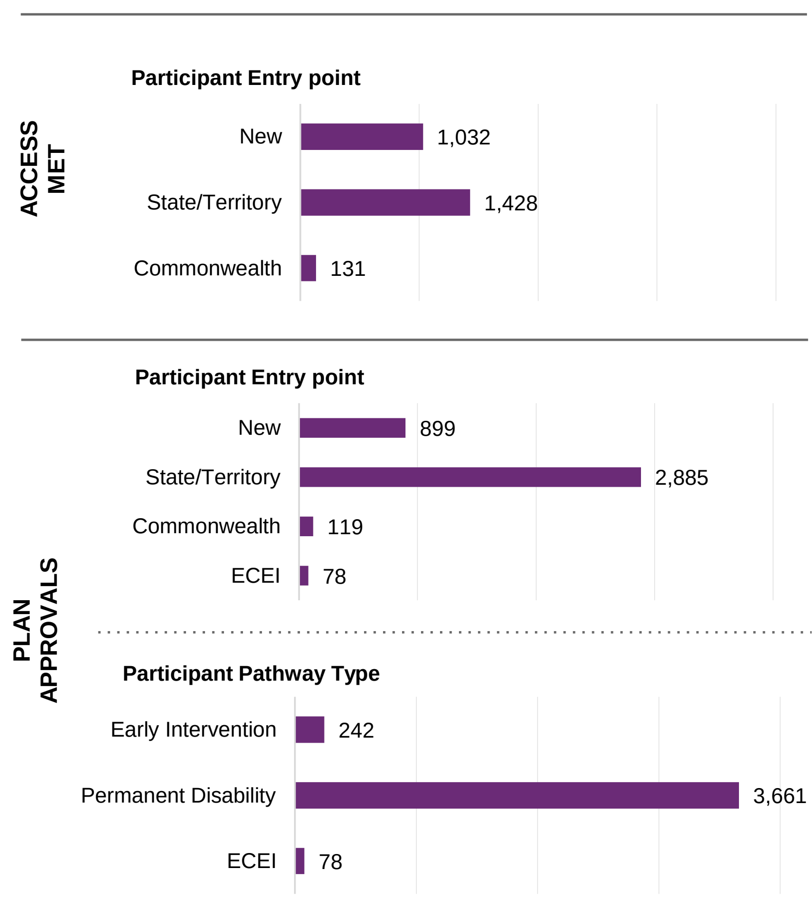
Of the 3,903 plan approvals this quarter, 74% had transitioned from an existing State/Territory program, 94% entered with a permanent disability and 0 were previously confirmed as ECEI at 2018-19 Q1.

3,071 access decisions

2,591 access met

3,903 plan approvals (excluding ECEI)

78 ECEI



Quarterly Intake Detail

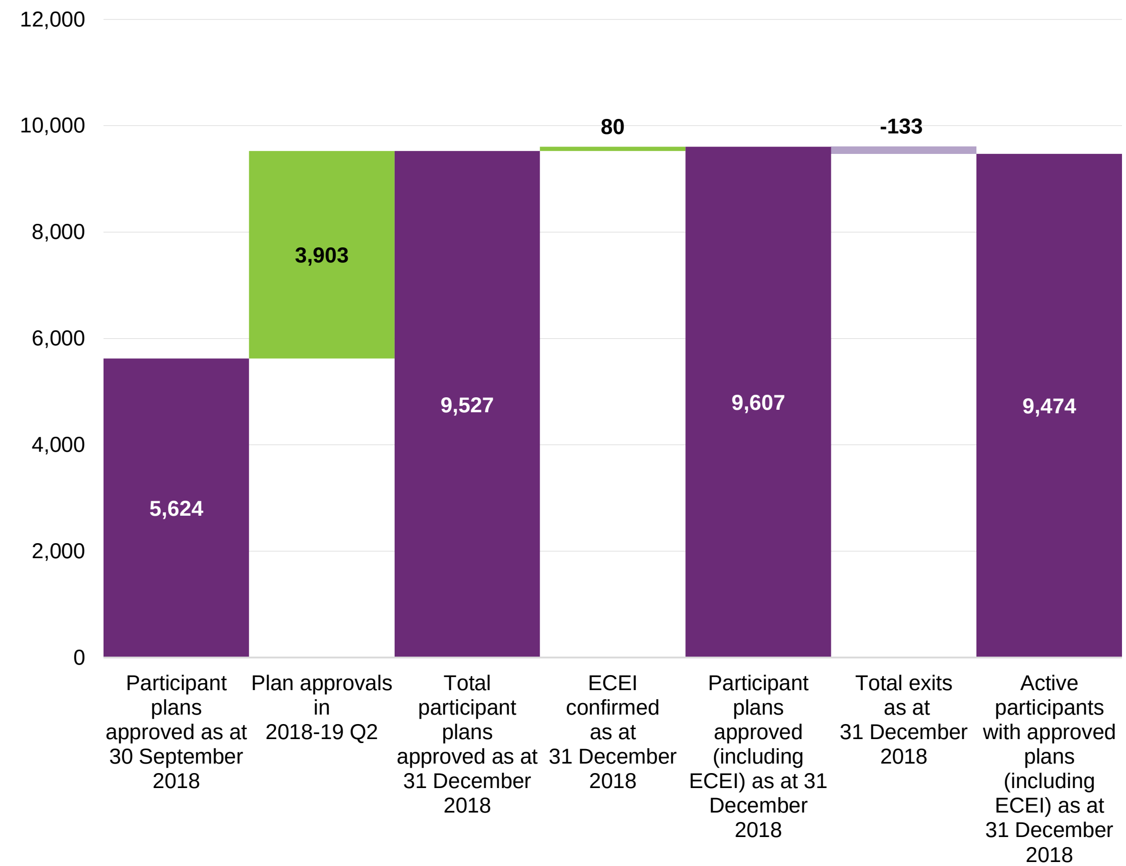
Plan approval numbers have increased from 5,624 at the end of 2018-19 Q1 to 9,527 by the end of 2018-19 Q2, an increase of 3,903 approvals.

At the end of the quarter, 80 are children being supported in the ECEI gateway. Of these, 2 were previously confirmed as ECEI at 30 September 2018 and an additional 78 children entered the gateway this quarter.

Overall, 133 participants with approved plans have exited the Scheme, resulting in 9,474 active participants (including ECEI) as at 31 December 2018.

There were 1,164 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 September 2018 and 31 December 2018



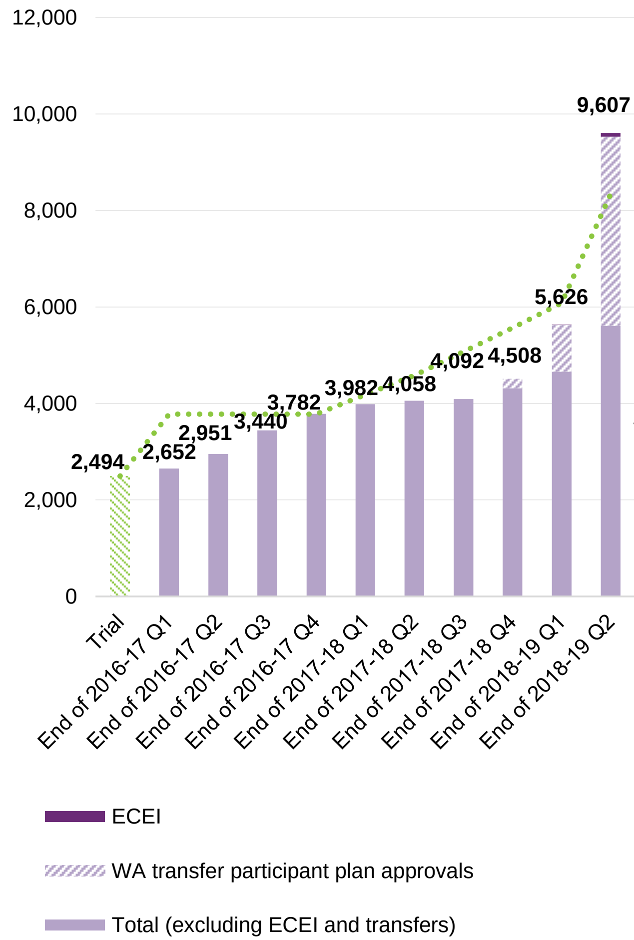
Cumulative Position

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 9,607 (including 80 children supported through the ECEI gateway). Of these, 6,004 transitioned from an existing State/Territory program, 296 transitioned from an existing Commonwealth program and 3,227 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 18,354 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

Cumulative plan approvals compared with bilateral estimate



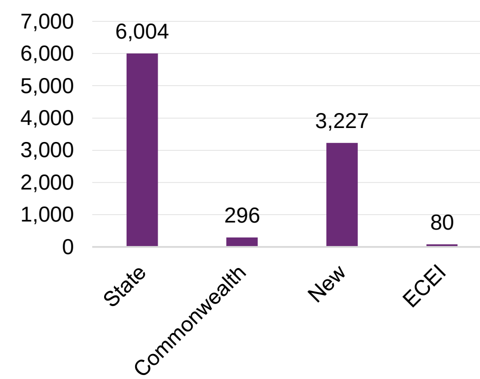
68%

of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 - 31 December 2018)

9,527

plan approvals to date; 9,607 including ECEI confirmed

Plan approvals by participant referral pathway

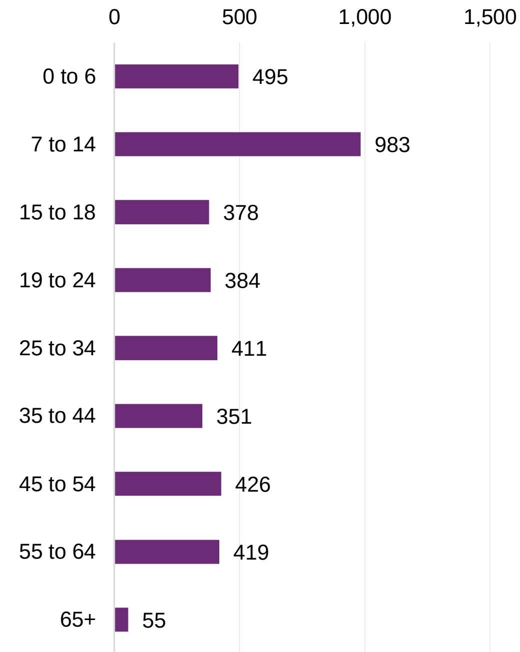


Participant Profiles by Age Group

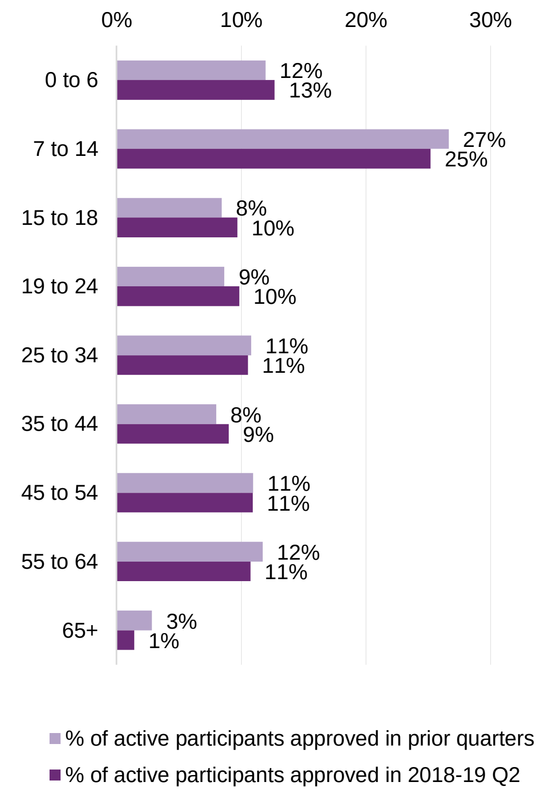
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by age group.

Around 25% of participants entering in 2018-19 Q2 are aged 7 to 14 years. This compares with 27% in prior quarters.

Active participants with a plan approved in 2018-19 Q2 by age group



% of active participants with a plan approved by age group



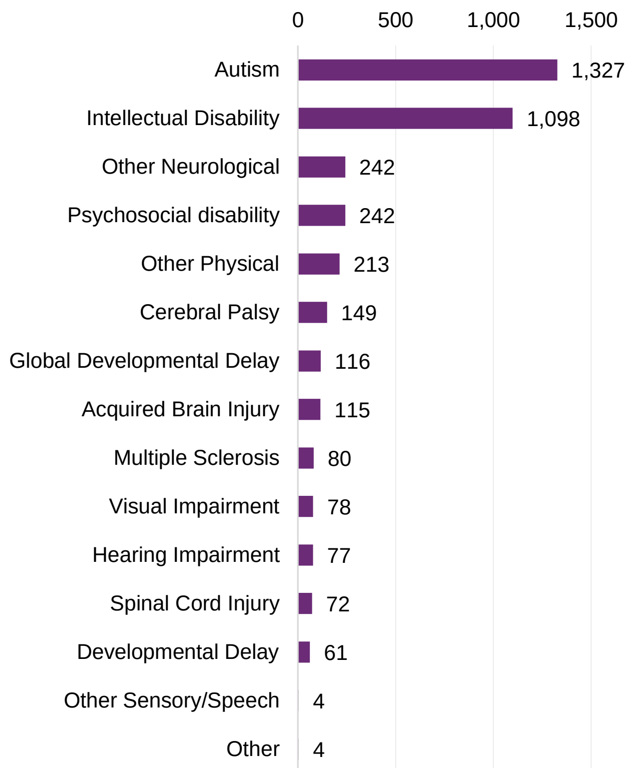
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

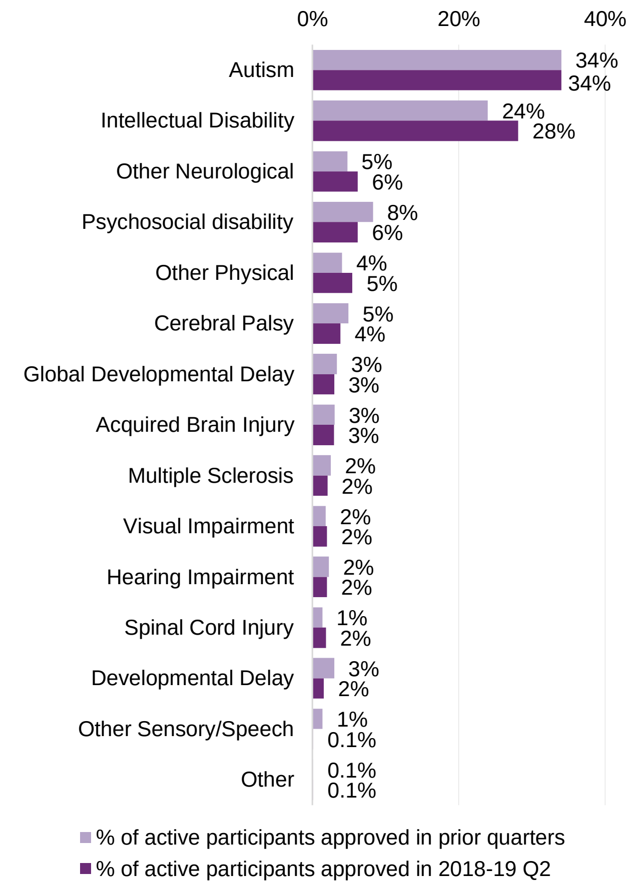
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by disability group.

Of the participants entering this quarter, 34% have a primary disability group of Autism and 28% have a primary disability group of Intellectual Disability.

Active participants with a plan approved in 2018-19 Q2 by disability group



% of active participants with a plan approved by disability group



Note 1: Of the 1,098 active participants identified as having an intellectual disability, 127 (12%), have down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

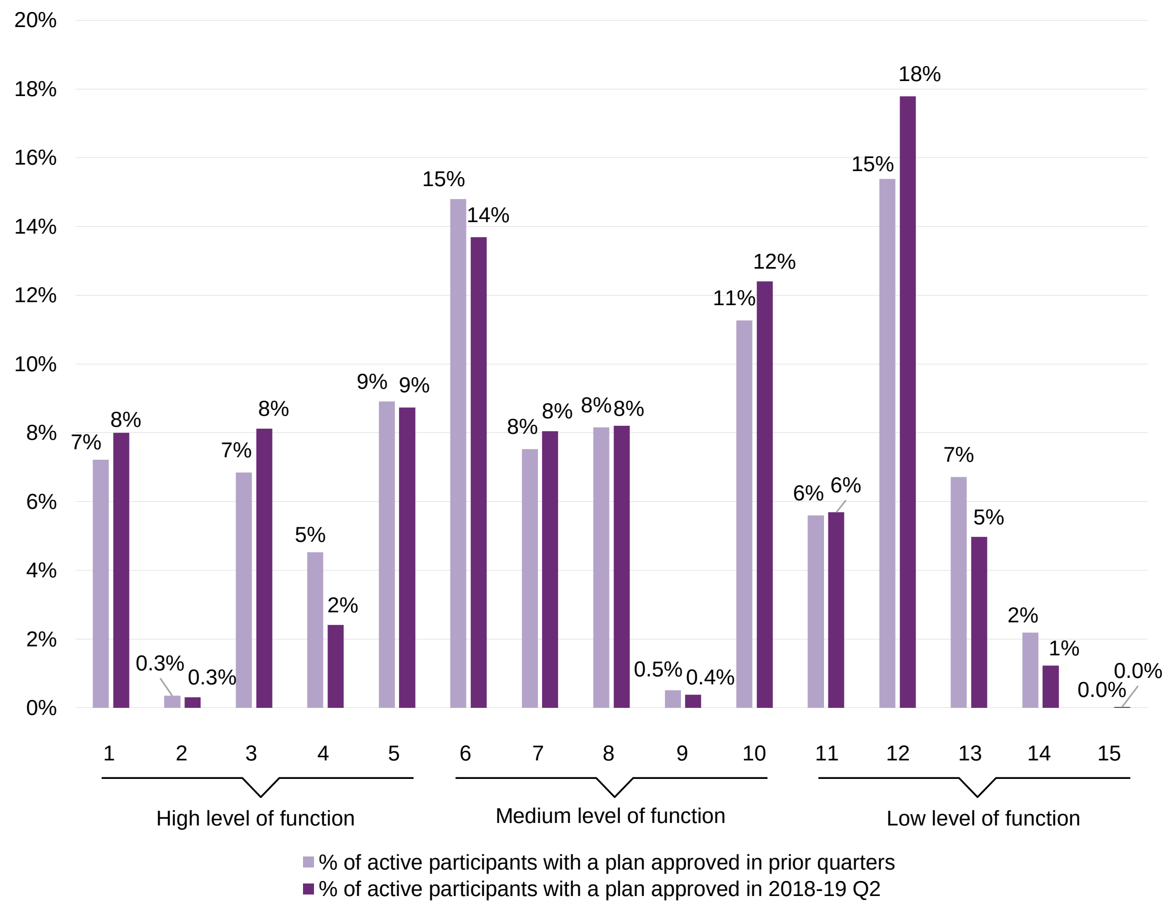
Participant Profiles by Level of Function

These bar charts show demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by level of function.

For participants with a plan approval in the current quarter:
- **28% of active participants had a relatively high level of function**
- **43% of active participants had a relatively moderate level of function**
- **30% had a relatively low level of function**

These relativities are within the NDIS participant population, and not comparable to the general population.

% of active participants with a plan approved by level of function



Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018, by gender.

The majority of participants are males.

GENDER

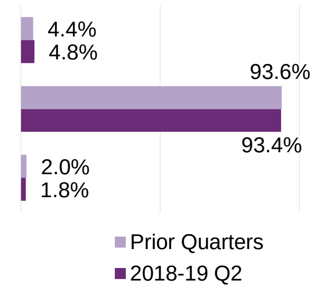
Participant Profiles

These bar charts show other demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018.

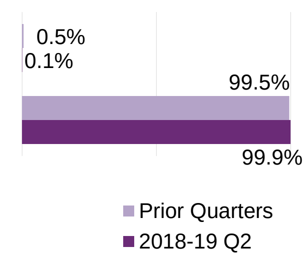
Of the participants with a plan approved in 2018-19 Q2:

- **4.8% were Aboriginal or Torres Strait Islander, compared with 4.4% in previous quarters combined.**
- **0.1% were young people in residential aged care, compared with 0.5% in previous quarters combined.**
- **4.4% were culturally and linguistically diverse, compared with 6.8% in previous quarters combined.**

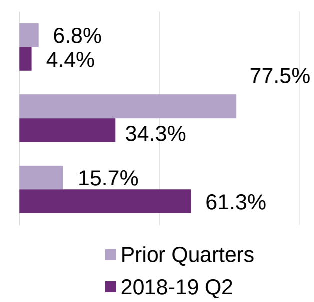
Aboriginal & Torres Strait Islander	2018-19 Q2
Aboriginal and Torres Strait Islander	188
Not Aboriginal and Torres Strait Islander	3,645
Not Stated	69



Young people in residential aged care status	2018-19 Q2
Young people in residential aged care	2
Young people not in residential aged care	3,900



Culturally and linguistically diverse	2018-19 Q2
Culturally and linguistically diverse	170
Not culturally and linguistically diverse	1,340
Not stated	2,392

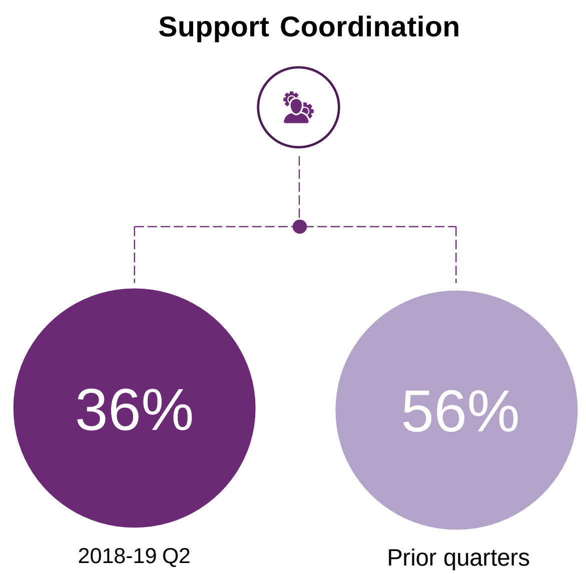


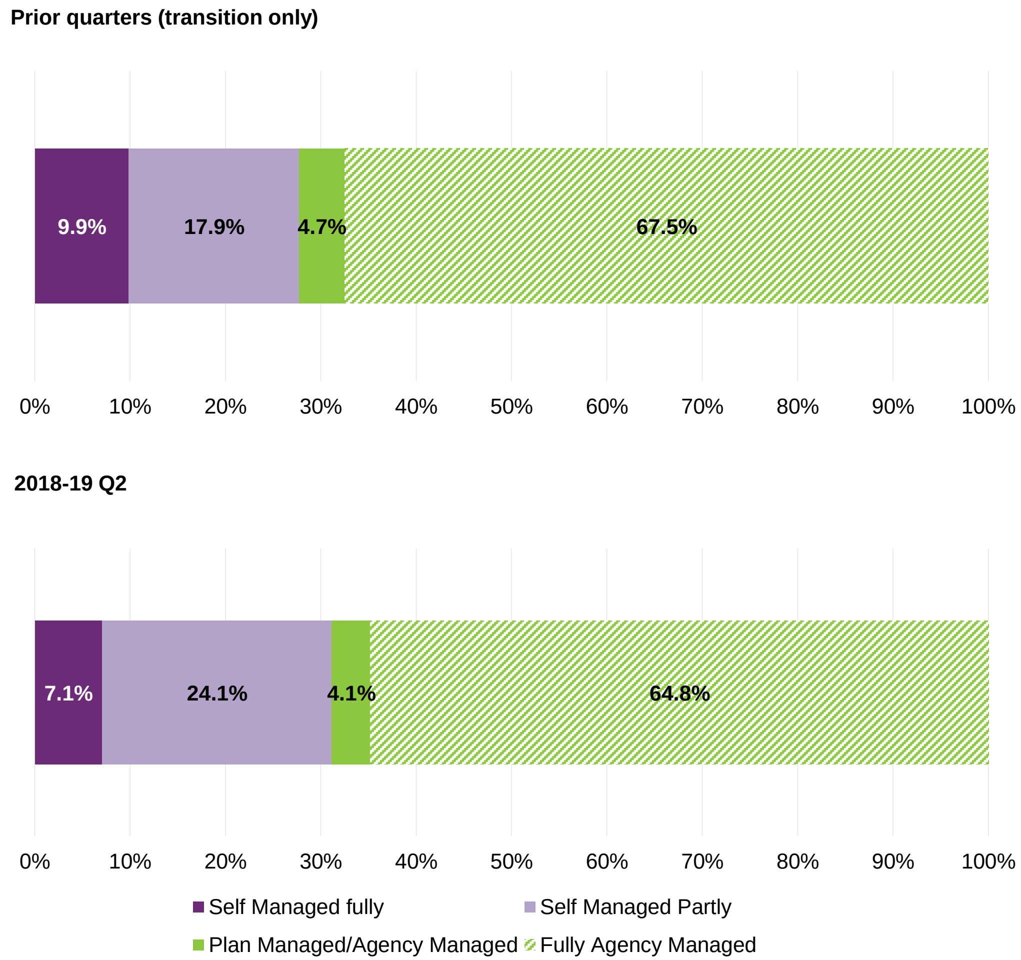
Note: The higher than expected number of participants with a culturally and linguistically diverse status of 'Not stated' in 2018-19 Q2 was due to data integrity issues. This is currently being investigated.

Plan Management
Support Coordination

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 31%, compared with 28% in previous quarters combined.

36% of participants who have had a plan approved in 2018-19 Q2 have support coordination in their plan, compared to 56% in previous quarters combined.





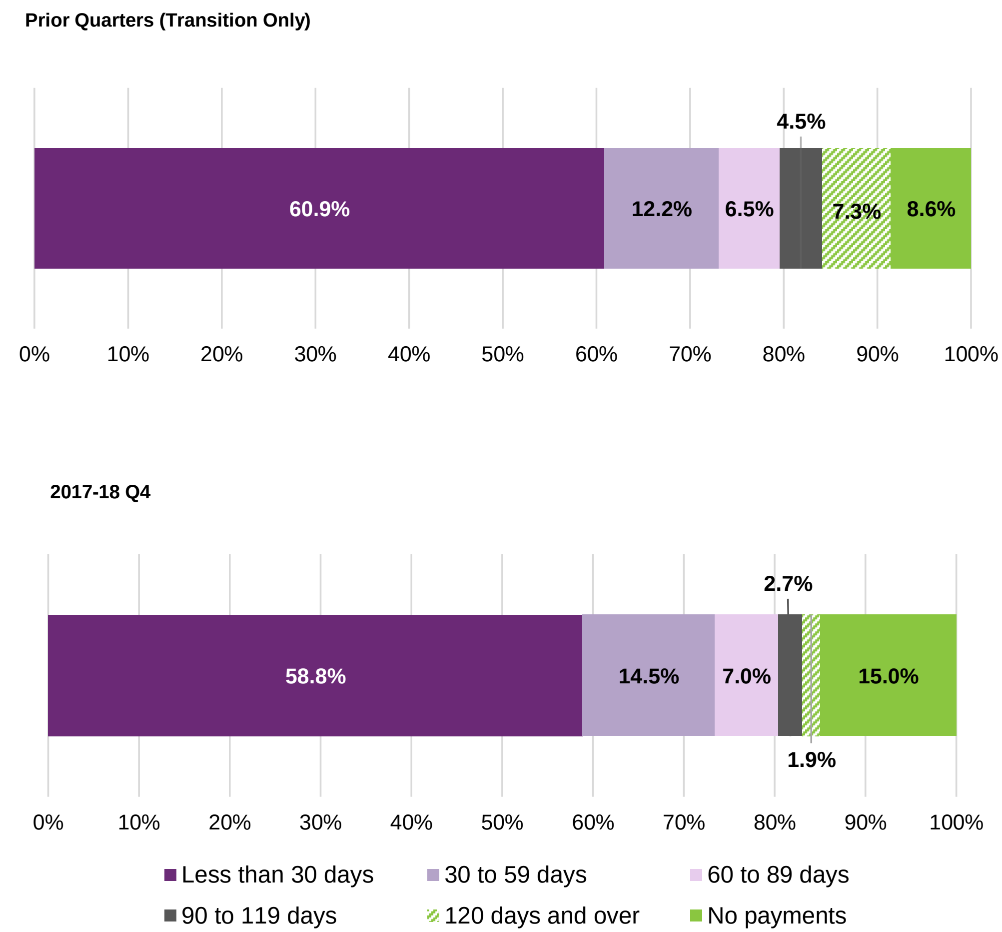
Plan Activation

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:
- **80% of plans approved in prior quarters**
- **80% of plans approved in 2017-18 Q4.**

Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which contributes to the conservative figures.

Duration to Plan activation for initial plans



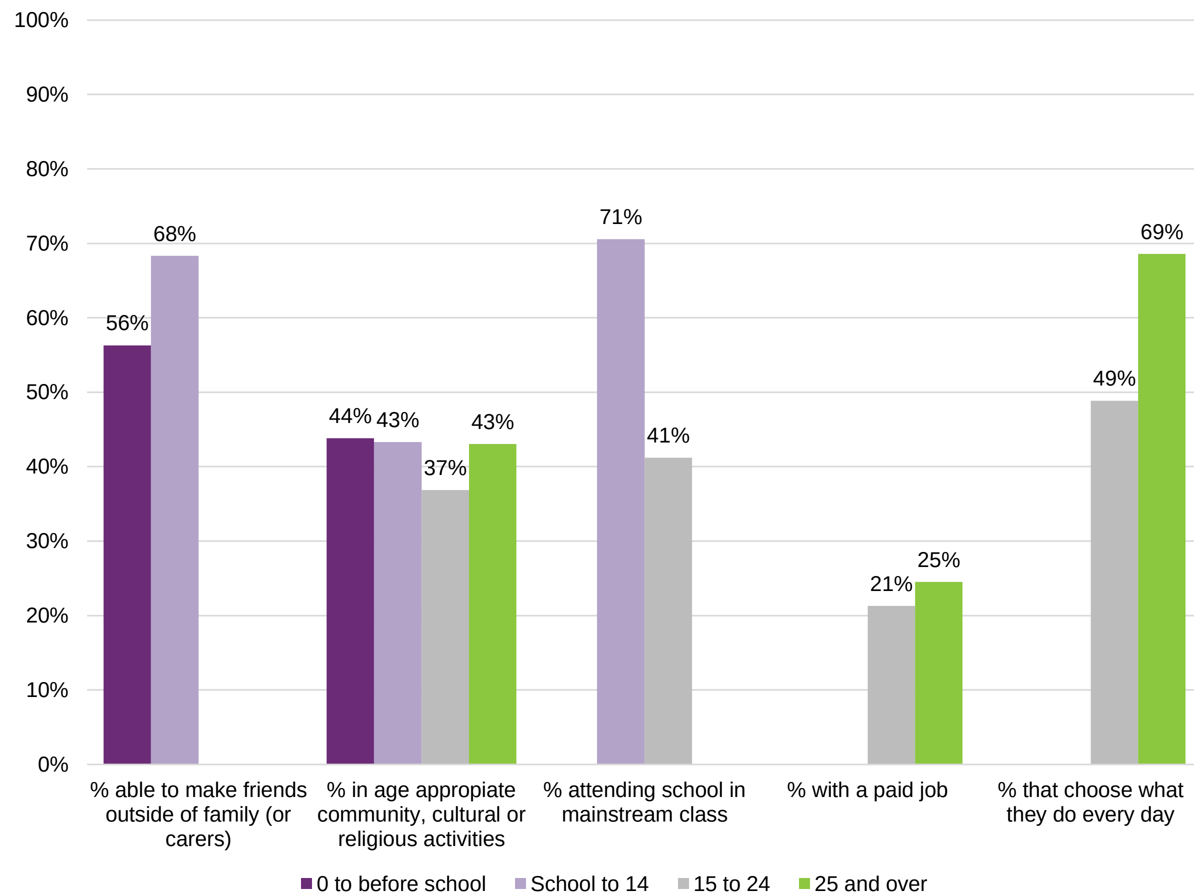
Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Information was collected from 99% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

- **68% of participants from school age to 14 are able to make friends outside of family/carers, compared to 56% of participants aged 0 to before school**
- **44% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 37% - 43% for other age groups**
- **71% of participants from school age to 14 attend school in a mainstream class, compared to 41% of participants aged 15 to 24**
- **25% of participants aged 25 and over have a paid job, compared to 21% of participants aged 15 to 24**
- **69% of participants aged 25 and over choose what they do every day, compared to 49% of participants aged 15 to 24**

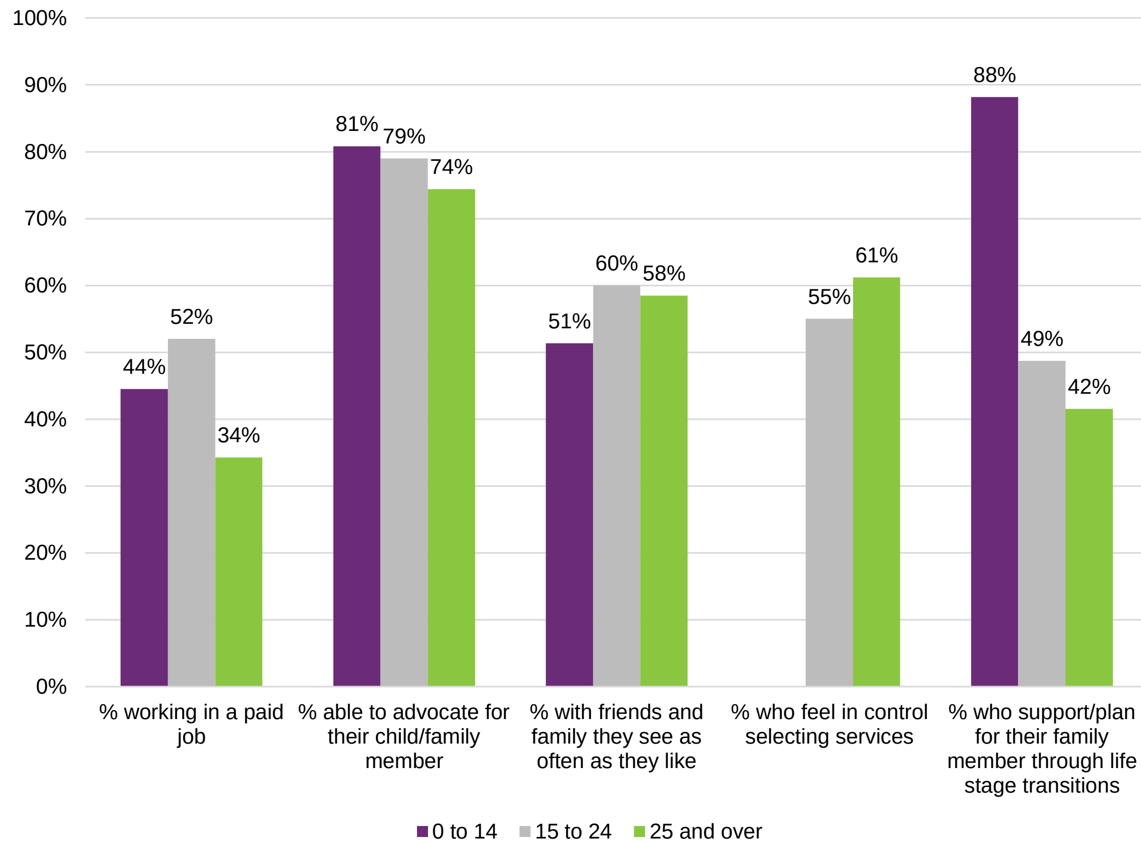
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 15 to 24 (52%)
• able to advocate for their child/family member was highest for participants aged 0 to 14 (81%)
• who have friends and family they can see as often as they like was highest for participants aged 15 to 24 (60%)
• who feel in control selecting services was highest for participants aged 25 and over (61%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Selected key baseline indicators for families and carers of participants



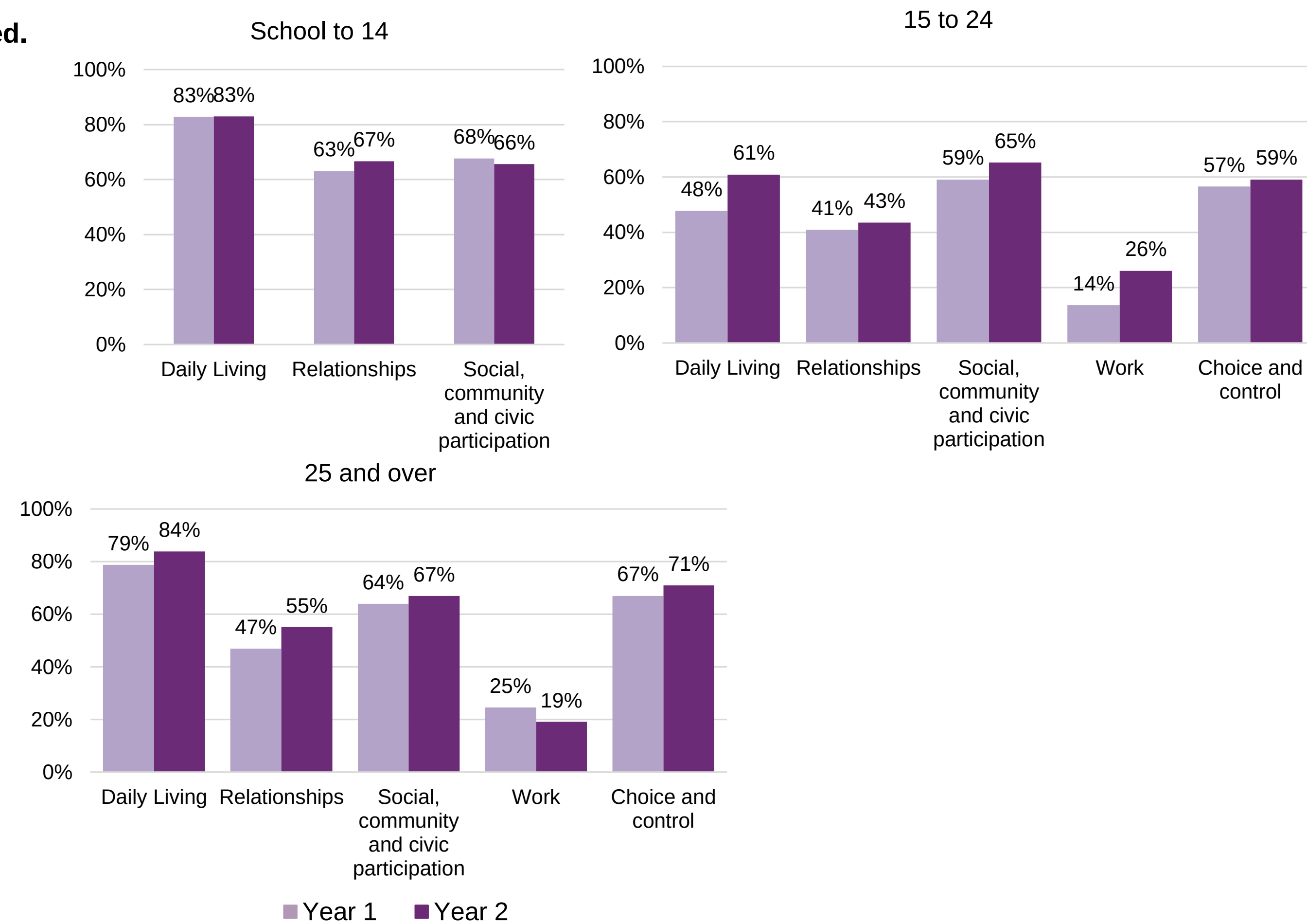
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

Participants' perceptions of whether the NDIS has helped improved across most but not all categories and age groups with sufficient data.

"Has the NDIS helped?" questions for participants



Note: There was insufficient data to report for participants aged 0 to School for this quarter.

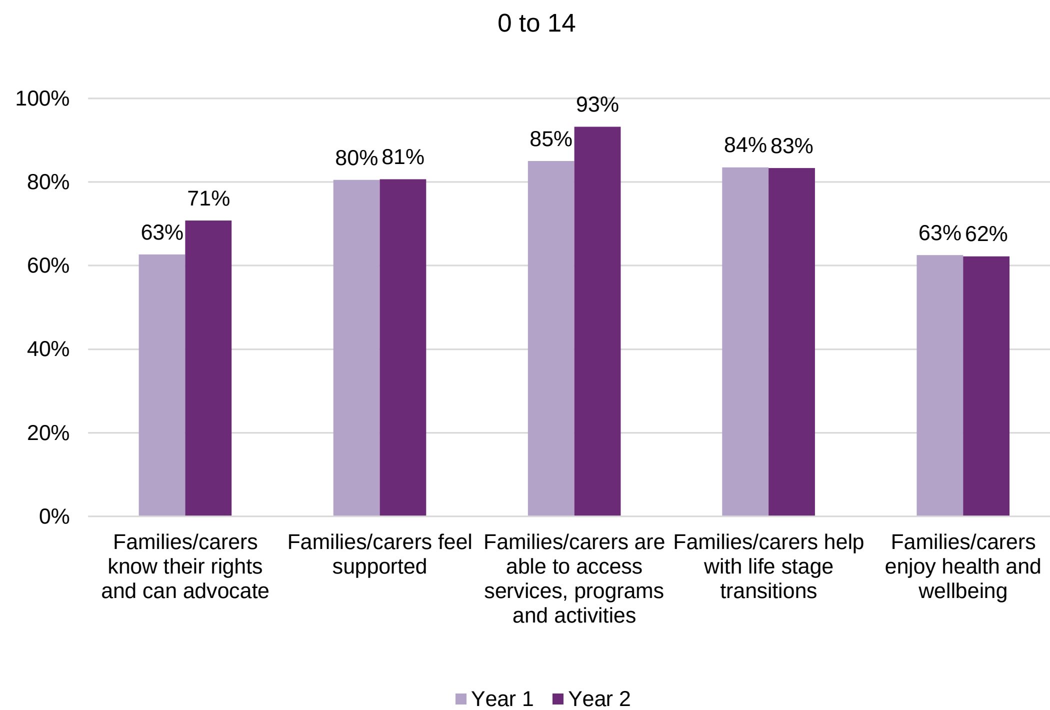
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

For participants aged 0 to 14 years, family and carers' perceptions of whether the NDIS has helped were stable or improved from year 1 to year 2.

"Has the NDIS helped?" questions for families and carers of participants



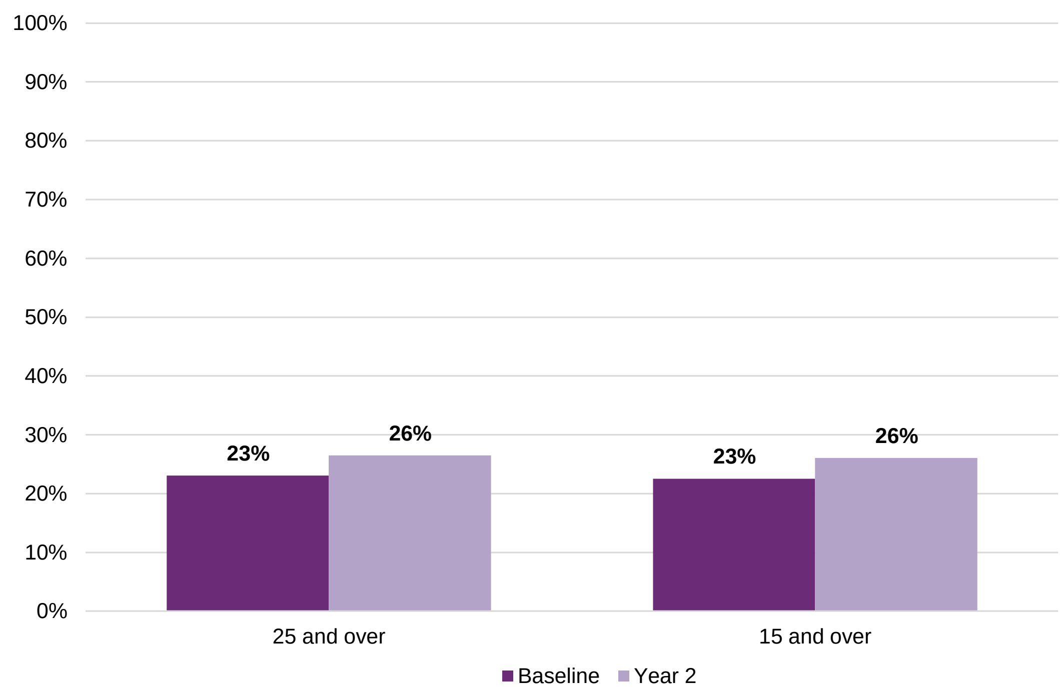
Note: There was insufficient data to report for participants aged 15 and over for this quarter.

Participants in Work

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and are of working age are monitored to see whether the NDIS has helped them find paid work.

Overall, the percentage of participants in paid work increased from 23% to 26%.

NDIS participants in paid employment, by age group.



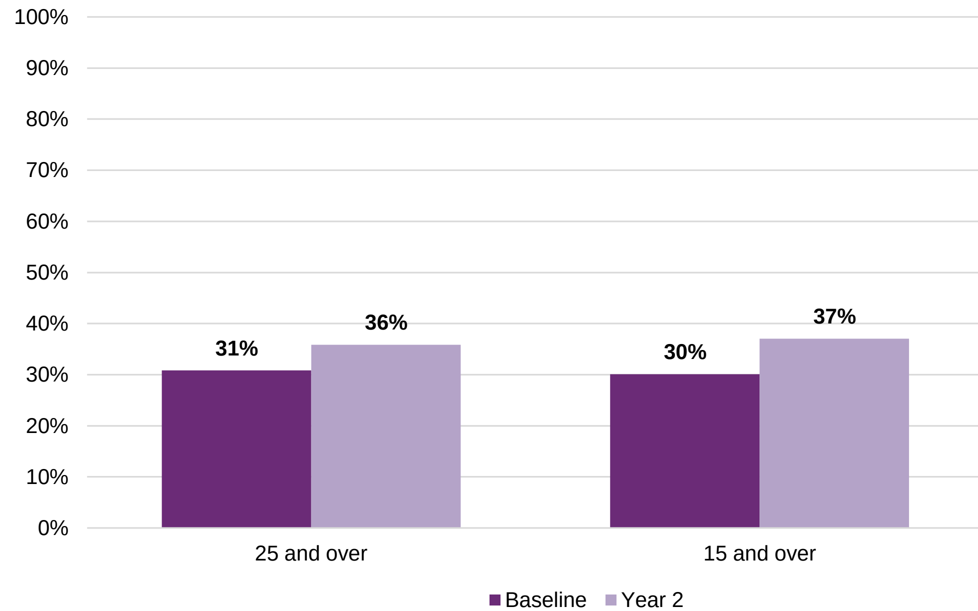
Note: There was insufficient data to report for participants aged 15 to 24 for this quarter.

Participants involved in communal and social activities

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 are monitored to see whether the NDIS has helped them participate in social activities in their community.

Overall, the percentage of participants engaged in social activities in their community increased from 30% to 37%.

NDIS Participants participating in social activities in their community, by age group.



Note: There was insufficient data to report for participants aged 15 to 24 for this quarter.

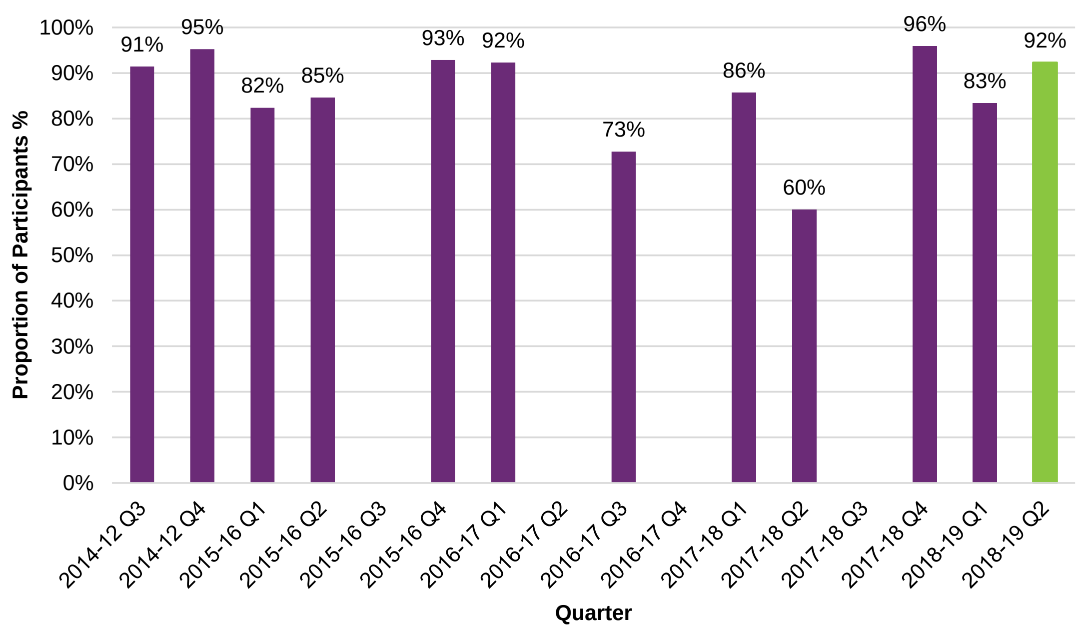
Participant Satisfaction - Existing Survey Method

92% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter.

A new participant satisfaction survey has been developed. Going forward it will better record the experience of NDIS participants, and their families and carers, at different stages of the participant pathway.

Participant satisfaction dropped in earlier quarters of transition, but has improved significantly in recent quarters.

Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter



Note: Participant satisfaction results are not shown if there is insufficient data in the group.

PART 2

Committed Supports and Payments

Both committed and paid supports to participants are increasing in line with the growing scheme.

Of the $640.4 million that has been committed in participant plans, $453.6 million has been paid to date.

Summary

This section presents information on the amount committed in plans and payments to service providers and participants.

Key Statistics

$469.5

MILLION OF COMMITTED SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$170.9

MILLION OF SUPPORTS IN RESPECT OF 2018-19 TO DATE

$10.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2014-15, $51.1M IN 2015-16, $131.2M IN 2016-17, $160.8M IN 2017-18 AND $99.7M IN 2018-19 TO DATE.

OVERALL, 58% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15, 73% IN 2015-16, 79% IN 2016-17 AND 75% IN 2017-18.

THE 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $640.4 million that has been committed in participant plans, $453.6 million has been paid to date.

In particular, for supports provided in:
2014-15: $10.9m has been paid
2015-16: $51.1m has been paid
2016-17: $131.2m has been paid
2017-18: $160.8m has been paid
2018-19 to date: $99.7m has been paid

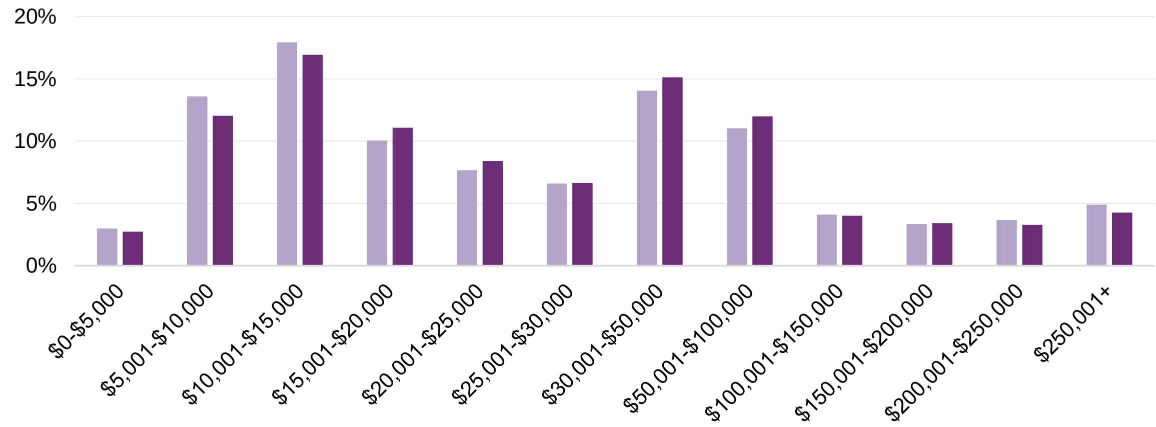
Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 to date	Total
Total committed	N/A	18.9	69.6	166.3	214.7	170.9	640.4
Total paid	N/A	10.9	51.1	131.2	160.8	99.7	453.6

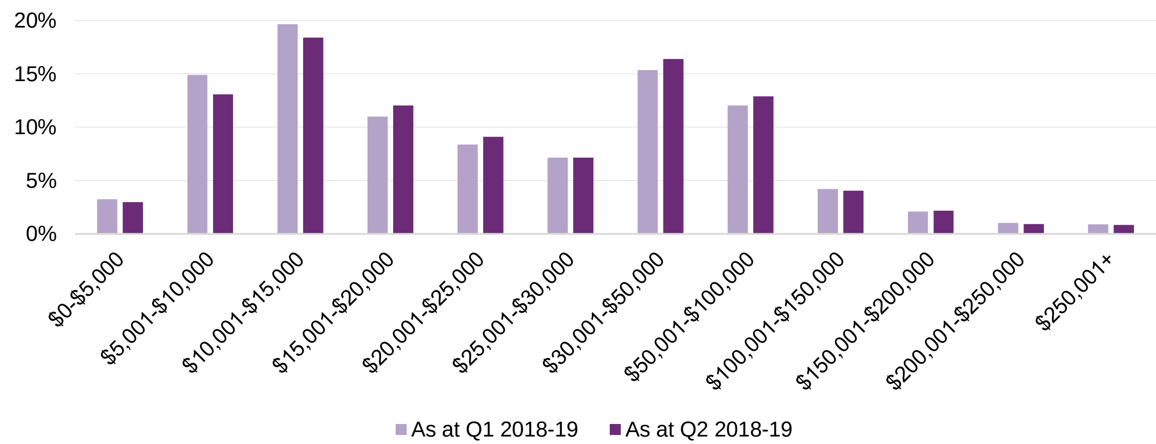
Committed Supports by Cost Band

As at 2018-19 Q2, the distribution of average annualised committed supports remained consistent with previous quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Distribution of average annualised committed supports by cost band (including SIL)



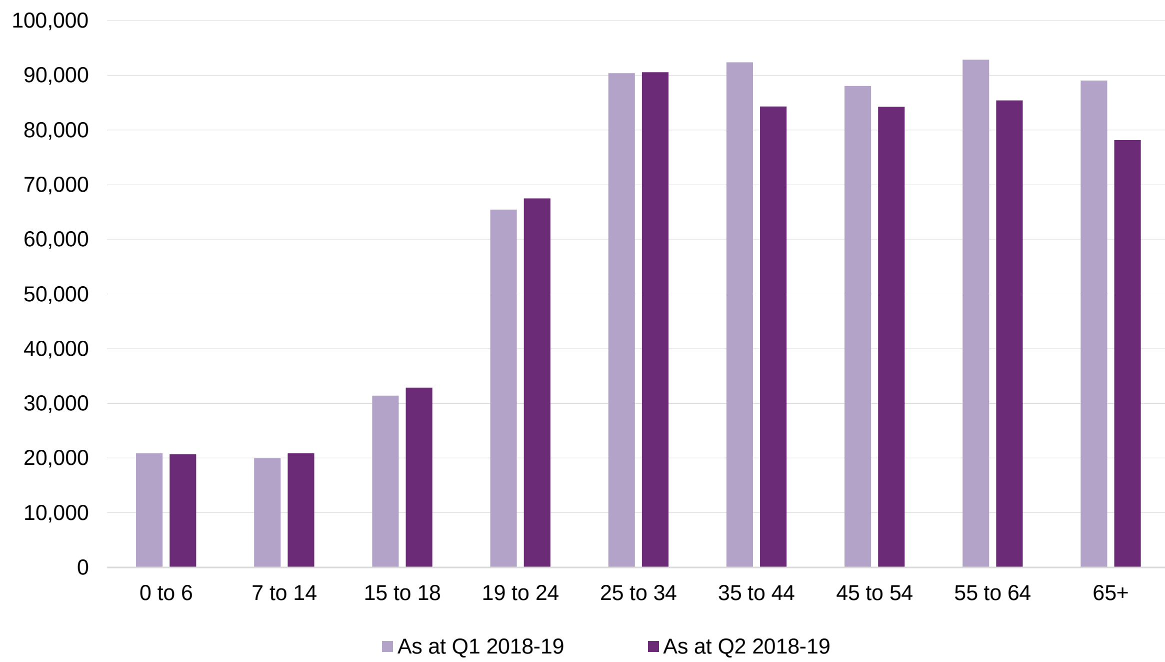
Distribution of average annualised committed supports by cost band (excluding SIL)



Committed Supports by Age Band

The average annualised committed supports increase steeply up to age 25, and then reduce slightly at older ages.

Average annualised committed supports by age band

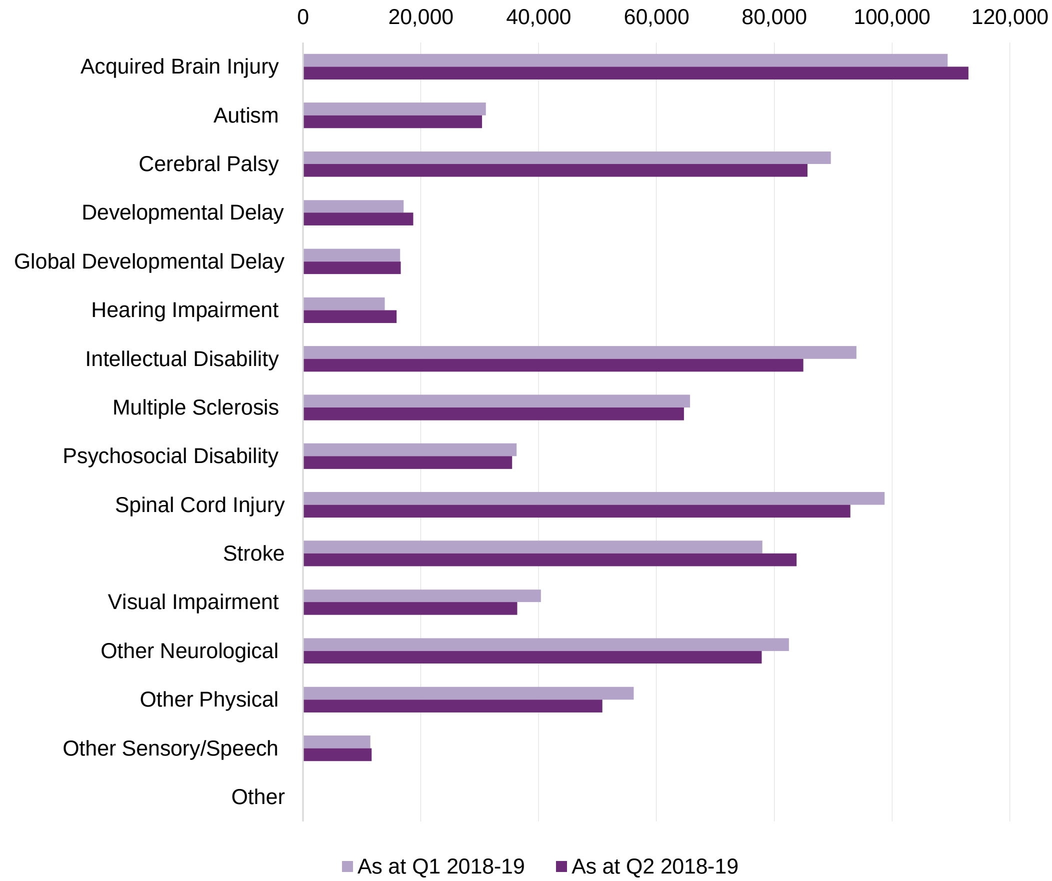


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

Participants with Acquired Brain Injury and Spinal Cord Injury have the highest average annualised committed supports.

Average annualised committed supports by primary disability group

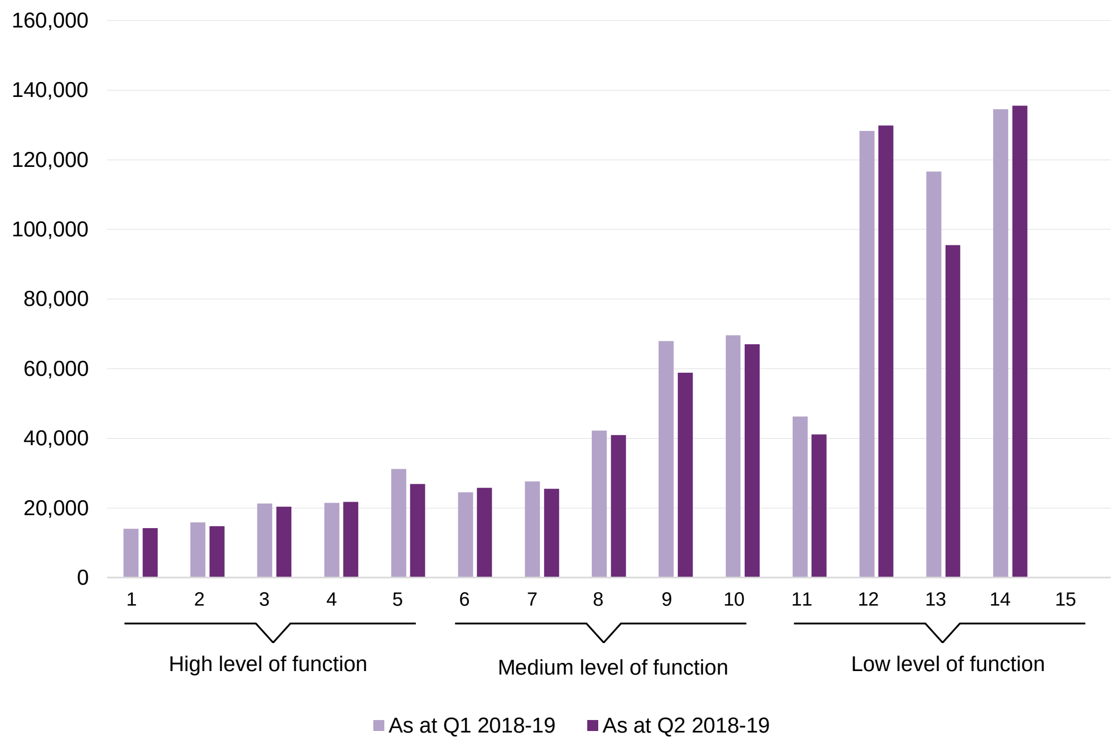


Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Level of Function

The average annualised committed supports generally increase for participants with lower levels of function.

Average annualised committed supports by level of function



Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

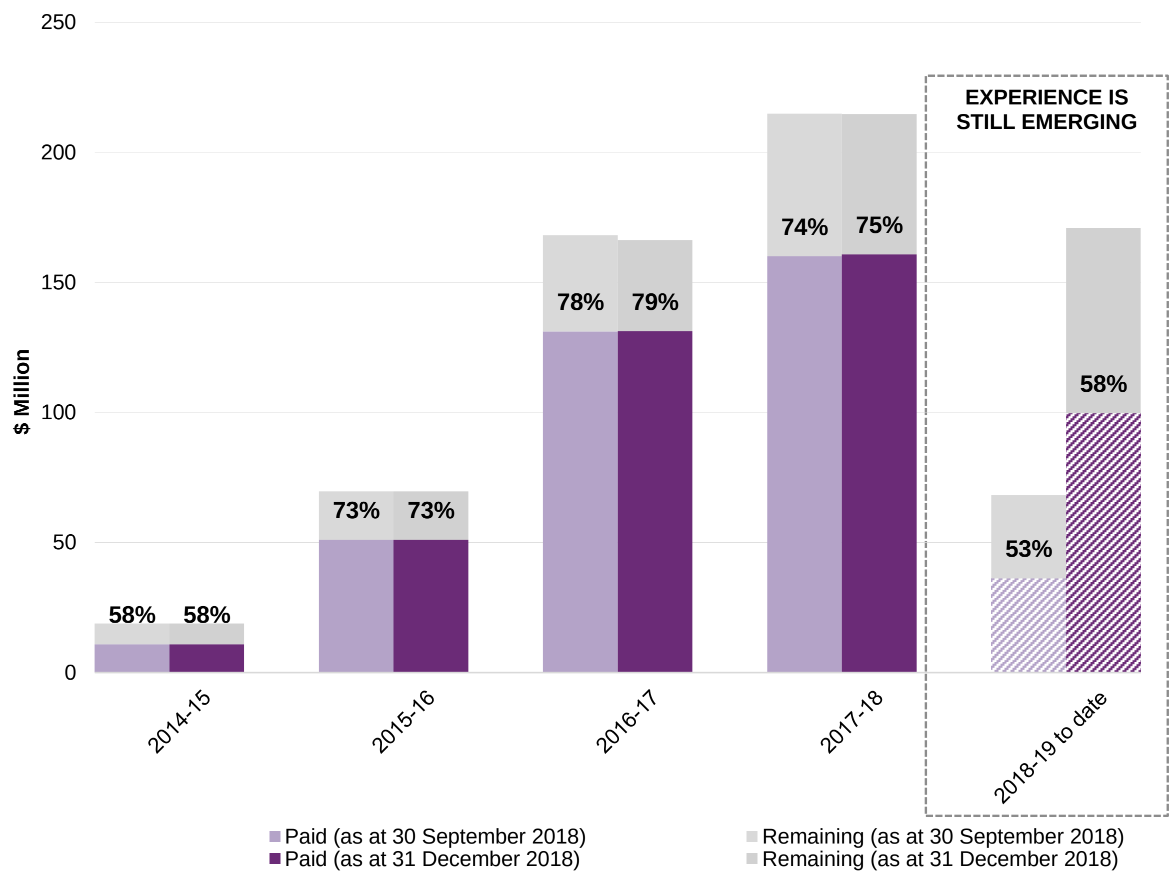
Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2018, compared with 31 December 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 will increase.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

The utilisation of committed supports in 2018-19 will increase further as there is a lag between when support is provided and when it is paid.

Utilisation of committed supports as at 30 September 2018 and 31 December 2018



Note: The reduction in 2016-17 committed supports during the quarter was caused by a retrospective adjustment to a single plan.

PART 3

Providers and Markets

There was a 1% increase in the number of providers during the quarter to 1,064.

37% of approved providers were active in Western Australia at 31 December 2018, and 63% were yet to have evidence of activity.

Summary

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

- **To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.**
- **Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.**

How providers interact with participants

- **NDIS participants have the flexibility to choose the providers who support them.**
- **Providers are paid for disability supports and services provided to the participants.**

Key Statistics

1,064

APPROVED PROVIDERS, 37% OF WHICH WERE ACTIVE IN WESTERN AUSTRALIA AT 31 DECEMBER 2018

75-95%

OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

20%

OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY THERAPEUTIC SUPPORTS AND PERSONAL MOBILITY EQUIPMENT

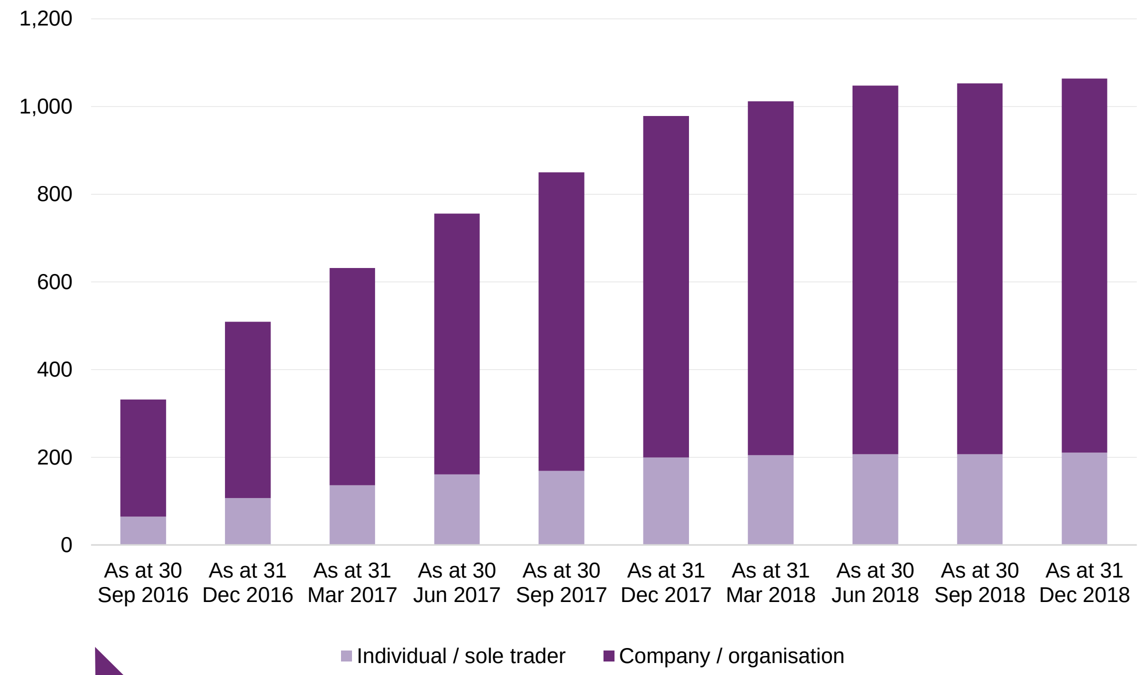
Providers over time

As at 31 December 2018, there were 1,064 registered service providers, of which 211 were individual/sole trader operated businesses and 853 were companies or organisations.

1.57

AVERAGE PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



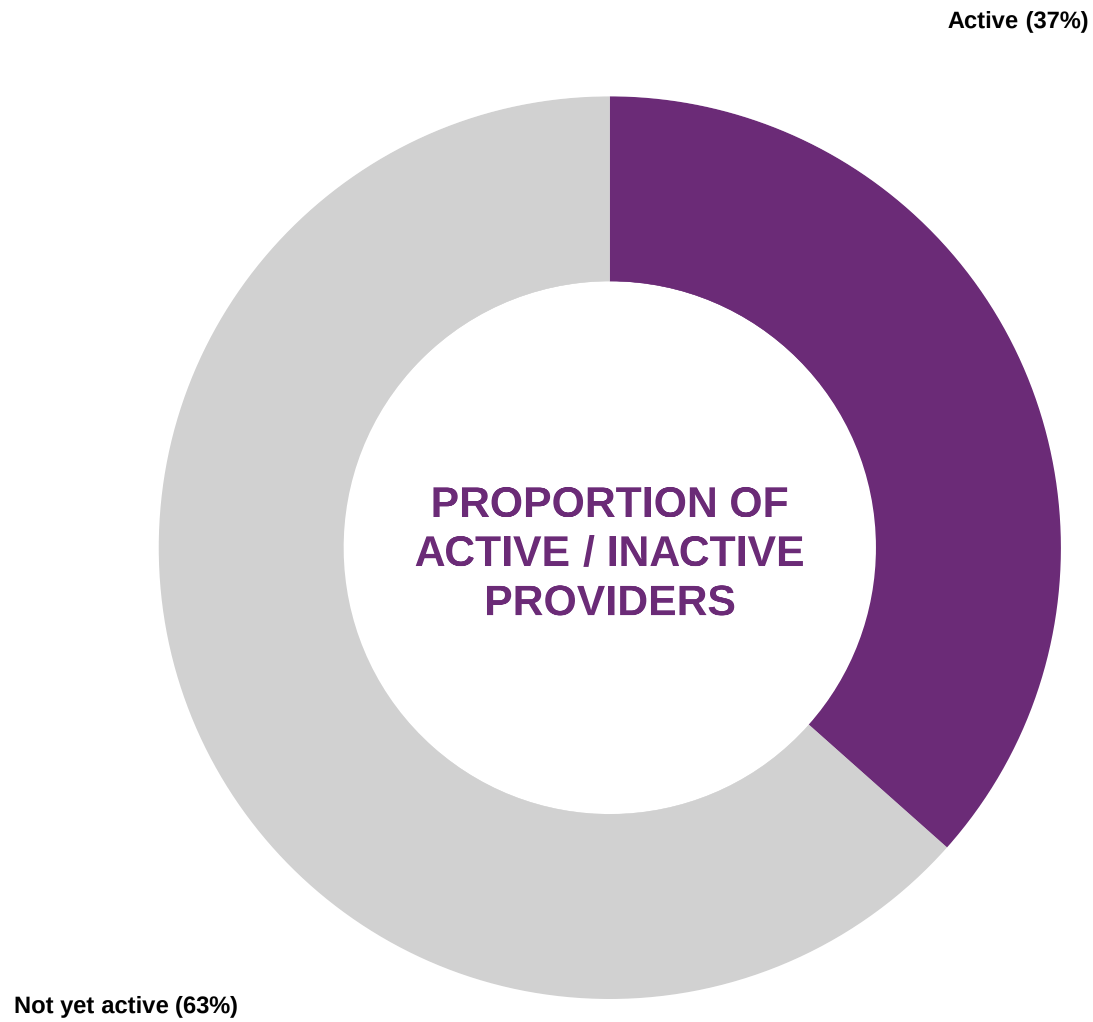
The number of approved service providers increased from 1,053 to 1,064 in the quarter.

20% of approved service providers are individuals/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2018, 37% of providers were active and 63% were yet to have evidence of activity. Of all providers, 147 began delivering new supports in the quarter.



147

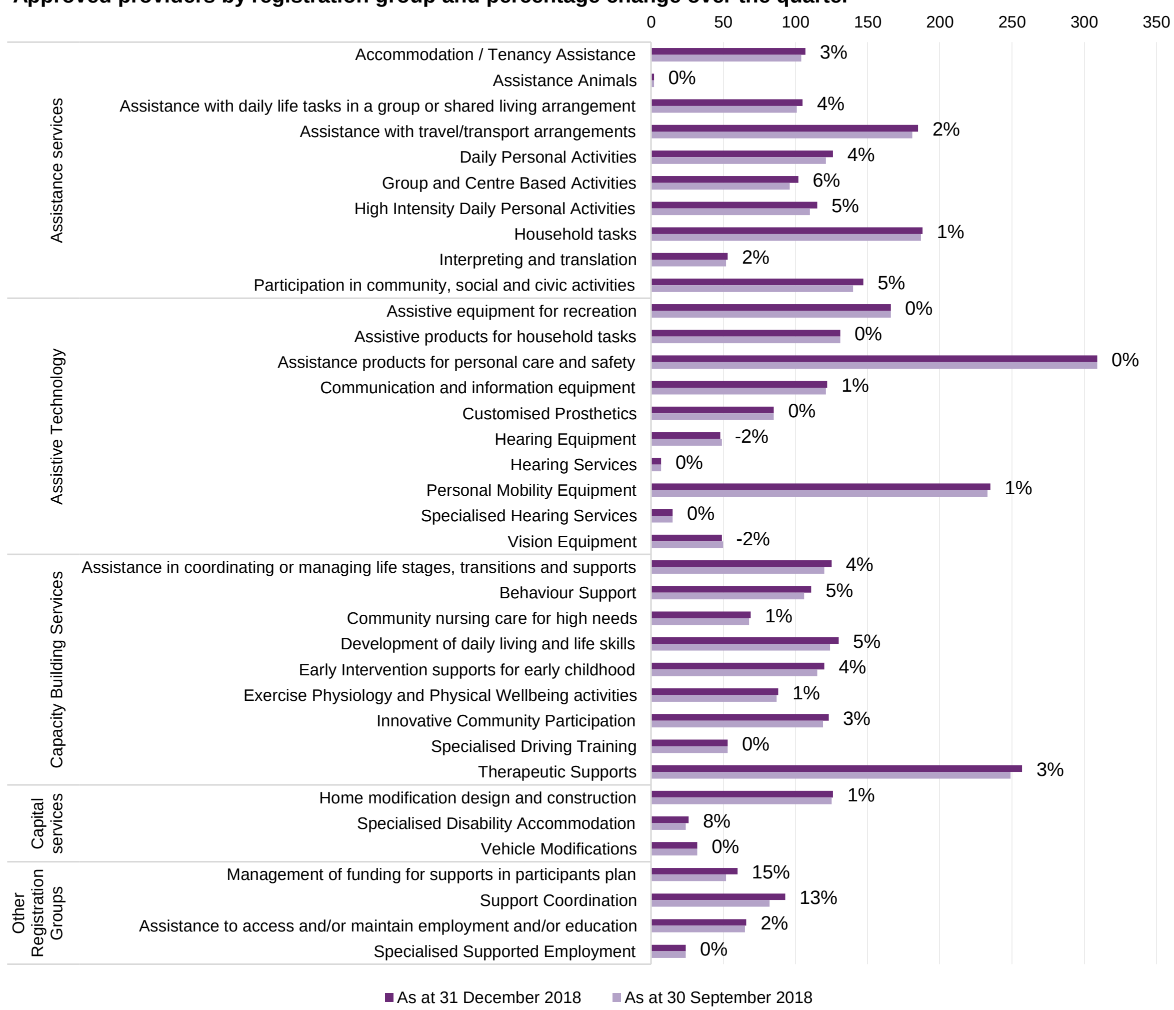
PROVIDERS DELIVERING NEW SUPPORTS

Approved Registration groups

The number of approved providers has been relatively stable for most registration groups over the quarter.

The registration groups with the largest numbers of approved providers are:
- **Assistance products for personal care and safety (309)**
- **Therapeutic Supports (257)**
- **Personal Mobility Equipment (235)**
- **Household Tasks (188)**
- **Assistance with travel/transport arrangements (185)**

Approved providers by registration group and percentage change over the quarter



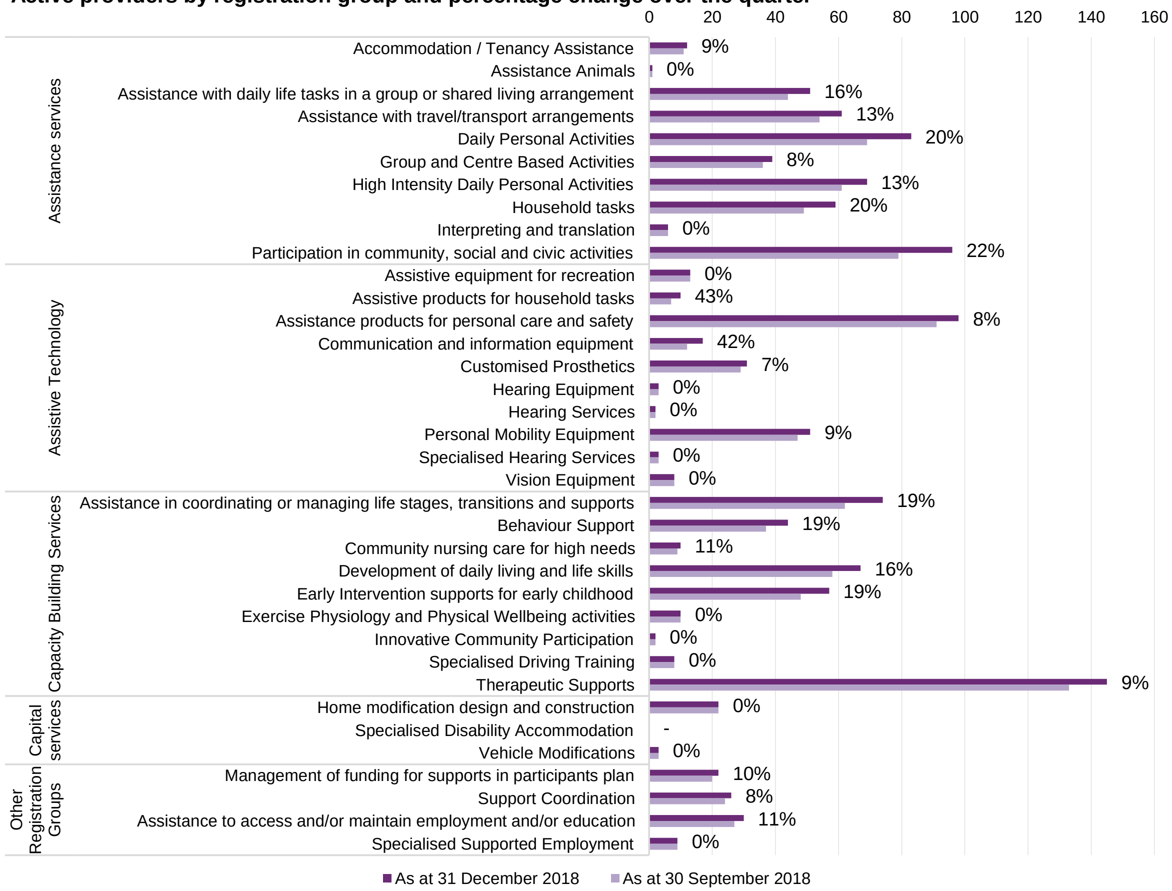
Active Registration groups

The number of active providers in each registration group has increased for some registration groups over the quarter.

The registration groups with the largest numbers of active providers grew during the quarter:

- **Therapeutic Supports: from 133 to 145 (9% increase)**
- **Assistance products for personal care and safety: from 91 to 98 (8% increase)**
- **Participation in community, social and civic activities: from 79 to 96 (22% increase)**
- **Daily Personal Activities: from 69 to 83 (20% increase)**
- **Assistance in coordinating or managing life stages, transitions and supports: from 62 to 74 (19% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 75-95% of the dollars paid for major registration groups.

Market share of the top 25% of providers by registration group.

PART 4

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

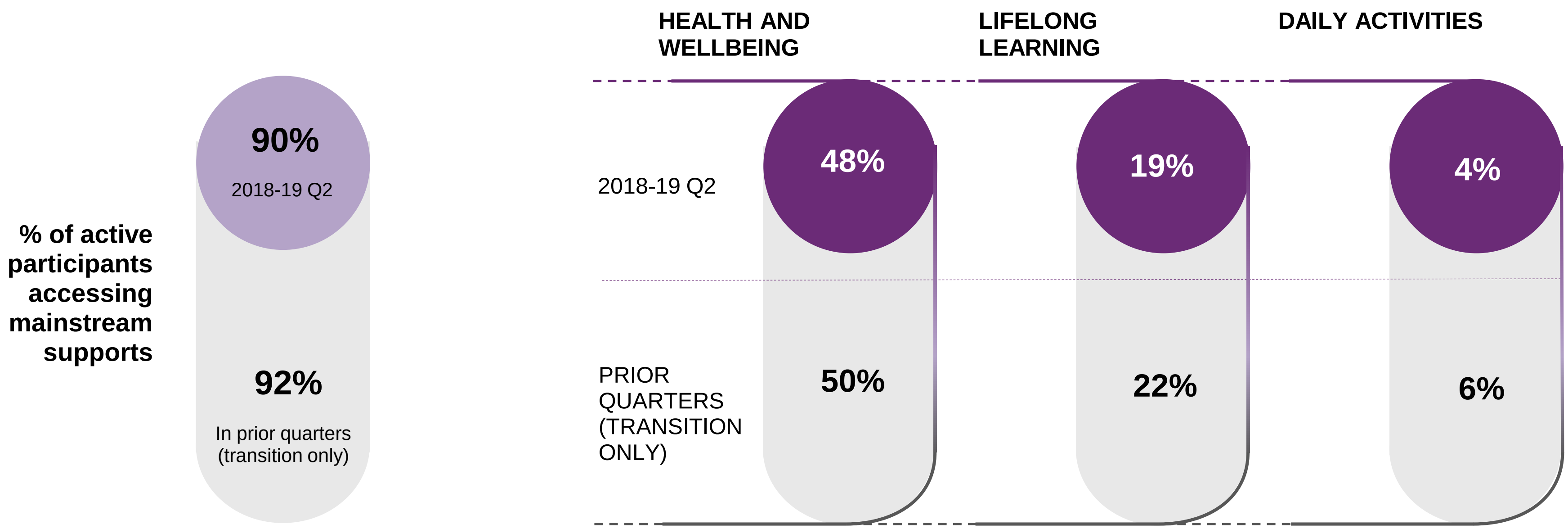
PART 5

Mainstream Interface

The proportion of participants entering in the current quarter and accessing mainstream services is lower compared to prior quarters.

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q2 access mainstream services, a decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

Financial Sustainability was covered in the national version of the COAG Quarterly Performance Report.