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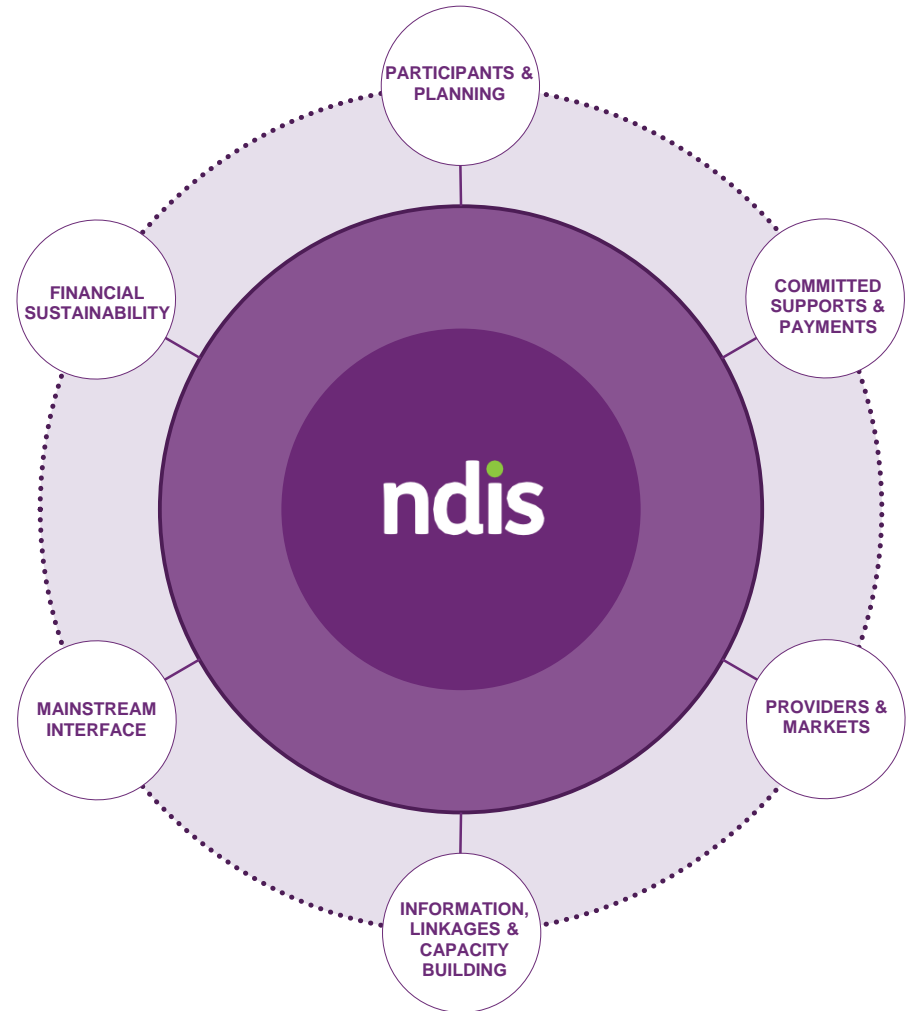
## Disability Reform Council Quarterly Performance Report

Western Australia - 30 September 2018



# Overview

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



# Summary

## Participants and Planning

1,116 additional participants with plans this quarter.

Of these, 774 had transferred from the WA NDIS to the nationally delivered NDIS this quarter and 192 had transferred in prior quarters. These participants are not included in the comparison against bilateral estimates.

As at 30 September 2018, plans approved and ECEI referrals represent 77% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 - 30 September 2018).

Participant satisfaction remains high with 83% 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

\$389.2 million has been paid to providers and participants:

- \$10.9m in 2014-15,
- \$51.1m in 2015-16,
- \$131.2m in 2016-17,
- \$159.9m in 2017-18,
- \$36.2m in 2018-19 to date.

Overall,

- 58% of committed supports were utilised in 2014-15,
- 73% in 2015-16,
- 78% in 2016-17,
- 74% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

## Providers and Markets

1,053 approved providers, an increase of less than 1% for the quarter.

33% of approved providers were active in Western Australia at 30 September 2018, and 67% were yet to have evidence of activity.

80-95% 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 2018-19 Q1 access mainstream services.

# Participants and Planning

As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 1,116 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

**4,452**

ACCESS DECISIONS  
IN 2018-19 Q1

(INCLUDING BOTH  
ACCESS MET AND  
ACCESS NOT MET)

**1,116**

INITIAL PLANS  
APPROVED IN  
2018-19 Q1

**2**

CHILDREN WITH A  
CONFIRMED ECEI  
GATEWAY REFERRAL  
IN 2018-19 Q1

**77%**

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

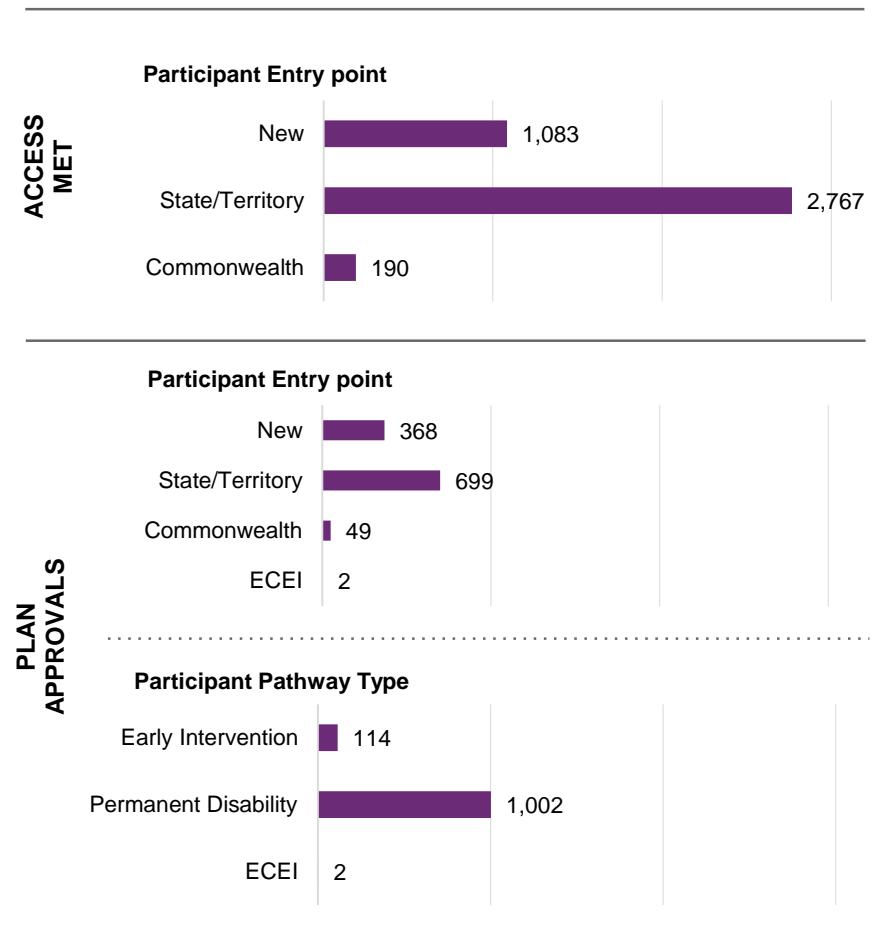
# Quarterly Intake

2018-19 Q1

Of the 4,040 participants deemed 'eligible' this quarter 68% entered from an existing State/Territory program.

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

Of the 1,116 plan approvals this quarter, 63% had transitioned from an existing State/Territory program, 90% entered with a permanent disability .



# Quarterly Intake Detail

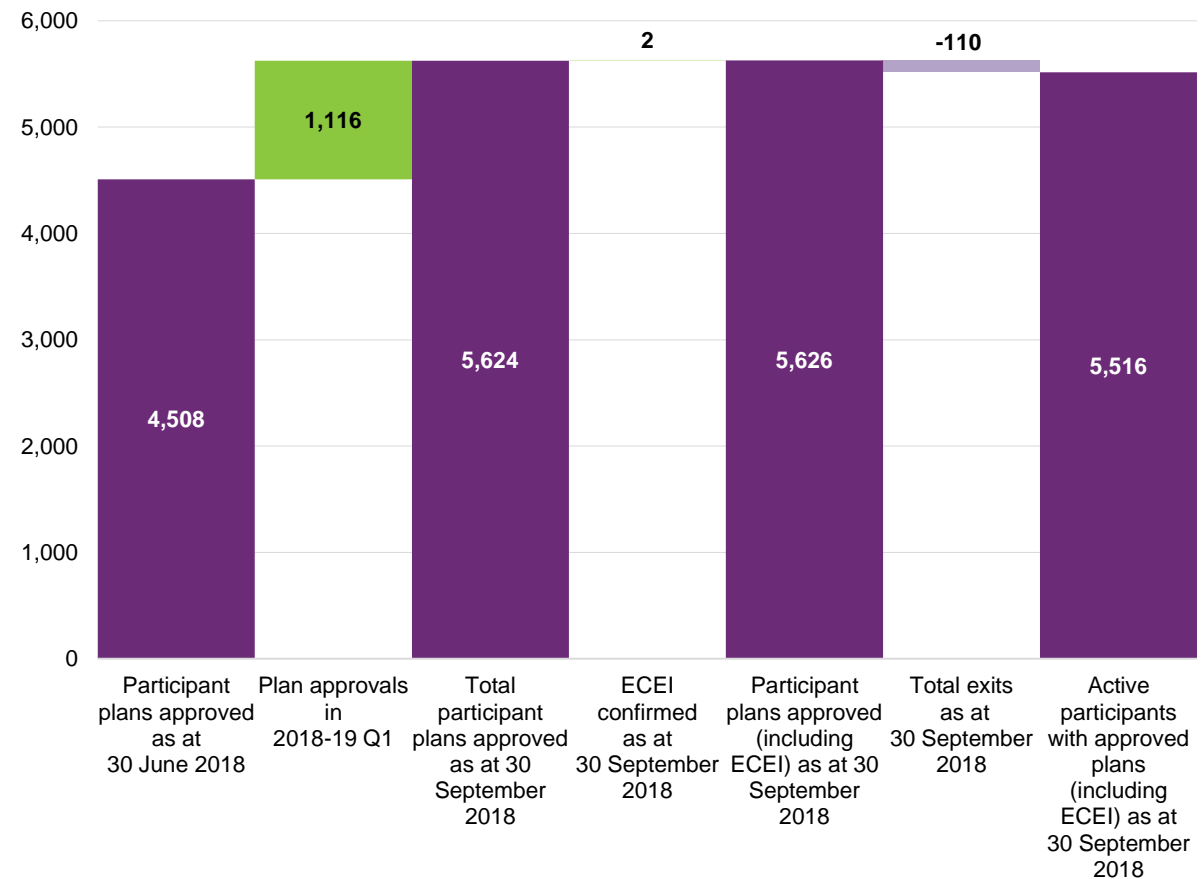
## Plan approvals as at 30 September 2018

Plan approval numbers have increased from 4,508 at the end of 2017-18 Q4 to 5,624 by the end of 2018-19 Q1, an increase of 1,116 approvals.

As at 30 September 2018 there were 2 children with a confirmed ECEI referral bringing the total number to 5,626. Overall, 110 participants with approved plans have exited the Scheme.

In the quarter of 2018-19 Q1 there were 876 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 June 2018 and 30 September 2018



# Cumulative Position

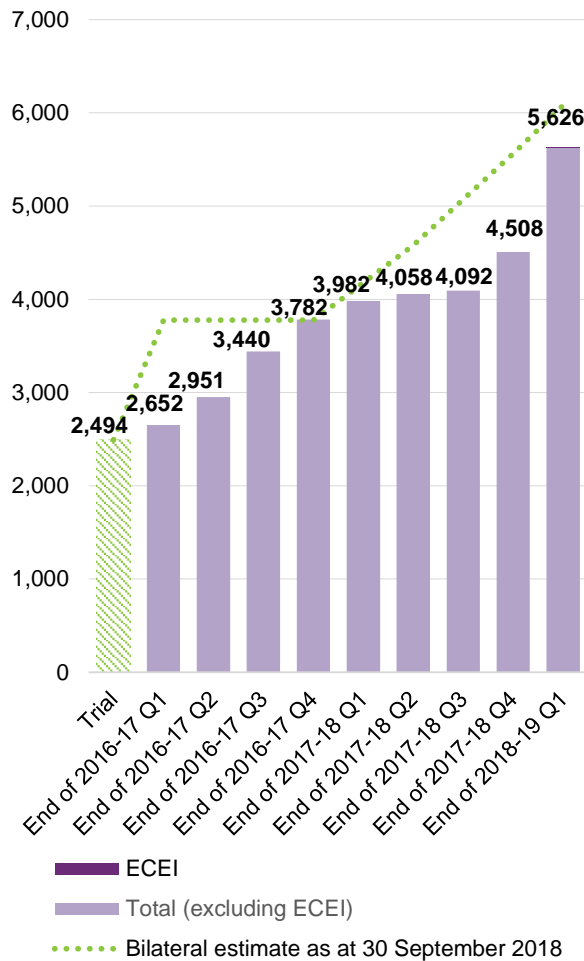
## Plan approvals as at 30 Sep 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 5,626 (including 2 children supported through the ECEI gateway). Of these, 2,500 transitioned from an existing State/Territory program and 166 transitioned from an existing Commonwealth program.

Overall, since 1 July 2014, there have been 15,378 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



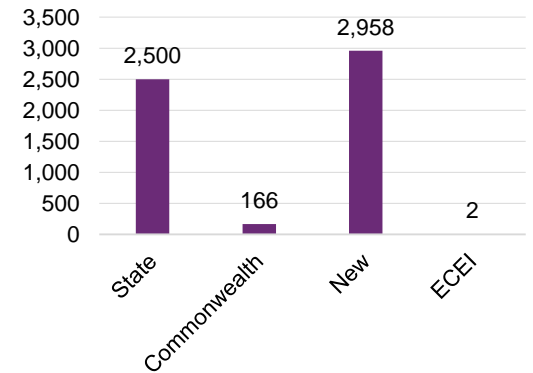
**77%**

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

**5,624**

plan approvals to date; 5,626 including ECEI confirmed

Plan approvals by participant referral pathway





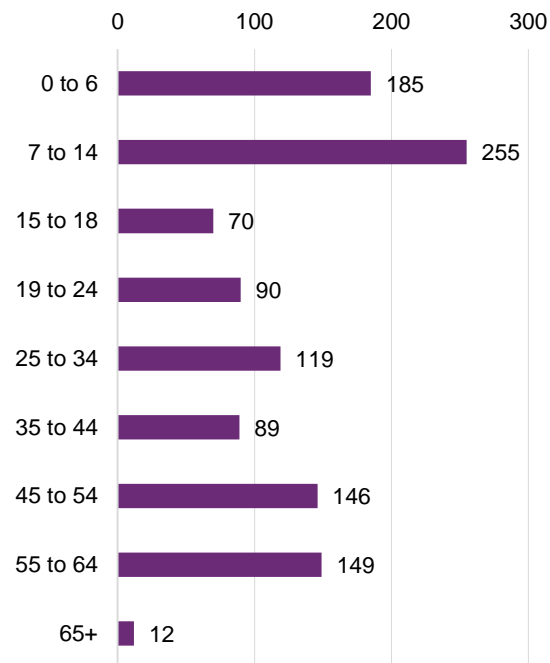
# Participant Profiles by Age Group

**Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.**

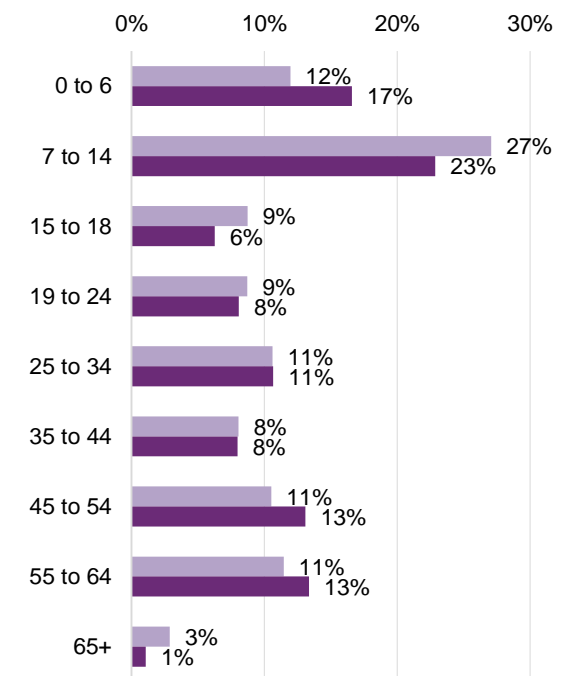
**Around 23% of participants entering in 2018-19 Q1 are aged 7 to 14 years. This compares with 27% in prior quarters.**

**Further, 17% of participants entering in 2018-19 Q1 are aged 0 to 6 years. This compares with 12% in prior quarters.**

**Active participants with a plan approved in 2018-19 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 2018-19 Q1

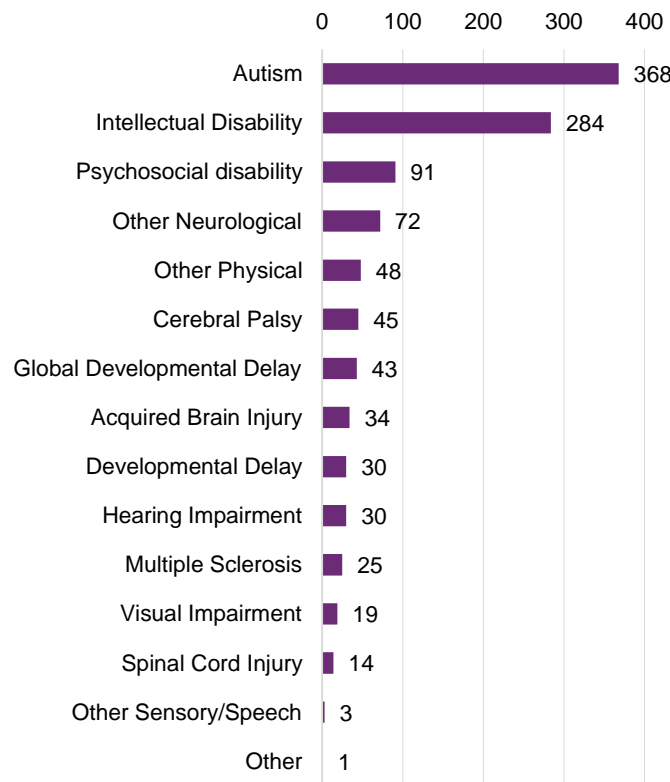
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Participant Profiles by Disability Group

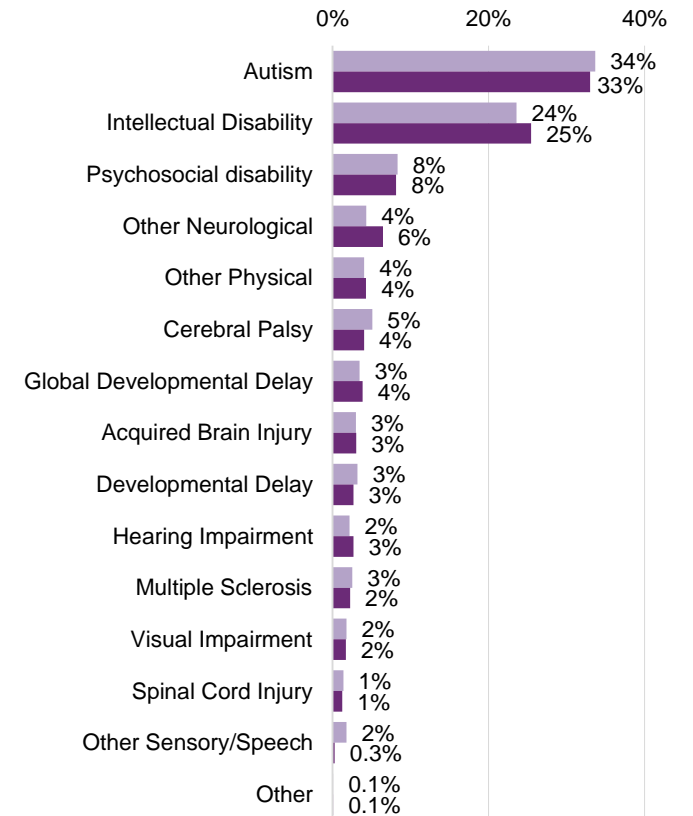
**Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.**

**33% of participants entering in the quarter of 2018-19 Q1 have a primary disability group of Autism.**

**Active participants with a plan approved in 2018-19 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 2018-19 Q1

Note 1: Of the 284 active participants identified as having an intellectual disability, 27 (10%), 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

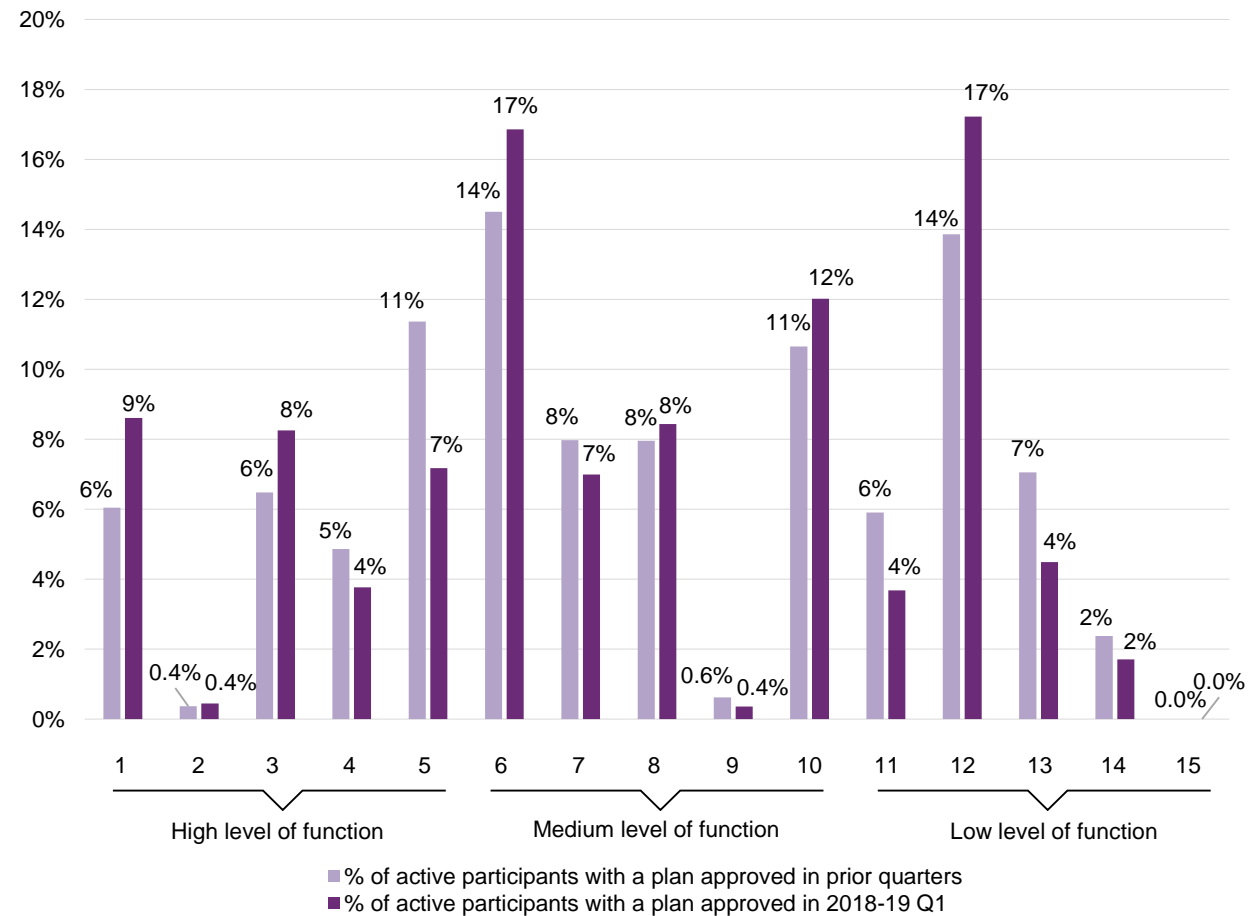
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by level of function.

For participants with a plan approval in the current quarter:

- 28% of active participants had a relatively high level of function
- 45% of active participants had a relatively moderate level of function
- 27% had a relatively low level of function

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

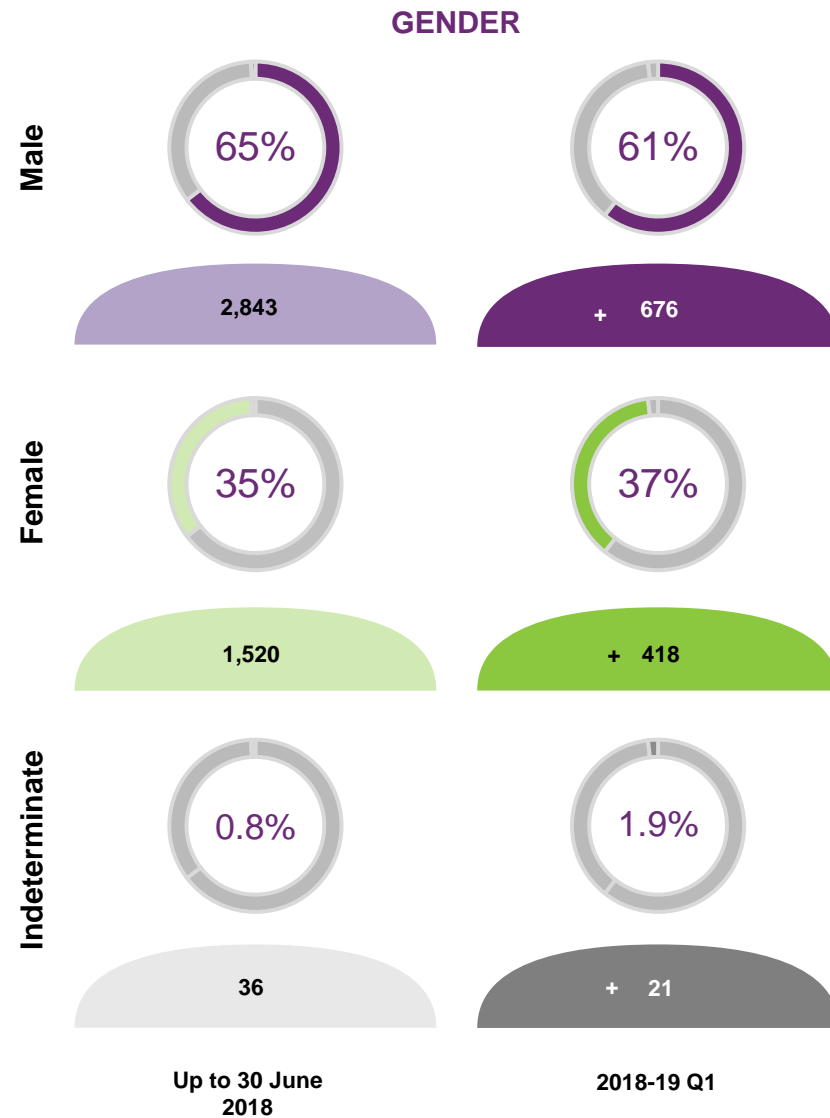
% of active participants with a plan approved by level of function



# Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by gender.

The majority of participants are males.



Note: The higher than expected number of participants with an indeterminate gender in 2018-19 Q1 was due to data integrity issues. This is currently being investigated.



# Participant Profiles

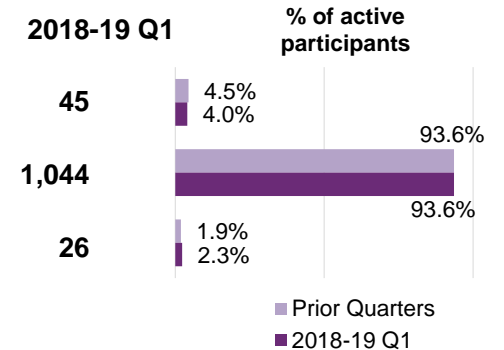
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

Of the participants with a plan approved in 2018-19 Q1:

- 4.0% were Aboriginal or Torres Strait Islander, compared with 4.5% for prior periods.
- 0.1% were young people in residential aged care, compared with 0.6% for prior periods.
- 4.8% were culturally and linguistically diverse, compared with 7.3% for prior periods.

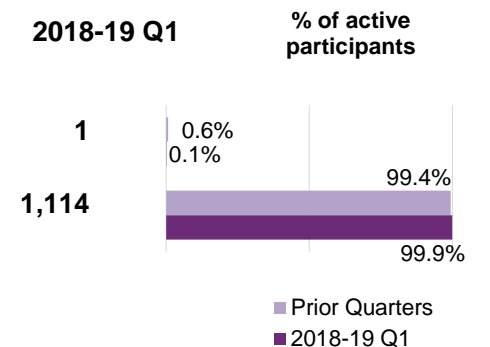
## Aboriginal & Torres Strait Islander

Category	2018-19 Q1
Aboriginal and Torres Strait Islander	45
Not Aboriginal and Torres Strait Islander	1,044
Not Stated	26



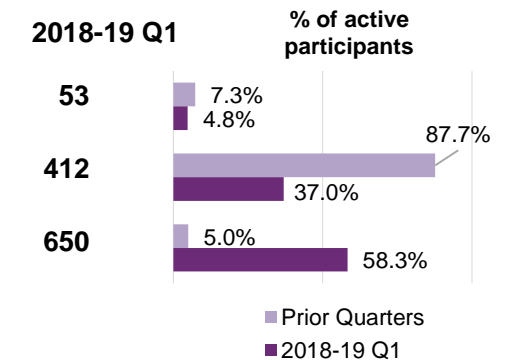
## Young people in residential aged care status

Category	2018-19 Q1
Young people in residential aged care	1
Young people not in residential aged care	1,114



## Culturally and linguistically diverse

Category	2018-19 Q1
Culturally and linguistically diverse	53
Not culturally and linguistically diverse	412
Not stated	650



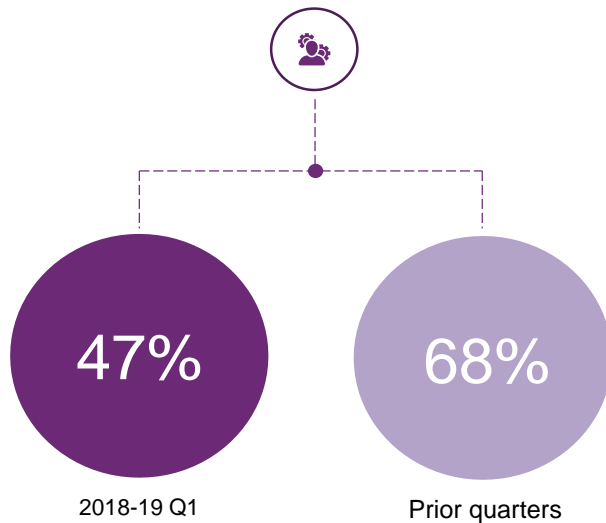
Note: The higher than expected number of participants with a culturally and linguistically diverse status of 'Not stated' in 2018-19 Q1 was due to data integrity issues. This is currently being investigated.

# Plan Management Support Coordination

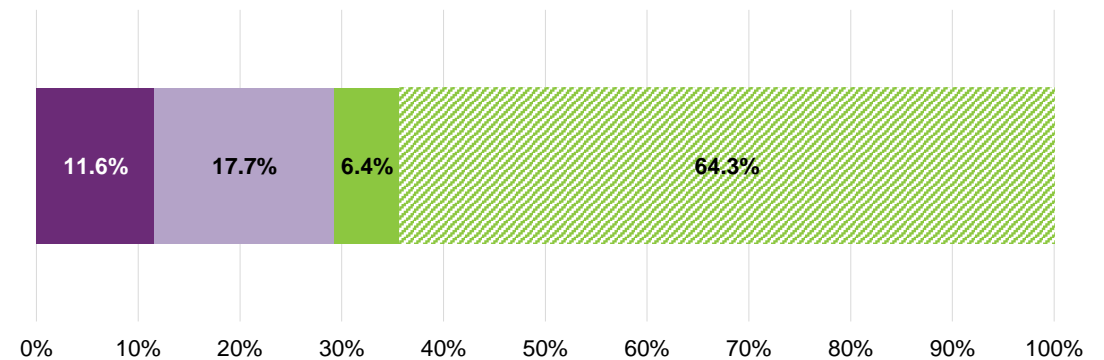
The proportion of participants who are fully or partly self-managing their plan was lower in 2018-19 Q1 (27%), compared with prior quarters of transition (29%).

47% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 68% in prior quarters of transition.

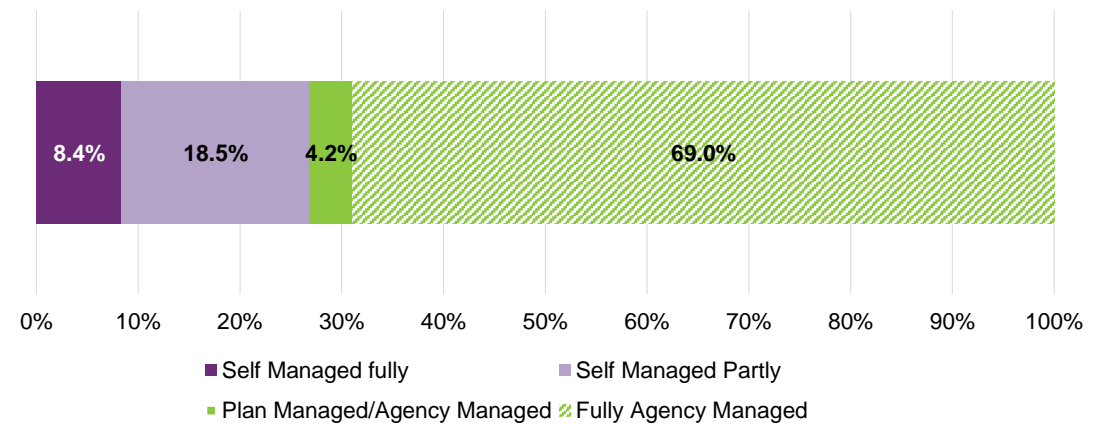
## Support Coordination



Prior quarters (transition only)



2018-19 Q1



# Plan Activation

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

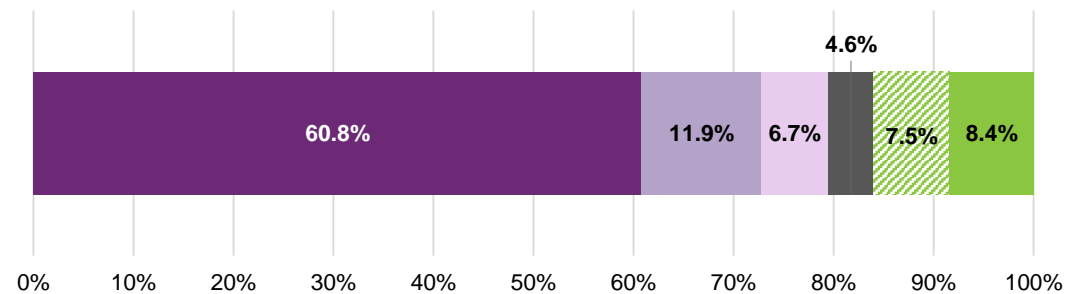
The percentage of plans activated within 90 days of approval were:

- 79% of plans approved in prior quarters
- 85% of plans approved in 2017-18 Q3.

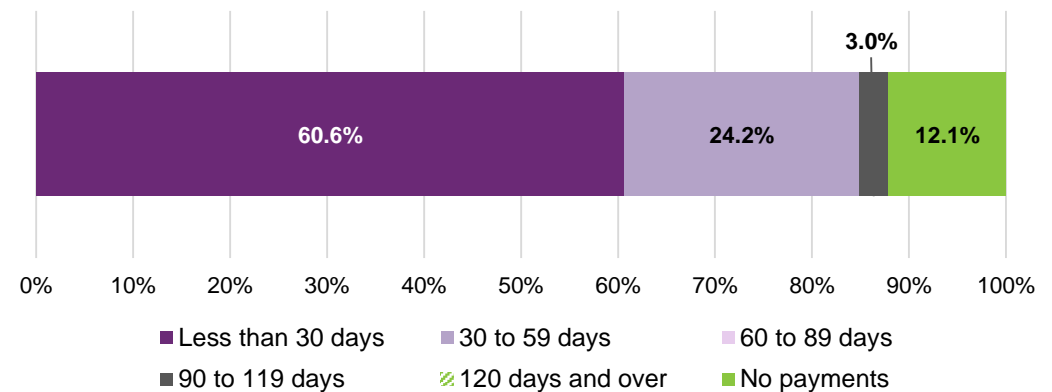
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q3



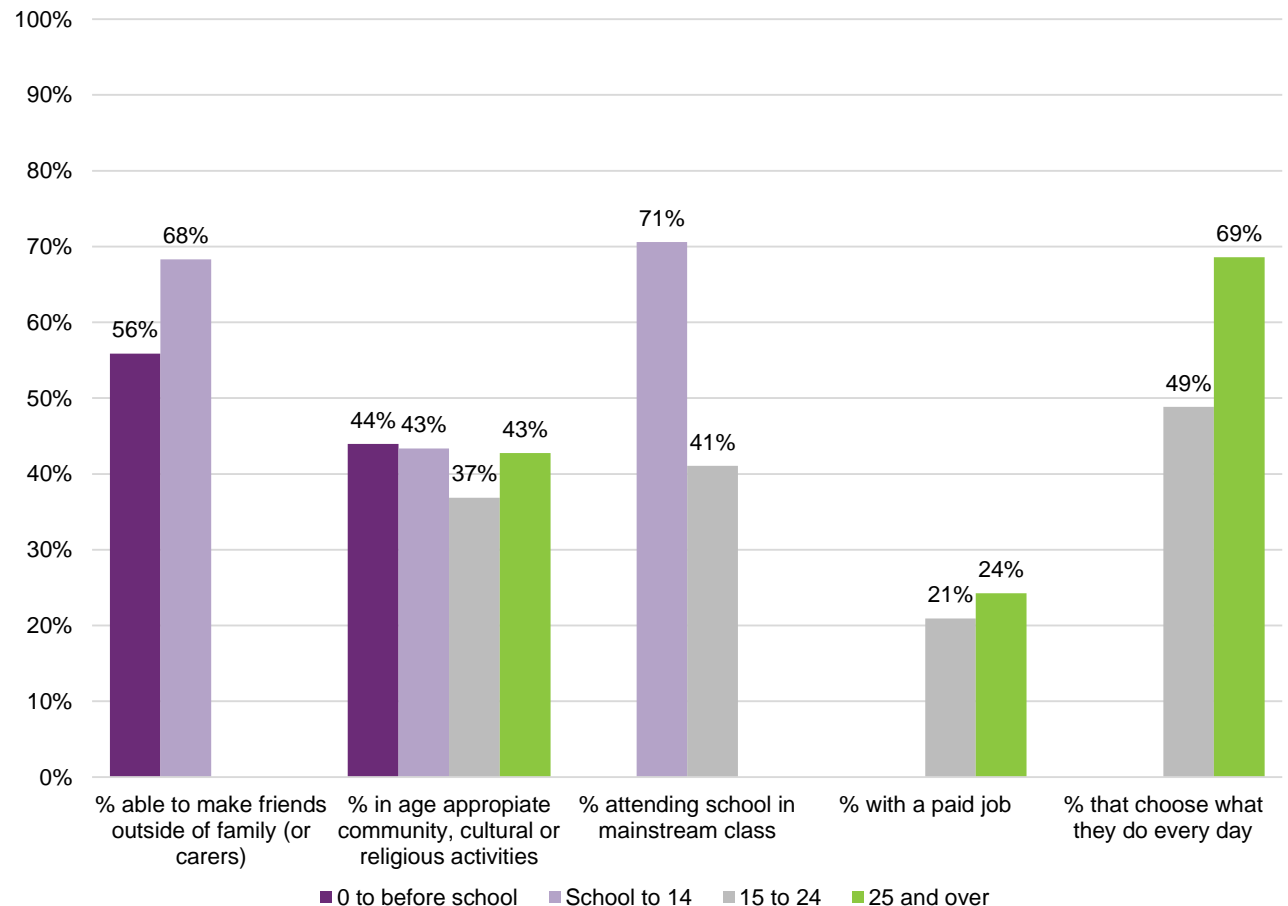
Note: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

# Participant Outcomes

Information was collected from 98% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

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

Selected key baseline indicators for participants



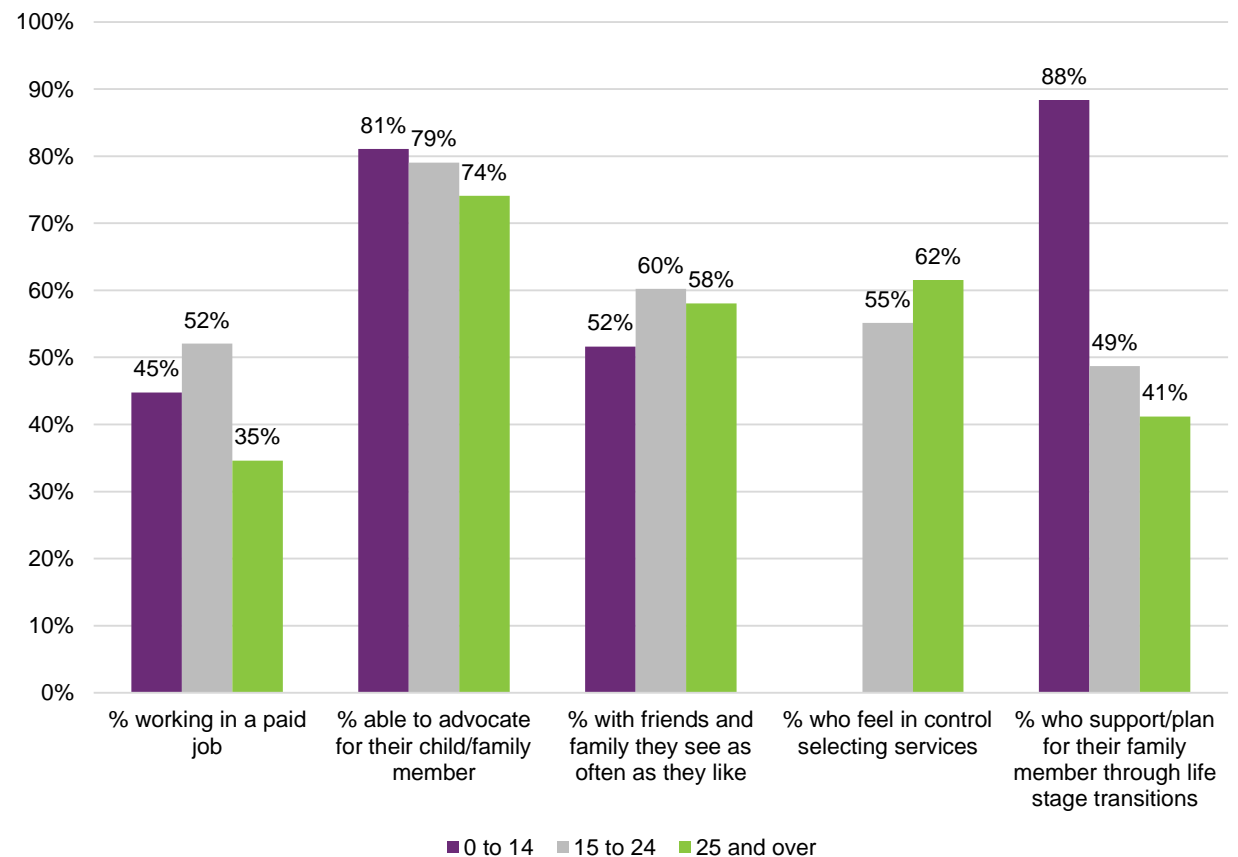


# Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (52%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (81%)
- who have friends and family they can see as often as they like was highest for participants aged 15 to 24 (60%)
- who feel in control selecting services was highest for participants aged 25 and over (62%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Selected key baseline indicators for families and carers of participants



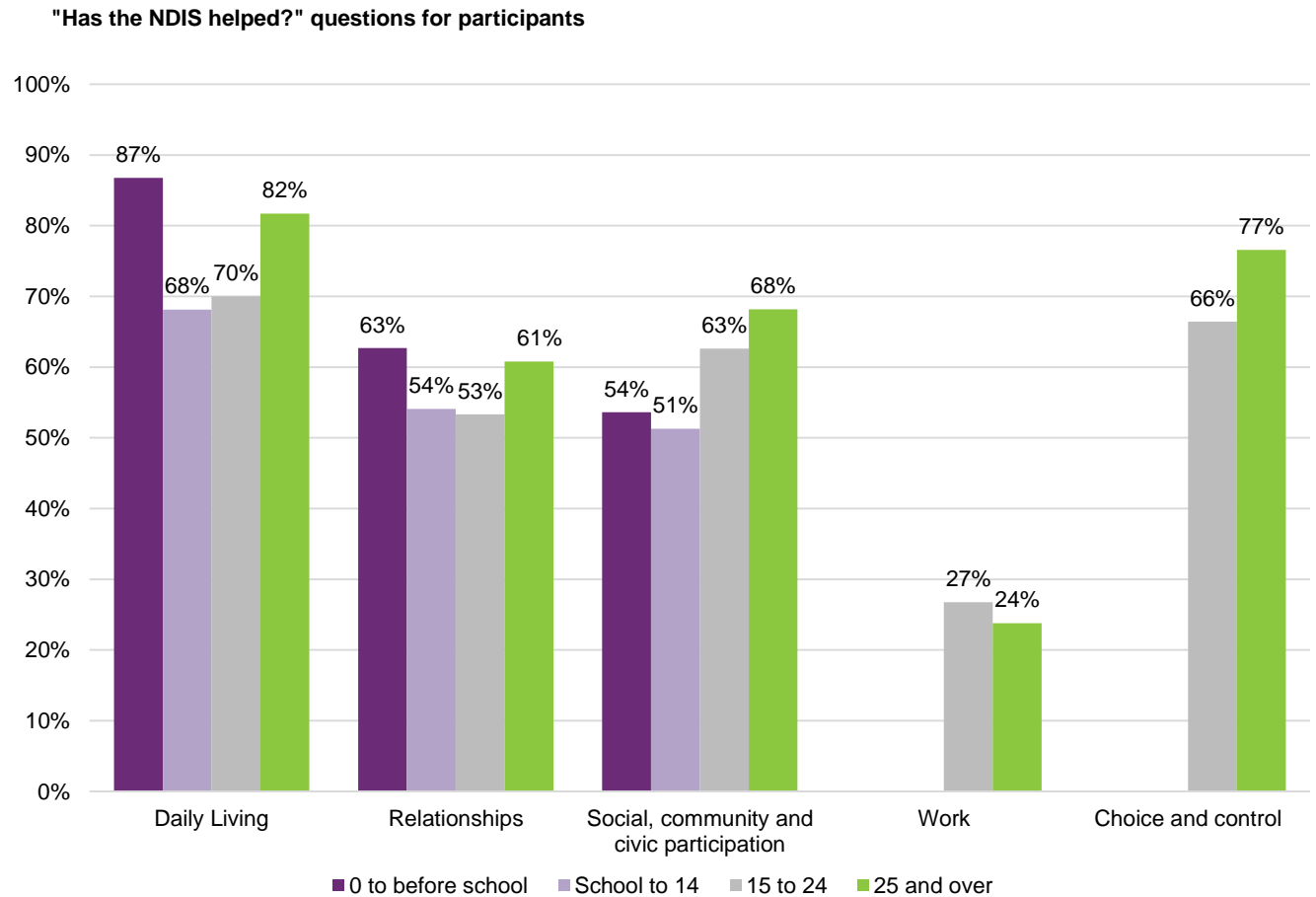
# Has the NDIS helped? Participants

## Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

For each age category, the percentage responding 'Yes' was highest for the domain of Daily Living.

The national report includes data on participants who entered the Scheme in 2016-17 Q1 and were asked questions about whether the NDIS had helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. As only one quarter of data is available, results by State/Territory are not yet available.



# Has the NDIS helped? Family/Carers

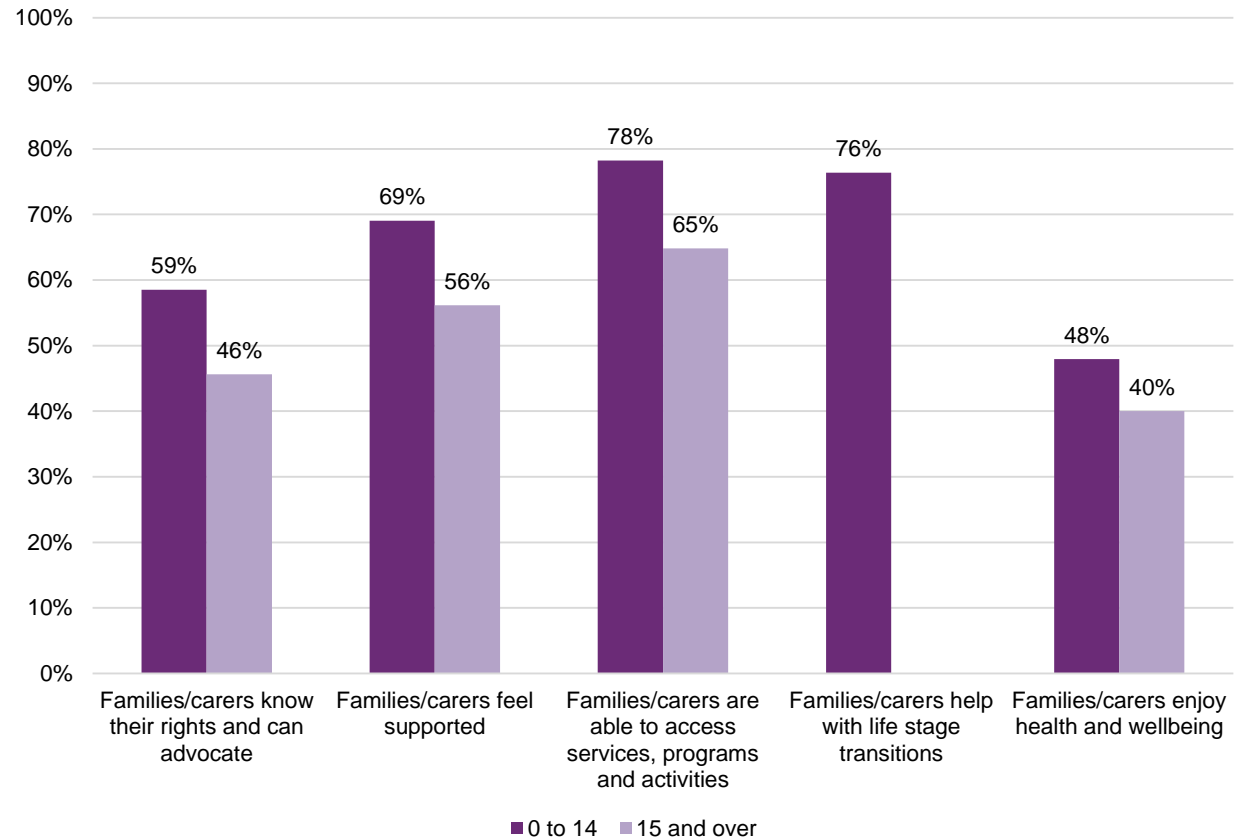
## Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was higher in all areas for family/carers of participants aged 0 to 14 than participants aged 15 and over.

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



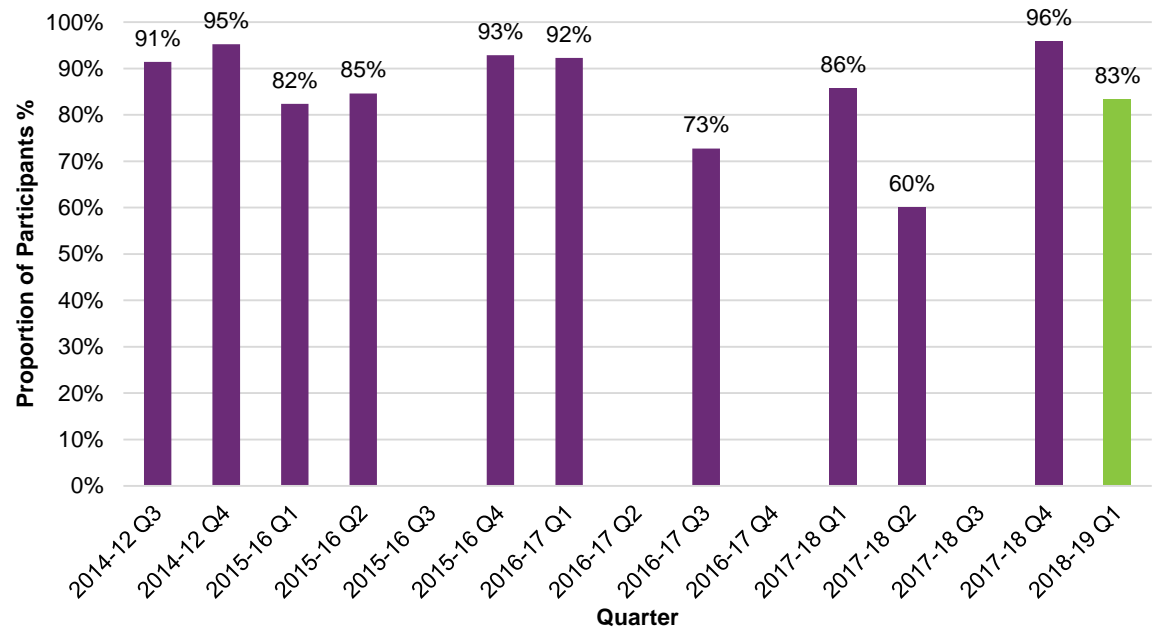
# Participant Satisfaction

**83% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter.**

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

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

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



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

# 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, \$131.2m in 2016-17, \$159.9m in 2017-18 and \$36.2m in 2018-19 Q1.

## Summary

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



### Key Statistics

**\$471.4**

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

**\$68.2**

MILLION OF  
SUPPORTS IN  
RESPECT OF  
2018-19 Q1

\$10.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2014-15, \$51.1M IN 2015-16, \$131.2M IN 2016-17, \$159.9M IN 2017-18 AND \$36.2M IN 2018-19 Q1.

OVERALL, 58% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15, 73% IN 2015-16, 78% IN 2016-17 AND 74% IN 2017-18.

THE 2017-18 AND 2018-19 EXPERIENCE IS STILL EMERGING.

# Committed Supports and Payments

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

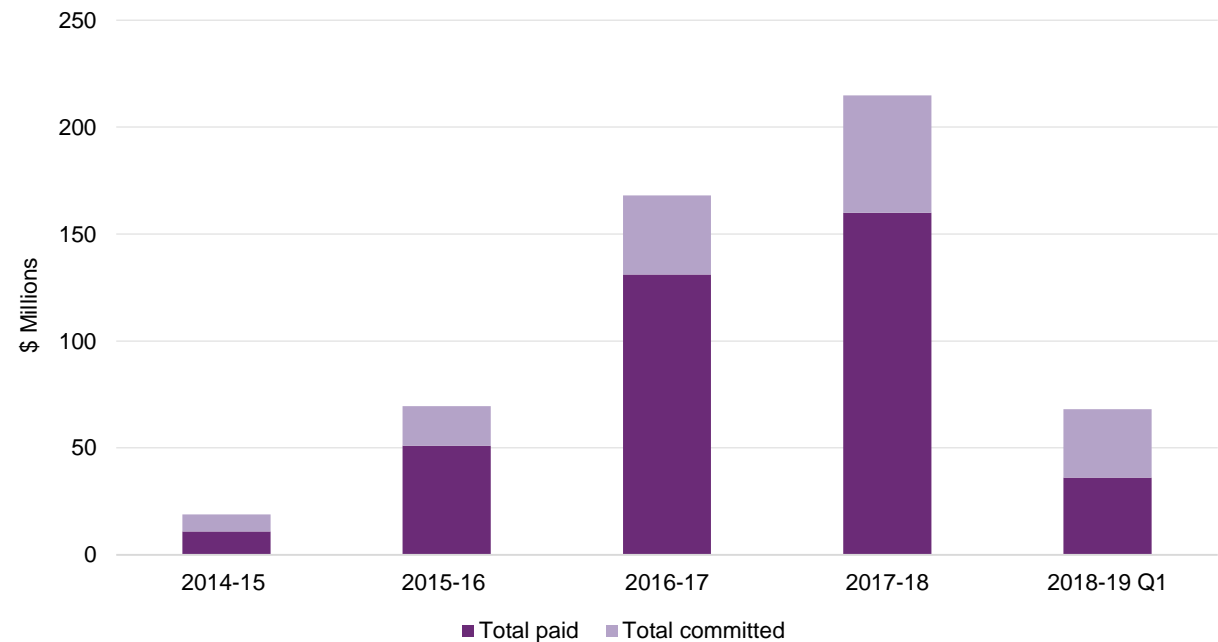
Of the \$539.5 million that has been committed in participant plans, \$389.2 million has been paid to date.

In particular, for supports provided in:

- 2014-15: \$10.9m has been paid
- 2015-16: \$51.1m has been paid
- 2016-17: \$131.2m has been paid
- 2017-18: \$159.9m has been paid
- 2018-19 Q1: \$36.2m has been paid

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	N/A	18.9	69.6	168.1	214.9	68.2	539.5
Total paid	N/A	10.9	51.1	131.2	159.9	36.2	389.2



# Committed Supports by Cost Band

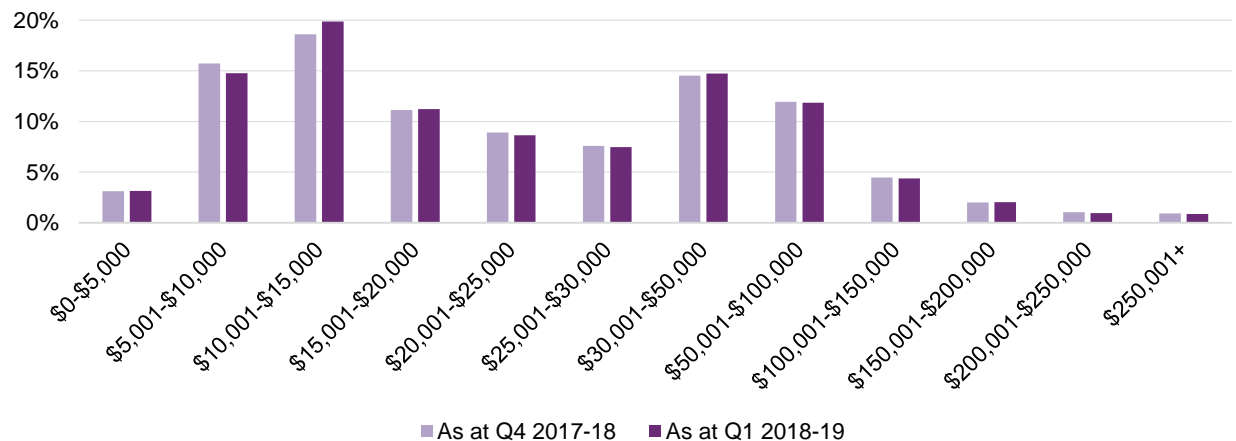
As at September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

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



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

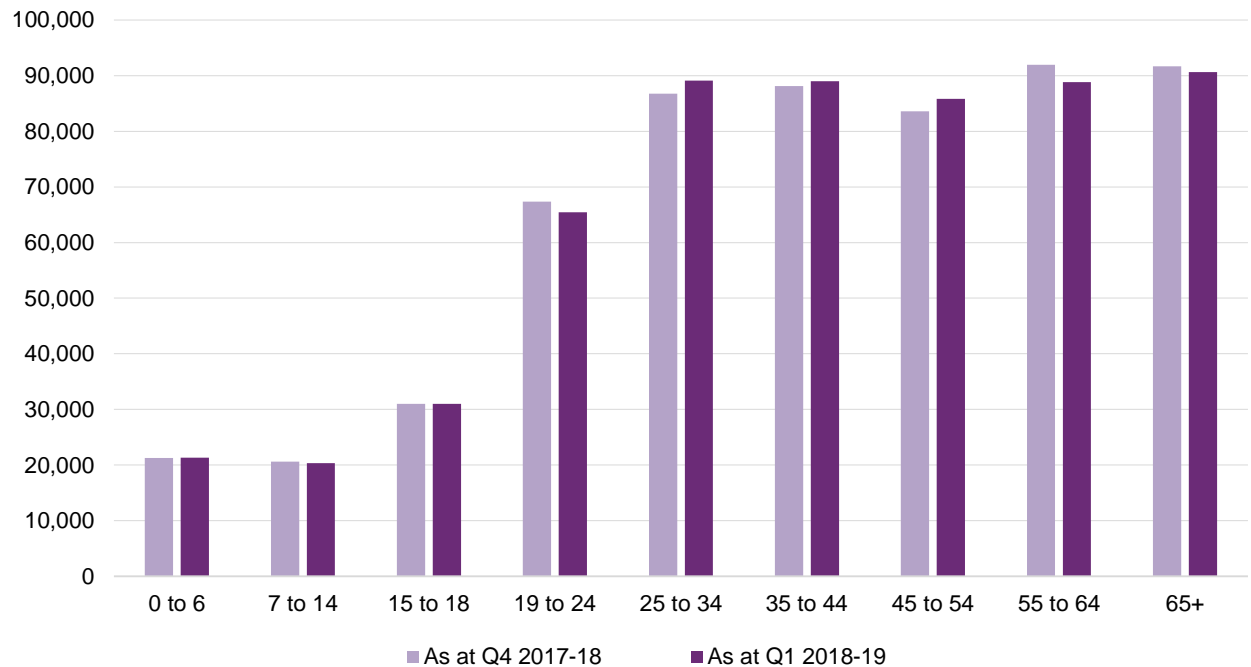




# Committed Supports by Age Band

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

Average annualised committed supports by age band

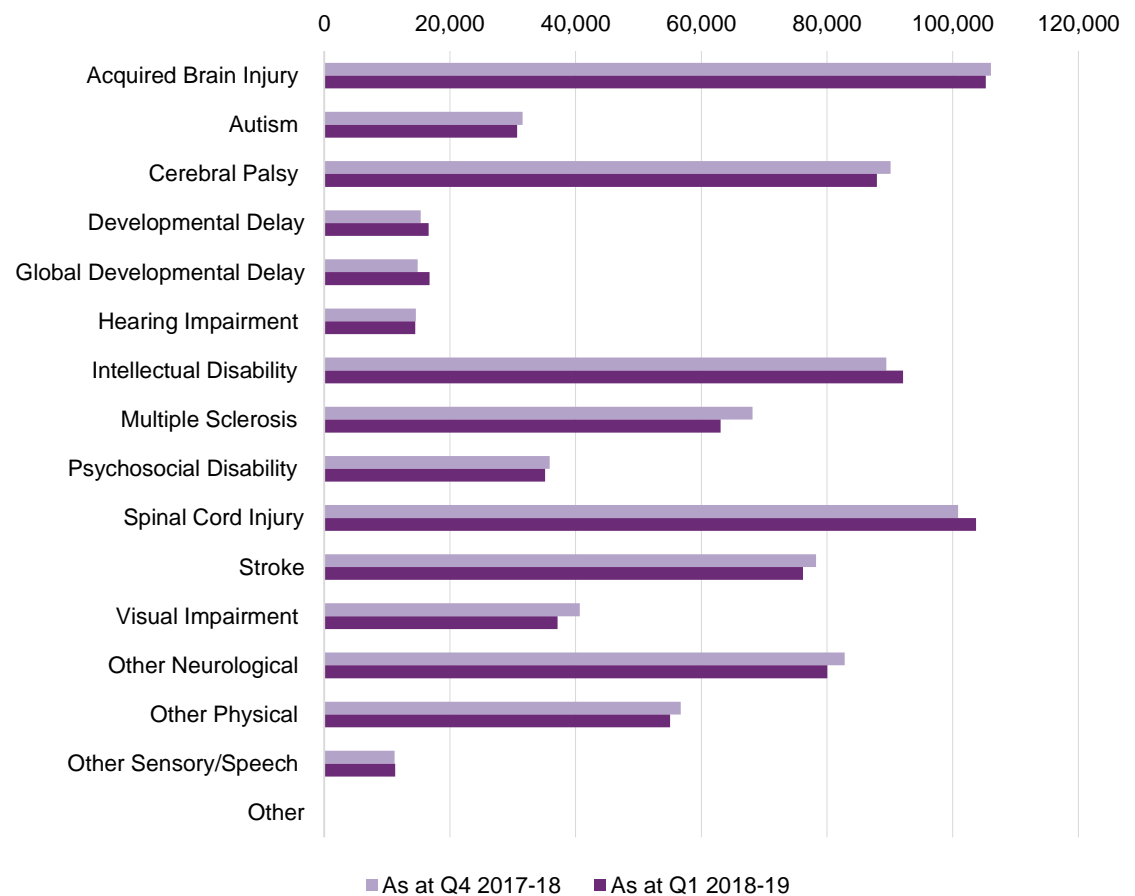


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

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

Average annualised committed supports by primary disability group

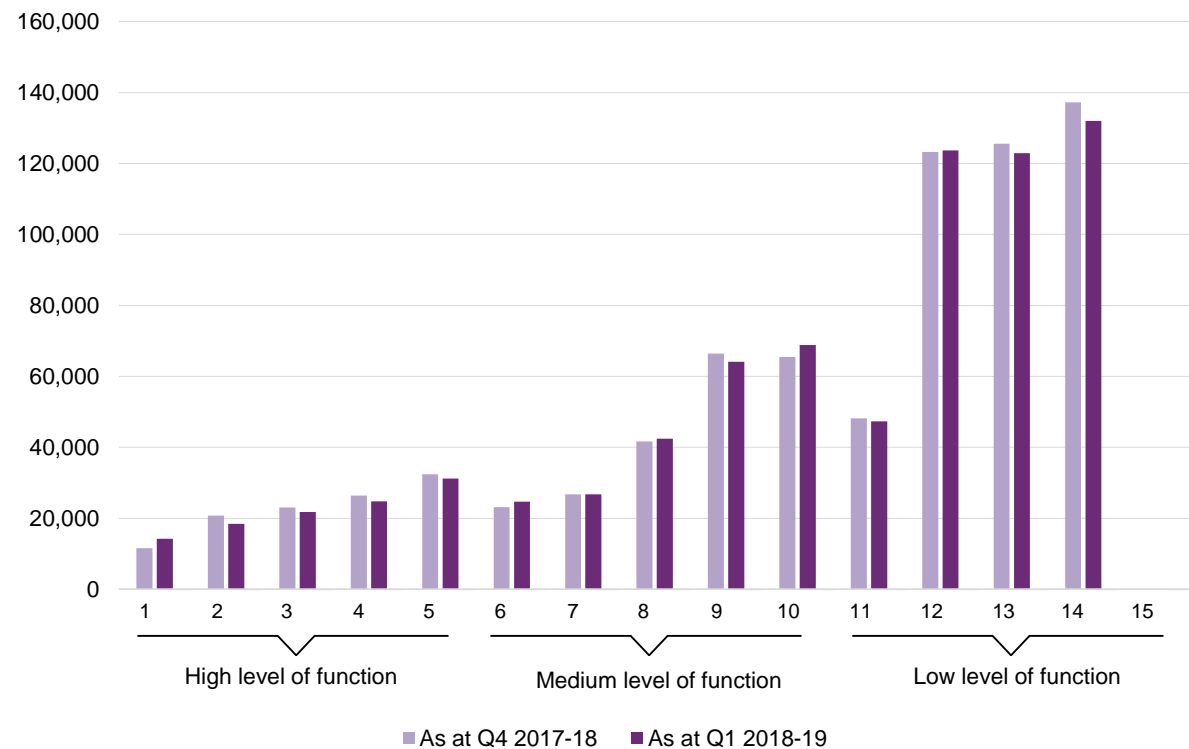


Note: Average annualised committed supports are not shown if there are insufficient data in the group.

# Committed Supports by Level of Function

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

Average annualised committed supports by level of function



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

Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

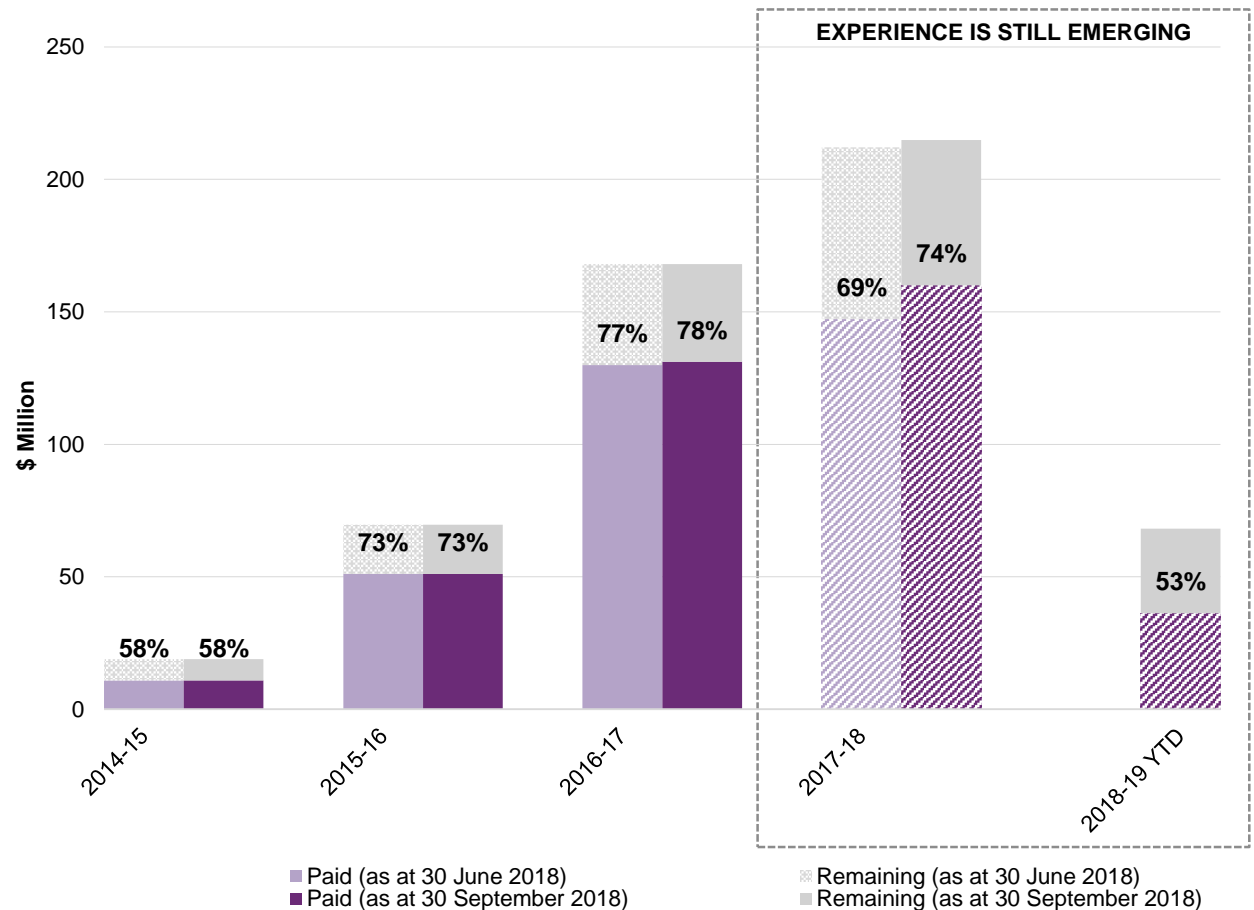
# Utilisation of Committed Supports

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

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 and 2018-19 will increase.

The utilisation of committed supports in 2017-18 will increase further as there is a lag between when support is provided and when it is paid. The experience for 2018-19 is also still emerging.

Utilisation of committed supports as at 30 June 2018 and 30 September 2018



# Providers and Markets

As at 30 September 2018 there were 1,053 approved providers in Western Australia.

33% of approved providers were active in Western Australia at 30 September 2018, and 67% were yet to have evidence of activity.

## Summary

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

### Provider registration

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

### How providers interact with participants

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



### Key Statistics

**1,053**

APPROVED PROVIDERS, 33% OF WHICH WERE ACTIVE IN WESTERN AUSTRALIA AT 30 SEPTEMBER 2018

**80-95%**

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

**20%**

OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

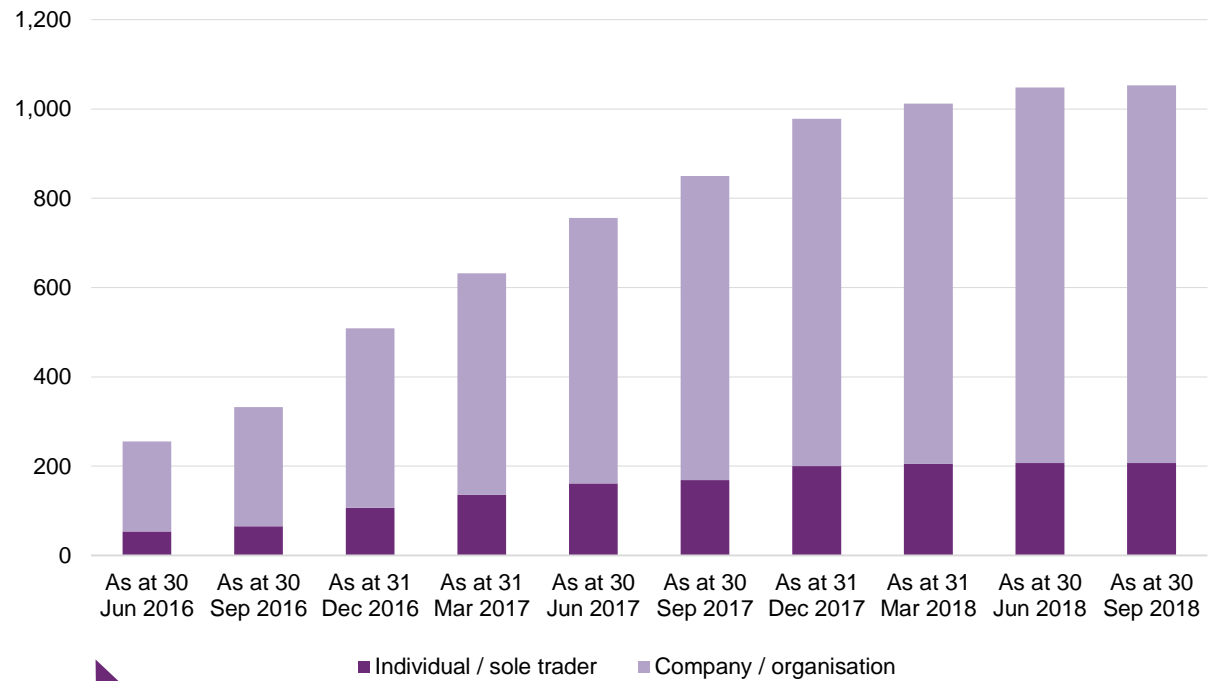
ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY THERAPEUTIC SUPPORTS AND PERSONAL MOBILITY EQUIPMENT

# Providers over time

As at 30 September 2018, there were 1,053 registered service providers, of which 207 were individual/sole trader operated businesses and 846 were companies or organisations.

**1.62**  
AVERAGE PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



The number of approved service providers increased from 1,048 to 1,053 in the quarter.

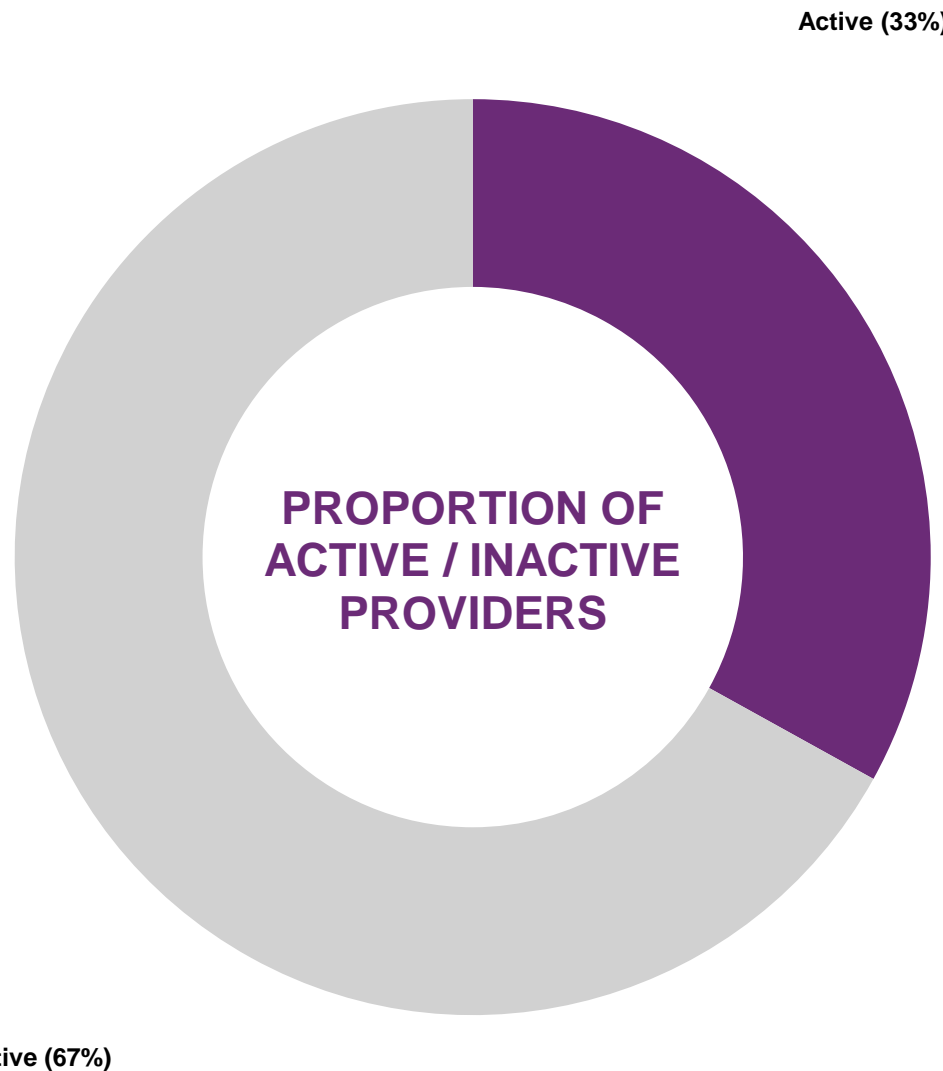
20% of approved service providers are individuals/sole traders.

# Proportion of Active Providers

Change in the activity status of providers.

As at 30 September 2018, 33% of providers were active and 67% were yet to have evidence of activity. Of all providers, 114 began delivering new supports in the quarter.

**114**  
PROVIDERS  
DELIVERING NEW  
SUPPORTS





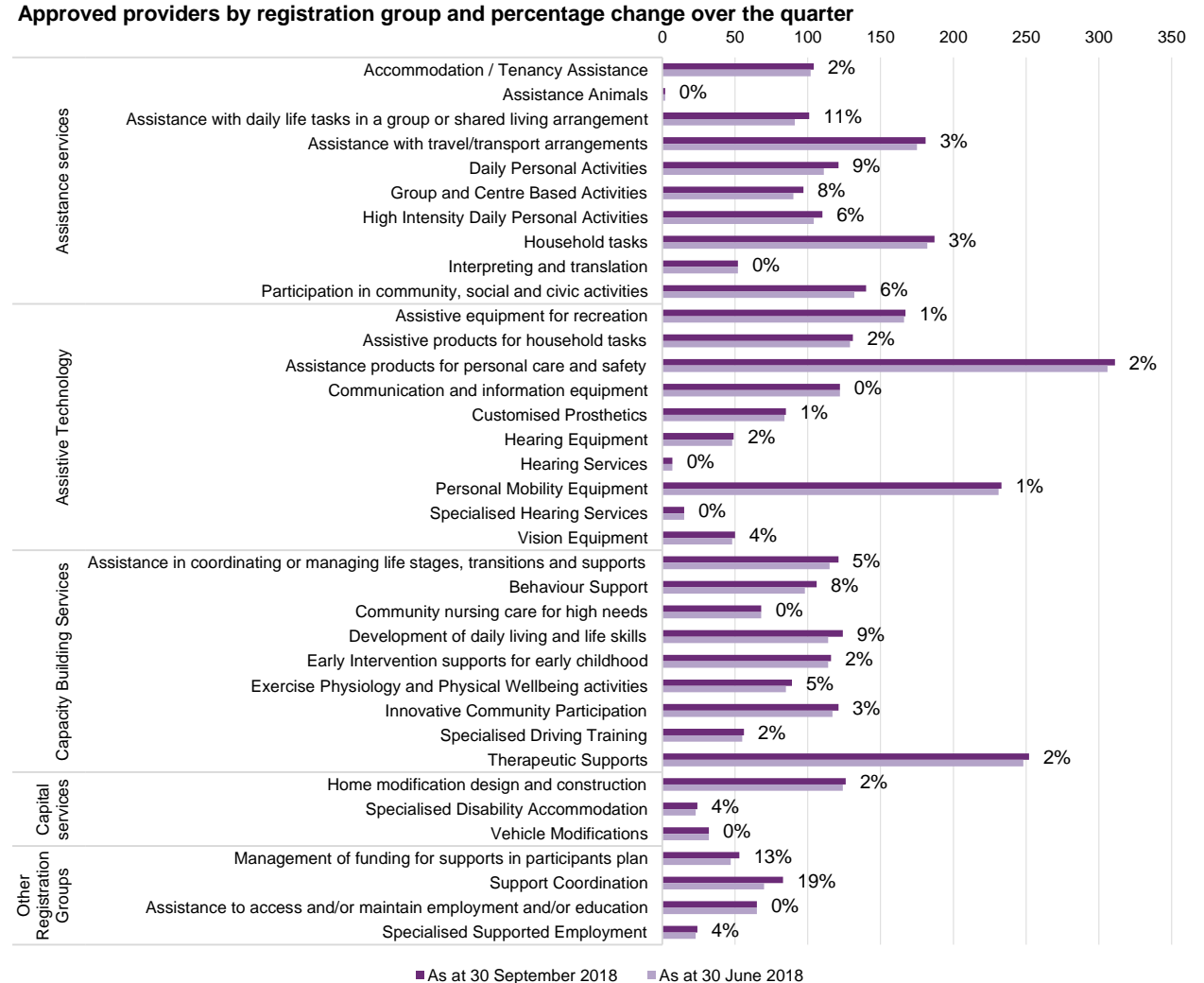
# Approved Registration groups

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

The registration groups with the largest numbers of approved providers continue to grow:

- Assistance products for personal care and safety: from 306 to 311 (2% increase)
- Therapeutic Supports: from 248 to 252 (2% increase)
- Personal Mobility Equipment: from 231 to 233 (1% increase)
- Household Tasks: from 182 to 187 (3% increase)
- Assistance with travel/transport arrangements: from 175 to 181 (3% increase)

Approved providers by registration group and percentage change over the quarter



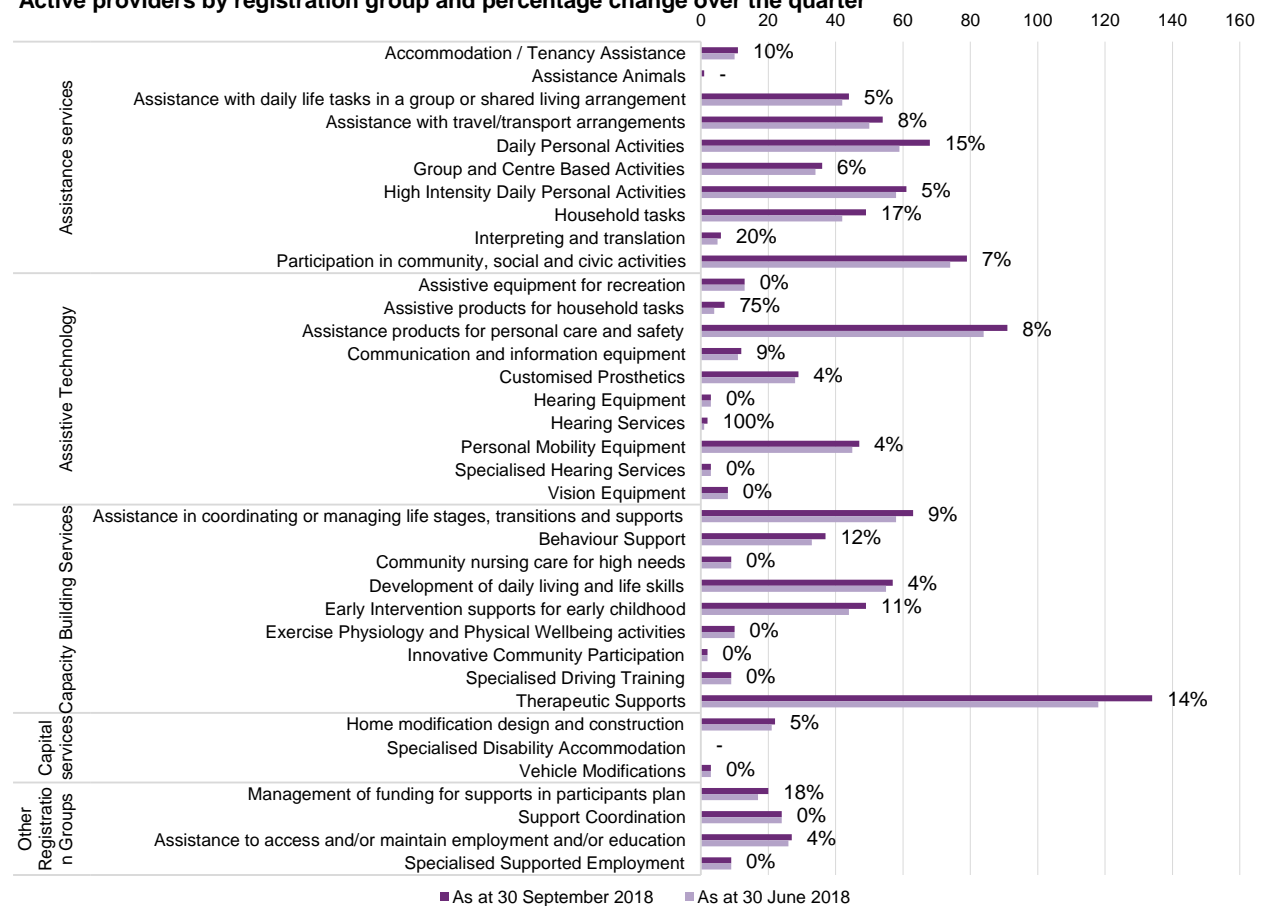
# Active Registration groups

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

The registration groups with the largest numbers of active providers continue to grow:

- **Therapeutic Supports:** from 118 to 134 (14% increase)
- **Assistance products for personal care and safety:** from 84 to 91 (8% increase)
- **Participation in community, social and civic activities:** from 74 to 79 (7% increase)
- **Daily Personal Activities:** from 59 to 68 (15% increase)
- **Assistance in coordinating or managing life stages, transitions and supports:** from 58 to 63 (9% increase)

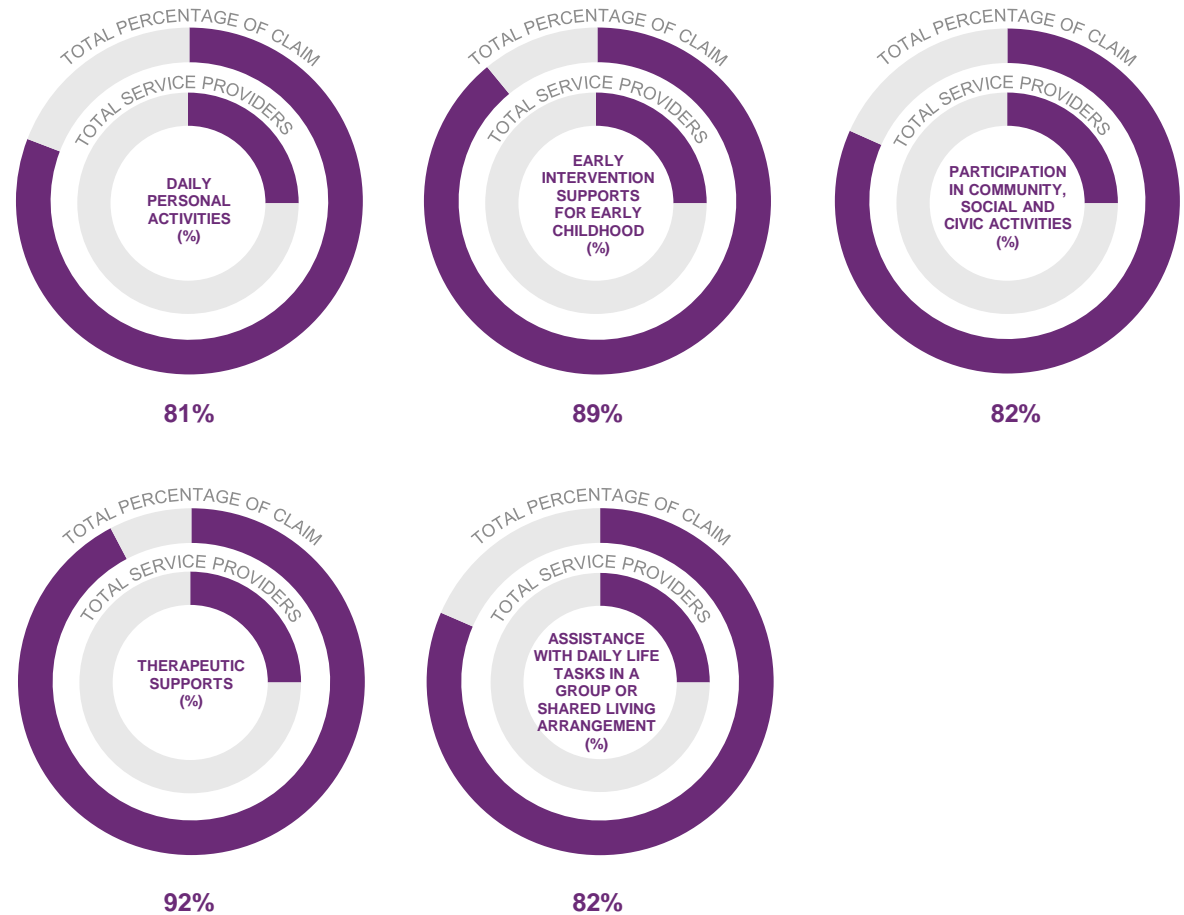
Active providers by registration group and percentage change over the quarter



# Market share of top providers

25% of service providers received 80-95% of the dollars paid for major registration groups.

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



# Information, Linkages and Capacity Building

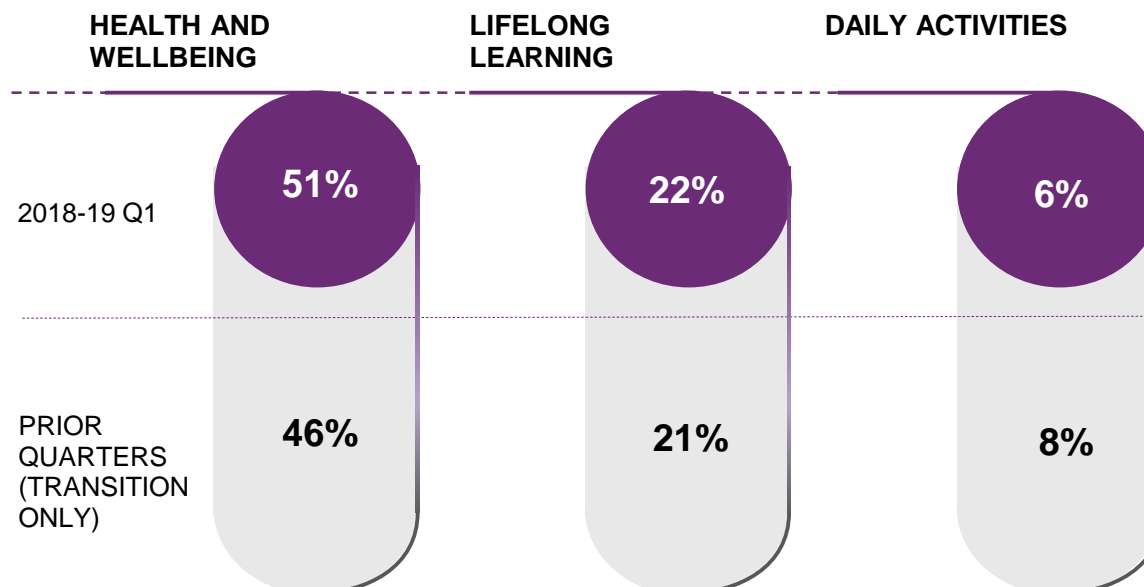
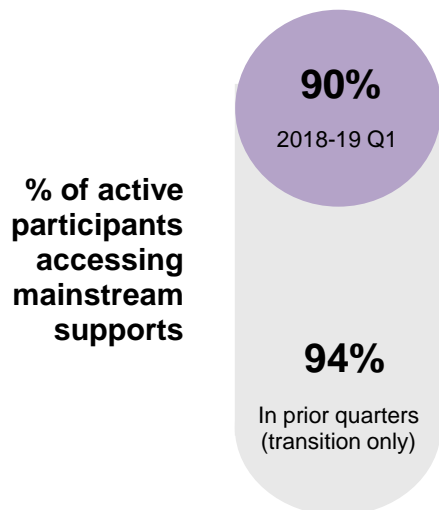
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

# Mainstream Interface

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

# Mainstream Interface

**90% of active participants with a plan approved in 2018-19 Q1 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.