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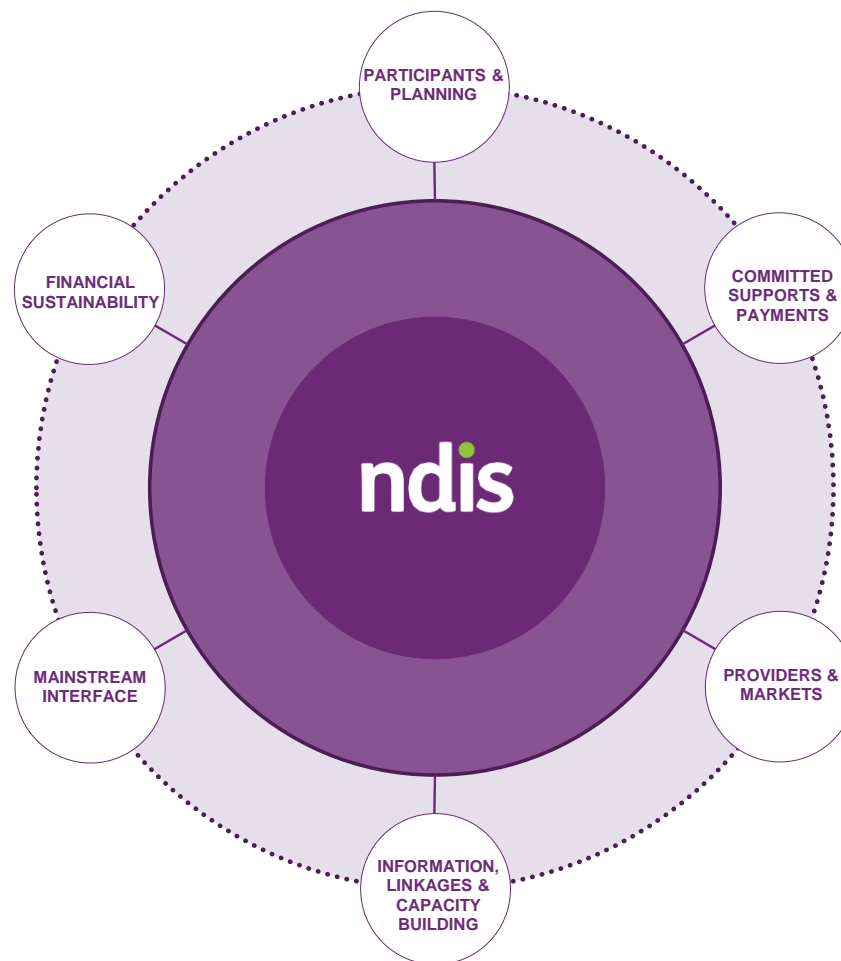
Disability Reform Council Quarterly Performance Report

Western Australia - 30 June 2018



Overview

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



Summary

Participants and Planning

416 additional participants with plans this quarter.

Note: Of the 416 participants, 181 had transferred from the WA NDIS to the nationally delivered NDIS this quarter.

An additional 4 WA participants had transferred to the NDIS in prior quarters. These participants are not included in the comparison against bilateral estimates.

As at 30 June 2018, plans approved represent 78% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 - 30 June 2018)

The satisfaction rating was high with 96% 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

\$339.2 million has been paid to providers and participants:

- \$10.9m in 2014-15,
- \$51.1m in 2015-16,
- \$129.9m in 2016-17,
- \$147.3m in 2017-18.

Overall,

- 58% of committed supports were utilised in 2014-15,
- 73% in 2015-16,
- 77% in 2016-17,
- 69% in 2017-18.

2017-18 experience is still emerging.

Providers and Markets

1,048 approved providers, a 4% increase for the quarter.

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

20% of service providers are individual/sole traders.

Mainstream Interface

90% of active participants with a plan approved in 2017-18 Q4 access mainstream services.

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 416 additional participants with approved plans this quarter.

Summary

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



Key Statistics

5,762

ACCESS DECISIONS
IN 2017-18 Q4

(INCLUDING BOTH
ACCESS MET AND
ACCESS NOT MET)

416

INITIAL PLANS
APPROVED IN
2017-18 Q4

78%

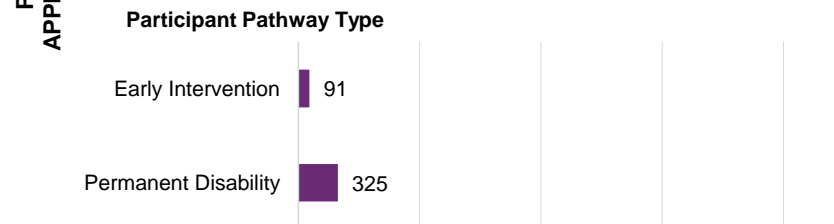
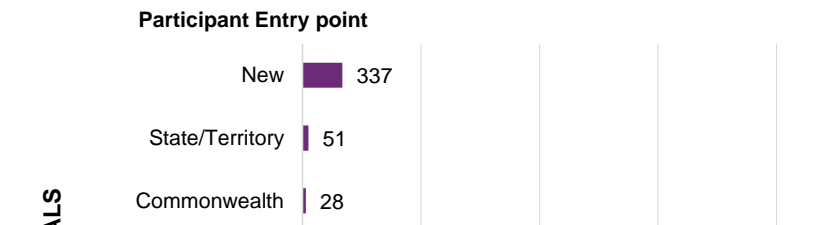
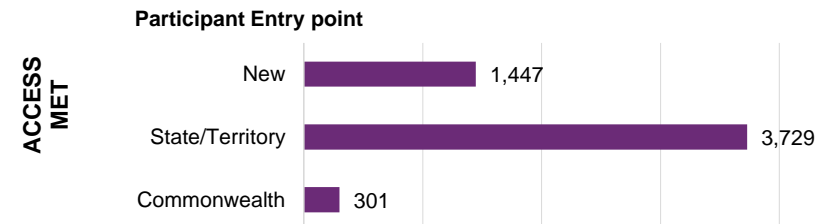
OF SCHEME TO DATE
BILATERAL ESTIMATE
MET EXCLUDING WA
TRANSFER
PARTICIPANTS
(1 JULY 2014 - 30 JUNE
2018)

Quarterly Intake

2017-18 Q4

Of the 5,477 participants deemed 'eligible' this quarter 68% entered from an existing State/Territory program.

Of the 416 plan approvals this quarter, 81% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program) and 78% entered with a permanent disability.



Quarterly Intake Detail

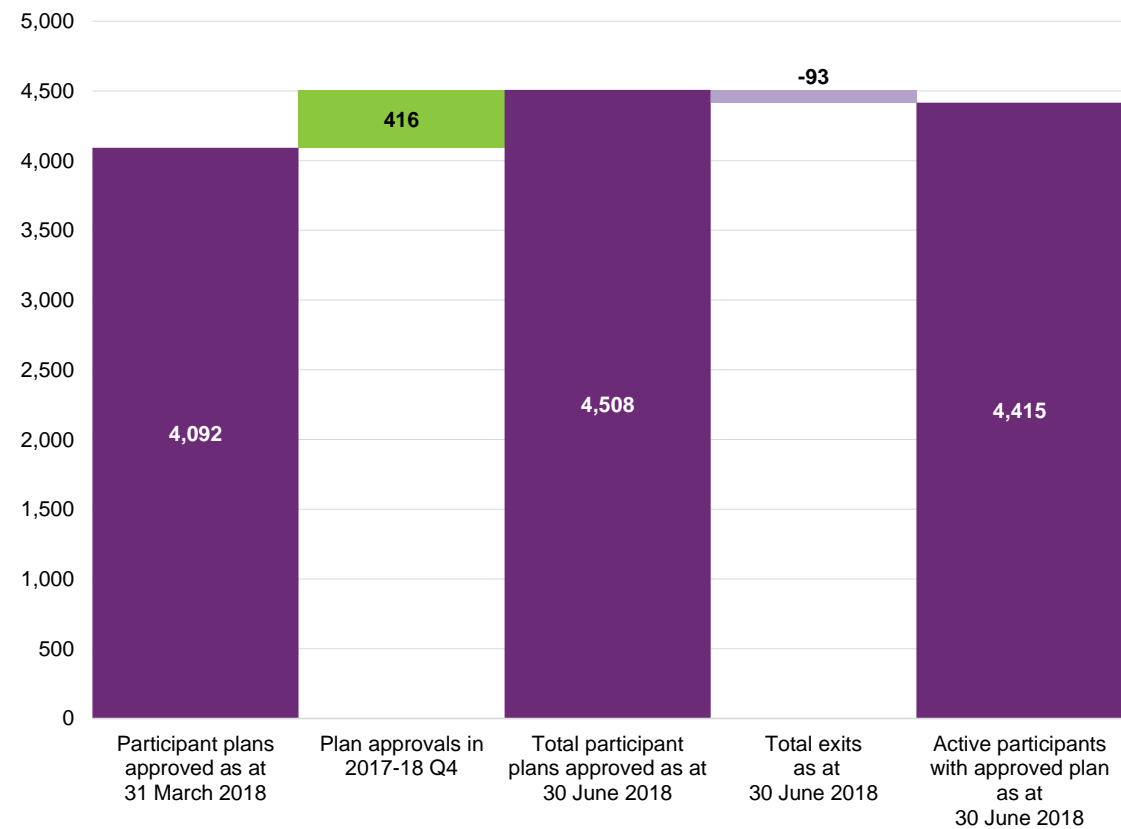
Plan approvals as at 30 June 2018

Plan approval numbers have increased from 4,092 at the end of 2017-18 Q3 to 4,508 by the end of 2017-18 Q4. This is an increase of 416 approvals.

As at 30 June 2018 there were 93 exits bringing the overall number to 4,415.

In the quarter of 2017-18 Q4 there were 1,261 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 March 2018 and 30 June 2018





Cumulative Position

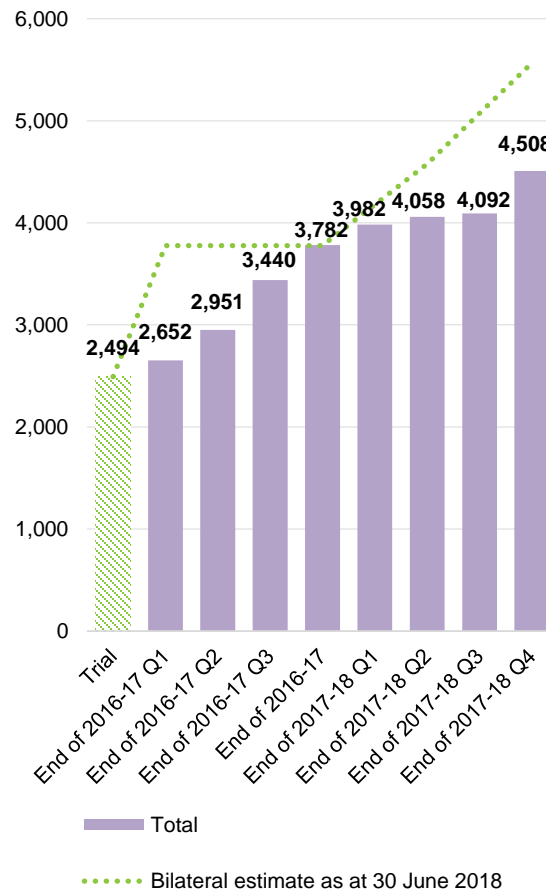
Plan approvals as at 30 June 2018

As at the end of 2017-18 Q4, the cumulative total number of participants receiving support was 4,508. Of these, 1,764 transitioned from an existing State/Territory program and 117 transitioned from an existing Commonwealth program.

Overall, since 1 July 2014, there have been 10,966 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



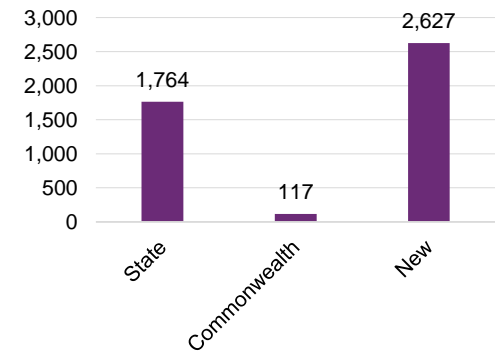
78%

of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 - 30 June 2018)

4,508

plan approvals to date

Plan approvals by participant referral pathway

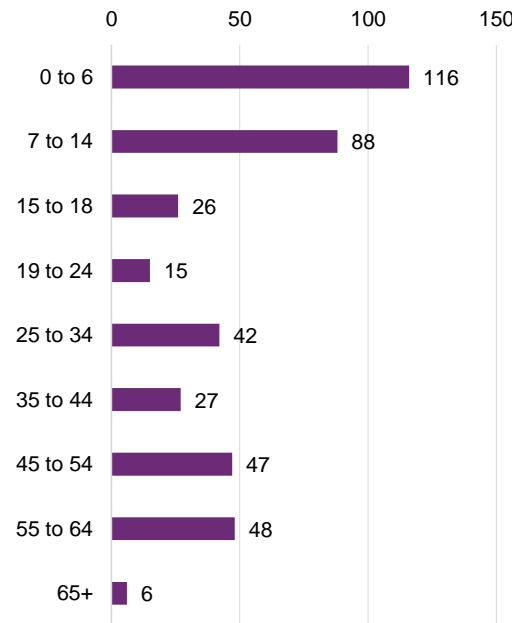


Participant Profiles by Age Group

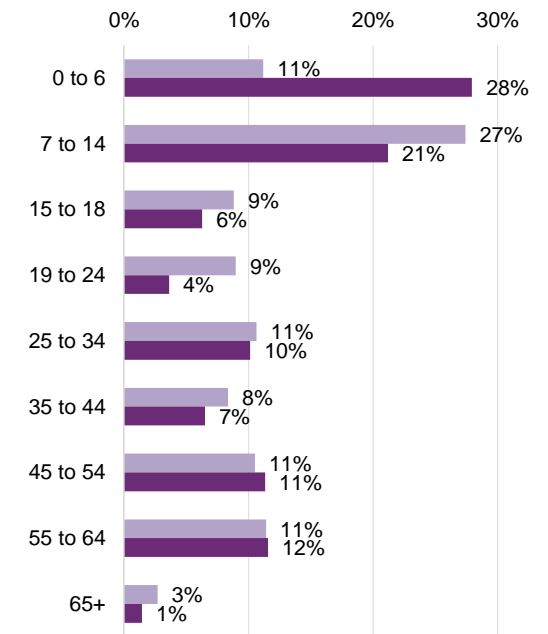
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

Around 28% of participants entering in this quarter are aged 0 to 6 years. This is much higher compared to 11% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q4 by age group



% of active participants with a plan approved by age group



■ % of active participants approved in prior quarters
 ■ % of active participants approved in 2017-18 Q4

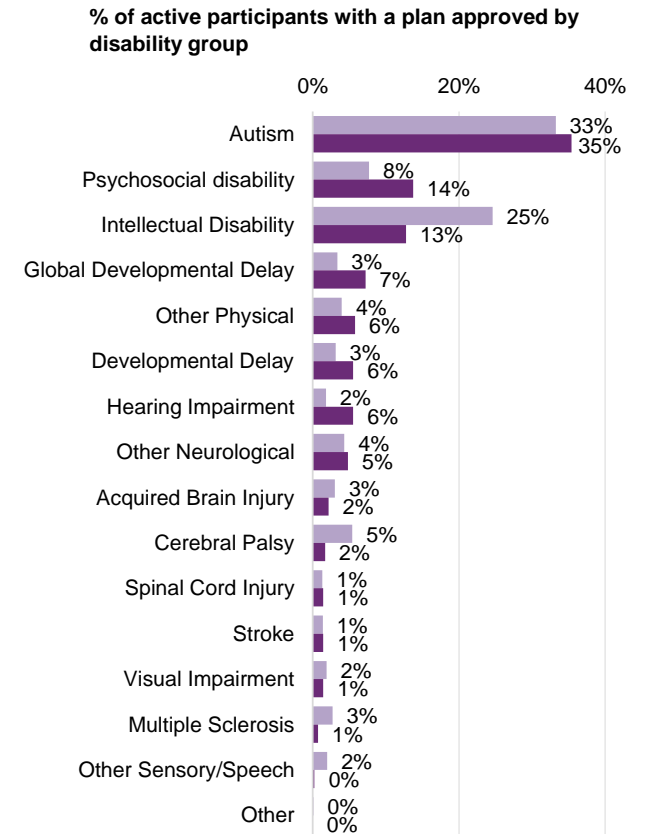
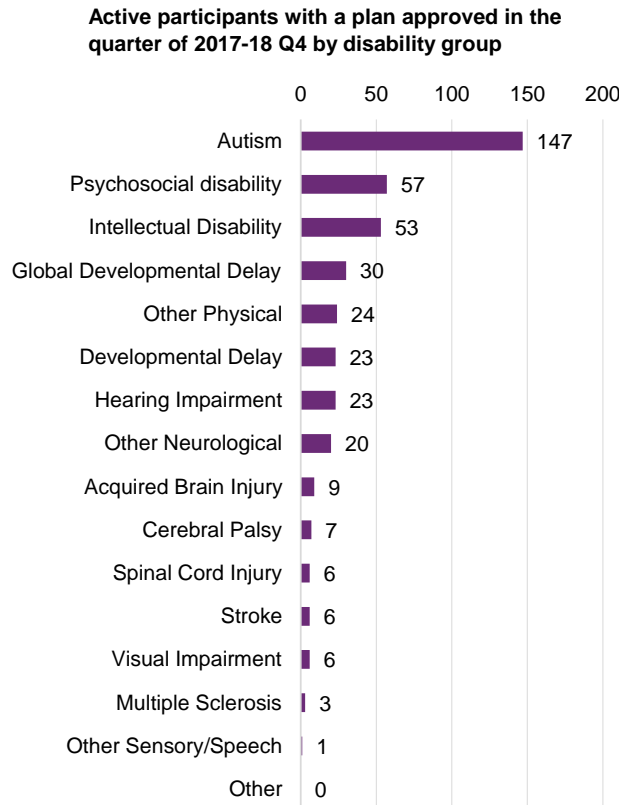
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.

35% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Autism.

13% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability, compared to 25% in previous quarters.



■ % of active participants approved in prior quarters
 ■ % of active participants approved in 2017-18 Q4

Note 1: Of the 53 active participants identified as having an intellectual disability, 3 (6%), 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

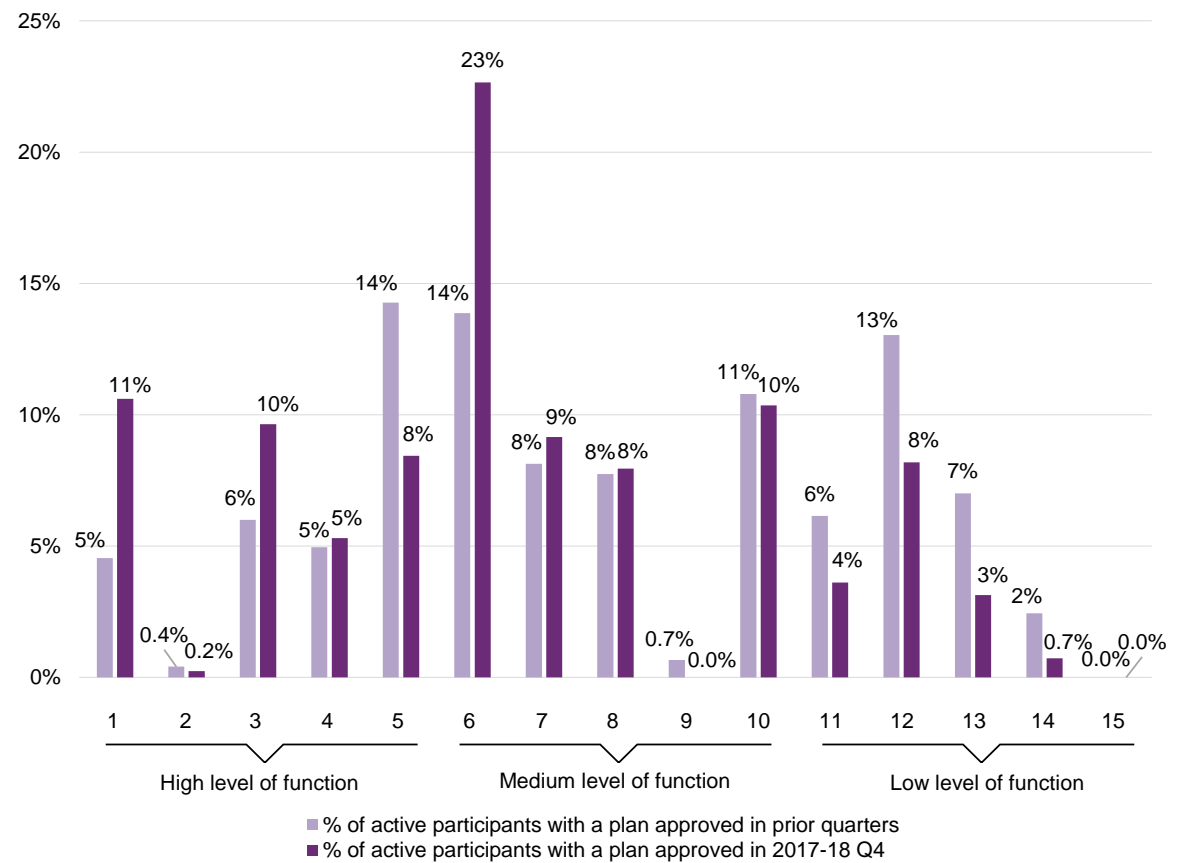
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by level of function.

For participants with a plan approval in the current quarter:

- 34% of active participants had a relatively high level of function
- 50% of active participants had a relatively moderate level of function
- 16% 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

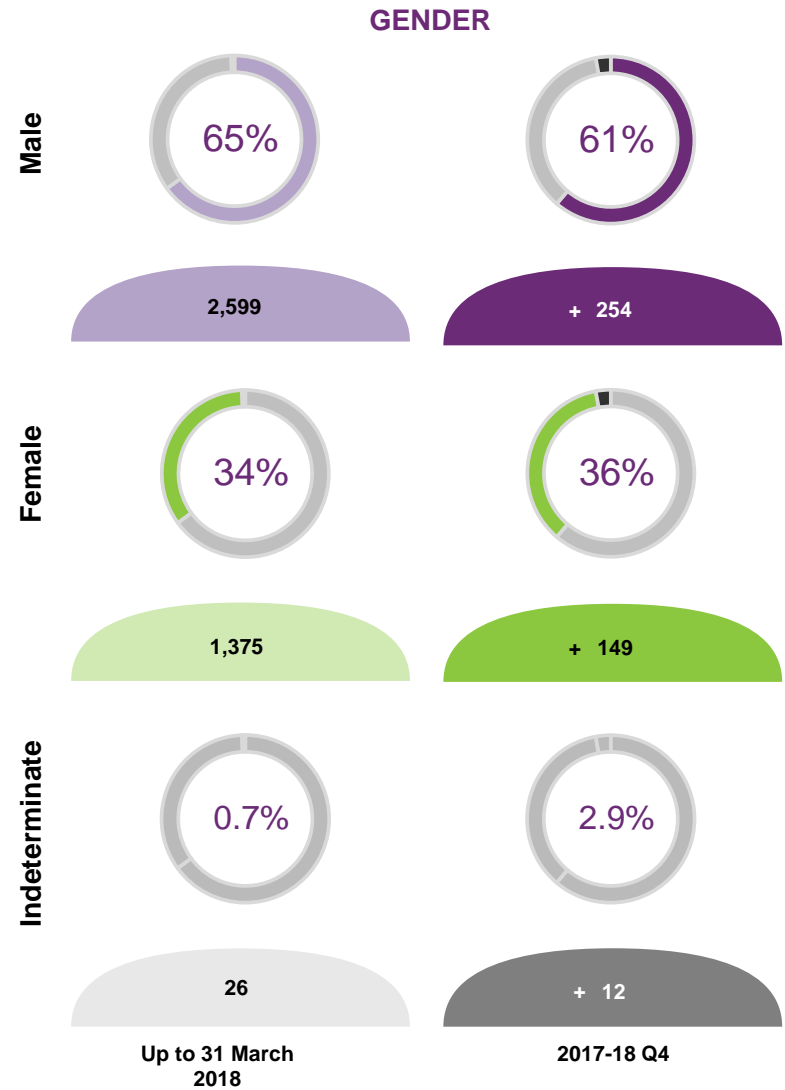




Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by gender.

The majority of participants are males.





Participant Profiles

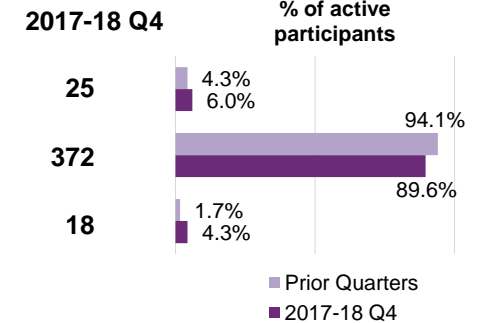
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018.

Of the participants with a plan approved in 2017-18 Q4:

- 6.0% were Aboriginal or Torres Strait Islander, compared with 4.3% for prior periods.
- 0.2% were Young people in residential aged care, compared with 0.7% for prior periods.
- 7.5% were Culturally and linguistically diverse, compared with 7.3% for prior periods.

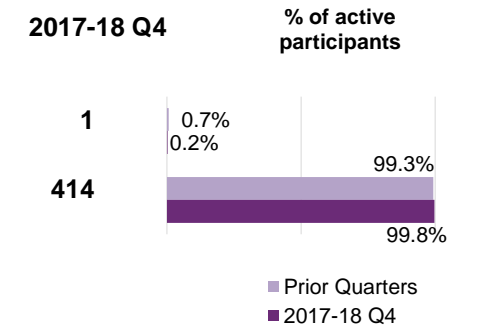
Aboriginal & Torres-Strait Islander

Category	2017-18 Q4
Aboriginal and Torres Strait Islander	25
Not Aboriginal and Torres Strait Islander	372
Not Stated	18



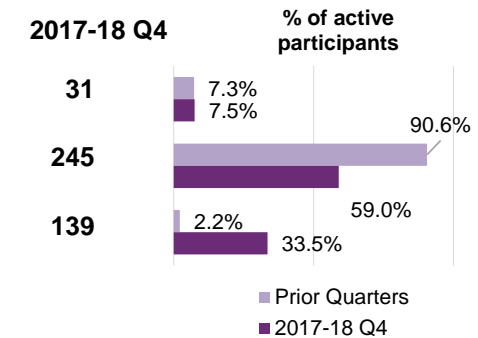
Young people in residential aged care status

Category	2017-18 Q4
Young people in residential aged care	1
Young people not in residential aged care	414



Culturally and linguistically diverse

Category	2017-18 Q4
Culturally and linguistically diverse	31
Not culturally and linguistically diverse	245
Not stated	139

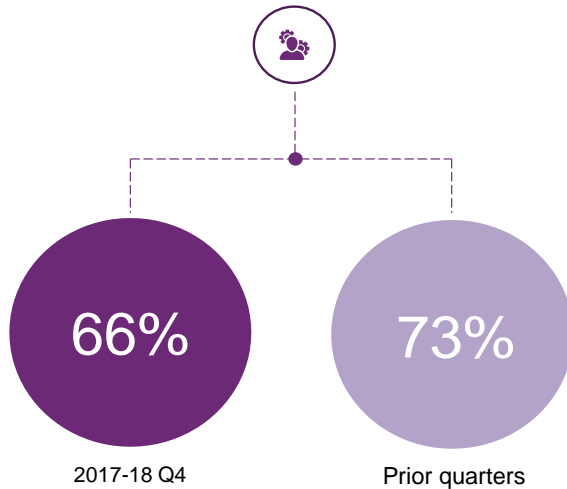


Plan Management Support Co-ordination

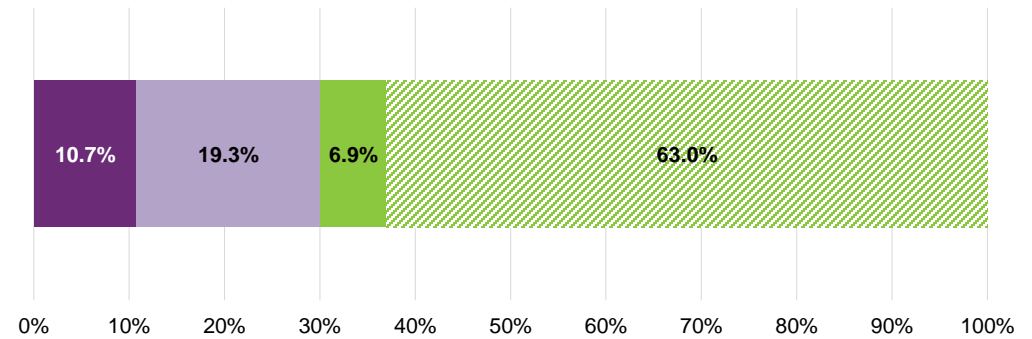
The proportion of participants who are fully or partly self-managing their plan was slightly higher in 2017-18 Q4 (31%), compared with prior quarters of transition (30%).

66% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 73% in prior quarters of transition.

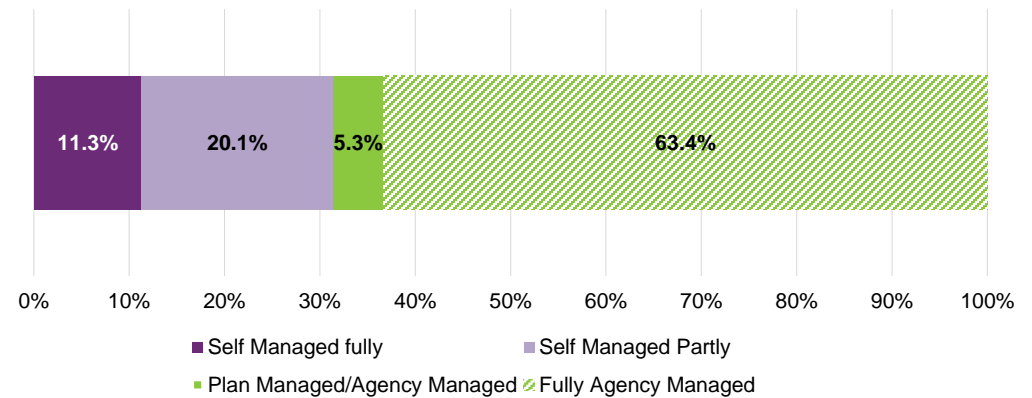
Support Co-ordination



Prior quarters (transition only)



2017-18 Q4



Plan Activation

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

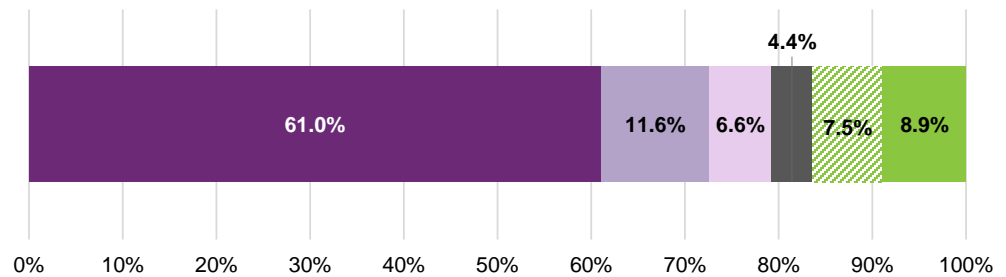
The percentage of plans activated within 90 days of approval were:

- 79% of plans approved in prior quarters
- 79% of plans approved in 2017-18 Q2.

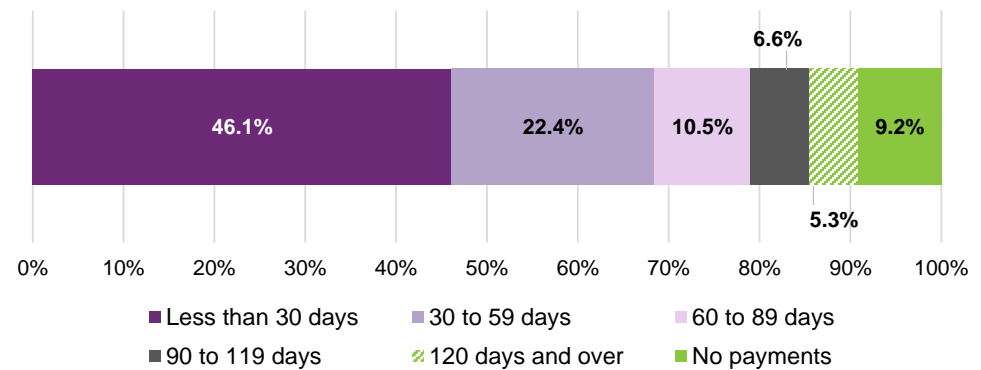
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q2



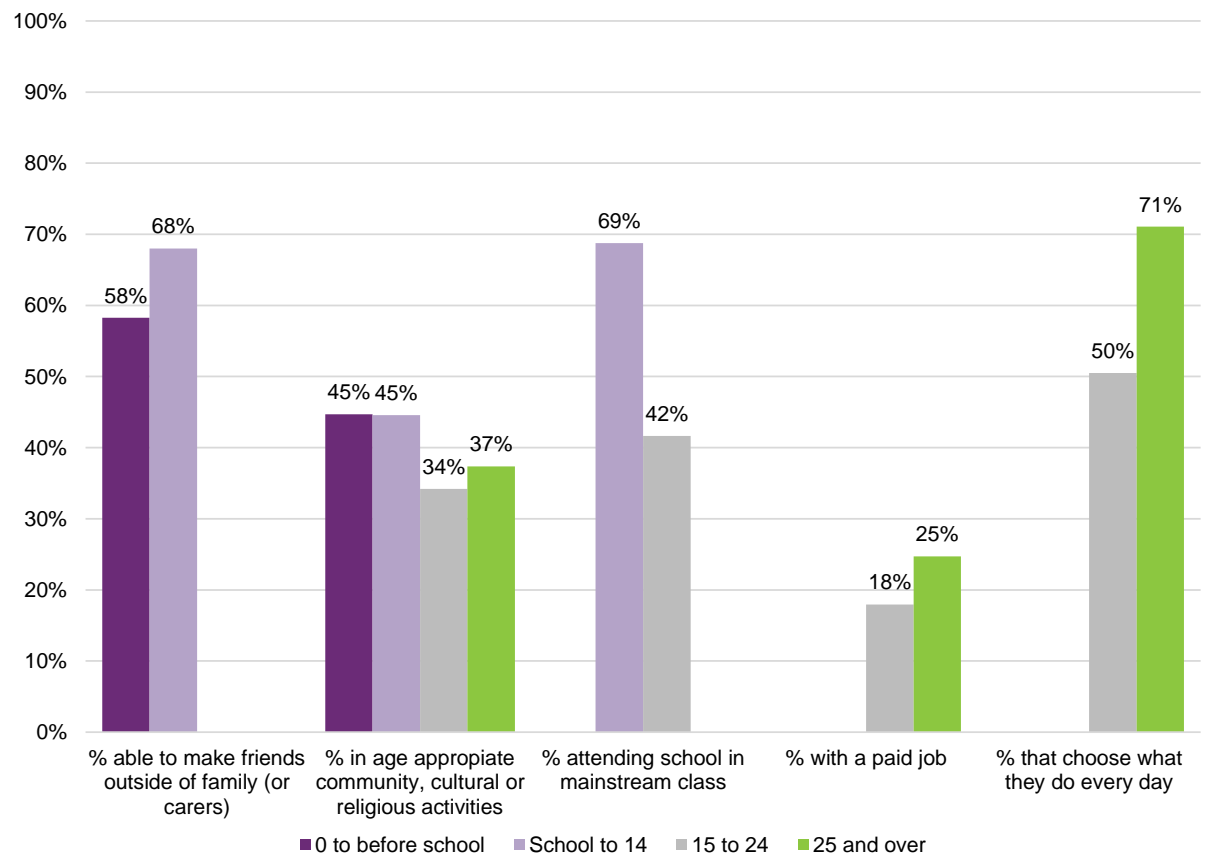
Note: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Baseline outcome measures were collected from 98% of participants receiving their initial plan since 1 July 2016.

- 58% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 68% of participants from school age to 14
- 45% of participants aged 0 to 14 are engaged in age appropriate community, cultural or religious activities, compared to 34% - 37% for other age groups
- 69% of participants from school age to 14 attend school in a mainstream class, compared to 42% of participants aged 15 to 24
- 25% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24
- 71% of participants aged 25 and over choose what they do every day, compared to 50% of participants aged 15 to 24

Selected key baseline indicators for participants

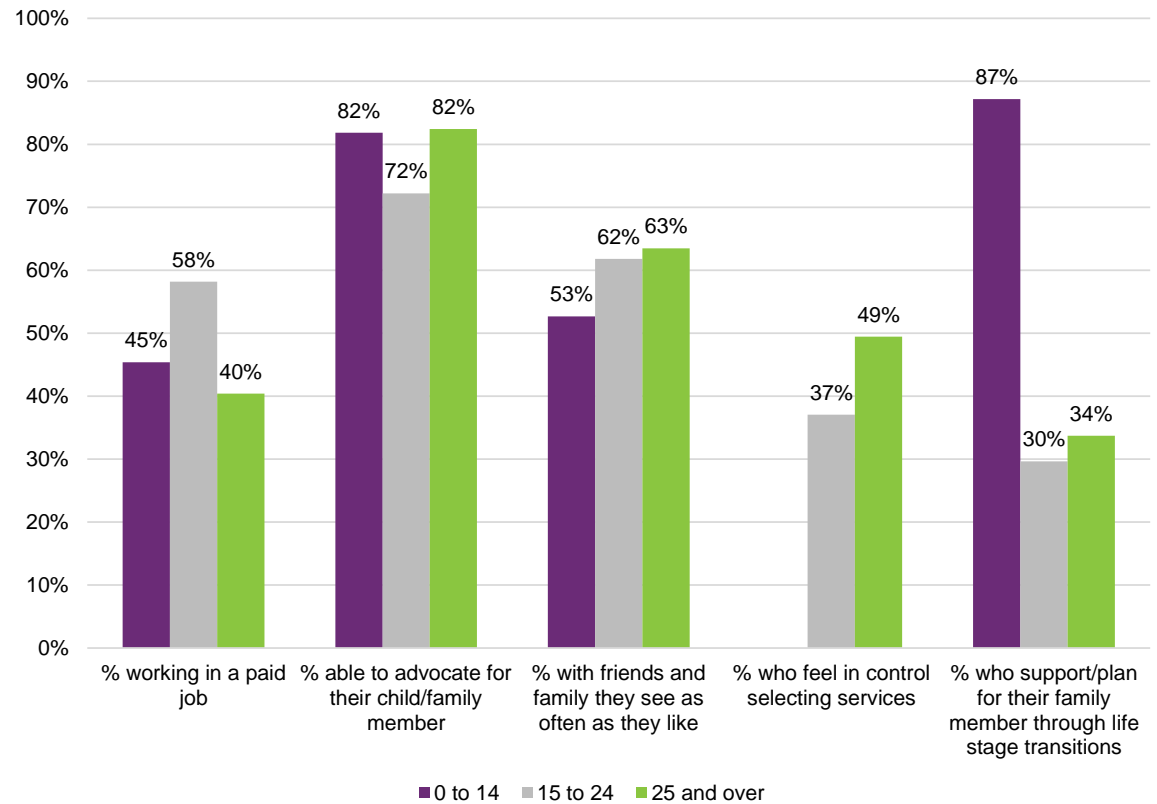


Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (58%)
- able to advocate for their child/family member was 82% for participants aged 0 to 14, or 25 and over
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (63%)
- who feel in control selecting services was highest for participants aged 25 and over (49%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)

Selected key baseline indicators for families and carers of participants



Has the NDIS helped? Participants

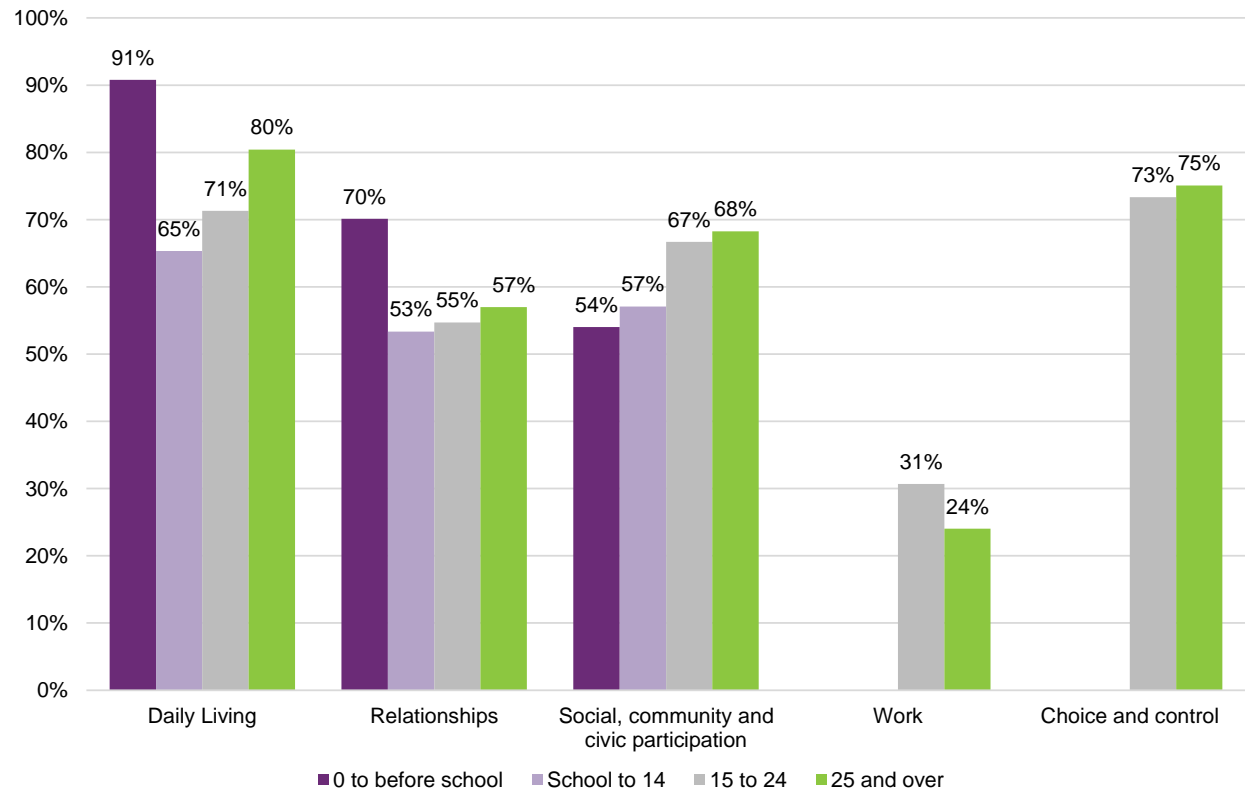
Perceptions of whether the NDIS has helped.

Participants who entered the Scheme during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:

- Daily Living (91%), for participants aged 0 to before school
- Daily Living (65%), for participants of school age to 14
- Choice and control (73%), for participants aged 15 to 24
- Daily Living (80%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



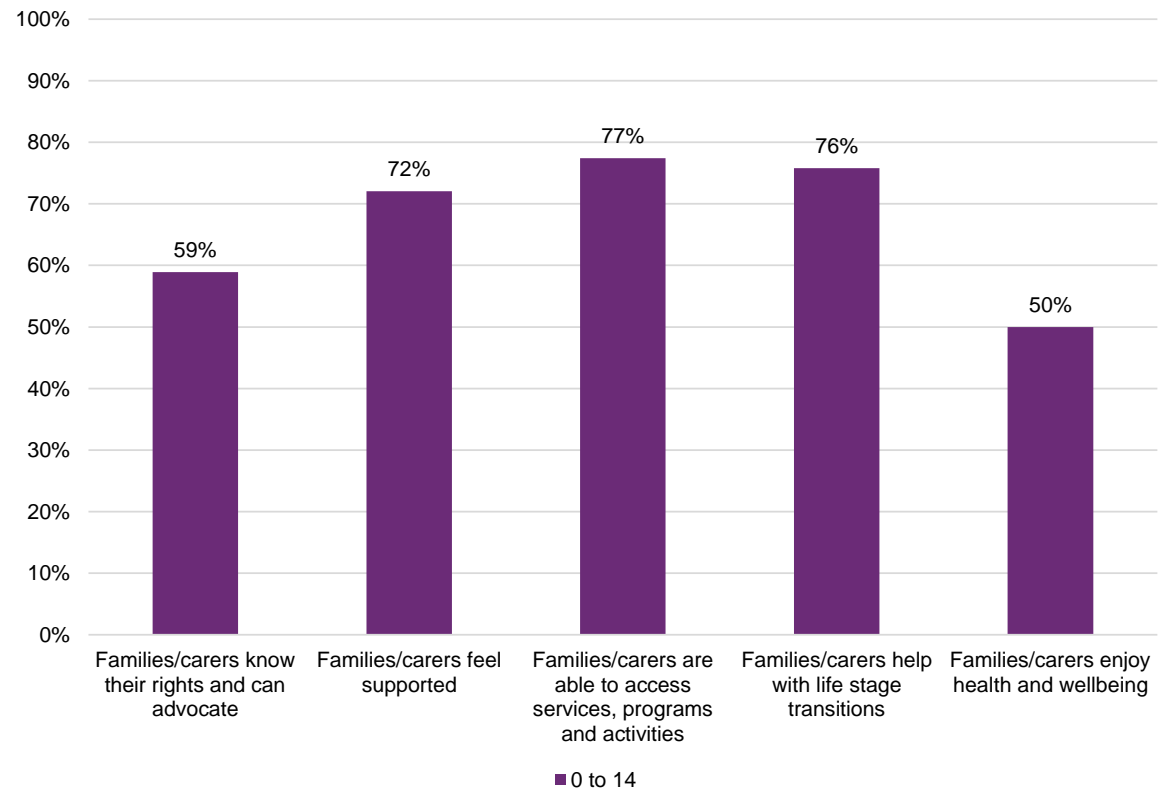
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most with accessing services, programs and activities, and with life stage transitions.

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



Note: There was insufficient data for families of participants aged 15 and over.

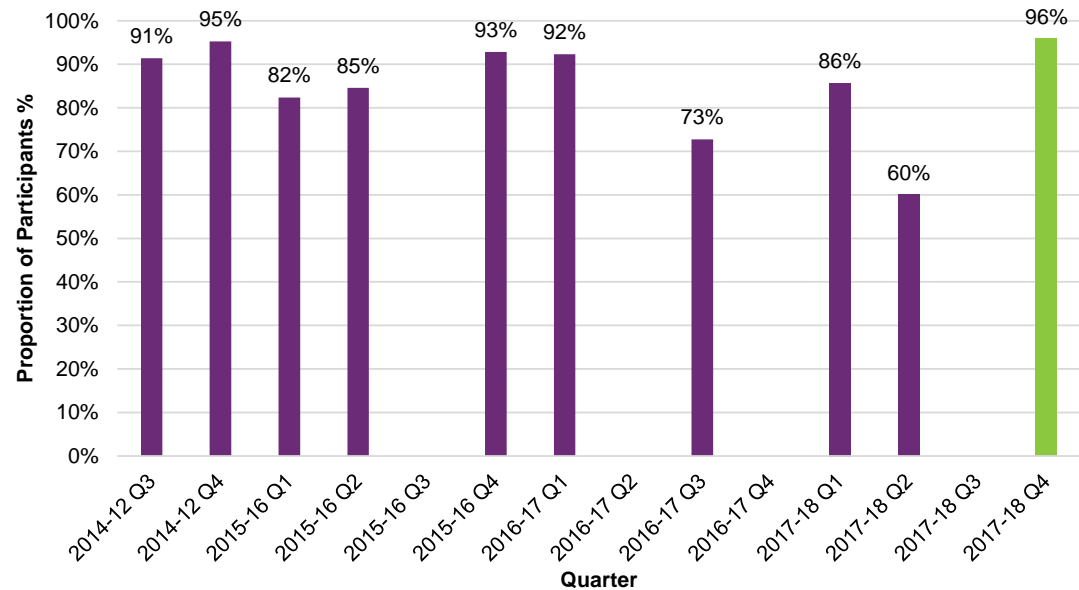
Participant Satisfaction

96% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased significantly since the previous quarter with sufficient data.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction had dropped since trial, though for 2017-18 Q4 is at it's highest to date (96%).

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.

Committed Supports and Payments

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

Overall, \$10.9m has been paid to providers and participants for supports provided in 2014-15, \$51.1m in 2015-16, \$129.9m in 2016-17 and \$147.3m in 2017-18.

Summary

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



Key Statistics

\$256.5

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

\$212.1

MILLION OF SUPPORTS IN RESPECT OF 2017-18

\$128.3

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

\$10.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2014-15, \$51.1M IN 2015-16, \$129.9M IN 2016-17 AND \$147.3M IN 2017-18.

OVERALL, 58% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15, 73% IN 2015-16, 77% IN 2016-17 AND 69% IN 2017-18.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

*Note: The \$128.3 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

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

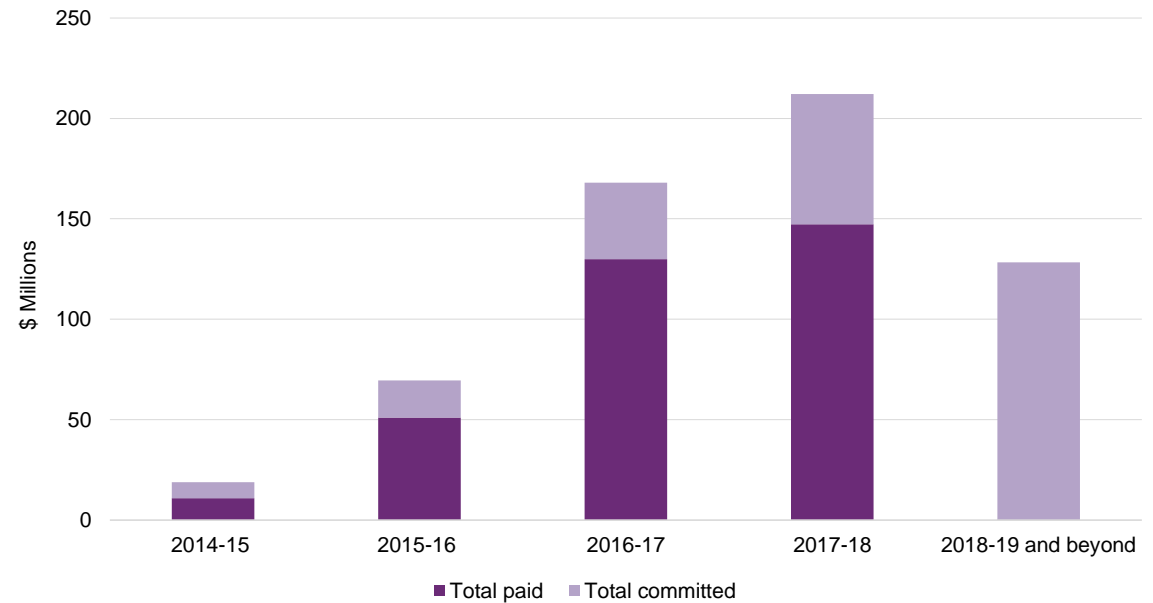
Of the \$596.9 million that has been committed in participant plans, \$339.2 million has been paid to date.

In particular, for supports provided in:

- 2014-15: \$10.9m has been paid
- 2015-16: \$51.1m has been paid
- 2016-17: \$129.9m has been paid
- 2017-18: \$147.3m has been paid

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	N/A	18.9	69.6	168.1	212.1	128.3	596.9
Total paid	N/A	10.9	51.1	129.9	147.3	0.0	339.2



Committed Supports by Cost Band

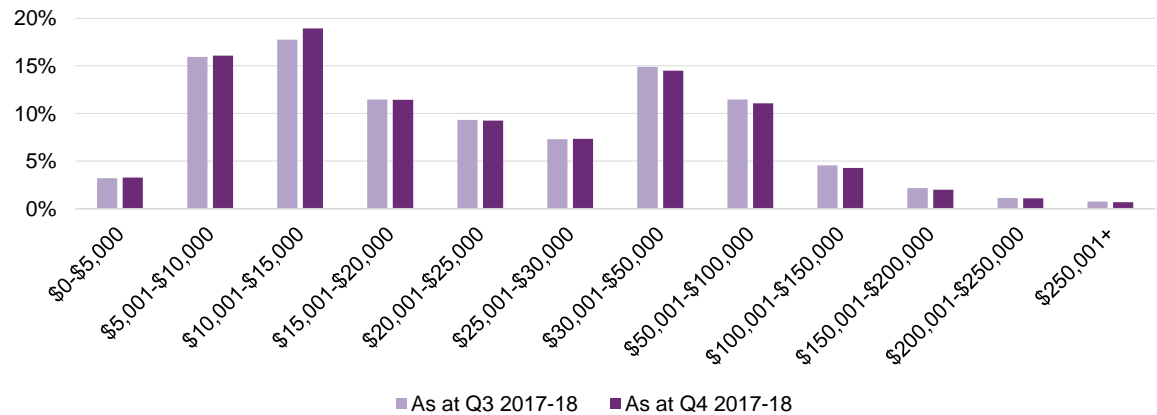
As at 2017-18 Q4 the proportion of initial plan approvals with average annualised committed supports greater than \$30,000 has decreased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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

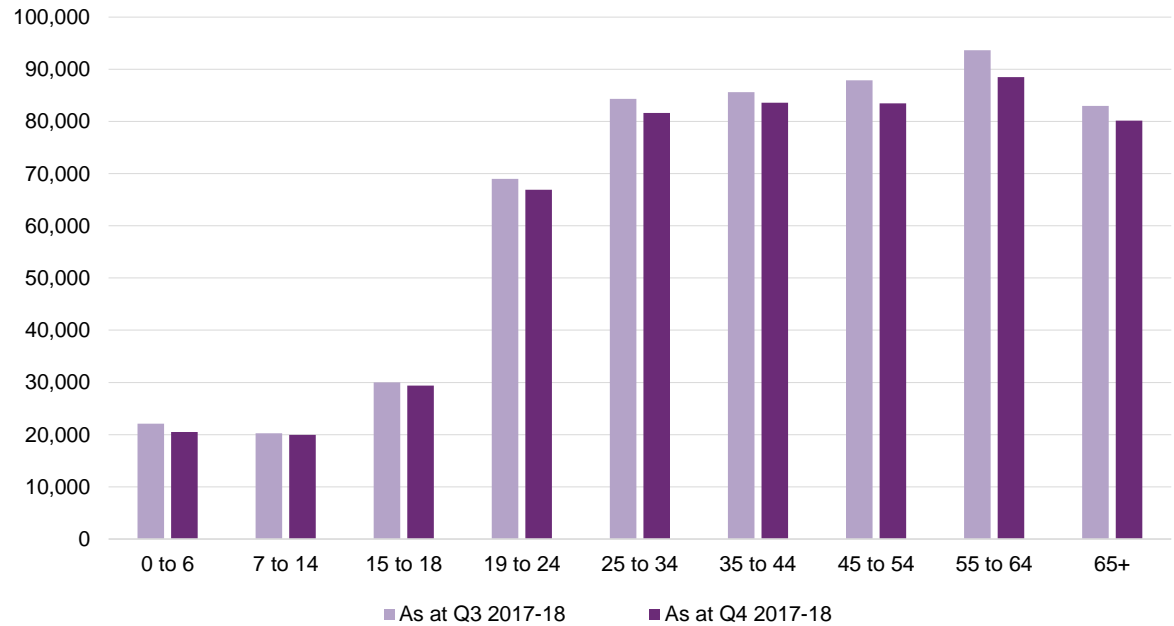


Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 25 and then stabilise at older ages.

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter across all age groups.

Average annualised committed supports by age band



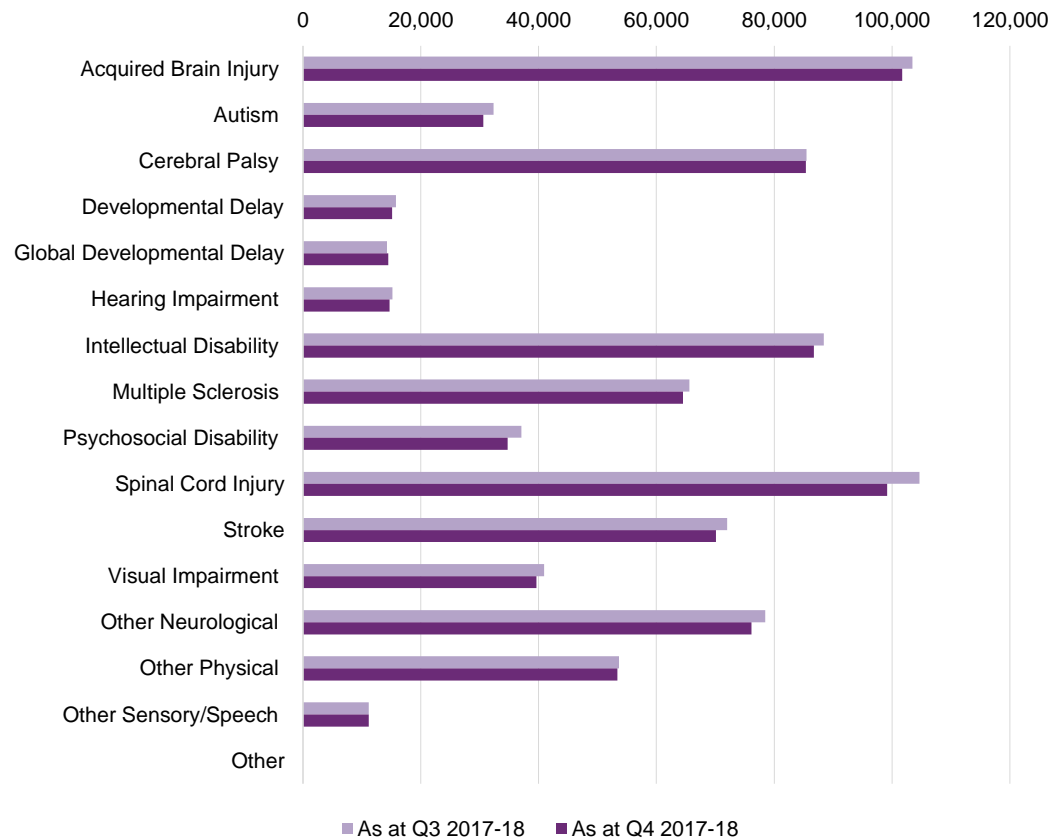
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter for most disability groups.

Average annualised committed supports by primary disability group



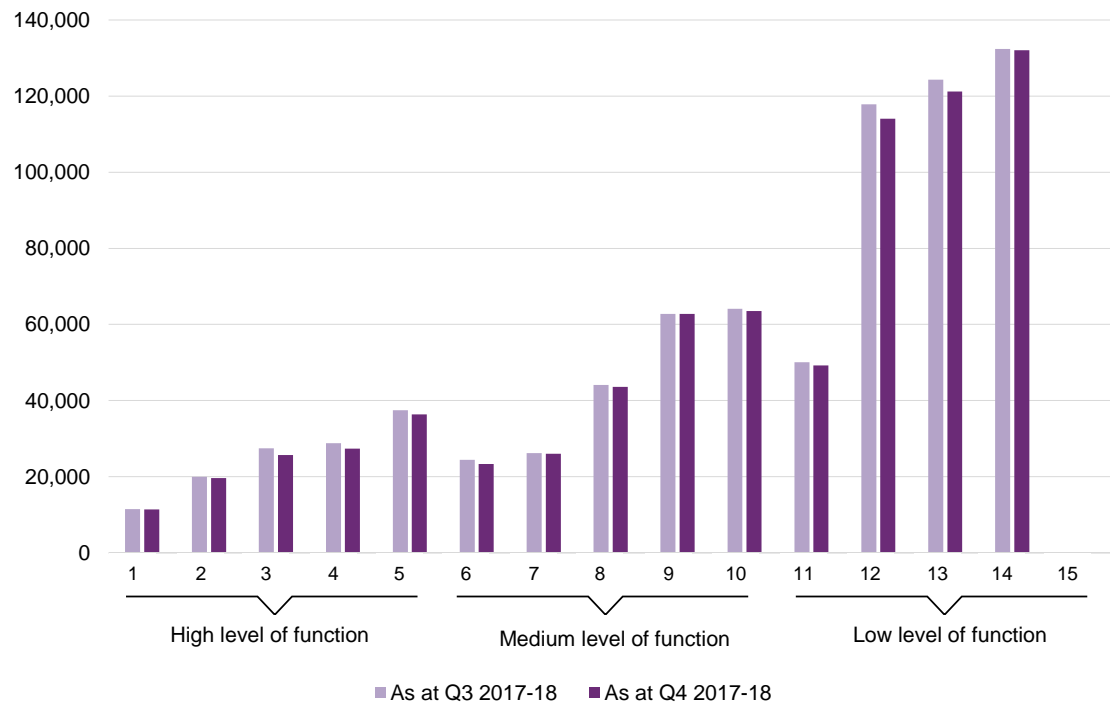
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Level of Function

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

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 have decreased since the previous quarter for participants across low, medium and high 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.

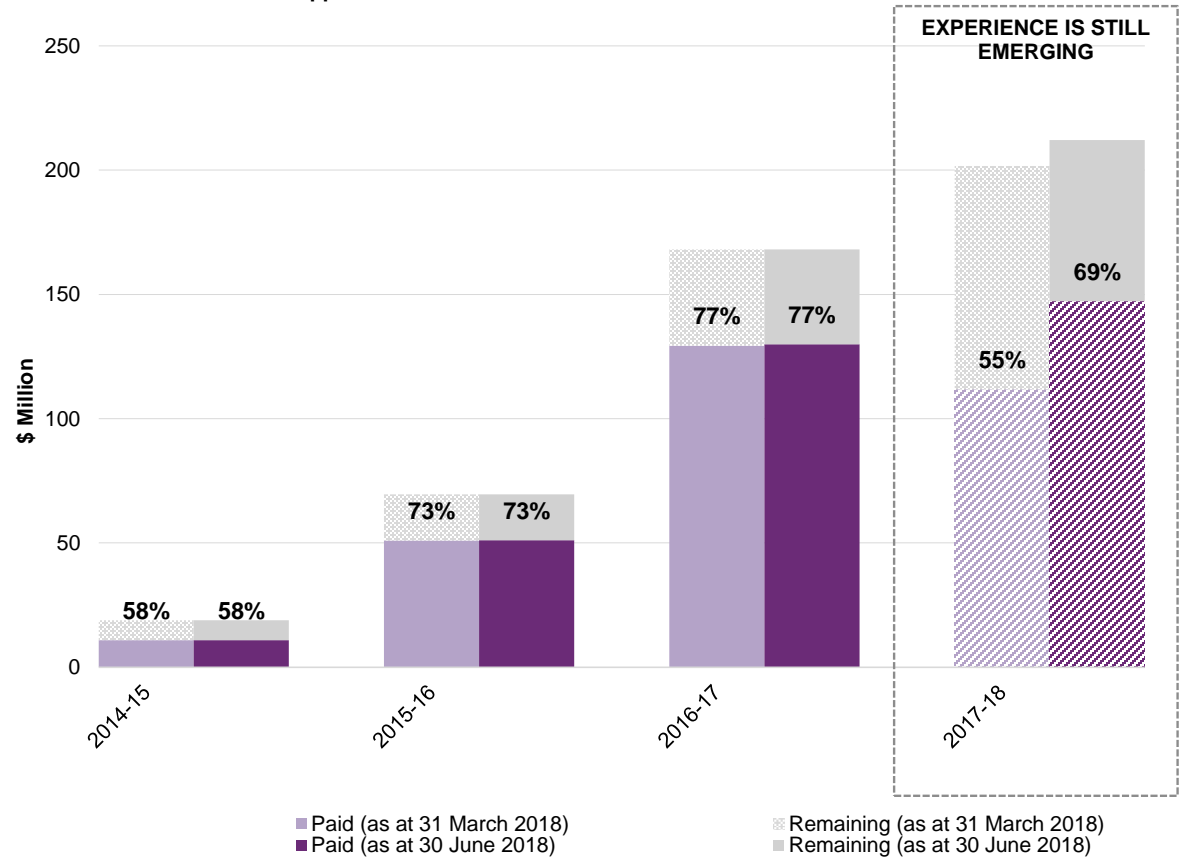
Utilisation of Committed Supports

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

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 will increase.

The utilisation of committed supports in 2017-18 is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

Utilisation of committed supports as at 31 March 2018 and 30 June 2018



Providers and Markets

The scale and extent of the market continues to grow, with a 4% increase in the number of providers during the quarter to 1,048.

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

1,048

APPROVED PROVIDERS

75-95%

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

20%

OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

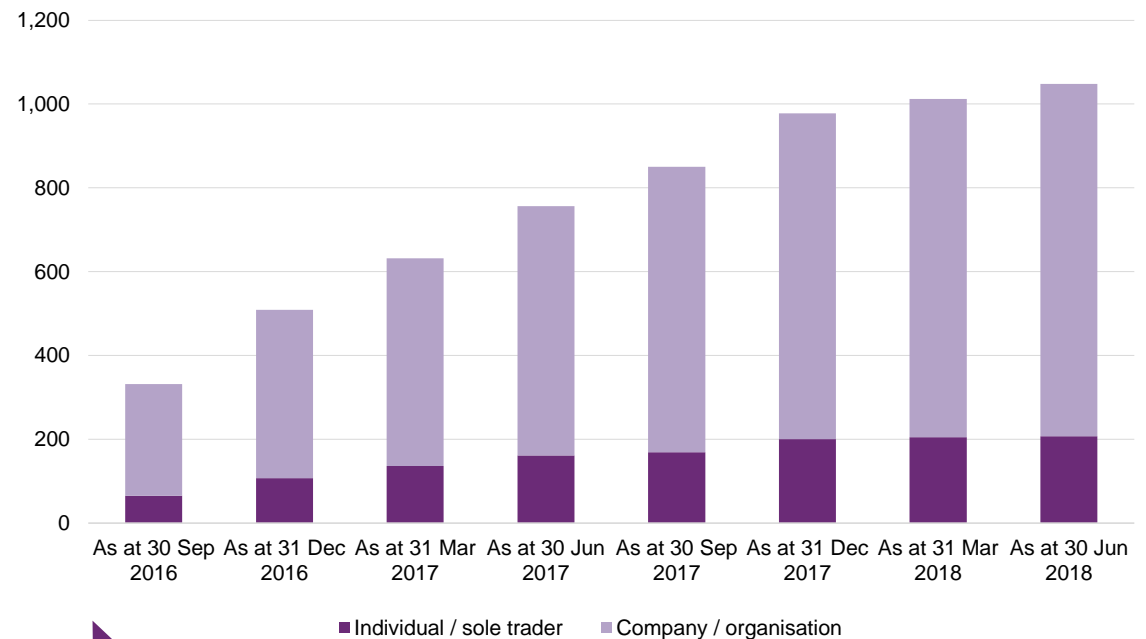
ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY THERAPEUTIC SUPPORTS AND PERSONAL MOBILITY EQUIPMENT

Providers over time

As at 30 June 2018, there were 1,048 registered service providers of which 207 were individual/sole trader operated business while the remaining 841 providers were registered as a company or organisation.



Approved providers over time by type of provider



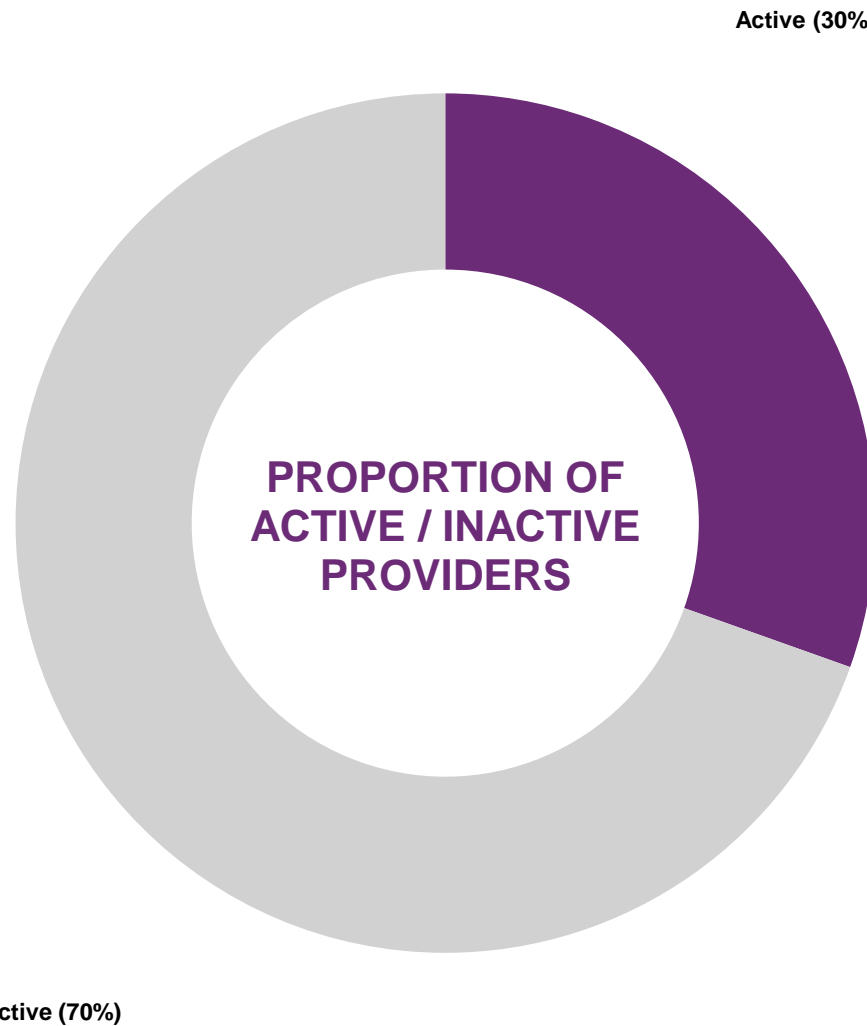
The number of approved service providers increased by 4% from 1,012 to 1,048 in the quarter.

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

Proportion of Active Providers

Change in the activity status of providers.

As at 30 June 2018, 30% of providers have been active and 70% were yet to have evidence of activity. Of the overall stock of providers, 79 providers began delivering new supports in the quarter.



Note: The proportion of active providers in WA is relatively low due to a high proportion (29%) of providers that are approved nationally but not specifically in WA.

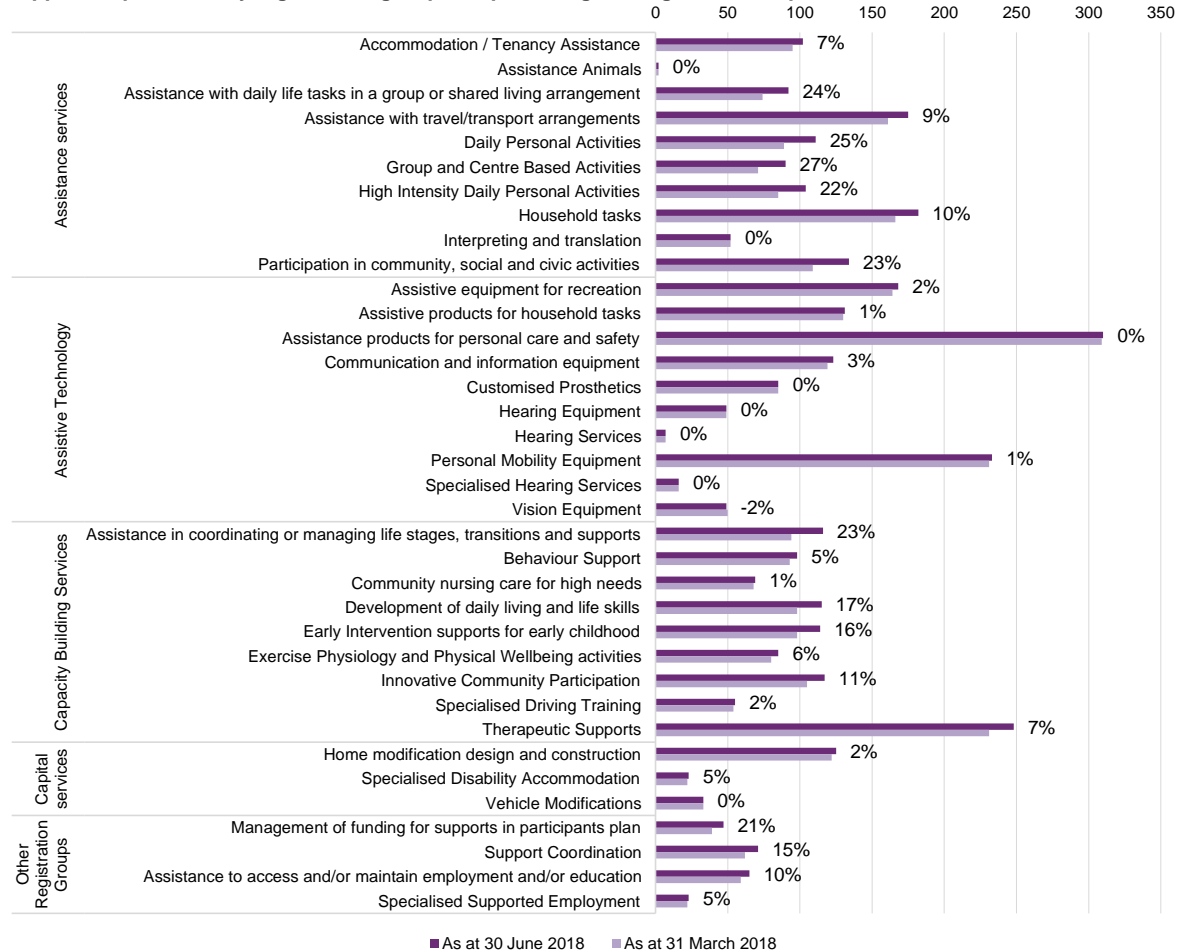
Approved Registration groups

The number of approved providers has increased for most registration groups over the quarter.

Assistance products for personal care and safety has the highest number of approved service providers and has seen no increase since the previous quarter.

The largest percentage increase in approved providers was for the Group and Centre Based Activities registration group in the quarter. This was followed by Daily Personal Activities and Assistance with daily life tasks in a group or shared living arrangement.

Approved providers by registration group and percentage change over the quarter



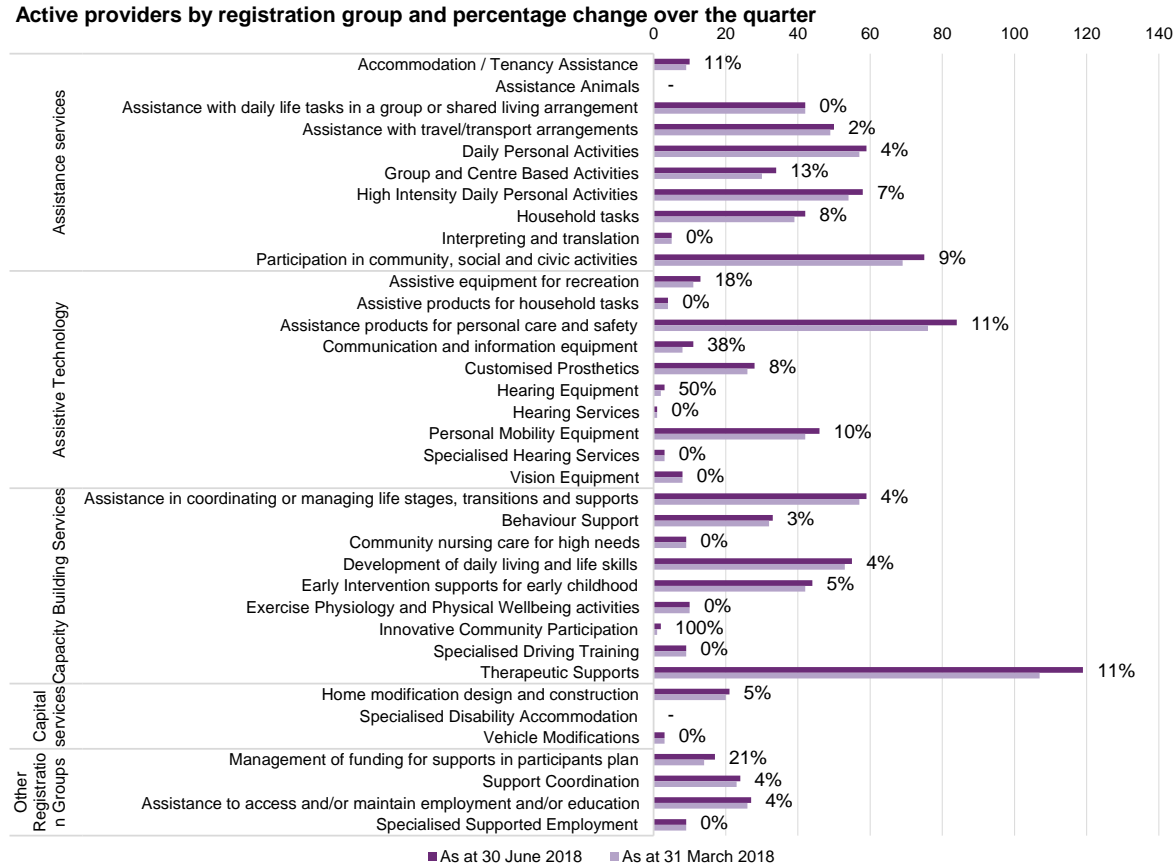
Active Registration groups

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

Therapeutic Supports has the highest number of active service providers and has seen a 11% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Innovative Community Participation registration group. This was followed by Hearing Equipment and Communication and information equipment.

Active providers by registration group and percentage change over the quarter

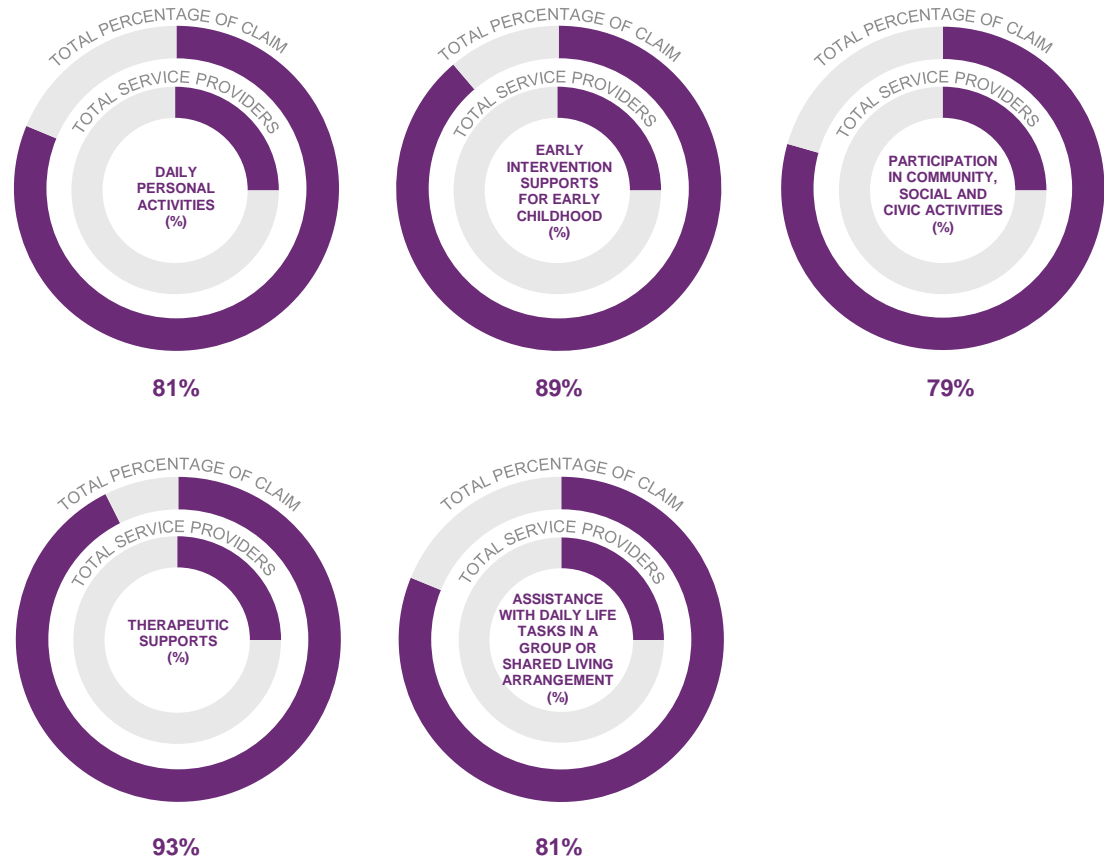


Note: Previously, providers were counted as active in a registration group if they were approved in the registration group in WA and active in any group. This has been refined in this report to only count those providers which are active in WA in the registration group considered.

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.



Information, Linkages and Capacity Building

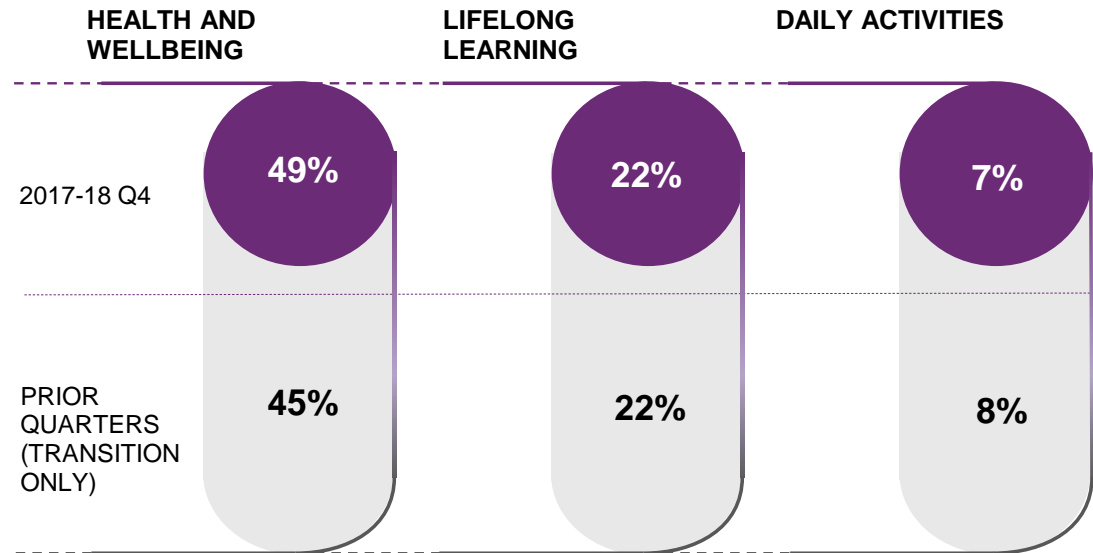
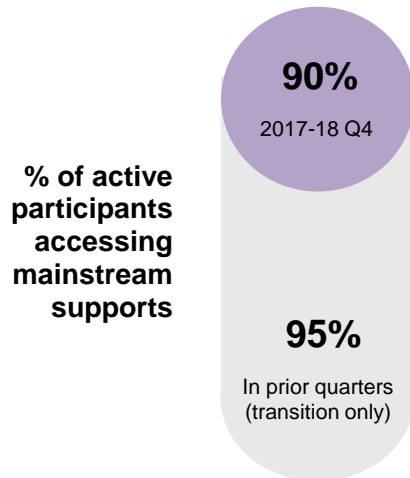
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

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

Mainstream Interface

90% of active participants with a plan approved in 2017-18 Q4 access mainstream services, a decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



Financial Sustainability

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