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

This is the March 2019 update on NDIA performance.

Overview

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This report is a summary of the performance and operations of the NDIA in Western Australia for Quarter 3 of 2018-19 (01 January 2019 - 31 March 2019).

It is the 11th 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

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The following are the key statistics discussed in this report:

Participants and Planning

An additional 4,100 participants with plans this quarter.

Of these, 2,290 had transferred from the WA NDIS to the nationally delivered NDIS this quarter. A further 3,916 had transferred in prior quarters. These transfer participants are not included in the scheme to date comparison against bilateral estimates.

As at 31 March 2019, plans approved and ECEI referrals represent 70% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 31 March 2019).

Participant satisfaction remains high with 88% 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

$553.2 million has been paid to providers and participants:

• $10.9m in 2014-15,

• $51.1m in 2015-16,

• $131.9m in 2016-17,

• $161.6m in 2017-18,

• $197.8m in 2018-19 to date.

Overall,

• 58% of committed supports were utilised in 2014-15,

• 73% in 2015-16,

• 79% in 2016-17,

• 75% in 2017-18.

The 2018-19 experience is still emerging.

Providers and Markets

There were 1,115 registered providers at 31 March 2019, representing a 5% increase for the quarter.

41% of registered providers were active at 31 March 2019.

20% of registered providers are individuals/sole traders.

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

Mainstream Interface

89% of active participants with a plan approved in 2018-19 Q3 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 4,100 additional participants with approved plans this quarter.

In total, over 13,600 participants have now been supported by the NDIS in Western Australia, with 31% receiving support for the first time.

Summary

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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:

13,633 participants are now being supported by the NDIS in Western Australia, including children in the ECEI program

4,100 initial plans approved in 2018-19 Q3, excluding children in the ECEI program (representing 43% growth since last quarter)

6 children are being supported in the ECEI program, with 1 additional referral to the ECEI gateway confirmed in 2018-19 Q3

4,180 people are now receiving support for the first time.

70% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 31 March 2019)

Quarterly Intake

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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 Q3

Of the 1,761 participants deemed 'eligible' this quarter 47% 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 4,100 plan approvals this quarter, 73% had transitioned from an existing State/Territory program, 94% entered with a permanent disability and 12 were previously confirmed as ECEI at 2018-19 Q2.

The NDIS has been notified of an issue regarding the classification of participants in WA by referral pathway and therefore the results by State, Commonwealth and New categories are not accurate. This issue is under further discussion.

The diagram displays the following key statistics on quarterly intake:

2,173 access decisions

1,761 access met

4100 plan approvals

1 ECEI

Quarterly Intake Detail

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

Plan approval numbers have increased from 9,527 at the end of 2018-19 Q2 to 13,627 by the end of 2018-19 Q3, an increase of 4,100 approvals.

At the end of the quarter, 6 children are being supported in the ECEI gateway. Of these, 5 were previously confirmed as ECEI at 31 December 2018 and an additional 1 children entered the gateway this quarter.

Overall, 149 participants with approved plans have exited the Scheme, resulting in 13,484 active participants (including ECEI) as at 31 March 2019.

There were 1,295 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Cumulative Position

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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.

At the end of 2018-19 Q3, the cumulative total number of participants receiving support was 13,633 (including 6 children supported through the ECEI gateway). Of these, 9,013 transitioned from an existing State/Territory program, 434 transitioned from an existing Commonwealth program and 4,180 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 20,416 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:

70% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 31 March 2019)

13,633 plan approvals to date; 13,633 including ECEI confirmed

Note: The NDIS has been notified of an issue regarding the classification of participants in WA by referral pathway and therefore the results by State, Commonwealth and New categories are not accurate. This issue is under further discussion.

Participant Profiles by Age Group

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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.

29% of participants entering in 2018-19 Q3 are aged 7 to 14 years. This compares with 26% 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

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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.

Of the participants entering this quarter, 36% have a primary disability group of Autism and 27% have a primary disability group of Intellectual Disability.

Note 1: Of the 1,105 active participants identified as having an intellectual disability, 127 (11%) 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

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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.

For participants with a plan approval in the current quarter:

• 27% of active participants had a relatively high level of function

• 38% of active participants had a relatively moderate level of function

• 35% had a relatively low level of function

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

Note: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Participant Profiles by Gender

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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.

The majority of participants are males.

Participant Profiles

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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.

Of the participants with a plan approved in 2018-19 Q3:

• 5.3% were Aboriginal or Torres Strait Islander, compared with 4.6% in previous periods combined.

• 0.1% were young people in residential aged care, compared with 0.4% in previous periods combined.

• 4.2% were culturally and linguistically diverse, compared with 5.8% in previous periods combined.

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

219 Aboriginal and Torres Strait Islander

3,808 Not Aboriginal and Torres Strait Islander

73 Not Stated

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

3 Young people in residential aged care

4,097 Young people not in residential aged care

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

173 Culturally and linguistically diverse

2,062 Not culturally and linguistically diverse

1,865 Not stated

Note: The higher than expected number of participants with a culturally and linguistically diverse status of 'Not stated' in 2018-19 Q3 was due to data integrity issues. This is currently being investigated.

Plan Management Support Coordination

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

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q3 at 35%, compared with 29% in previous quarters combined.

39% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 41% in previous quarters combined.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q1, against those with initial plans approved in prior quarters (transition only).

Plan activation refers to the amount of time between a participant’s initial plan being approved, and the date the participant first receives support.

There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant’s initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

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

• 88% of participants entering in 2018-19 Q1

• 83% of participants entering in previous quarters combined

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.

Note: Participants with initial plans approved after the end of 2018-19 Q1 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 99.6% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

• 67% of participants from school age to 14 are able to make friends outside of family/carers, compared to 54% 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% - 42% for other age groups

• 65% 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 24% 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

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

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 (52%)

• able to advocate for their child/family member was highest for participants aged 0 to 14 (77%)

• 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 (65%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (90%)

Has the NDIS helped? Participants

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Charts display, from year 1 to year 2, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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

The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

Participant perceptions in general improve or remain stable from year one to year two of participation in the NDIS. The exception is participants aged 25 years and over in the domain of 'Work'.

Note: There was insufficient data to report for participants aged 0 to School for this quarter.

Has the NDIS helped? Family/Carers

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A chart displays, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

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

The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

For participants aged 0 to 14 years, family and carers' perceptions of whether the NDIS has helped improved from year 1 to year 2.

Note: There was insufficient data to report for participants aged 15 and over for this quarter.

Participants in Work

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A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

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, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 31 March 2017.

The percentage of participants in paid work increased this quarter from 16% to 18% for those aged 15 to 24 and increased from 25% baseline to 26% for those aged 25 and over. Overall, the percentage of participants in employment increased from 24% to 25%.

Participants involved in communal and social activities

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A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community by age group.

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

For participants who entered the Scheme between 1 July 2016 and 31 March 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

The percentage of participants engaged in social activities in their community increased from 34% to 49% for those aged 15 to 24 and increased from 35% to 39% for those aged 25 and over. Overall, the percentage increased from 36% to 42%.

Participant Satisfaction - Existing Survey Method

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

88% 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 has dropped in this quarter of transition, but remain high at 88%.

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

PART 2: Committed Supports and Payments

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

Of the $795.9 million that has been committed in participant plans, $553.2 million has been paid to date.

Summary

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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:

$470.0 million of committed supports in respect of prior financial years including trial

$325.9 million of supports in respect of 2018-19 to date

Summary of payments for supports provided by financial year since the NDIS trial was launched:

2014-15: $10.9m

2015-16: $51.1m

2016-17: $131.9m

2017-18: $161.6m

2018-19: $197.8m to date.

Percentage of committed supports utilisation by financial year:

2014-15: 58%

2015-16: 73%

2016-17: 79%

2017-18: 75%

Utilisation of committed supports in 2018-19 is still emerging.

Committed Supports and Payments

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

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 $795.9 million that has been committed in participant plans, $553.2 million has been paid to date.

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

2014-15: $10.9m

2015-16: $51.1m

2016-17: $131.9m

2017-18: $161.6m

2018-19 to date: $197.8m

Committed Supports by Cost Band

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

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.

Committed Supports by Age Band

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

This quarter, the average annualised committed supports have remained consistent with prior quarters for children and there has been a small reduction for each adult age group.

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

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

The highest average annualised committed supports are for participants with Acquired Brain Injury, Spinal Cord Injury and Stroke.

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

Committed Supports by Level of Function

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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 among participants with higher needs.

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.

Note 3: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Utilisation of Committed Supports

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

This data demonstrates the utilisation of committed supports by the year they were expected to be provided at 31 December 2018 and 31 March 2019.

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

Note: A retrospective adjustment has caused a reduction in 2016-17 committed supports and as a result, an increase in utilisation for the period.

PART 3: Providers and Markets

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

There were a total of 1,115 providers at 31 March 2019, representing a 5% increase on last quarter. Of these, 41% were active.

Summary

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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:

1,115 approved providers, 41% of which were active in Western Australia at 31 March 2019

75-95% 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

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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 31 March 2019, there were 1,115 registered service providers, of which 226 were individual/sole trader operated businesses and 889 were companies or organisations.

The number of approved service providers increased from 1,064 to 1,115 in the quarter.

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

1.41 average providers per participant

Proportion of Active Providers

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The figure displays the proportion of active and not yet active providers.

As at 31 March 2019, 41% of providers were active and 59% were inactive.

Of the total providers, 172 began delivering new supports in the quarter.

Approved Registration groups

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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 309 to 316 (2% increase)

• Therapeutic Supports: from 255 to 273 (7% increase)

• Personal Mobility Equipment: from 235 to 243 (3% increase)

• Household Tasks: from 187 to 203 (9% increase)

• Assistance with travel/transport arrangements: from 183 to 195 (7% increase)

Active Registration groups

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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 most registration groups over the quarter.

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

• Therapeutic Supports: from 145 to 171 (18% increase)

• Assistance products for personal care and safety: from 98 to 112 (14% increase)

• Participation in community, social and civic activities: from 95 to 108 (14% increase)

• Daily Personal Activities: from 82 to 93 (13% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 72 to 79 (10% increase)

Market share of top providers

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

25% of service providers received 75-95% 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:

83% Daily personal activities

84% Early intervention supports for early childhood

76% Participation in community, social and civic activities

95% Therapeutic supports

81% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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

Mainstream Interface

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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).

Of the total number of active participants with a plan approved in 2018-19 Q3, 89% access mainstream services, a slight 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:

90% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (49%)

• Lifelong learning (21%)

• Daily activities (5%)

89% of active participants with a plan approved in 2018-19 Q3 access mainstream supports, across the following domains:

• Health and wellbeing (46%)

• Lifelong learning (21%)

• Daily activities (5%)

PART 6: Financial Sustainability

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