

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

This is the June 2018 update on NDIA performance.

Overview

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This report is the eighth 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

416 additional participants with plans this quarter.

Note: Of the 416 participants, 181 had transferred from the WA NDIS to the nationally delivered NDIS this quarter. An additional 4 WA participants had transferred to the NDIS in prior quarters. These participants are not included in the comparison against bilateral estimates.

As at 30 June 2018, plans approved represent 78% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 30 June 2018)

The satisfaction rating was high with 96% 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

\$339.2 million has been paid to providers and participants:

- \$10.9m in 2014-15,
- \$51.1m in 2015-16,
- \$129.9m in 2016-17,
- \$147.3m in 2017-18.

Overall,

- 58% of committed supports were utilised in 2014-15,
- 73% in 2015-16,
- 77% in 2016-17,
- 69% in 2017-18.

2017-18 experience is still emerging.

Providers and Markets

1,048 approved providers, a 4% increase for the quarter.

75-95% 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 2017-18 Q4 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 416 additional participants with approved plans this quarter.

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:

5,762 access decisions in 2017-18 Q4 (including both access met and access not met)

416 initial plans approved in 2017-18 Q4

78% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 30 June 2018)

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.

2017-18 Q4

Of the 5,477 participants deemed 'eligible' this quarter 68% entered from an existing State/Territory program.

Of the 416 plan approvals this quarter, 81% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program) and 78% entered with a permanent disability.

The diagram displays the following key statistics on quarterly intake:

5,762 access decisions

5,477 access met

416 plan approvals

Quarterly Intake Detail

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

Plan approvals as at 30 June 2018

Plan approval numbers have increased from 4,092 at the end of 2017-18 Q3 to 4,508 by the end of 2017-18 Q4. This is an increase of 416 approvals.

As at 30 June 2018 there were 93 exits bringing the overall number to 4,415.

In the quarter of 2017-18 Q4 there were 1,261 plan reviews. 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.

Plan approvals as at 30 June 2018

As at the end of 2017-18 Q4, the cumulative total number of participants receiving support was 4,508. Of these, 1,764 transitioned from an existing State/Territory program and 117 transitioned from an existing Commonwealth program.

Overall, since 1 July 2014, there have been 10,966 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:

78% of scheme to date bilateral estimate met excluding WA transfer participants (1 July 2014 to 30 June 2018)

4,508 plan approvals to date

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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

Around 28% of participants entering in this quarter are aged 0 to 6 years. This is much higher compared to 11% 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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.

35% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Autism.

13% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability, compared to 25% in previous quarters.

Note 1: Of the 53 active participants identified as having an intellectual disability, 3 (6%), 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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by level of function.

For participants with a plan approval in the current quarter:

- 34% of active participants had a relatively high level of function
- 50% of active participants had a relatively moderate level of function
- 16% 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

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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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by gender.

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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018.

Of the participants with a plan approved in 2017-18 Q4:

- 6.0% were Aboriginal or Torres Strait Islander, compared with 4.3% for prior periods.
- 0.2% were Young people in residential aged care, compared with 0.7% for prior periods.
- 7.5% 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.

25 Aboriginal and Torres Strait Islander

372 Not Aboriginal and Torres Strait Islander

18 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

414 Young people not in residential aged care

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

31 Culturally and linguistically diverse

245 Not culturally and linguistically diverse

139 Not stated

Plan Management Support Co-ordination

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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.

The proportion of participants who are fully or partly self-managing their plan was slightly higher in 2017-18 Q4 (31%), compared with prior quarters of transition (30%).

66% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 73% in prior quarters of transition.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q1, 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
- 79% of plans approved in 2017-18 Q2.

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: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

Baseline outcome measures were collected from 98% of participants receiving their initial plan since 1 July 2016.

- 58% 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
- 45% of participants aged 0 to 14 are engaged in age appropriate community, cultural or religious activities, compared to 34% - 37% for other age groups
- 69% of participants from school age to 14 attend school in a mainstream class, compared to 42% of participants aged 15 to 24

- 25% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24
- 71% of participants aged 25 and over choose what they do every day, compared to 50% 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' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (58%)
- able to advocate for their child/family member was 82% for participants aged 0 to 14, or 25 and over
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (63%)
- who feel in control selecting services was highest for participants aged 25 and over (49%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)

Has the NDIS helped? Participants

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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 during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:

- Daily Living (91%), for participants aged 0 to before school
- Daily Living (65%), for participants of school age to 14
- Choice and control (73%), for participants aged 15 to 24
- Daily Living (80%), for participants aged 25 and over

Has the NDIS helped? Family/Carers

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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 during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most with accessing services, programs and activities, and with life stage transitions.

Participant Satisfaction

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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'.

96% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased significantly since the previous quarter with sufficient data.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction had dropped since trial, though for 2017-18 Q4 is at its highest to date (96%).

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.

Overall, \$10.9m has been paid to providers and participants for supports provided in 2014-15, \$51.1m in 2015-16, \$129.9m in 2016-17 and \$147.3m in 2017-18.

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:

\$256.5 million of committed supports in respect of prior financial years including trial

\$212.1 million of supports in respect of 2017-18

\$128.3 million of supports in respect of later years

\$10.9m has been paid to providers and participants for supports provided in 2014-15, \$51.1m in 2015-16, \$129.9m in 2016-17 and \$147.3m in 2017-18.

Overall, 58% of committed supports were utilised in 2014-15, 73% in 2015-16, 77% in 2016-17 and 69% in 2017-18.

The 2017-18 experience is still emerging.

Note: The \$128.3 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

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.

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

Of the \$596.9 million that has been committed in participant plans, \$339.2 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: \$129.9m has been paid

2017-18: \$147.3m has been paid

Committed Supports by Cost Band

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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 2017-18 Q4 the proportion of initial plan approvals with average annualised committed supports greater than \$30,000 has decreased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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.

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter across all age groups.

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.

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter for most disability groups.

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 for participants with lower levels of function.

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 have decreased since the previous quarter for participants across low, medium and high 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

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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.

Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2018, compared with 30 June 2018.

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

The utilisation of committed supports in 2017-18 is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

PART 3: Providers and Markets

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The scale and extent of the market continues to grow, with a 4% increase in the number of providers during the quarter to 1,048.

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:

1,048 APPROVED PROVIDERS

75-95% of payments made by the NDIA are received by 25% of providers

20% of service providers are individual/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 30 June 2018, there were 1,048 registered service providers of which 207 were individual/sole trader operated business while the remaining 841 providers were registered as a company or organisation.

The number of approved service providers increased by 4% from 1,012 to 1,048 in the quarter.

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

1.71 average number of providers per participant

Proportion of Active Providers

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

Change in the activity status of providers.

As at 30 June 2018, 30% of providers have been active and 70% were yet to have evidence of activity. Of the overall stock of providers, 79 providers began delivering new supports in the quarter.

Note: The proportion of active providers in WA is relatively low due to a high proportion (29%) of providers that are approved nationally but not specifically in WA.

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.

Assistance products for personal care and safety has the highest number of approved service providers and has seen no increase since the previous quarter.

The largest percentage increase in approved providers was for the Group and Centre Based Activities registration group in the quarter. This was followed by Daily Personal Activities and Assistance with daily life tasks in a group or shared living arrangement.

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 some registration groups over the quarter.

Therapeutic Supports has the highest number of active service providers and has seen a 11% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Innovative Community Participation registration group. This was followed by Hearing Equipment and Communication and information equipment.

Note: Previously, providers were counted as active in a registration group if they were approved in the registration group in WA and active in any group. This has been refined in this report to only count those providers which are active in WA in the registration group considered.

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:

81% Daily personal activities

89% Early intervention supports for early childhood

79% Participation in community, social and civic activities

93% 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 accessing mainstream services is 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).

90% of active participants with a plan approved in 2017-18 Q4 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:

95% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (45%)
- Lifelong learning (22%)
- Daily activities (8%)

90% of active participants with a plan approved in 2017-18 Q4 access mainstream supports, across the following domains:

- Health and wellbeing (49%)
- Lifelong learning (22%)
- Daily activities (7%)

PART 6: Financial Sustainability

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