COAG

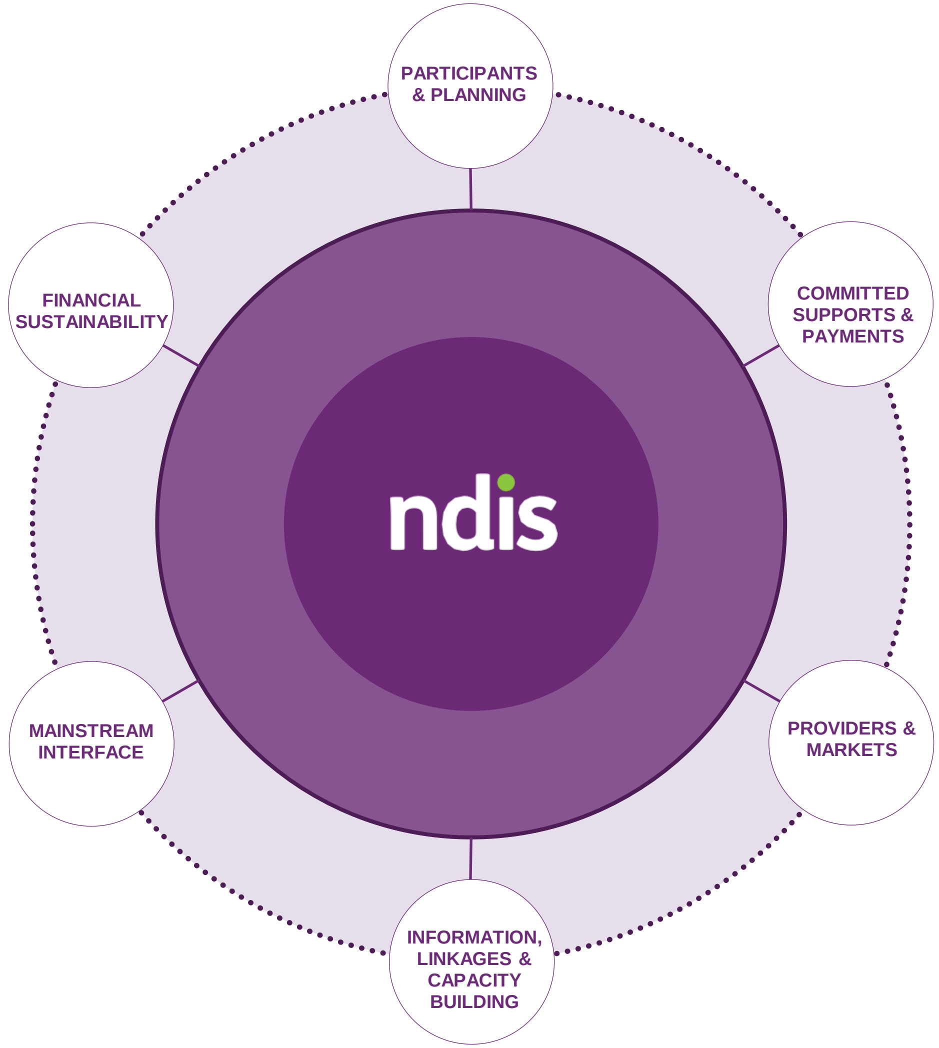
Disability Reform Council
Quarterly Performance Report

Western Australia - 31 December 2017

ndis

Overview

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



Summary

Participants and Planning

75 additional participants with plans this quarter.

As at 31 December 2017, plans approved represent 89% of scheme to date bilateral estimate met (1 July 2014 - 31 December 2017)

60% of participants surveyed in the quarter rated their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$257.8 million has been paid to providers and participants since Scheme inception.

Overall,
- **58% of committed supports were utilised in 2014-15,**
- **74% in 2015-16,**
- **77% in 2016-17.**

2017-18 experience is still emerging.

Providers and Markets

978 approved providers, a 15% increase for the quarter.

70-95% of payments made by the NDIA are received by 25% of providers.

20% of service providers are individual/sole traders.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q2 access mainstream services.

The proportion of participants entering in the current quarter accessing mainstream services is consistent with prior quarters.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Western Australia continues to grow with 75 additional participants with approved plans this quarter.

Summary

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

Key Statistics

76

ACCESS DECISIONS IN 2017-18 Q2

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

75

INITIAL PLANS APPROVED IN 2017-18 Q2

89%

OF SCHEME TO DATE BILATERAL ESTIMATE MET
(1 JULY 2014 - 31 DECEMBER 2017)

17%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 ARE CHILDREN AGED 7-14 YEARS

23%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

Quarterly Intake

2017-18 Q2

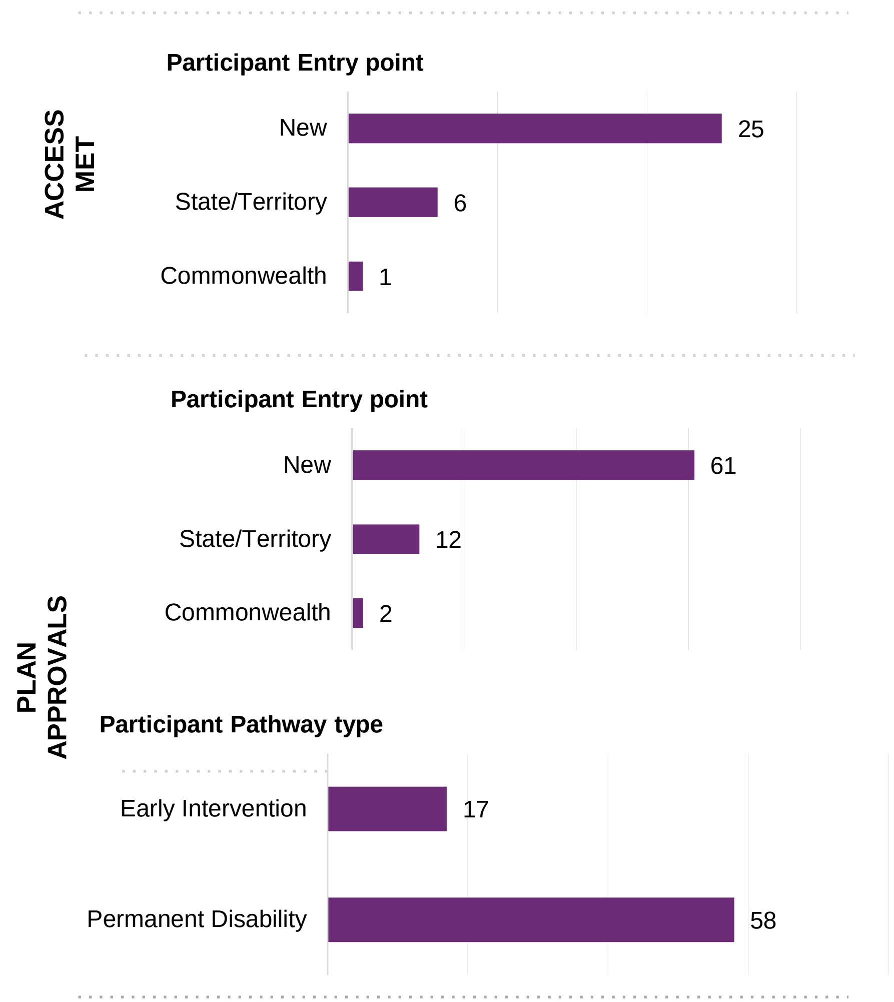
Of the 32 participants deemed 'eligible' this quarter 78% were 'new' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 75 plan approvals this quarter, 81% were 'new' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program) and 77% entered with a permanent disability.

76
access decisions

32
access met

75
plan approvals



Quarterly Intake Detail

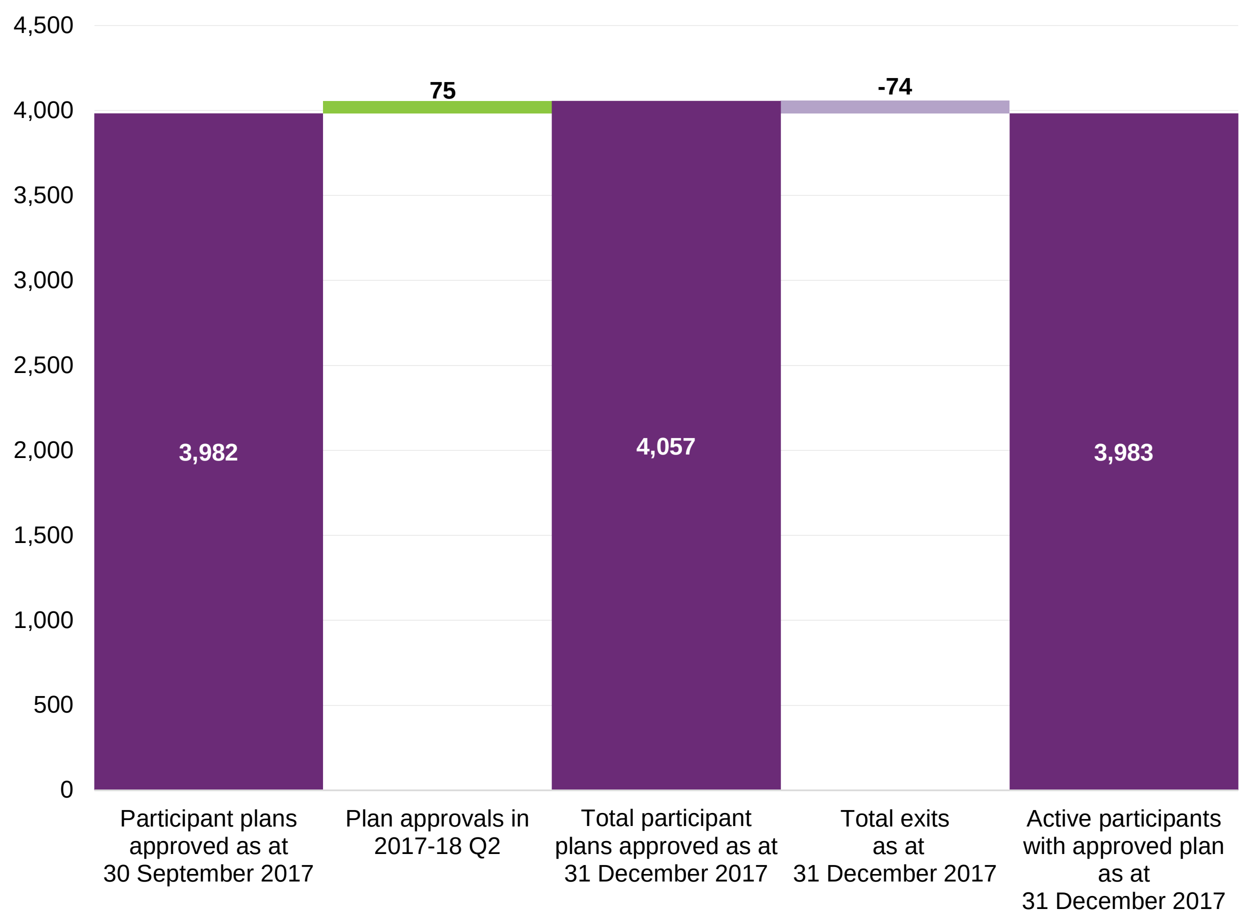
Plan approvals as at 31 December 2017

Plan approval numbers have increased from 3,982 at the end of 2017-18 Q1 to 4,057 by the end of 2017-18 Q2. This is an increase of 75 approvals.

As at 31 December 2017 there were 74 exits bringing the overall number to 3,983.

In the quarter of 2017-18 Q2 there were 976 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 September 2017 and 31 December 2017



Cumulative Position

Plan approvals as at 31 December 2017

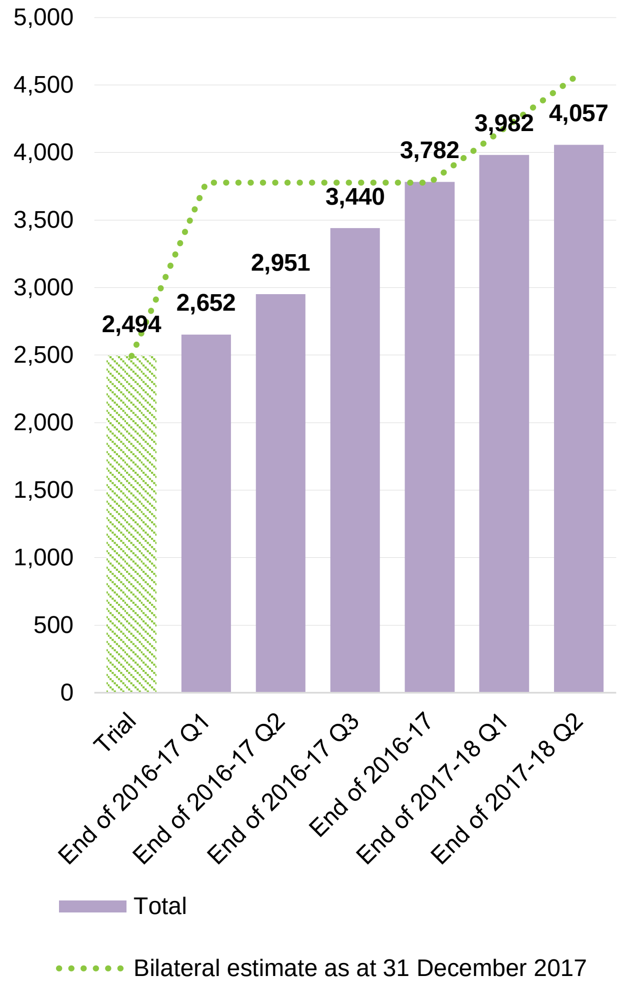
As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 4,057. Of these, 1,897 transitioned from an existing State/Territory program and 68 transitioned from an existing Commonwealth program.

In addition, 182 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 July 2014, there have been 4,943 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

Cumulative plan approvals compared with bilateral estimate



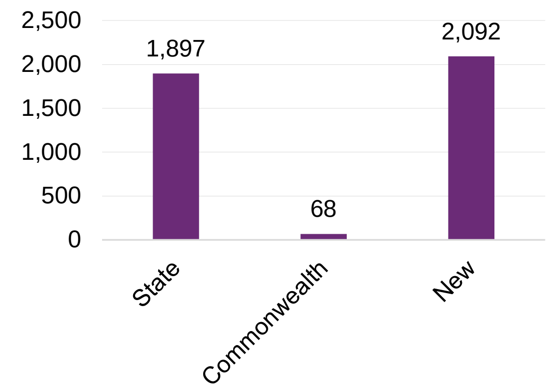
89%

of scheme to date bilateral estimate met (1 July 2014 - 31 December 2017)

4,057

plan approvals to date

Plan approvals by participant referral pathway



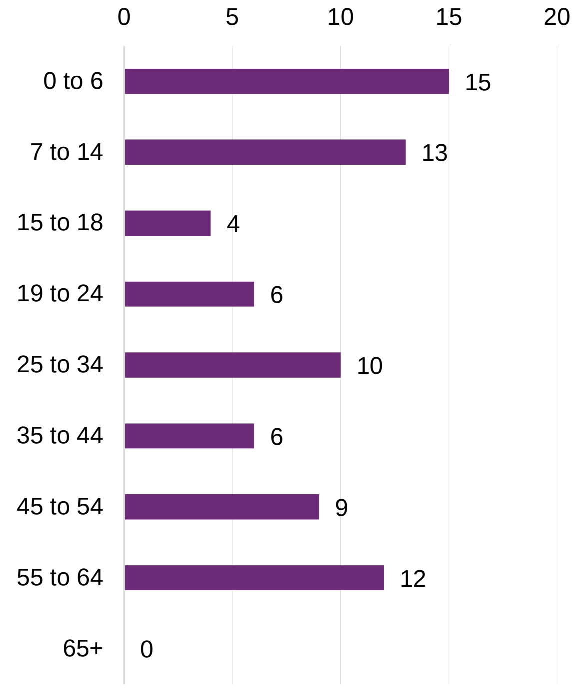
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by age group.

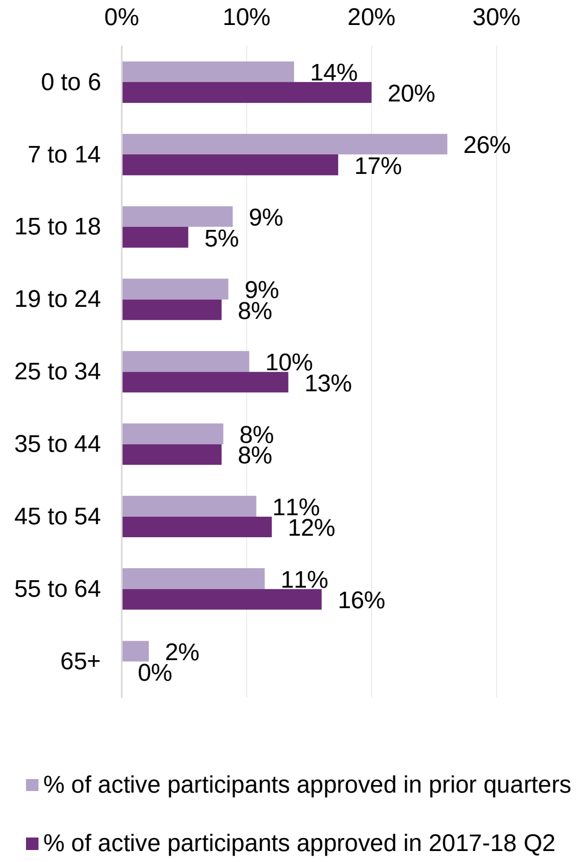
20% of participants entering in this quarter are aged 0 to 6 years, compared to 14% in prior quarters.

Further, 17% of participants entering in this quarter are aged 7 to 14 years. This is lower compared to 26% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q2 by age group



% of active participants with a plan approved by 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.

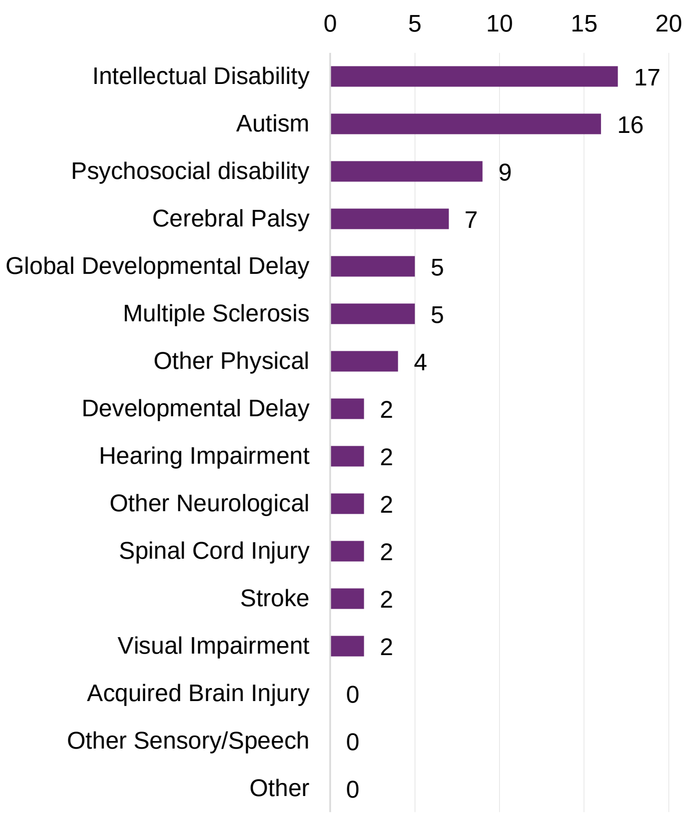
Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by disability group.

23% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Intellectual Disability. This is lower compared to prior quarters.

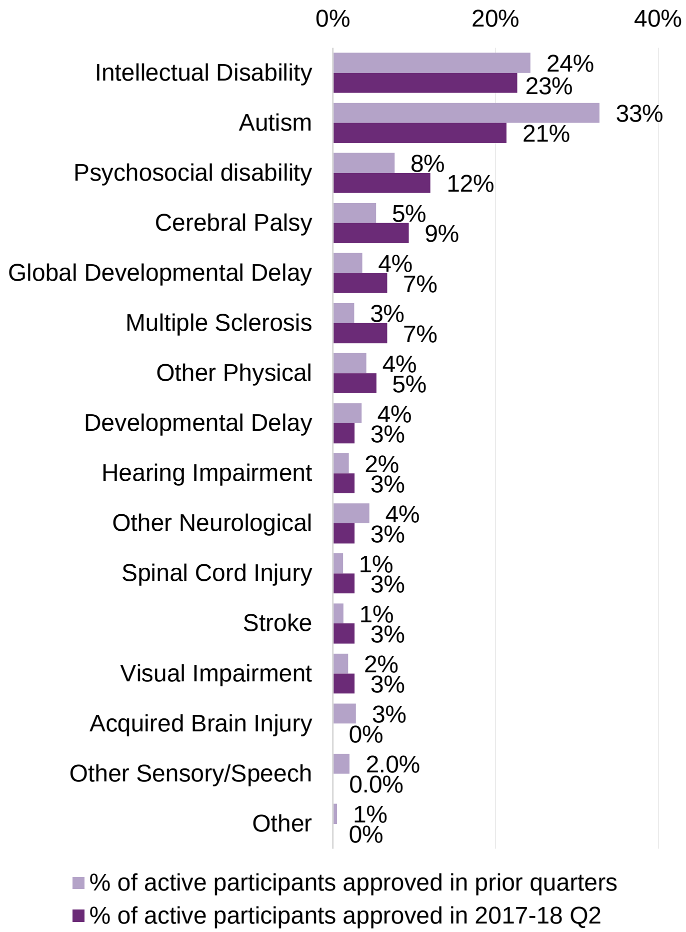
The proportion of participants with a primary disability of Psychosocial Disability and Cerebral Palsy has increased compared to prior quarters. However, due to a low number of entrants, these results should be interpreted with caution.

Active participants with a plan approved in the quarter of 2017-18 Q2 by disability group



Note: Of the 17 active participants identified as having an intellectual disability, 4 (24%), have down syndrome.

% of active participants with a plan approved by disability group



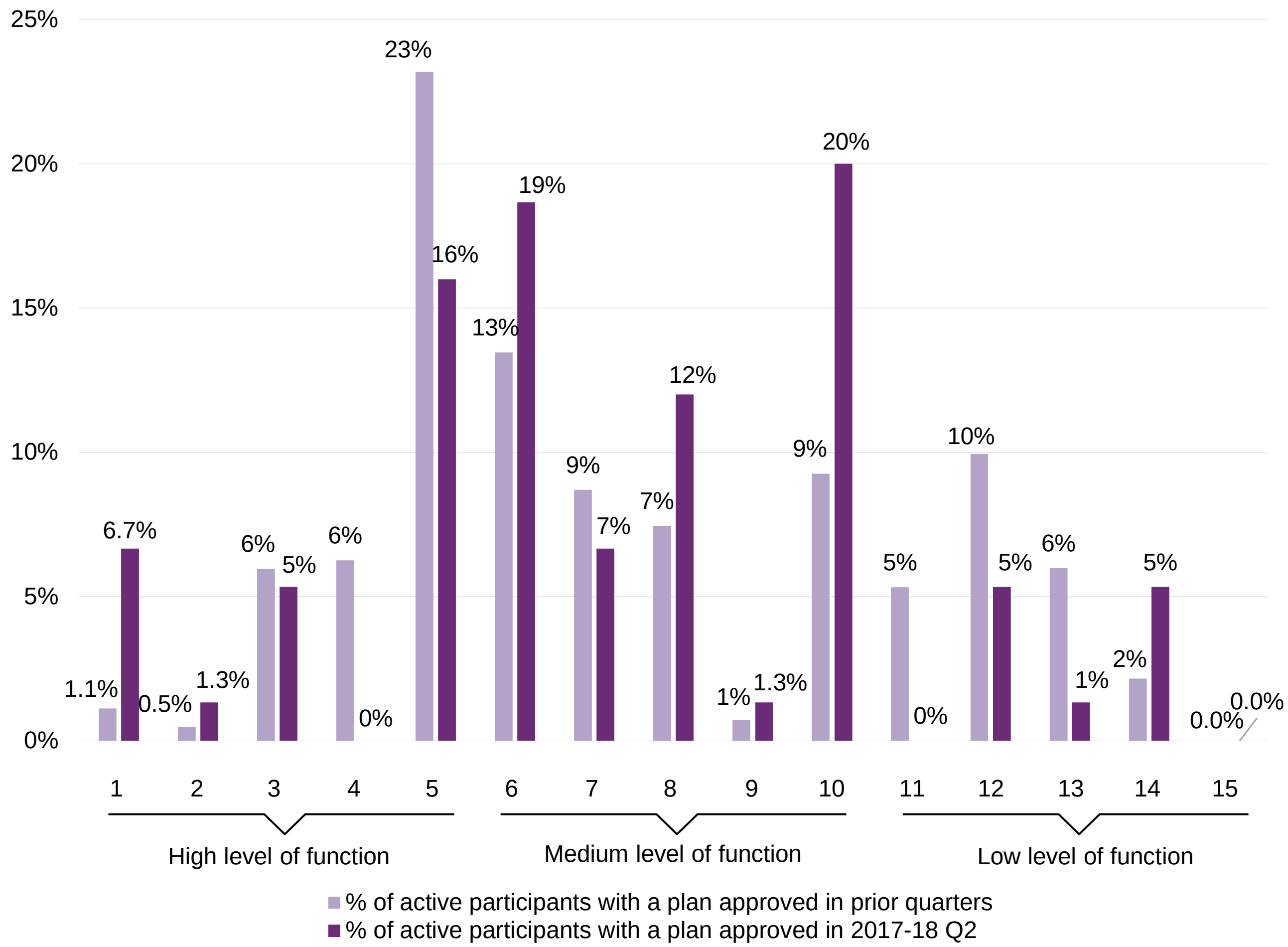
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by level of function.

For participants with a plan approval in the current quarter:
• 29% of active participants had a relatively high level of function
• 59% of active participants had a relatively moderate level of function
• 12% had a relatively low level of function

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

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

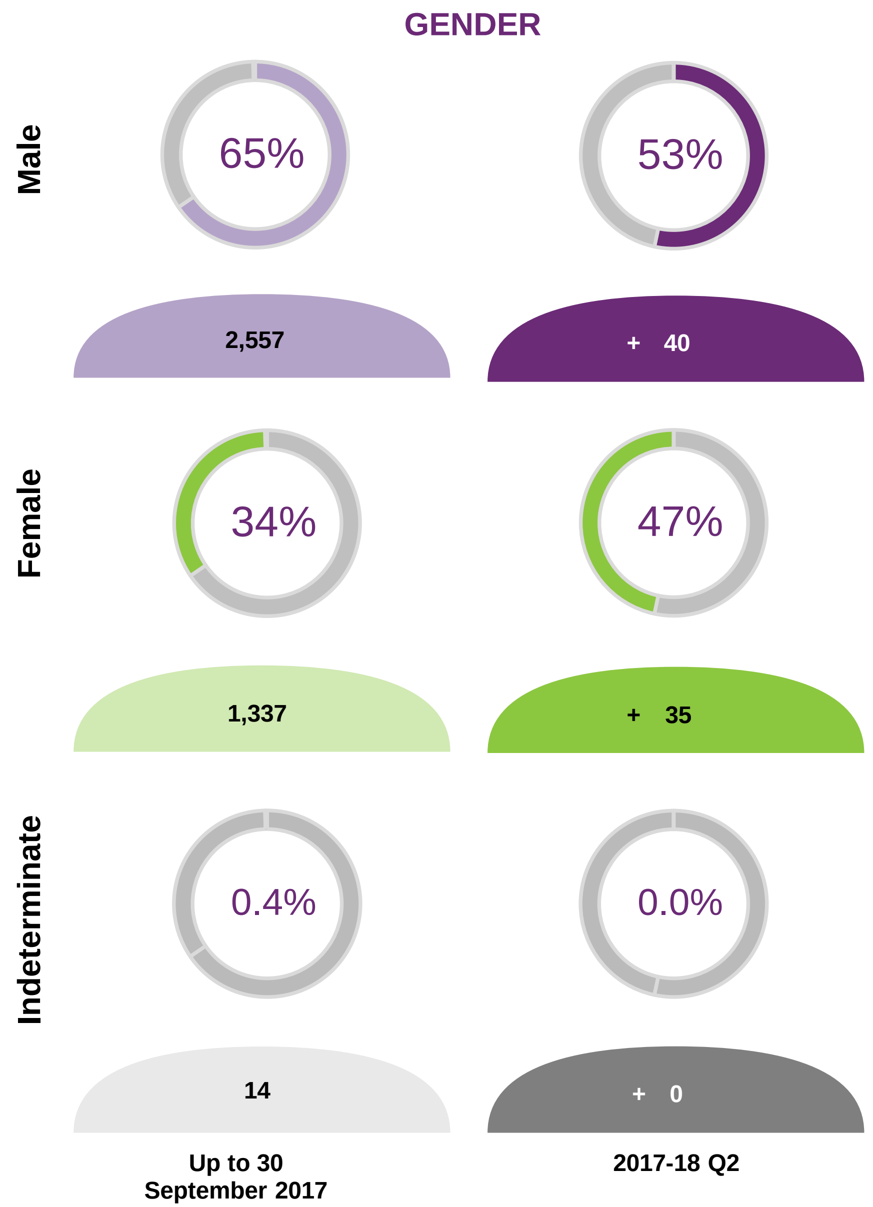


Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by gender.

The majority of participants are males.

The proportion of females that entered in 2017-18 Q2 is higher compared to prior quarters. However, due to a low number of entrants, these results should be interpreted with caution.



Participant Profiles

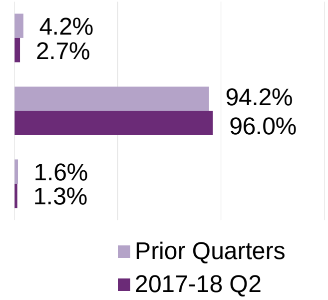
Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

Of the participants with a plan approved in 2017-18 Q2:

- **2.7% were Aboriginal or Torres Strait Islander, compared with 4.2% for prior periods.**
- **0 were Young people in residential aged care.**
- **6.7% were Culturally and linguistically diverse, compared with 7.2% for prior periods.**

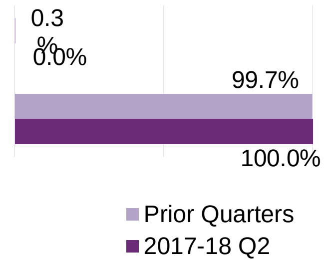
Aboriginal & Torres-Strait Islander status	2017-18 Q2
Aboriginal and Torres Strait Islander	2
Not Aboriginal and Torres Strait Islander	72
Not Stated	1

% of active participants



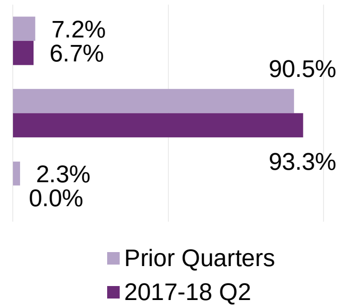
Young people in residential aged care status	2017-18 Q2
Young people in residential aged care	0
Young people not in residential aged care	75

% of active participants



Culturally and linguistically diverse status	2017-18 Q2
Culturally and linguistically diverse	5
Not culturally and linguistically diverse	70
Not stated	0

% of active participants

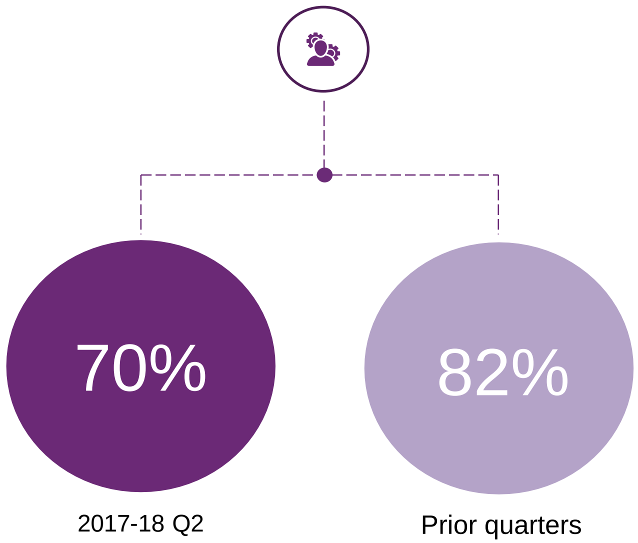


Plan Management
Support Co-ordination

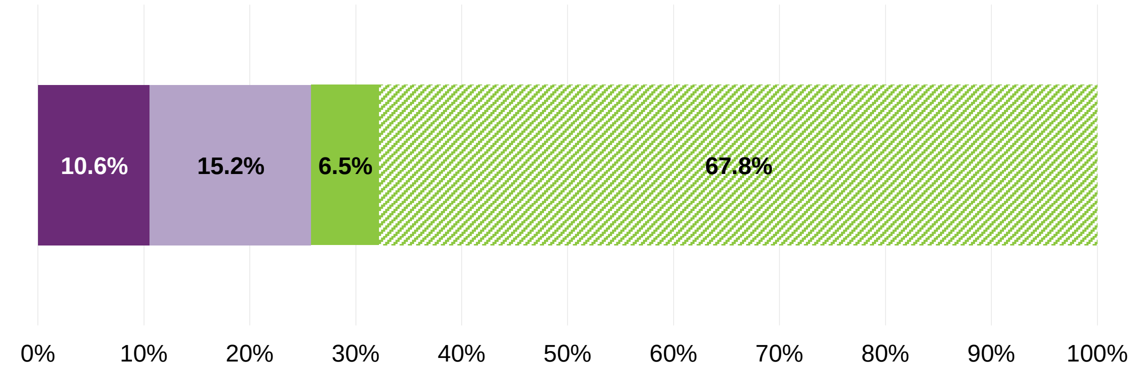
The proportion of participants who are fully or partly self-managing their plan was consistent with 2017-18 Q2 (26%), compared to the prior quarters of transition (26%).

70% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared to 82% in prior quarters.

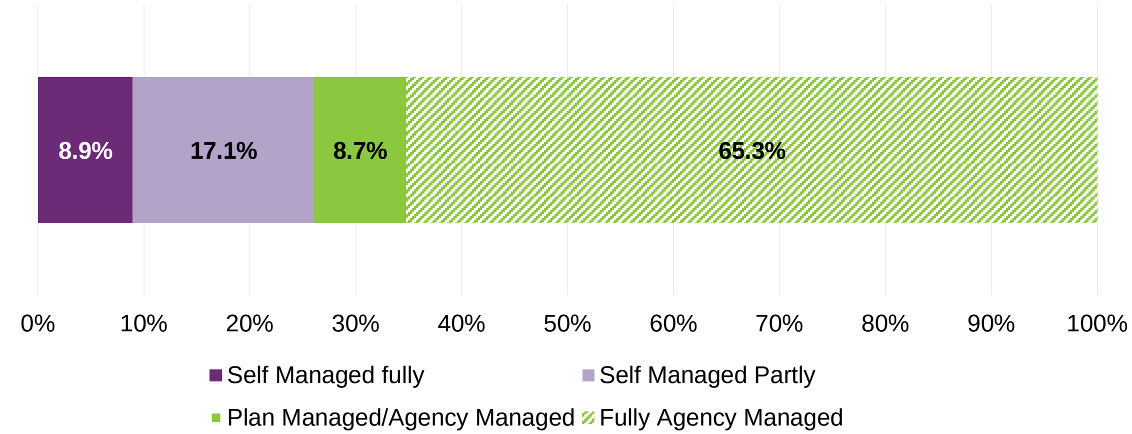
Support Co-ordination



Prior quarters (transition only)



2017-18 Q2



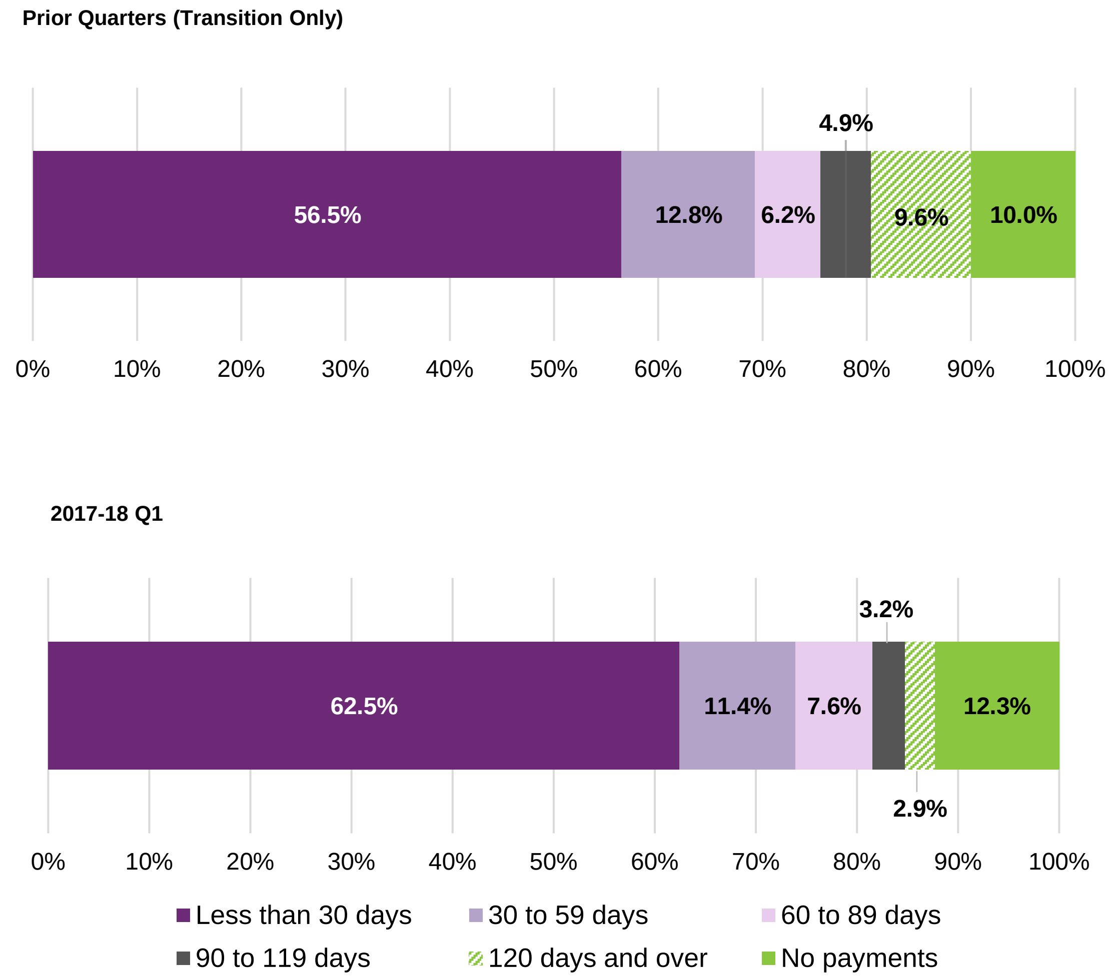
Plan Activation

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

The percentage of plans activated within 90 days of approval were:
- **76% of plans approved in prior quarters**
- **82% of plans approved in 2017-18 Q1.**

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

Duration to Plan activation for initial plans



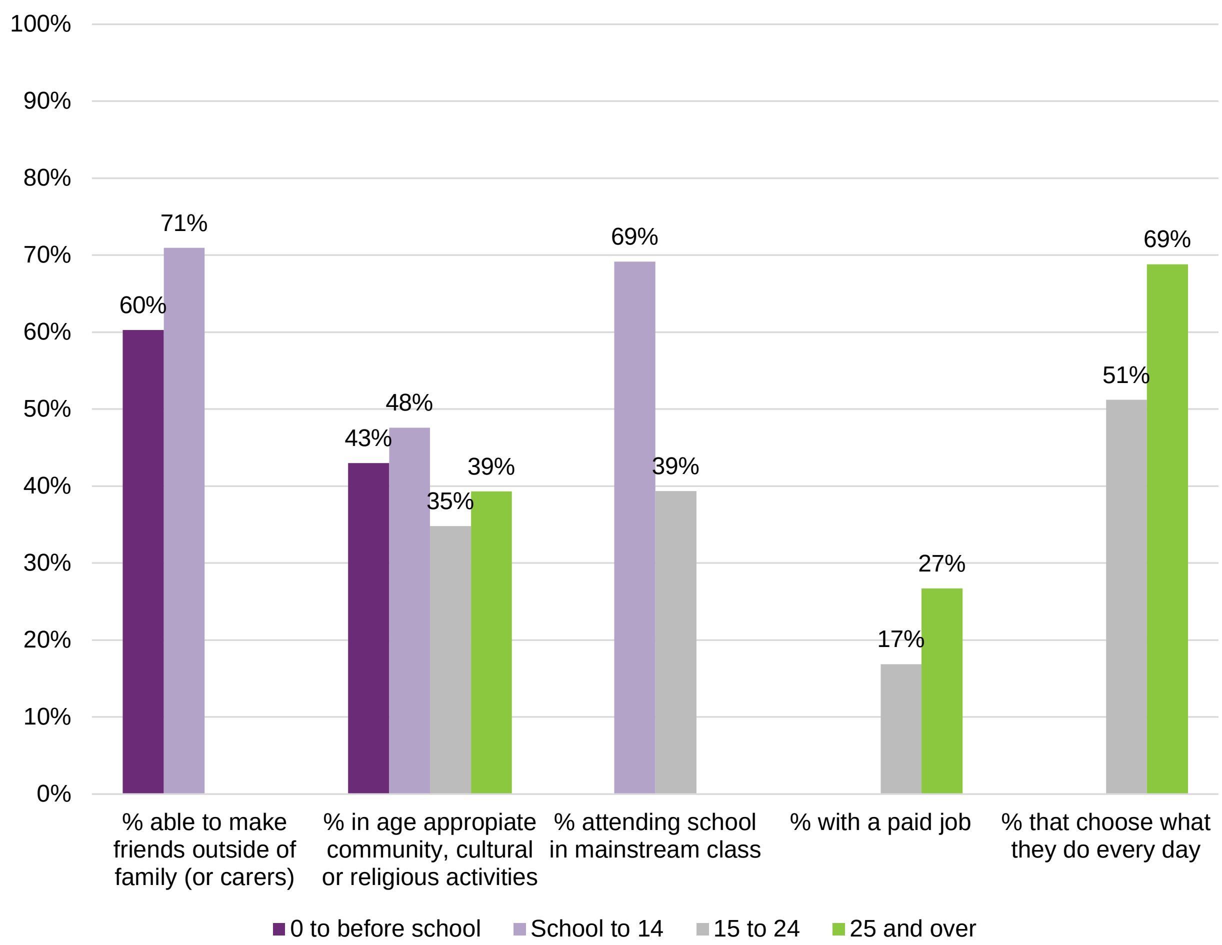
Note: Given that plans approved in 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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

- **60% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 71% of participants from school age to 14**
- **43% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 35% - 48% for other age groups**
- **69% of participants from school age to 14 attend school in a mainstream class, compared to 39% of participants aged 15 to 24**
- **27% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24**
- **69% of participants aged 25 and over choose what they do every day, compared to 51% of participants aged 15 to 24**

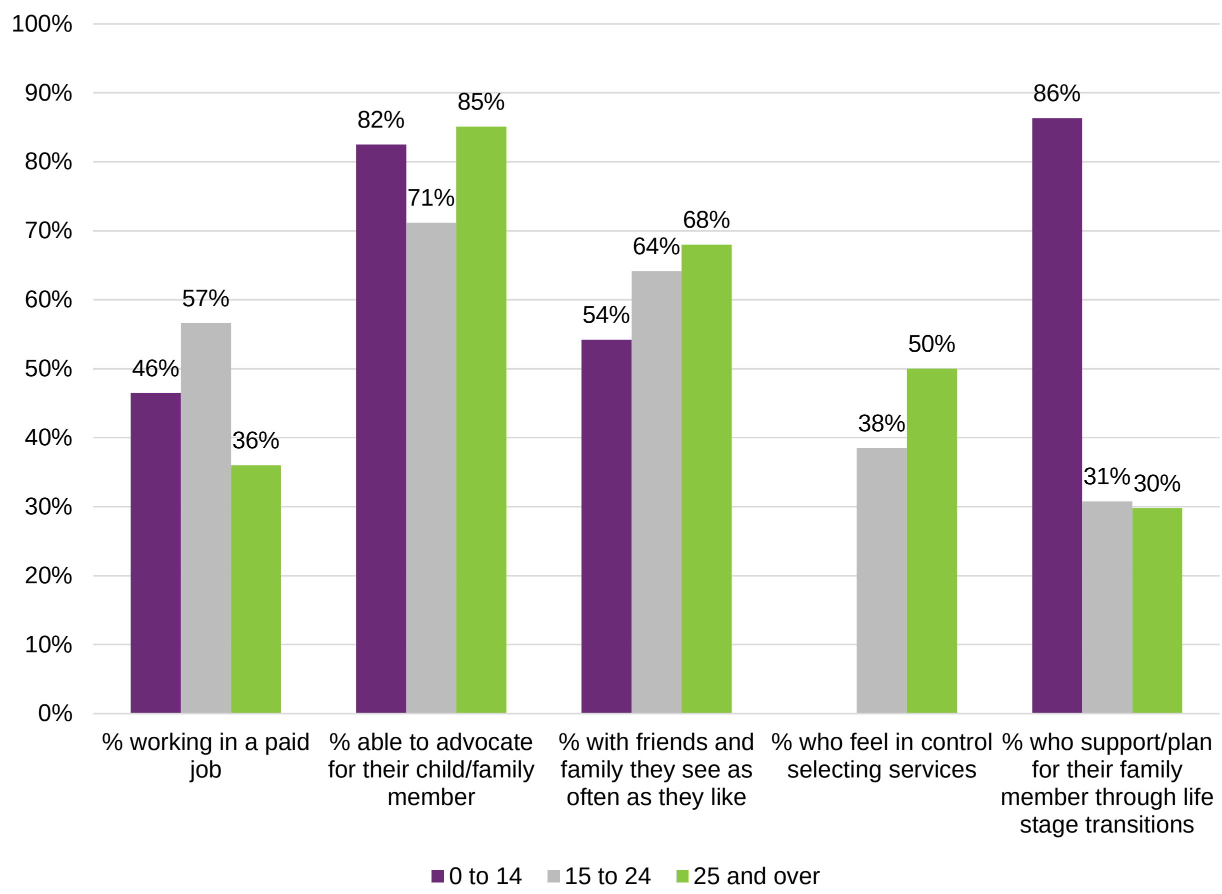
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 15 to 24 (57%)
• able to advocate for their child/family member was highest for participants aged 25 and over (85%)
• who have friends and family they can see as often as they like was highest for participants aged 25 and over (68%)
• who feel in control selecting services was highest for participants aged 25 and over (50%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)

Selected key baseline indicators for families and carers of participants



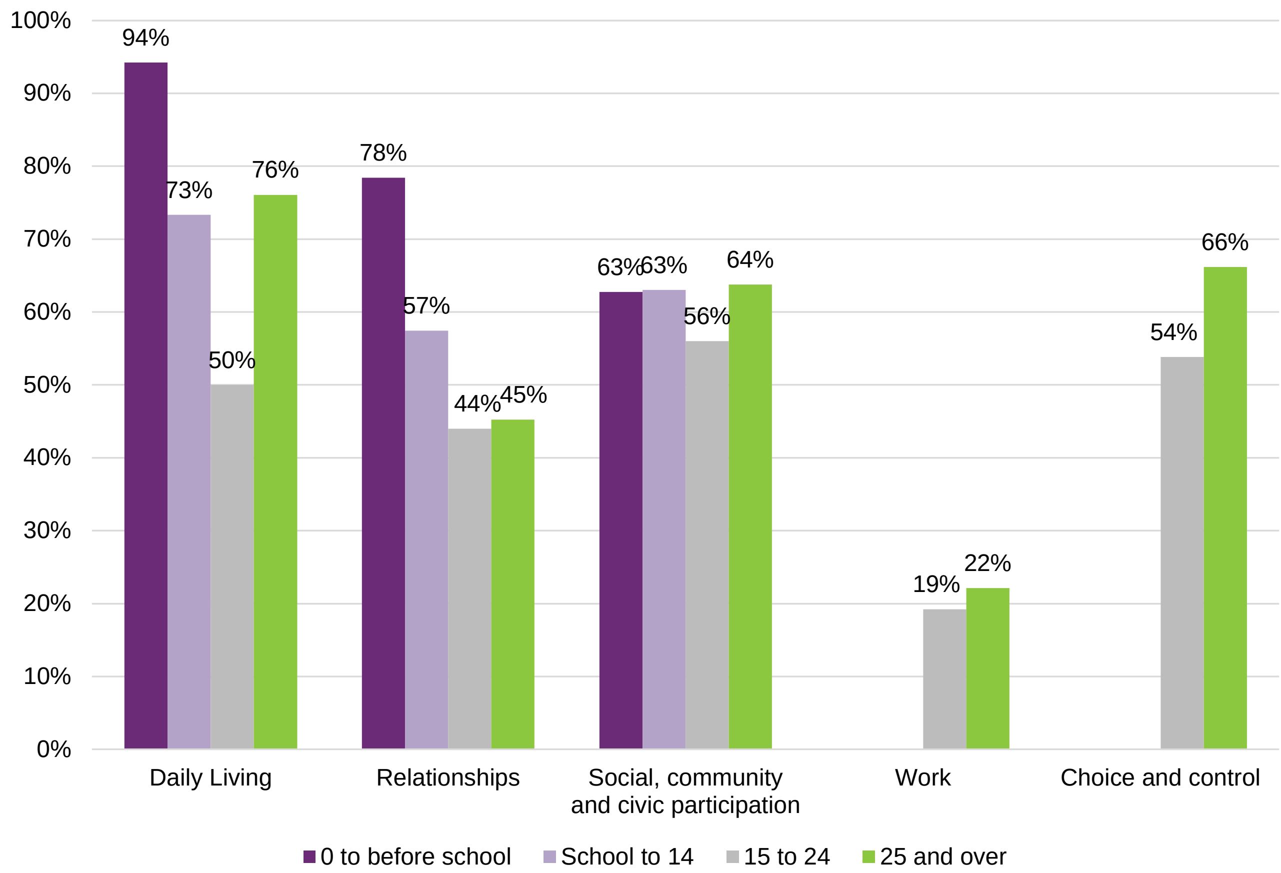
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was the highest for the domain of:
• Daily Living (94%), for participants aged 0 to before school
• Daily Living (73%), for participants of school age to 14
• Social, community and civic participation (56%), for participants aged 15 to 24
• Daily Living (76%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



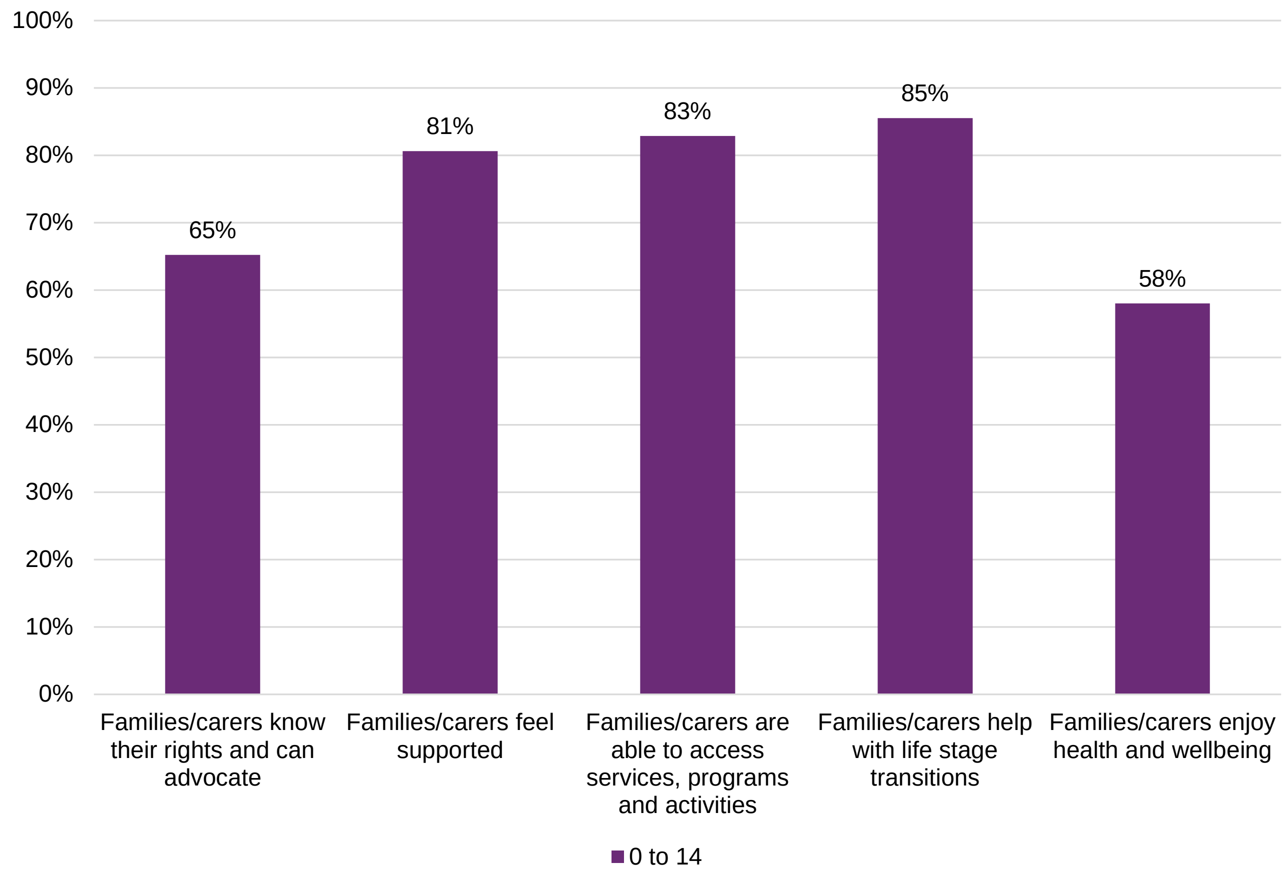
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer 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.

"Has the NDIS helped?" questions for families and carers of participants



Note: There was insufficient data for families of participants aged 15 and over.

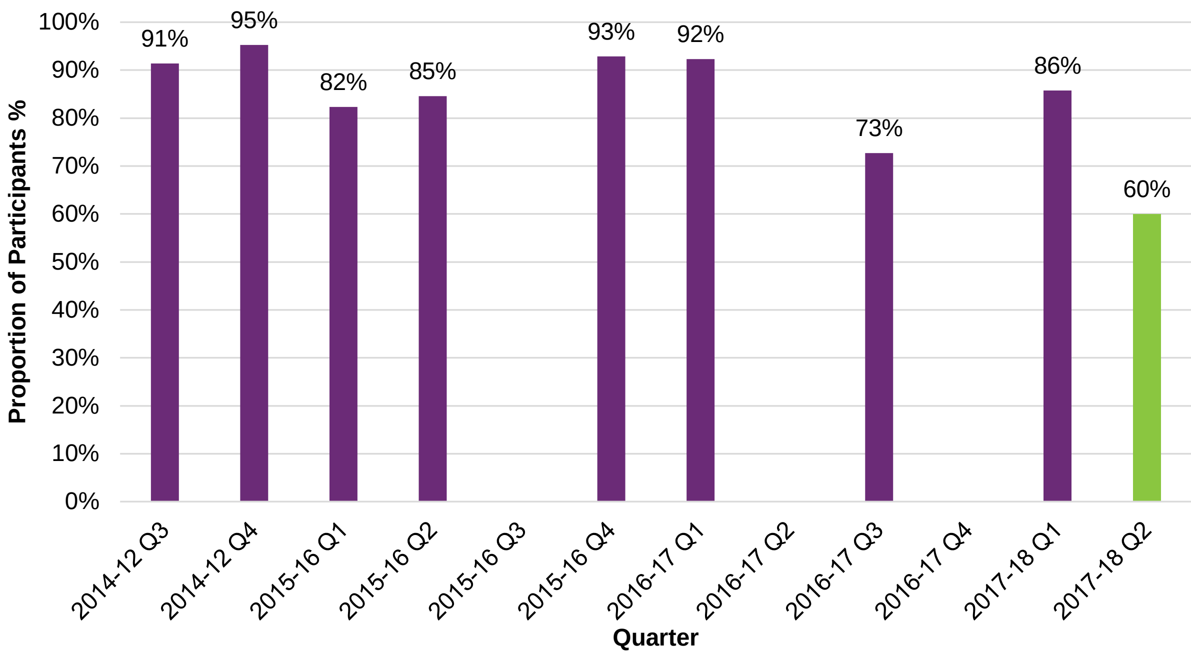
Participant Satisfaction

60% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

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



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

PART 2

Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to $459.8 million (including support periods in the future), of which $257.8 million has been paid.

Summary

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

Key Statistics

$459.8

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 4,057 PARTICIPANTS

$255.9

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$182.5

MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$21.3

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$257.8

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 58% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15, 74% IN 2015-16 AND 77% IN 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $182.5 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $21.3 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

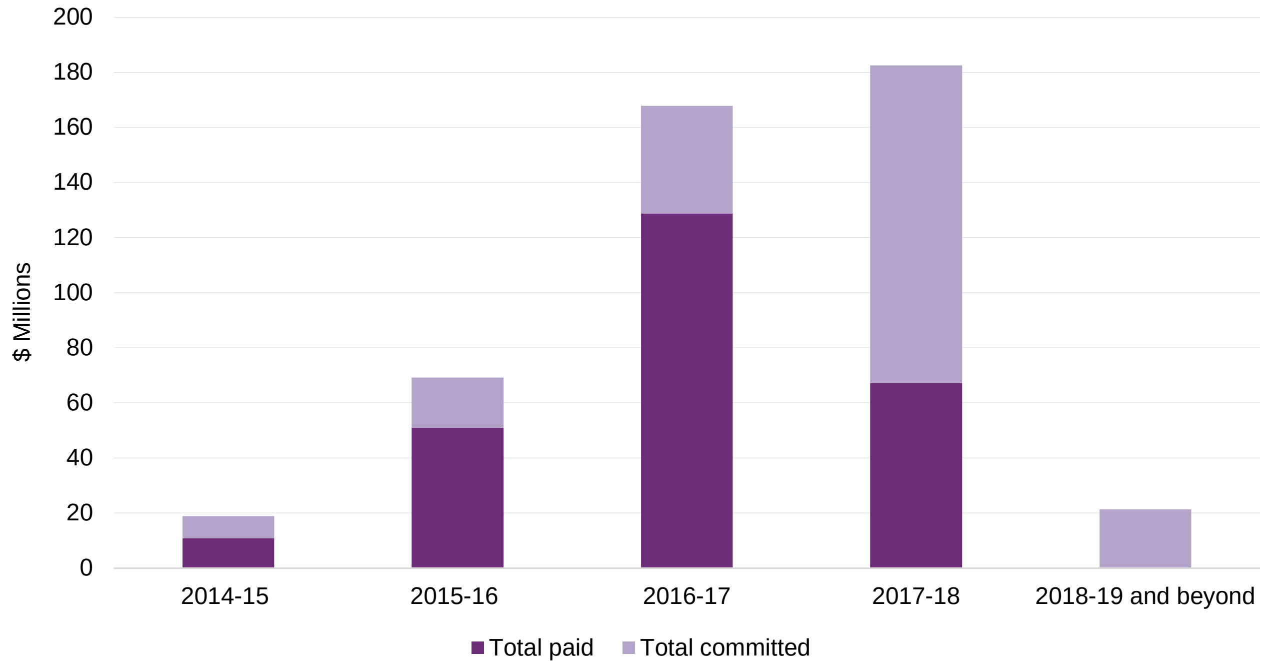
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $459.8 million that has been committed in participant plans, $257.8 million has been paid to date.

In particular, for supports provided in:
2014-15: $10.9m has been paid
2015-16: $51.0m has been paid
2016-17: $128.7m has been paid
2017-18 to date: $67.2m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	N/A	18.9	69.2	167.8	182.5	21.3	459.8
Total paid	N/A	10.9	51.0	128.7	67.2	0.0	257.8



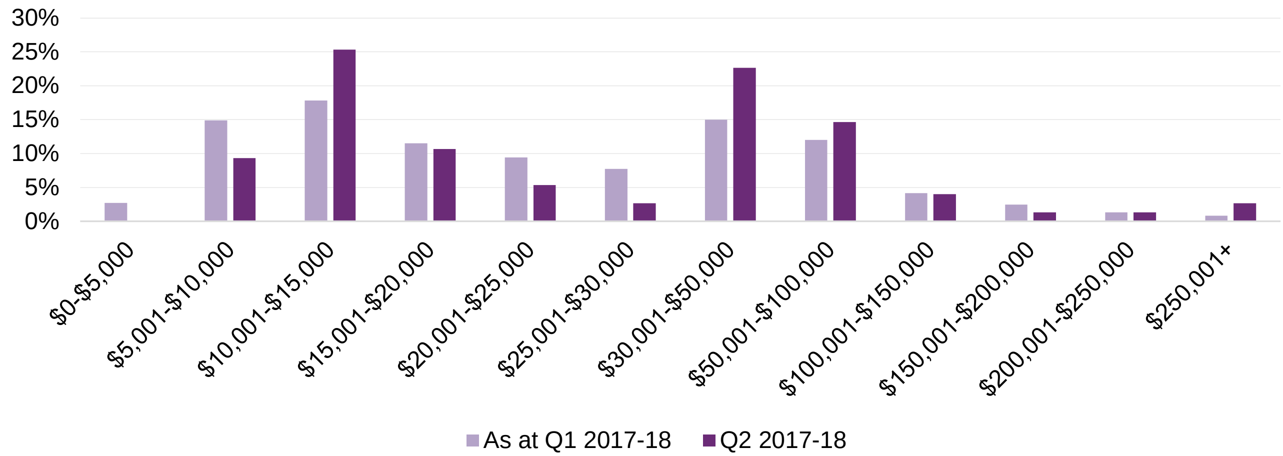
Committed Supports by Cost Band

A lower proportion of initial plan approvals in 2017-18 Q2 have average annualised committed supports greater than $100,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

When SSA participants are excluded, the average annualised committed supports was largely mixed when comparing participants who entered in 2017-18 Q2 and those who entered in prior quarters.

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

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

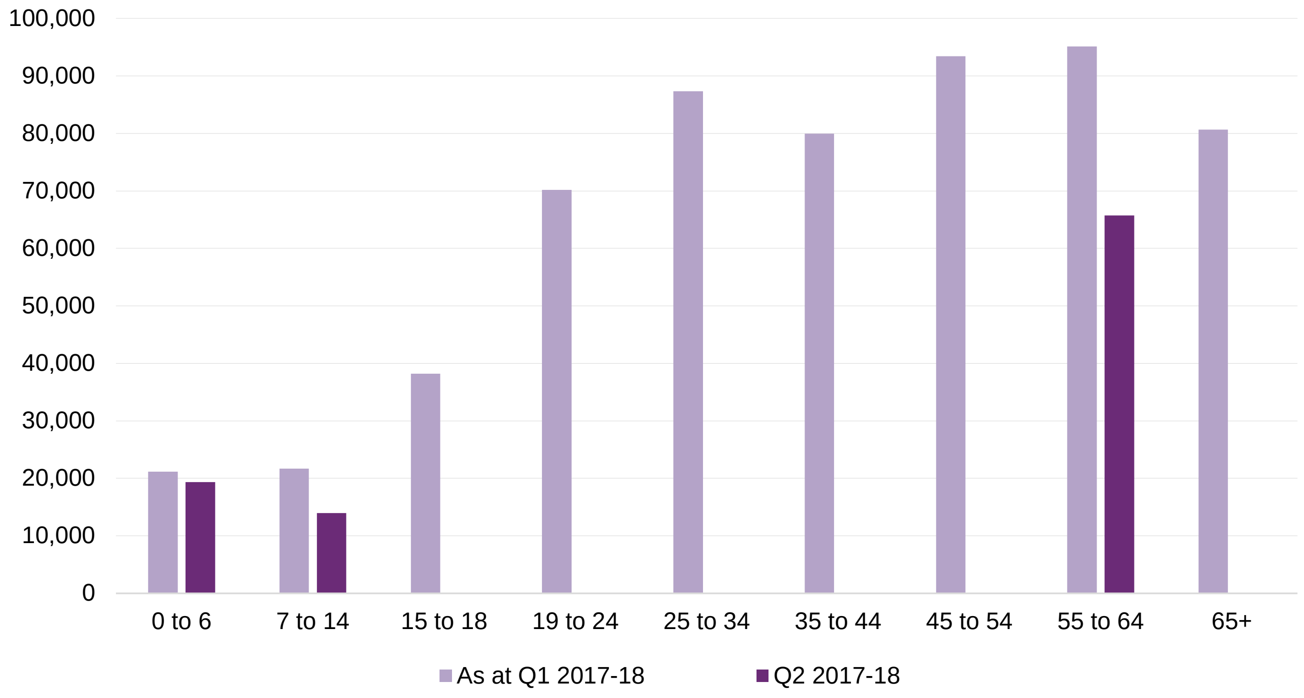


Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 25 and stabilises to age 64.

The average annualised committed supports for participants with an initial plan approved in 2017-18 Q2 is generally lower compared to participants who entered in prior quarters.

Average annualised committed supports by age band



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

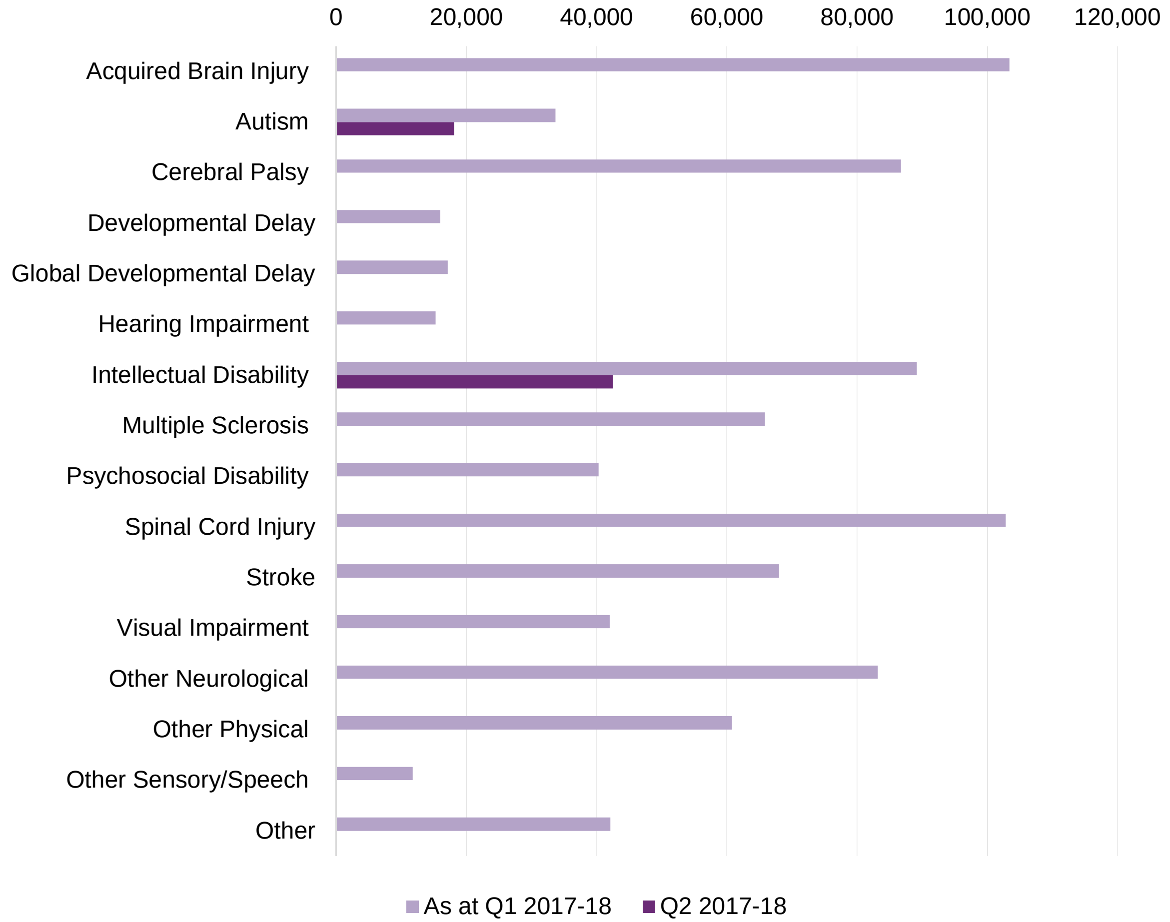
Note 2: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

The average annualised committed supports for participants with an initial plan approved in 2017-18 Q2 is generally lower compared to participants who entered in prior quarters.

Average annualised committed supports by primary disability group



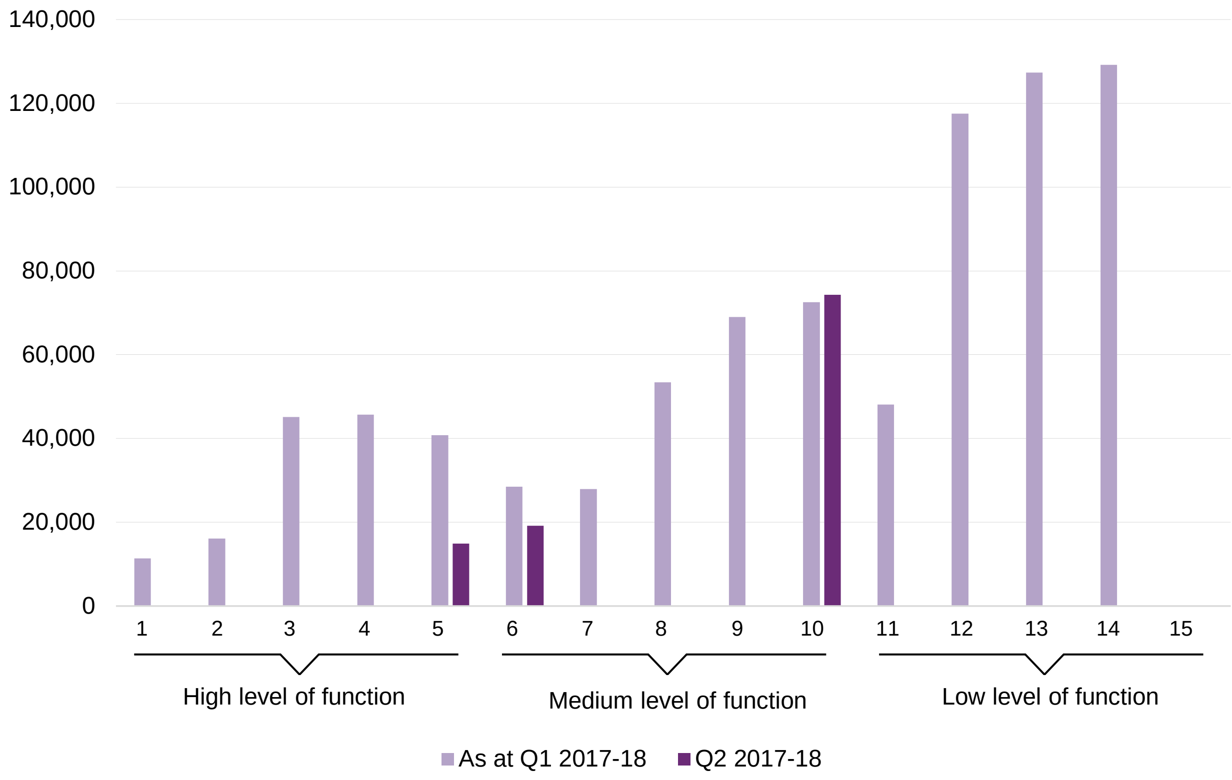
Note: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports by Level of Function

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

The average annualised committed supports for participants with an initial plan approved in 2017-18 Q2 is generally lower compared to participants who entered in prior quarters.

Average annualised committed supports by level of function



Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

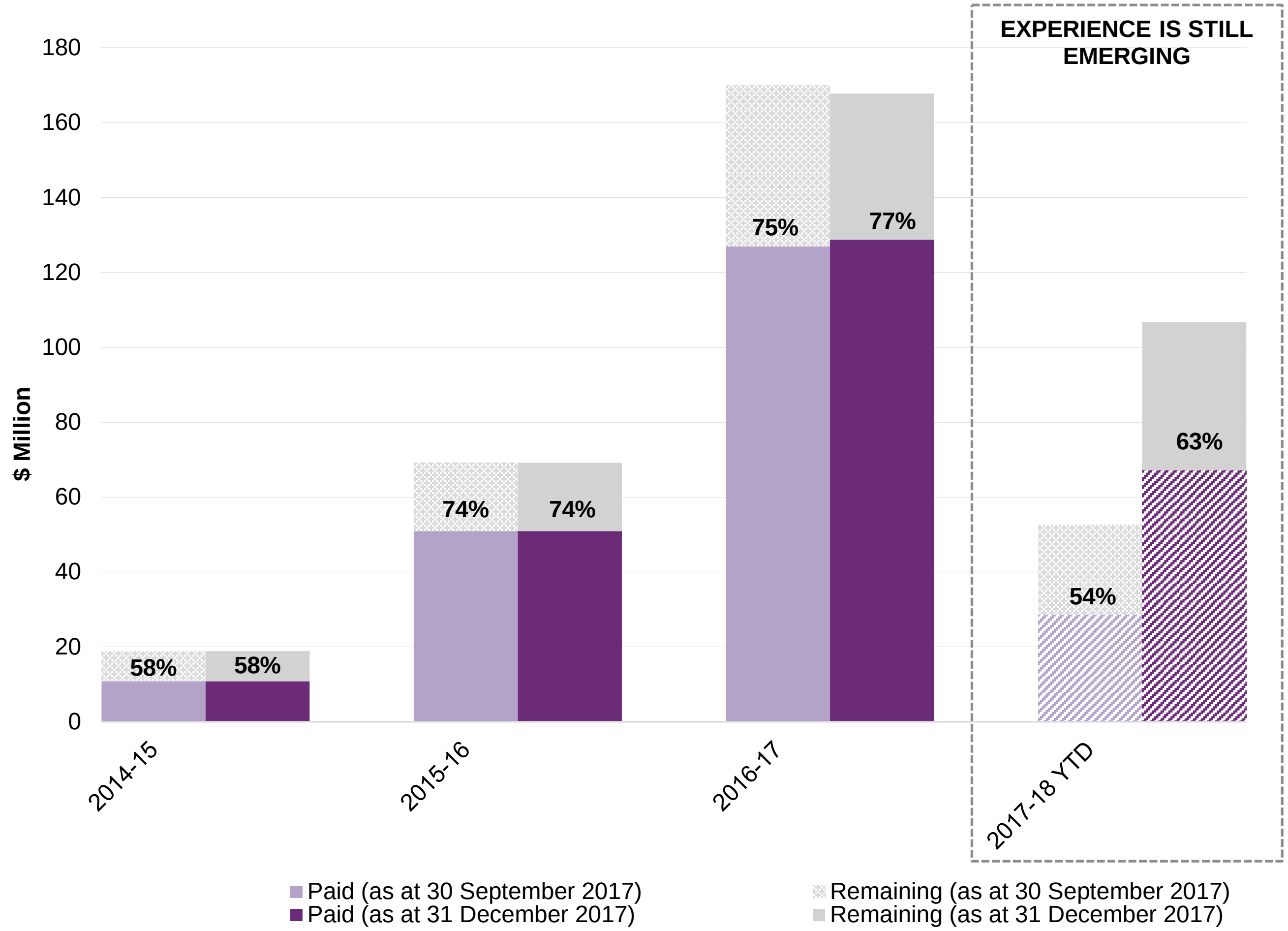
Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2017, compared with 31 December 2017.

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 YTD 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.

Utilisation of committed supports as at 30 September 2017 and 31 December 2017



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 15% increase in the number of providers during the quarter to 978.

Summary

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

Provider registration

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

How providers interact with participants

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

Key Statistics

978
APPROVED PROVIDERS

70-95%
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 PERSONAL MOBILITY EQUIPMENT AND THERAPEUTIC SUPPORTS

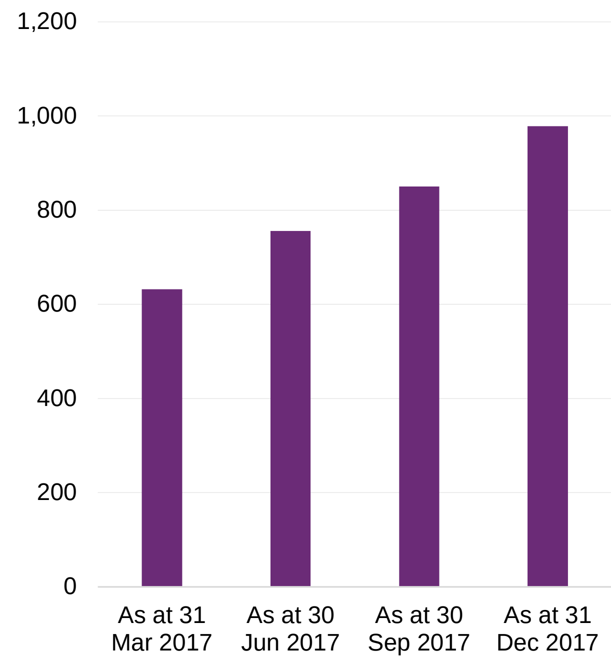
Providers over time

As at 31 December 2017, there were 978 registered service providers of which 200 were individual/sole trader operated business while the remaining 778 providers were registered as a company or organisation.

1.59

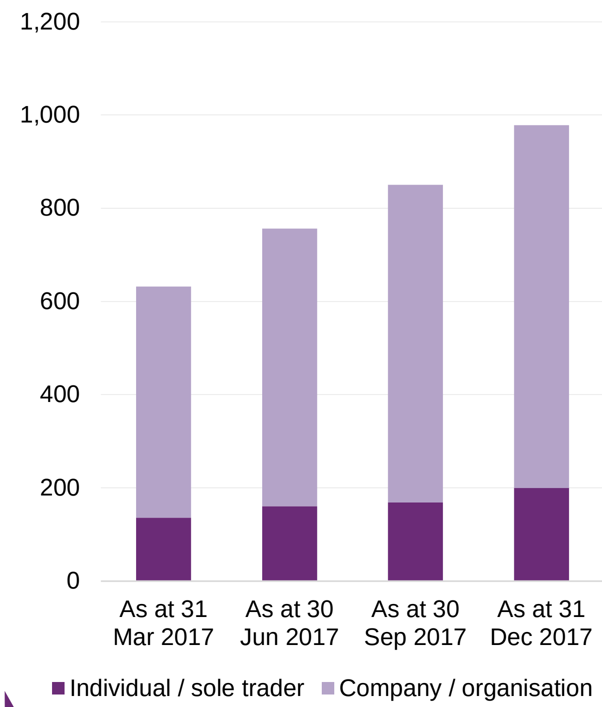
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 15% from 850 to 978 in the quarter.

Type of provider



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

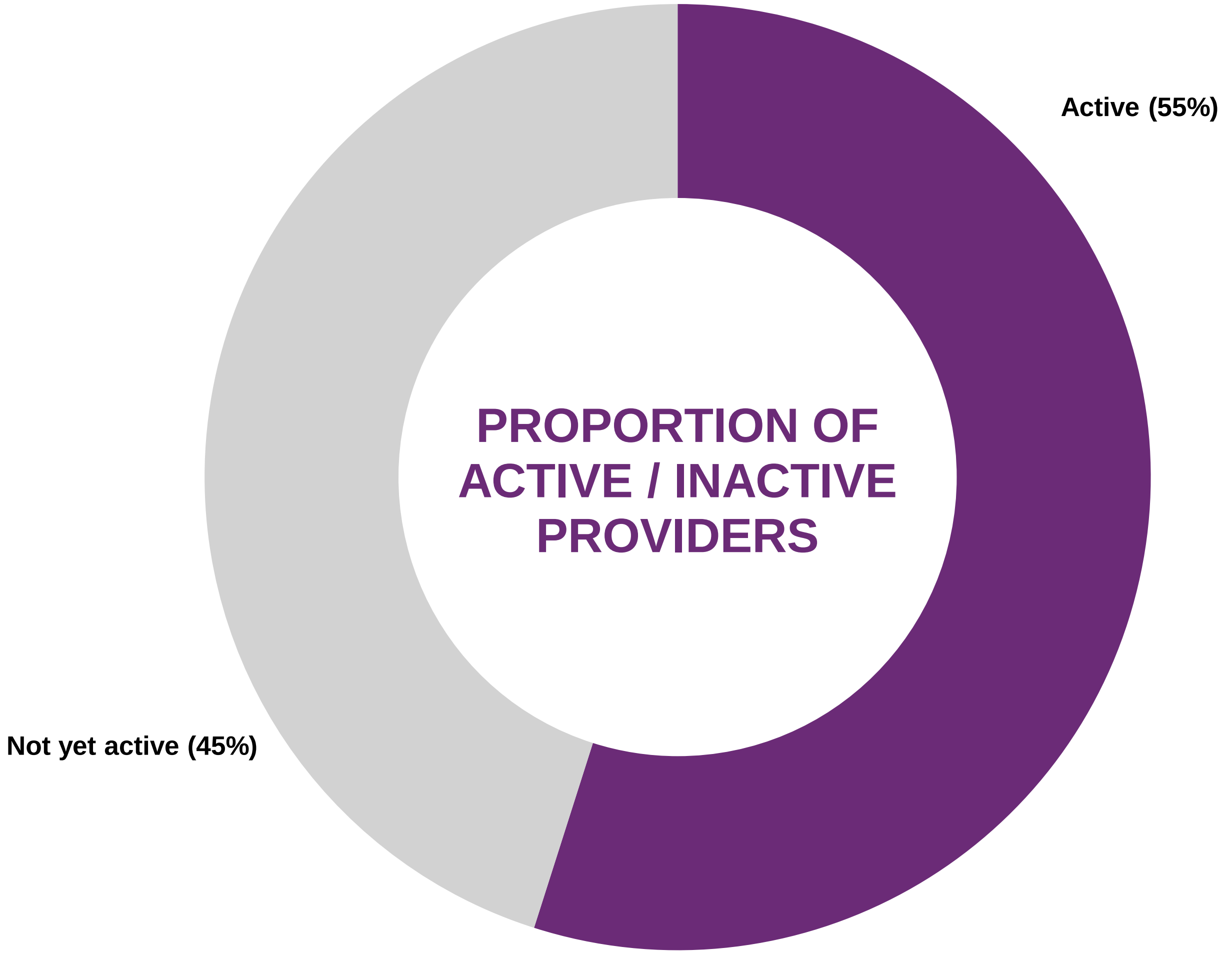
Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2017, 55% of providers have been active and 45% were yet to have evidence of activity. Of the overall stock of providers, 89 providers began delivering new supports in the quarter.

89

PROVIDERS DELIVERING NEW SUPPORTS



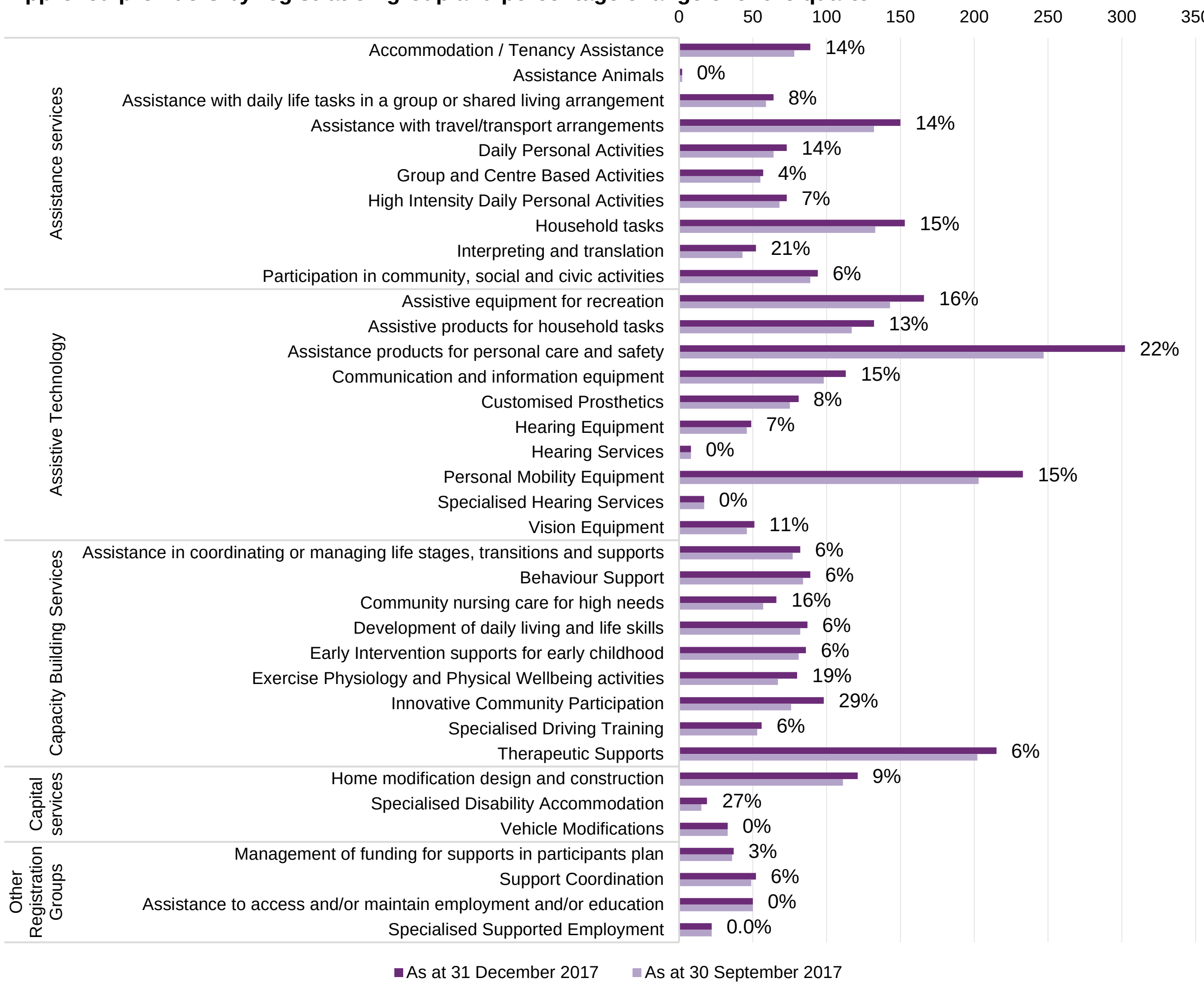
Registration groups

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 a 22% increase since the previous quarter.

The largest percentage increase in approved providers was for the Innovative Community Participation registration group in the quarter. This was followed by Specialised Disability Accommodation, Assistance products for personal care and safety and Interpreting and translation.

Approved providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 70-95% of the dollars paid for major registration groups.

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

PART 4

Information, Linkages and Capacity Building

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

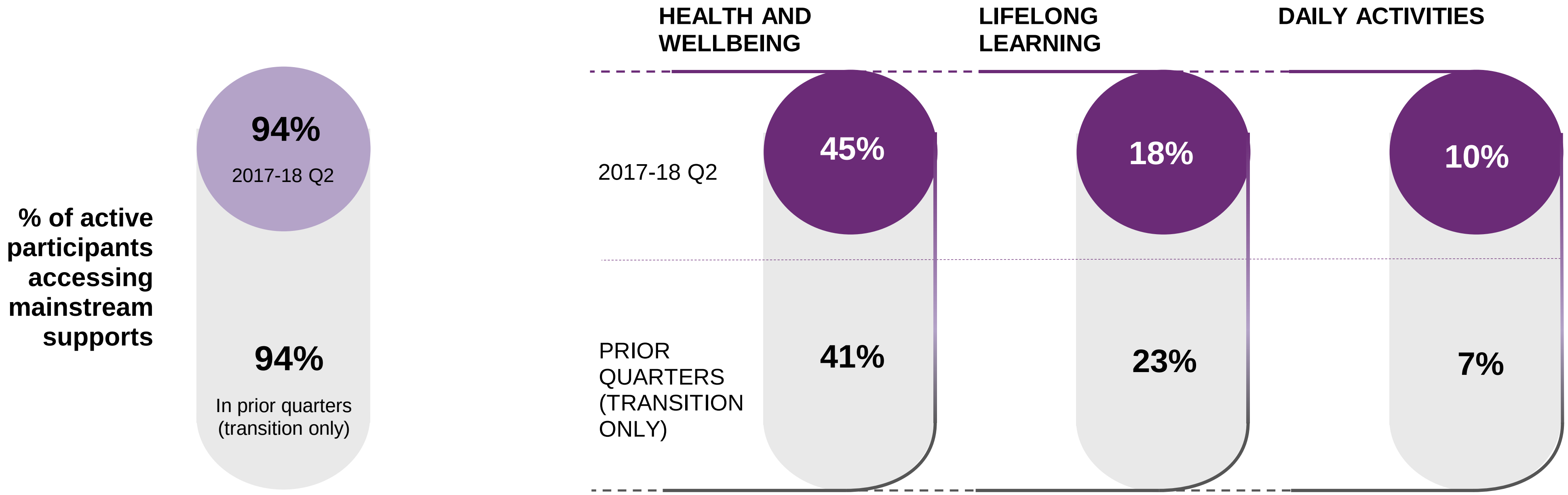
PART 5

Mainstream Interface

The proportion of participants entering in the current quarter accessing mainstream services is consistent with prior quarters.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q2 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

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