
COAG

Disability Reform Council Quarterly Performance Report

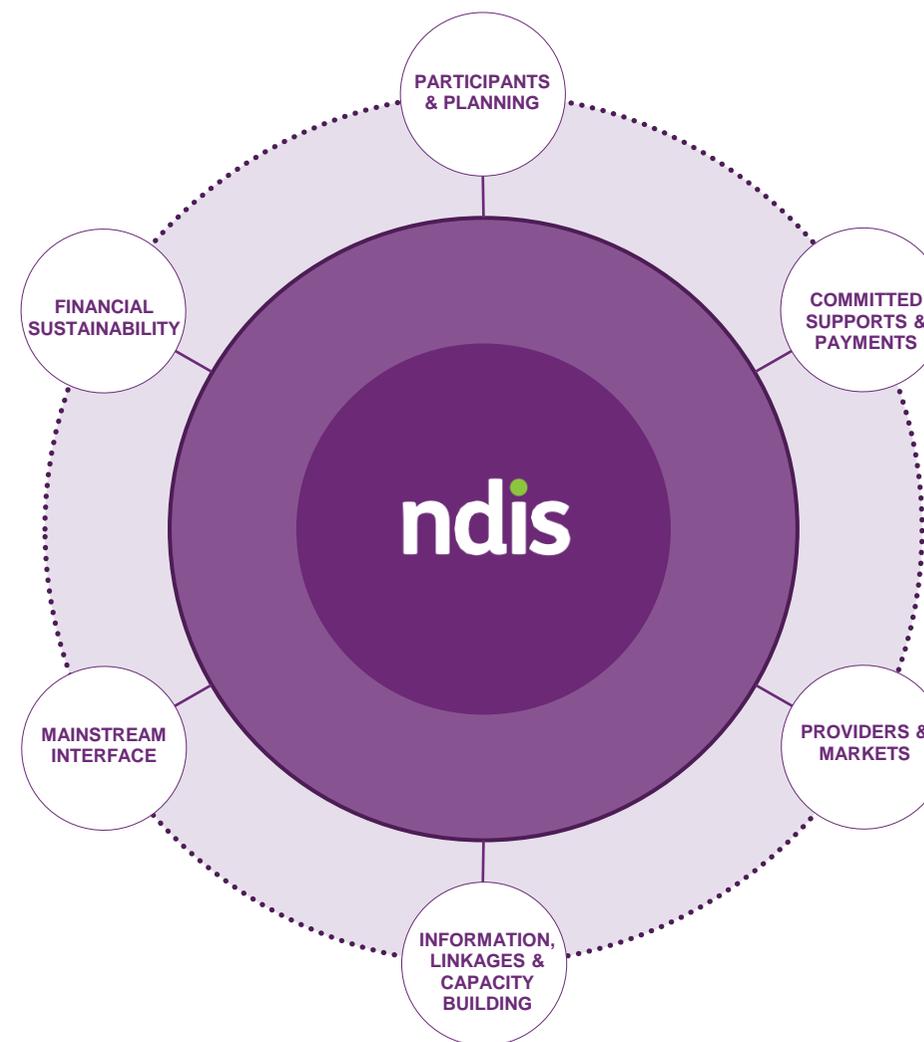
Western Australia - 30 September 2019



Overview

This report is a summary of the performance and operations of the NDIA in Western Australia for Quarter 1 of 2019-20 (01 July 2019 - 30 September 2019).

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



Summary

Participants and Planning

An additional 3,751 active participants received plans this quarter (excluding ECEI).

Of these, 102 had transferred from the WA NDIS to the nationally delivered NDIS this quarter. A further 7,334 had transferred in prior quarters. The formal transfer process is now complete.

Therefore, these transfer participants are now included in the scheme to date comparison against bilateral estimates. This is a change from previous reports.

Participant satisfaction remained high in the quarter, with 88% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

The following amounts have been paid to providers and participants each financial year:

- \$0.2m in 2013-14,
- \$11.2m in 2014-15,
- \$51.6m in 2015-16,
- \$133.1m in 2016-17,
- \$164.4m in 2017-18,
- \$375.3m in 2018-19,
- \$140.4m in 2019-20 to date.

Overall,

- 64% of committed supports were utilised in 2013-14,
- 58% in 2014-15,
- 74% in 2015-16,
- 79% in 2016-17,
- 75% in 2017-18,
- 70% in 2018-19.

The 2018-19 and 2019-20 experience is still emerging.

Providers and Markets

There were 978 active providers as at 30 September 2019.

20% of active providers are individuals/sole traders.

25% of active providers are receiving 80-95% of payments to providers made by the NDIA.

Mainstream Interface

92% of active participants with a plan approved in 2019-20 Q1 access mainstream services.

Note: Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. This change may affect comparability to the prior quarter.

Participants and Planning

The NDIS in Western Australia continues to grow with 3,751 additional active participants with approved plans this quarter.

In total, more than 20,100 participants are being supported by the NDIS in Western Australia, with 44% receiving support for the first time.

Summary

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

Key Statistics

20,165

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

3,751

INCREASE IN ACTIVE PARTICIPANTS IN 2019-20 Q1, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 23% GROWTH SINCE LAST QUARTER)

38

CHILDREN ARE RECEIVING INITIAL SUPPORTS IN THE ECEI PROGRAM*

8,970

PEOPLE ARE BEING SUPPORTED FOR THE FIRST TIME

*Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

Quarterly Intake

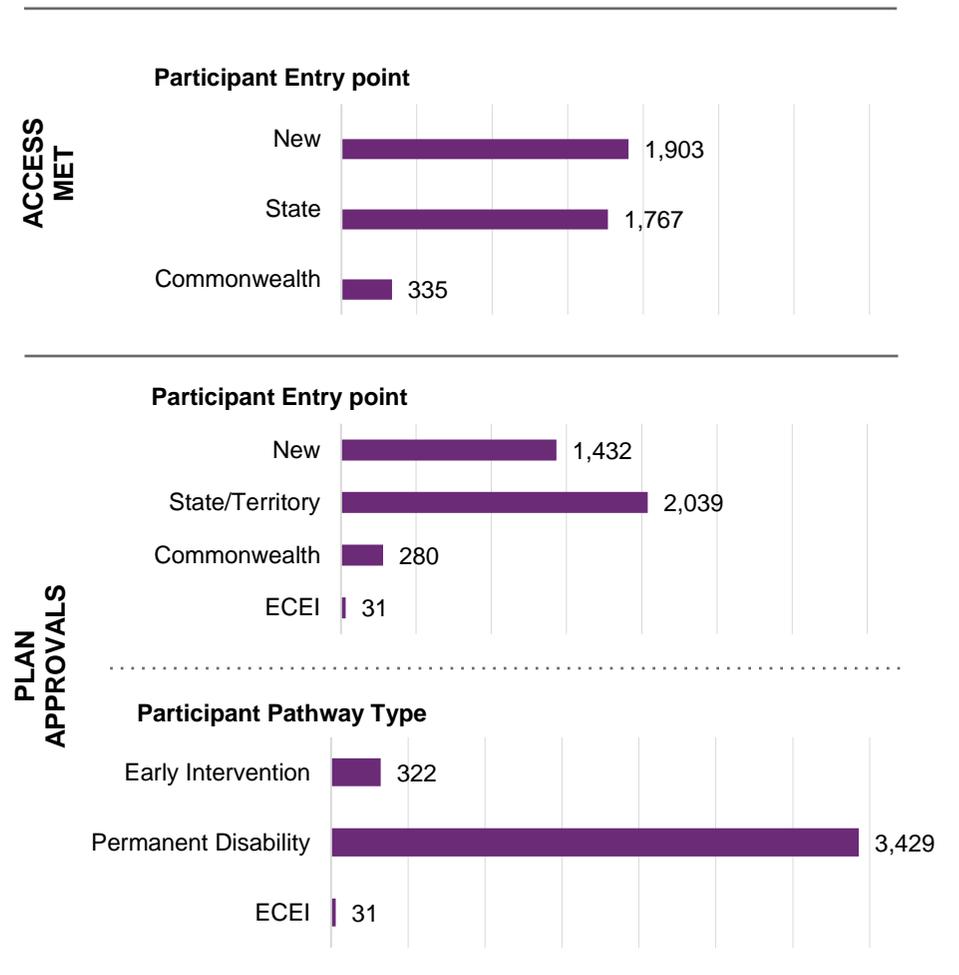
2019-20 Q1

Of the 4,005 participants active and deemed 'eligible' this quarter 48% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth 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 3,751 plan approvals this quarter, 54% had transitioned from an existing State/Territory program, 91% entered with a permanent disability.

The number of participants in WA by referral pathway were previously revised to reflect a re-classification advised by WA. The re-classification is under further discussion and subject to change.



*Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of new ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.

Quarterly Intake Detail

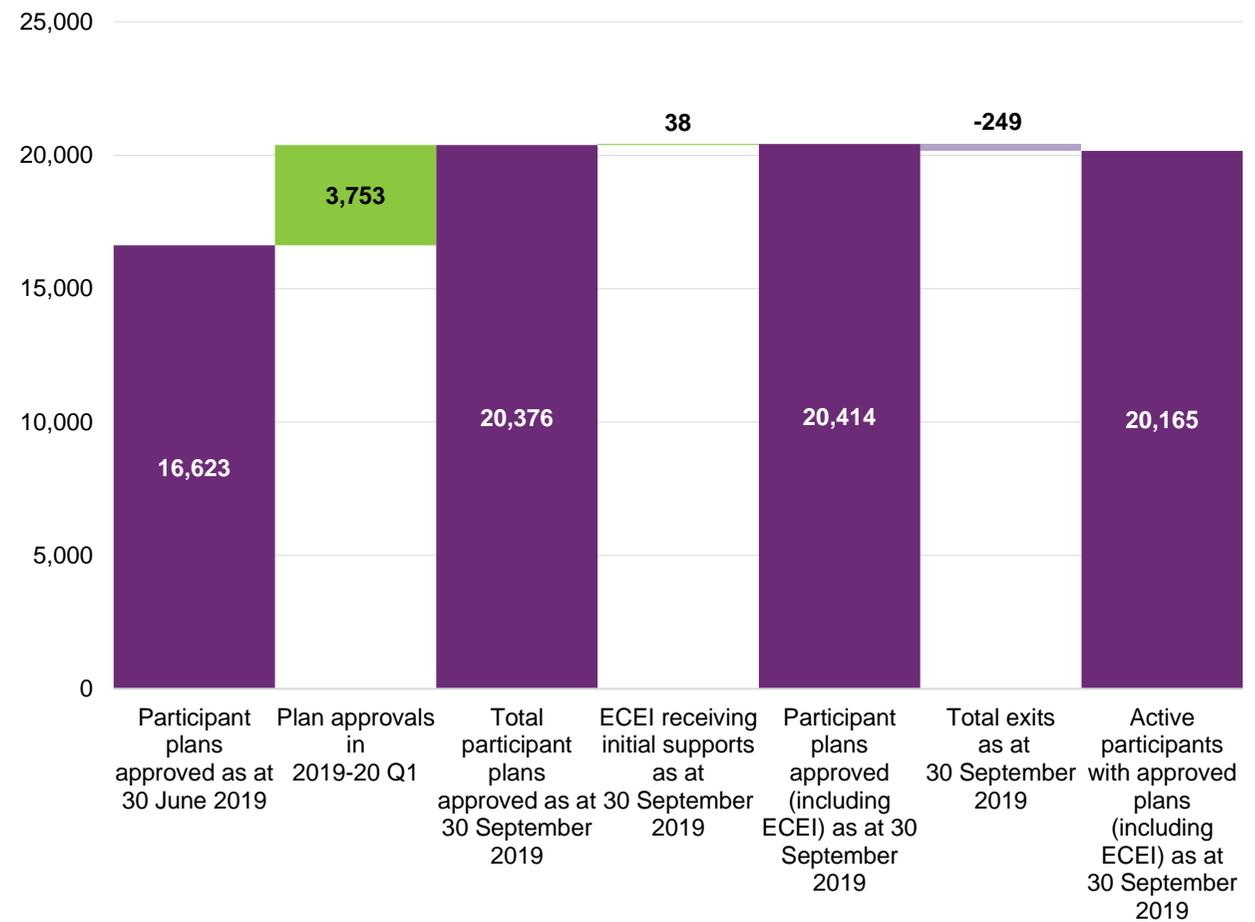
Plan approval numbers have increased from 16,623 at the end of 2018-19 Q4 to 20,376 by the end of 2019-20 Q1, an increase of 3,753 approvals.

At the end of the quarter, 38 children are receiving initial supports in the ECEI gateway.

Overall, 249 participants with approved plans have exited the Scheme, resulting in 20,165 active participants (including ECEI) as at 30 September 2019.

There were 2,704 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 June 2019 and 30 September 2019

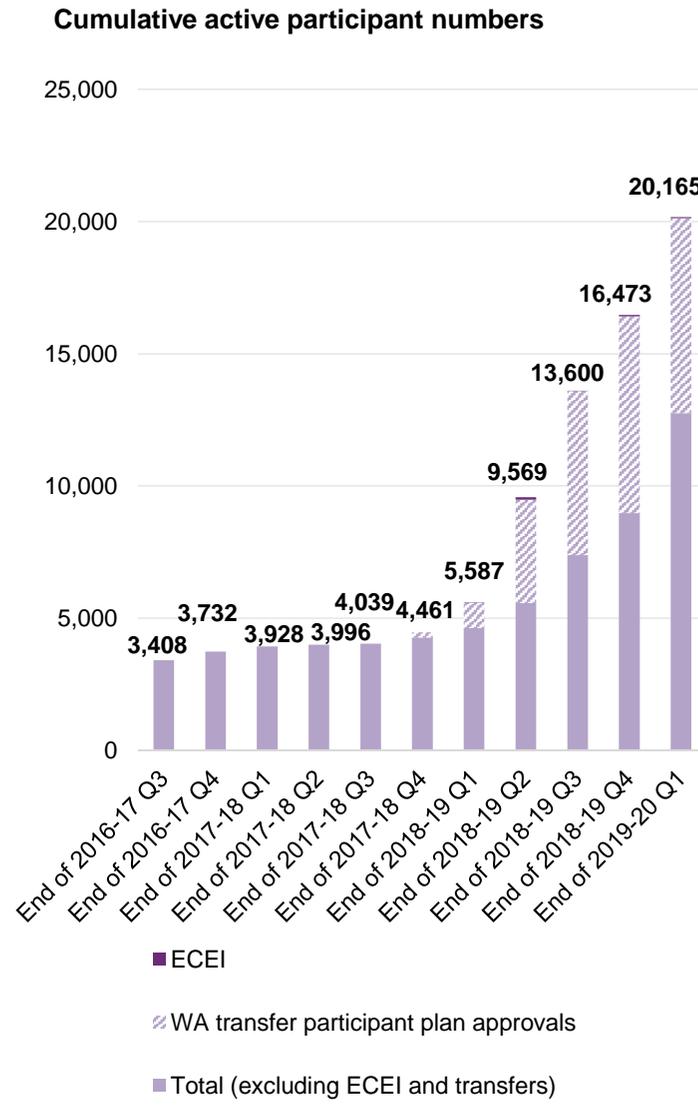


Cumulative Position

At the end of 2019-20 Q1, the cumulative total number of active participants that are receiving support is 20,165 (including 38 children receiving initial supports in the ECEI gateway). Of these, 10,391 transitioned from an existing State/Territory program, 766 transitioned from an existing Commonwealth program and 8,970 participants have received support for the first time.

Overall, since 1 July 2013, there have been 29,127 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.



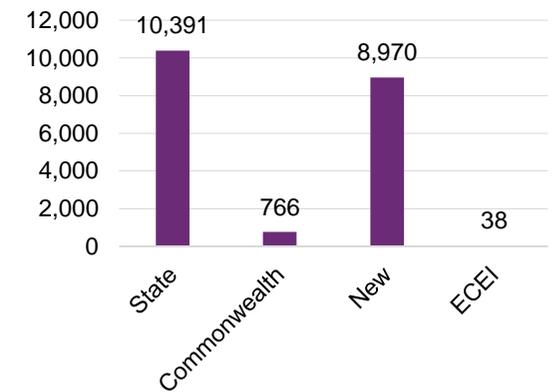
74%

of scheme to date bilateral estimate met including WA transfer participants

20,127

active participants to date; 20,165 including ECEI confirmed

Active participants by participant referral pathway



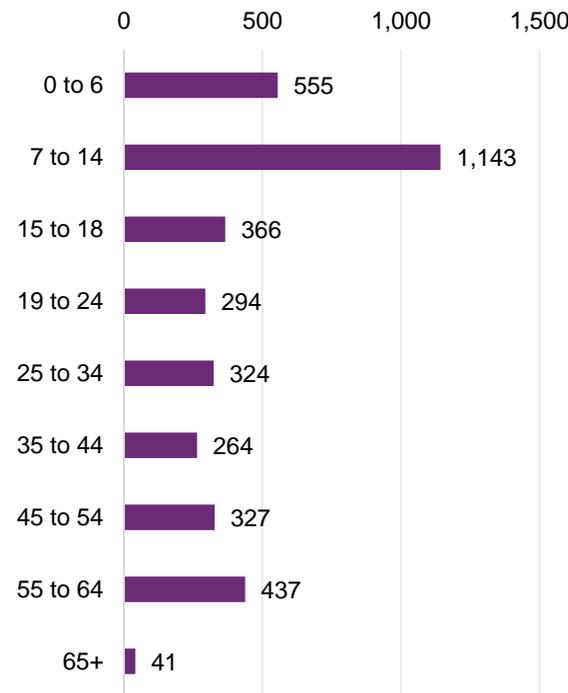
Note: The number of participants in WA by referral pathway were previously revised to reflect a re-classification advised by WA. The re-classification is under further discussion and subject to change.

Participant Profiles by Age Group

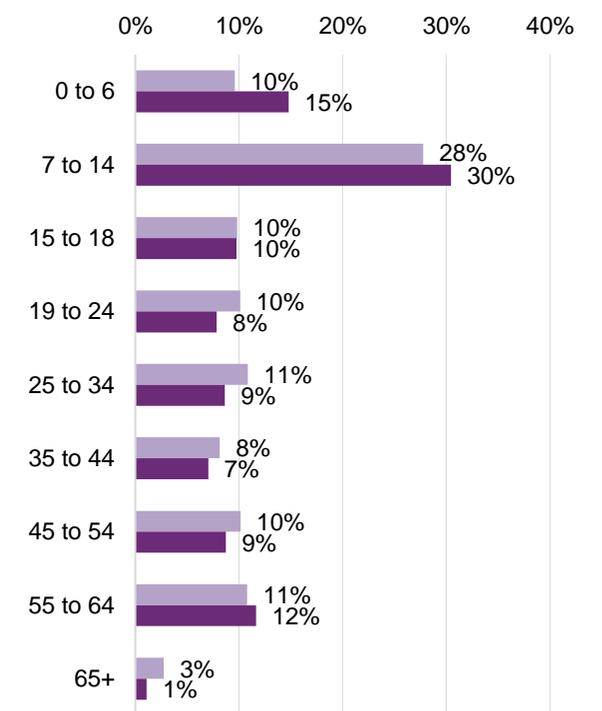
Demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by age group.

30% of participants entering in 2019-20 Q1 are aged 7 to 14 years, compared to 28% in prior quarters.

Active participants with a plan approved in 2019-20 Q1 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 2019-20 Q1

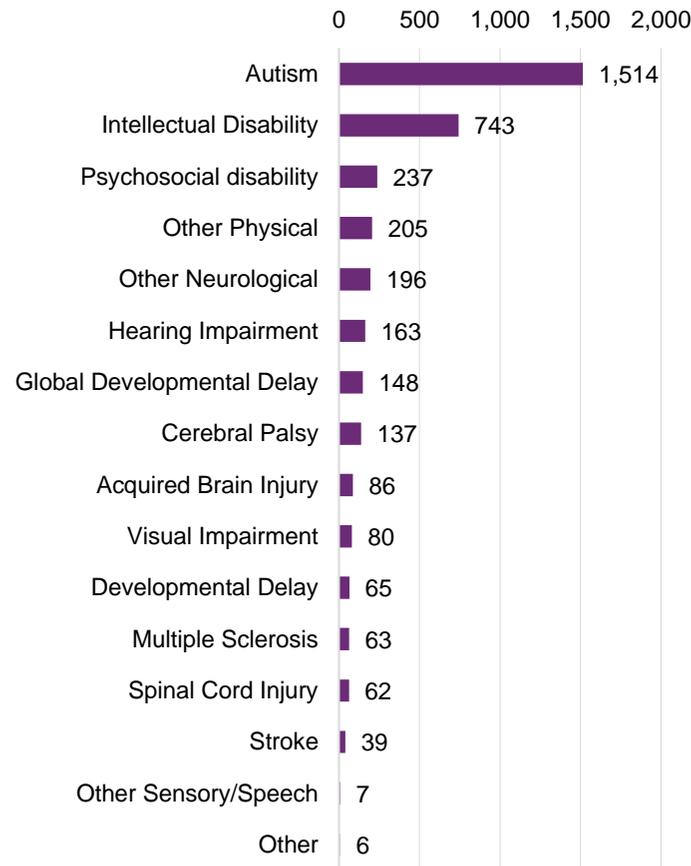
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

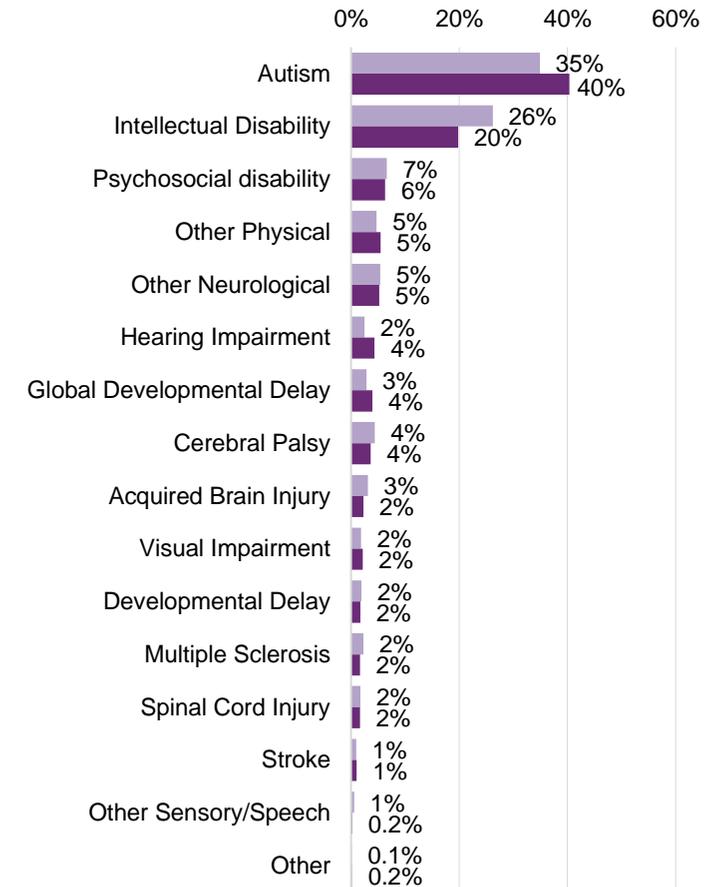
These bar charts show the demographic profile of active participants with a plan approved in this quarter, compared with plan approvals as at 30 June 2019, by disability group.

Of the participants entering this quarter, 40% have a primary disability group of Autism and 20% have a primary disability group of Intellectual Disability.

Active participants with a plan approved in 2019-20 Q1 by disability group



% of active participants with a plan approved by disability group



■ % of active participants approved in prior quarters
 ■ % of active participants approved in 2019-20 Q1

Note 1: Of the 743 active participants identified as having an intellectual disability, 104 (14%) 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

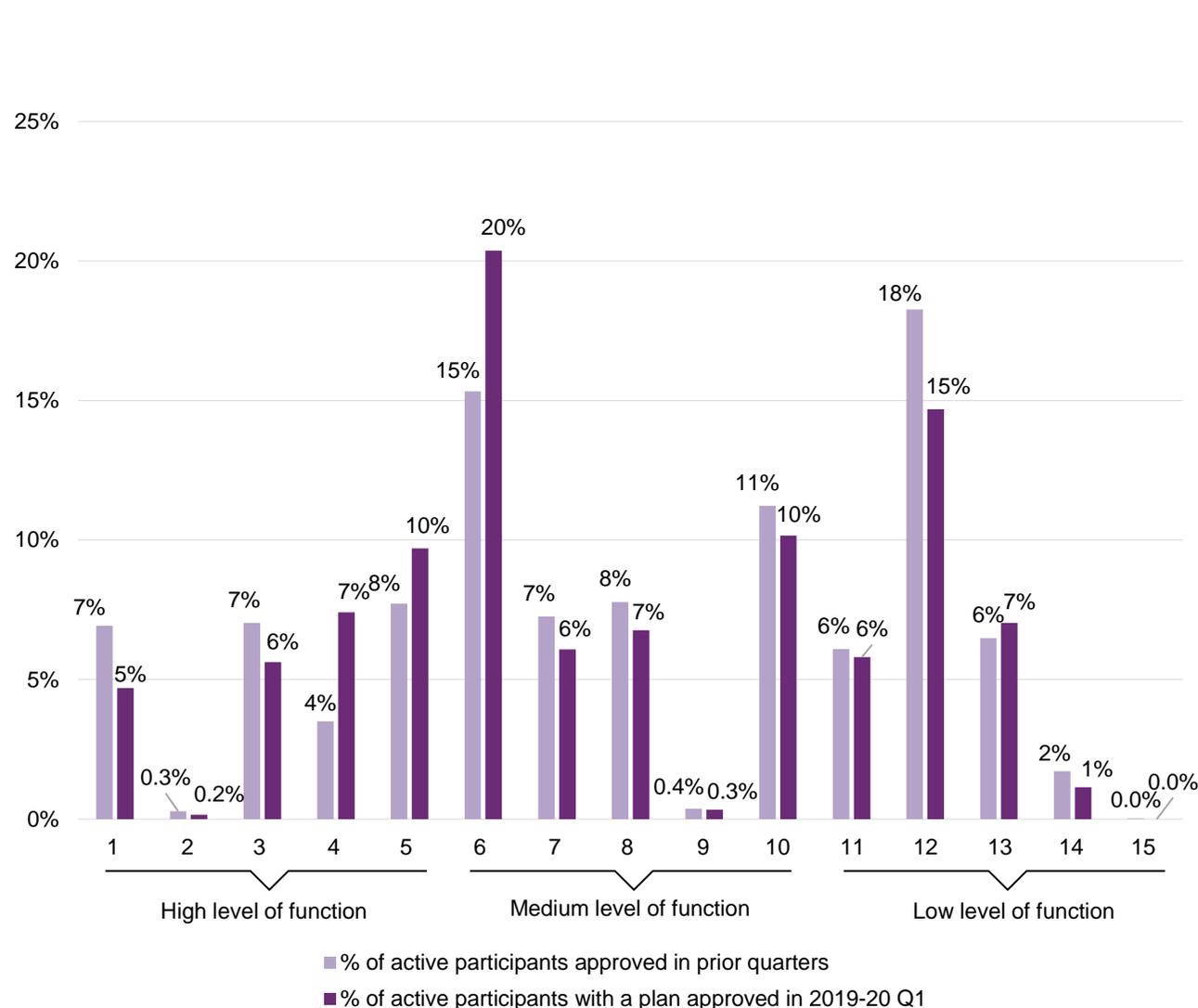
These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by level of function.

For participants with a plan approval in the current quarter:

- 28% of active participants had a relatively high level of function
- 44% of active participants had a relatively moderate level of function
- 29% had a relatively low level of function

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

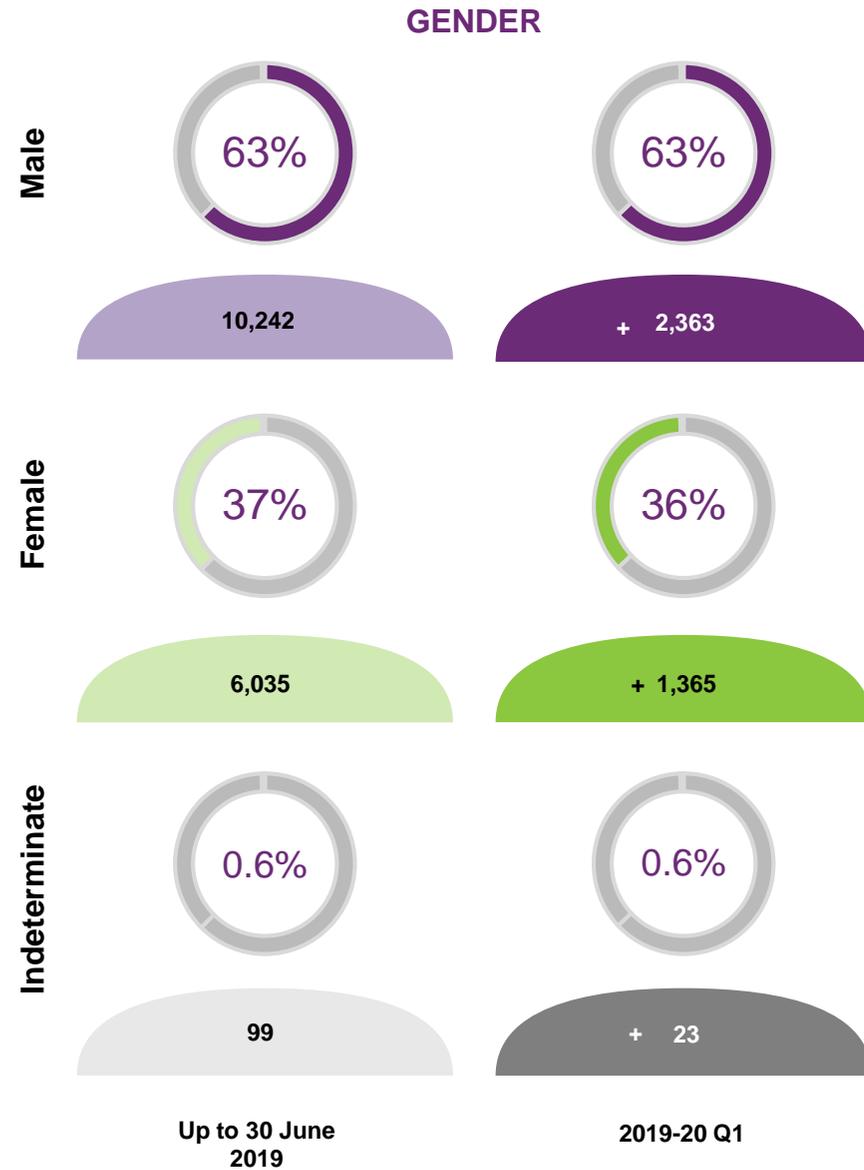
% of active participants with a plan approved by level of function



Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by gender.

The majority of participants are males. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.





Participant Profiles

These bar charts show other demographic profiles of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019.

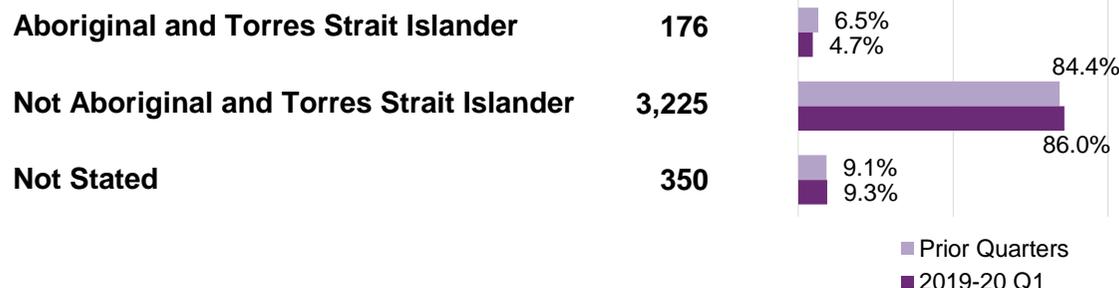
Of the participants with a plan approved in 2019-20 Q1:

- 4.7% were Aboriginal or Torres Strait Islander, compared with 6.5% in previous periods combined.
- 10.5% were culturally and linguistically diverse, compared with 6.0% in previous periods combined.
- There were 119 participants in residential aged care. 97 of them were under the age of 65 years.

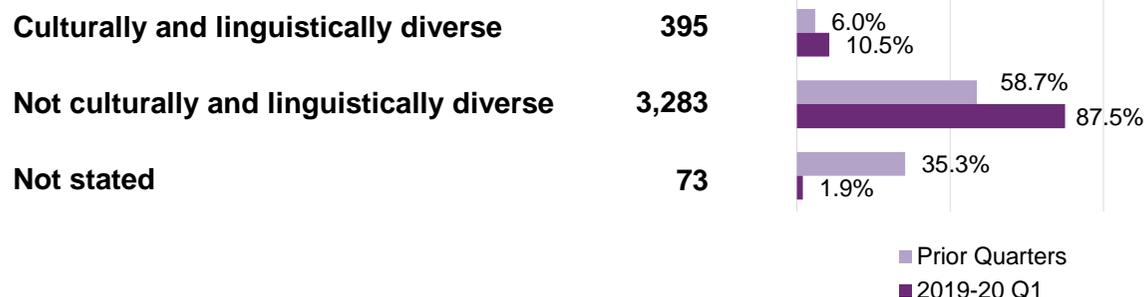
*Note: The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

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

Aboriginal & Torres Strait Islander status*



Culturally and linguistically diverse status^

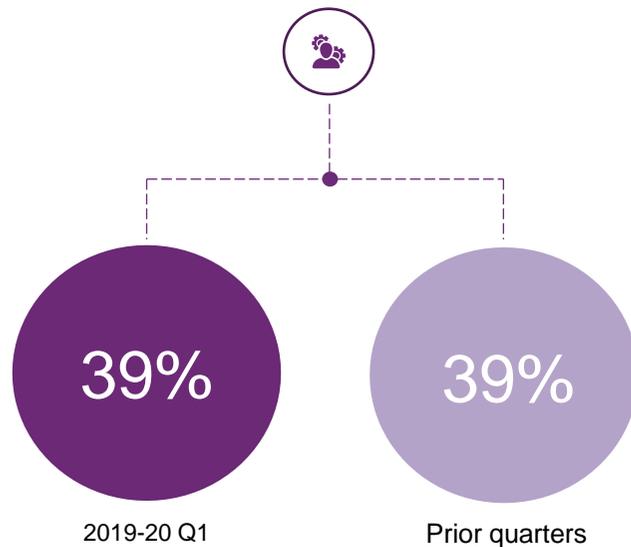


Plan Management Support Coordination

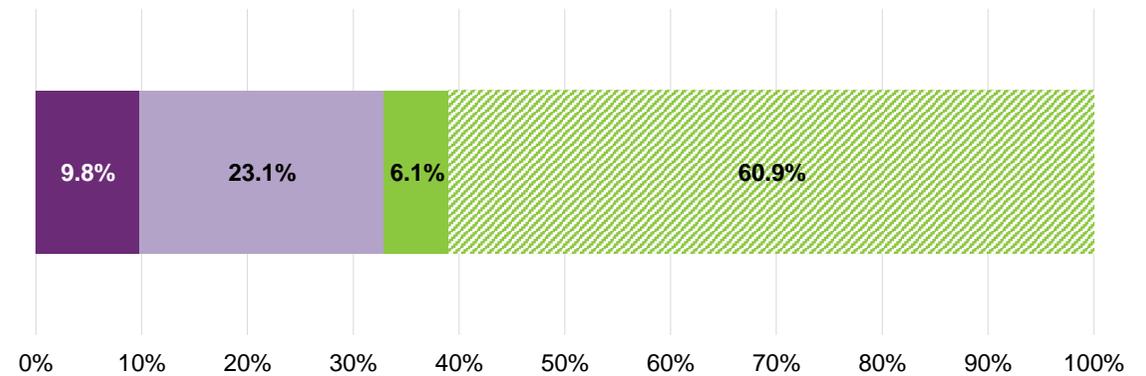
The proportion of participants electing to fully or partly self-manage their plan was higher in 2019-20 Q1 at 37%, compared with 33% in previous quarters combined.

39% of participants who have had a plan approved in 2019-20 Q1 have support coordination in their plan, in line with previous quarters combined.

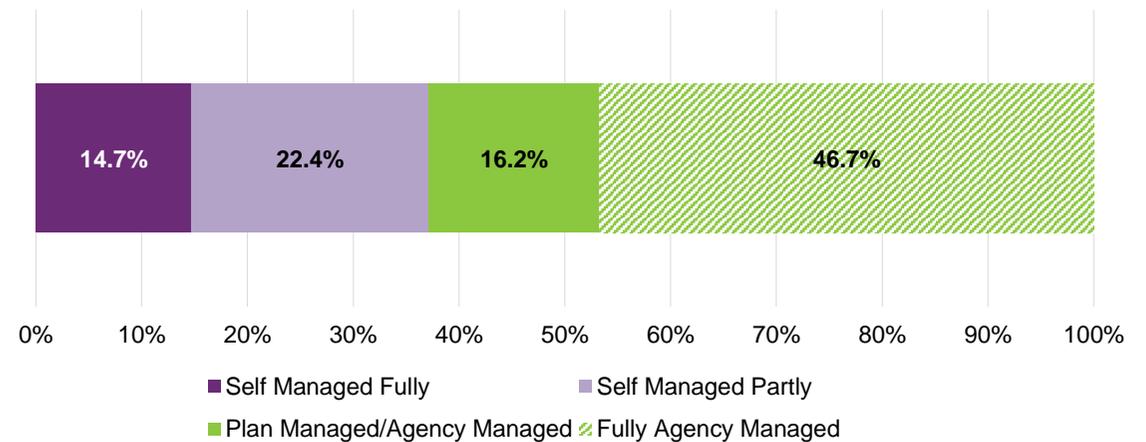
Support Coordination



Prior quarters (transition only)



2019-20 Q1



Plan Activation

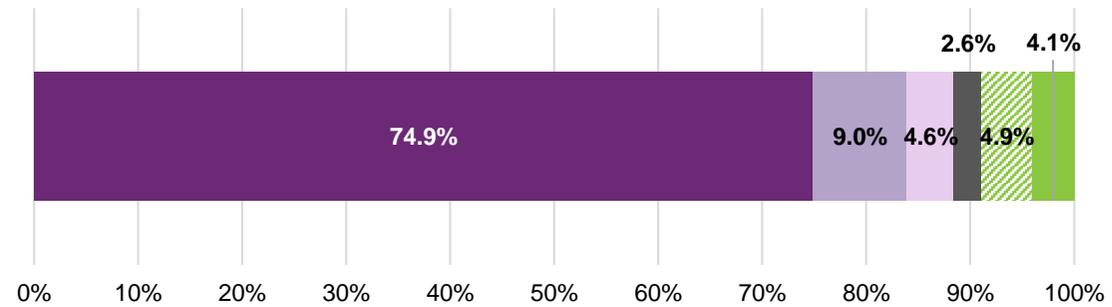
Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

The percentage of participants who activated plans within 90 days of initial plan approval was:

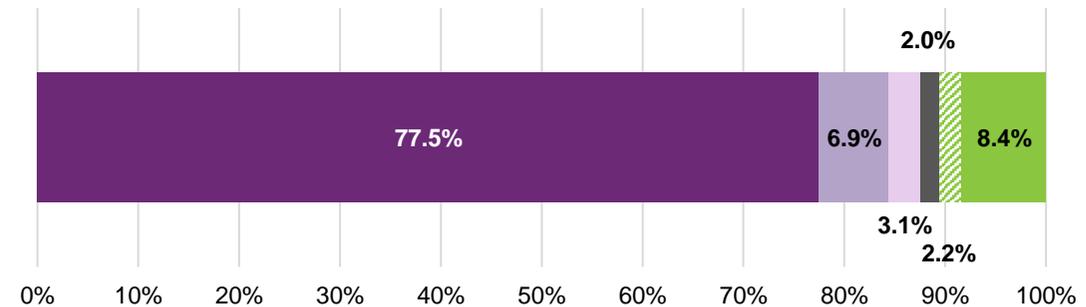
- 88% of participants entering in 2018-19 Q3
- 88% of participants entering in previous quarters combined

Duration to Plan activation for participants with initial plan approval

Prior Quarters (Transition Only)



2018-19 Q3



- Less than 30 days
- 30 to 59 days
- 60 to 89 days
- 90 to 119 days
- 120 days and over
- No payments

Note: Participants with initial plans approved after the end of 2018-19 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

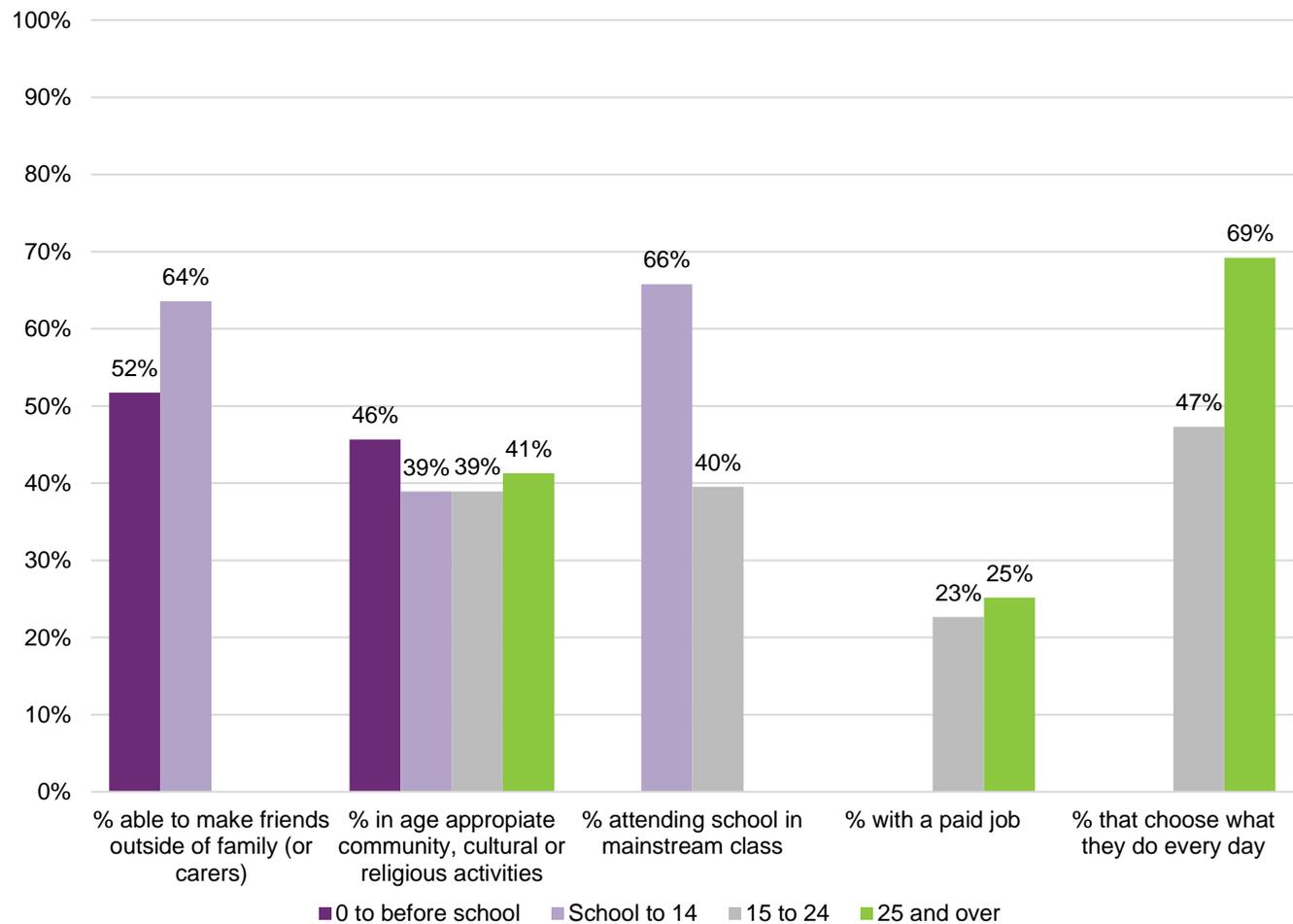
Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Participant Outcomes

This information on participant outcomes has been collected from 98% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- 64% of participants from school age to 14 are able to make friends outside of family/carers, compared to 52% of participants aged 0 to before school
- 46% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 39% - 41% for other age groups
- 66% of participants from school age to 14 attend school in a mainstream class, compared to 40% of participants aged 15 to 24
- 25% of participants aged 25 and over have a paid job, compared to 23% of participants aged 15 to 24
- 69% of participants aged 25 and over choose what they do every day, compared to 47% of participants aged 15 to 24

Selected key baseline indicators for participants

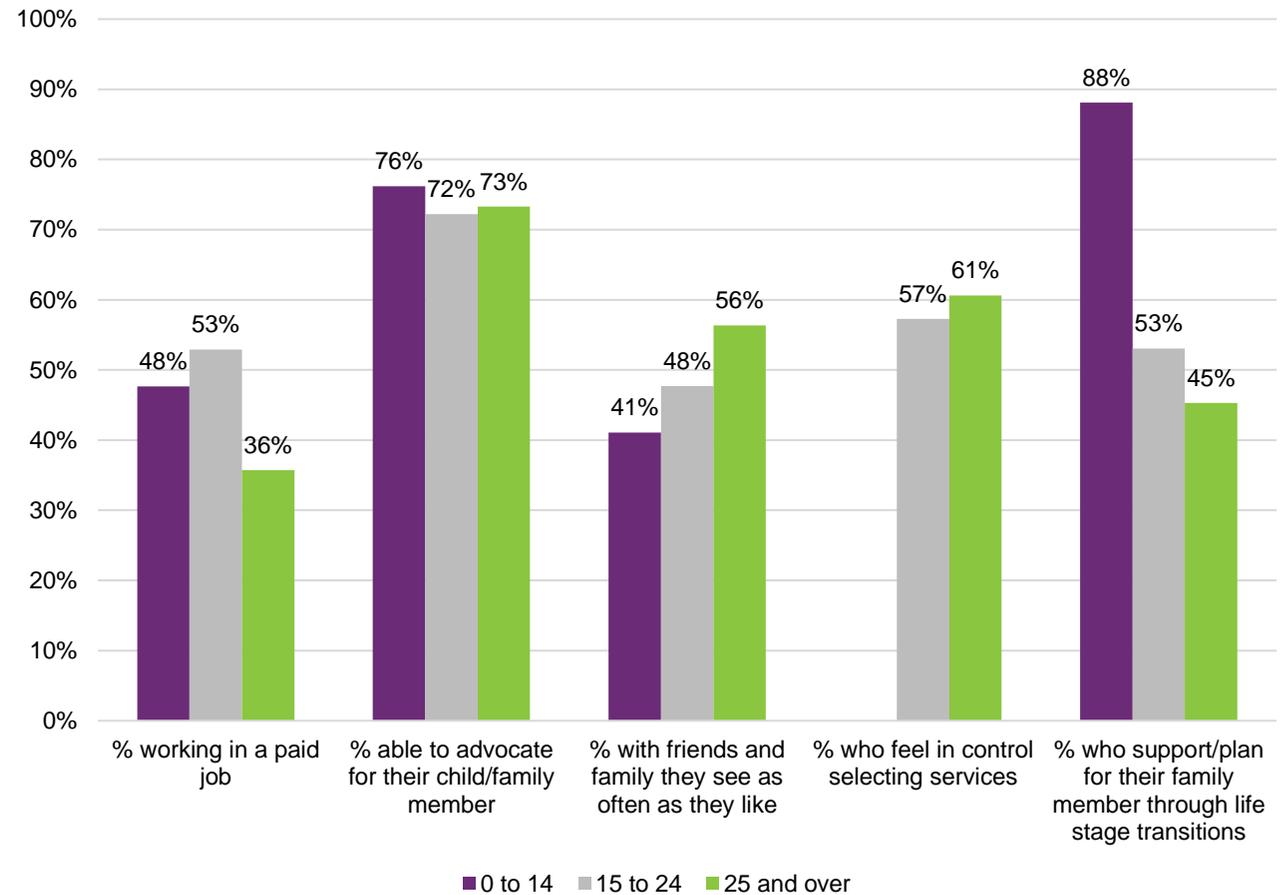


Family/Carers Outcomes

The percentage of participants' families/carers when they entered the Scheme (baseline indicators):

- working in a paid job was highest for participants aged 15 to 24 (53%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (76%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (56%)
- 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



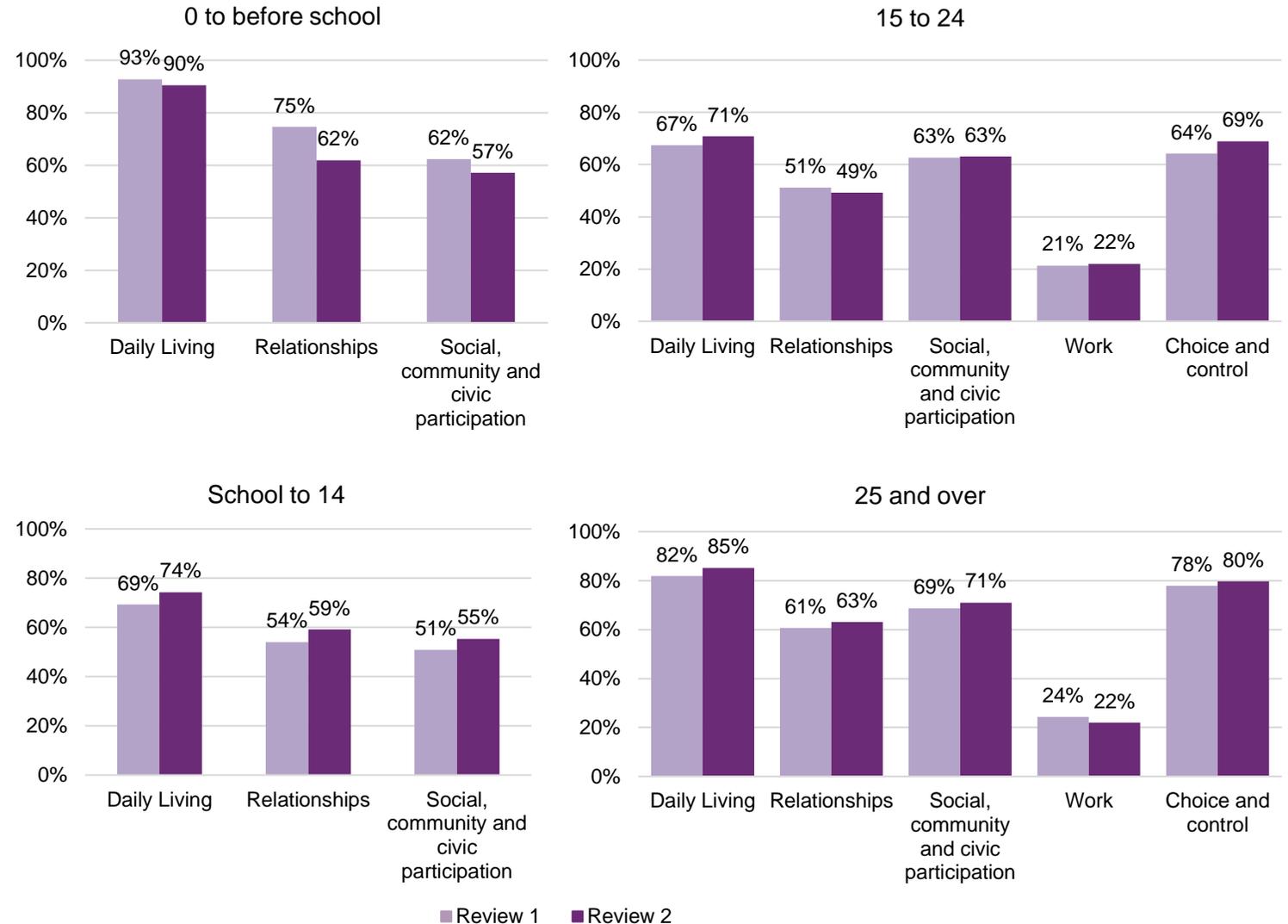
Has the NDIS helped? Participants

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

For participants from school age and above, perceptions of whether the NDIS has helped generally improved from the first to the second plan review. The exceptions were in the 'Relationships' domain for ages 15 to 24 and the 'Work' domain for ages 25 and over. For participants aged 0 to before school, the results deteriorated from the first to the second review.

"Has the NDIS helped?" questions for participants



Has the NDIS helped? Participants

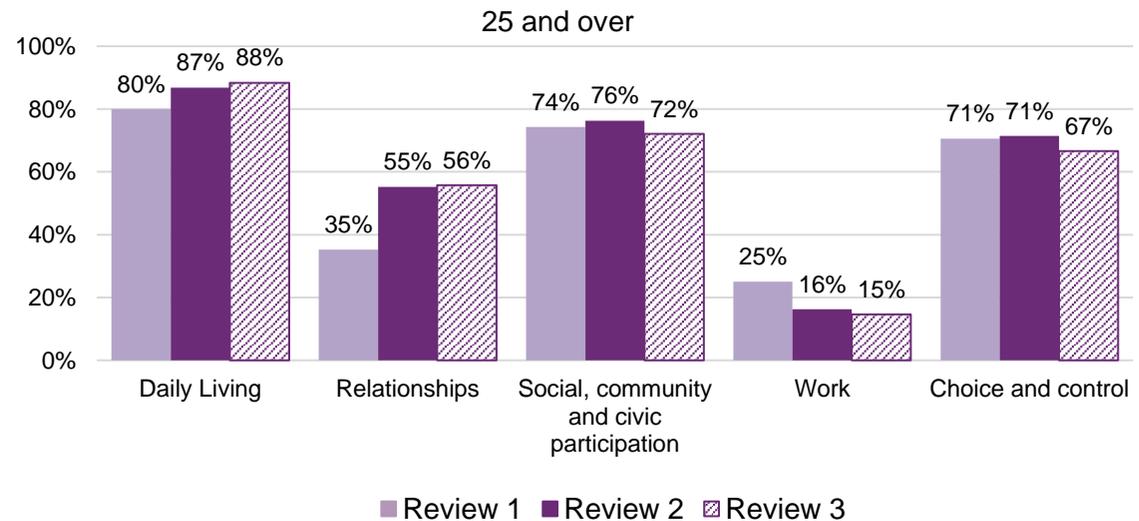
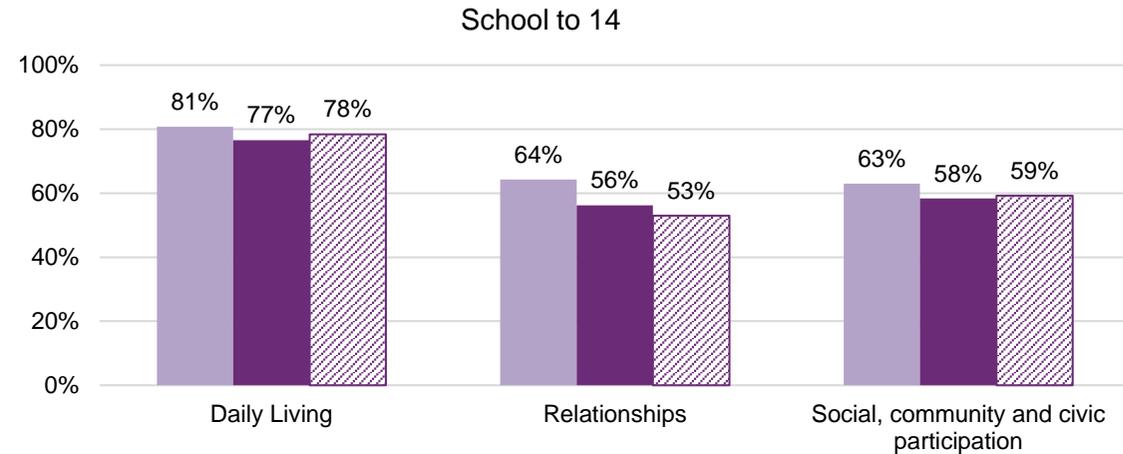
This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Participant perceptions were mixed, with improvements experienced in the domains of Daily Living and Relationships for participants aged 25 and over.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

"Has the NDIS helped?" questions for participants



Note: There is insufficient data for the 0 to before school and 15 to 24 participant age groups.

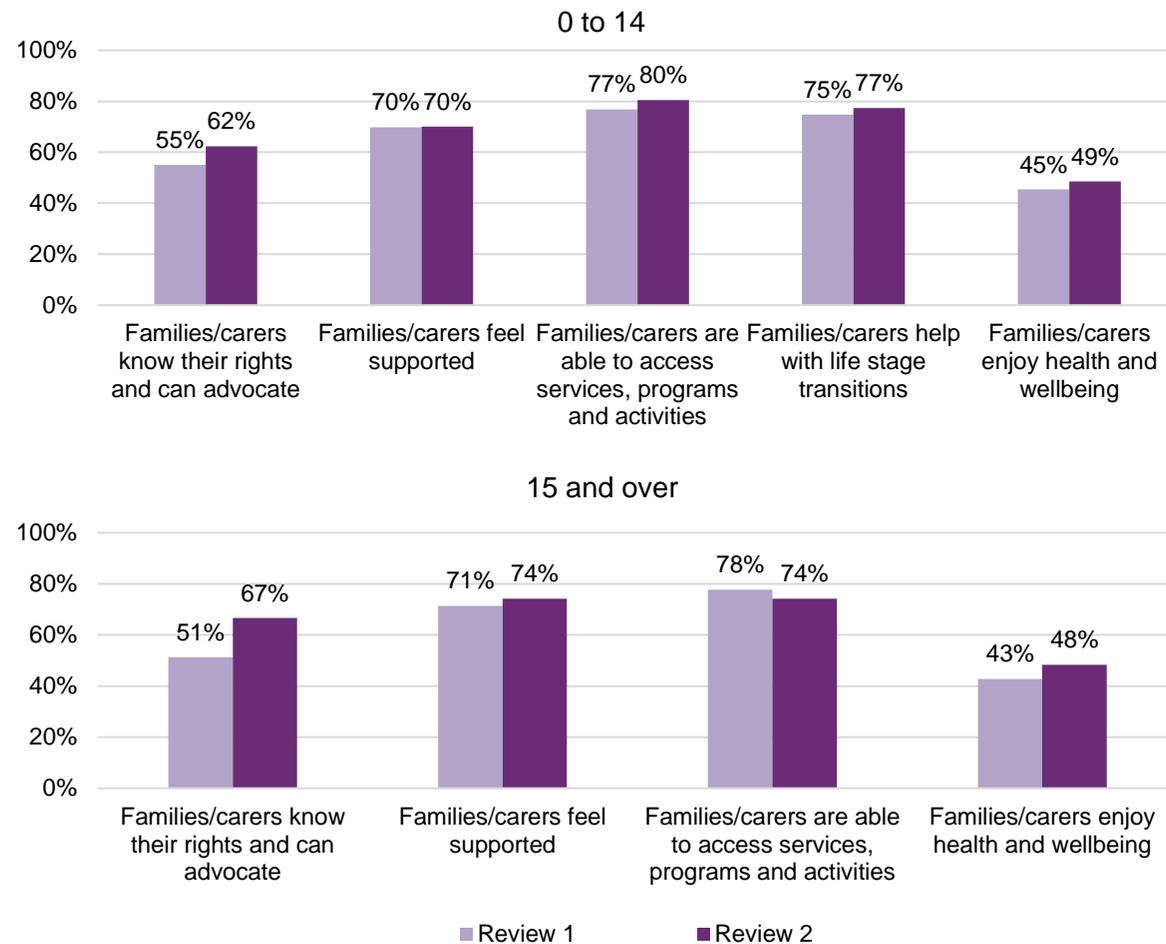
Has the NDIS helped? Family/Carers

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Family and carers' perceptions of whether the NDIS has helped generally improved from first review to second review, with the exception of families/carers of participants aged 15 or over regarding access to services, programs and activities.

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



Has the NDIS helped? Family/Carers

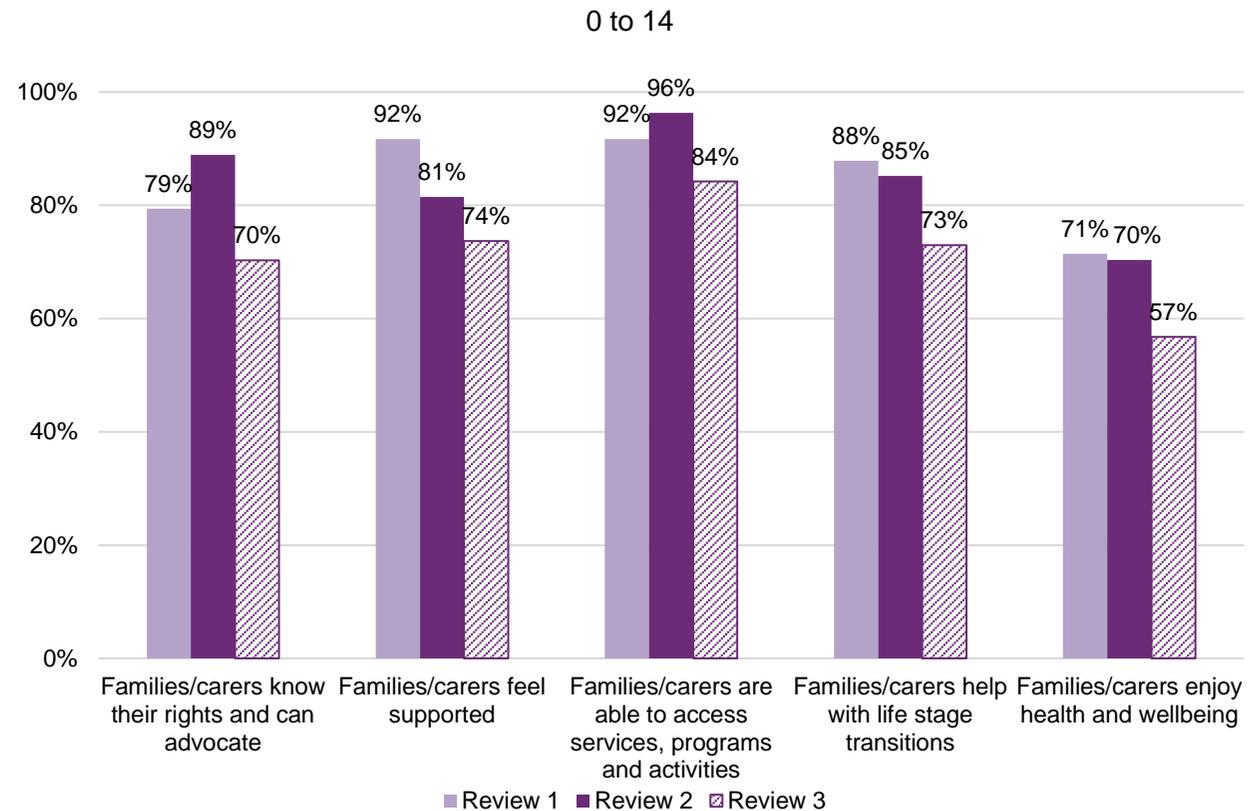
This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Overall, the perceptions of whether the NDIS has helped for families and carers of participants aged 0 to 14 deteriorated from the first to the third plan review.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

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



Note: There is insufficient data for the 15 and over age group.

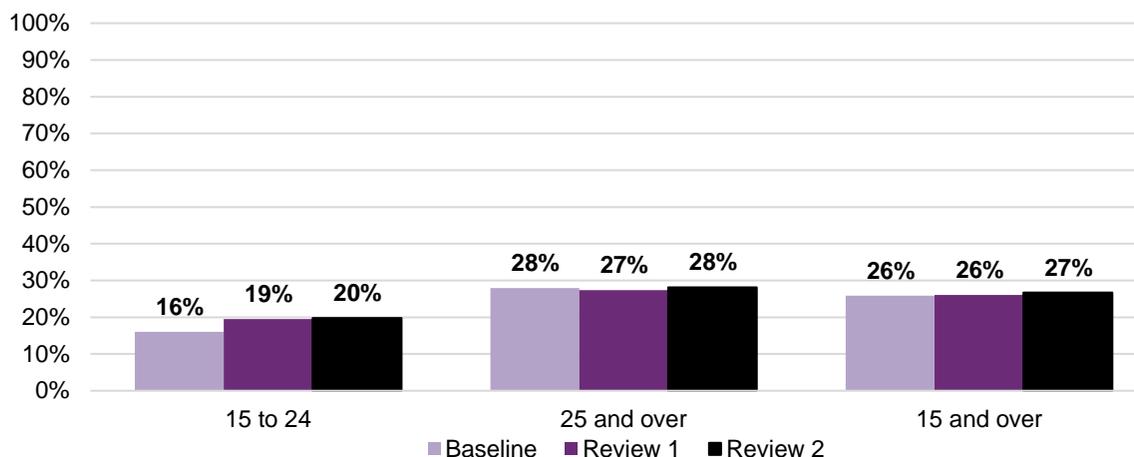
Participants in Work

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

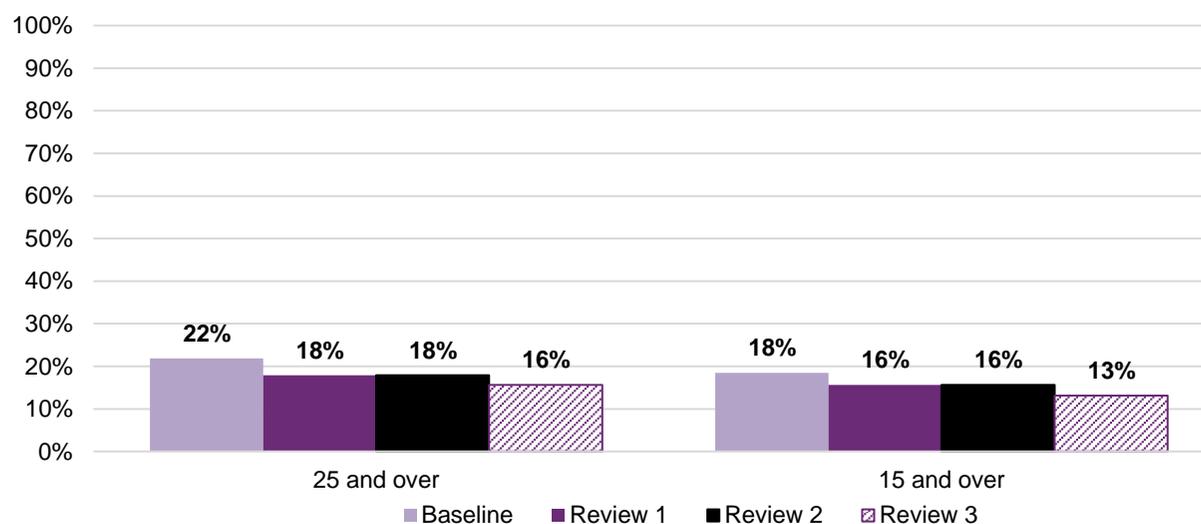
Baseline measures on employment are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

The percentage of participants in paid work has increased across plan reviews for those aged 15 to 24, but remained stable or reduced for those aged 25 and over.

NDIS participants in paid employment, by age group - participants with first and second plan reviews.



NDIS participants in paid employment, by age group - participants with first, second and third plan reviews.



Note: There are insufficient numbers to show age group 15 to 24 separately, for participants with first, second and third plan reviews.

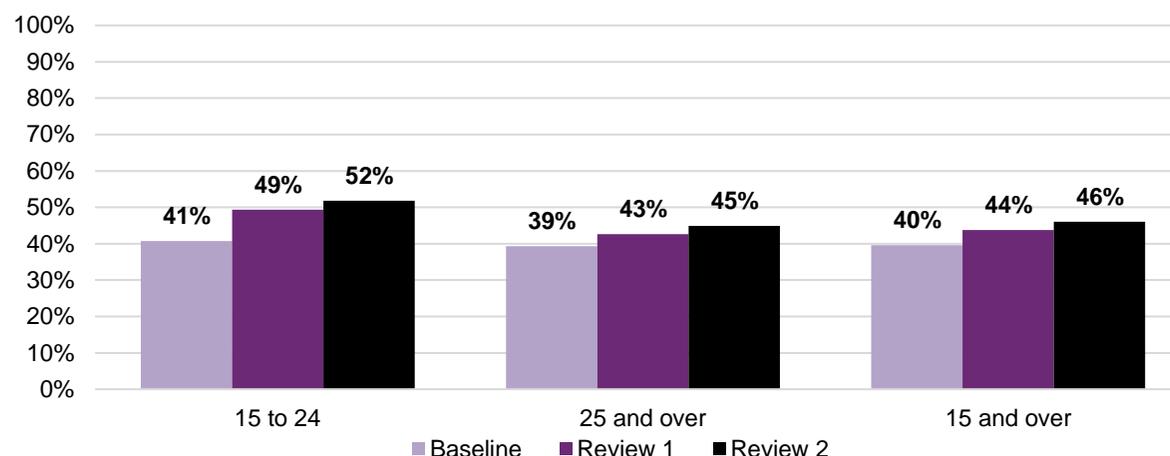
Participants involved in community and social activities

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

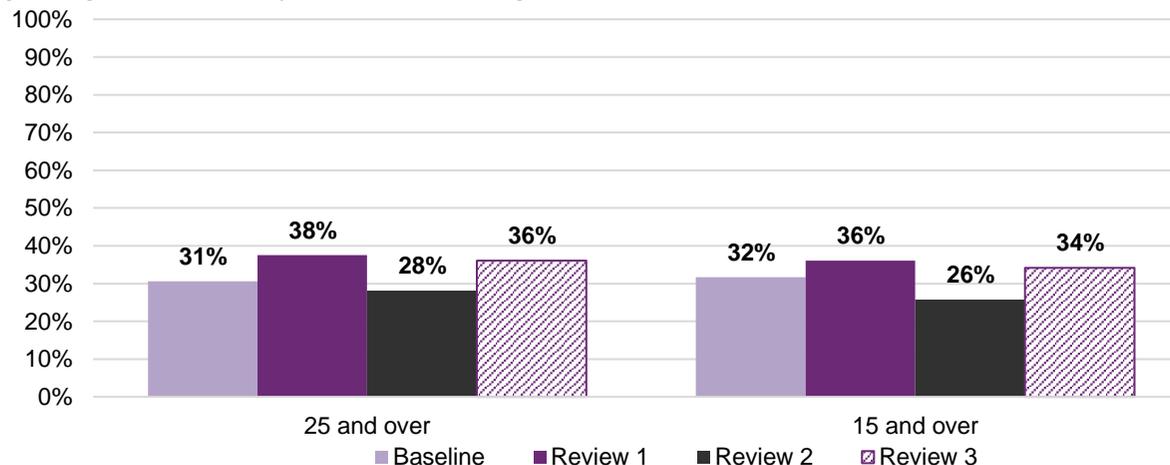
Baseline measures on engaging in community and social activities are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

Across all age groups, there was an increase in the percentage of participants engaged in community and social activities. The results fluctuate for participants with three plan reviews to date but these are based on relatively small volumes at this stage.

NDIS Participants participating in social activities in their community, by age group - participants with first and second plan reviews.



NDIS participants participating in social activities in their community, by age group - participants with first, second and third plan reviews.

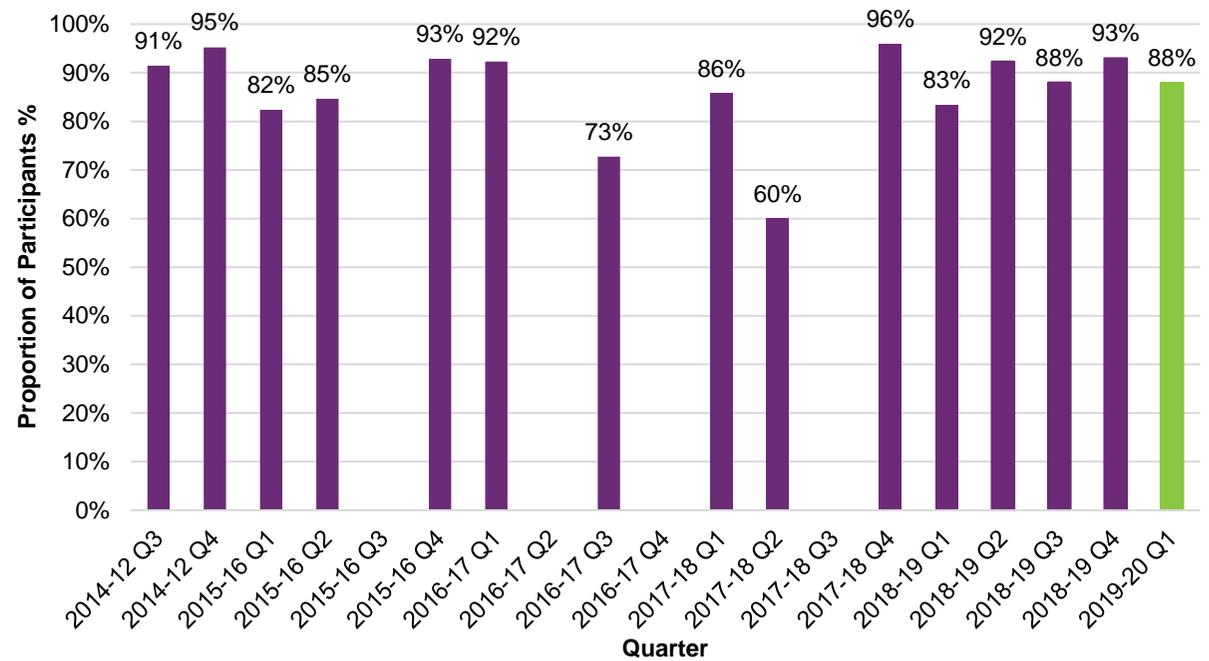


Note: There are insufficient numbers to show age group 15 to 24 separately, for participants with first, second and third plan reviews.

Participant Satisfaction - Existing Survey Method

88% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter.

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.



Participant Satisfaction - New Survey Method

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

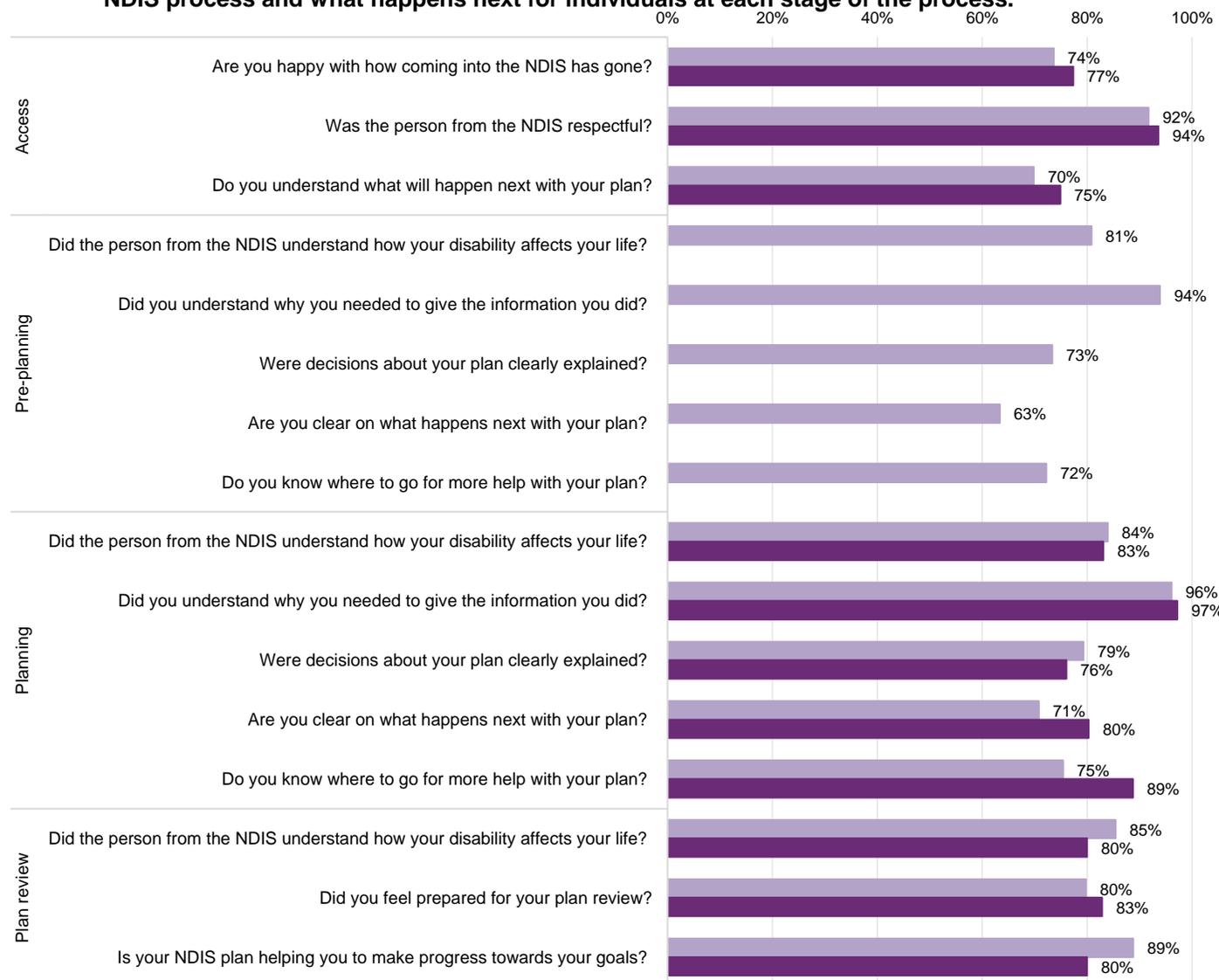
It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access
- Pre-planning
- Planning
- Plan Review

Participant satisfaction has increased at the Access stage this quarter, and experience has been mixed for the Planning and Plan review stages. Generally, there is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

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

Generally, there is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.



Committed Supports and Payments

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

Of the \$1.3 billion that has been committed in participant plans, \$876.1 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

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS TRIAL WAS LAUNCHED:

2013-14:	\$0.2M
2014-15:	\$11.2M
2015-16:	\$51.6M
2016-17:	\$133.1M
2017-18:	\$164.4M
2018-19:	\$375.3M
2019-20:	\$140.4M TO DATE.

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:

2013-14:	64%
2014-15:	58%
2015-16:	74%
2016-17:	79%
2017-18:	75%
2018-19:	70%

UTILISATION OF COMMITTED SUPPORTS IN 2018-19 AND 2019-20 IS STILL EMERGING.

Note: Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for WA.

Committed Supports and Payments

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the \$1.3 billion that has been committed in participant plans, \$876.1 million has been paid to date.

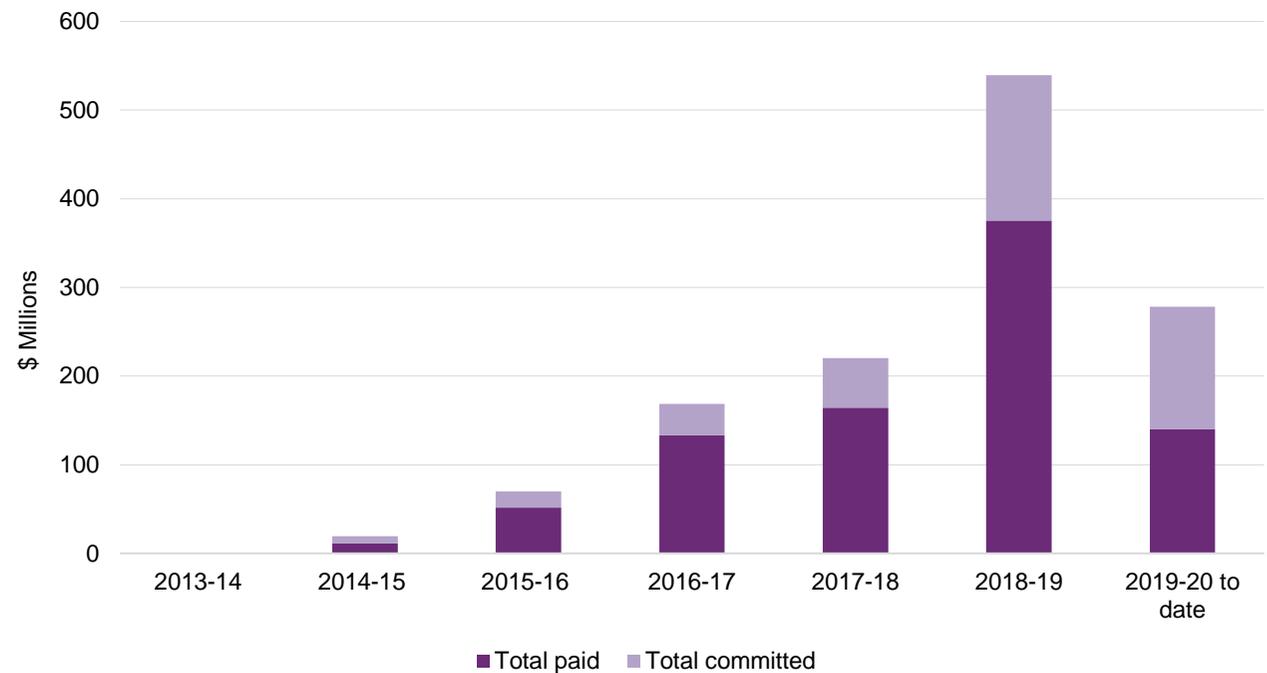
Summary of committed supports paid in financial years since the NDIS launched:

- 2013-14: \$0.2m
- 2014-15: \$11.2m
- 2015-16: \$51.6m
- 2016-17: \$133.1m
- 2017-18: \$164.4m
- 2018-19: \$375.3m
- 2019-20 to date: \$140.4m

Note: Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for WA.

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	0.3	19.3	70.0	168.6	220.2	539.3	278.2
Total paid	0.2	11.2	51.6	133.1	164.4	375.3	140.4



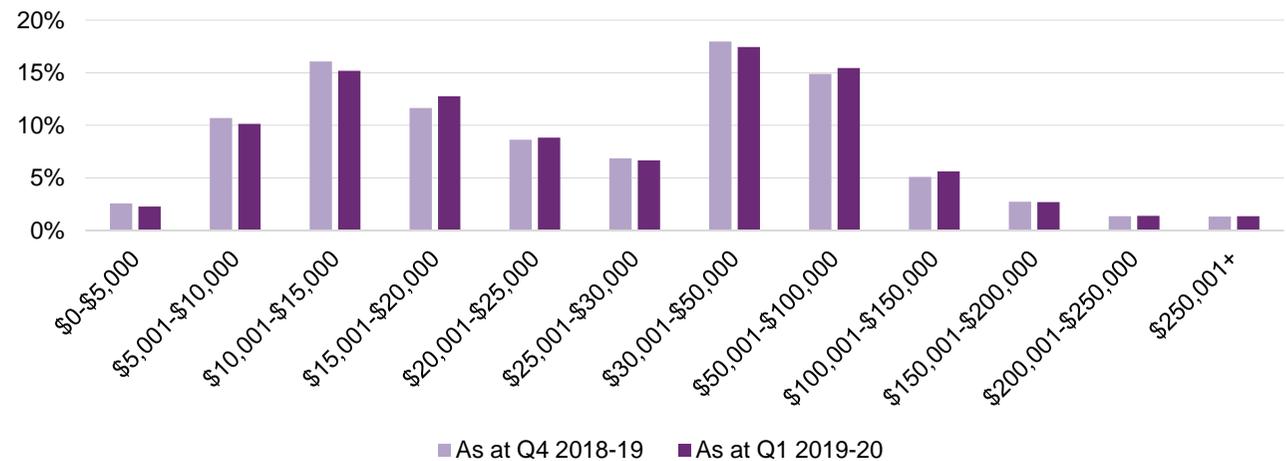
Committed Supports by Cost Band

This quarter, the distribution of average annualised committed supports has remained consistent with prior 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)

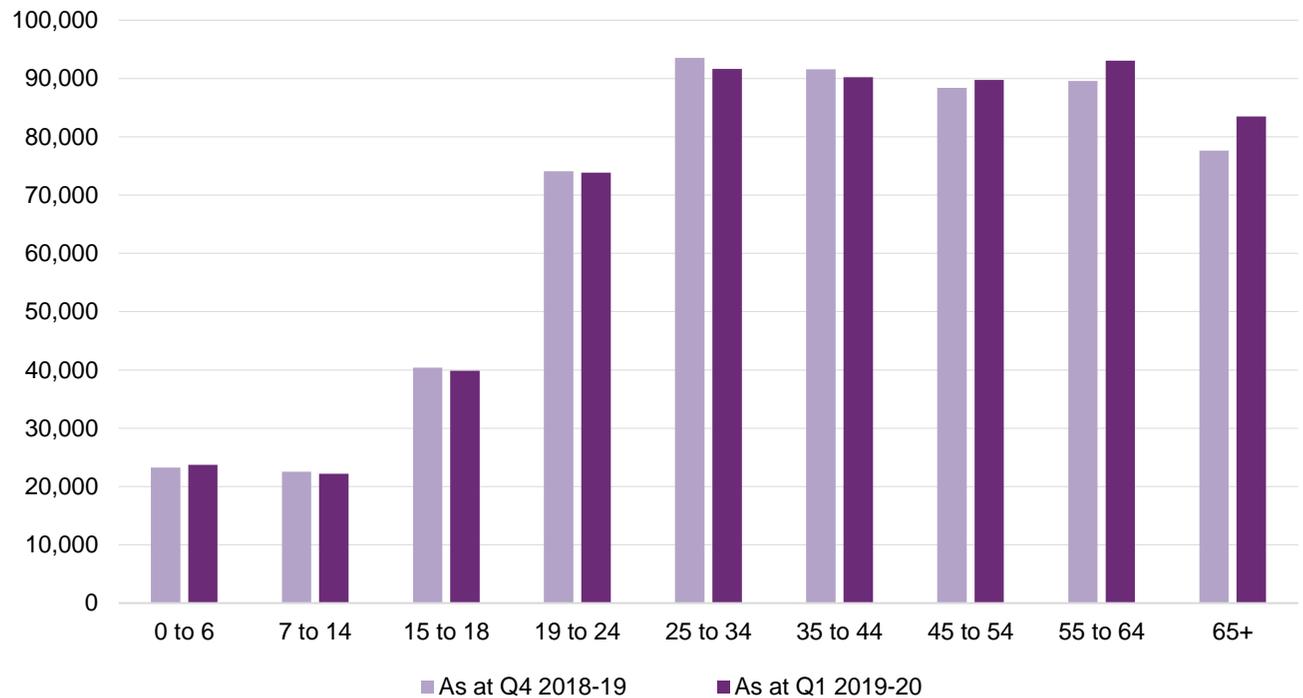


Committed Supports by Age Band

This quarter, average annualised committed supports has remained consistent with prior quarters.

The average annualised committed supports increases steeply between participants aged 7 through to age 34, stabilising to age 64 and reducing in participants of older years.

Average annualised committed supports by age band

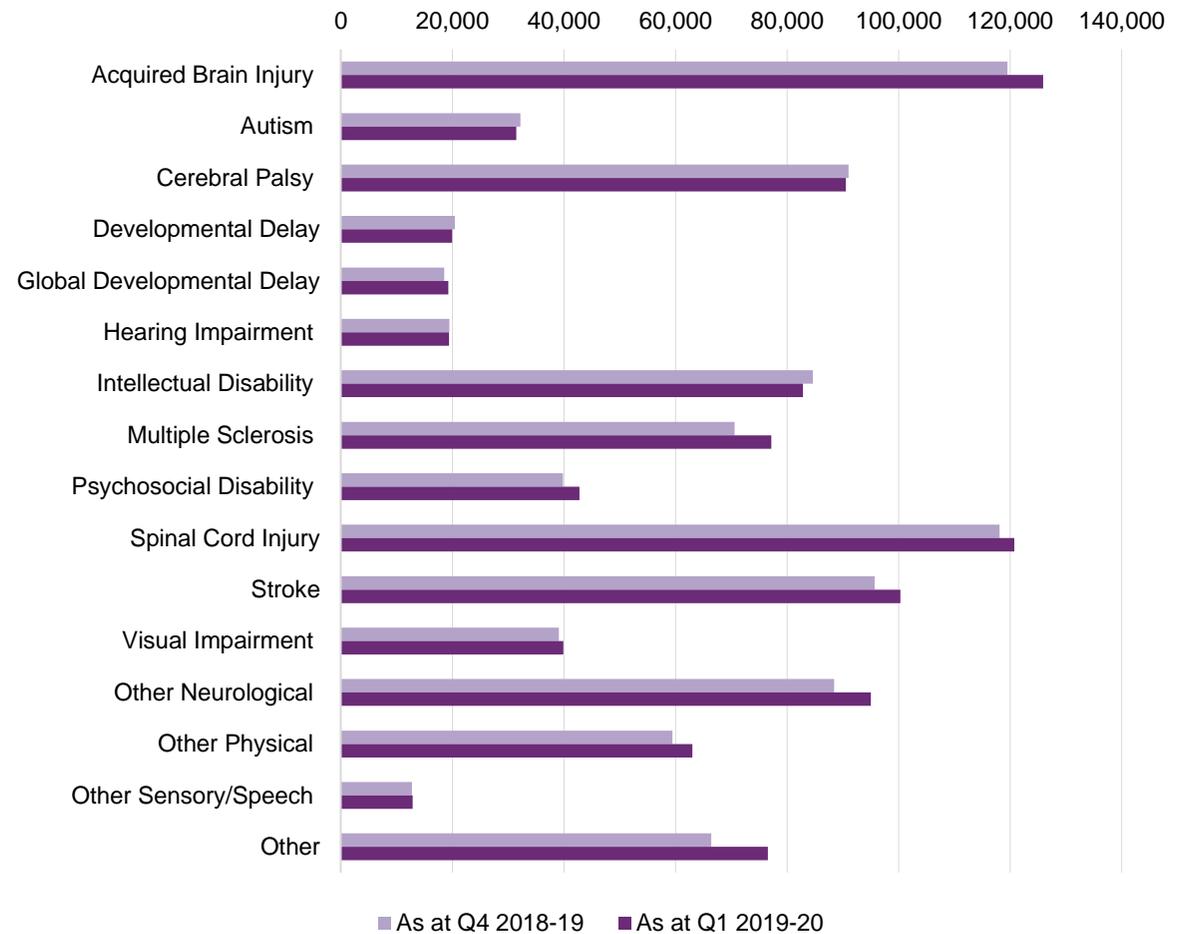


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

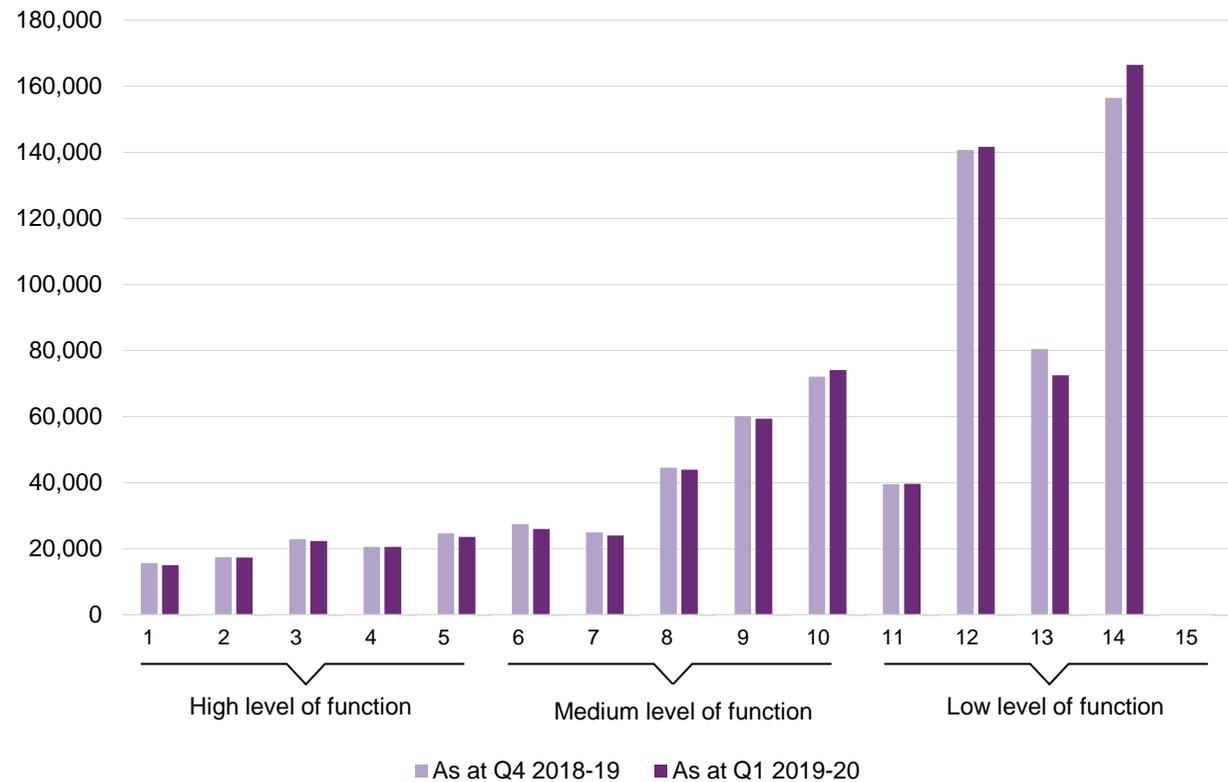
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase among participants with higher needs.

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.

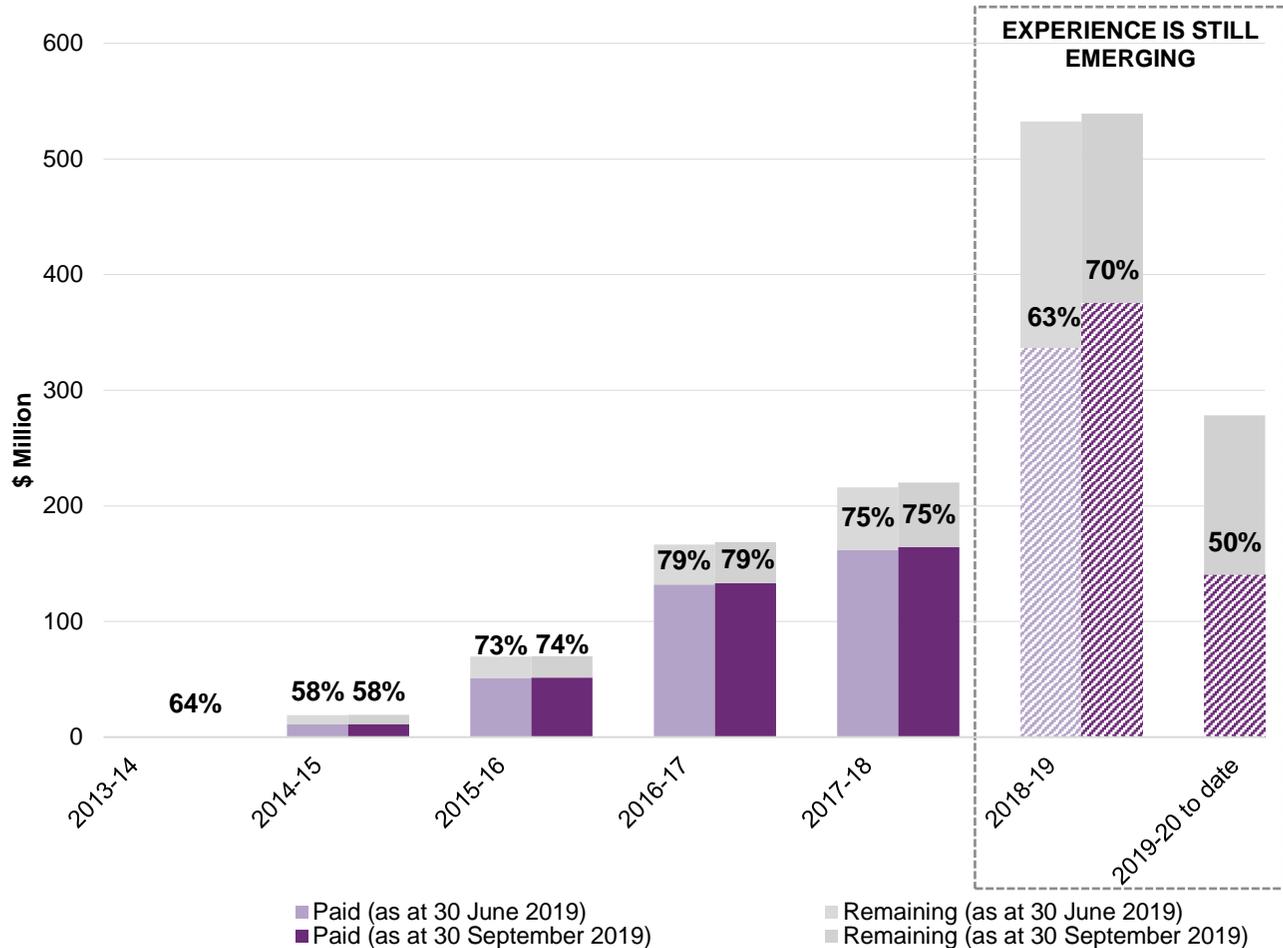
Utilisation of Committed Supports

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 30 June 2019 and 30 September 2019.

As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 and 2019-20 will increase.

Experience shows that 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.

Utilisation of committed supports as at 30 June 2019 and 30 September 2019



Note: Jurisdiction is defined by the current residing address of the participant. This is a change from the previous quarter, where the jurisdiction was based on where the participant resided when they had their initial plan approved. As a result, there are now small amounts of committed supports and payments in respect of 2013-14 for WA.

Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 978 active providers as at 30 September 2019, 98 of which were active for the first time in the quarter.

Summary

This section contains information focused on active 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 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

978

ACTIVE PROVIDERS, IN WESTERN AUSTRALIA AS AT 30 SEPTEMBER 2019

80-95%

OF PAYMENTS TO PROVIDERS ARE RECEIVED BY 25% OF ACTIVE PROVIDERS

20%

OF ACTIVE SERVICE PROVIDERS ARE INDIVIDUALS/ SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF ACTIVE SERVICE PROVIDERS, FOLLOWED BY ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY AND PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES

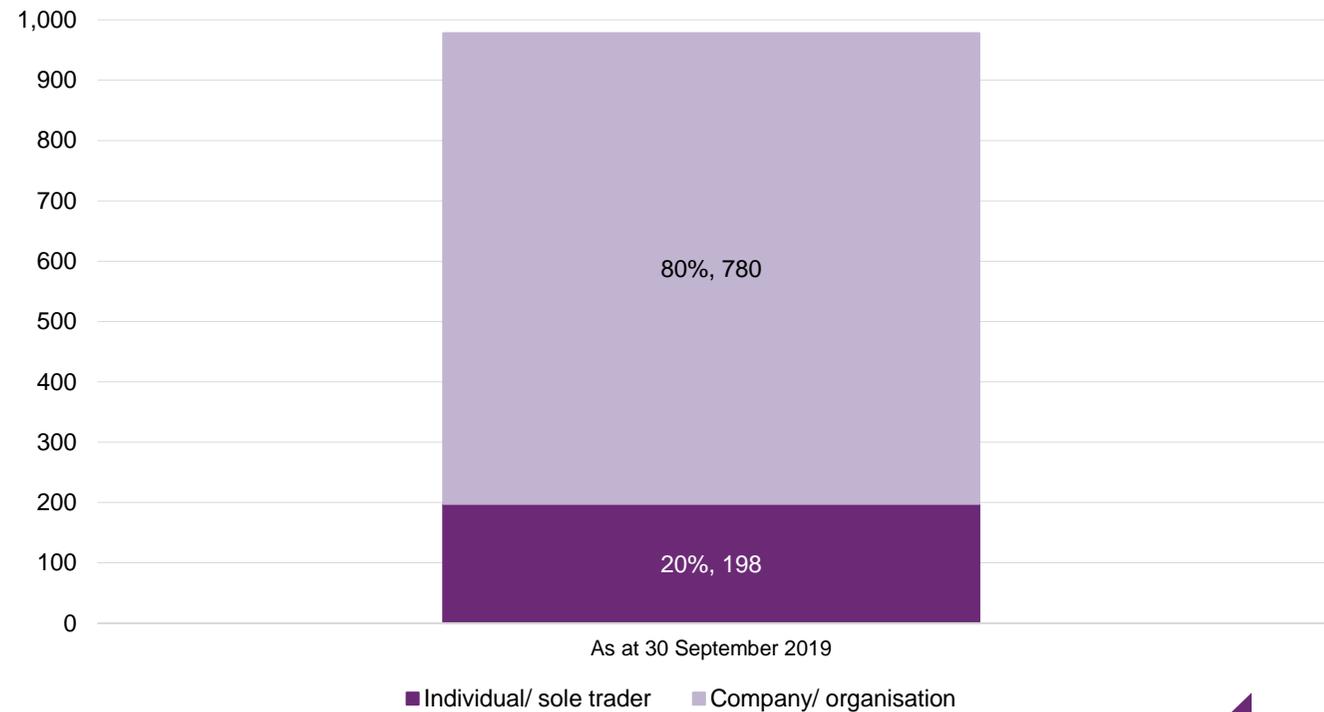
Active providers as at 30 September 2019

As at 30 September 2019, there were 978 active service providers, of which 198 were individual/sole trader operated businesses and 780 were companies or organisations.

Of the total providers, 173 began delivering new supports in the quarter.



Active providers as at 30 September 2019



The number of active service providers increased by 11% to 978 in the quarter. Currently, 20% of active service providers are individuals/sole traders.

Active Registration groups

The number of active providers has remained stable or increased across all registration groups over the quarter.

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

- Therapeutic Supports: from 352 to 392 (11% increase)

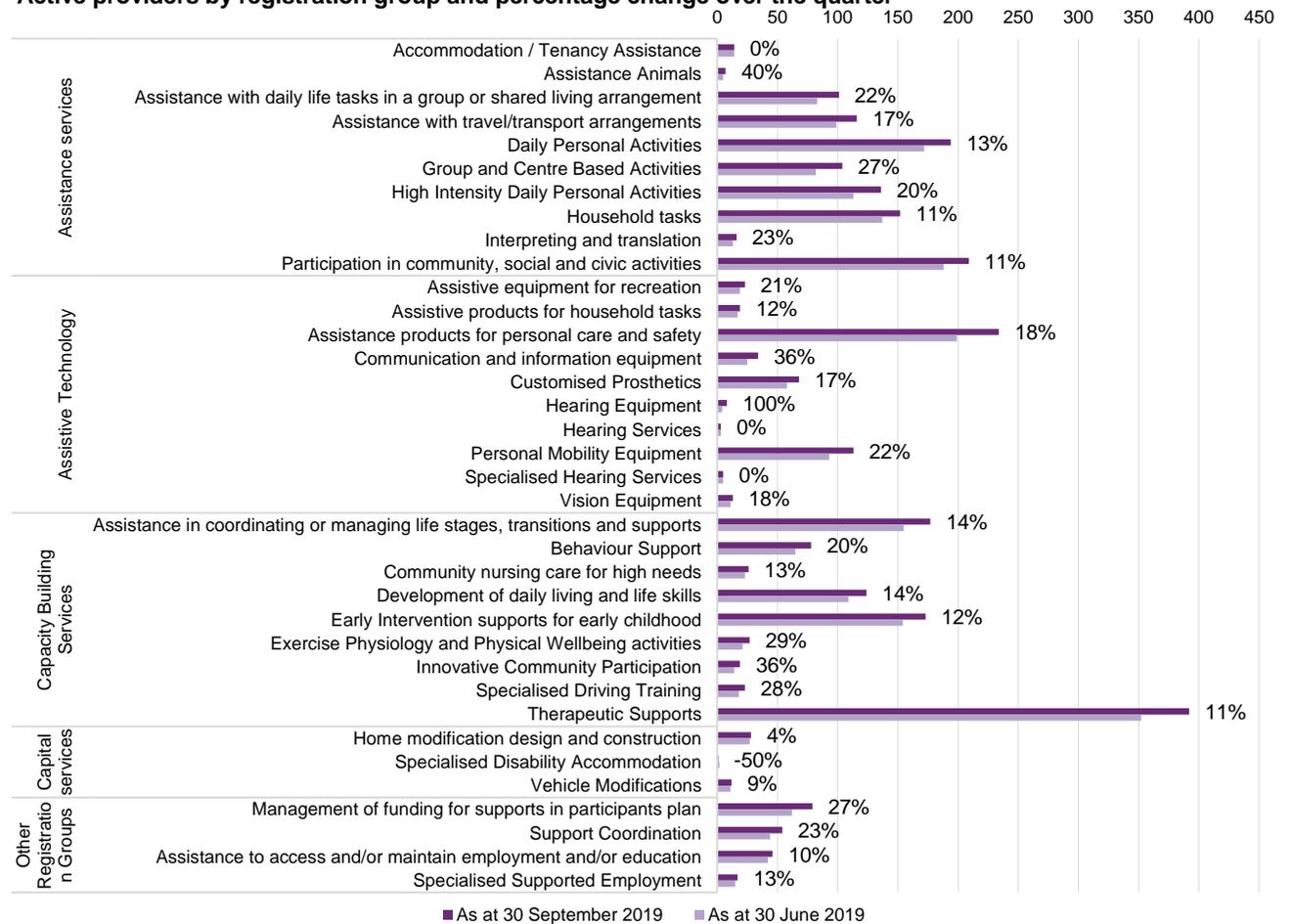
- Assistance products for personal care and safety: from 199 to 234 (18% increase)

- Participation in community, social and civic activities: from 188 to 209 (11% increase)

- Daily Personal Activities: from 172 to 194 (13% increase)

- Assistance in coordinating or managing life stages, transitions and supports: from 155 to 177 (14% increase)

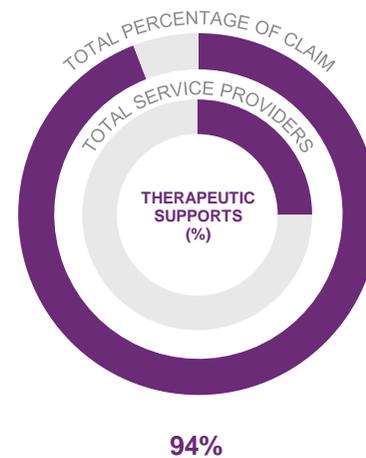
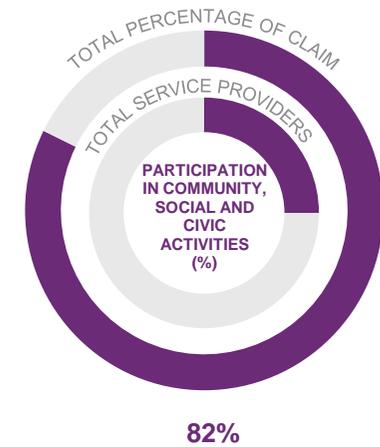
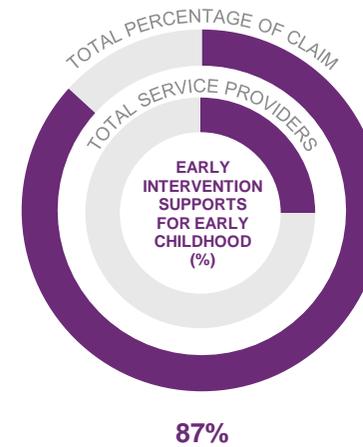
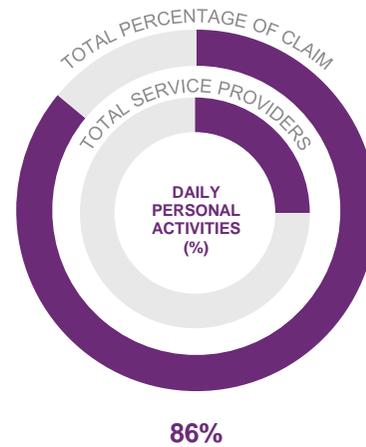
Active providers by registration group and percentage change over the quarter



Market share of top providers

80-95% of payments to providers are received by 25% of active providers.

The top 25% active providers by registration group



Information, Linkages and Capacity Building

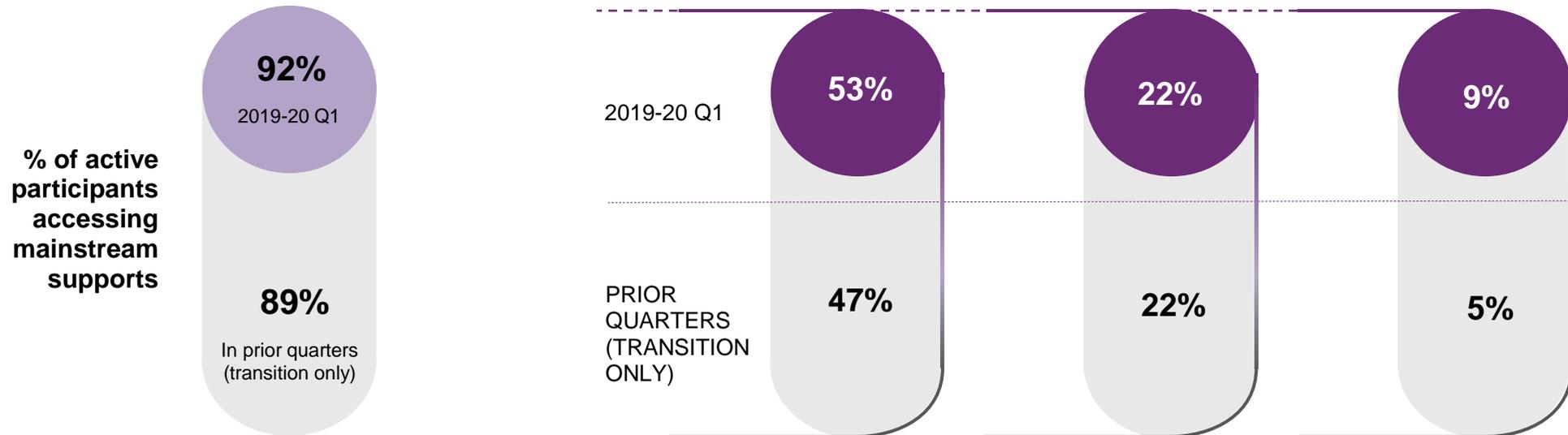
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

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

Mainstream Interface

Of the total number of active participants with a plan approved in 2019-20 Q1*, 92% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



*Note: The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

Financial Sustainability

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