

## COAG Disability Reform Council. This is the Quarterly Performance Report for Western Australia.

This is the September 2018 update on NDIA performance.

### Overview

Page: 2

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

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

- Participants and Planning,
- Committed Supports and Payments,
- Providers and Markets,
- Information, Linkages and Capacity Building,
- Mainstream Interface; and
- Financial Sustainability.

### Summary

Page: 3

The following are the key statistics discussed in this report:

#### 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 to 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.

## PART 1: Participants and Planning

Page: 4

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

Page: 5

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

The following are the key statistics on Participants and Planning:

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

Page: 6

There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans

by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

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.

The diagram displays the following key statistics on quarterly intake:

4,452 access decisions

4,040 access met

1116 plan approvals

2 ECEI

### Quarterly Intake Detail

Page: 7

A chart displays the change in plan approvals between the current and previous quarter.

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.

### Cumulative Position

Page: 8

There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

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.

The following are the key statistics on the cumulative position:

77% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 30 September 2018)

5,626 plan approvals to date; 5,626 including ECEI confirmed

### Participant Profiles by Age Group

Page: 9

There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

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.

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

Page: 10

There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

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.

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

Page: 11

A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

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.

### Participant Profiles by Gender

Page: 12

The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

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

Page: 13

There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

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. "

The following are the key statistics for the current quarter on Aboriginal & Torres Strait Islander status.

45 Aboriginal and Torres Strait Islander

1,044 Not Aboriginal and Torres Strait Islander

26 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

1 Young people in residential aged care

1,114 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

53 Culturally and linguistically diverse

412 Not culturally and linguistically diverse

650 Not stated

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

Page: 14

Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

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.

### Plan Activation

Page: 15

Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q3, against plans approved in prior quarters.

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 further contributes to the conservative figures.

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

Page: 16

A chart displays selected key baseline indicators for participants.

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

## Family/Carers Outcomes

Page: 17

A chart displays selected key baseline indicators for family and carers of participants.

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%)

## Has the NDIS helped? Participants

Page: 18

A chart displays the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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

Page: 19

A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

### Participant Satisfaction

Page: 20

A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

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.

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

## PART 2: Committed Supports and Payments

Page: 21

Both committed and paid supports to participants are increasing in line with 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

Page: 22



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

The following are the key statistics on Committed Supports and Payments:

\$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

Page: 23

A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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 Supports by Cost Band

Page: 24

Two charts (including and excluding SSA) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

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.

### Committed Supports by Age Band

Page: 25

A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

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

### Committed Supports by Disability Group

Page: 26

A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

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

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

### Committed Supports by Level of Function

Page: 27

A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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

Page: 28

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

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.

## PART 3: Providers and Markets

Page: 29

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

Page: 30

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.

The following are the 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

Page: 31

A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

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.

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.

1.62 average providers per participant

## Proportion of Active Providers

Page: 32

The figure displays the proportion of active and not yet 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.

## Approved Registration groups

Page: 33

A chart displays the approved providers by the changes in registration group and percentage over the quarter.

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)

## Active Registration groups

Page: 34

A chart displays the active providers by the changes in registration group and percentage over the quarter.

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)

## Market share of top providers

Page: 35

An object displays the market share of the top 25% of providers by registration group.

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

The following are the key statistics for the market share of the top 25% of providers by registration category:

81% Daily personal activities

89% Early intervention supports for early childhood

82% Participation in community, social and civic activities

92% Therapeutic supports

82% Assistance with daily life tasks in a group or shared living arrangement

## PART 4: Information, Linkages and Capacity Building

Page: 36

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

## PART 5: Mainstream Interface

Page: 37

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

### Mainstream Interface

Page: 38

An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

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.

The following are the key statistics:

94% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (46%)
- Lifelong learning (21%)
- Daily activities (8%)

90% of active participants with a plan approved in 2018-19 Q1 access mainstream supports, across the following domains:

- Health and wellbeing (51%)
- Lifelong learning (22%)
- Daily activities (6%)

## PART 6: Financial Sustainability

Page: 39

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