

Slide 1: COAG Disability Reform Council. This is the Quarterly Performance Report for Western Australia.

This is the September 2019 update on NDIA performance.

Slide 2: 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.

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.

Slide 3: Summary

The following are the key statistics discussed in this report:

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.

Slide 4: Part 1: 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.

Slide 5: Summary

The NDIS has been 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:

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.

Slide 6: Quarterly Intake

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

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.

The diagram displays the following key statistics on quarterly intake:

5,244 access decisions.

4,005 active eligible.

3751 plan approvals.

31 ECEI.

*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.

Slide 7: Quarterly Intake Detail

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

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.

Slide 8: Cumulative Position

There are two charts. The first chart displays the cumulative number of active participants over time. The second chart displays the number of active participants by participant referral pathway.

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.

The following are the key statistics on the cumulative position:

74% of scheme to date bilateral estimate met including WA transfer participants.

20,165 active participants to date; 20,165 including ECEI confirmed.

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.

Slide 9: Participant Profiles by Age Group

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

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

Slide 10: Participant Profiles by Disability Group

There are two charts. The first chart displays the number of active participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of active 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, 40% have a primary disability group of Autism and 20% have a primary disability group of Intellectual Disability.

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.

Slide 11: Participant Profiles by Level of Function

A chart displays the percentage of active 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:

- 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.

Slide 12: Participant Profiles by Gender

The figure on the right displays the amount and percentage of active 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. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.

Slide 13: Participant Profiles

There are two charts. The first chart displays the percentage of active 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 Culturally and Linguistically Diverse status. Both charts compare the current quarter against all prior quarters.

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.

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

176 Aboriginal and Torres Strait Islander.

3,225 Not Aboriginal and Torres Strait Islander.

350 Not Stated.

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

395 Culturally and linguistically diverse.

3,283 Not culturally and linguistically diverse.

73 Not stated.

*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.

Slide 14: Plan Management Support Coordination

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 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.

Slide 15: Plan Activation

Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q3, 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. 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.

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 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Slide 16: Participant Outcomes

A chart displays selected key baseline indicators for participants.

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.

Slide 17: Family/Carers Outcomes

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 (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%).

Slide 18: Has the NDIS helped? Participants

Charts display, from first plan review to second plan review, 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 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.

Slide 19: Has the NDIS helped? Participants

Charts display, from first plan review to third plan review, 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 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.

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

Slide 20: Has the NDIS helped? Family/Carers

Charts display, from first plan review to second plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

Slide 21: Has the NDIS helped? Family/Carers

A chart displays, first plan review to third plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

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

Slide 22: Participants in Work

Charts display, from baseline and at subsequent plan reviews, 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 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.

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

Slide 23: Participants involved in community and social activities

Charts display, from baseline and at subsequent plan reviews, the percentage of participants engaged in social activities in their community.

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.

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

Slide 24: Participant Satisfaction – Existing Survey Method

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.

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

Slide 25: 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.

Slide 26: PART 2: 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.

Slide 27: Summary

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:

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.

Slide 28: Committed Supports and Payments

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 \$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.

Slide 29: Committed Supports by Cost Band

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.

Slide 30: Committed Supports by Age Band

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

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.

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.

Slide 31: Committed Supports by Disability Group

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, Spinal Cord Injury and Stroke have the highest average annualised committed supports.

Slide 32: Committed Supports by Level of Function

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.

Slide 33: Utilisation of Committed Supports

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 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.

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.

Slide 34: Part 3: 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.

Slide 35: 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.

The following are the 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.

Slide 36: Active providers at 30 September 2019

A chart displays the number of active providers as at 30 September 2019 by the type of provider, individual/sole trader or company/organisation.

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.

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

1.50 average providers per participant. 173 number of active providers delivering new types of supports.

Slide 37: Active Registration groups

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

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).

Slide 38: Market share of top providers

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

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

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

86% Daily personal activities.

87% Early intervention supports for early childhood.

82% Participation in community, social and civic activities.

94% Therapeutic supports.

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

Slide 39: Part 4: Information, Linkages and Capacity Building

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

Slide 40: Part 5: Mainstream Interface

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

Slide 41: Mainstream Interface

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 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.

The following are the key statistics:

89% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (47%).
- Lifelong learning (22%).
- Daily activities (5%).

92% of active participants with a plan approved in 2019-20 Q1 access mainstream supports, across the following domains:

- Health and wellbeing (53%).
- Lifelong learning (22%).
- Daily activities (9%).

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

PART 6: Financial Sustainability

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