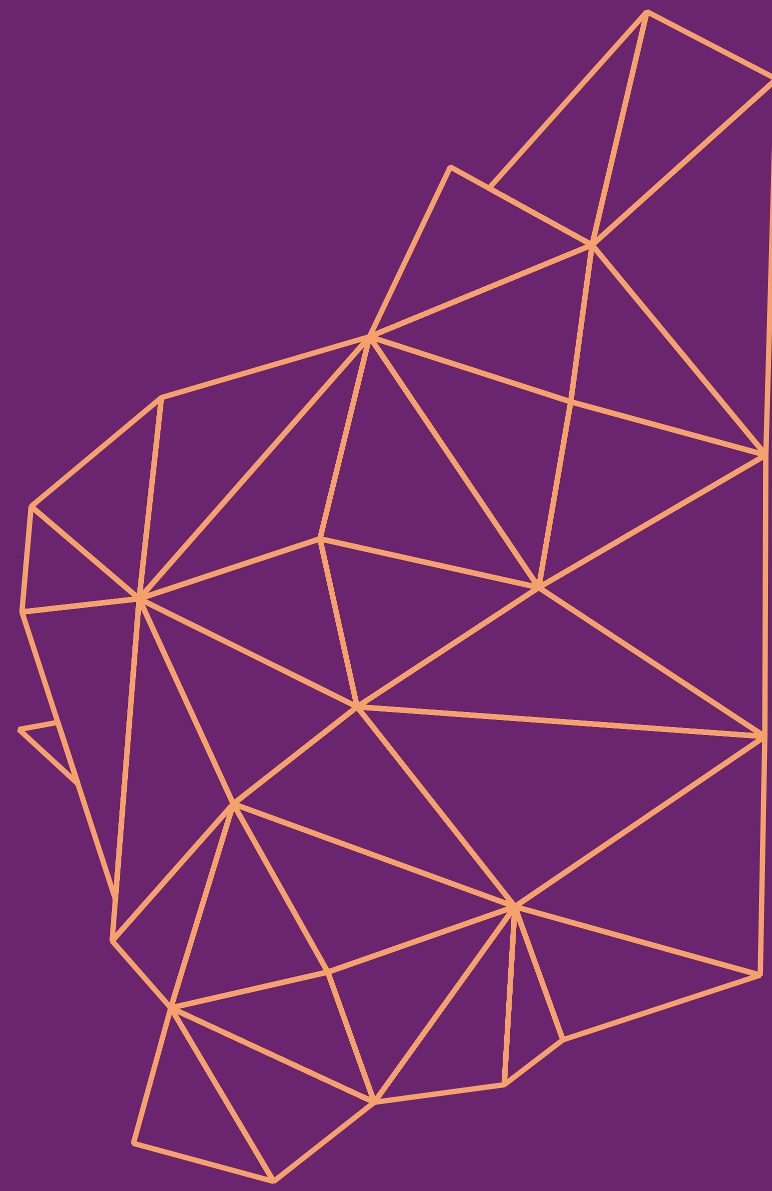
ndis

The NDIS market
Western Australia

30 June 2020



National Disability Insurance Agency

Background

The purpose of the National Disability Insurance Scheme (NDIS) is to provide reasonable and necessary funding to people with a permanent and significant disability so that they may access the supports and services they need to achieve their goals. Participants receive individual budgets from which they choose the providers to support them.

This report provides the latest update to the Western Australia market report, using data as at 30 June 2020 (the previous report used data as at 31 December 2019). The report covers the key market metrics that the NDIA monitors across the 12 service districts within Western Australia.

Accompanying this report is the 30 June 2020 report on 'The NDIS Market' – which compares a number of market indicators across geographical regions and participant characteristics to identify "hot spots" where support provision is comparatively lower or higher than the rest of the NDIS market.

Note that the data in this report is taken over the period from the 1 October 2019 to the 31 March 2020. We allow a three month lag due to the delay between supports being provided and payments being made.

There are four regions (Central North Metro, Great Southern, Midwest-Gascoyne and South East Metro) that were not included in previous reports, due to having phased into the NDIS relatively recently. These are now included in the report.

Summary of market monitoring key indicators

A deep dive into the NDIS market has been undertaken to better understand market “hot spots”. The three key indicators included in this report are plan utilisation, provider concentration, and choice and control (see table on the right).

Indicators are presented both including and excluding participants in supported independent living (SIL).

In the detailed dashboards, the key indicators are presented by:

- Geographical region
- Support category
- Participant characteristics, including age, primary disability type, level of function, remoteness, Indigenous status and culturally and linguistically diverse (CALD) status.

An appropriate benchmark is also presented for each indicator and market segment. The benchmark represents the national average, and for some indicators, is adjusted for the mix of participants within the market being analysed (for example, the proportion of SIL participants and the amount of time a participant has been in the Scheme).

Key indicators[1]

Indicator	Definition
Plan utilisation	Payments as a proportion of total plan budgets (or supports committed) for the period
Provider concentration	Proportion of total provider payments that were paid to the ten providers that received the most payments
Choice and control	Proportion of participants who report that they choose who supports them and that the NDIS helps with choice and control

[1] Indicators have been calculated over the period from 1 October 2019 to 31 March 2020, using data available as at 30 June 2020. Please note that in-kind data has been included in the plan utilisation metrics, but excluded from the provider concentration metric.

Summary of market indicators
by service district – Western Australia

Service district	Phase in date	Active participants with approved plans	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation
Western Australia							
Central North Metro	1 Jul 19	2,459	56.55	22,997	29.71	12,081	53%
Central South Metro	1 Jul 18	3,615	111.04	30,716	74.03	20,479	67%
Goldfields-Esperance	1 Oct 18	431	11.43	26,520	5.04	11,685	44%
Great Southern	1 Jul 19	565	10.51	18,601	5.58	9,869	53%
Kimberley-Pilbara	1 Oct 18	896	31.94	35,648	16.18	18,055	51%
Midwest-Gascoyne	1 Jul 19	469	9.67	20,624	3.88	8,272	40%
North East Metro	1 Jul 14	5,240	175.36	33,465	126.56	24,152	72%
North Metro	1 Oct 18	3,293	82.32	24,998	50.21	15,247	61%
South East Metro	1 Jul 19	2,602	60.12	23,104	32.38	12,445	54%
South Metro	1 Jul 18	4,529	130.75	28,871	87.49	19,317	67%
South West	1 Sep 18	2,459	62.81	25,542	41.08	16,706	65%
Wheat Belt	1 Jan 17	719	17.61	24,497	9.02	12,539	51%
Western Australia total		**27,277**	**760.11**	**27,866**	**481.13**	**17,639**	**63%**
National total		**364,879**	**11,978.68**	**32,829**	**8,341.41**	**22,861**	**70%**

In the 30 June 2020 report, there were 27,277 active participants with approved plans registered in Western Australia and 793 active providers. Total plan budgets in Western Australia over the 6 months from 1 October 2019 to 31 March 2020 amounted to $760m. Total payments over the same period amounted to $481m, giving a utilisation rate of 63%.

These metrics are not directly comparable to the 31 December 2019 report, as the inclusion of four districts that are relatively new to the Scheme has lowered the overall utilisation rate (note that it is common for districts that have recently phased in to exhibit low utilisation).

Summary of market indicators
by service district – Western Australia cont.

Service districts	Phase in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Western Australia							
Central North Metro	1 Jul 19	2,459	300	8.2	43%	46%	74%
Central South Metro	1 Jul 18	3,615	386	9.4	48%	56%	77%
Goldfields-Esperance	1 Oct 18	431	62	7.0	88%	44%	46%
Great Southern	1 Jul 19	565	56	10.1	94%	51%	100%
Kimberley-Pilbara	1 Oct 18	896	122	7.3	88%	51%	58%
Midwest-Gascoyne	1 Jul 19	469	52	9.0	94%	47%	75%
North East Metro	1 Jul 14	5,240	441	11.9	50%	51%	74%
North Metro	1 Oct 18	3,293	336	9.8	40%	48%	63%
South East Metro	1 Jul 19	2,602	340	7.7	36%	50%	72%
South Metro	1 Jul 18	4,529	417	10.9	46%	58%	75%
South West	1 Sep 18	2,459	196	12.5	81%	58%	70%
Wheat Belt	1 Jan 17	719	160	4.5	73%	49%	63%
Western Australia average		**2,273**	**239**	**9.0**	**65%**	**–**	**–**
Western Australia total		**27,277**	**793**	**–**	**–**	**52%**	**72%**
National average		**4,559**	**465**	**9.2**	**60%**	**–**	**–**
National total		**364,879**	**10,740**	**–**	**–**	**51%**	**71%**

State-wide, 52% of respondent participants said that they chose who supported them and 72% said that the NDIS helped with choice and control. The comparative figures from the 31 December 2019 presentation were 54% and 74% respectively, indicating a minor deterioration in responses, however results are impacted by the inclusion of four districts that were not included in the previous report.

Key indicators – Western Australia

Key indicators can be used to understand how further investment might improve regional markets. Here we look at the different indicators and provide some commentary by service district

Utilisation:

The highest level of utilisation was seen in North East Metro (72%) and the lowest in Midwest-Gascoyne (40%). There could be a number of reasons for the lower utilisation in Midwest-Gascoyne, e.g. perhaps there are insufficient providers to obtain supports in participants' plans; however, it is worth noting there are a relatively small number of participants in the district (469) and that Midwest-Gascoyne is relatively new to the Scheme.

North East Metro also had the highest level of utilisation in the 31 December 2019 report at 72% - indicating no change. Goldfields-Esperance had the lowest utilisation in the 31 December 2019 report – 42%, so has exhibited a slight improvement. (Midwest-Gascoyne was not included in the report).

Provider concentration:

The highest level of provider concentration was 94% in Great Southern and Midwest-Gascoyne. The lowest was 36% in South East Metro. Generally, the lower the concentration, the more competitive the market is likely to be – as payments are going to a range of different providers.

In the 31 December 2019 report, Goldfields-Esperance had the highest provider concentration of 95% and North Metro had the lowest provider concentration, at 46%.

The average across districts in Western Australia is 65%.

Key indicators – Western Australia cont.

Outcomes indicator on choice and control:

In South Metro and South West, 58% of participants responded that they chose who supports them, however in Goldfields-Esperance, 44% of participants responded that they had that choice. This is lower than the national total of 51%. Participants in districts with a lower level on the outcomes indicator may benefit from increased choice (or information on their ability to choose).

The proportion of participants responding that they chose who supported them in South Metro was 62% in the 31 December 2019 report (South West has not changed). In addition Goldfields-Esperance was at 46% in the 31 December 2019 report, indicating a slight worsening.

Has the NDIS helped with choice and control?:

100% of participants in Great Southern responded that the NDIS had helped with choice and control over support provision (this district was not covered in previous reports), however in Goldfields-Esperance this was 46% (the lowest in the State – note that this is a significant improvement from the 31 December 2019 report which showed Goldfield-Esperance at 20%).

Overall, seven districts (out of twelve) in Western Australia are above the national total (71%), indicating this is an area Western Australia is performing relatively well in.

Summary of market indicators
by support category – Western Australia

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core										
Consumables	21,912	249	69%	17.28	789	8.01	365	46%	52%	73%
Daily Activities	21,887	270	43%	340.91	15,576	261.83	11,963	77%	52%	73%
Community	21,939	197	37%	142.13	6,478	83.86	3,822	59%	52%	73%
Transport	21,403	95	48%	15.79	738	14.41	673	91%	52%	72%
Core total	**22,962**	**469**	**39%**	**516.10**	**22,476**	**368.10**	**16,031**	**71%**	**52%**	**72%**
Capacity Building										
Choice and Control	5,326	84	82%	3.27	613	2.68	503	82%	50%	64%
Daily Activities	25,832	381	56%	127.95	4,953	66.84	2,588	52%	51%	72%
Employment	3,021	57	92%	17.01	5,631	9.53	3,156	56%	37%	74%
Health and Wellbeing	715	33	77%	0.66	928	0.22	307	33%	53%	74%
Home Living	108	13	99%	0.09	853	0.03	253	30%	54%	54%
Lifelong Learning	19	6	100%	0.06	3,171	0.01	730	23%	22%	67%
Relationships	2,582	95	55%	8.50	3,294	2.94	1,139	35%	17%	63%
Social and Civic	3,794	129	42%	13.45	3,546	5.71	1,504	42%	44%	67%
Support Coordination	11,500	158	42%	17.58	1,529	8.15	708	46%	46%	70%
Capacity Building total	**26,737**	**472**	**44%**	**188.58**	**7,053**	**96.10**	**3,594**	**51%**	**52%**	**72%**
Capital										
Assistive Technology	9,746	227	56%	48.84	5,012	15.13	1,552	31%	60%	75%
Home Modifications	1,141	26	84%	5.32	4,661	0.53	468	10%	53%	78%
Capital total	**9,949**	**233**	**54%**	**54.16**	**5,444**	**15.66**	**1,574**	**29%**	**59%**	**75%**
All support categories	**27,277**	**793**	**36%**	**760.11**	**27,866**	**481.13**	**17,639**	**63%**	**52%**	**72%**

This slide shows the breakdown of the market indicators by support category in Western Australia.

- Daily Activities (Core and Capacity Building) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- The position has not changed significantly since the 30 June 2019 report.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – Western Australia – SIL/SDA only

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core										
Consumables	1,358	82	90%	1.52	1,122	0.70	515	46%	16%	79%
Daily Activities	1,387	104	60%	134.52	96,989	125.18	90,252	93%	16%	79%
Community	1,381	115	57%	23.84	17,262	16.31	11,809	68%	16%	79%
Transport	1,383	60	63%	1.66	1,199	1.01	732	61%	16%	79%
Core total	**1,389**	**202**	**57%**	**161.54**	**116,302**	**143.20**	**103,096**	**89%**	**16%**	**79%**
Capacity Building										
Choice and Control	132	27	79%	0.09	682	0.07	556	82%	21%	68%
Daily Activities	1,336	113	68%	6.09	4,559	3.42	2,560	56%	15%	78%
Employment	279	16	99%	1.87	6,698	1.38	4,959	74%	18%	89%
Health and Wellbeing	62	10	100%	0.05	758	0.02	292	38%	24%	77%
Home Living	3	1	100%	0.00	415	0.00	112	27%	0%	100%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	476	34	73%	1.58	3,316	0.71	1,483	45%	9%	73%
Social and Civic	52	18	85%	0.37	7,128	0.22	4,263	60%	25%	50%
Support Coordination	1,218	86	55%	2.49	2,043	1.10	902	44%	15%	79%
Capacity Building total	**1,384**	**181**	**55%**	**12.53**	**9,057**	**6.92**	**5,001**	**55%**	**16%**	**79%**
Capital										
Assistive Technology	773	76	74%	3.76	4,858	1.11	1,435	30%	17%	80%
Home Modifications	404	6	100%	2.34	5,781	0.05	131	2%	14%	83%
Capital total	**935**	**79**	**71%**	**6.09**	**6,514**	**1.16**	**1,243**	**19%**	**16%**	**81%**
All support categories	**1,393**	**313**	**56%**	**180.31**	**129,440**	**151.42**	**108,704**	**84%**	**16%**	**79%**

This slide shows the breakdown of the market indicators by support category in Western Australia, for participants with Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- Daily Activities (Core) supports have the highest level of committed supports and payments. Provider concentration is lowest for these supports, compared to supports in other categories.
- Utilisation for these supports is materially higher than for the participant population in general.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – Western Australia – non-SIL/SDA only

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core										
Consumables	20,554	237	67%	15.76	767	7.31	355	46%	56%	72%
Daily Activities	20,500	264	50%	206.39	10,068	136.65	6,666	66%	56%	72%
Community	20,558	190	36%	118.29	5,754	67.55	3,286	57%	55%	72%
Transport	20,020	88	55%	14.13	706	13.39	669	95%	55%	72%
Core total	**21,573**	**453**	**42%**	**354.56**	**16,435**	**224.90**	**10,425**	**63%**	**55%**	**72%**
Capacity Building										
Choice and Control	5,194	84	82%	3.18	612	2.60	501	82%	51%	63%
Daily Activities	24,496	375	56%	121.86	4,975	63.42	2,589	52%	55%	71%
Employment	2,742	56	90%	15.14	5,522	8.15	2,972	54%	38%	73%
Health and Wellbeing	653	32	76%	0.62	945	0.20	308	33%	57%	74%
Home Living	105	13	99%	0.09	866	0.03	257	30%	55%	52%
Lifelong Learning	19	6	100%	0.06	3,171	0.01	730	23%	22%	67%
Relationships	2,106	91	54%	6.93	3,289	2.23	1,061	32%	20%	58%
Social and Civic	3,742	128	42%	13.08	3,496	5.48	1,465	42%	44%	68%
Support Coordination	10,282	148	42%	15.09	1,468	7.05	685	47%	50%	68%
Capacity Building total	**25,353**	**460**	**45%**	**176.04**	**6,944**	**89.18**	**3,518**	**51%**	**55%**	**71%**
Capital										
Assistive Technology	8,973	217	55%	45.09	5,025	14.02	1,562	31%	66%	74%
Home Modifications	737	25	83%	2.98	4,047	0.48	652	16%	73%	76%
Capital total	**9,014**	**223**	**53%**	**48.07**	**5,333**	**14.50**	**1,608**	**30%**	**66%**	**74%**
All support categories	**25,884**	**773**	**35%**	**579.80**	**22,400**	**329.71**	**12,738**	**57%**	**55%**	**71%**

This slide shows the breakdown of the market indicators by support category in Western Australia, for participants without Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- The position is similar to that shown on Slide 8 – the majority (95%) of participants in Western Australia do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the Western Australia participant population overall.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

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