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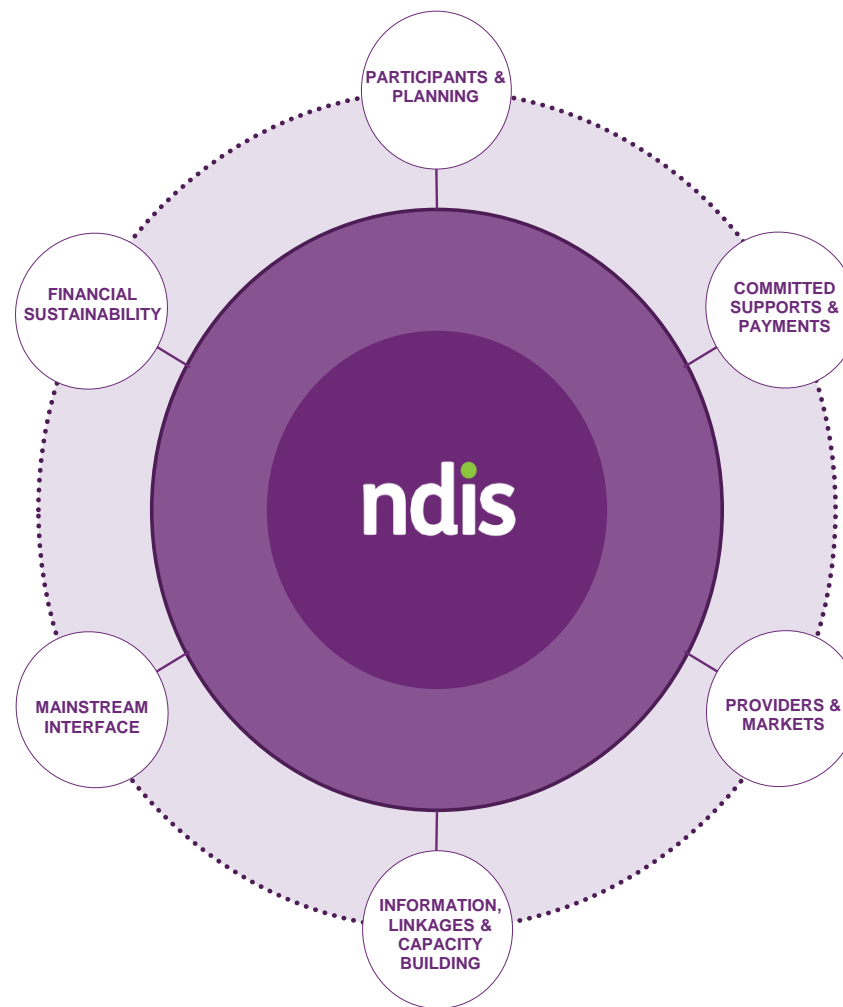
Disability Reform Council Quarterly Performance Report

Western Australia - 31 March 2018



Overview

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



Summary

Participants and Planning

34 additional participants with plans this quarter.

As at 31 March 2018, plans approved represent 81% of scheme to date bilateral estimate met (1 July 2014 - 31 March 2018)

Committed Supports and Payments

\$302.9 million has been paid to providers and participants since Scheme inception.

Overall,
• 58% of committed supports were utilised in 2014-15,
• 73% in 2015-16,
• 77% in 2016-17.
2017-18 experience is still emerging.

Providers and Markets

1,012 approved providers, a 3% 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

94% of active participants with a plan approved in 2017-18 Q3 access mainstream services.

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 34 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

288

ACCESS DECISIONS
IN 2017-18 Q3

(INCLUDING BOTH
ACCESS MET AND
ACCESS NOT MET)

34

INITIAL PLANS APPROVED
IN 2017-18 Q3

81%

OF SCHEME TO DATE
BILATERAL ESTIMATE
MET
(1 JULY 2014 - 31
MARCH 2018)

24%

OF PARTICIPANTS
WITH AN INITIAL PLAN
APPROVED IN 2017-18
Q3 ARE AGED 35 TO 44
YEARS

24%

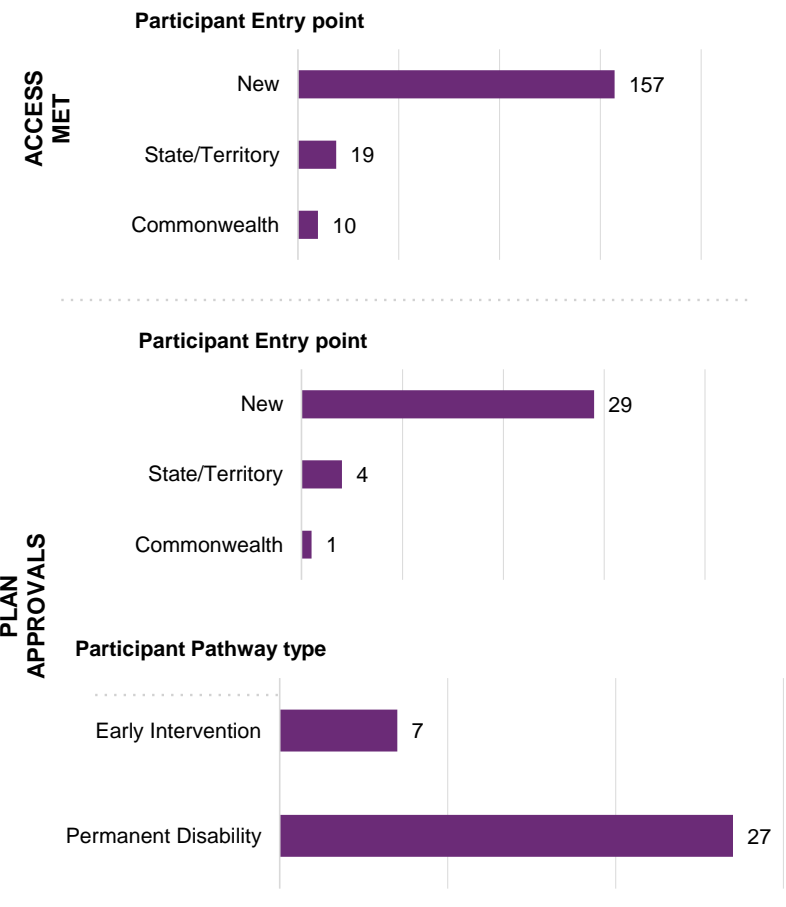
OF PARTICIPANTS
WITH AN INITIAL PLAN
APPROVED IN 2017-18
Q3 HAVE A REPORTED
PRIMARY DISABILITY
OF PSYCHOSOCIAL
DISABILITY

Quarterly Intake

2017-18 Q3

Of the 186 participants deemed 'eligible' this quarter 84% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 34 plan approvals this quarter, 85% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program) and 79% entered with a permanent disability.



Quarterly Intake Detail

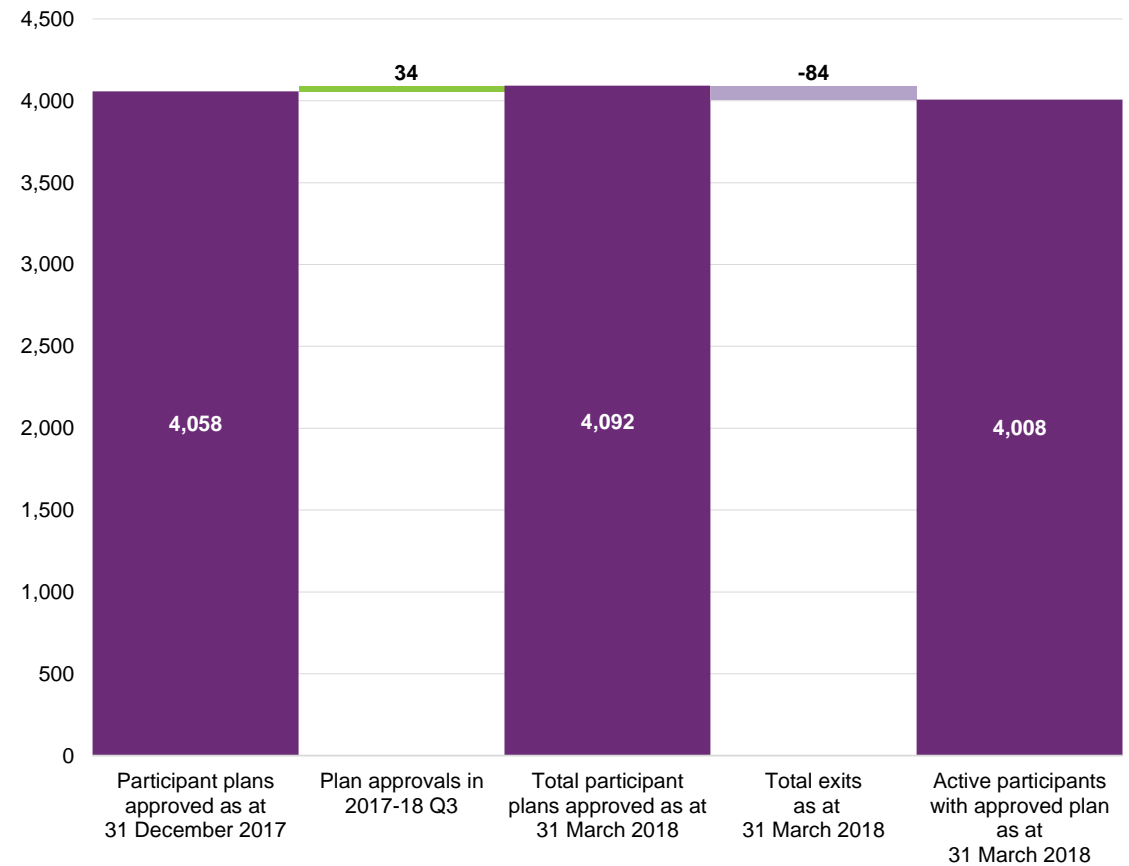
Plan approvals as at 31 March 2018

Plan approval numbers have increased from 4,058 at the end of 2017-18 Q2 to 4,092 by the end of 2017-18 Q3. This is an increase of 34 approvals.

As at 31 March 2018 there were 84 exits bringing the overall number to 4,008.

In the quarter of 2017-18 Q3 there were 1,069 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 December 2017 and 31 March 2018



Cumulative Position

Plan approvals as at 31 March 2018

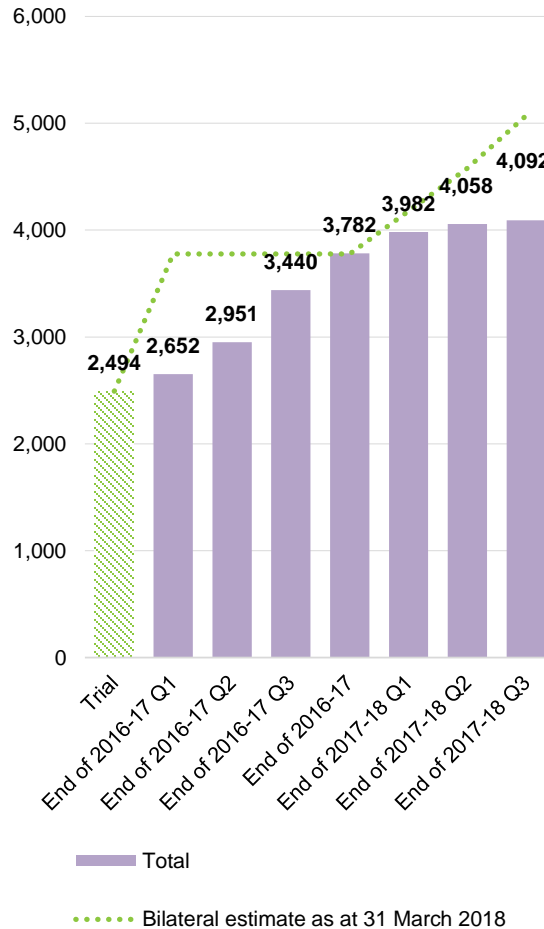
As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 4,092. Of these, 2,188 transitioned from an existing State/Territory program and 100 transitioned from an existing Commonwealth program.

In addition, 333 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 July 2014, there have been 5,211 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



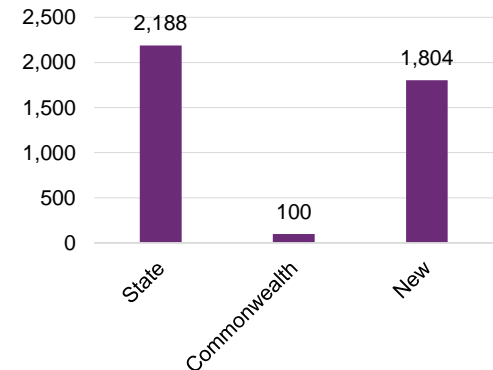
81%

of scheme to date bilateral estimate met (1 July 2014 - 31 March 2018)

4,092

plan approvals to date

Plan approvals by participant referral pathway

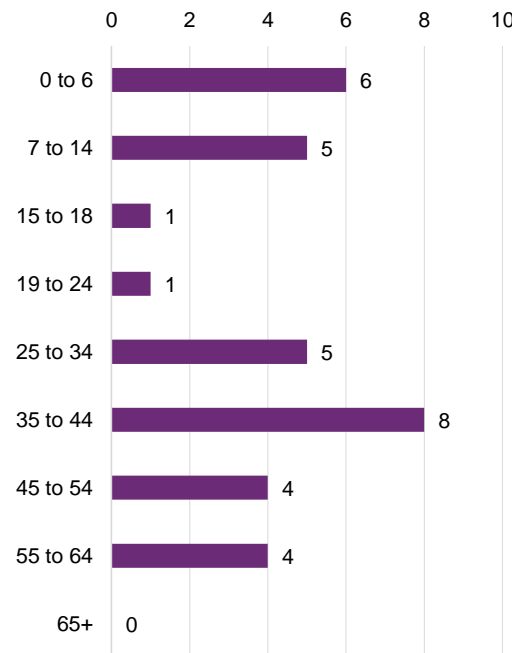


Participant Profiles by Age Group

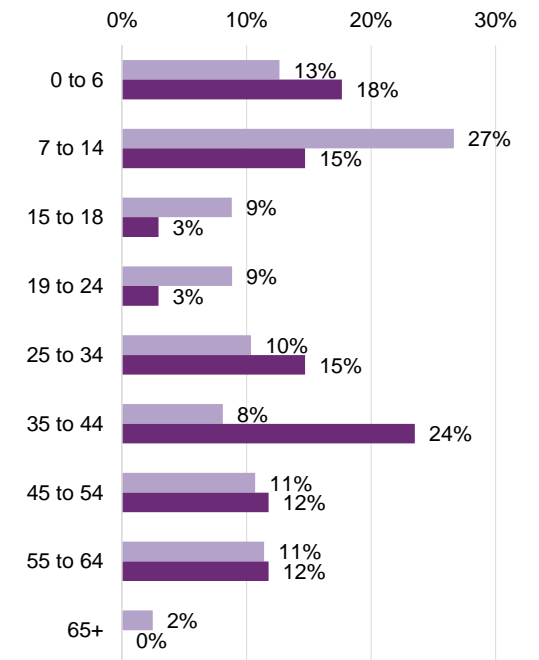
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by age group.

24% of participants entering in this quarter are aged 35 to 44 years, compared to 8% in prior quarters. However, due to a low number of entrants, these results should be interpreted with caution.

Active participants with a plan approved in the quarter of 2017-18 Q3 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 Q3

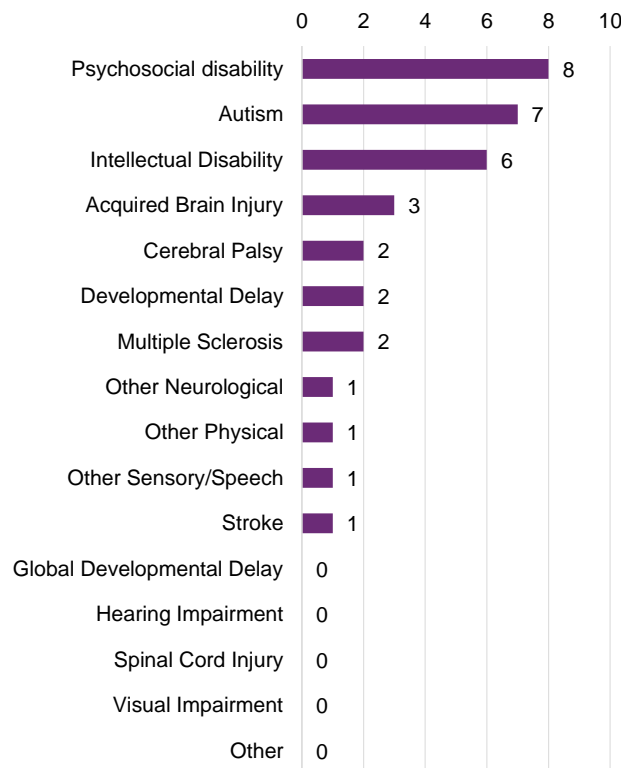
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by disability group.

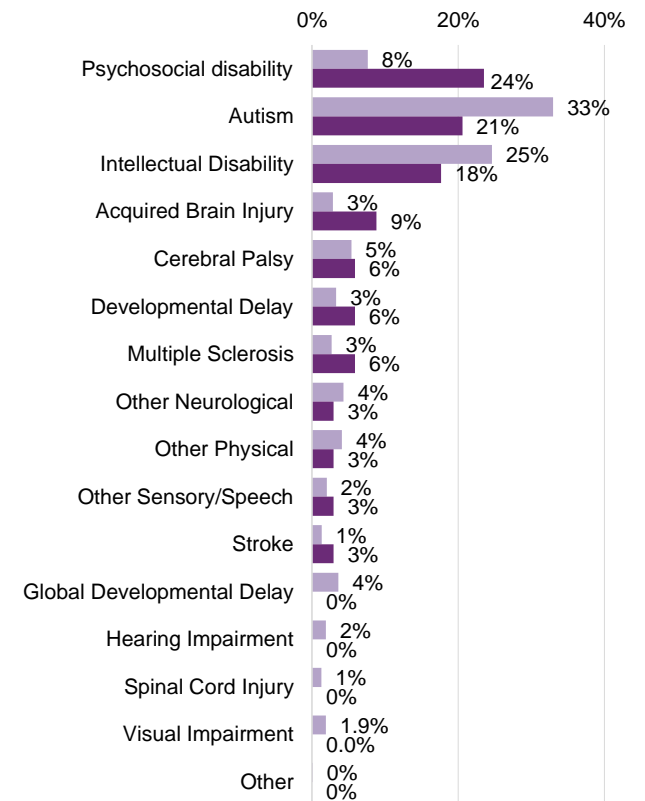
24% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Psychosocial disability. However, due to a low number of entrants, these results should be interpreted with caution.

Active participants with a plan approved in the quarter of 2017-18 Q3 by disability group



Note: Of the 6 active participants identified as having an intellectual disability, 1 (17%), has down syndrome.

% of active participants with a plan approved by disability group



■ % of active participants approved in prior quarters
 ■ % of active participants approved in 2017-18 Q3

Participant Profiles by Level of Function

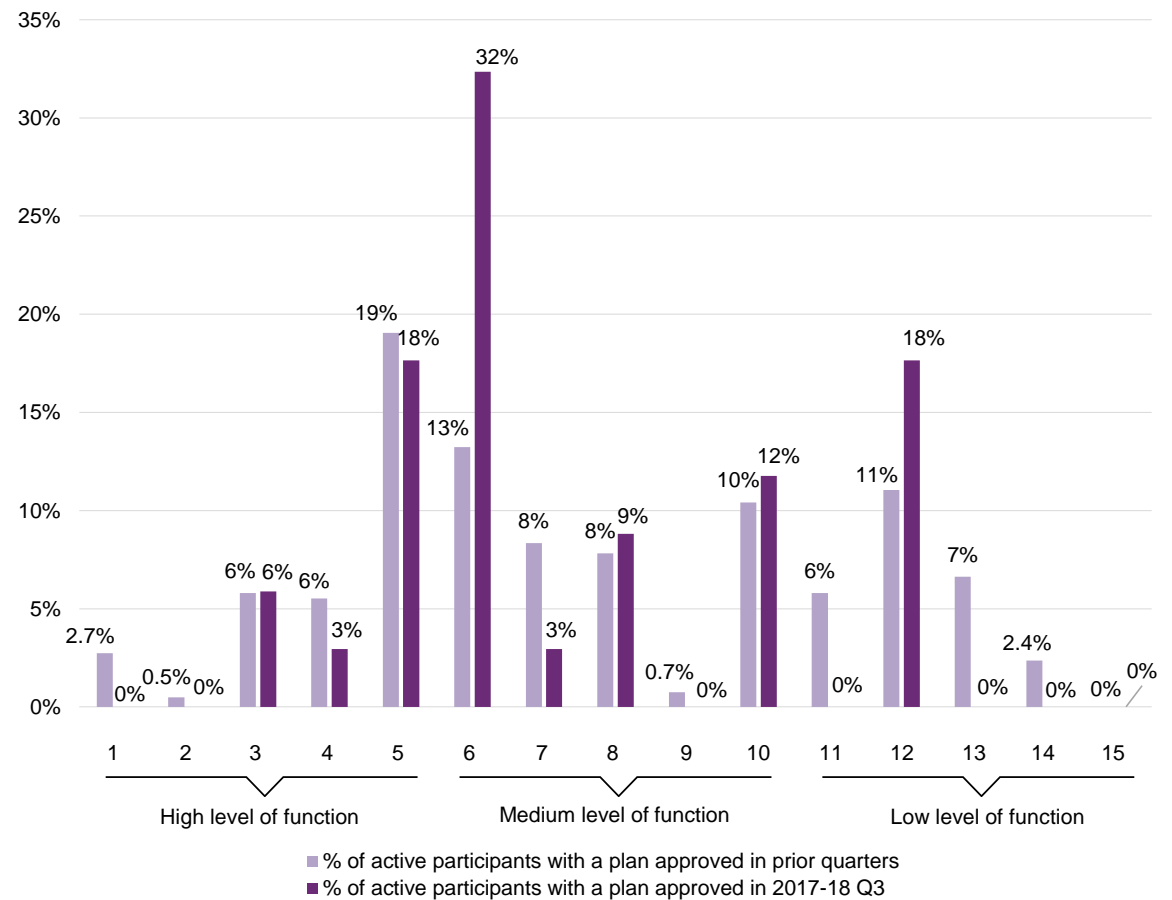
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by level of function.

For participants with a plan approval in the current quarter:

- 26% of active participants had a relatively high level of function
- 56% of active participants had a relatively moderate level of function
- 18% 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 Q3, compared with plan approvals as at 31 December 2017, by gender.

The majority of participants are males.





Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017.

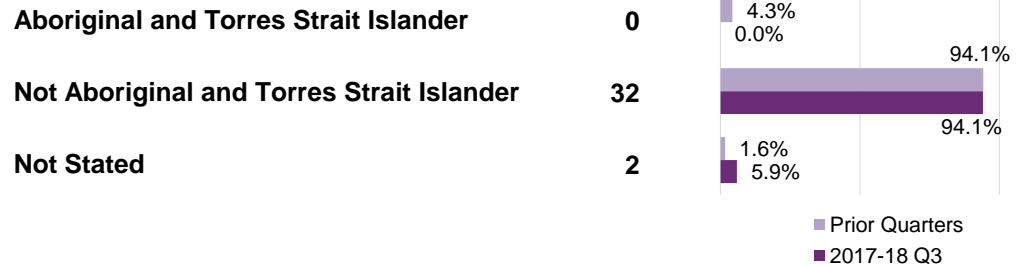
Of the participants with a plan approved in 2017-18 Q3:

- 0 were Aboriginal or Torres Strait Islander, compared with 4.3% for prior periods.
- 0 were Young people in residential aged care, compared with 0.5% for prior periods.
- 5.9% were Culturally and linguistically diverse, compared with 7.2% for prior periods.

Aboriginal & Torres-Strait Islander

2017-18 Q3

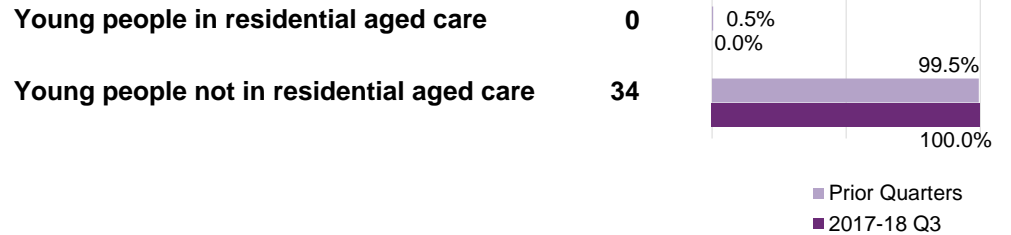
% of active participants



Young people in residential aged care status

2017-18 Q3

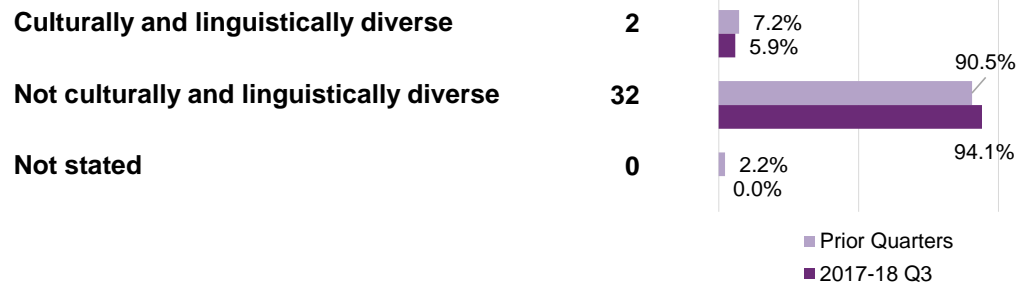
% of active participants



Culturally and linguistically diverse

2017-18 Q3

% of active participants

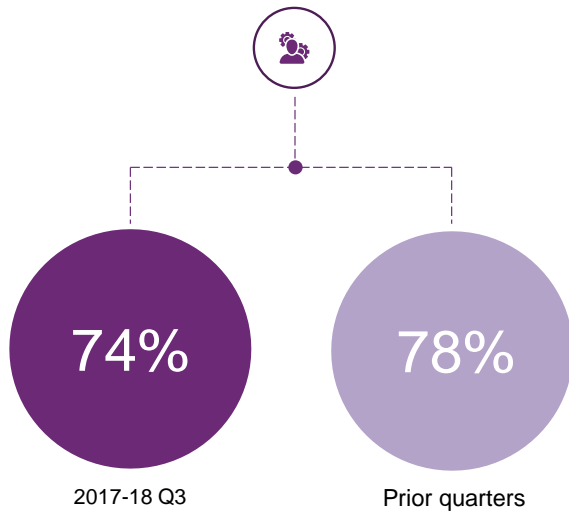


Plan Management Support Co-ordination

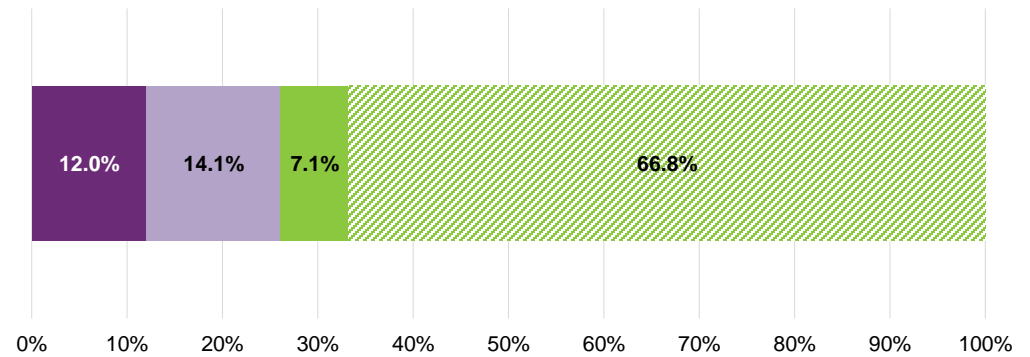
The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q3 (35%), compared to the prior quarters of transition (26%).

74% of participants who have had a plan approved in 2017-18 Q3 have support co-ordination in their plan, compared to 78% in prior quarters.

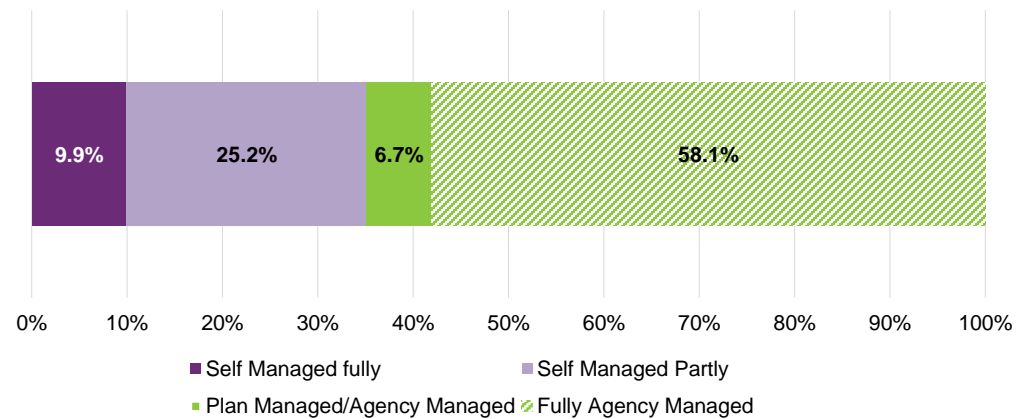
Support Co-ordination



Prior quarters (transition only)



2017-18 Q3



Plan Activation

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

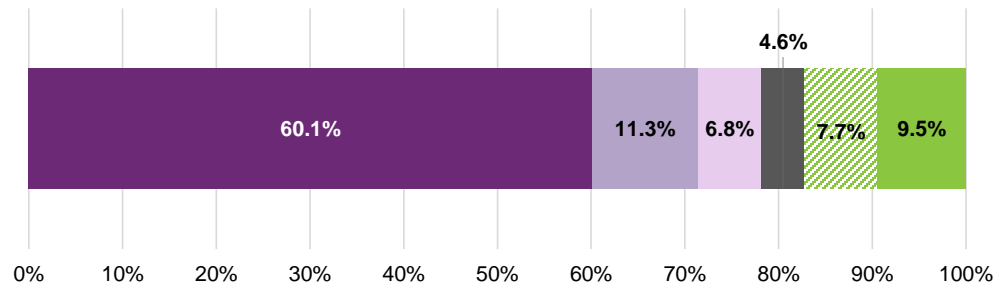
The percentage of plans activated within 90 days of approval were:

- 78% of plans approved in prior quarters
- 79% of plans approved in 2017-18 Q1.

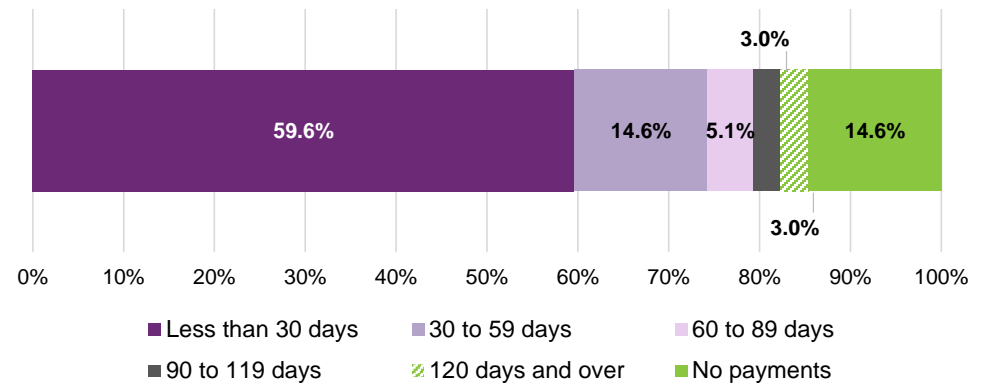
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q1



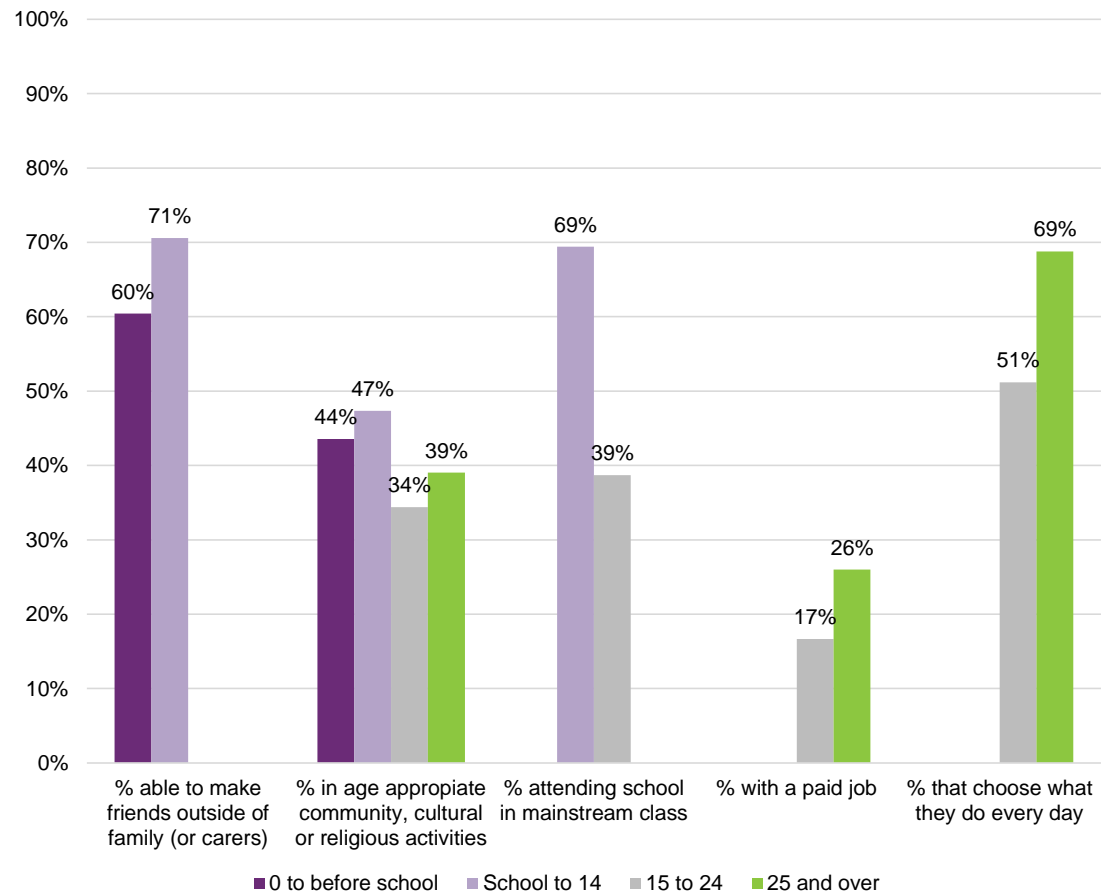
Note: Given that plans approved since 2017-18 Q1 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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

- 60% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 71% of participants from school age to 14
- 44% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 34% - 47% for other age groups
- 69% of participants from school age to 14 attend school in a mainstream class, compared to 39% of participants aged 15 to 24
- 26% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 69% of participants aged 25 and over choose what they do every day, compared to 51% of participants aged 15 to 24

Selected key baseline indicators for participants

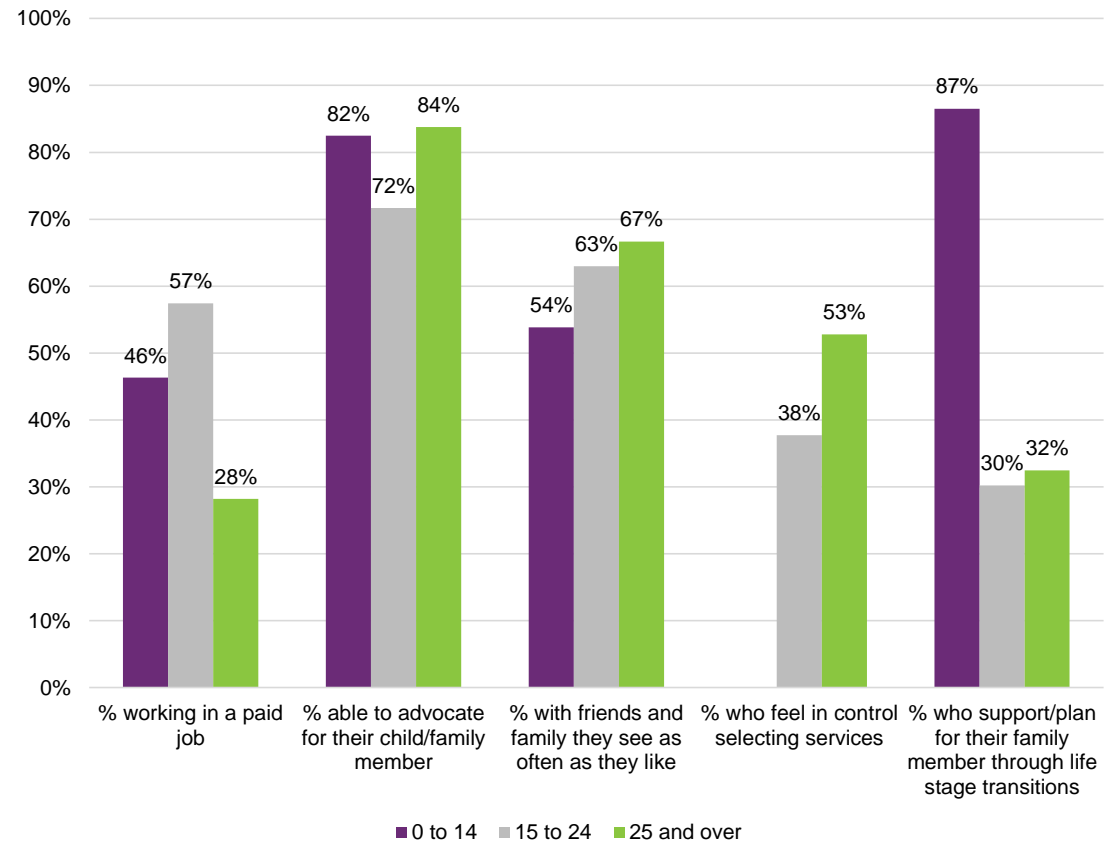


Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (57%)
- able to advocate for their child/family member was highest for participants aged 25 and over (84%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (67%)
- who feel in control selecting services was highest for participants aged 25 and over (53%)
- 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

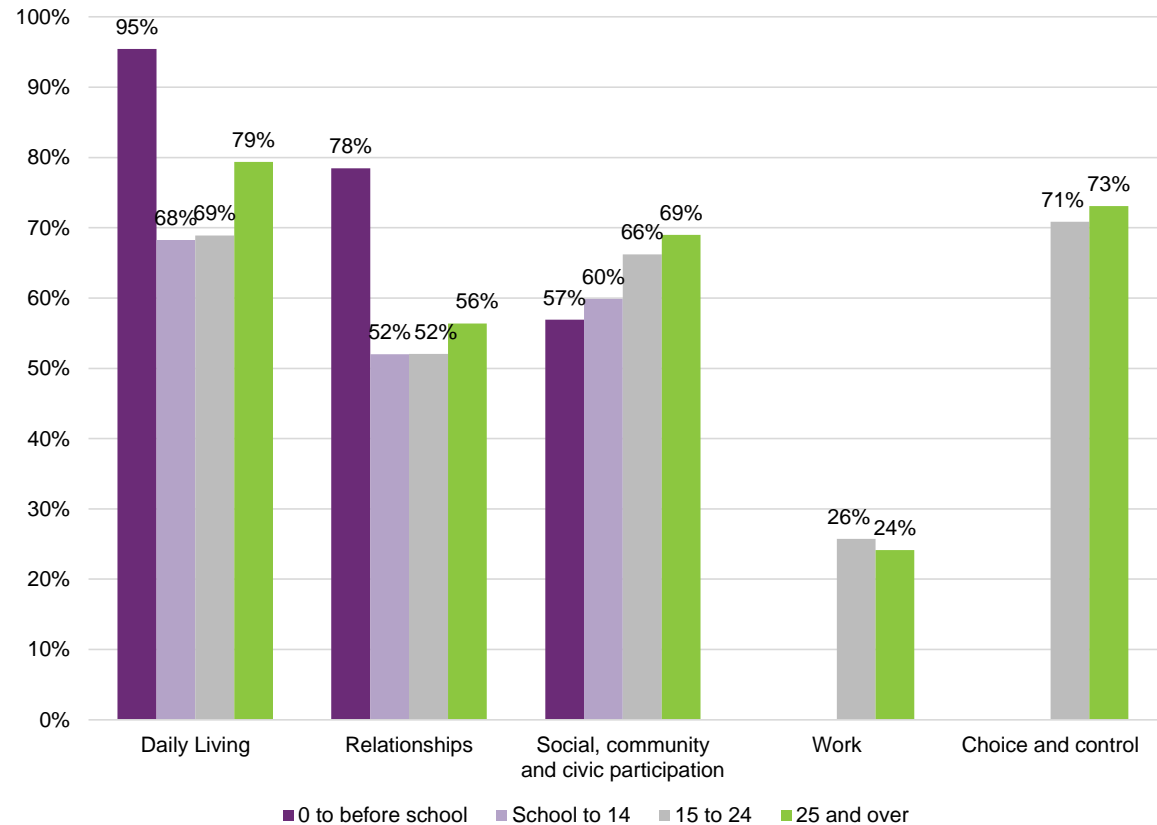
Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first three quarters of 2016/17 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 (95%), for participants aged 0 to before school
- Daily Living (68%), for participants of school age to 14
- Choice and control (71%), for participants aged 15 to 24
- Daily Living (79%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants

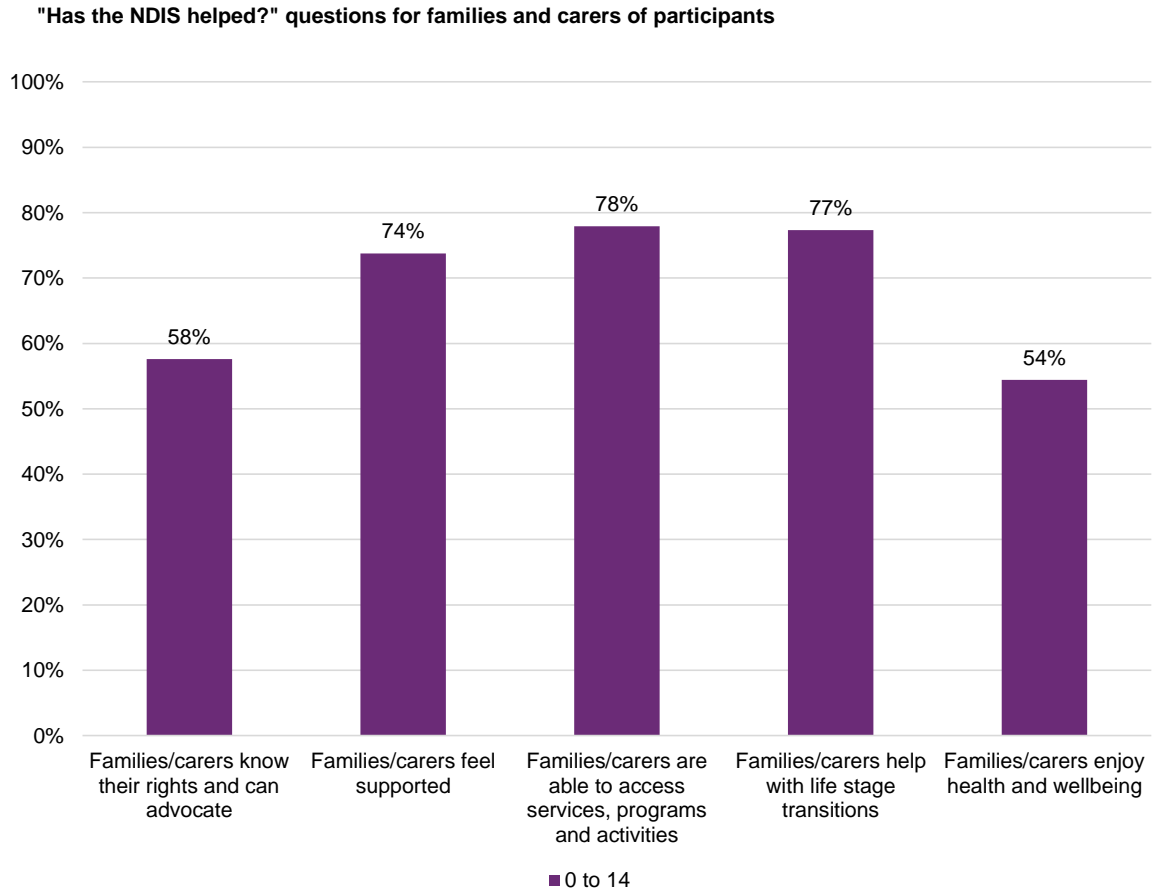


Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first three quarters of 2016/17 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.



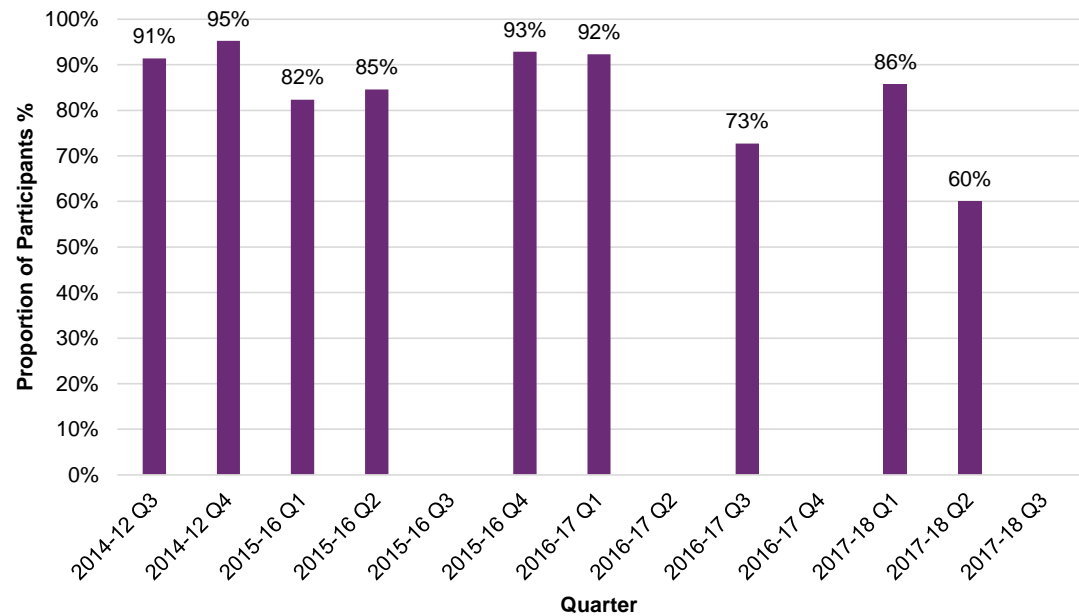
Note: There was insufficient data for families of participants aged 15 and over.

Participant Satisfaction

Due to a low number of participant survey responses in 2017-18 Q3, participant satisfaction is not shown for this quarter.

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

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.

To date funding committed to participants with an approved plan amounts to \$513.4 million (including support periods in the future), of which \$302.9 million has been paid.

Summary

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

Key Statistics

\$513.4

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 4,092 PARTICIPANTS

\$256.6

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

\$201.7

MILLION OF SUPPORTS IN RESPECT OF 2017-18[^]

\$55.2

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

\$302.9

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

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

THE 2017-18 EXPERIENCE IS STILL EMERGING.

[^]Note: The \$201.7 million in respect of 2017-18 only includes approved plans to date.

*Note: The \$55.2 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 \$513.4 million that has been committed in participant plans, \$302.9 million has been paid to date.

In particular, for supports provided in:

2014-15: \$10.9m has been paid

2015-16: \$51.0m has been paid

2016-17: \$129.4m has been paid

2017-18 to date: \$111.7m 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	201.7	55.2	513.4
Total paid	N/A	10.9	51.0	129.4	111.7	0.0	302.9

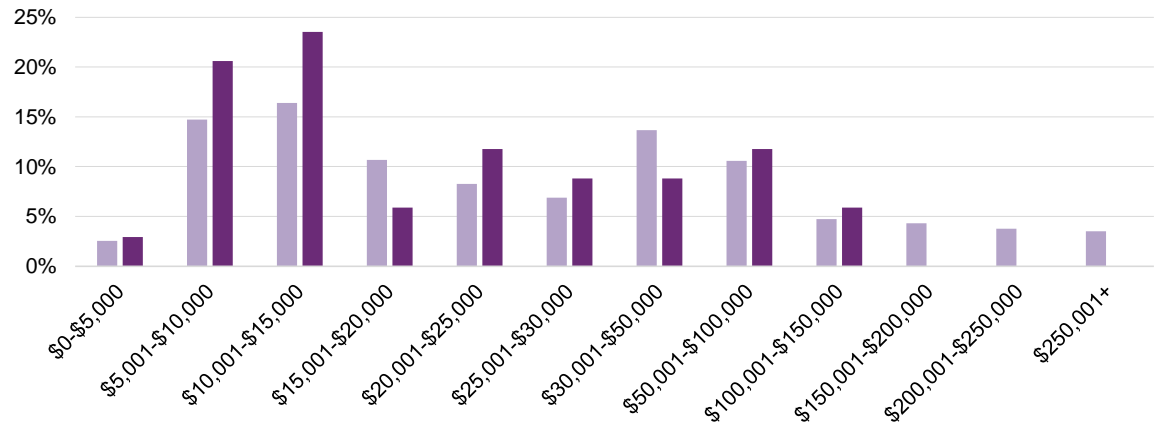


Committed Supports by Cost Band

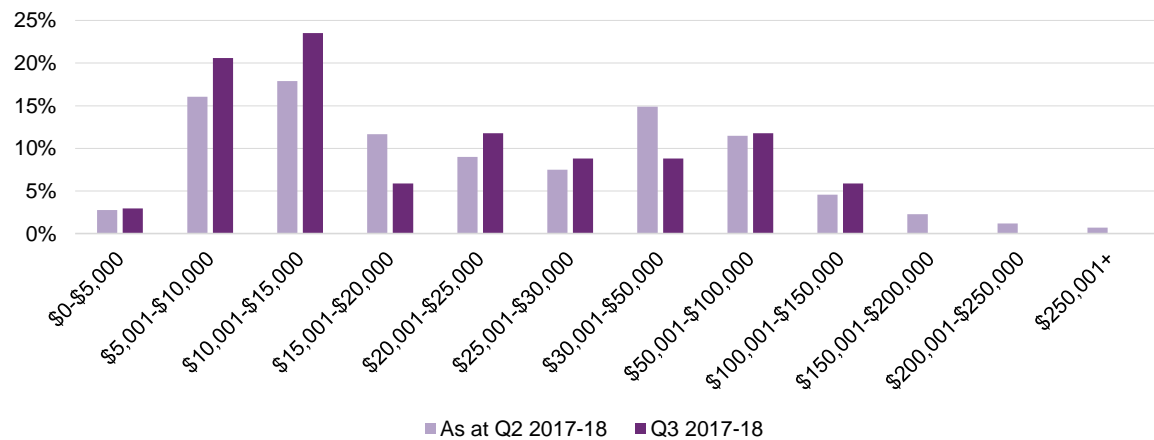
A greater proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports less than \$15,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



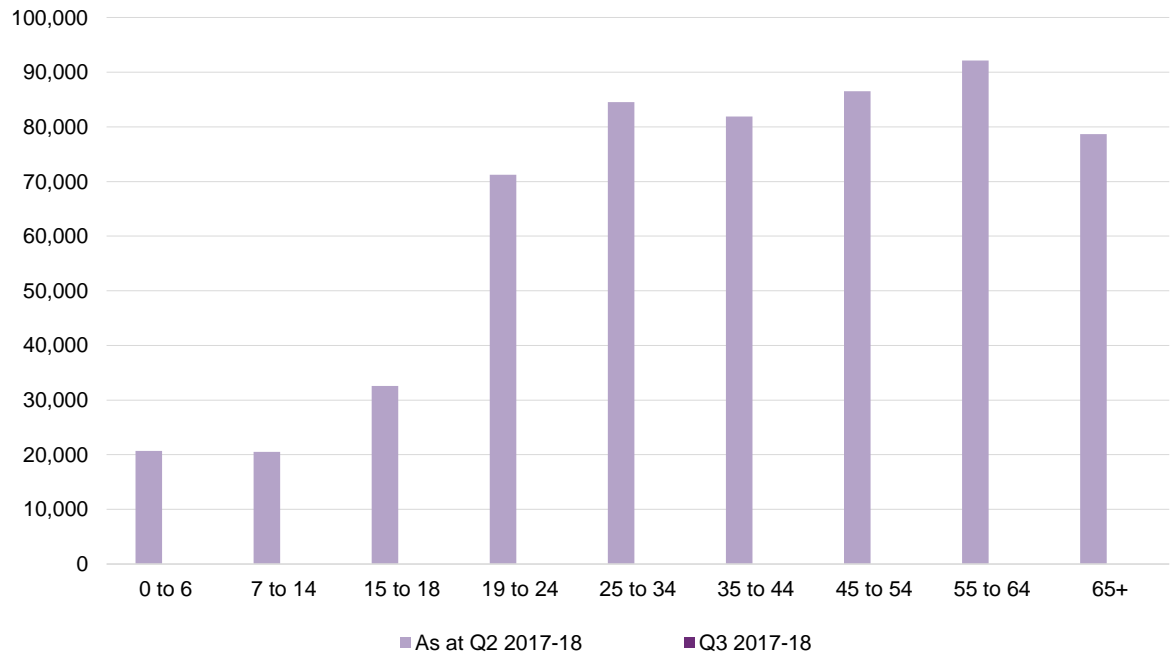
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 25 and then stabilise to age 64.

Average annualised committed supports by age band



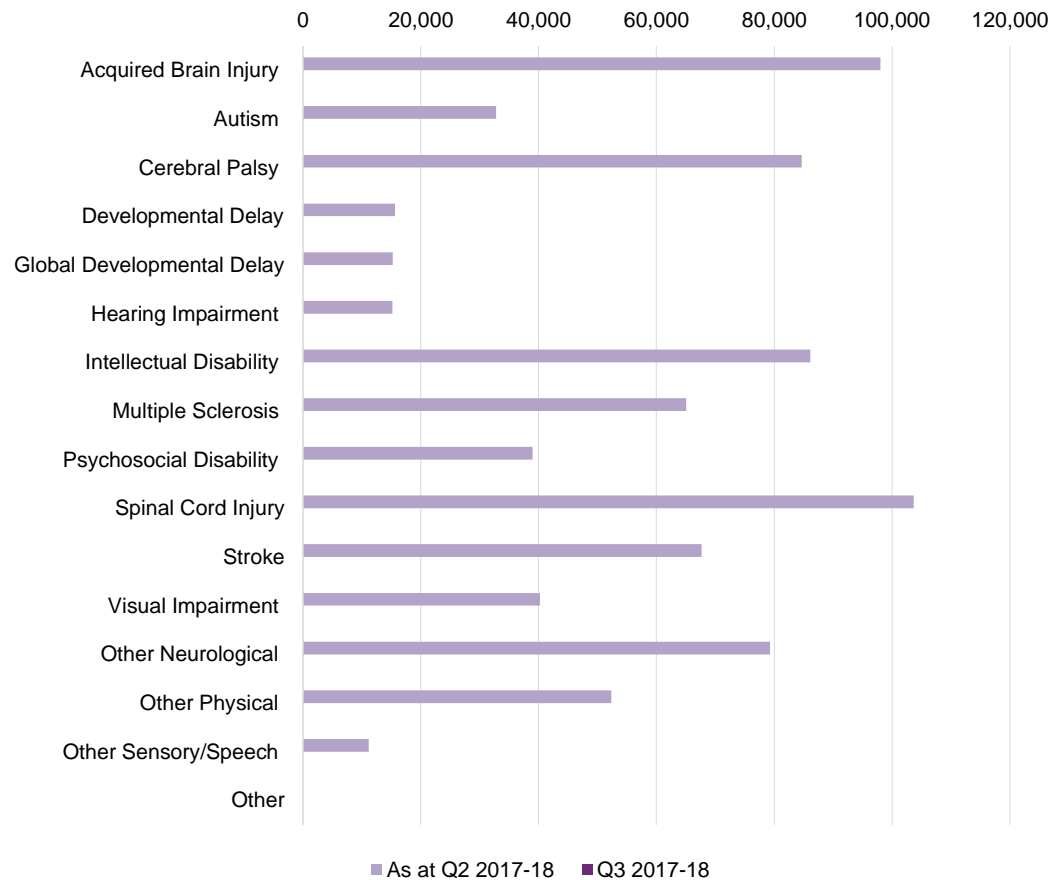
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Note 2: 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 Spinal Cord Injury, Acquired Brain Injury and Intellectual Disability have the highest average annualised committed supports.

Average annualised committed supports by primary disability group

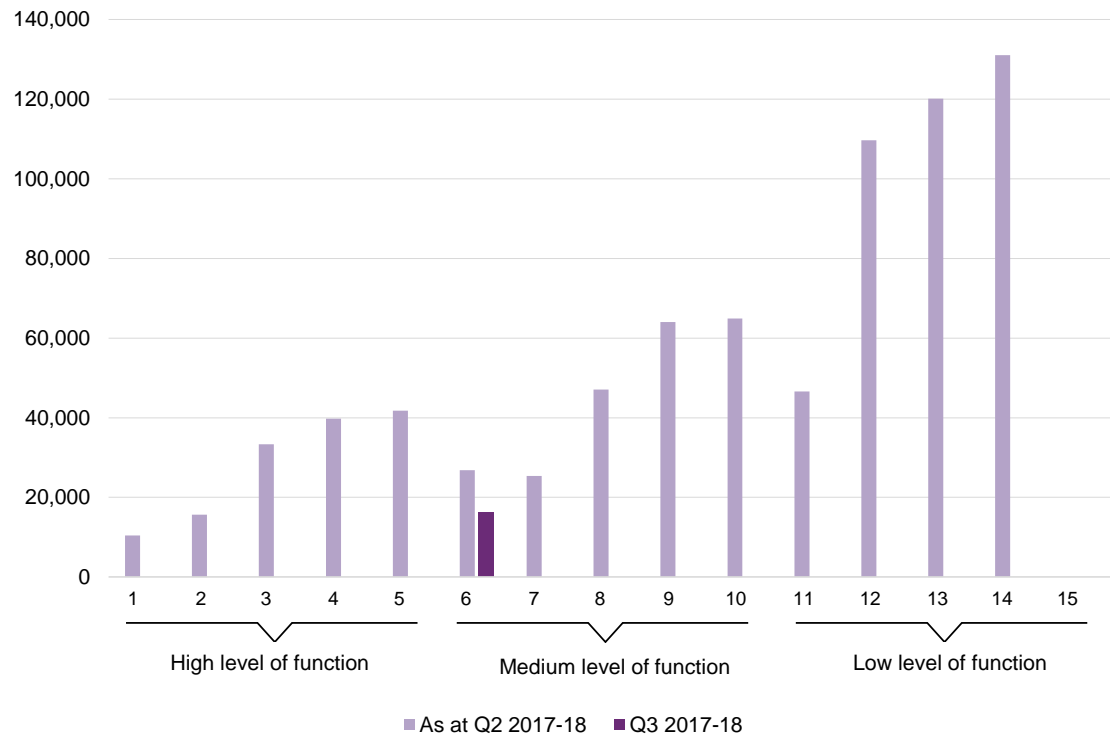


Note: Average annualised committed supports are not shown if there are insufficient data in the group

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.

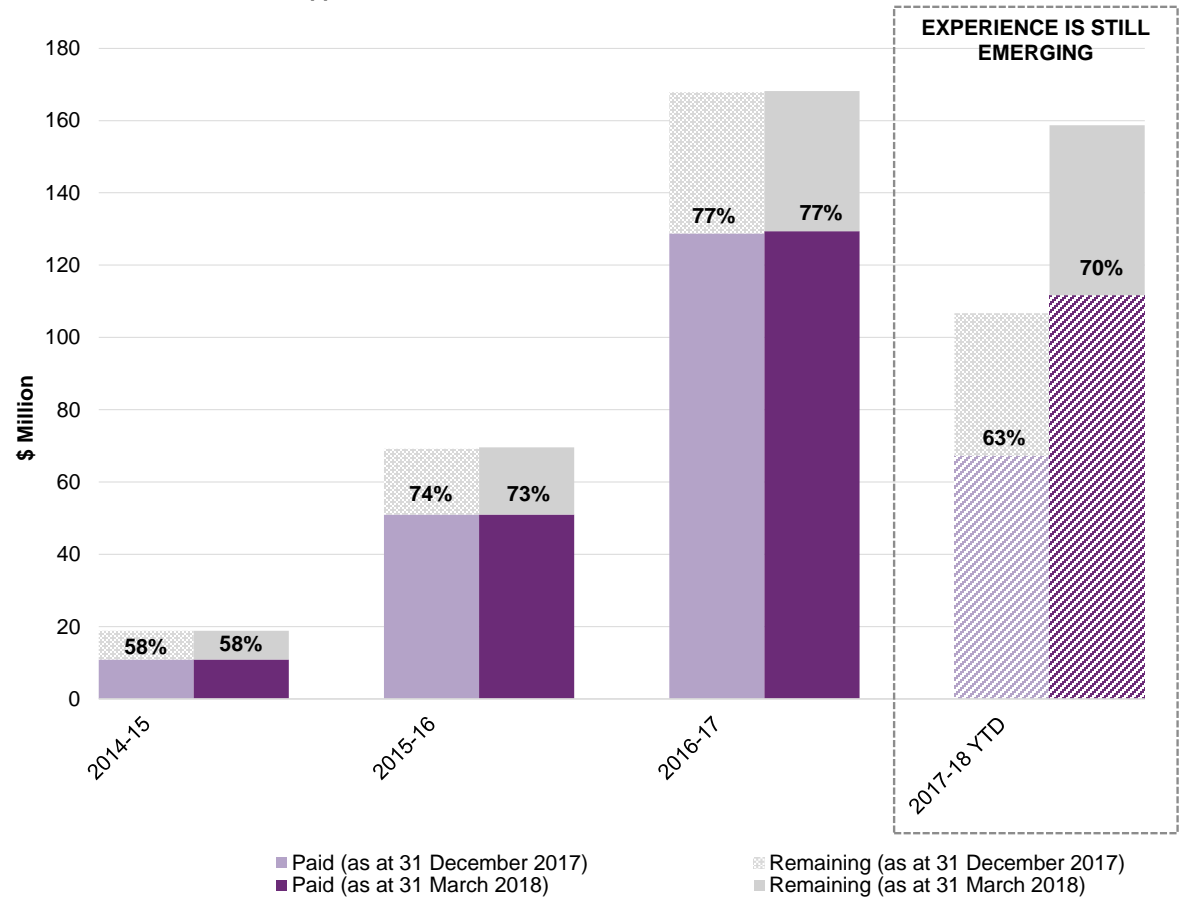
Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 31 December 2017, compared with 31 March 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 YTD 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 December 2017 and 31 March 2018



Providers and Markets

The scale and extent of the market continues to grow, with a 3% increase in the number of providers during the quarter to 1,012.

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

1,012
APPROVED
PROVIDERS

75-95%
OF PAYMENTS
MADE BY THE
NDIA ARE
RECEIVED BY
25% OF
PROVIDERS

20%
OF SERVICE
PROVIDERS ARE
INDIVIDUAL/SOLE
TRADERS

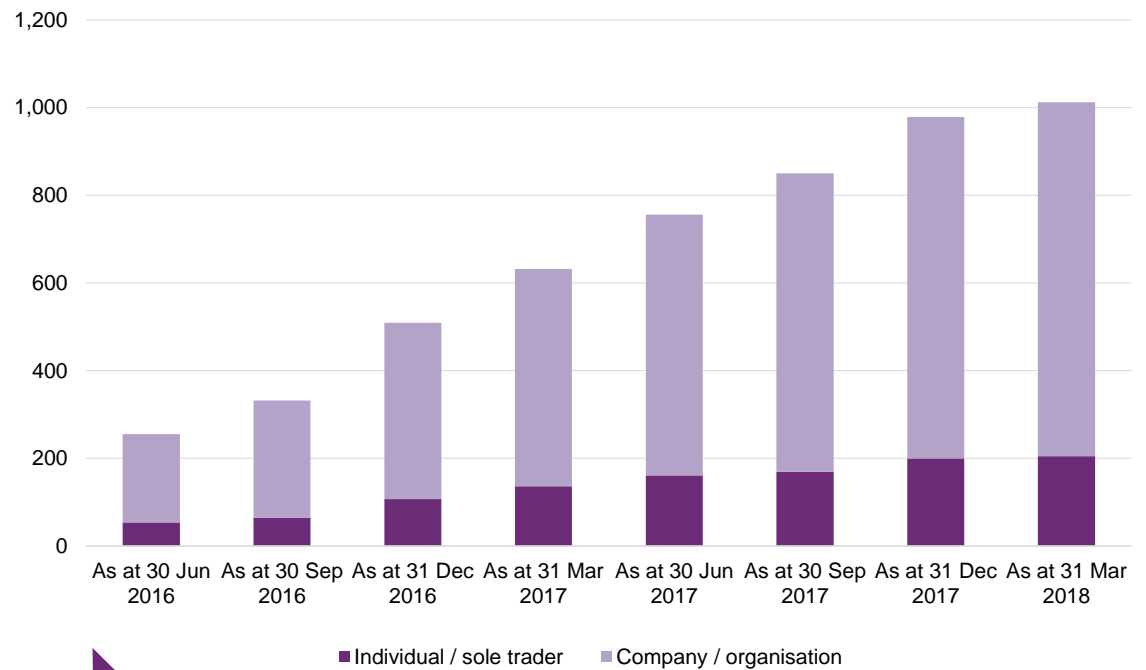
ASSISTANCE
PRODUCTS FOR
PERSONAL CARE AND
SAFETY HAS THE
HIGHEST NUMBER OF
APPROVED SERVICE
PROVIDERS,
FOLLOWED BY
PERSONAL MOBILITY
EQUIPMENT AND
THERAPEUTIC
SUPPORTS

Providers over time

As at 31 March 2018, there were 1,012 registered service providers of which 205 were individual/sole trader operated business while the remaining 807 providers were registered as a company or organisation.

1.59
AVERAGE NUMBER
OF PROVIDERS PER
PARTICIPANT

Approved providers over time by type of provider



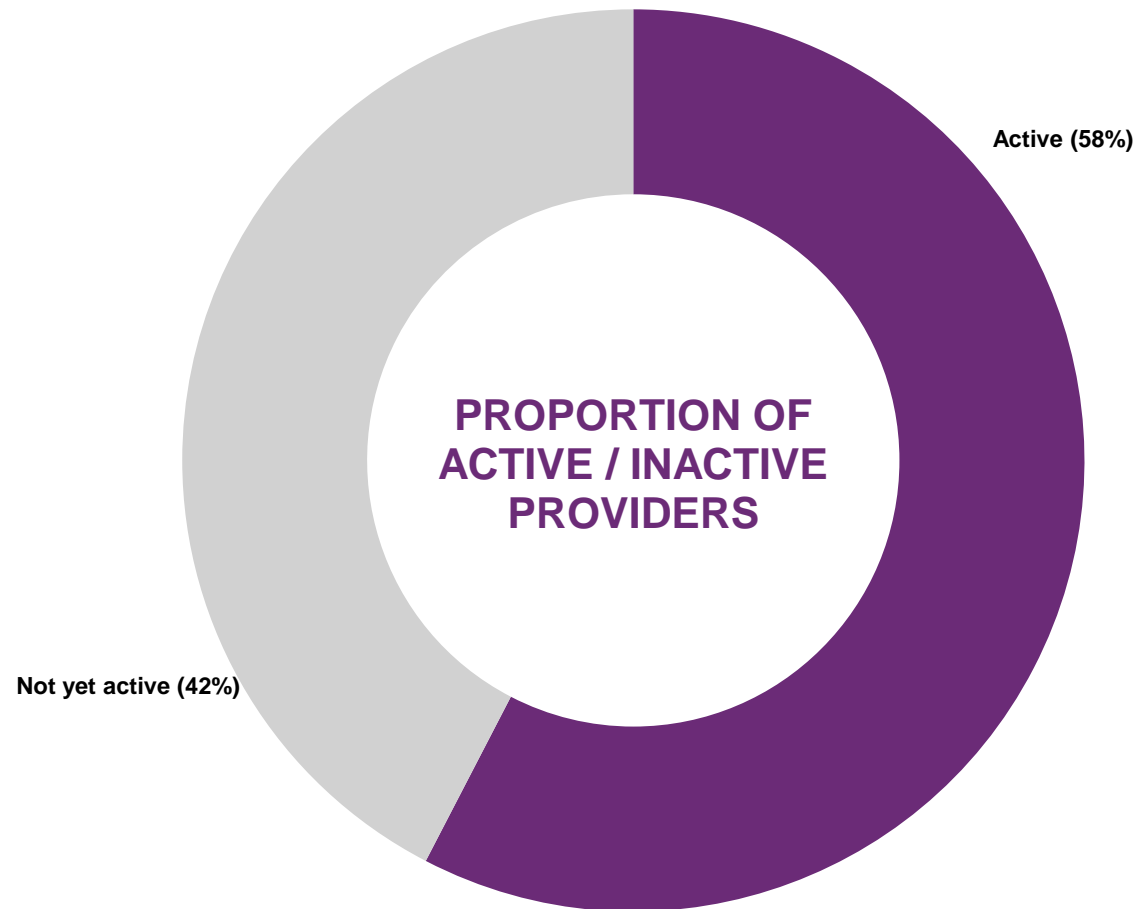
The number of approved service providers increased by 3% from 978 to 1,012 in the quarter.

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

Proportion of Active Providers

Change in the activity status of providers.

As at 31 March 2018, 58% of providers have been active and 42% were yet to have evidence of activity. Of the overall stock of providers, 90 providers began delivering new supports in the quarter.



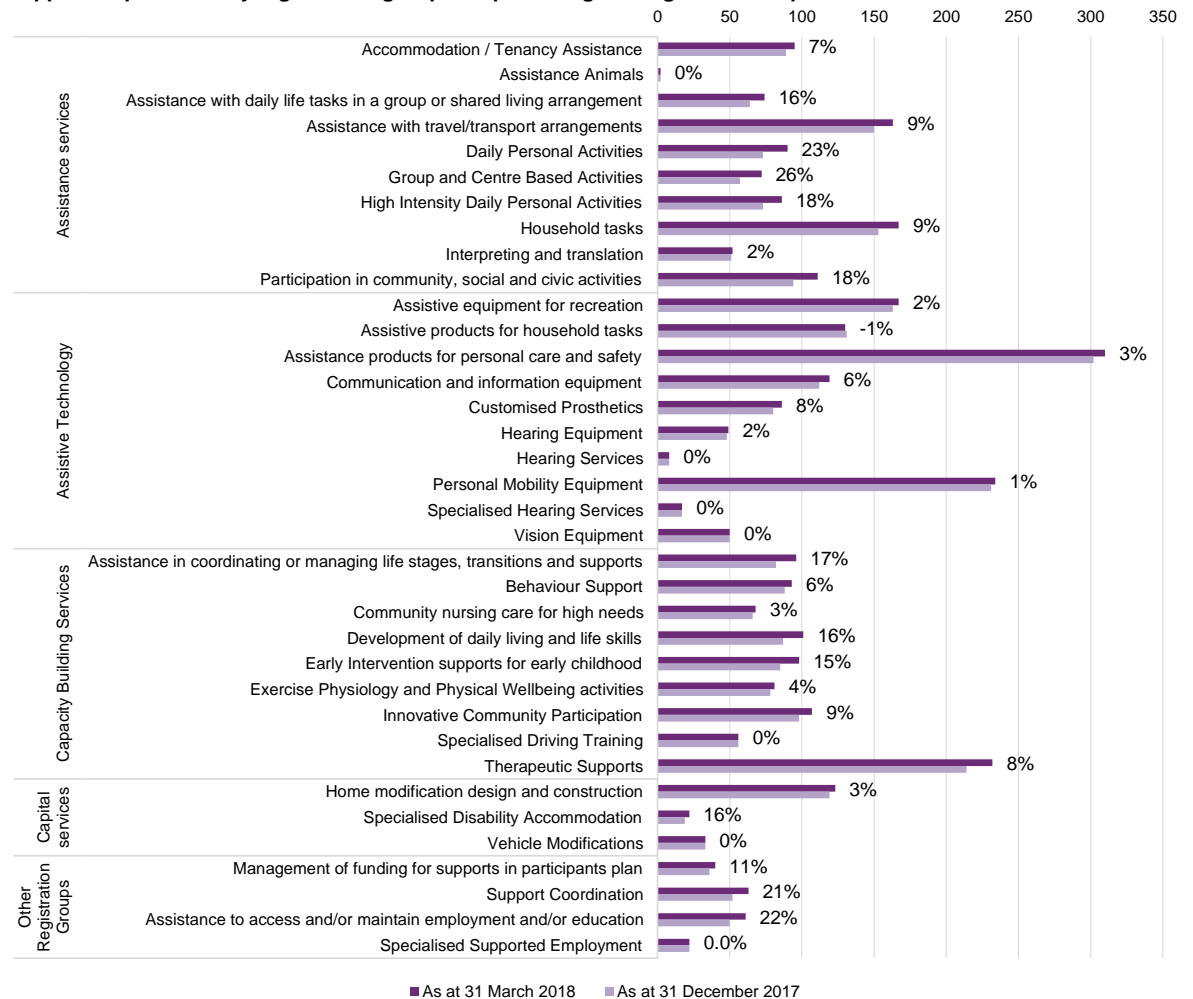
Approved Registration groups

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 a 3% 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 to access and/or maintain employment and/or education.

Approved providers by registration group and percentage change over the quarter



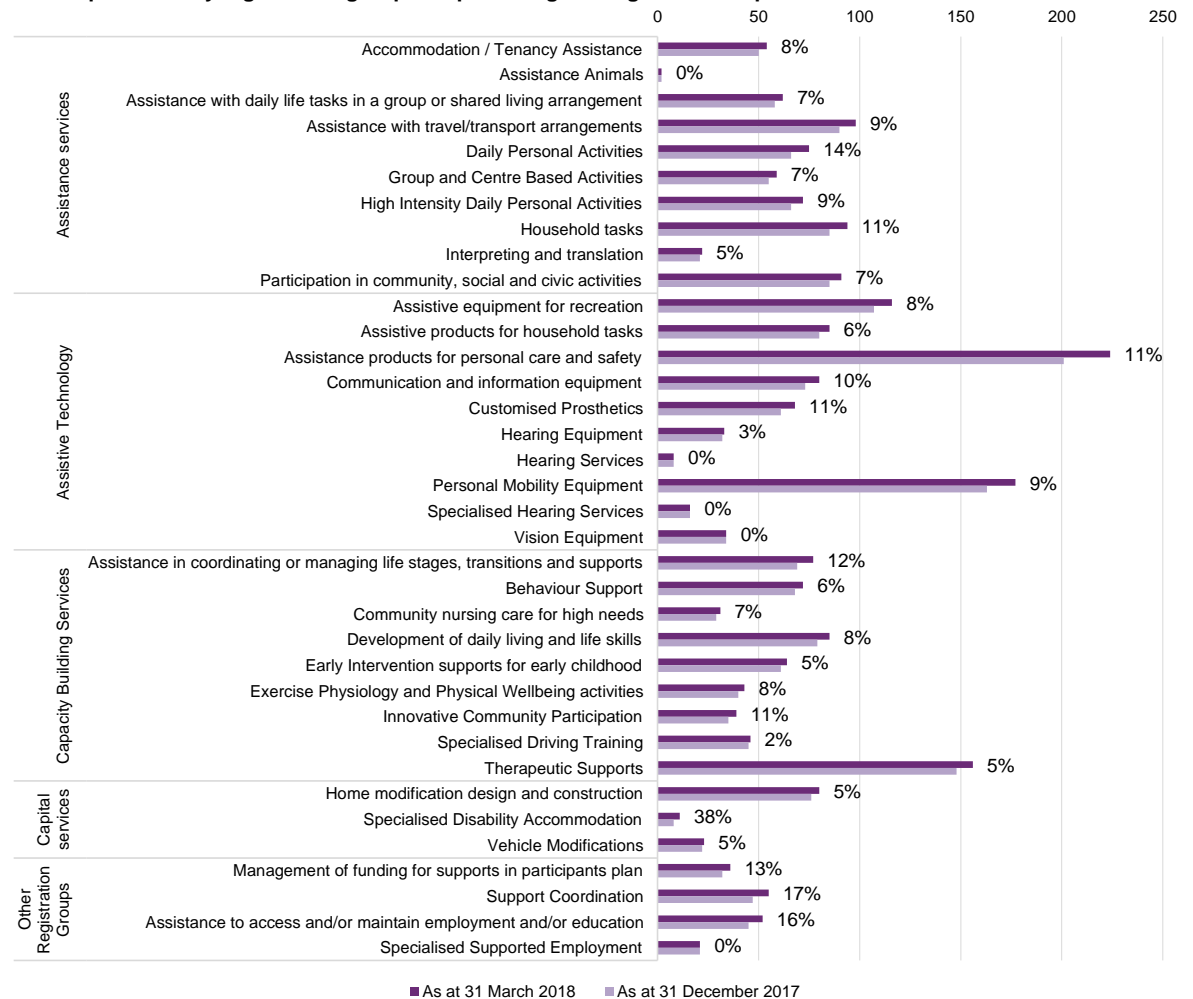
Active Registration groups

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

Assistance products for personal care and safety 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 Specialised Disability Accommodation registration group. This was followed by Support Coordination, Assistance to access and/or maintain employment and/or education and Daily Personal Activities.

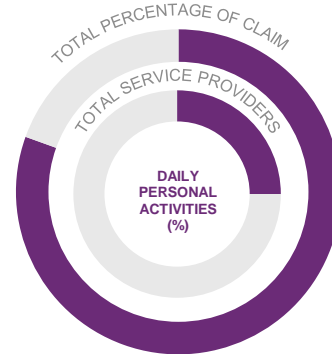
Active providers by registration group and percentage change over the quarter



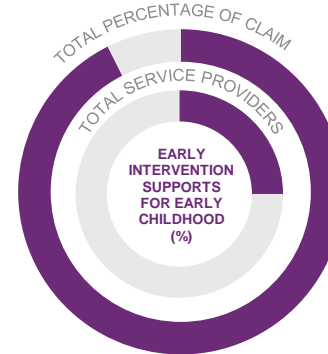
Market share of top providers

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

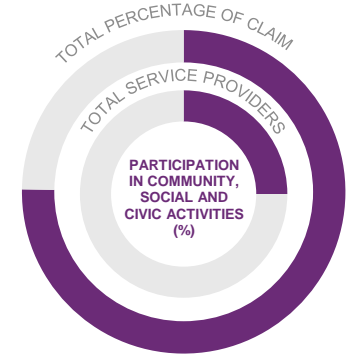
Market share of the top 25% of providers by registration group.



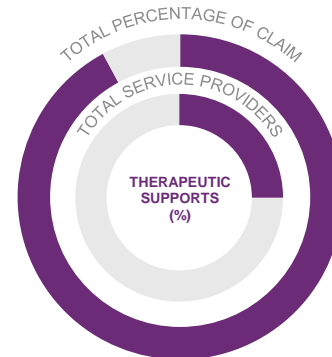
80%



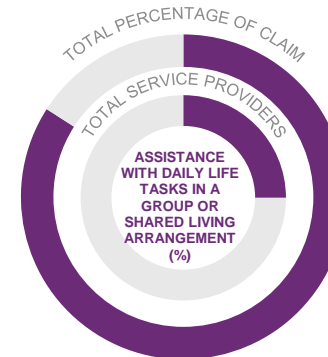
93%



75%



92%



84%

Information, Linkages and Capacity Building

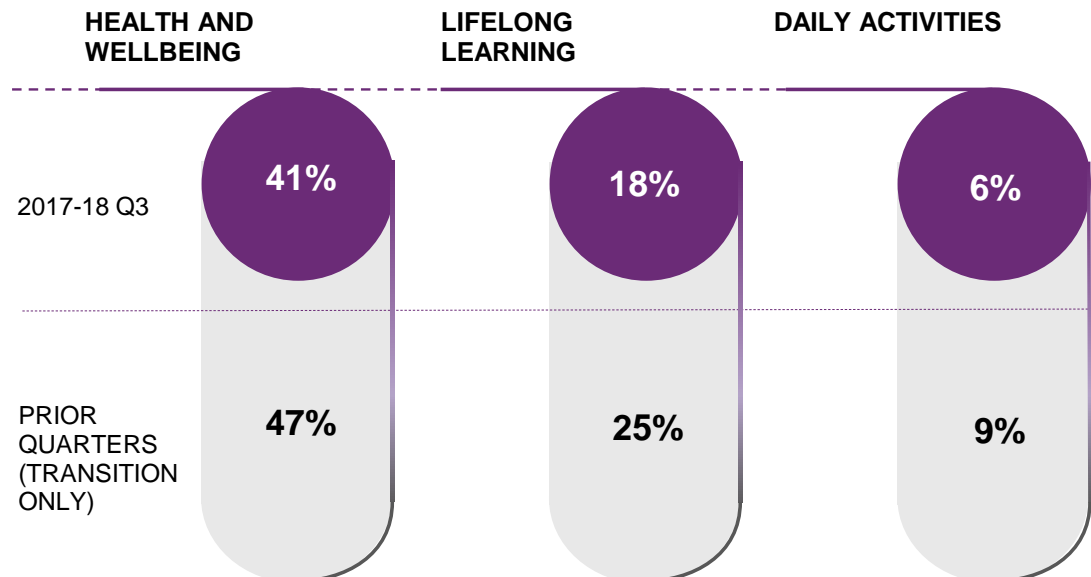
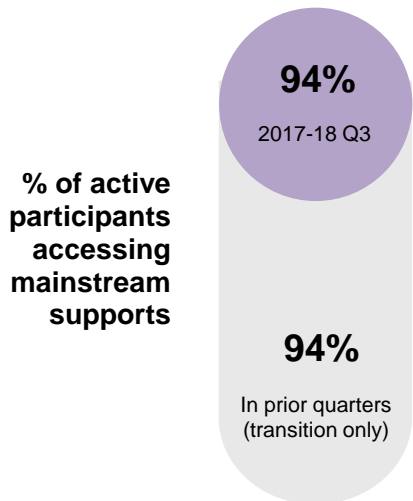
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

The proportion of participants entering in the current quarter accessing mainstream services is consistent with prior quarters.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q3 access mainstream services. This is consistent with 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.