



31 December 2017

National Disability Insurance Scheme

COAG Disability Reform Council
Quarterly Report



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Executive Summary

Introduction

This report is provided in accordance with Section 174 of the *National Disability Insurance Scheme Act 2013*, which requires that:

The Board members must prepare a report on operations of the Agency for each period of three months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within one month after the end of the period to which the report relates.

National statistics and findings are presented in the body of this report with separate appendices for each State/Territory. Findings are presented for:

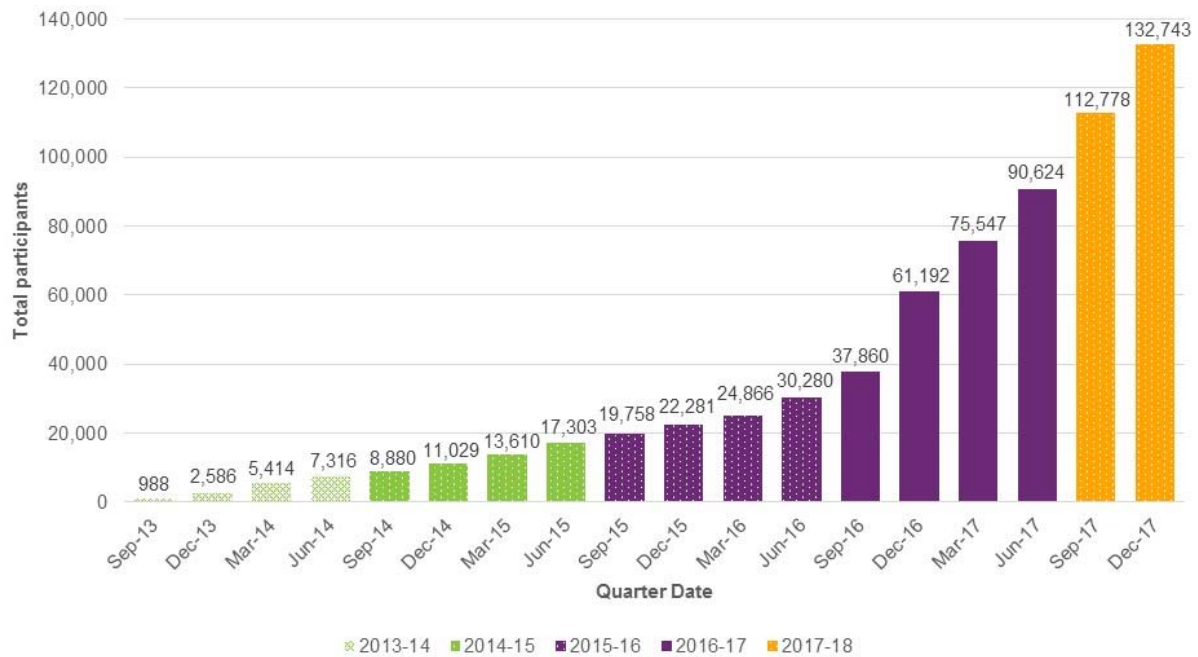
- Participants and plans
- Committed support and payments
- Providers and markets
- Information, linkages and capacity building
- Mainstream interface
- Financial sustainability.

This report is the sixth quarterly report during the NDIS Transition period, which commenced on 1 July 2016. The executive summary focuses on the growth in the NDIS, as well as its financial sustainability.

NDIS continues to grow

Overall, the report shows that the number of participants in the Scheme continues to grow with 132,743 participants with an approved plan at 31 December 2017. A further 9,523 children have been supported in the ECEI gateway.

Figure 1 Number of participants with approved plans by quarter¹



Significant growth occurred in the number of participants and providers over the past quarter.

Participants

- A total of 19,965 participants received plans in this quarter. This is higher than the average number of plans approved in the previous transition quarters, which was 16,500.
- The 19,965 participants with approved plans in the quarter represents an increase of 18% in the total number of participants with approved plans.
- An additional 9,523 children were in the ECEI gateway at 31 December 2017. Of these, 4,499 were previously confirmed as ECEI at 30 September 2017 and an additional 5,024 entered the gateway this quarter.
- During the transition period to date, a total of 102,463 participants entered the Scheme and received an approved plan, and an additional 9,523 children were in the ECEI gateway. This represented 79% of the transition bilateral estimate to 31 December 2017; the total including trial participants represented 82% of the cumulative bilateral estimate. The NDIS continues to work with State/Territory and Commonwealth governments to obtain data on participants transitioning into the Scheme. The NDIA is also working to bring participants into the Scheme who did not previously receive support.
- 31,528 plans were reviewed in the quarter compared to 13,425 in the previous quarter. The high number of plan reviews this quarter reflects the large intake of participants which occurred in the second quarter of 2016-17. As the majority of participants have plans which span approximately one year, many of these participants had their first plan review this quarter.

¹ Small adjustments to the number of participants in 2015-16 Q4, each of the 2016-17 quarters and 2017-18 Q1 have been made to reflect more up-to-date data.

- There are significant challenges posed in keeping pace with bilateral estimates. For transitioning State/Territory and Commonwealth clients, estimates were based on available data on existing clients. Not all of these clients will become participants of the Scheme due to incomplete data, difficulties in contacting potential participants, people not wishing to enter the Scheme, and some being found ineligible for the Scheme or no longer requiring support. In some States/Territories there are fewer participants who did not previously receive State/Territory or Commonwealth disability services approaching the Scheme in the early period of transition than estimated.
- Table 1 outlines the number of participant plan approvals as at the end of 31 December 2017, including plan approvals by State/Territory.

Table 1 Plan approvals compared to estimates²

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	58,363	8,050	66,413	72,513	85,931
VIC	18,823	6,289	25,112	27,041	33,639
QLD	9,237	3,118	12,355	12,939	23,271
WA ³	3,982	75	4,057	4,057	4,579
SA	12,993	1,735	14,728	15,077	16,406
TAS	2,534	445	2,979	3,519	3,464
ACT	6,299	139	6,438	6,459	5,075
NT	547	114	661	661	1,140
Total	112,778	19,965	132,743	142,266	173,506

- The NDIS is helping participants across different life domains. Under the outcomes framework, the NDIS collects information on participants and their families/carers when participants enter the Scheme and when their plans are reviewed. Of the participants aged 25+ years who entered the Scheme in the first two quarters of 2016-17 and had their plan reviewed in the first two quarters of 2017-18:
 - 72% indicated that the NDIS had helped them with activities of daily living
 - 68% indicated that the NDIS had helped them with choice and control
 - 62% indicated that the NDIS had helped them with social, community & civic participation.
- The satisfaction rating remained high with 83% of participants surveyed in the quarter rating their satisfaction with the Agency planning process as either good or very good. The overall average satisfaction rating since the Scheme began is 90%. At the same time, challenges facing implementation of the Scheme are recognised and work is continuing on improving the participant and provider experience. A new pathway has been designed for participants and providers from their first interaction to their ongoing engagement with the NDIS. This new pathway includes face-to-face engagement, a consistent point of contact, clearer information, and a stronger focus on outcomes and goals during the planning discussion.

² Note: bilateral estimates are split between State/Territory and New/Commonwealth. Appendix B includes this breakdown for each State/Territory.

³ The bilateral estimates for Western Australia reflect the transition bilateral agreement signed in December 2017.

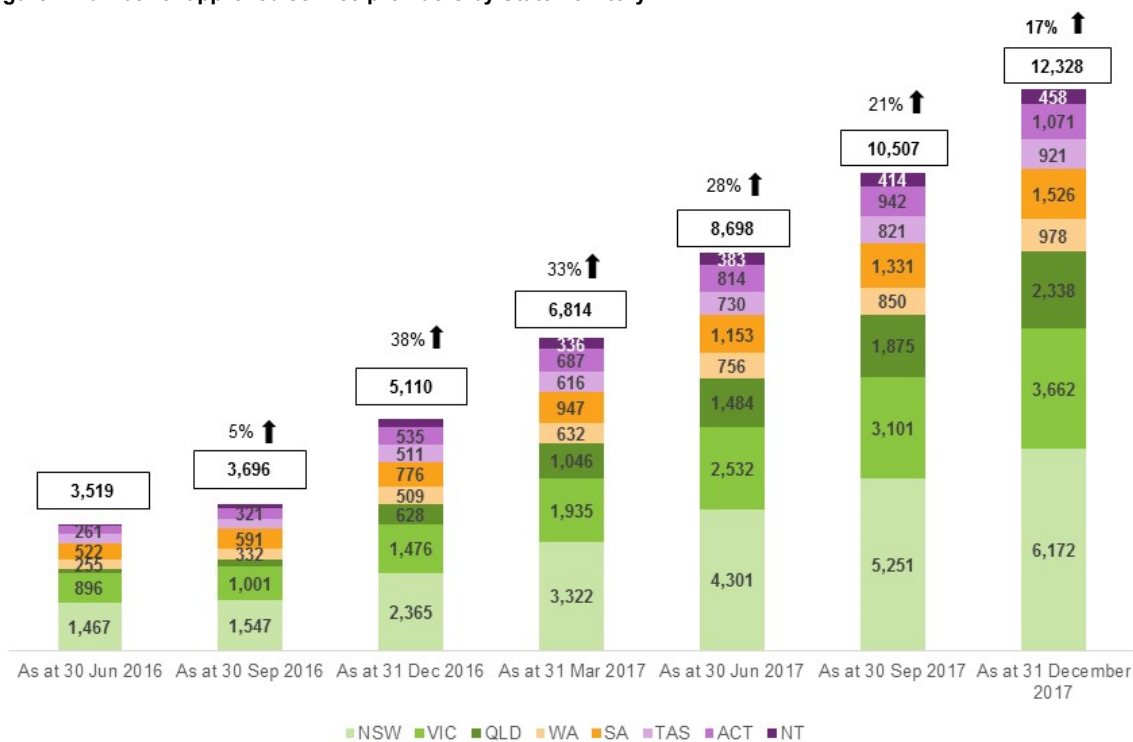
The new pathway is being progressively piloted and tested over the coming months before being rolled out nationally.

Provision of Support

- As at 31 December 2017, 12,328 service providers were approved to deliver disability supports to NDIS participants in at least one registration group.
- Nationally, the number of approved service providers has increased by 17% from 10,507 at 30 September 2017 to 12,328 at 31 December 2017.
- As at 31 December 2017, 51% of the 12,328 service providers were active (that is, 51% of providers were supporting participants) compared with 48% as at 30 September 2017. Many service providers have registered for the NDIS in anticipation of the Scheme rolling-out across the country.
- On average, active participants in the second quarter of 2017-18 are supported by 1.54 service providers.
- The top 25% of active service providers receive between 80-90% of the dollar value of payments made by the NDIA for participant supports.
- Figure 2 demonstrates the growth in the number of approved service providers by State and Territory since 1 July 2016. Not unexpectedly, New South Wales and Victoria have the highest number of approved service providers, with 6,172 and 3,662 service providers respectively as at 31 December 2017.⁴

⁴ Given providers can be registered to provide services in more than one State/Territory, the total number of approved service providers nationally will not necessarily equal the sum of approved service providers in each State/Territory.

Figure 2 Number of approved service providers by State/Territory



Financial sustainability

- As at 31 December 2017, since 1 July 2013, \$12.5 billion of support has been committed to 132,743 participants who have had at least one approved plan.⁵ This includes \$1.6 billion of support in respect of the trial years, \$3.2 billion in respect of 2016-17, \$6.3 billion in respect of 2017-18 and \$1.4 billion for later years.⁶
- The insurance approach allows pressures on the Scheme to be identified early, so that the Agency can respond in the most appropriate way.
- Consistent with previous quarterly reports, this report acknowledges pressures which require monitoring, such as higher than expected number of children approaching the Scheme, and a degree of committed support in participant plans increasing above indexation.
- Specific strategies include:
 - The introduction of the Early Childhood Early Intervention (ECEI) gateway which aims to support children within mainstream services and the community, with only the children requiring an individual support package gaining entry to the Scheme.
 - The introduction of typical support packages which establish a benchmark amount of support for participants with specific characteristics.

⁵ Note: this excludes children supported in the ECEI gateway.

⁶ Note: the \$1.4 billion committed in future years is due to current plans in place that have an end date past 30 June 2018 and the \$6.3 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

- Increased risk-based quality assurance at access and plan approval.
 - Increased staff training.
 - Redesign of the participant pathway, which will provide a stronger focus on participant outcomes and goals, and sustainability.
- The Agency continues to closely monitor any adverse pressures, and has mechanisms in place to oversee the development of initiatives to address identified pressures.

Currently, the best estimate of the longer-term cost of a well-managed NDIS is \$22 billion a year at full scheme. The Productivity Commission's report on NDIS Costs, released on 19 October 2017, indicates that this remains appropriate and is consistent with the Commission's own 2011 modelling after accounting for wage and population growth. Ongoing actuarial work is continuing to verify the longer-term cost of the NDIS based on scheme experience to date.

Key Definitions

Aboriginal and/or Torres Strait Islander	Response of: <ul style="list-style-type: none"> • Aboriginal but not Torres Strait Islander; or • Australian Aboriginal; or • Torres Strait Islander
Access request	A formal request by an individual for a determination of eligibility to access the Scheme.
Active participant	Those who have been determined eligible and have not exited the Scheme.
Administrative Appeals Tribunal	An independent body that conducts reviews of administrative decisions made under Commonwealth laws.
Bilateral agreement	An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.
Culturally and Linguistically Diverse (CALD)	Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.
Committed support	The cost of supports that are contained within a participant's plan, approved to be provided to support a participant's needs. This amount is annualised to allow for like-for-like comparison in some sections of the report.
In-kind	Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.
Initial plan	A participant's first support plan, determined after a participant has been deemed eligible for the Scheme and following their initial planning meeting.
Payment	Made to providers, participants or their nominees for supports received as part of a participant's plan.
Participant	An individual whose access request has been determined 'eligible'. Note: a participant can be made eligible under the permanent disability criteria of the NDIS Act (section 24) or the early intervention criteria of the NDIS Act (section 25). Further, if a participant is in a "defined" program, they

automatically meet the access criteria. This is because the program that the person is currently receiving is deemed to have eligibility criteria in line with the access criteria in the NDIS Act.

Revenue

The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

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Introduction

A legislative requirement of the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (NDIS) Act 2013 (Section 174) is:

The Board members must prepare a report on operations of the Agency for each period of three months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within one month after the end of the period to which the report relates.

National statistics and findings are presented in the body of this report with separate appendices for each State/Territory.

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

Some current limitations continue to exist in the data available for this report. Specifically, data is not available to report on:

- Participants exiting the Early Childhood Early Intervention (ECEI) gateway.
- Decision reviews.

Ongoing enhancements to the Customer Relationship Management (CRM) system, data warehouse and business practices will address these issues in future reports.

Sections of this report

The sections of this report are as follows:

- An introduction to the NDIS and the rollout of the Scheme to date
- 31 December 2017 performance, reported at a national level, split into the following six areas:
 - Participants and plans
 - Committed supports and payments
 - Providers and markets
 - Information, linkages and capacity building
 - Mainstream interface
 - Financial sustainability
- Appendices for each State/Territory.

National Disability Insurance Scheme locations

The National Disability Insurance Scheme (NDIS) Act received Royal Assent on 28 March 2013, and the NDIS became fully operational on 1 July 2013 with the commencement of NDIS trial sites.

At the conclusion of trial (30 June 2016), the NDIS was operational in nine locations:

Table 2 NDIS trial sites

Trial site name	Local government areas	Age groups	Commencement date
Hunter trial site – NSW	Newcastle, Lake Macquarie, Maitland	All	1 July 2013
Tasmania trial site		15-24 year olds	1 July 2013
Barwon trial site – VIC	Greater Geelong, Surf Coast, Queenscliff, Colac-Otway	All	1 July 2013
South Australia trial site		0-14 year olds	1 July 2013
Australian Capital Territory		All	1 July 2014
Perth Hills trial site – WA	Swan, Kalamunda, Mundaring	All	1 July 2014
Barkly region – NT		All	1 July 2014
Nepean Blue Mountains site – NSW	Blue Mountains, Hawkesbury, Lithgow, Penrith	0-17 year olds	1 July 2015
North Queensland site – QLD	Townsville, Charters Towers	0-17 year olds	1 April 2016
	Palm Island	0-64 year olds	

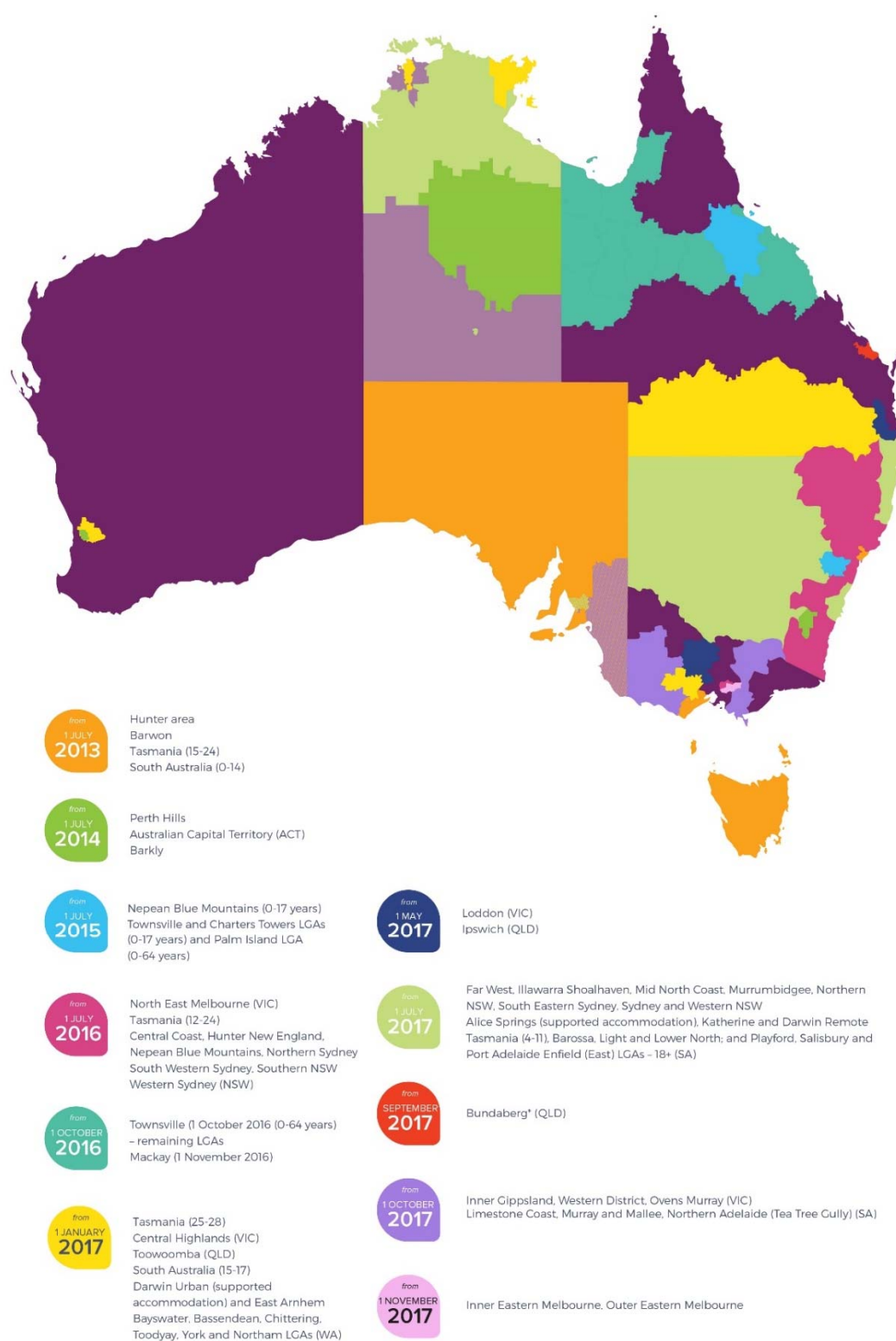
On 1 July 2016 the NDIS commenced transitioning to full scheme. As at 31 December 2017, the NDIS was operational in the following additional locations:

Table 3 NDIS transition locations – 31 December 2017

State/Territory	Service districts	Start date
New South Wales	Central Coast, New England, North Sydney, South Western Sydney, Southern NSW, Western Sydney, and the remainder of the Hunter and Nepean Blue Mountains regions	1 July 2016
	Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney and Western NSW	1 July 2017
Victoria	North East Melbourne	1 July 2016
	Central Highlands	1 January 2017
	Loddon	1 May 2017
	Inner Gippsland, Western District, Ovens Murray	1 October 2017
	Inner Eastern Melbourne, Outer Eastern Melbourne	1 November 2017
Queensland	Townsville – all ages	1 October 2016
	Mackay	1 November 2016
	Toowoomba	1 January 2017
	Ipswich	26 May 2017
	Bundaberg	1 September 2017
Northern Territory	Darwin Urban (eligible clients in supported accommodation) and East Arnhem	1 January 2017
	Alice Springs LGA (eligible clients in supported accommodation), Katherine and Darwin Remote	1 July 2017
Tasmania	Expanded to include 12-24 year olds	1 July 2016
	Expanded to include 25-28 year olds	1 January 2017
	Expanded to include 4-11 year olds	1 July 2017
South Australia	Expanded to include 15-17 year olds	1 January 2017
	Expanded to include 18+ year olds for Barossa, Light and Lower North; and Playford, Salisbury and Port Adelaide Enfield (East) LGAs	1 July 2017
	Expanded to include 18+ year olds for Limestone Coast, Murray and Mallee, and Tea Tree Gully LGA	1 October 2017
Western Australia	Bayswater, Bassendean, Chittering, Toodyay, York and Northam LGAs	1 January 2017

Figure 3 below graphically shows the areas of roll-out.

Figure 3 NDIS locations – 31 December 2017⁷



⁷ Areas that have not commenced transition are shaded in different colours from the colours included in the legend.

Improving the participant and provider experience

In October 2017 the National Disability Insurance Agency (NDIA) released details of a new National Disability Insurance Scheme (NDIS) 'pathway' designed to significantly improve the experience people and providers have with the ground-breaking NDIS.

'Pathway' refers to the experience participants and providers have from their first interaction to their ongoing engagement with the NDIS.

The new NDIS pathway is the result of a collaborative review the NDIA undertook in response to feedback from participants and providers that their experience was not meeting the high standards expected.

The key features of the new participant pathway include:

- providing a single point of contact for the participant (usually their Local Area Coordinator - LAC) to help them navigate their NDIS pathway
- participants, their LAC and an Agency planner meet face-to-face to develop and finalise their plan, providing the ability for participants to review and make minor adjustments to their plan before it is approved. Face-to-face planning has increased in all regions, with LACs undertaking a number of face to face planning meetings.
- a greater focus on achieving goals and outcomes
- stronger connections to informal, community and other government supports
- improved communication products and NDIS resource material; and
- enhanced training for planners and LACs.

The new participant pathway is being progressively piloted and tested before being rolled out nationally. Specifically, from October to December the NDIA have focused on pathway design and testing, the building of new reference materials, an evaluation framework and the design and delivery of LAC and planner training to support the new participant pathway pilot.

The new participant pathway has three phases with a total of 10 stages. The three phases are:

- Learning about the NDIS, including how the NDIS fits in the broader system of supports, access and review of access decision.
- Building a plan to address goals and outcomes, including understanding current supports and preparing for planning, creating a plan to achieve goals and outcomes and receiving an approved plan.
- Achieving goals and outcomes, including implementing and activating the plan, using the plan to achieve outcomes, getting support using the plan and reviewing outcomes and progress.

The initial pilot aims to test parts of stages one and stages four, five, six and seven specifically. These are the stages that focus on better engaging participants at the start of their interaction with the NDIS, the planning process and the beginning of plan implementation.

The pilot commenced in Outer East Melbourne (Local Government Areas of Knox and Maroondah) and in Hume-Moreland (Local Government Areas of Hume and Moreland) in January 2018 and is focused on improved face-to-face pre planning and plan development, stronger connection to community and mainstream supports and initial implementation of the

plan to achieve outcomes. The pilot will commence in Local Government Areas in Bayside Peninsula from February 2018.

The NDIA is committed to ensuring people with disability, their families, carers and providers are confident to engage with and navigate the NDIS and will continue to work with participants and other stakeholders on the testing and implementation of the participant pathway.

The NDIA is tailoring the participant pathway to meet the needs of specific groups. A tailored participant pathway aims to address the specific challenges that some participants gave as feedback through the review. Finalisation and validation of tailored pathways for people with psychosocial disability, children (birth to six years), people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs is continuing.

Planned tailored pathways workshops with participants and other stakeholders continue through to early March 2018.

Further, the NDIA recognises the need for a strong and vibrant provider market that contributes to improving outcomes for participants.

Provider pathway improvements are occurring across the two main areas of learning about the scheme and operating within the scheme.

An improved, web-based, interactive and easier to navigate Provider Toolkit was launched on the 10 November 2017. To date the new Toolkit has received in excess of 250,000 page views, which is an eight-fold increase in views when compared to the previous toolkit over the same period of time. The Toolkit is the primary resource to assist businesses considering entering the scheme, and the new platform includes e-learning modules and self-assessment checklists.

A number of activities seek to improve the provider experience when operating within the scheme, which include:

- **Provider Finder** – the provider finder is an online tool that assists participants find and engage providers. The existing tool does not optimise participant capacity to connect with suitable providers based on their needs and goals. During November and December 2017 testing commenced on enhanced features that participants and other users would like to see in the Provider Finder tool. A plan is currently being developed based on this work that will see the phased development of an improved Finder during 2018.
- **Provider engagement** – A series of national provider forums are scheduled for February and March 2018. A provider reference group is being established during 2018 as an ongoing forum through which providers can contribute to improvements to the Provider Pathway.
- **Provider sentiment and satisfaction** – a pilot survey was undertaken on questions to measure provider sentiment towards the NDIS and satisfaction with the NDIA. The pilot was undertaken in South Australia to test the question design and survey platform. Results of the pilot, which closed on the 12 January 2018 will be used to

refine the survey instrument with the first wave of quarterly national surveys to commence in mid-2018.

- **Provider information** – The Assistive Technology Market Insight was released in December 2017. This was the first in a short series of market information products designed to assist the sector to make business decisions about how to meet the growth in the market and benefit from the opportunities the NDIS presents. This product is complementary to the process the NDIA has established to address delays in approvals and payments for assistive technology.
- **Provider myplace portal** – In the first week of December 2017 changes were made to the NDIS myplace portals to give participants the option of sharing parts of their plans with providers. This change enables providers to see aspects of a participant's plan to allow better tailoring of supports to assist participants achieve their goals.

Activities identified to improve the experience of participants and providers will be implemented in a staged roll-out.

Independent price review

In addition to the participant and provider pathway review, the NDIA Board commissioned an independent pricing review in June 2017 to be undertaken by McKinsey & Company. The review was commissioned in recognition of the critical importance of having a vibrant provider market to deliver participants with quality and timely supports.

The NDIS Board received the report at the end of December 2017. The report contains 25 recommendations which the Board will consider, with the intent being that the Report and the NDIA's response be published at the latest by mid-March.

McKinsey & Company has consulted extensively with the sector in developing its recommendations. The Board of the NDIA acknowledges and thanks all providers, peak and participant bodies, participants, and members of the Independent Advisory Council who have willingly given their time and insight in assisting McKinsey & Company in developing its recommendations.

Participants and Plans



Introduction

This section outlines information in relation to:

- Intake and plans
- Reviews
- Scheme exits
- Participant demographics
- Plan implementation
- Outcomes
- Scheme assurance.

Key points

The key points relating to participants and plans are as follows:

- A total of 19,965 plans were approved this quarter. This is higher than the average number of plans approved in the previous transition quarters, which was 16,500.
- The 19,965 participants with approved plans in the quarter represents an increase of 18% in the total number of participants with approved plans.
- 9,523 children were in the ECEI gateway at 31 December 2017. Of these, 4,499 were previously confirmed as ECEI at 30 September 2017 and an additional 5,024 entered the gateway this quarter.
- 31,528 plans were reviewed in the quarter compared to 13,425 in the previous quarter. The high number of plan reviews this quarter reflects the large intake of participants which occurred in the second quarter of 2016-17. As the majority of participants have plans which span approximately one year, many of these participants had their first plan review this quarter.
- As at 31 December 2017, 2,288 participants with approved plans have exited the Scheme.
- During the transition period to date, a total of 102,463 participants entered the Scheme and received an approved plan, and 9,523 children were in the ECEI gateway. This represented 79% of the transition bilateral estimate to 31 December 2017.
- The cumulative total number of participants receiving support, at the end of the quarter, was 142,266 (including 9,523 ECEI participants). This represented 82% of the cumulative bilateral estimate. In addition, 22,471 participants had met the access requirements and were awaiting a plan as at 31 December 2017.
- Of the participants who entered the Scheme in the quarter, a high proportion were aged 0-14 years. Intellectual disability and autism were the most common disability groups for

participants with an approved plan. Around 30% of active participants had a relatively high level of function, 42% of active participants had a relatively moderate level of function, and 28% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population. Approximately 62% of active participants who entered the Scheme in this quarter were male.

- The proportion of participants who were fully or partly self-managing their plan was slightly higher in the second quarter of 2017-18 (20%) compared with prior transition quarters (18%), and 40% of participants who have had a plan approved in the second quarter of 2017-18 had support coordination in their plan.
- Around 73% of plans approved during 2016-17 and 2017-18 Q1 were activated within 90 days of plan approval.⁸
- Baseline measures (for assessing future outcomes) were collected on 98% of participants receiving their initial plan since 1 July 2016. On the whole, participants want more choice and control in their life, have low levels of employment, and have low levels of community participation. Participation rates for mainstream education, training and skill development were also low. Most participants were happy with their current home.
- Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do and also see family and friends more often.
- The NDIS is helping participants across different life domains. The NDIS outcomes framework collects information on participants and their families/carers when participants enter the Scheme and when their plans are reviewed. Of the participants aged 25+ years who entered the Scheme in the first two quarters of 2016-17 and had their plan reviewed in the first two quarters of 2017-18:
 - 72% indicated that the NDIS had helped them with activities of daily living
 - 68% indicated that the NDIS had helped them with choice and control
 - 62% indicated that the NDIS had helped them with social, community & civic participation.
- 83% of participants rated their overall satisfaction with the Agency planning process as either good or very good in the current quarter. This is approximately the same as the previous quarter (84%). Since the Scheme began, 90% of participants rated their satisfaction with the Agency planning process as either good or very good. This is consistent with the need identified by the NDIA to undertake the Participant and Provider Pathway Review.
- There were 162 access, planning, and plan review related AAT appeals in the current quarter, with 568 total AAT appeals since scheme inception (0.31% of all access decisions). The number of complaints submitted to the Agency was 3,880 in the current quarter, with 13,113 complaints made overall (equivalent to 11.4% of all participants with

⁸ In-kind supports have not been included. However, if in-kind supports were included more plans would be activated sooner than stated.

an approved plan). Of the 13,113 total complaints, 86% were complaints about the Agency, 4% were complaints about service providers, and 10% were unclassified. This is consistent with prior quarters. The Participant and Provider Pathway Review is aiming to improve the participant and provider experience.

1.1 Quarterly intake

19,965 participants received an approved plan in the second quarter of 2017-18. In addition 9,523 children were in the ECEI gateway at 31 December 2017. Of these, 4,499 were previously confirmed as ECEI at 30 September 2017 and an additional 5,024 entered the gateway this quarter. The number of participants who received a plan in this quarter was lower than the previous quarter (22,154 participants with an approved plan).

1.1.1 Background

Between 1 July 2016 and 30 June 2019, people with disability will transition from existing State/Territory and Commonwealth funded programs to the NDIS.

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

Access requests are assessed against the criteria of s.24 of the NDIS Act 2013 to become a participant, or s.25 of the NDIS Act 2013 to be granted interim status as a participant receiving early intervention support.⁹

The intention of early intervention under s.25 of the Act is to alleviate the impact of a person's impairment upon their functional capacity by providing support at the earliest possible stage. Early intervention support is also intended to benefit a person by reducing their future needs for supports.

Through the Early Childhood Early Intervention (ECEI) approach, families of children aged 0-6 years with developmental delay or disability will be offered the support of NDIS Early Childhood Partners to access specialist early childhood supports and services. This approach is being rolled out as the Scheme is phased in across Australia.

1.1.2 Quarterly intake

Seventy-eight percent (78%) of decisions determined during the second quarter of 2017-18 met the criteria of the Act (referred to as an 'eligible' decision). Sixty-nine percent (69%) of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program.

Overall, since 1 July 2013, there have been 181,754 access decisions, with 163,237 participants having met the access criteria (90%) and 142,266 participants having received

⁹ Where an individual has had to provide evidence of permanent and significant disability to access existing State/Territory or Commonwealth programs (referred to as 'defined' programs), the individual is predetermined to have met the disability criteria of the NDIS Act.

an approved plan (including children in the ECEI gateway). This will vary over time depending on the percent of transitioning participants from existing state systems.

Table 1.1 Quarterly intake (national), split by plan and entry type, since 1 July 2013

	Prior Quarters	2017-18 Q2	Total
Access decisions	155,597	26,157	181,754
Access Met	142,943	20,294	163,237
State	89,250	13,903	103,153
New	41,927	3,892	45,819
Commonwealth	11,766	2,499	14,265
Total Participant Plans	119,494	29,488	142,266
Early Intervention (s25) plans	24,396	2,308	26,704
Permanent Disability (s24) plans	88,382	17,657	106,039
ECEI ¹⁰	6,716	9,523	9,523

1.2 Plan reviews

31,528 plans were reviewed in the quarter compared to 13,425 in the previous quarter. The high number of plan reviews this quarter reflects the large intake of participants which occurred in the second quarter of 2016-17. As the majority of participants have plans which span approximately one year, many of these participants had their first plan review this quarter.

1.2.1 Background

Following successful implementation of a plan, participants will generally commence an ongoing plan review cycle, which is between 6 to 24 months.

1.2.2 Reviews by quarter

Table 1.2 below depicts the number of plan reviews conducted since the commencement of transition.

Table 1.2 Plan reviews (national) conducted per quarter¹¹

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	50,364	31,528	81,892
Early intervention plans	14,186	6,392	20,578
Permanent disability plans	36,178	25,136	61,314

¹⁰ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

1.3 Scheme exits

The majority of participants who have exited the Scheme had a s.24 plan. Overall the percentage of people exiting the Scheme is lower than expected.

1.3.1 Background

Exits are an important part of the outcomes focus of the Scheme, as well as important to the sustainability of the Scheme by ensuring that only participants who continue to meet the access criteria of the Act receive individualised funding. Continued eligibility is reviewed periodically and when participant circumstances change.

1.3.2 Scheme exits

Table 1.3 below depicts the total number of participants with approved plans who have exited from the Scheme for s.25 and s.24 participants.¹²

Table 1.3 Exits from the Scheme since 1 July 2013 as at 31 December 2017

	Exits
Total plan exits	2,288
Early Intervention plans	779
Permanent disability plans	1,509

Note: exits from the ECEI gateway will be reported in future reports.

1.4 Cumulative position

By the end of the quarter, the cumulative total number of participants receiving support was 142,266 (including 9,523 children supported through the ECEI gateway). In addition, 22,471 eligible participants who had received access decisions were awaiting a plan at 31 December 2017.

1.4.1 Background

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

1.4.2 Cumulative position by quarterly period

Table 1.4 below presents the cumulative number of participants with a plan by entry point (i.e. whether participants were previously receiving State/Territory or Commonwealth disability services or are new). A cumulative total of 142,266 participants were receiving support, with 22,471 participants awaiting a plan. Further, in the transition period to date alone, an additional 111,986 participants received support.

¹² Note: participants exit the scheme due to death, entry to residential aged care, or because they no longer meet the access early intervention requirements.

Table 1.4 Cumulative position by services previously received¹³

	Participant cohort					Bilateral estimate ¹⁴	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	14,085	1,697	14,498		30,280	34,545	88%	
End of 2016-17	53,392	5,724	31,508	6,134	96,758	115,032	84%	
End of 2017-18 Q1	67,583	8,486	36,709	6,716	119,494	141,607	84%	
End of 2017-18 Q2	80,624	11,227	40,892	9,523	142,266	173,506	82%	22,471

Table 1.5 below presents the cumulative number of participants with a plan by scheme cohort (i.e. ECEI, EI s.25, PD s.24). A cumulative total of 142,266 participants were receiving support, with 22,471 participants awaiting a plan.

Table 1.5 Cumulative position by entry into the Scheme

	Participant cohort				Bilateral estimate ¹⁵	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	12,197	18,083		30,280	34,545	88%	
End of 2016-17	21,463	69,161	6,134	96,758	115,032	84%	
End of 2017-18 Q1	24,396	88,382	6,716	119,494	141,607	84%	
End of 2017-18 Q2	26,704	106,039	9,523	142,266	173,506	82%	22,471

As 2,288 participants with approved plans have exited the Scheme, the number of active participants with approved plans is 130,455 (excluding children supported through the ECEI gateway). Information on active participants is presented in the following sections.

1.5 Participant profile

A high proportion of children aged 0-14 years entered the Scheme in the quarter, with intellectual disability and autism being the most common disability groups for participants with an approved plan. Around 30% of active participants had a relatively high level of function, 42% of active participants had a relatively moderate level of function, and 28% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population. Approximately 62% of participants who entered this quarter are male.

1.5.1 Background

The characteristics of participants entering the Scheme each quarter can vary based on the phasing schedule in each State/Territory which is based on existing programs and age groups. Hence, the results should not be considered to be representative of full scheme.

¹³ Each quarter, updated lists of clients are provided by State/Territory and Commonwealth governments. This results in some participants being retrospectively reclassified from New to Existing.

¹⁴ The bilateral estimates for Western Australia reflect the transition bilateral agreement signed in December 2017.

¹⁵ The bilateral estimates for Western Australia reflect the transition bilateral agreement signed in December 2017.

As mentioned above, the participant profiles are shown only for active participants (i.e. excluding participants who have exited the Scheme). Over time, some participants will exit the Scheme as others will enter and this section of the report shows the profile of participants who currently meet the access criteria of the Act and have an approved plan.

1.5.2 Quarterly profile

The tables below (Table 1.6 to Table 1.12) present the number of active participants with an approved plan in the Scheme for the second quarter of 2017-18 and prior quarters by the following participant characteristics:

- Disability group
- Level of function
- Age group
- Gender
- Aboriginal and Torres Strait Islander status
- Culturally and Linguistically Diverse (CALD) status
- Young Person in Residential Aged Care (YPIRAC) status.

Two disability groups dominate the current participant profile, with 58% of active participants having a primary disability of intellectual disability or autism. Considering quarter-on-quarter changes, the proportion of participants with autism and intellectual disability have remained consistent. The current proportion of participants in each disability group is not reflective of the full scheme proportions. This is because the phasing schedules in some bilateral agreements are based on age groups and/or prioritise people in existing State/Territory disability systems. As an example, the proportion of participants with psychosocial disability in the Hunter (New South Wales), Barwon (Victoria) and Australian Capital Territory sites are higher (13%, 14% and 13% respectively) than the current proportion across all sites (7%). These sites have completed phasing and are therefore more representative of full scheme.

Table 1.6 Active participants with approved plans per quarter by disability group

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability ¹⁶	32,218	29%	5,853	29%	38,071	29%
Autism	32,078	29%	5,305	27%	37,383	29%
Psychosocial disability	7,516	7%	1,491	7%	9,007	7%
Cerebral Palsy	5,909	5%	982	5%	6,891	5%
Other Neurological	4,945	4%	1,117	6%	6,062	5%
Developmental Delay	4,823	4%	1,094	5%	5,917	5%
Other Physical	4,438	4%	847	4%	5,285	4%
Acquired Brain Injury	3,504	3%	776	4%	4,280	3%
Hearing Impairment	3,112	3%	550	3%	3,662	3%
Visual Impairment	2,601	2%	528	3%	3,129	2%
Other Sensory/Speech	2,536	2%	221	1%	2,757	2%
Multiple Sclerosis	2,249	2%	389	2%	2,638	2%
Global Developmental Delay	1,468	1%	229	1%	1,697	1%
Spinal Cord Injury	1,331	1%	249	1%	1,580	1%
Stroke	1,232	1%	303	2%	1,535	1%
Other	542	0%	19	0%	561	0%
Total	110,502	100%	19,953	100%	130,455	100%

As shown in Table 1.7, about 30% of active participants in the current quarter had a relatively high level of function, 42% of active participants had a relatively moderate level of function, and 28% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population.

Table 1.7 Active participants with approved plan per quarter by level of function¹⁷

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	1,103	1%	750	4%	1,853	1%
2 (High Function)	271	0%	37	0%	308	0%
3 (High Function)	5,517	5%	1,169	6%	6,686	5%
4 (High Function)	9,208	9%	1,364	7%	10,572	8%
5 (High Function)	19,787	18%	2,627	13%	22,414	18%
6 (Moderate Function)	15,187	14%	2,846	14%	18,033	14%
7 (Moderate Function)	9,186	9%	1,322	7%	10,508	8%
8 (Moderate Function)	7,911	7%	1,610	8%	9,521	7%
9 (Moderate Function)	578	1%	99	0%	677	1%
10 (Moderate Function)	10,726	10%	2,491	12%	13,217	10%
11 (Low Function)	5,898	5%	840	4%	6,738	5%
12 (Low Function)	14,801	14%	3,726	19%	18,527	14%
13 (Low Function)	4,773	4%	648	3%	5,421	4%
14 (Low Function)	2,861	3%	418	2%	3,279	3%
15 (Low Function)	34	0%	6	0%	40	0%
Missing	2,661		0		2,661	
Total	110,502	100%	19,953	100%	130,455	100%

A high proportion of active participants are currently in the 0 to 6 years and 7 to 14 years age group (Table 1.8 below), with 17% and 19% of participants entering the Scheme in the

¹⁶ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (5,247).

¹⁷ The distributions are calculated excluding active participants with a missing level of function.

current quarter within these age groups respectively. These proportions can be impacted by phasing schedules.

Table 1.8 Active participant profile per quarter by age group

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	13,022	12%	3,358	17%	16,380	13%
7 to 14	29,867	27%	3,771	19%	33,638	26%
15 to 18	9,717	9%	1,694	8%	11,411	9%
19 to 24	11,086	10%	1,837	9%	12,923	10%
25 to 34	10,765	10%	2,055	10%	12,820	10%
35 to 44	9,993	9%	1,858	9%	11,851	9%
45 to 54	12,019	11%	2,317	12%	14,336	11%
55 to 64	12,106	11%	2,844	14%	14,950	11%
65+	1,927	2%	219	1%	2,146	2%
Total	110,502	100%	19,953	100%	130,455	100%

The higher proportion of active male participants with a plan (62%) is consistent with prior quarters (see Table 1.9).

Table 1.9 Active participant profile per quarter by gender

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	69,621	63%	12,418	62%	82,039	63%
Female	40,430	37%	7,368	37%	47,798	37%
Indeterminate	451	0%	167	1%	618	0%
Total	110,502	100%	19,953	100%	130,455	100%

As depicted in Table 1.10 below, 5.0% of active participants with an approved plan who entered in the second quarter of 2017-18 identified as Aboriginal and Torres Strait Islander. This is consistent with prior quarters (5.1%). Overall, the data is not captured for 3.8% of participants.

Table 1.10 Active participant profile per quarter by Aboriginal and Torres Strait islander status

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,605	5.1%	1,001	5.0%	6,606	5.1%
Not Aboriginal and Torres Strait Islander	100,451	90.9%	18,403	92.2%	118,854	91.1%
Not Stated	4,446	4.0%	549	2.8%	4,995	3.8%
Total	110,502	100%	19,953	100%	130,455	100%

As shown in Table 1.11, 6.4% of active participants with an approved plan who entered in the second quarter of 2017-18 have a culturally and linguistically diverse status. In prior quarters, 7.3% of active participants with an approved plan were culturally and linguistically diverse. Overall, the data is not captured for 0.8% of participants.

Table 1.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	8,080	7.3%	1,280	6.4%	9,360	7.2%
Not CALD	101,328	91.7%	18,669	93.6%	119,997	92.0%
Not Stated	1,094	1.0%	4	0.0%	1,098	0.8%
Total	110,502	100%	19,953	100%	130,455	100%

Young People in Residential Aged Care (YPIRAC) refers to all people who enter an aged care facility prior to age 65. In Australia, 3.6% of this cohort are aged under 45 years, and 79.5% are aged above 55 years. In the NDIS, at the end of the quarter, 80 participants (5.1%) were under 45 years and 1,193 (75.7%) were over 55 years.

The NDIA is working closely with the Department of Health and the Department of Social Services in transitioning those defined as YPIRAC to the NDIS, in line with bilateral phasing arrangements within the relevant jurisdictions. This cohort is identified in the State and Territory working arrangements as a priority group requiring intensive support through the participant pathway.

The NDIA's priority to date has been to assist those defined as YPIRAC with gaining access to the NDIS. NDIA planners are working with each prospective participant and their aged care facility to have relevant documentation available to support access determinations prior to their first meeting.

Subsequent planning meetings are held to develop each participant's plan. These interactions are through a facilitated access and planning process in which planners attend the aged care facility.

An additional 727 active participants in this category received an approved plan and entered the Scheme in the second quarter of 2017-18. This is significantly higher compared to previous quarters, reflecting an increased planning focus on this group.

Table 1.12 Active participant profile per quarter by Young people in Residential aged care (YPIRAC) status

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	849	0.8%	727	3.6%	1,576	1.2%
Not YPIRAC	109,653	99.2%	19,226	96.4%	128,879	98.8%
Total	110,502	100%	19,953	100%	130,455	100%

1.6 Plan management and support coordination

The proportion of participants who are fully or partly self-managing their plan was slightly higher in the second quarter of 2017-18 (20%) compared with prior transition quarters (18%), and 40% of participants who have had a plan approved in the second quarter of 2017-18 have support coordination in their plan.

1.6.1 Background

Participants can use different methods to manage their funding. More than one method can be used in any one plan.

Support co-ordination is a capacity building support in participant plans.

1.6.2 Quarterly plan management and support coordination

The tables below present the number of participants with an approved plan supported under various models of financial plan management and plan implementation methods.

Table 1.13 Distribution of active participants by method of Financial Plan Management and quarter of plan approval^{18,19}

	Prior Quarters (Transition only)	2017-18 Q2	Total
Self-managed fully	8%	8%	8%
Self-managed partly	10%	12%	10%
Plan managed	13%	15%	14%
Agency managed	69%	65%	67%
Total	100%	100%	100%

Table 1.14 Distribution of active participants by support coordination and quarter of plan approval²⁰

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	41%	40%	40%

1.7 Plan activation

Approximately 73% of plans approved in 2016-17 and 2017-18 Q1 have been activated within 90 days of plan approval.

1.7.1 Background

The period for plan activation refers to the length of time between plan approval and the commencement of support.²¹

1.7.2 Quarterly plan activation

Table 1.15 below depicts the number of days to plan activation for participants with initial plan approvals in 2016-17 and 2017-18 Q1. Given that plans approved in Quarter 2 of 2017-18 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded in this table. In 2016-17, 73% of plans approved were activated within 90 days of approval. This is the same as 2017-18 Q1 (73%). More plans than reported in this table will have been activated. This is because some plans include in-kind support which is not included in the analysis, and because there is a delay between when support is provided and when it is invoiced. Invoices are required to understand when support commenced being provided to the participant. As part of the

¹⁸ Participants can use more than one method to manage their funding. This table is a hierarchy therefore each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

¹⁹ Trial participants are not included.

²⁰ Trial participants are not included.

²¹ This is measured using data on payments.

Participant Pathway Review, work is being undertaken with a view to accelerating plan activations.

Table 1.15 Duration to plan activation by quarter of initial plan approval for active participants

	2016-17		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	30,339	51%	11,630	53%
30 to 59 days	8,626	14%	3,157	14%
60 to 89 days	4,462	7%	1,309	6%
Activated within 90 days	43,427	73%	16,096	73%
90 to 119 days	2,723	5%	489	2%
120 days and over	4,623	8%	166	1%
Activated between 90 and 180 days	7,346	12%	655	3%
No payments	8,773	15%	5,332	24%
Total plans approved	59,546	100%	22,083	100%

1.8 Plan utilisation

In the fourth quarter of 2016-17, 25% of plans approved have utilised over 75% of their plan.

1.8.1 Background

Not all committed support in a plan is used by a participant. The proportion of the plan used is referred to as the utilisation of the plan. This section presents information on the estimated utilisation of participant plans.²²

1.8.2 Quarterly plan utilisation

Table 1.16 below shows the proportion of plans having an utilisation of 0-50%, 50-75% or above 75%, based on the ratio of payments to committed supports.²³ The table compares experience of plans approved in the first 9 months of transition (1 July 2016 to 31 March 2017) with plans approved in Quarter 4 of 2016-17. The experience of plan approvals in 2017-18 is too immature to show at this stage.

In Quarter 4 of 2016-17, 25% of plans approved had an utilisation of above 75%, meaning that over 75% of the committed supports are expected to be provided for these plans. For plans approved in prior quarters of the transition period, an equal proportion had plan utilisation of above 75%. However, there is a high proportion of plans with an utilisation of 0-50% in both prior quarters and Quarter 4 of 2016-17 (51% and 54% respectively).

²² Note: where in-kind support is in a plan, 100% utilisation is assumed for those supports provided on an in-kind basis.

²³ Committed supports are assumed to be spread evenly across the plan. Payments are made to service providers against the committed supports within a participant's plan for supports provided. Hence there is a delay between when the support is provided and when it is paid.

Table 1.16 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year²⁴

Plan utilisation ²⁵	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	51%	54%	52%
50% to 75%	24%	21%	23%
> 75%	25%	25%	25%
Total	100%	100%	100%

1.9 Outcomes for participants and their families/carers

Baseline measures (for assessing future outcomes) were collected on 98% of participants receiving their initial plan since 1 July 2016. On the whole, participants want more choice and control in their life, have low levels of employment, and have low levels of community participation. Participation rates for mainstream education, training and skill development were also low. Most participants were happy with their current home.

Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do and also see family and friends more often.

1.9.1 Background

The NDIS outcomes framework is used as the basis for this reporting, and is described below. The NDIS outcomes framework will be collected on participants over time.

The NDIS Outcomes Framework collects information from participants and families/carers on how they are progressing in different areas (domains) of their lives. Building on research undertaken by the Independent Advisory Council, the outcomes framework adopts a lifespan approach to measuring outcomes, recognising that different outcomes will be important at different stages of life. Questionnaires have been developed for four different participant age groups. There are also three different family/carer questionnaires, depending on the age of the participant.

This report includes results from the short-form outcomes framework (SFOF) questionnaires collected during 2016-17 and the first two quarters of 2017-18. Active participants with an initial plan approved during the period 1 July 2016 to 31 December 2017 are included.

1.9.2 Baseline data

Table 1.17 shows the numbers of questionnaires completed during the transition period, by SFOF version.

²⁴ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²⁵ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table 1.17 Number of questionnaires completed by SFOF version²⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	8,104	2,959	2,606	13,669
Participant school to 14	14,454	4,851	4,704	24,009
Participant 15 to 24	9,726	3,523	3,415	16,664
Participant 25 and over	25,580	10,526	9,135	45,241
Total Participant	57,864	21,859	19,860	99,583
Family 0 to 14	21,218	7,395	7,163	35,776
Family 15 to 24	2,773	1,615	2,667	7,055
Family 25 and over	832	1,434	3,649	5,915
Total Family	24,823	10,444	13,479	48,746
Total	82,687	32,303	33,339	148,329

Table 1.18 to Table 1.21 summarises results for the key indicators, for each of the seven SFOF versions. Aggregate results for all active participants with an initial plan approved in the period 1 July 2016 to 31 December 2017 are shown in these tables. Most of the results have not changed substantially since the previous quarterly report. However, for adult participants, the percentage who want more choice and control in their life has increased slightly over the past two quarters²⁷. Indicators for families/carers of participants 25 and over have also shown some variation, although the numbers of questionnaires for this group are lower than for other groups.

²⁶ The numbers of questionnaires included in the analysis for 2016-17 and 2017-18 Q1 has reduced since the previous quarterly report. The main reason for the change is a revised methodology, which excludes questionnaires completed without participant input. Small changes are also caused by time lags in receiving information in the ICT system, and some participants no longer being active.

²⁷ Note that these are cross-sectional, not longitudinal trends.

Table 1.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC)

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	63%			
CC	% who say their child is able to tell them what he/she wants	77%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		65%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			34%	52%
CC	% who choose what they do each day			44%	62%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC	% who want more choice and control in their life			77%	71%

Table 1.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP)

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	63%	77%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			28%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	36%

Table 1.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW)

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		53%		
HM	% who are happy with their home			82%	77%
HM	% who feel safe or very safe in their home			86%	78%
HW	% who rate their health as good, very good or excellent			69%	50%
HW	% who did not have any difficulties accessing health services			68%	68%
LL	% who currently attend or previously attended school in a mainstream class			27%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				48%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			18%	27%
WK	% who volunteer			13%	13%

Table 1.21 Selected key indicators for families/ carers of participants

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	26%	29%	22%
% receiving Carer Allowance	56%	51%	32%
% working in a paid job	45%	47%	32%
Of those in a paid job, % in permanent employment	74%	74%	78%
Of those in a paid job, % working 15 hours or more	77%	84%	85%
% who say they (and their partner) are able to work as much as they want	41%	47%	60%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	89%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	34%	24%
% able to advocate for their child/family member	79%	74%	71%
% who have friends and family they see as often as they like	45%	45%	48%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		42%	46%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	62%	59%

From 1 July 2017, some transition participants started to accumulate one or more years of experience with the Scheme. For active participants who entered the Scheme in the first two quarters of 2016-17, and had their plan reviewed in the first two quarters of 2017-18, questions on whether the NDIS has helped across the different outcomes domains were asked.

Table 1.22 to Table 1.25 summarise the percentages responding “Yes” (excluding those in their first plan), by questionnaire version²⁸. There has been some variation in the percentages since the previous quarterly report, partly reflecting the small numbers available for analysis in the previous report.

²⁸ Due to small numbers for family/carers of participants ages 15 to 24, and 25 and over, results for these two versions have been combined in Table 1.25.

Table 1.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,414)

	Question	Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	74%
S/CP	Has the NDIS improved how your child fits into community life?	62%

Table 1.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=4,243)

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	35%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table 1.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=3,490) and ‘Participant 25 and over’ (n=8,560)

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	68%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	56%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	22%	21%
S/CP	Has the NDIS helped you be more involved?	58%	62%

Table 1.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=5,873); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=969)

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	45%
Has the NDIS improved the level of support for your family?	63%	56%
Has the NDIS improved your access to services, programs and activities in the community?	65%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	40%	33%

Table 1.22 to Table 1.25 reveal that the NDIS has helped more in some areas than others.

For participants from birth to before starting school, the highest percentages of positive responses were for “Daily living”, where 92% thought that the NDIS had helped with their child’s development and 90% with access to specialist services. The lowest percentage was for “Social, community and civic participation”, where 62% thought the NDIS had helped.

For participants from starting school to age 14, “Daily living” also had the highest percentage, at 52%. “Lifelong learning” had the lowest percentage, at 35%. Percentages were generally lower than for the youngest participant age group.

For the two adult age groups, percentages of positive responses were highest for the “Choice and control” and “Daily activities” domains (60% to 72%), and lowest for “Work” (22% and 21%).

For families/carers of participants aged 0 to 14, the highest percentage was for “Development and learning”, where 70% thought that the NDIS had improved their capacity to help their child develop and learn. The lowest percentage was for “Health and wellbeing” (40%).

For families/carers of participants aged 15 and over, the highest percentage was for “Level of support”, where 56% thought that the NDIS had improved the level of support for their family. The lowest percentage was again for “Health and wellbeing” (33%).

1.10 Participant satisfaction

83% of participants rated their experience with the Agency planning process as either good or very good in the current quarter. This is approximately the same as the previous quarter (84%). Since scheme inception, 90% of participants rated their satisfaction with the Agency planning process as either good or very good. This is consistent with the need identified by the NDIA to undertake the Participant and Provider Pathway Review.

1.10.1 Background

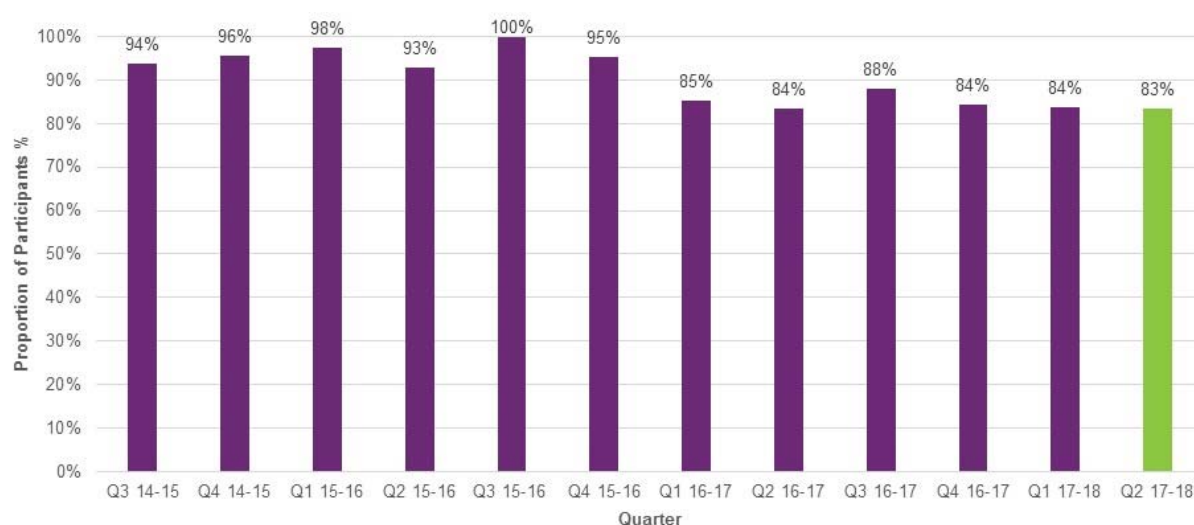
The agency conducts participant surveys at a site level. Participants are asked to rate their agreement with eight statements (see Table 1.26) as well as being asked to rate their overall experience with the planning process. The overall Agency satisfaction rating is calculated as an average of the overall experience ratings of each participant surveyed. Participants are contacted by a member of the engagement team, after their plan is agreed with their planner. Not all participants choose to complete and submit their survey, and the participant responses remain anonymous to the NDIA.

As mentioned above, the NDIA is also currently reviewing the adequacy of the participant and provider pathways. Part of this review is considering quality and compliance. In the interim, data is presented on the participant's experience in the planning process.

1.10.2 Quarter

Participant satisfaction continues to be high, but has dropped during transition, compared with the experience during trial. The NDIA has acknowledged issues with the participant pathway through the Scheme, including planning meetings held by telephone, which has contributed to the decline in satisfaction. This is being addressed through the pathway redesign, described in the report's introduction.

Figure 1.1 Proportion of participants describing experience with the Agency planning process as good or very good – by quarter



For the second quarter of 2017-18, participant responses to statements about the planning process suggest that satisfaction varies across the different aspects of the process. On the

whole, responses of 'Agree' and 'Strongly Agree' were high, ranging between 75% and 91% across all questions about the planning process.

Table 1.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The planner listened to me	56%	35%	6%	2%	2%
I had enough time to tell my story and say what support I need	55%	35%	6%	3%	1%
The planner knows what I can do well	36%	43%	12%	7%	2%
The planner had some good ideas for my plan	38%	43%	11%	6%	2%
I know what is in my plan	28%	48%	18%	6%	1%
The planner helped me think about my future	37%	43%	11%	7%	1%
I think my plan will make my life better	46%	34%	14%	4%	2%
The planning meeting went well	54%	37%	5%	3%	1%

The NDIA is implementing a new survey for measuring participant satisfaction, to be progressively rolled out in coming quarters. The survey will include participant interactions with the NDIA throughout the Scheme access and plan review processes, as well as the initial planning process.

1.11 Scheme assurance

Since inception there have been 568 AAT appeals (0.31% of all access decisions) and 13,113 complaints made (equivalent to 11.4% of all participants with an approved plan).

1.11.1 Background

This section summaries the following:

- Complaints made to the Agency during the quarter
- Scheduled and unscheduled plan reviews
- Appeals to the AAT.

1.11.2 Complaints

At 31 December 2017, 13,113 complaints had been submitted to the Agency.²⁹ This number is equivalent to 11.4% of all participants with an approved plan.

²⁹ The complaints presented are complaints to the Agency and not complaints to community partners.

Table 1.27 Complaints by quarter³⁰

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Complaints about Service Providers	407	181	588
Complaints about the Agency	7,892	3,336	11,228
Unclassified	934	363	1,297
Total	9,233	3,880	13,113
% of all participants with an approved plan	11.0%	12.6%	11.4%

Manually captured complaints from the previous quarter were entered into the NDIA's business system during the quarter, which at least in part accounts for the increase since the previous quarter. This information is presented, but should not be regarded as a reliable trend.

Notwithstanding this observation, the NDIA is concerned about the level of complaints it has received. The challenges experienced in implementing the Scheme are recognised and work is proceeding on the Participant and Provider Pathway Review. In addition, the NDIA's complaints management approach is under review.

Table 1.28 shows the complaints by type. Of the 588 total complaints about service providers since transition, 22% were about supports being provided, 15% provider process, 14% service delivery, and 14% staff conduct. Of the 11,228 total complaints made about the Agency since transition, 28% concerned timeliness, 20% individual needs not being taken into account, 7% unclear information, and 7% reasonable and necessary supports.

³⁰ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table 1.28 Complaints by type

	Prior Quarters (Transition only)		2017-18 Q2		Transition Total	
Complaints about Service Providers						
Provider costs	55	(14%)	15	(8%)	70	(12%)
Provider process	63	(15%)	25	(14%)	88	(15%)
Service Delivery	53	(13%)	31	(17%)	84	(14%)
Staff conduct	61	(15%)	22	(12%)	83	(14%)
Supports being provided	86	(21%)	46	(25%)	132	(22%)
Other	89	(22%)	42	(23%)	131	(22%)
Total	407		181		588	
Complaints about the Agency						
The way the NDIA carried out its decision making	278	(4%)	211	(6%)	489	(4%)
NDIA interaction with the person	62	(1%)	34	(1%)	96	(1%)
Choice and control	113	(1%)	27	(1%)	140	(1%)
Cooperation and fulfilling commitments	112	(1%)	41	(1%)	153	(1%)
Decision making and involvement	318	(4%)	141	(4%)	459	(4%)
Individual needs not being taken into account	1,491	(19%)	733	(22%)	2,224	(20%)
Information unclear	649	(8%)	138	(4%)	787	(7%)
Participant portal	209	(3%)	42	(1%)	251	(2%)
Participation, engagement and inclusion	149	(2%)	29	(1%)	178	(2%)
Provider portal	153	(2%)	27	(1%)	180	(2%)
Reasonable and necessary supports	521	(7%)	209	(6%)	730	(7%)
Staff conduct	207	(3%)	96	(3%)	303	(3%)
Timeliness	1,892	(24%)	1,235	(37%)	3,127	(28%)
Other	1,738	(22%)	373	(11%)	2,111	(19%)
Total	7,892		3,336		11,228	
Unclassified	934		363		1,297	

1.11.3 Scheduled and unscheduled reviews

Plan reviews can be categorised as scheduled or unscheduled. Scheduled reviews are those which occur as a part of the scheduled planning cycle. Unscheduled reviews can be initiated by the Agency outside of the planning cycle, or requested by the participant, nominee or child representative due to changes in circumstance.³¹

Scheduled reviews

There were 49,178 plan reviews estimated to be scheduled during the transition period to date. Of these, 26,225 (53%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 22,953 (47%) were for participants who entered the scheme from 1 July 2016 (transition participants).

³¹ A plan was considered to be unscheduled if the review occurred more than three months before the scheduled review date.

Table 1.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	23,936	25,242	49,178
<i>Trial participants</i>	19,497	6,728	26,225
<i>Transition participants</i>	4,439	18,514	22,953

Unscheduled reviews

There were 32,714 plan reviews estimated to be unscheduled during the transition period to date. Of these, 12,693 (39%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 20,021 (71%) were for participants who entered the scheme from 1 July 2016 (transition participants). One possible explanation for the high rate of unscheduled reviews is the requirements for quotes for assistive technology and supported independent living. However, this reason, along with others, are being investigated through the Participant and Provider Pathway Review.

Table 1.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	26,428	6,286	32,714
<i>Trial participants</i>	11,438	1,255	12,693
<i>Transition participants</i>	14,990	5,031	20,021

The estimated rate of unscheduled plan reviews was 31.4% as at 30 September 2017 and has since reduced to 28.5% as at 31 December 2017.

Table 1.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days³²

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	31.4%	20.5%	28.5%

1.11.4 Administrative Appeals Tribunal

To date there have been 568 appeals to the AAT relating to access and plans (0.31% of access decisions). Of the 568 appeals, 193 have been regarding access issues, 292 regarding planning issues, and 68 regarding plan reviews (Table 1.32).

³² The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table 1.32 AAT cases by category and quarter

	Prior Quarters	2017-18 Q2	Total
AAT Cases	406	162	568
<i>Access</i>	127	66	193
<i>Plan</i>	258	34	292
<i>Plan Review</i>	18	50	68
<i>Other</i>	3	12	15

Of the 568 applications received, 260 were resolved before or at hearing at 31 December 2017. Sixty-three percent (63%) of the resolved applications confirmed the Agency's decision and 37% did not confirm the Agency's decision.

Table 1.33 AAT cases by open/closed and decision

	N	%
AAT Cases	568	
Open AAT Cases	308	
Closed AAT Cases	260	
<i>Confirmed the Agency's decision</i>	164	63%
<i>Did not confirm the Agency's decision</i>	96	37%

Committed supports and payments



Introduction

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

This section also compares committed support with revenue received for each participant. The revenue received for participants is outlined in the bilateral agreements.

Also included in this section is reporting on the assurance of payments.

Key points

The key points relating to committed supports and payments are as follows:

- As at 31 December 2017, since 1 July 2013, \$12.5 billion of support has been committed to 132,743 participants who have had at least one approved plan.³³ This includes \$1.6 billion of support in respect of trial, \$3.2 billion in respect of 2016-17, \$6.3 billion in respect of 2017-18 and \$1.4 billion for later years.³⁴
- \$5.1 billion of support has been paid to providers and participants. Utilisation of committed support is 64% in 2013-14, 75% in 2014-15, 75% in 2015-16 and 66% in 2016-17. Experience is still emerging 2017-18.

2.1 Committed supports

As at 31 December 2017, since 1 July 2013, \$12.5 billion of support has been committed to 132,743 participants who have had at least one approved plan (excluding children supported through the ECEI gateway). This includes \$1.6 billion of support in respect of trial, \$3.2 billion in respect of 2016-17, \$6.3 billion in respect of 2017-18 and \$1.4 billion for later years. On average, revenue received for the Scheme is below the amount of committed support in plans. However, revenue is more in line with the amount of support being utilised by participants, noting that not all support in plans is being utilised. The Scheme has been within budget in its first four years, and remains on track to be within budget in 2017-18.

³³ Children supported through the ECEI gateway are not included.

³⁴ Note: The \$1.4 billion committed in future years is due to current plans in place that have an end date past 30 June 2018 and the \$6.3 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

2.1.1 Background

Committed support is the amount allocated to specific plans, noting that service providers invoice for support provided against this plan amount, and participants who are self-managing, also draw down against this amount. Not all committed support in a plan is used by a participant.

2.1.2 Committed support by financial year

Table 2.1 below presents the committed amount of support by year that is expected to be provided, compared with committed supports that have been used (paid). \$12.5 billion of support has been committed to 132,743 participants.

Table 2.1 Committed supports by financial year (\$m)

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	132.8	496.7	933.3	3,184.2	6,313.9	1,430.2	12,491.1

2.1.3 Distribution of committed support by annualised cost band

A lower proportion of active participants with initial plan approvals in the second quarter of 2017-18 have average annualised committed supports less than \$30,000, compared with active participants who entered in prior quarters. The participants who entered the scheme in the most recent quarter reflect the phasing schedules in the bilateral agreements. Hence, variation in the distribution of committed support in each quarter is expected.

Figure 2.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters

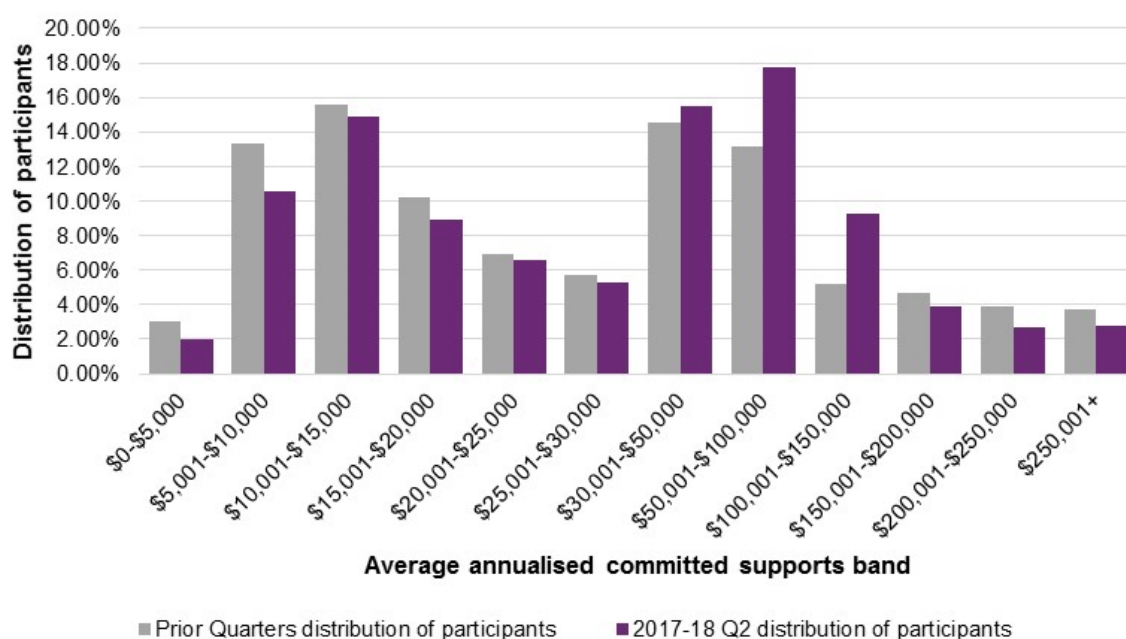
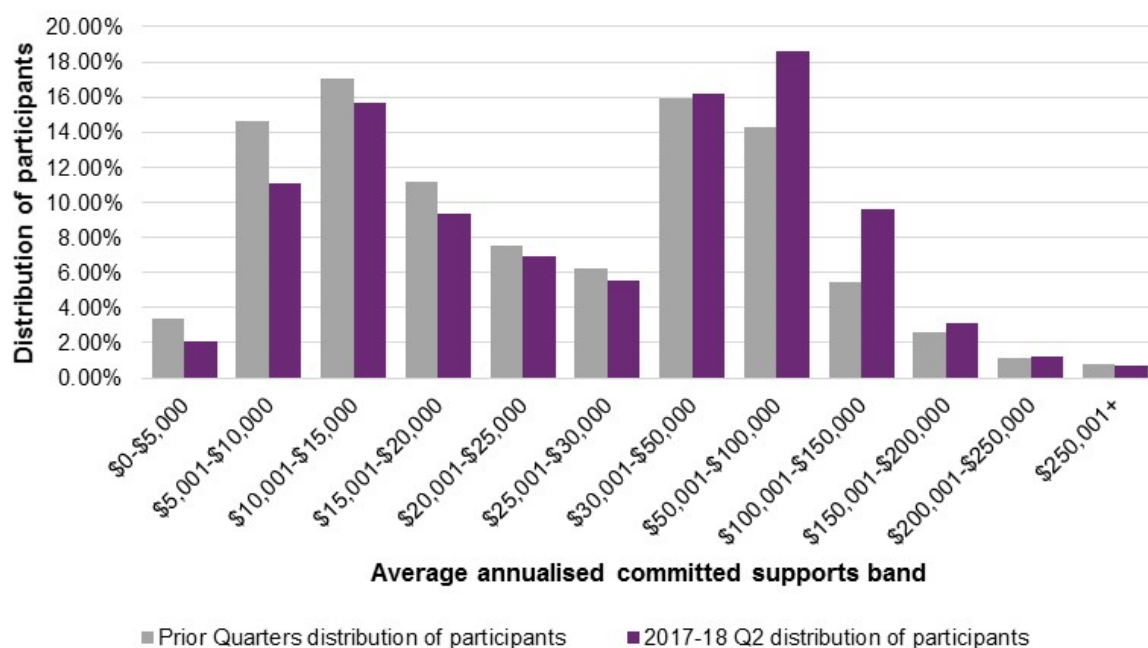


Figure 2.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters



The remaining figures in this section compare the following:

- Average annualised committed support in current plans for participants who entered the Scheme prior to the commencement of Quarter 2 of 2017-18 (that is, prior to 1 September 2017).
- Average annualised committed support in plans for participants who entered the Scheme in Quarter 2 of 2017-18.
- The amount of revenue received for participants in prior quarters and the current quarter. Revenue is the amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

These comparisons are by age group, primary disability group, and level of function. Revenue received under the bilateral agreements is not linked to age group, primary disability group, and level of function, so it is not appropriate to make comparisons between revenue and plan budgets in these charts.

2.1.4 Average annualised committed supports by age

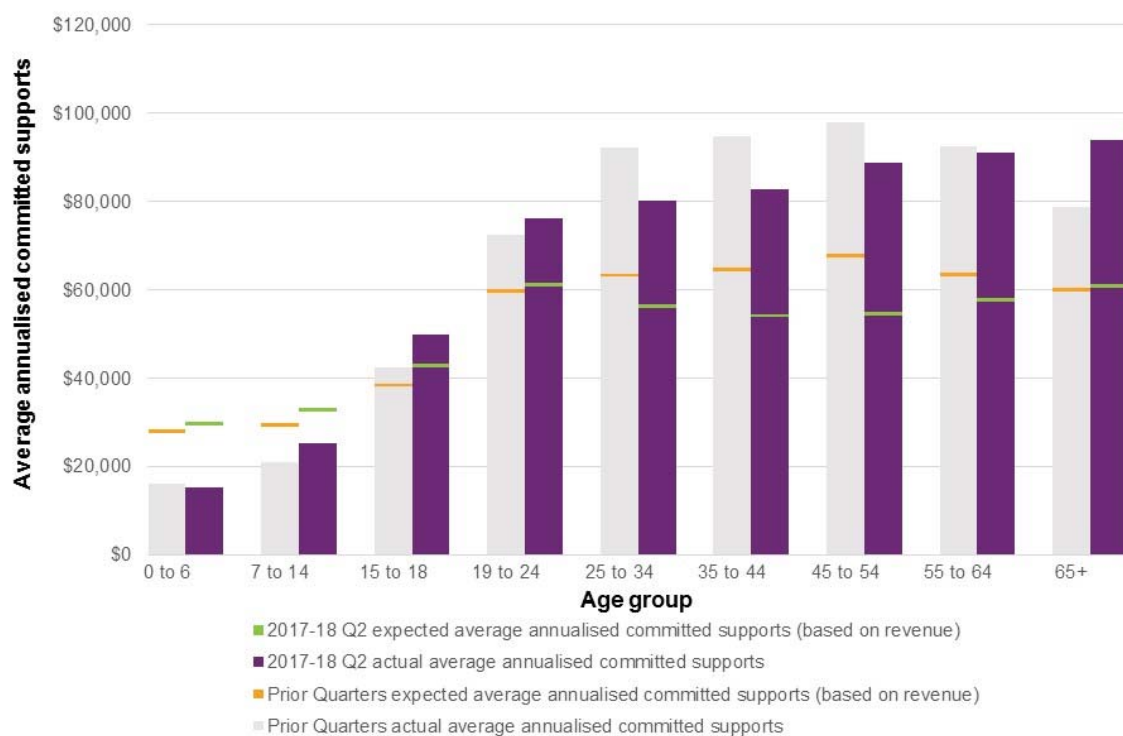
For the purposes of interpreting Figure 2.3, Figure 2.4 and Figure 2.5, an example is provided for children aged 0-6 years in Figure 2.3.

The average annualised committed support in the relevant participants' latest plans is compared between participants who entered the Scheme prior to the commencement of Quarter 1 of 2017-18 (\$16,100) and participants who entered the Scheme during Quarter 2 of 2017-18 (\$15,100). A further comparison is made between the revenue received for participants who entered the Scheme prior to the commencement of Quarter 2 of 2017-18 (\$27,500) and participants who entered the Scheme during Quarter 2 of 2017-18 (\$29,100).

For active participants with initial plan approvals in the second quarter of 2017-18, average annualised committed supports are higher for participants aged 7 to 24 years and 65 years and over compared with active participants with an initial plan approval in prior quarters.³⁵

Actual average annualised committed supports are higher than revenue received for participants aged 15 years and over and less than revenue received for 0-14 year olds. This is consistent with participants who received an initial plan in prior quarters. The revenue received is based on the bilateral agreements. Revenue is not based on a participant's age and hence differences between committed support and revenue are expected.

Figure 2.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters



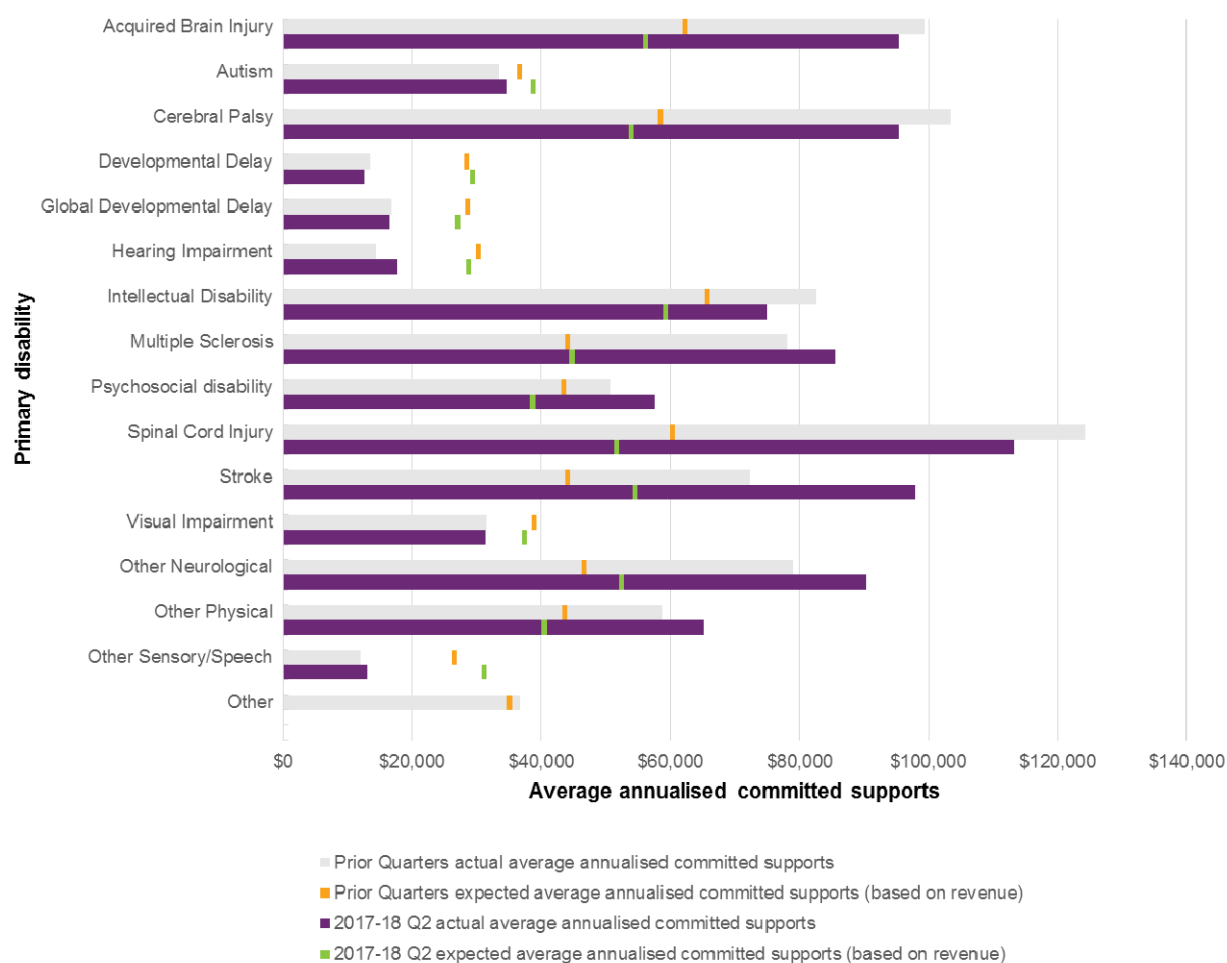
2.1.5 Average annualised committed supports by disability

Average annualised committed supports are higher in the first quarter of 2017-18 compared with the active participants in prior quarters across a range of disability groups. Differences in costs will likely reflect the varying phasing cohorts each quarter.

For active participants with autism related disorders, developmental delay, global developmental delay and sensory/speech disabilities (including hearing and visual impairment), actual average annualised committed supports were lower than average revenue received. This is consistent with participants who have entered in prior quarters. Revenue is not based on a participant's disability and hence differences between committed support and revenue are expected.

³⁵ This is driven by experience in New South Wales, where a large number of existing clients from group homes, community access and community high programs entered in the first quarter of 2017-18.

Figure 2.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters³⁶

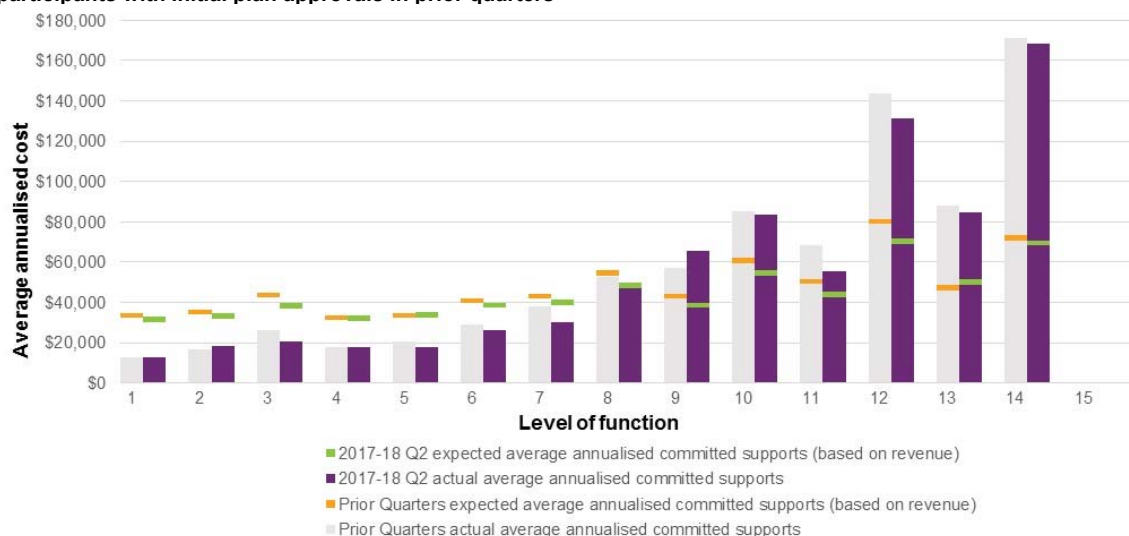


2.1.6 Average annualised committed supports by level of function

Average annualised committed supports are lower in the second quarter of 2017-18 compared with prior quarters for most higher levels of function (i.e. 1 and 3 to 5). Actual average annualised committed supports are higher than average revenue received for participants with moderate to lower levels of function (9 to 14) and less than revenue received for participants with high to moderate level of function (1 to 8). Revenue is not based on a participant's level of function and hence differences between committed support and revenue are expected.

³⁶ Average annualised committed supports are not shown where there is insufficient data in the group.
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Figure 2.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters³⁷



2.2 Payments

\$5.1 billion of support has been paid to providers and participants. Utilisation of committed support is 64% in 2013-14, 75% in 2014-15, 75% in 2015-16 and 66% in 2016-17. Utilisation in 2016-17 is trending at a lower level than 2014-15 and 2015-16. Experience is still emerging in 2017-18.

2.2.1 Background

Payments made to providers and participants represent the amount of committed support which is used. The proportion of the plan used is referred to as the utilisation of the plan.

2.2.2 Payments

Of the \$12.5 billion that has been committed in participant plans, \$5.1 billion has been paid to date (Table 2.2). In particular, for supports provided in:

- 2013-14 – \$85.3m has been paid
- 2014-15 – \$370.4m has been paid
- 2015-16 – \$701.4m has been paid
- 2016-17 – \$2,105.3m has been paid
- 2017-18 – \$1,803.5m has been paid.

³⁷ Level of function 15 does not have sufficient data to show an average cost.
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Table 2.2 Payments by financial year, compared to committed supports (\$m)

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	132.8	496.7	933.3	3,184.2	6,313.9	1,430.2	12,491.1
Total Paid	85.3	370.4	701.4	2,105.3	1,803.5	-	5,066.0
% utilised to date	64%	75%	75%	66%	-	-	63% ³⁸

The utilisation of committed supports expected to be provided in 2013-14, 2014-15 and 2015-16 remains similar to the previous quarter. The utilisation rate for 2016-17 committed supports has increased by six percentage points to 56%. Actuarial modelling indicates that the 2016-17 percentage is likely to increase to approximately 67%. As there is a lag between when support is provided and when it is paid, the 56% utilisation in 2017-18 will increase.

Figure 2.6 Utilisation of committed supports as at 30 September 2017 and 31 December 2017

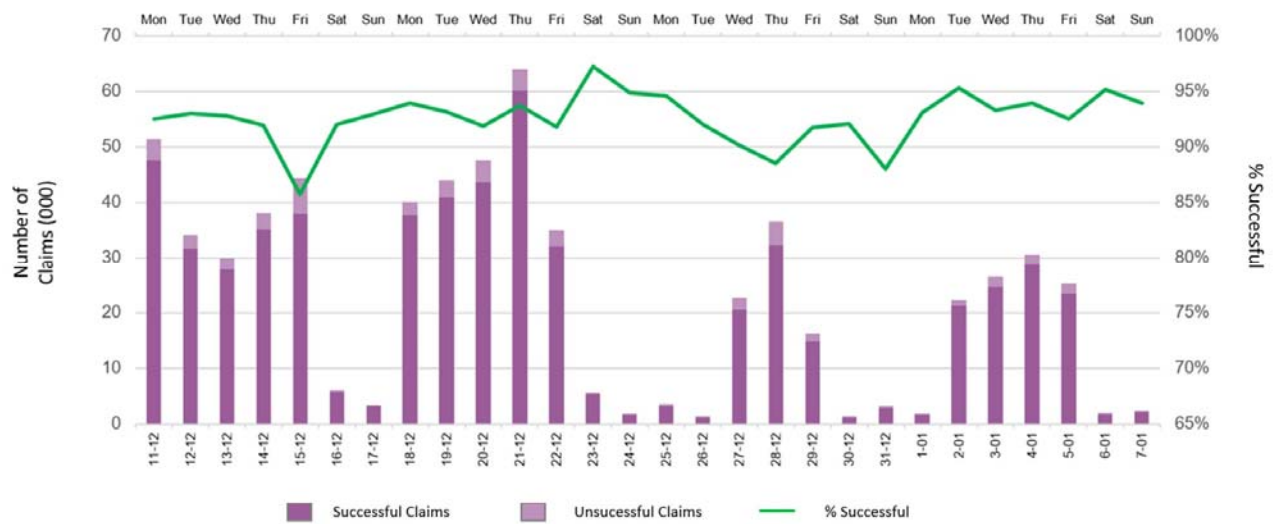


2.2.3 Payment assurance compliance

As mentioned above, the NDIA is currently reviewing the participant and provider pathways. This review will include the derivation of metrics to monitor payment assurance. Currently the Agency tracks the rate of successful payments each day. On average, approximately 92% of payments are successful each day, with the volume of claims showing considerable intraday variation.

³⁸ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure 2.7 Rate of successful payments per day during December 2017



Providers and markets



Introduction

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

Key points

- As at the current quarter (2017-18 Q2) there were 12,328 registered providers, which represents a 17% increase in the number of registered service providers since the previous quarter (2016-17 Q4).
- 42% of service providers are individual/sole traders.
- Therapeutic supports has the highest number of registered service providers and has seen a 16% increase in the number of registered providers since the previous quarter.
- On average, participants are utilising the services of 1.54 providers.
- 51% of providers have been active as at 31 December 2017, compared with 48% as at 30 September 2017.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports.
- The number of providers that have been active increased by 25% since the previous quarter, with community nursing care for high needs experiencing the highest percentage increase (31%).

Providers and Markets

As at the current quarter (2017-18 Q2) there were 12,328 registered providers, which is a 17% increase in the number of registered service providers since the previous quarter (2017-18 Q1).

3.1.1 Background

Provider registration operates under the following parameters:

- A service provider is required to register and be approved by the NDIA in order to provide supports to NDIS participants who do not self-manage. Quality and Safeguards certification remains the responsibility of States/Territories during the transition to full scheme and this certification is required for registration for some registration groups. A participant who is self-managing can choose to use registered or unregistered providers.
- Providers register with the NDIS by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

Further, NDIS participants have the flexibility to choose the providers, and providers are paid for disability supports and services provided to the participants.

3.1.2 Providers

As at the current quarter there were 12,328 registered providers – 5,199 individual/ sole trader operated businesses, and 7,129 providers registered as a company/ organisation (Table 3.1).

Table 3.1 Key national provider indicators by quarter³⁹

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	4,324	910	5,199
<i>Company/ organisation</i>	6,183	968	7,129
<i>Total</i>	10,507	1,878	12,328
b) Registration revoked	57		

Table 3.2 below shows the number of providers by registration group. Therapeutic supports has the highest number of registered service providers and has seen a 16% increase in the number of registered providers since last quarter. The largest percentage increase in approved providers was for the Interpreting and translation registration group in the quarter, increasing from 431 to 557 (29%).

³⁹ The total number of providers as at 31 December 2017 (12,328) is not the sum of the number of providers as at 30 September 2017 (10,507) and the providers registered in the second quarter of 2017-18 (1,878). This is due to 57 providers whose registration ended during the second quarter of 2017-18.

Table 3.2 Cumulative number of approved providers by registration group⁴⁰

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	1,152	187	1,339	16%
Assistance Animals	21	0	21	0%
Assistance with daily life tasks in a group or shared living arrangement	866	91	957	11%
Assistance with travel/transport arrangements	2,184	403	2,587	18%
Daily Personal Activities	1,241	147	1,388	12%
Group and Centre Based Activities	1,127	123	1,250	11%
High Intensity Daily Personal Activities	1,139	123	1,262	11%
Household tasks	2,652	562	3,214	21%
Interpreting and translation	431	126	557	29%
Participation in community, social and civic activities	1,461	171	1,632	12%
Assistive Technology				
Assistive equipment for recreation	873	144	1,017	16%
Assistive products for household tasks	1,077	216	1,293	20%
Assistance products for personal care and safety	1,543	267	1,810	17%
Communication and information equipment	801	118	919	15%
Customised Prosthetics	758	113	871	15%
Hearing Equipment	327	46	373	14%
Hearing Services	40	1	41	3%
Personal Mobility Equipment	1,332	215	1,547	16%
Specialised Hearing Services	167	1	168	1%
Vision Equipment	306	46	352	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,274	143	1,417	11%
Behaviour Support	1,245	150	1,395	12%
Community nursing care for high needs	864	185	1,049	21%
Development of daily living and life skills	1,376	151	1,527	11%
Early Intervention supports for early childhood	1,969	259	2,228	13%
Exercise Physiology and Physical Wellbeing activities	1,188	235	1,423	20%
Innovative Community Participation	1,291	335	1,626	26%
Specialised Driving Training	424	37	461	9%
Therapeutic Supports	5,360	881	6,241	16%
Capital services				
Home modification design and construction	1,381	227	1,608	16%
Specialised Disability Accommodation	367	83	450	23%
Vehicle Modifications	185	33	218	18%
Choice and control support services				
Management of funding for supports in participants plan	991	173	1,164	17%
Support Coordination	1,153	166	1,319	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	588	43	631	7%
Specialised Supported Employment	261	5	266	2%
Total approved providers	10,450	1,878	12,328	18%

⁴⁰ The 57 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

3.1.3 Market

Table 3.3 below presents key national markets' indicators by quarter:

- On average, participants are supported by 1.54 providers.
- 49% of providers are not yet active. Many service providers have registered for the NDIS in anticipation of the Scheme rolling-out across the country. This is slightly lower compared to the previous report (52%).
- 46% of providers were active during 2017-18 Q2 and 5% were previously active but did not receive payments during the quarter. Overall, 51% of providers have been active as at 31 December 2017, compared with 48% as at 30 September 2017.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports. This is consistent with the previous report.

Table 3.3 Key national markets indicators by quarter

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant ⁴¹	1.55	1.54
b) Number of providers delivering new supports	1,954	2,250
c) Change in the number of active/inactive providers: ⁴²		
Active (%)	43%	46%
Not yet active (%)	52%	49%
Inactive (%)	5%	5%
d) Share of payments by support type - top 25% ⁴³		
Daily Tasks/Shared Living (%)	82%	84%
Therapeutic Supports (%)	87%	87%
Participate Community (%)	83%	83%
Early Childhood Supports (%)	88%	88%
Assist Personal Activities (%)	84%	85%

Table 3.4 shows the number of providers that have been active by registration group. As at 30 September 2017, 5,032 providers had been active (48% of approved providers). This increased to 6,269 as at 31 December 2017 (51% of approved providers), resulting in a 25% increase in the number of providers that have been active. Therapeutic supports has the highest number of active providers and has seen a 23% increase since the previous quarter. The registration group with the highest percentage increase in active providers was community nursing care for high needs (31% increase).

⁴¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴² 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

⁴³ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table 3.4 Cumulative number of providers that have been active by registration group

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	651	136	787	21%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	750	104	854	14%
Assistance with travel/transport arrangements	1,132	236	1,368	21%
Daily Personal Activities	1,025	168	1,193	16%
Group and Centre Based Activities	925	156	1,081	17%
High Intensity Daily Personal Activities	950	147	1,097	15%
Household tasks	1,392	321	1,713	23%
Interpreting and translation	148	43	191	29%
Participation in community, social and civic activities	1,187	202	1,389	17%
Assistive Technology				
Assistive equipment for recreation	521	123	644	24%
Assistive products for household tasks	562	157	719	28%
Assistance products for personal care and safety	966	234	1,200	24%
Communication and information equipment	522	121	643	23%
Customised Prosthetics	531	94	625	18%
Hearing Equipment	223	21	244	9%
Hearing Services	37	2	39	5%
Personal Mobility Equipment	894	171	1,065	19%
Specialised Hearing Services	123	4	127	3%
Vision Equipment	210	33	243	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,049	173	1,222	16%
Behaviour Support	923	164	1,087	18%
Community nursing care for high needs	340	107	447	31%
Development of daily living and life skills	1,113	180	1,293	16%
Early Intervention supports for early childhood	1,393	295	1,688	21%
Exercise Physiology and Physical Wellbeing activities	537	149	686	28%
Innovative Community Participation	600	180	780	30%
Specialised Driving Training	308	25	333	8%
Therapeutic Supports	3,120	725	3,845	23%
Capital services				
Home modification design and construction	700	169	869	24%
Specialised Disability Accommodation	203	48	251	24%
Vehicle Modifications	102	18	120	18%
Choice and control support services				
Management of funding for supports in participants plan	681	159	840	23%
Support Coordination	913	188	1,101	21%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	519	66	585	13%
Specialised Supported Employment	235	19	254	8%
Total approved active providers	5,032	1,237	6,269	25%

Information, linkages and capacity building



The role of these community partners will be complemented by the implementation of the ILC policy agreed by all governments. This policy can be summarised as a commitment to connect people with disability, their families and carers to the wider community by:

1. Capacity Building - making sure people with disability have the skills, confidence and information they need to get involved in the community
2. Community Inclusion - building the capacity of the community to include people with disability.

Consistent with the ILC Policy, the focus of effort in ILC will be to ensure that people with disability:

- Have the information they need to make decisions and choices
- Are connected to appropriate disability, community and mainstream supports
- Have the skills and confidence to participate and contribute to the community and protect their rights
- Use and benefit from the same mainstream services as everyone else
- Use and benefit from the same community activities as everyone else.

ILC Policy will be implemented through an open grant round in each jurisdiction as that jurisdiction reaches full scheme. Detailed transition plans have been agreed with all jurisdictions (except Western Australia) outlining funding and activities that will be retained by the respective jurisdictions to build and align current activities to the ILC policy. Negotiations with Western Australia for the development of a similar transition plan are in the early stages. These plans acknowledge the importance of commencing the capture of data on demand for services, use of services and measurement of outcomes.

As the first jurisdiction to transition to ILC effective 1 July 2017, the NDIA awarded nearly \$3 million in grant funding to 22 organisations to deliver ILC activities in the ACT. A grant round for the delivery of ILC activities in NSW, SA and the ACT from 1 July 2018 was run in late 2017, with announcements due in the first half of 2018. The NDIA has also funded nearly \$14 million in grants for 39 ILC national readiness activities to raise community awareness and build the capacity of mainstream services to be more inclusive. A further ILC national readiness round targeted at information and referral activities was run in August 2017, with announcements due in early 2018.

Mainstream interface



Introduction

This section provides information on the extent to which people with a disability are receiving mainstream services.

Key points

Table 5.1 shows that 89% of active participants with an initial plan approved from 1 July 2016 have accessed mainstream supports. The proportion of participants entering in the current quarter accessing mainstream supports is 4% higher compared with prior quarters. This increase is spread across a range of supports, but overall participants are predominantly accessing supports for health and wellbeing, lifelong learning, and daily activities.

This information should be treated with caution as work is underway to ensure consistency in the information collected on participants using mainstream services.

Further work is required to understand the level of engagement participants in the NDIS have with mainstream services.

Table 5.1 Proportion of active participants with approved plans accessing mainstream supports⁴⁴

	Prior Quarters	2017-18 Q2	Total
Assistive technology	0%	0%	0%
Choice & Control	1%	2%	2%
Consumables	0%	0%	0%
Daily Activities	7%	8%	8%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	49%	51%	50%
Home Living	1%	1%	1%
Housing & Home modifications	0%	0%	0%
Independence	2%	2%	2%
Lifelong Learning	12%	13%	13%
Relationships	2%	2%	2%
Social & Civic	2%	3%	2%
Transport	1%	1%	1%
Non-categorised	26%	27%	27%
Any mainstream service	87%	91%	89%

⁴⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Financial sustainability

Introduction

The cost of the NDIS is dependent on the number of people who enter the Scheme, the amount of reasonable and necessary support allocated in plans, how the amount in plans changes over time, the utilisation of the support in each plan, and when participants exit the Scheme.

The NDIS insurance approach allows pressures on the Scheme to be identified early and management responses put in place to respond to these pressures. Specifically, data is collected on participants (including the characteristics of the participants, costs and outcomes), and this actual experience is compared with the baseline projection. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

Key points

Comparing actual and expected experience since 30 September 2017 highlights the following key points relating to financial sustainability:

- Potential participants in trial site areas are continuing to approach the Scheme, with the pace of approach not slowing as much as expected, taking into account the elapsed time since phasing commenced. The December 2017 quarter remained at similar levels to the previous quarter.
- Lower than expected participants exiting the Scheme, particularly for children. Strategies are in place to appropriately exit children from the Scheme who can be supported by mainstream services. Overall, exit rates were similar in the September 2017 and December 2017 quarters.
- Higher than expected numbers of children entering the Scheme, both for 0-6 year olds and 7-14 year olds. The prevalence of 0-6 year olds remained similar or decreased during the transition period, but the prevalence of 7-14 year olds continued to increase. Prevalence pressure has now emerged in some sites for 15-18 and 19-24 year olds. The prevalence of 0-6 year olds decreased slightly in the quarter for the trial sites in aggregate, but the prevalence of 7-14 year olds marginally increased for trial sites. In aggregate, sites that commenced phasing from 1 July 2016 or later have increased in prevalence in the quarter, which is expected given the immaturity of transition in these locations.

- Increasing package costs over and above the impacts of inflation and ageing. There has been a reduction in inflation in the December 2017 quarter compared with September 2017.
- A mismatch between benchmark package costs and actual committed support, noting that this has improved since June 2016.
- Specific strategies to address these pressures include:
 - The introduction of the Early Childhood Early Intervention (ECEI) gateway which aims to support children within mainstream services and the community, with only the children requiring an individual support package gaining entry to the scheme.
 - The introduction of typical support packages which establish a benchmark amount of support for participants with specific characteristics.
 - Increases risk-based quality assurance at access and plan approval.
 - Increased staff training.
 - Redesign of the participant pathway, which will provide a stronger focus on participant outcomes and goals, and sustainability.

Currently, the best estimate of the longer-term cost of a well-managed NDIS is \$22 billion a year at full scheme. The Productivity Commission's report on NDIS Costs, released on 19 October 2017, indicates that this remains appropriate and is consistent with the Commission's own 2011 modelling after accounting for wage and population growth. Ongoing actuarial work is continuing to verify the longer-term cost of the NDIS based on scheme experience to date.

Outcomes Framework Population Benchmarks



Table A.1 Outcomes framework population benchmarks (participants 25 years and over)

Indicator	Transition period	Comparator	Source
% who choose what they do each day	62%	52%	NCI 2014-15
% who had been given the opportunity to participate in a self-advocacy group meeting, conference, or event	29%	32%	NCI 2014-15
% who want more choice and control in their life	71%	35% of people with disability don't think they have choice and control over their lives, compared to 21% of people without disability	UK Fulfilling Potential 2014
% with no friends other than family or paid staff	26%	26%	NCI 2014-15
% who are happy with their home	77%	90% (satisfied with where they live - a further 5% said "in between")	NCI 2014-15
% who feel safe or very safe in their home	78%	83% (rarely afraid in their home - 13% said they were sometimes afraid and 5% said they were afraid most of the time)	NCI 2014-15
% who rate their health as good, very good or excellent	50%	GSS 2014: 86%; NHS 2014/15: 87.1%	GSS 2014, NHS 2014-15
% who did not have any difficulties accessing health services	68%	94.4% overall (88.6% for people with disability, 97.2% for people without disability)	GSS 2014
% unable to do a course or training they wanted to do in the last 12 months	34%	28% (% of 18-64 who said there was either an educational qualification or a work-related training course they wanted to do or couldn't - 18% for education and 15% for work)	GSS 2014
% who have a paid job	27%	77% (employment to population ratio)	ABS Labour Force statistics Nov 2017
% who volunteer	13%	18% (Census 2011), 31% (GSS 2014)	Census 2011, GSS 2014
% who have been actively involved in a community, cultural or religious group in the last 12 months	36%	Overall 51.4% (Social groups), 32.9% (Community support groups), 13.5% (Civic and political groups), being (49.1%, 32.6%, 13.7%) for people with disability and (52.5%, 33.1%, 13.3%) for people without disability	GSS 2014

Comparison of plan approvals to bilateral estimates



Progress against bilateral estimates

The following tables compare plan approvals (including ECEI) against bilateral estimates.

The comparison is made on two different bases:

- Table B.1 compares plan approvals in 2017-18 against bilateral estimates as at 31 December 2017, split by Existing and New or Commonwealth participants.
- Table B.2 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

The transition bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of ACT where there is no transition bilateral agreement in place, and Western Australia where the transition bilateral agreement was only signed in December 2017. The relative mix of State and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

Plan approvals relative to bilateral estimates have been relatively lower in 2017-18 than in 2016-17. For New South Wales, Queensland and Northern Territory, plan approvals for existing State/Territory participants is relatively higher than for New and Commonwealth participants.

Table B.1 Plan approvals in 2017-18 (including confirmed ECEI referrals) compared to estimates

State/Territory	2017-18 plans approved (incl. ECEI) as at 31 December 2017			2017-18 Bilateral estimates as at 31 December 2017			Comparison for 2017-18 plan approvals (incl. ECEI) as at 31 December 2017 with 31 December 2017 bilateral estimates		
	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	16,543	7,896	24,439	18,353	12,245	30,598	90%	64%	80%
VIC	7,484	3,194	10,678	9,642	3,792	13,434	78%	84%	79%
QLD	3,567	1,963	5,530	4,434	3,871	8,305	80%	51%	67%
WA	61	214	275						
SA	1,755	1,248	3,003	2,707	813	3,520	65%	154%	85%
TAS	474	798	1,272	529	693	1,222	90%	115%	104%
ACT	7	402	409						
NT	213	60	273	263	332	594	81%	18%	46%
Total (excluding WA and ACT)	30,036	15,159	45,195	35,927	21,746	57,673	84%	70%	78%
Total	30,104	15,775	45,879						

Table B.2 Plan approvals to date (including confirmed ECEI referrals) compared to estimates

	All plans approved (incl. ECEI) as at 31 December 2017			Total Bilateral estimates as at 31 December 2017			Comparison for all plan approvals (incl. ECEI) as at 31 December 2017 with 31 December 2017 bilateral estimates		
State/Territory	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	62,904	72,513	12,111	73,820	85,931	79%	85%	84%
VIC	5,283	21,758	27,041	5,289	28,350	33,639	100%	77%	80%
QLD	361	12,578	12,939	600	22,671	23,271	60%	55%	56%
WA ⁴⁵	2,494	1,563	4,057	2,493	2,086	4,579	100%	75%	89%
SA	7,118	7,959	15,077	8,500	7,906	16,406	84%	101%	92%
TAS	1,162	2,357	3,519	1,125	2,339	3,464	103%	101%	102%
ACT	4,098	2,361	6,459	4,278	797	5,075	96%	296%	127%
NT	155	506	661	149	991	1,140	104%	51%	58%
Total	30,280	111,986	142,266	34,545	138,961	173,506	88%	81%	82%

⁴⁵ The bilateral estimates for Western Australia reflect the transition bilateral agreement signed in December 2017.

New South Wales



The tables below replicate the tables in the main parts of this report for NSW only where the data is available.

Participants and Plans

Table C.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	58,363	8,050	66,413	72,513	85,931

Table C.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW

	Prior Quarters	2017-18 Q2	Total
Access decisions	76,614	9,336	85,950
Access Met	70,391	7,128	77,519
State	46,885	4,584	51,469
New	16,505	1,341	17,846
Commonwealth	7,001	1,203	8,204
Total Participant Plans	63,276	14,150	72,513
EI (s25) plans	8,174	956	9,130
PD (s24) plans	50,189	7,094	57,283
ECEI	4,913	6,100	6,100

Table C.3 Plan reviews conducted per quarter – NSW

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	19,561	16,394	35,955
Early intervention plans	3,596	1,673	5,269
Permanent disability plans	15,965	14,721	30,686

Table C.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – NSW

Exits	
Total plan exits	817
Early Intervention plans	66
Permanent disability plans	751

Table C.5 Cumulative position by services previously received – NSW

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	4,018	835	4,756		9,609	12,111	79%	
End of 2016-17	28,789	3,380	11,760	4,316	48,245	55,333	87%	
End of 2017-18 Q1	38,721	5,217	14,425	4,913	63,276	72,483	87%	
End of 2017-18 Q2	43,618	6,674	16,121	6,100	72,513	85,931	84%	5,538

Table C.6 Cumulative position by entry into the Scheme – NSW

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	3,509	6,100		9,609	12,111	79%	
End of 2016-17	6,791	37,138	4,316	48,245	55,333	87%	
End of 2017-18 Q1	8,174	50,189	4,913	63,276	72,483	87%	
End of 2017-18 Q2	9,130	57,283	6,100	72,513	85,931	84%	5,538

Table C.7 Active participants with approved plans per quarter by disability group - NSW⁴⁶

	Prior Quarters		2017-18 Q2		Total	
Disability	N	%	N	%	N	%
Intellectual Disability	18,390	32%	2,073	26%	20,463	31%
Autism	15,581	27%	2,251	28%	17,832	27%
Psychosocial disability	3,742	7%	650	8%	4,392	7%
Cerebral Palsy	3,443	6%	374	5%	3,817	6%
Other Neurological	2,722	5%	511	6%	3,233	5%
Developmental Delay	1,642	3%	322	4%	1,964	3%
Other Physical	2,353	4%	342	4%	2,695	4%
Acquired Brain Injury	2,033	4%	304	4%	2,337	4%
Hearing Impairment	1,750	3%	300	4%	2,050	3%
Visual Impairment	1,591	3%	269	3%	1,860	3%
Other Sensory/Speech	942	2%	92	1%	1,034	2%
Multiple Sclerosis	1,256	2%	153	2%	1,409	2%
Global Developmental Delay	422	1%	103	1%	525	1%
Spinal Cord Injury	825	1%	120	1%	945	1%
Stroke	710	1%	175	2%	885	1%
Other	149	0%	6	0%	155	0%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.8 Active participants with approved plan per quarter by level of function – NSW

	Prior Quarters		2017-18 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	392	1%	329	4%	721	1%
2 (High Function)	155	0%	17	0%	172	0%
3 (High Function)	2,892	5%	433	5%	3,325	5%
4 (High Function)	5,179	9%	711	9%	5,890	9%
5 (High Function)	7,997	14%	963	12%	8,960	14%
6 (Moderate Function)	8,048	14%	1,221	15%	9,269	14%
7 (Moderate Function)	4,723	8%	515	6%	5,238	8%
8 (Moderate Function)	4,338	8%	551	7%	4,889	8%
9 (Moderate Function)	347	1%	53	1%	400	1%
10 (Moderate Function)	6,058	11%	976	12%	7,034	11%
11 (Low Function)	2,946	5%	299	4%	3,245	5%
12 (Low Function)	8,906	16%	1,593	20%	10,499	16%
13 (Low Function)	2,468	4%	228	3%	2,696	4%
14 (Low Function)	1,731	3%	154	2%	1,885	3%
15 (Low Function)	24	0%	2	0%	26	0%
Missing	1,347		0		1,347	
Total	57,551	100%	8,045	100%	65,596	100%

⁴⁶ Table order based on national proportions (highest to lowest)

Table C.9 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	4,604	8%	1,311	16%	5,915	9%
7 to 14	13,851	24%	1,651	21%	15,502	24%
15 to 18	4,724	8%	720	9%	5,444	8%
19 to 24	6,811	12%	660	8%	7,471	11%
25 to 34	6,364	11%	687	9%	7,051	11%
35 to 44	5,864	10%	728	9%	6,592	10%
45 to 54	7,072	12%	917	11%	7,989	12%
55 to 64	7,185	12%	1,263	16%	8,448	13%
65+	1,076	2%	108	1%	1,184	2%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.10 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	35,831	62%	5,049	63%	40,880	62%
Female	21,529	37%	2,903	36%	24,432	37%
Indeterminate	191	0%	93	1%	284	0%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,748	4.8%	438	5.4%	3,186	4.9%
Not Aboriginal and Torres Strait Islander	52,711	91.6%	7,370	91.6%	60,081	91.6%
Not Stated	2,092	3.6%	237	2.9%	2,329	3.6%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	4,882	8.5%	724	9.0%	5,606	8.5%
Not CALD	52,374	91.0%	7,321	91.0%	59,695	91.0%
Not Stated	295	0.5%	0	0.0%	295	0.4%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	505	0.9%	526	6.5%	1,031	1.6%
Not YPIRAC	57,046	99.1%	7,519	93.5%	64,565	98.4%
Total	57,551	100%	8,045	100%	65,596	100%

Table C.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	8%		8%		8%	
Self-managed partly	8%		11%		9%	
Plan managed	13%		16%		14%	
Agency managed	72%		66%		69%	
Total	100%		100%		100%	

Table C.15 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	35%	37%	36%

Table C.16 Duration to plan activation by quarter of initial plan approval for active participants – NSW

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	17,338	51%	7,887	55%
30 to 59 days	4,977	15%	2,055	14%
60 to 89 days	2,477	7%	825	6%
Activated within 90 days	24,792	73%	10,767	75%
90 to 119 days	1,528	5%	312	2%
120 days and over	2,654	8%	101	1%
Activated between 90 and 180 days	4,182	12%	413	3%
No payments	4,945	15%	3,208	22%
Total plans approved	33,919	100%	14,388	100%

Table C.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – NSW

Plan utilisation ⁴⁷	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	51%	55%	52%
50% to 75%	23%	20%	22%
> 75%	26%	25%	26%
Total	100%	100%	100%

Table C.18 Number of questionnaires completed by SFOF version - NSW

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	3,094	1,473	1,050	5,617
Participant school to 14	7,945	3,165	1,985	13,095
Participant 15 to 24	6,287	2,462	1,327	10,076
Participant 25 and over	15,637	7,129	3,661	26,427
Total Participant	32,963	14,229	8,023	55,215
Family 0 to 14	10,294	4,396	3,017	17,707
Family 15 to 24	1,478	1,086	1,025	3,589
Family 25 and over	413	994	1,461	2,868
Total Family	12,185	6,476	5,503	24,164
Total	45,148	20,705	13,526	79,379

⁴⁷ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table C.19 Selected key indicators for participants - Daily Living (DL) and Choice and Control (CC) - NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC	% who say their child is able to tell them what he/she wants	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		61%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			33%	51%
CC	% who choose what they do each day			43%	60%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC	% who want more choice and control in their life			76%	70%

Table C.20 Selected key indicators for participants - Relationships (REL) and Social/Community Participation (S/CP) – NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		33%		
REL	Of these, % who are welcomed or actively included	61%	77%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			28%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	36%

Table C.21 Selected key indicators for participants - Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		48%		
HM	% who are happy with their home			83%	78%
HM	% who feel safe or very safe in their home			87%	78%
HW	% who rate their health as good, very good or excellent			69%	50%
HW	% who did not have any difficulties accessing health services			67%	67%
LL	% who currently attend or previously attended school in a mainstream class			26%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				51%
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			18%	29%
WK	% who volunteer			13%	12%

Table C.22 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	27%	19%
% receiving Carer Allowance	60%	50%	29%
% working in a paid job	47%	48%	32%
Of those in a paid job, % in permanent employment	73%	75%	79%
Of those in a paid job, % working 15 hours or more	78%	85%	85%
% who say they (and their partner) are able to work as much as they want	39%	47%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	90%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	42%	36%	24%
% able to advocate for their child/family member	79%	73%	67%
% who have friends and family they see as often as they like	43%	44%	44%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		40%	44%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	71%	62%	59%

Table C.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=210) – NSW

	Question	% Yes
DL	Has the NDIS improved your child's development?	95%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%
REL	Has the NDIS improved how your child fits into family life?	76%
S/CP	Has the NDIS improved how your child fits into community life?	65%

Table C.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,474) – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	41%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

Table C.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=2,620) and ‘Participant 25 and over’ (n=5,919) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	68%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	57%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	27%	36%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	44%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%
S/CP	Has the NDIS helped you be more involved?	58%	63%

Table C.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,659); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=626) – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	49%	44%
Has the NDIS improved the level of support for your family?	54%	54%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	58%	53%
Has the NDIS improved your ability/capacity to help your child develop and learn?	63%	
Has the NDIS improved your health and wellbeing?	35%	31%

Figure C.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (NSW)

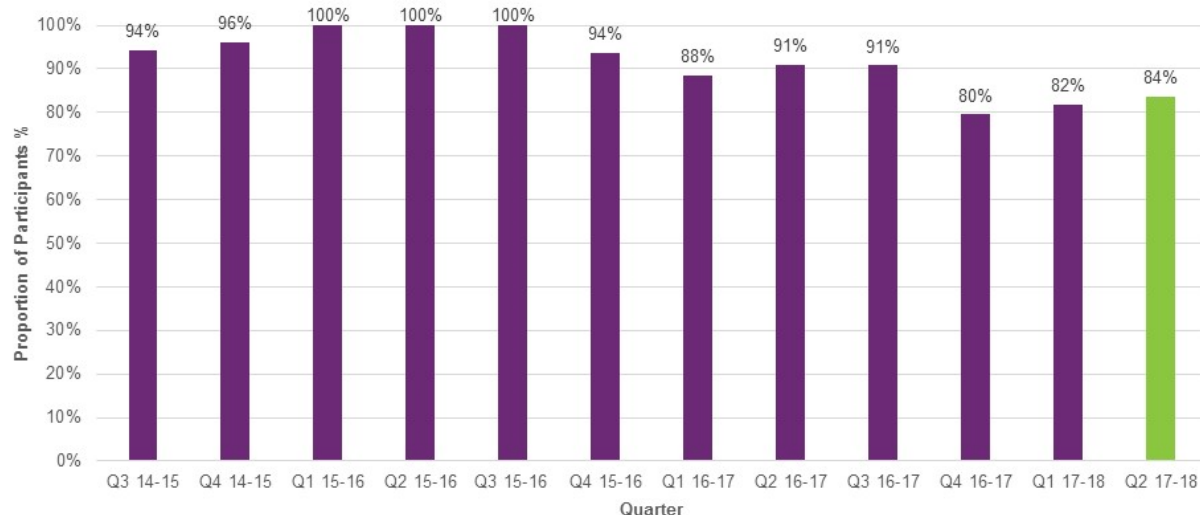


Table C.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – NSW

NSW	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	51%	33%	9%	6%	1%
1. The planner listened to me	55%	34%	7%	3%	1%
2. I had enough time to tell my story and say what support I need	50%	37%	9%	4%	0%
3. The planner knows what I can do well	33%	48%	13%	6%	1%
4. The planner had some good ideas for my plan	34%	45%	12%	6%	2%
5. I know what is in my plan	24%	44%	26%	4%	1%
6. The planner helped me think about my future	36%	47%	8%	7%	1%
7. I think my plan will make my life better	46%	33%	14%	5%	2%
8. The planning meeting went well	54%	36%	4%	4%	1%

Table C.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	7,175	13,337	20,512
<i>Trial participants</i>	4,947	1,990	6,937
<i>Transition participants</i>	2,228	11,347	13,575

Table C.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	12,386	3,057	15,443
<i>Trial participants</i>	3,088	315	3,403
<i>Transition participants</i>	9,298	2,742	12,040

Table C.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW⁴⁸

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	31.6%	19.6%	28.2%

Table C.31 AAT Cases by category – NSW

	Prior Quarters	2017-18 Q2	Total
AAT Cases	193	71	264
Access	57	36	93
Plan	122	10	132
Plan Review	11	20	31
Other	3	5	8

Table C.32 AAT cases by open/closed and decision – NSW

	N	%
AAT Cases	264	
Open AAT Cases	146	
Closed AAT Cases	118	
Confirmed the Agency's decision	73	62%
Did not confirm the Agency's decision	45	38%

Committed supports and payments

Table C.33 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.5	347.3	1,744.9	3,542.5	770.2	6,640.0

⁴⁸ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure C.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (NSW)

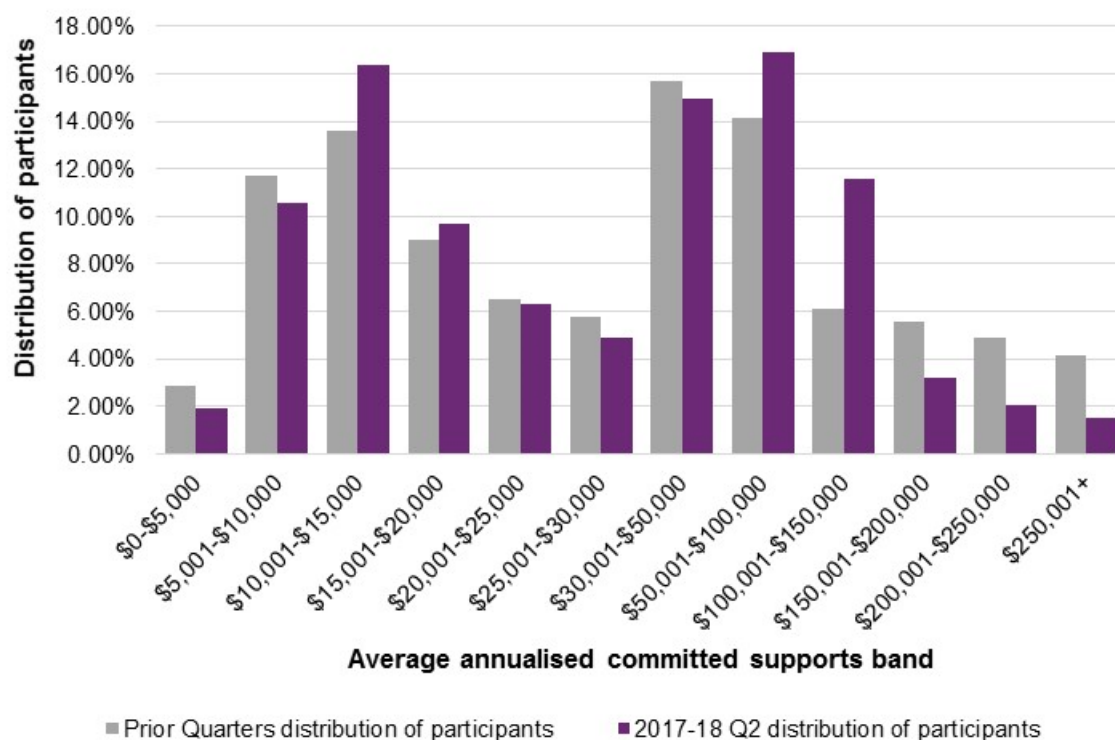


Figure C.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (NSW)

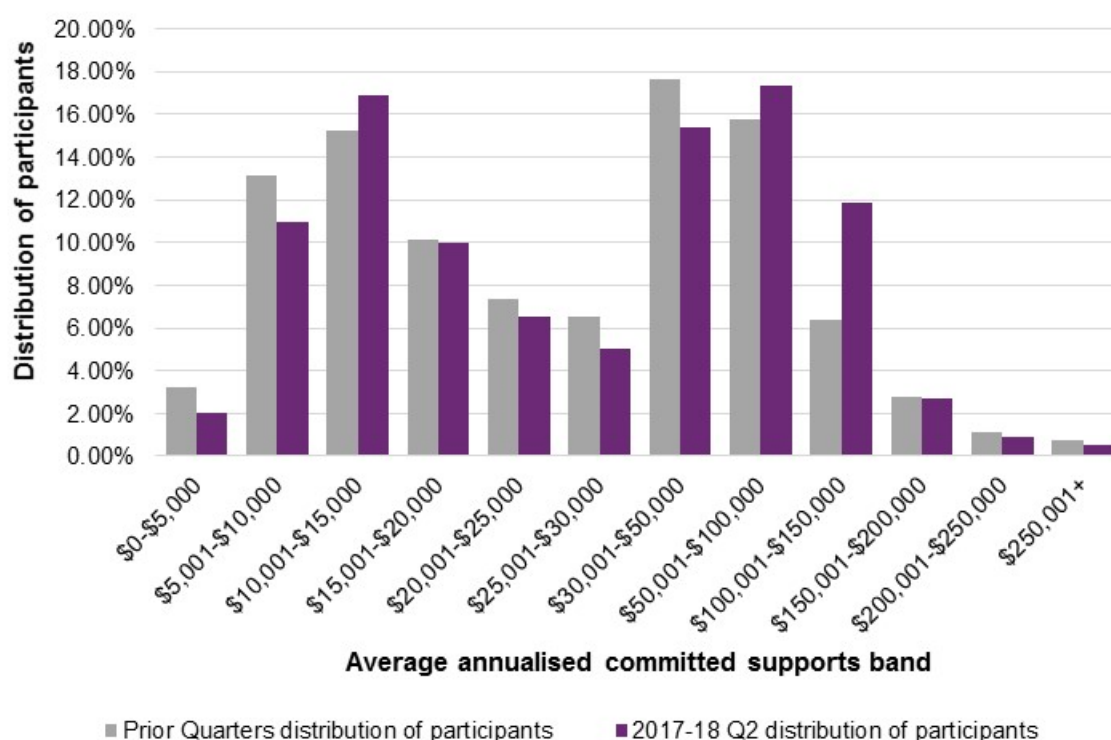


Figure C.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (NSW)

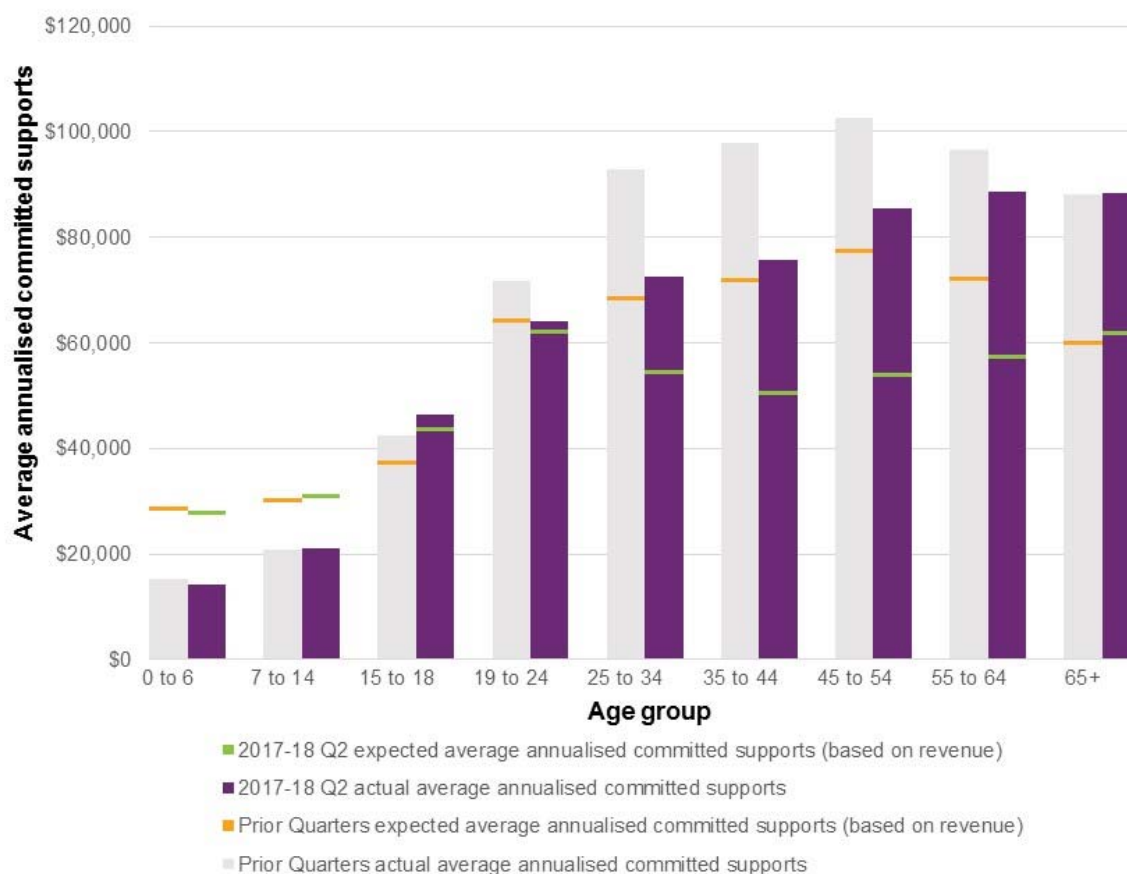


Figure C.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁴⁹ (NSW)

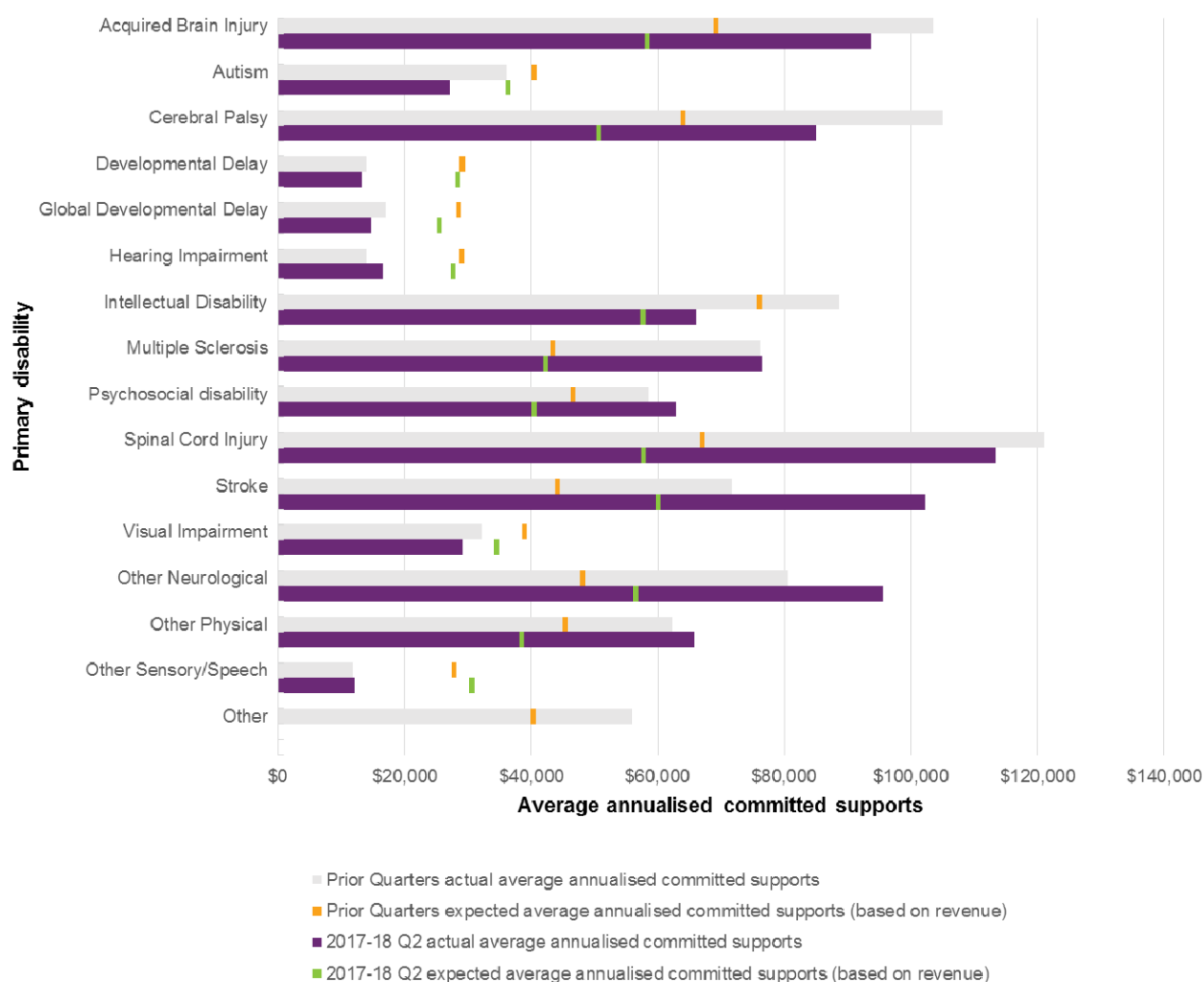


Figure C.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁵⁰ (NSW)

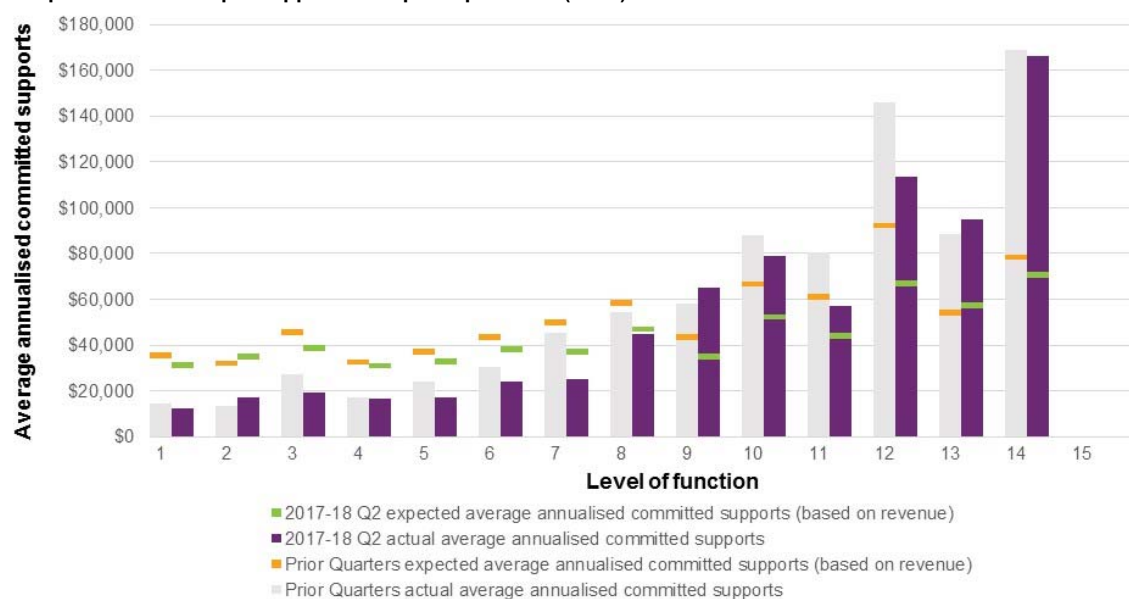
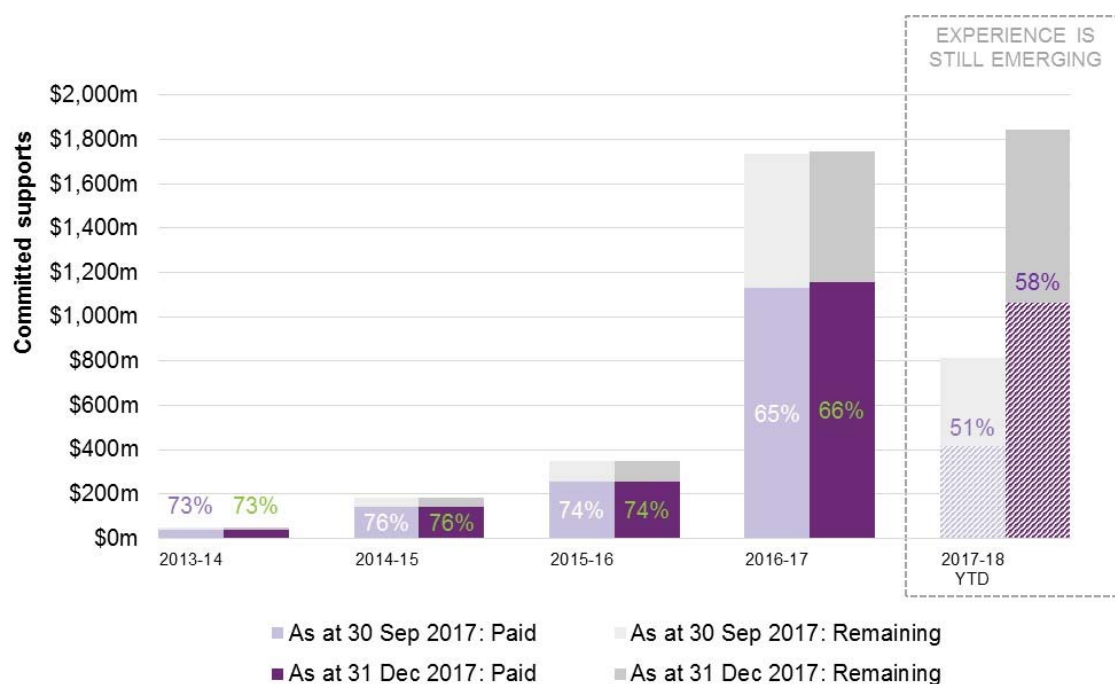


Table C.34 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.5	347.3	1,744.9	3,542.5	770.2	6,640.0
Total Paid	37.2	141.1	256.1	1,157.7	1,064.4	0.0	2,656.5
% utilised to date	73%	76%	74%	66%	-	-	64% ⁵¹

Figure C.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (NSW)



Providers and markets

Table C.35 Key provider indicators by quarter - NSW

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,170	450	2,603
<i>Company/ organisation</i>	3,081	498	3,569
<i>Total</i>	5,251	948	6,172
b) Registration revoked	27		

⁴⁹ Average annualised committed supports are not shown where there is insufficient data in the group.

⁵⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁵¹ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Table C.36 Number of approved providers by registration group - NSW⁵²

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	565	84	649	15%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	364	30	394	8%
Assistance with travel/transport arrangements	1,022	191	1,213	19%
Daily Personal Activities	534	55	589	10%
Group and Centre Based Activities	475	46	521	10%
High Intensity Daily Personal Activities	478	46	524	10%
Household tasks	1,333	278	1,611	21%
Interpreting and translation	183	50	233	27%
Participation in community, social and civic activities	614	65	679	11%
Assistive Technology				
Assistive equipment for recreation	479	86	565	18%
Assistive products for household tasks	553	117	670	21%
Assistance products for personal care and safety	801	151	952	19%
Communication and information equipment	430	65	495	15%
Customised Prosthetics	374	59	433	16%
Hearing Equipment	157	20	177	13%
Hearing Services	12	-1	11	-8%
Personal Mobility Equipment	711	119	830	17%
Specialised Hearing Services	64	-1	63	-2%
Vision Equipment	166	30	196	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	519	46	565	9%
Behaviour Support	405	15	420	4%
Community nursing care for high needs	363	68	431	19%
Development of daily living and life skills	588	54	642	9%
Early Intervention supports for early childhood	850	87	937	10%
Exercise Physiology and Physical Wellbeing activities	631	120	751	19%
Innovative Community Participation	606	158	764	26%
Specialised Driving Training	210	17	227	8%
Therapeutic Supports	2,626	435	3,061	17%
Capital services				
Home modification design and construction	687	107	794	16%
Specialised Disability Accommodation	166	39	205	23%
Vehicle Modifications	104	11	115	11%
Choice and control support services				
Management of funding for supports in participants plan	632	112	744	18%
Support Coordination	458	52	510	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	292	29	321	10%
Specialised Supported Employment	112	4	116	4%
Total approved providers	5,224	948	6,172	18%

⁵² The 27 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table C.37 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.63	1.58
b) Number of providers delivering new supports	1,105	1,276
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	50%
<i>Not yet active (%)</i>	48%	45%
<i>Inactive (%)</i>	4%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	84%
<i>Therapeutic Supports (%)</i>	86%	86%
<i>Participate Community (%)</i>	86%	85%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	86%	85%

Table C.38 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	362	65	427	18%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	337	41	378	12%
Assistance with travel/transport arrangements	571	121	692	21%
Daily Personal Activities	485	63	548	13%
Group and Centre Based Activities	421	64	485	15%
High Intensity Daily Personal Activities	438	55	493	13%
Household tasks	781	185	966	24%
Interpreting and translation	80	28	108	35%
Participation in community, social and civic activities	538	84	622	16%
Assistive Technology				
Assistive equipment for recreation	297	79	376	27%
Assistive products for household tasks	314	99	413	32%
Assistance products for personal care and safety	526	144	670	27%
Communication and information equipment	289	65	354	22%
Customised Prosthetics	266	56	322	21%
Hearing Equipment	100	15	115	15%
Hearing Services	10	0	10	0%
Personal Mobility Equipment	486	108	594	22%
Specialised Hearing Services	48	1	49	2%
Vision Equipment	108	20	128	19%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	457	68	525	15%
Behaviour Support	355	26	381	7%
Community nursing care for high needs	180	53	233	29%
Development of daily living and life skills	516	75	591	15%
Early Intervention supports for early childhood	613	131	744	21%
Exercise Physiology and Physical Wellbeing activities	296	90	386	30%
Innovative Community Participation	313	88	401	28%
Specialised Driving Training	149	14	163	9%
Therapeutic Supports	1,586	397	1,983	25%
Capital services				
Home modification design and construction	367	107	474	29%
Specialised Disability Accommodation	107	16	123	15%
Vehicle Modifications	61	8	69	13%
Choice and control support services				
Management of funding for supports in participants plan	404	98	502	24%
Support Coordination	416	68	484	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	267	42	309	16%
Specialised Supported Employment	106	9	115	8%
Total approved active providers	2,691	714	3,405	27%

Table C.39 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2017-18 Q2	Total
Assistive technology	0%	0%	0%
Choice & Control	1%	2%	1%
Consumables	0%	0%	0%
Daily Activities	5%	6%	6%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	55%	59%	57%
Home Living	1%	1%	1%
Housing & Home modifications	0%	0%	0%
Independence	2%	1%	2%
Lifelong Learning	10%	10%	10%
Relationships	2%	2%	2%
Social & Civic	2%	2%	2%
Transport	0%	1%	1%
Non-categorised	25%	24%	25%
Any mainstream service	88%	91%	89%



The tables below replicate the tables in the main parts of this report for VIC only where the data is available.

Participants and Plans

Table D.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	18,823	6,289	25,112	27,041	33,639

Table D.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC

	Prior Quarters	2017-18 Q2	Total
Access decisions	30,362	9,019	39,381
Access Met	28,639	7,295	35,934
State	19,703	5,663	25,366
New	6,353	1,047	7,400
Commonwealth	2,583	585	3,168
Total Participant Plans	19,506	8,218	27,041
EI (s25) plans	3,183	511	3,694
PD (s24) plans	15,640	5,778	21,418
ECEI	683	1,929	1,929

Table D.3 Plan reviews conducted per quarter – VIC

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	8,591	4,973	13,564
Early intervention plans	1,965	818	2,783
Permanent disability plans	6,626	4,155	10,781

Table D.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – VIC

Exits	
Total plan exits	371
Early Intervention plans	35
Permanent disability plans	336

Table D.5 Cumulative position by services previously received – VIC

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,712	384	2,187		5,283	5,289	100%	
End of 2016-17	9,660	1,216	4,553	1,057	16,486	20,205	82%	
End of 2017-18 Q1	11,627	1,757	5,439	683	19,506	23,686	82%	
End of 2017-18 Q2	16,272	2,485	6,355	1,929	27,041	33,639	80%	9,354

Table D.6 Cumulative position by entry into the Scheme – VIC

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,424	3,859		5,283	5,289	100%	
End of 2016-17	2,701	12,728	1,057	16,486	20,205	82%	
End of 2017-18 Q1	3,183	15,640	683	19,506	23,686	82%	
End of 2017-18 Q2	3,694	21,418	1,929	27,041	33,639	80%	9,354

Table D.7 Active participants with approved plans per quarter by disability group - VIC⁵³

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability	5,596	30%	2,040	32%	7,636	31%
Autism	4,516	24%	1,584	25%	6,100	25%
Psychosocial disability	1,943	11%	532	8%	2,475	10%
Cerebral Palsy	748	4%	306	5%	1,054	4%
Other Neurological	978	5%	289	5%	1,267	5%
Developmental Delay	1,208	7%	558	9%	1,766	7%
Other Physical	626	3%	159	3%	785	3%
Acquired Brain Injury	579	3%	225	4%	804	3%
Hearing Impairment	400	2%	93	1%	493	2%
Visual Impairment	454	2%	136	2%	590	2%
Other Sensory/Speech	185	1%	79	1%	264	1%
Multiple Sclerosis	516	3%	124	2%	640	3%
Global Developmental Delay	258	1%	59	1%	317	1%
Spinal Cord Injury	151	1%	57	1%	208	1%
Stroke	226	1%	34	1%	260	1%
Other	74	0%	8	0%	82	0%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.8 Active participants with approved plan per quarter by level of function – VIC

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	272	2%	289	5%	561	2%
2 (High Function)	66	0%	12	0%	78	0%
3 (High Function)	1,130	6%	378	6%	1,508	6%
4 (High Function)	1,287	7%	358	6%	1,645	7%
5 (High Function)	3,486	19%	1,017	16%	4,503	19%
6 (Moderate Function)	2,413	13%	796	13%	3,209	13%
7 (Moderate Function)	1,353	8%	452	7%	1,805	7%
8 (Moderate Function)	1,490	8%	537	9%	2,027	8%
9 (Moderate Function)	96	1%	18	0%	114	0%
10 (Moderate Function)	1,952	11%	711	11%	2,663	11%
11 (Low Function)	767	4%	304	5%	1,071	4%
12 (Low Function)	2,548	14%	1,045	17%	3,593	15%
13 (Low Function)	638	4%	224	4%	862	4%
14 (Low Function)	375	2%	138	2%	513	2%
15 (Low Function)	4	0%	4	0%	8	0%
Missing	581		0		581	
Total	18,458	100%	6,283	100%	24,741	100%

⁵³ Table order based on national proportions (highest to lowest)

Table D.9 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	2,794	15%	1,340	21%	4,134	17%
7 to 14	3,896	21%	1,033	16%	4,929	20%
15 to 18	1,268	7%	504	8%	1,772	7%
19 to 24	1,533	8%	608	10%	2,141	9%
25 to 34	1,876	10%	760	12%	2,636	11%
35 to 44	1,987	11%	634	10%	2,621	11%
45 to 54	2,384	13%	695	11%	3,079	12%
55 to 64	2,294	12%	665	11%	2,959	12%
65+	426	2%	44	1%	470	2%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.10 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	11,277	61%	3,924	62%	15,201	61%
Female	7,121	39%	2,327	37%	9,448	38%
Indeterminate	60	0%	32	1%	92	0%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	402	2.2%	142	2.3%	544	2.2%
Not Aboriginal and Torres Strait Islander	16,982	92.0%	5,967	95.0%	22,949	92.8%
Not Stated	1,074	5.8%	174	2.8%	1,248	5.0%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	1,103	6.0%	315	5.0%	1,418	5.7%
Not CALD	17,064	92.4%	5,964	94.9%	23,028	93.1%
Not Stated	291	1.6%	4	0.1%	295	1.2%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	211	1.1%	98	1.6%	309	1.2%
Not YPIRAC	18,247	98.9%	6,185	98.4%	24,432	98.8%
Total	18,458	100%	6,283	100%	24,741	100%

Table D.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	7%		10%		8%	
Self-managed partly	12%		16%		14%	
Plan managed	15%		17%		16%	
Agency managed	66%		58%		62%	
Total	100%		100%		100%	

Table D.15 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	51%	43%	47%

Table D.16 Duration to plan activation by quarter of initial plan approval for active participants – VIC

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	5,230	52%	1,575	47%
30 to 59 days	1,644	16%	521	15%
60 to 89 days	854	9%	235	7%
Activated within 90 days	7,728	77%	2,331	69%
90 to 119 days	467	5%	79	2%
120 days and over	604	6%	29	1%
Activated between 90 and 180 days	1,071	11%	108	3%
No payments	1,239	12%	942	28%
Total plans approved	10,038	100%	3,381	100%

Table D.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – VIC

Plan utilisation ⁵⁴	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	49%	61%	53%
50% to 75%	27%	20%	24%
> 75%	24%	19%	22%
Total	100%	100%	100%

Table D.18 Number of questionnaires completed by SFOF version – VIC

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	1,987	721	1,065	3,773
Participant school to 14	1,908	644	1,370	3,922
Participant 15 to 24	1,238	415	1,075	2,728
Participant 25 and over	4,732	1,577	2,737	9,046
Total Participant	9,865	3,357	6,247	19,469
Family 0 to 14	3,747	1,312	2,383	7,442
Family 15 to 24	317	213	899	1,429
Family 25 and over	158	197	1,221	1,576
Total Family	4,222	1,722	4,503	10,447
Total	14,087	5,079	10,750	29,916

⁵⁴ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table D.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	62%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		61%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			32%	53%
CC	% who choose what they do each day			38%	63%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	32%
CC	% who want more choice and control in their life			75%	70%

Table D.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – VIC

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	65%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	65%	75%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			30%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	35%

Table D.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		51%		
HM	% who are happy with their home			79%	76%
HM	% who feel safe or very safe in their home			84%	77%
HW	% who rate their health as good, very good or excellent			67%	50%
HW	% who did not have any difficulties accessing health services			71%	71%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				19%
LL	Of those who participate, % who do so in mainstream settings				34%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	25%
WK	% who volunteer			12%	13%

Table D.22 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	24%	30%	21%
% receiving Carer Allowance	51%	53%	35%
% working in a paid job	44%	46%	34%
Of those in a paid job, % in permanent employment	77%	75%	77%
Of those in a paid job, % working 15 hours or more	75%	83%	85%
% who say they (and their partner) are able to work as much as they want	38%	41%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	92%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	30%	22%
% able to advocate for their child/family member	76%	73%	72%
% who have friends and family they see as often as they like	42%	39%	49%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		42%	45%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			42%
% who rate their health as good, very good or excellent	73%	60%	60%

Table D.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=495) – VIC

	Question	% Yes
DL	Has the NDIS improved your child's development?	89%
DL	Has the NDIS improved your child's access to specialist services?	87%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	71%
S/CP	Has the NDIS improved how your child fits into community life?	56%

Table D.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=418) – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	53%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	51%

Table D.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=321) and ‘Participant 25 and over’ (n=1,162) – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	63%
DL	Has the NDIS helped you with daily living activities?	63%	69%
REL	Has the NDIS helped you to meet more people?	54%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	22%	29%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	48%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	49%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	14%
S/CP	Has the NDIS helped you be more involved?	57%	57%

Table D.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,144); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=70) – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	51%
Has the NDIS improved the level of support for your family?	73%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	43%	32%

Figure D.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (VIC)⁵⁵

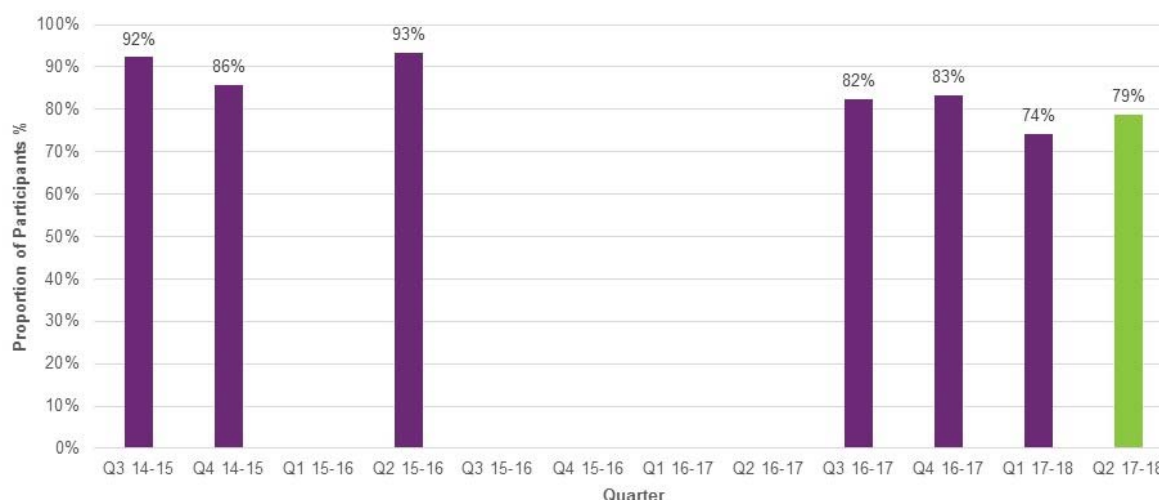


Table D.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – VIC

VIC	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	48%	31%	15%	5%	2%
1. The planner listened to me	36%	56%	8%	0%	0%
2. I had enough time to tell my story and say what support I need	39%	59%	0%	2%	0%
3. The planner knows what I can do well	15%	57%	16%	11%	0%
4. The planner had some good ideas for my plan	16%	64%	11%	8%	0%
5. I know what is in my plan	2%	87%	5%	7%	0%
6. The planner helped me think about my future	16%	57%	15%	11%	0%
7. I think my plan will make my life better	31%	56%	7%	5%	2%
8. The planning meeting went well	38%	54%	5%	3%	0%

Table D.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	4,049	3,856	7,905
<i>Trial participants</i>	3,638	1,222	4,860
<i>Transition participants</i>	411	2,634	3,045

Table D.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	4,542	1,117	5,659
<i>Trial participants</i>	2,247	238	2,485
<i>Transition participants</i>	2,295	879	3,174

⁵⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

Table D.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC⁵⁶

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	33.3%	20.3%	29.6%

Table D.31 AAT cases by category – VIC

	Prior Quarters	2017-18 Q2	Total
AAT Cases	73	16	89
Access	21	9	30
Plan	47	2	49
Plan Review	5	4	9
Other	0	1	1

Table D.32 AAT cases by open/closed and decision – VIC

	N	%
AAT Cases	89	
Open AAT Cases	37	
Closed AAT Cases	52	
Confirmed the Agency's decision	28	54%
Did not confirm the Agency's decision	24	46%

Committed supports and payments

Table D.33 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	53.1	162.6	202.2	488.3	1,127.9	289.3	2,323.2

⁵⁶ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure D.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (VIC)

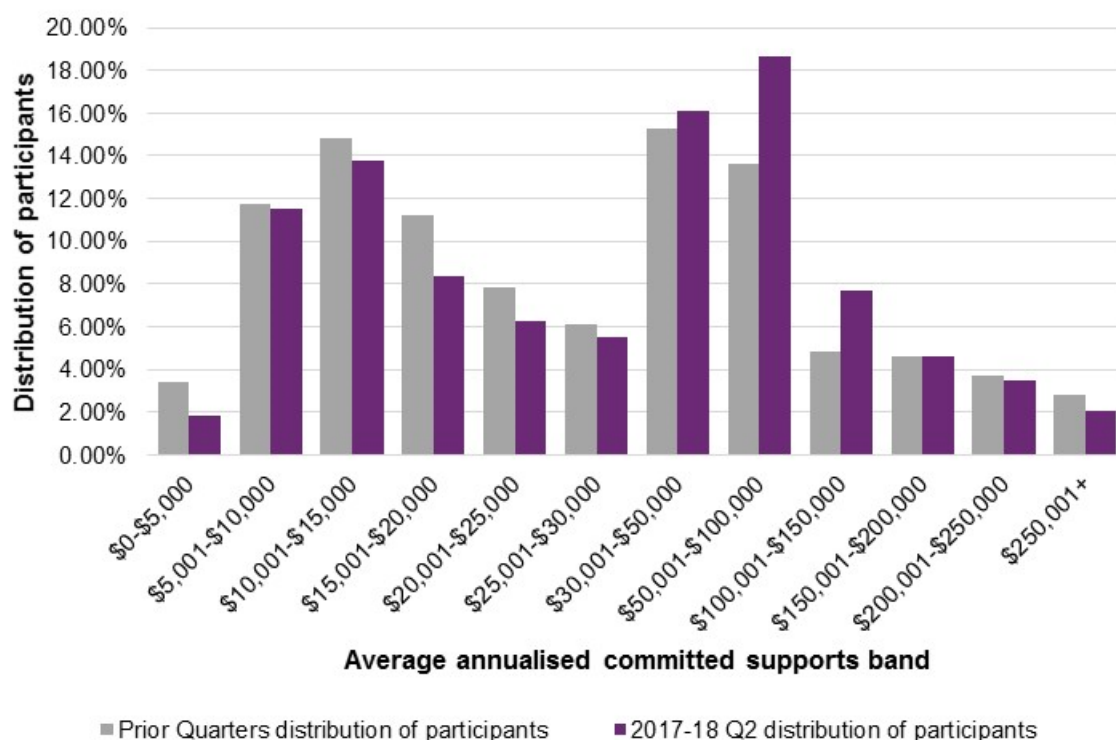


Figure D.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (VIC)

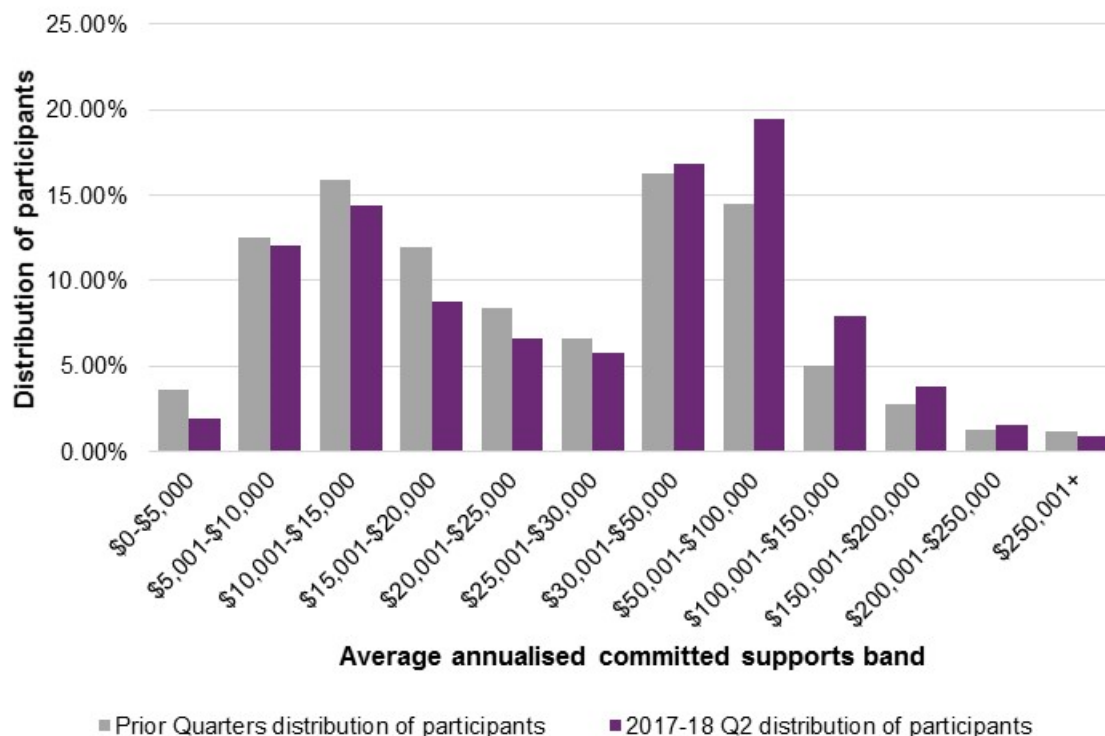


Figure D.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (VIC)

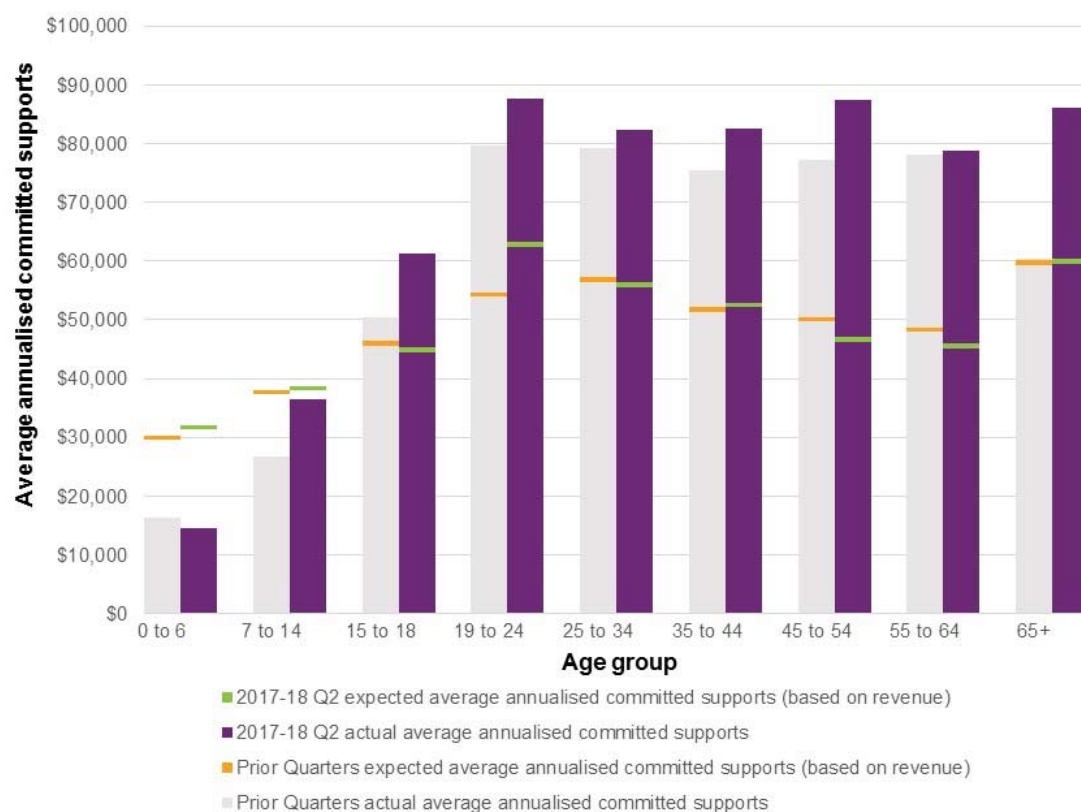


Figure D.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁵⁷ (VIC)

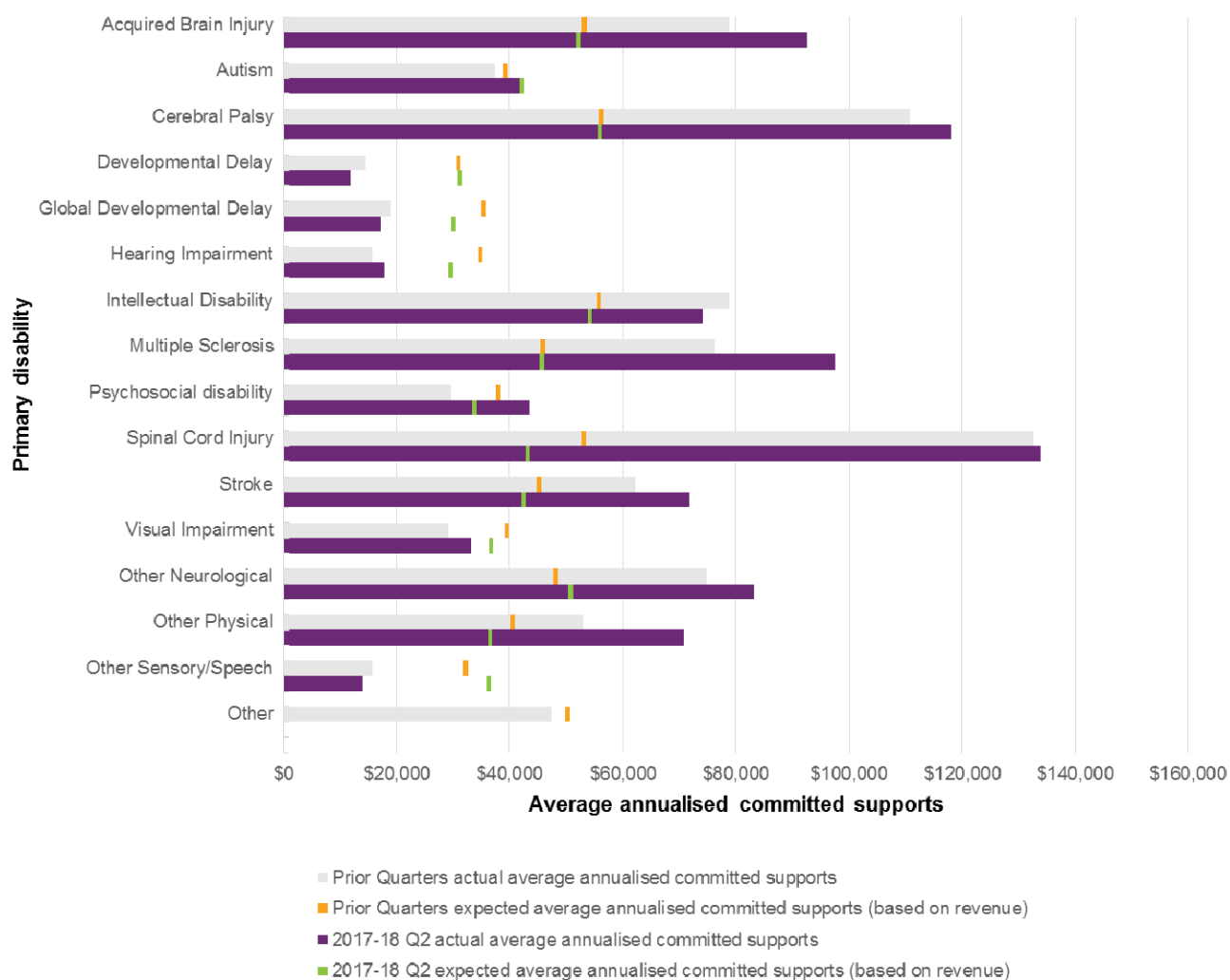


Figure D.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁵⁸ (VIC)

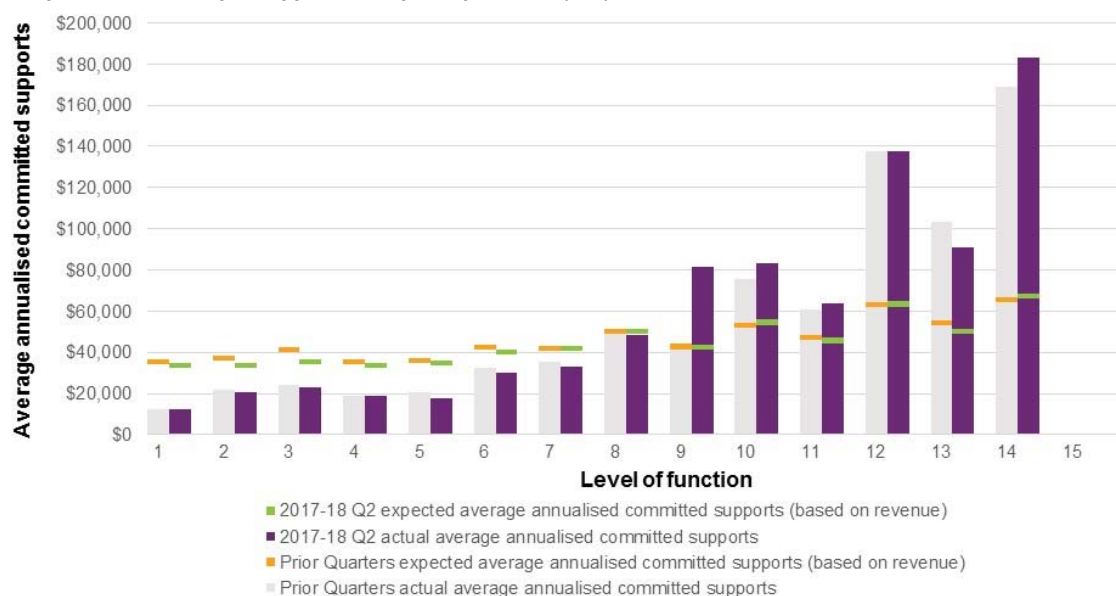
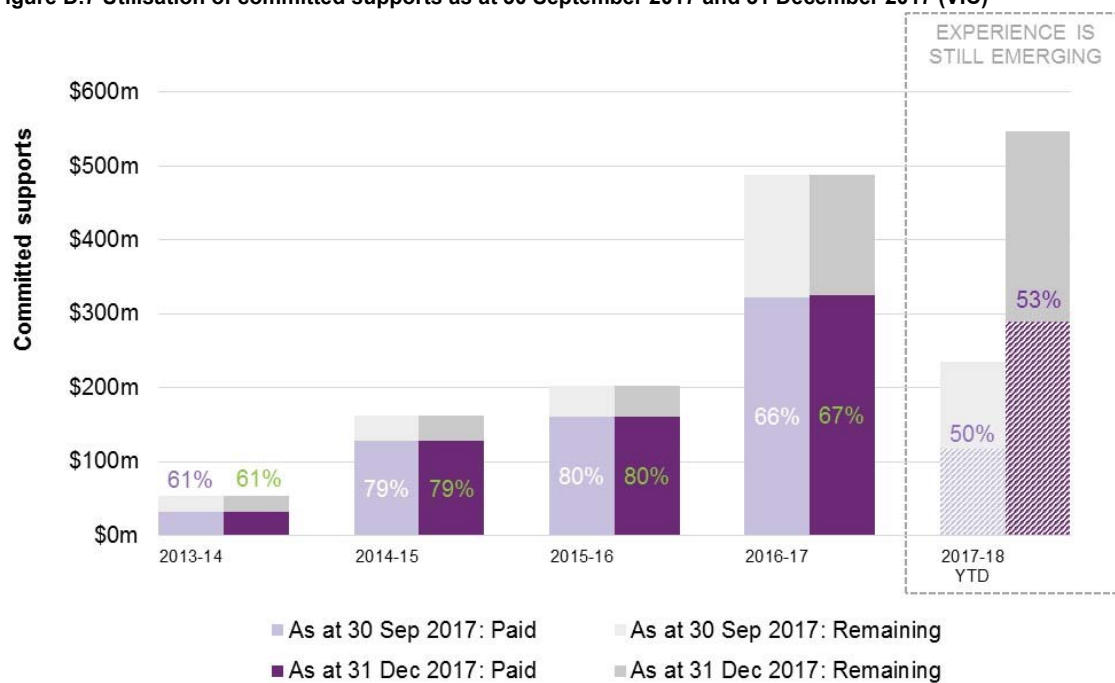


Table D.34 Payments by financial year, compared to committed supports (\$m) – VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	53.1	162.6	202.2	488.3	1,127.9	289.3	2,323.2
Total Paid	32.3	128.2	160.7	325.3	289.1	-	935.7
% utilised to date	61%	79%	80%	67%	-	-	64% ⁵⁹

Figure D.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (VIC)



Providers and markets

Table D.35 Key provider indicators by quarter - VIC

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,132	248	1,368
<i>Company/ organisation</i>	1,969	338	2,294
<i>Total</i>	3,101	586	3,662
b) Registration revoked	25		

⁵⁷ Average annualised committed supports are not shown where there is insufficient data in the group.

⁵⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁵⁹ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Table D.36 Number of approved providers by registration group - VIC⁶⁰

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	315	70	385	22%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	139	9	148	6%
Assistance with travel/transport arrangements	652	152	804	23%
Daily Personal Activities	285	33	318	12%
Group and Centre Based Activities	285	31	316	11%
High Intensity Daily Personal Activities	275	30	305	11%
Household tasks	762	190	952	25%
Interpreting and translation	210	63	273	30%
Participation in community, social and civic activities	324	44	368	14%
Assistive Technology				
Assistive equipment for recreation	293	53	346	18%
Assistive products for household tasks	364	66	430	18%
Assistance products for personal care and safety	540	95	635	18%
Communication and information equipment	247	41	288	17%
Customised Prosthetics	207	33	240	16%
Hearing Equipment	104	20	124	19%
Hearing Services	15	1	16	7%
Personal Mobility Equipment	432	72	504	17%
Specialised Hearing Services	55	1	56	2%
Vision Equipment	95	15	110	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	295	35	330	12%
Behaviour Support	243	27	270	11%
Community nursing care for high needs	355	101	456	28%
Development of daily living and life skills	306	40	346	13%
Early Intervention supports for early childhood	284	29	313	10%
Exercise Physiology and Physical Wellbeing activities	286	56	342	20%
Innovative Community Participation	369	112	481	30%
Specialised Driving Training	107	11	118	10%
Therapeutic Supports	1,537	262	1,799	17%
Capital services				
Home modification design and construction	426	65	491	15%
Specialised Disability Accommodation	106	26	132	25%
Vehicle Modifications	69	19	88	28%
Choice and control support services				
Management of funding for supports in participants plan	182	29	211	16%
Support Coordination	236	30	266	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	112	5	117	4%
Specialised Supported Employment	74	2	76	3%
Total approved providers	3,076	586	3,662	19%

⁶⁰ The 25 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table D.37 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.81	1.78
b) Number of providers delivering new supports	475	538
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	39%	40%
<i>Not yet active (%)</i>	56%	54%
<i>Inactive (%)</i>	5%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	76%	78%
<i>Therapeutic Supports (%)</i>	88%	89%
<i>Participate Community (%)</i>	81%	85%
<i>Early Childhood Supports (%)</i>	88%	87%
<i>Assist Personal Activities (%)</i>	89%	89%

Table D.38 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	141	35	176	25%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	127	7	134	6%
Assistance with travel/transport arrangements	264	64	328	24%
Daily Personal Activities	226	41	267	18%
Group and Centre Based Activities	229	38	267	17%
High Intensity Daily Personal Activities	219	38	257	17%
Household tasks	319	89	408	28%
Interpreting and translation	48	10	58	21%
Participation in community, social and civic activities	258	49	307	19%
Assistive Technology				
Assistive equipment for recreation	166	40	206	24%
Assistive products for household tasks	160	41	201	26%
Assistance products for personal care and safety	290	86	376	30%
Communication and information equipment	144	34	178	24%
Customised Prosthetics	129	27	156	21%
Hearing Equipment	66	4	70	6%
Hearing Services	14	1	15	7%
Personal Mobility Equipment	263	51	314	19%
Specialised Hearing Services	35	2	37	6%
Vision Equipment	59	11	70	19%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	245	38	283	16%
Behaviour Support	192	36	228	19%
Community nursing care for high needs	94	43	137	46%
Development of daily living and life skills	246	41	287	17%
Early Intervention supports for early childhood	201	41	242	20%
Exercise Physiology and Physical Wellbeing activities	121	33	154	27%
Innovative Community Participation	146	45	191	31%
Specialised Driving Training	70	12	82	17%
Therapeutic Supports	770	178	948	23%
Capital services				
Home modification design and construction	209	53	262	25%
Specialised Disability Accommodation	54	14	68	26%
Vehicle Modifications	35	10	45	29%
Choice and control support services				
Management of funding for supports in participants plan	143	29	172	20%
Support Coordination	189	37	226	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	95	9	104	9%
Specialised Supported Employment	61	7	68	11%
Total approved active providers	1,352	326	1,678	24%

Table D.39 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2017-18 Q2	Total
Assistive technology	1%	0%	0%
Choice & Control	1%	1%	1%
Consumables	0%	0%	0%
Daily Activities	10%	10%	10%
Daily Equipment	0%	0%	0%
Employment	2%	3%	2%
Health & Wellbeing	46%	41%	43%
Home Living	2%	2%	2%
Housing & Home modifications	0%	0%	0%
Independence	3%	3%	3%
Lifelong Learning	12%	12%	12%
Relationships	2%	2%	2%
Social & Civic	3%	3%	3%
Transport	1%	1%	1%
Non-categorised	23%	31%	27%
Any mainstream service	84%	88%	86%

Queensland



The tables below replicate the tables in the main parts of this report for QLD only where the data is available.

Participants and Plans

Table E.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	9,237	3,118	12,355	12,939	23,271

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD

	Prior Quarters	2017-18 Q2	Total
Access decisions	13,990	3,279	17,269
Access Met	12,202	2,085	14,287
State	8,499	1,133	9,632
New	2,842	722	3,564
Commonwealth	861	230	1,091
Total Participant Plans	9,739	3,702	12,939
EI (s25) plans	1,803	365	2,168
PD (s24) plans	7,434	2,753	10,187
ECEI	502	584	584

Table E.3 Plan reviews conducted per quarter – QLD

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	2,822	2,083	4,905
Early intervention plans	536	310	846
Permanent disability plans	2,286	1,773	4,059

Table E.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – QLD

Exits	
Total plan exits	137
Early Intervention plans	22
Permanent disability plans	115

Table E.5 Cumulative position by services previously received – QLD

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	280	33	48		361	600	60%	
End of 2016-17	5,145	457	1,585	260	7,447	14,966	50%	
End of 2017-18 Q1	6,315	657	2,265	502	9,739	18,463	53%	
End of 2017-18 Q2	8,453	905	2,997	584	12,939	23,271	56%	1,654

Table E.6 Cumulative position by entry into the Scheme – QLD

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	165	196		361	600	60%	
End of 2016-17	1,337	5,850	260	7,447	14,966	50%	
End of 2017-18 Q1	1,803	7,434	502	9,739	18,463	53%	
End of 2017-18 Q2	2,168	10,187	584	12,939	23,271	56%	1,654

Table E.7 Active participants with approved plans per quarter by disability group – QLD⁶¹

	Prior Quarters		2017-18 Q2		Total	
Disability	N	%	N	%	N	%
Intellectual Disability	2,667	29%	927	30%	3,594	29%
Autism	2,344	26%	824	26%	3,168	26%
Psychosocial disability	663	7%	240	8%	903	7%
Cerebral Palsy	568	6%	188	6%	756	6%
Other Neurological	442	5%	224	7%	666	5%
Developmental Delay	301	3%	87	3%	388	3%
Other Physical	545	6%	195	6%	740	6%
Acquired Brain Injury	405	4%	124	4%	529	4%
Hearing Impairment	268	3%	87	3%	355	3%
Visual Impairment	157	2%	49	2%	206	2%
Other Sensory/Speech	120	1%	7	0%	127	1%
Multiple Sclerosis	186	2%	48	2%	234	2%
Global Developmental Delay	75	1%	21	1%	96	1%
Spinal Cord Injury	220	2%	37	1%	257	2%
Stroke	125	1%	58	2%	183	1%
Other	15	0%	1	0%	16	0%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.8 Active participants with approved plan per quarter by level of function – QLD

	Prior Quarters		2017-18 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	77	1%	66	2%	143	1%
2 (High Function)	16	0%	6	0%	22	0%
3 (High Function)	389	4%	154	5%	543	4%
4 (High Function)	566	6%	160	5%	726	6%
5 (High Function)	1,478	16%	314	10%	1,792	15%
6 (Moderate Function)	1,106	12%	349	11%	1,455	12%
7 (Moderate Function)	632	7%	206	7%	838	7%
8 (Moderate Function)	872	10%	295	9%	1,167	10%
9 (Moderate Function)	62	1%	15	0%	77	1%
10 (Moderate Function)	1,282	14%	497	16%	1,779	15%
11 (Low Function)	514	6%	148	5%	662	5%
12 (Low Function)	1,495	16%	713	23%	2,208	18%
13 (Low Function)	300	3%	116	4%	416	3%
14 (Low Function)	305	3%	78	3%	383	3%
15 (Low Function)	5	0%	0	0%	5	0%
Missing	2		0		2	
Total	9,101	100%	3,117	100%	12,218	100%

⁶¹ Table order based on national proportions (highest to lowest)

Table E.9 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	1,001	11%	372	12%	1,373	11%
7 to 14	1,913	21%	576	18%	2,489	20%
15 to 18	730	8%	312	10%	1,042	9%
19 to 24	903	10%	317	10%	1,220	10%
25 to 34	1,020	11%	278	9%	1,298	11%
35 to 44	986	11%	279	9%	1,265	10%
45 to 54	1,188	13%	388	12%	1,576	13%
55 to 64	1,242	14%	552	18%	1,794	15%
65+	118	1%	43	1%	161	1%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.10 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	5,672	62%	1,912	61%	7,584	62%
Female	3,379	37%	1,175	38%	4,554	37%
Indeterminate	50	1%	30	1%	80	1%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	827	9.1%	246	7.9%	1,073	8.8%
Not Aboriginal and Torres Strait Islander	8,134	89.4%	2,801	89.9%	10,935	89.5%
Not Stated	140	1.5%	70	2.2%	210	1.7%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	221	2.4%	73	2.3%	294	2.4%
Not CALD	8,851	97.3%	3,044	97.7%	11,895	97.4%
Not Stated	29	0.3%	0	0.0%	29	0.2%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	89	1.0%	90	2.9%	179	1.5%
Not YPIRAC	9,012	99.0%	3,027	97.1%	12,039	98.5%
Total	9,101	100%	3,117	100%	12,218	100%

Table E.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q2	Total
Self-managed fully	10%	7%	8%
Self-managed partly	10%	8%	9%
Plan managed	13%	13%	13%
Agency managed	68%	73%	70%
Total	100%	100%	100%

Table E.15 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	44%	35%	40%

Table E.16 Duration to plan activation by quarter of initial plan approval for active participants – QLD

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	3,863	58%	1,073	53%
30 to 59 days	818	12%	278	14%
60 to 89 days	418	6%	132	6%
Activated within 90 days	5,099	76%	1,483	73%
90 to 119 days	276	4%	37	2%
120 days and over	387	6%	19	1%
Activated between 90 and 180 days	663	10%	56	3%
No payments	940	14%	503	25%
Total plans approved	6,702	100%	2,042	100%

Table E.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – QLD

Plan utilisation ⁶²	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	57%	61%	59%
50% to 75%	21%	19%	20%
> 75%	21%	20%	21%
Total	100%	100%	100%

Table E.18 Number of questionnaires completed by SFOF version – QLD

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	807	317	250	1,374
Participant school to 14	1,332	473	733	2,538
Participant 15 to 24	1,024	306	607	1,937
Participant 25 and over	3,461	930	1,508	5,899
Total Participant	6,624	2,026	3,098	11,748
Family 0 to 14	1,991	752	924	3,667
Family 15 to 24	253	134	439	826
Family 25 and over	192	134	500	826
Total Family	2,436	1,020	1,863	5,319
Total	9,060	3,046	4,961	17,067

⁶² This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table E.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC	% who say their child is able to tell them what he/she wants	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		41%		
CC	% of children who have a genuine say in decisions about themselves		67%		
CC	% who are happy with the level of independence/control they have now			41%	
CC	% who choose who supports them			34%	53%
CC	% who choose what they do each day			47%	63%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC	% who want more choice and control in their life			82%	74%

Table E.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – QLD

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	72%	63%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	58%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	79%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			29%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	36%

Table E.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		52%		
HM	% who are happy with their home			80%	77%
HM	% who feel safe or very safe in their home			84%	76%
HW	% who rate their health as good, very good or excellent			67%	49%
HW	% who did not have any difficulties accessing health services			67%	66%
LL	% who currently attend or previously attended school in a mainstream class			22%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			20%	19%
WK	% who volunteer			17%	16%

Table E.22 Selected key indicators for families/ carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	30%	35%	29%
% receiving Carer Allowance	60%	57%	36%
% working in a paid job	40%	42%	28%
Of those in a paid job, % in permanent employment	71%	69%	76%
Of those in a paid job, % working 15 hours or more	79%	82%	82%
% who say they (and their partner) are able to work as much as they want	46%	48%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	87%	82%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	45%	40%	28%
% able to advocate for their child/family member	81%	80%	77%
% who have friends and family they see as often as they like	46%	44%	47%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		49%	
% who feel in control selecting services		47%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	71%	63%	55%

Table E.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=149) - QLD

	Question	% Yes
DL	Has the NDIS improved your child's development?	87%
DL	Has the NDIS improved your child's access to specialist services?	86%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	76%
REL	Has the NDIS improved how your child fits into family life?	64%
S/CP	Has the NDIS improved how your child fits into community life?	55%

Table E.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=257) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	46%
LL	Has the NDIS improved your child's access to education?	23%
REL	Has the NDIS improved your child's relationships with family and friends?	38%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

Table E.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=204) and ‘Participant 25 and over’ (n=724) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	69%
DL	Has the NDIS helped you with daily living activities?	72%	76%
REL	Has the NDIS helped you to meet more people?	55%	55%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	35%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	54%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%
S/CP	Has the NDIS helped you be more involved?	64%	62%

Table E.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=457); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	51%
Has the NDIS improved the level of support for your family?	59%	70%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	
Has the NDIS improved your health and wellbeing?	38%	45%

Figure E.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (QLD)⁶³



Table E.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – QLD

QLD	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	65%	27%	5%	3%	1%
1. The planner listened to me	73%	24%	2%	0%	1%
2. I had enough time to tell my story and say what support I need	74%	22%	3%	0%	1%
3. The planner knows what I can do well	56%	31%	10%	2%	1%
4. The planner had some good ideas for my plan	59%	29%	10%	1%	1%
5. I know what is in my plan	48%	33%	12%	4%	3%
6. The planner helped me think about my future	56%	29%	11%	3%	0%
7. I think my plan will make my life better	56%	24%	16%	2%	2%
8. The planning meeting went well	68%	25%	5%	1%	1%

Table E.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	733	1,406	2,139
<i>Trial participants</i>	252	36	288
<i>Transition participants</i>	481	1,370	1,851

Table E.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	2,089	677	2,766
<i>Trial participants</i>	257	19	276
<i>Transition participants</i>	1,832	658	2,490

⁶³ Participant satisfaction results are not shown if there is insufficient data in the group.

Table E.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD⁶⁴

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	41.0%	25.1%	35.5%

Table E.31 AAT cases by category – QLD

	Prior Quarters	2017-18 Q2	Total
AAT Cases	19	29	48
Access	9	6	15
Plan	8	12	20
Plan Review	2	9	11
Other	0	2	2

Table E.32 AAT cases by open/closed and decision – QLD

	N	%
AAT Cases	48	
Open AAT Cases	29	
Closed AAT Cases	19	
Confirmed the Agency's decision	15	79%
Did not confirm the Agency's decision	4	21%

Committed supports and payments

Table E.33 Committed supports by financial year (\$m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	196.5	666.6	177.2	1,041.3

⁶⁴ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure E.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (QLD)

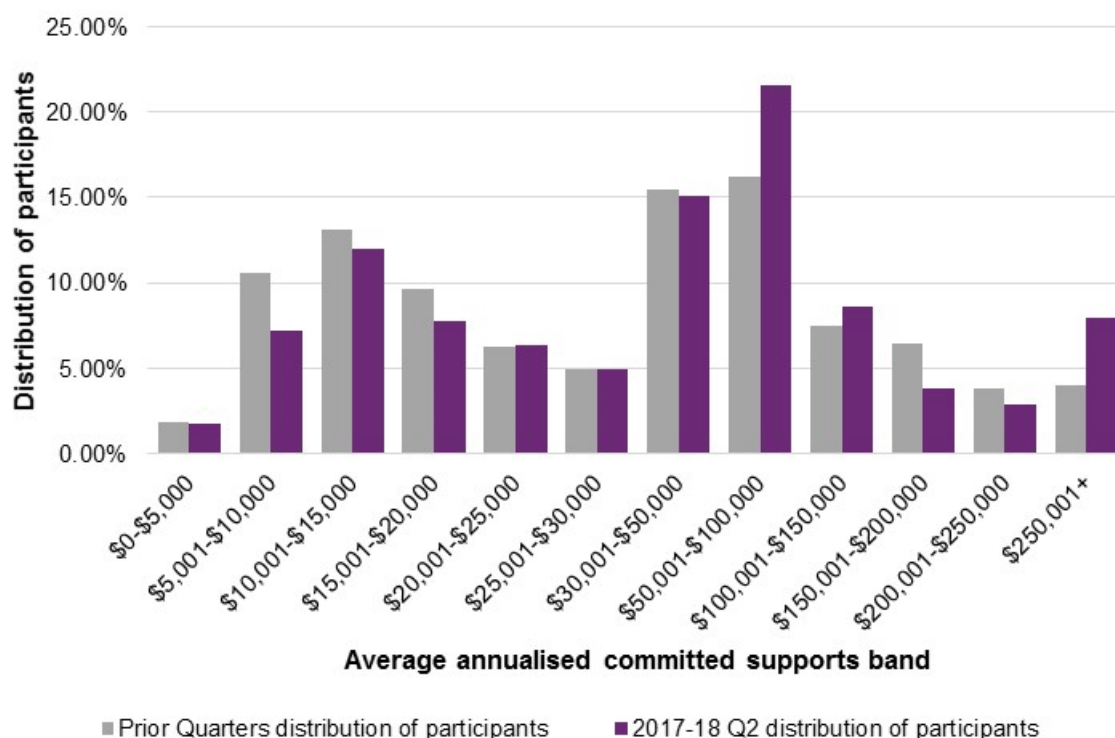


Figure E.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (QLD)

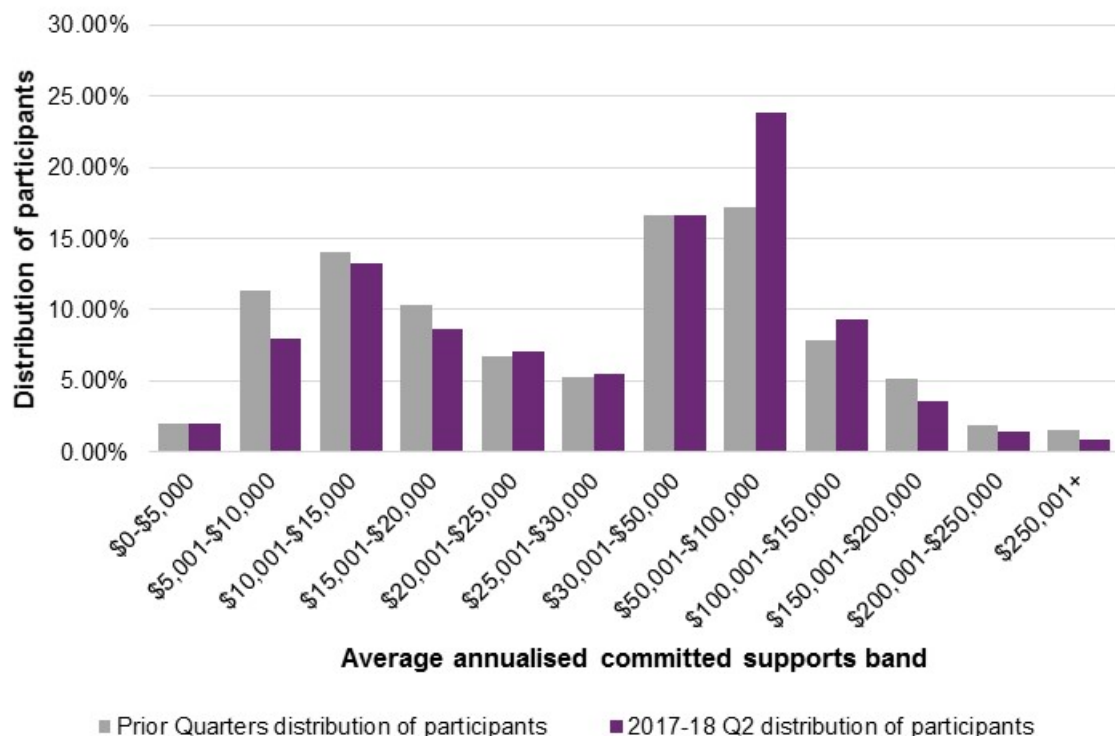


Figure E.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (QLD)

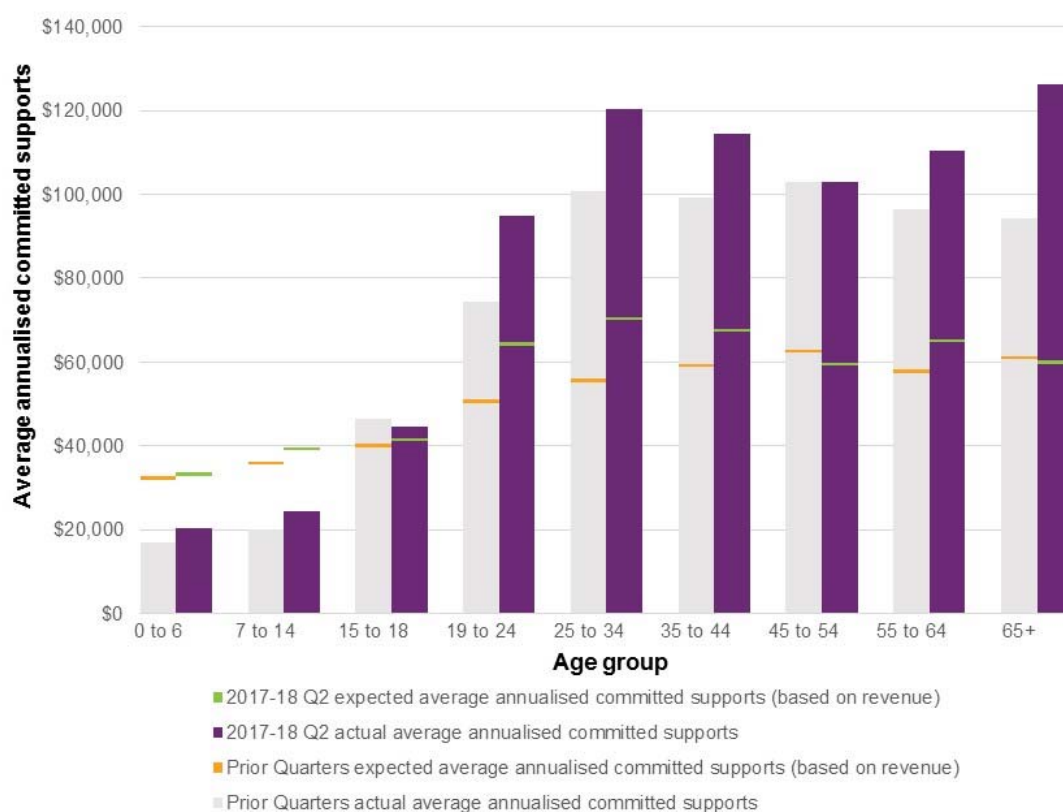
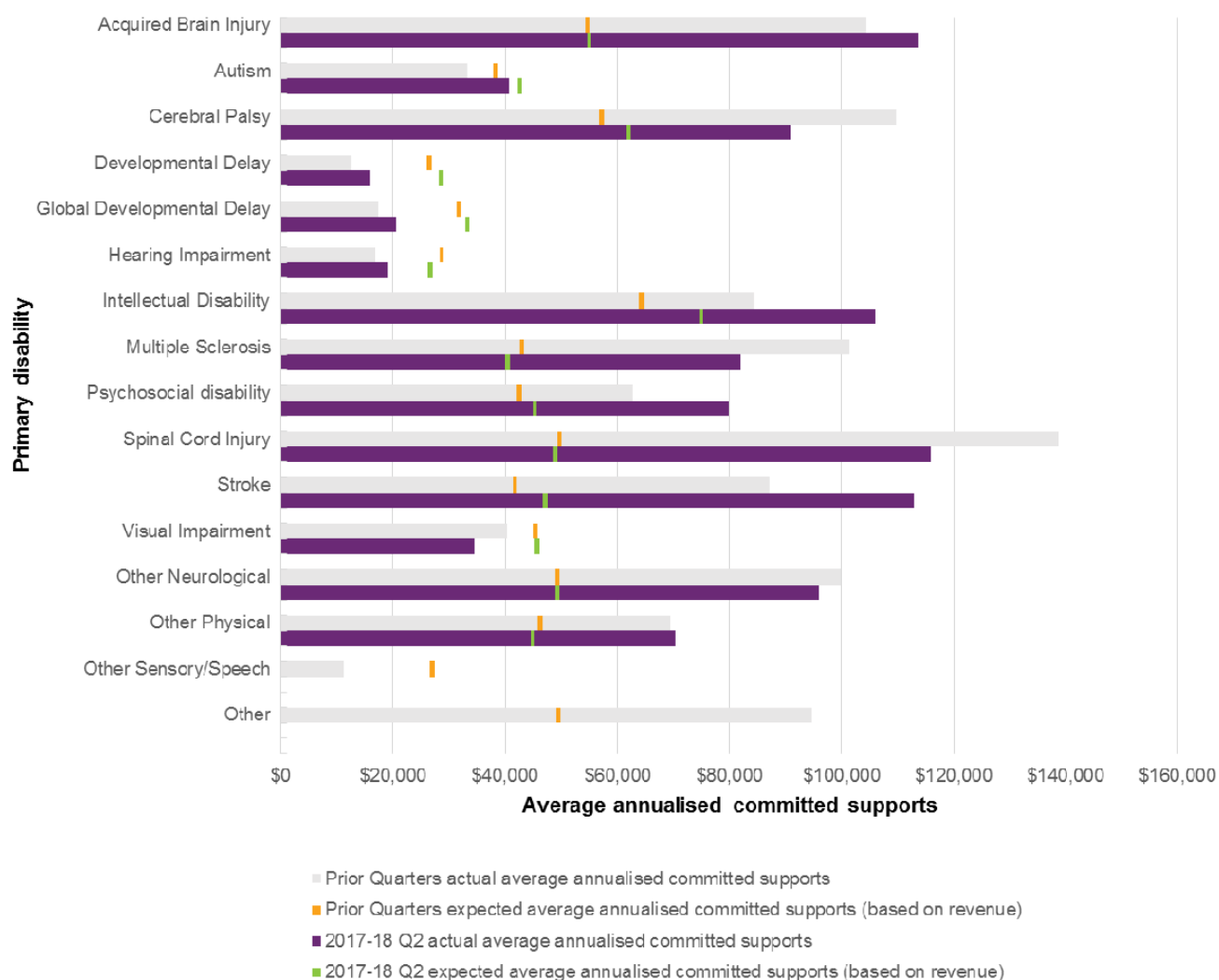


Figure E.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁶⁵ (QLD)



⁶⁵ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure E.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁶⁶ (QLD)

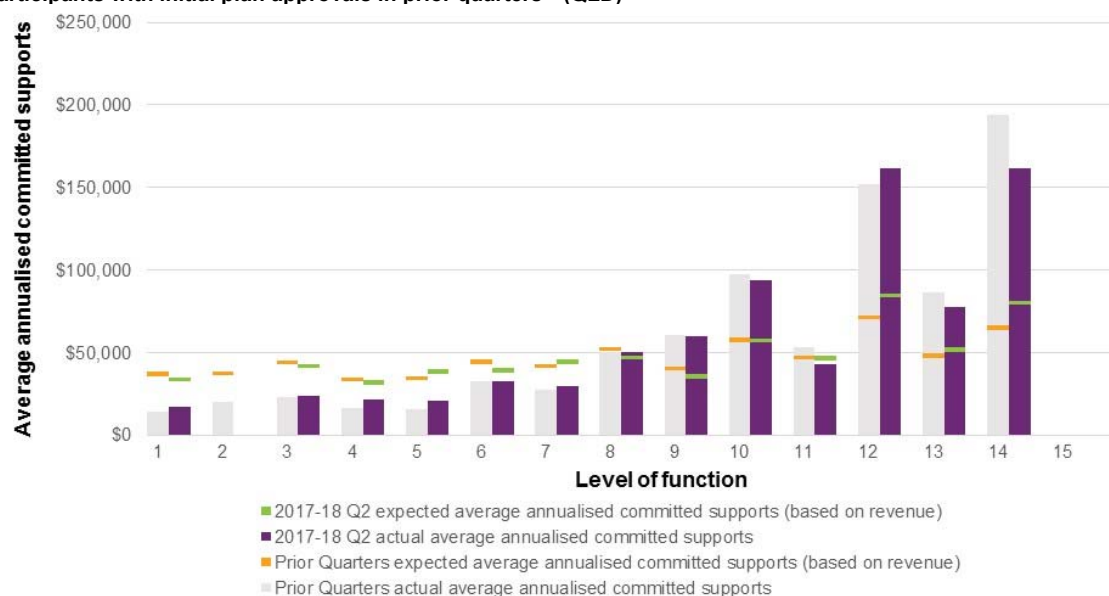


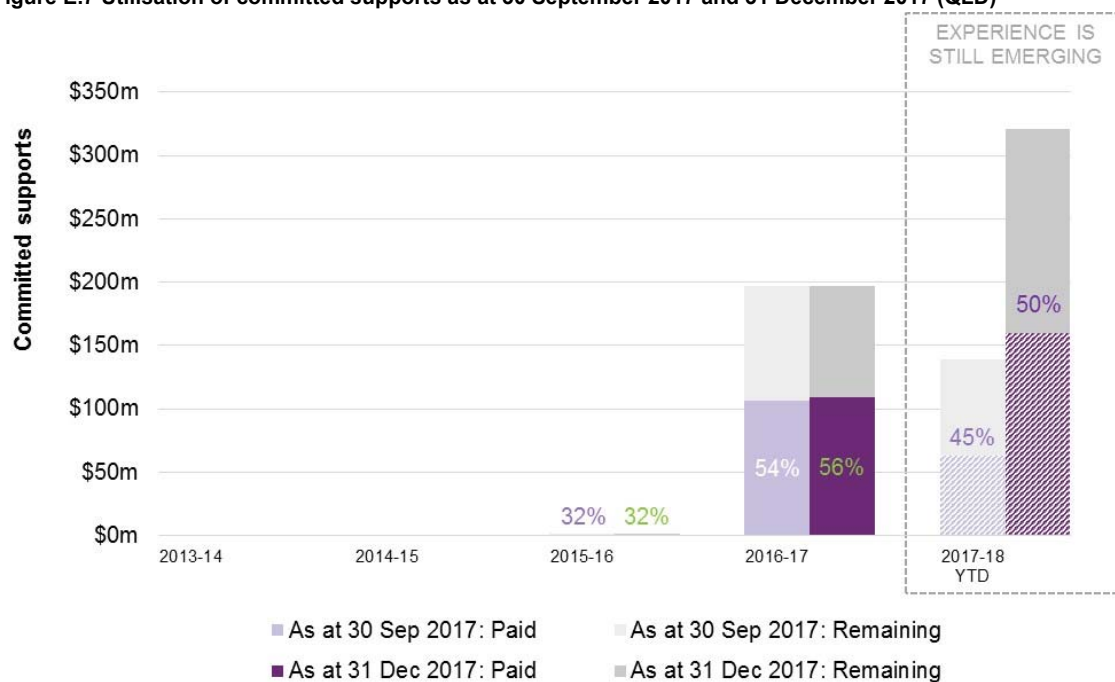
Table E.34 Payments by financial year, compared to committed supports (\$m) – QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	196.5	666.6	177.2	1,041.3
Total Paid	-	-	0.3	109.4	159.9	-	269.7
% utilised to date	-	-	32%	56%	-	-	52% ⁶⁷

⁶⁶ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁶⁷ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure E.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (QLD)



Providers and markets

Table E.35 Key provider indicators by quarter - QLD

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	568	196	756
<i>Company/ organisation</i>	1,307	280	1,582
<i>Total</i>	1,875	476	2,338
b) Registration revoked	13		

Table E.36 Number of approved providers by registration group - QLD⁶⁸

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	223	43	266	19%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	187	34	221	18%
Assistance with travel/transport arrangements	363	86	449	24%
Daily Personal Activities	221	33	254	15%
Group and Centre Based Activities	163	32	195	20%
High Intensity Daily Personal Activities	176	28	204	16%
Household tasks	408	114	522	28%
Interpreting and translation	50	27	77	54%
Participation in community, social and civic activities	237	43	280	18%
Assistive Technology				
Assistive equipment for recreation	236	40	276	17%
Assistive products for household tasks	231	44	275	19%
Assistance products for personal care and safety	370	93	463	25%
Communication and information equipment	182	35	217	19%
Customised Prosthetics	109	27	136	25%
Hearing Equipment	58	9	67	16%
Hearing Services	6	-1	5	-17%
Personal Mobility Equipment	308	60	368	19%
Specialised Hearing Services	11	-1	10	-9%
Vision Equipment	62	14	76	23%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	226	45	271	20%
Behaviour Support	281	74	355	26%
Community nursing care for high needs	128	31	159	24%
Development of daily living and life skills	232	41	273	18%
Early Intervention supports for early childhood	358	110	468	31%
Exercise Physiology and Physical Wellbeing activities	209	55	264	26%
Innovative Community Participation	279	63	342	23%
Specialised Driving Training	51	9	60	18%
Therapeutic Supports	604	181	785	30%
Capital services				
Home modification design and construction	269	57	326	21%
Specialised Disability Accommodation	78	19	97	24%
Vehicle Modifications	47	3	50	6%
Choice and control support services				
Management of funding for supports in participants plan	142	30	172	21%
Support Coordination	300	65	365	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	53	1	54	2%
Specialised Supported Employment	21	2	23	10%
Total approved providers	1,862	476	2,338	26%

⁶⁸ The 13 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table E.37 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.41	1.47
b) Number of providers delivering new supports	329	386
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	41%	43%
<i>Not yet active (%)</i>	56%	54%
<i>Inactive (%)</i>	3%	4%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	85%
<i>Therapeutic Supports (%)</i>	83%	82%
<i>Participate Community (%)</i>	82%	82%
<i>Early Childhood Supports (%)</i>	86%	87%
<i>Assist Personal Activities (%)</i>	82%	84%

Table E.38 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	125	33	158	26%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	139	36	175	26%
Assistance with travel/transport arrangements	202	52	254	26%
Daily Personal Activities	162	36	198	22%
Group and Centre Based Activities	120	30	150	25%
High Intensity Daily Personal Activities	126	29	155	23%
Household tasks	221	57	278	26%
Interpreting and translation	21	4	25	19%
Participation in community, social and civic activities	182	37	219	20%
Assistive Technology				
Assistive equipment for recreation	144	36	180	25%
Assistive products for household tasks	139	28	167	20%
Assistance products for personal care and safety	224	71	295	32%
Communication and information equipment	109	32	141	29%
Customised Prosthetics	64	16	80	25%
Hearing Equipment	31	6	37	19%
Hearing Services	4	1	5	25%
Personal Mobility Equipment	180	47	227	26%
Specialised Hearing Services	9	1	10	11%
Vision Equipment	39	11	50	28%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	169	37	206	22%
Behaviour Support	154	58	212	38%
Community nursing care for high needs	55	16	71	29%
Development of daily living and life skills	172	36	208	21%
Early Intervention supports for early childhood	190	84	274	44%
Exercise Physiology and Physical Wellbeing activities	91	25	116	27%
Innovative Community Participation	145	40	185	28%
Specialised Driving Training	36	1	37	3%
Therapeutic Supports	298	126	424	42%
Capital services				
Home modification design and construction	121	31	152	26%
Specialised Disability Accommodation	38	10	48	26%
Vehicle Modifications	28	2	30	7%
Choice and control support services				
Management of funding for supports in participants plan	111	27	138	24%
Support Coordination	196	53	249	27%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	42	6	48	14%
Specialised Supported Employment	17	6	23	35%
Total approved active providers	813	264	1,077	32%

Table E.39 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2017-18 Q2	Total
Assistive technology	1%	1%	1%
Choice & Control	2%	2%	2%
Consumables	0%	0%	0%
Daily Activities	11%	15%	13%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	41%	45%	43%
Home Living	2%	2%	2%
Housing & Home modifications	0%	0%	0%
Independence	2%	2%	2%
Lifelong Learning	9%	8%	9%
Relationships	2%	2%	2%
Social & Civic	3%	3%	3%
Transport	0%	0%	0%
Non-categorised	28%	36%	31%
Any mainstream service	83%	94%	88%

Western Australia



The tables below replicate the tables in the main parts of this report for WA only where the data is available.

Participants and Plans

Table F.1 Plan approvals compared to estimates – WA

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	3,982	75	4,057	4,057	4,579

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA

	Prior Quarters	2017-18 Q2	Total
Access decisions	4,867	76	4,943
Access Met	4,252	32	4,284
State	2,026	6	2,032
New	2,155	25	2,180
Commonwealth	71	1	72
Total Participant Plans	3,982	75	4,057
EI (s25) plans	740	17	757
PD (s24) plans	3,242	58	3,300
ECEI	0	0	0

Table F.3 Plan reviews conducted per quarter – WA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	3,035	976	4,011
Early intervention plans	456	178	634
Permanent disability plans	2,579	798	3,377

Table F.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – WA

Exits	
Total plan exits	74
Early Intervention plans	12
Permanent disability plans	62

Table F.5 Cumulative position by services previously received – WA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	1,317	26	1,151		2,494	2,493	100%	
End of 2016-17	1,836	60	1,886	0	3,782	3,778	100%	
End of 2017-18 Q1	1,885	66	2,031	0	3,982	4,179	95%	
End of 2017-18 Q2	1,897	68	2,092	0	4,057	4,579	89%	182

Table F.6 Cumulative position by entry into the Scheme – WA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	363	2,131		2,494	2,493	100%	
End of 2016-17	668	3,114	0	3,782	3,778	100%	
End of 2017-18 Q1	740	3,242	0	3,982	4,179	95%	
End of 2017-18 Q2	757	3,300	0	4,057	4,579	89%	182

Table F.7 Active participants with approved plans per quarter by disability group - WA⁶⁹

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability	949	24%	17	23%	966	24%
Autism	1,282	33%	16	21%	1,298	33%
Psychosocial disability	296	8%	9	12%	305	8%
Cerebral Palsy	207	5%	7	9%	214	5%
Other Neurological	175	4%	2	3%	177	4%
Developmental Delay	137	4%	2	3%	139	3%
Other Physical	161	4%	4	5%	165	4%
Acquired Brain Injury	111	3%	0	0%	111	3%
Hearing Impairment	76	2%	2	3%	78	2%
Visual Impairment	73	2%	2	3%	75	2%
Other Sensory/Speech	80	2%	0	0%	80	2%
Multiple Sclerosis	102	3%	5	7%	107	3%
Global Developmental Delay	141	4%	5	7%	146	4%
Spinal Cord Injury	48	1%	2	3%	50	1%
Stroke	50	1%	2	3%	52	1%
Other	20	1%	0	0%	20	1%
Total	3,908	100%	75	100%	3,983	100%

Table F.8 Active participants with approved plan per quarter by level of function – WA

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	42	1%	5	7%	47	1%
2 (High Function)	18	0%	1	1%	19	0%
3 (High Function)	224	6%	4	5%	228	6%
4 (High Function)	235	6%	0	0%	235	6%
5 (High Function)	872	23%	12	16%	884	23%
6 (Moderate Function)	506	13%	14	19%	520	14%
7 (Moderate Function)	327	9%	5	7%	332	9%
8 (Moderate Function)	280	7%	9	12%	289	8%
9 (Moderate Function)	27	1%	1	1%	28	1%
10 (Moderate Function)	348	9%	15	20%	363	9%
11 (Low Function)	200	5%	0	0%	200	5%
12 (Low Function)	374	10%	4	5%	378	10%
13 (Low Function)	225	6%	1	1%	226	6%
14 (Low Function)	81	2%	4	5%	85	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	149		0		149	
Total	3,908	100%	75	100%	3,983	100%

⁶⁹ Table order based on national proportions (highest to lowest)

Table F.9 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	539	14%	15	20%	554	14%
7 to 14	1,018	26%	13	17%	1,031	26%
15 to 18	347	9%	4	5%	351	9%
19 to 24	334	9%	6	8%	340	9%
25 to 34	399	10%	10	13%	409	10%
35 to 44	318	8%	6	8%	324	8%
45 to 54	421	11%	9	12%	430	11%
55 to 64	447	11%	12	16%	459	12%
65+	85	2%	0	0%	85	2%
Total	3,908	100%	75	100%	3,983	100%

Table F.10 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	2,557	65%	40	53%	2,597	65%
Female	1,337	34%	35	47%	1,372	34%
Indeterminate	14	0%	0	0%	14	0%
Total	3,908	100%	75	100%	3,983	100%

Table F.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	165	4.2%	2	2.7%	167	4.2%
Not Aboriginal and Torres Strait Islander	3,680	94.2%	72	96.0%	3,752	94.2%
Not Stated	63	1.6%	1	1.3%	64	1.6%
Total	3,908	100%	75	100%	3,983	100%

Table F.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	282	7.2%	5	6.7%	287	7.2%
Not CALD	3,537	90.5%	70	93.3%	3,607	90.6%
Not Stated	89	2.3%	0	0.0%	89	2.2%
Total	3,908	100%	75	100%	3,983	100%

Table F.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	11	0.3%	0	0.0%	11	0.3%
Not YPIRAC	3,897	99.7%	75	100.0%	3,972	99.7%
Total	3,908	100%	75	100%	3,983	100%

Table F.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	11%		9%		10%	
Self-managed partly	15%		17%		16%	
Plan managed	6%		9%		7%	
Agency managed	68%		65%		67%	
Total	100%		100%		100%	

Table F.15 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	82%	70%	79%

Table F.16 Duration to plan activation by quarter of initial plan approval for active participants – WA

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	760	59%	114	57%
30 to 59 days	147	12%	29	15%
60 to 89 days	87	7%	10	5%
Activated within 90 days	994	78%	153	77%
90 to 119 days	61	5%	5	3%
120 days and over	85	7%	1	1%
Activated between 90 and 180 days	146	11%	6	3%
No payments	138	11%	40	20%
Total plans approved	1,278	100%	199	100%

Table F.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – WA

Plan utilisation ⁷⁰	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	46%	45%	45%
50% to 75%	27%	22%	25%
> 75%	28%	33%	30%
Total	100%	100%	100%

Table F.18 Number of questionnaires completed by SFOF version – WA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	307	66	11	384
Participant school to 14	286	46	19	351
Participant 15 to 24	147	12	8	167
Participant 25 and over	513	73	37	623
Total Participant	1,253	197	75	1,525
Family 0 to 14	573	108	29	710
Family 15 to 24	41	7	5	53
Family 25 and over	23	10	17	50
Total Family	637	125	51	813
Total	1,890	322	126	2,338

⁷⁰ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table F.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	59%			
CC	% who say their child is able to tell them what he/she wants	74%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			53%	
CC	% who choose who supports them			33%	54%
CC	% who choose what they do each day			51%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			29%	32%
CC	% who want more choice and control in their life			66%	54%

Table F.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – WA

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	71%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	43%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		48%		
REL	Of these, % who are welcomed or actively included	71%	75%		
REL	% of children who spend time with friends without an adult present		21%		
REL	% with no friends other than family or paid staff			34%	31%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	39%

Table F.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		69%		
HM	% who are happy with their home			83%	77%
HM	% who feel safe or very safe in their home			87%	78%
HW	% who rate their health as good, very good or excellent			66%	47%
HW	% who did not have any difficulties accessing health services			69%	78%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	27%
WK	% who volunteer			18%	13%

Table F.22 Selected key indicators for families/ carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	8%	16%
% receiving Carer Allowance	43%	30%	22%
% working in a paid job	46%	57%	36%
Of those in a paid job, % in permanent employment	77%	72%	Numbers are too small
Of those in a paid job, % working 15 hours or more	79%	76%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	44%	60%	63%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	86%	Numbers are too small
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	5%	Numbers are too small
% able to advocate for their child/family member	82%	71%	85%
% who have friends and family they see as often as they like	54%	64%	68%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		31%	
% who feel in control selecting services		38%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			30%
% who rate their health as good, very good or excellent	75%	65%	72%

Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=54) – WA

Question	% Yes
DL Has the NDIS improved your child's development?	94%
DL Has the NDIS improved your child's access to specialist services?	96%
CC Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL Has the NDIS improved how your child fits into family life?	78%
S/CP Has the NDIS improved how your child fits into community life?	63%

Table F.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=53) – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	73%
LL	Has the NDIS improved your child's access to education?	50%
REL	Has the NDIS improved your child's relationships with family and friends?	57%
S/CP	Has the NDIS improved your child's social and recreational life?	63%

Table F.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=27) and ‘Participant 25 and over’ (n=161) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	66%
DL	Has the NDIS helped you with daily living activities?	50%	76%
REL	Has the NDIS helped you to meet more people?	44%	45%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	43%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	22%
S/CP	Has the NDIS helped you be more involved?	56%	64%

Table F.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=147); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=13) – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	Numbers are too small
Has the NDIS improved the level of support for your family?	81%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	83%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	85%	
Has the NDIS improved your health and wellbeing?	58%	Numbers are too small

Figure F.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (WA)⁷¹

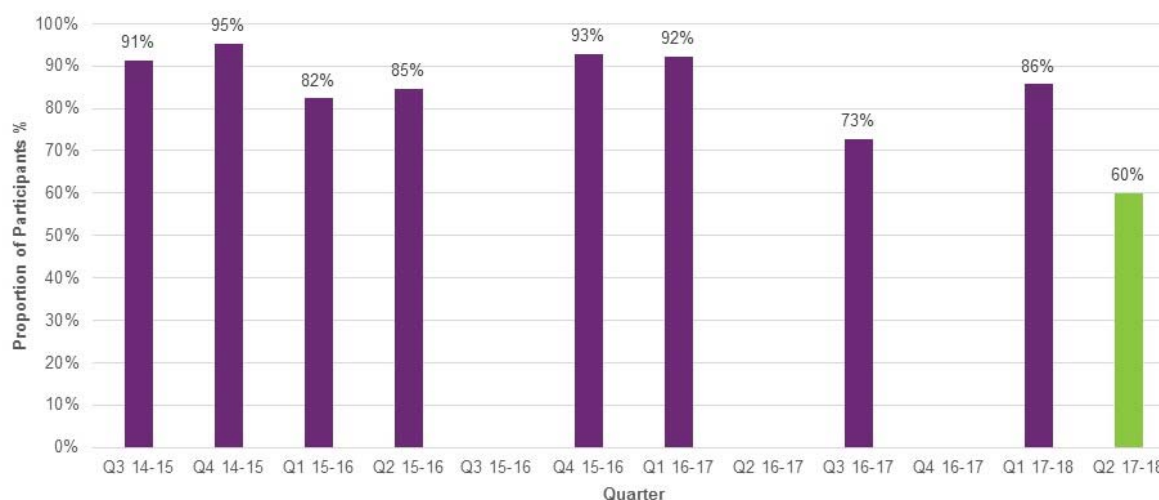


Table F.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – WA

WA	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	37%	23%	20%	10%	10%
1. The planner listened to me	30%	47%	10%	0%	13%
2. I had enough time to tell my story and say what support I need	37%	40%	10%	10%	3%
3. The planner knows what I can do well	7%	47%	13%	23%	10%
4. The planner had some good ideas for my plan	13%	47%	17%	13%	10%
5. I know what is in my plan	7%	67%	10%	17%	0%
6. The planner helped me think about my future	7%	53%	20%	10%	10%
7. I think my plan will make my life better	37%	47%	13%	3%	0%
8. The planning meeting went well	23%	63%	3%	3%	7%

Table F.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	1,959	836	2,795
<i>Trial participants</i>	1,816	574	2,390
<i>Transition participants</i>	143	262	405

Table F.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	1,076	140	1,216
<i>Trial participants</i>	966	90	1,056
<i>Transition participants</i>	110	50	160

⁷¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table F.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA⁷²

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	26.8%	13.9%	24.2%

Table F.31 AAT cases by category – WA

	Prior Quarters	2017-18 Q2	Total
AAT Cases	15	4	19
Access	7	1	8
Plan	8	2	10
Plan Review	0	1	1
Other	0	0	0

Table F.32 AAT cases by open/closed and decision – WA

	N	%
AAT Cases	19	
Open AAT Cases	13	
Closed AAT Cases	6	
Confirmed the Agency's decision	3	50%
Did not confirm the Agency's decision	3	50%

Committed supports and payments

Table F.33 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.2	167.8	182.5	21.3	459.8

⁷² The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure F.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (WA)

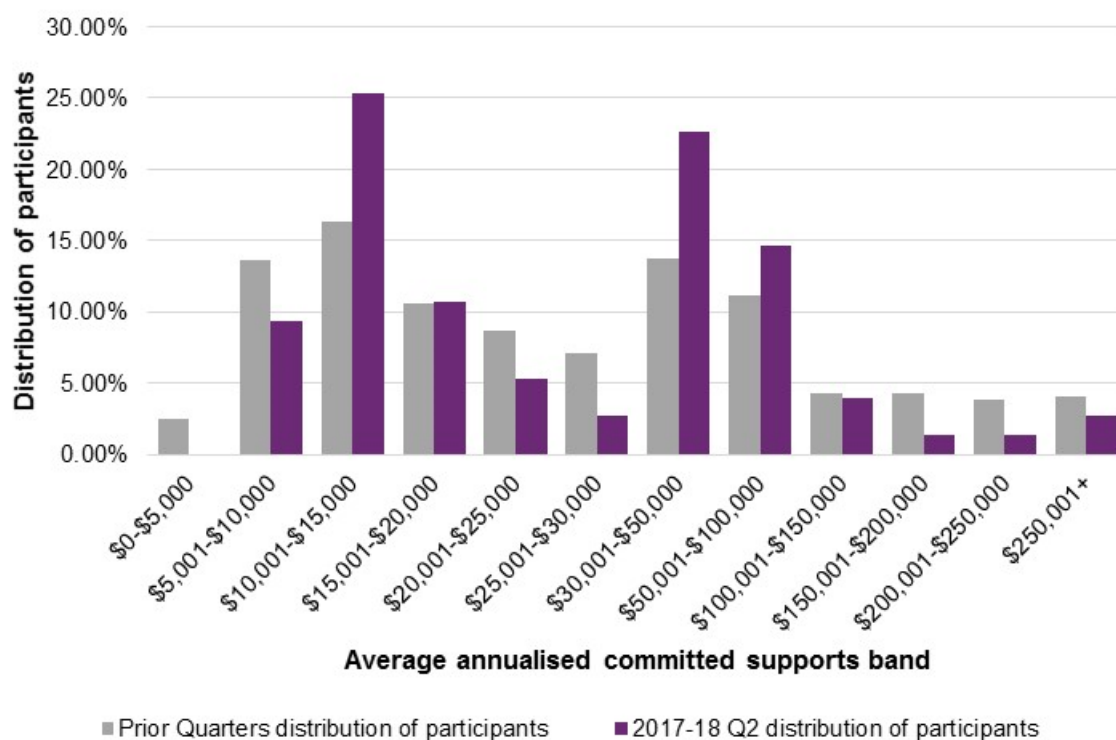


Figure F.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (WA)

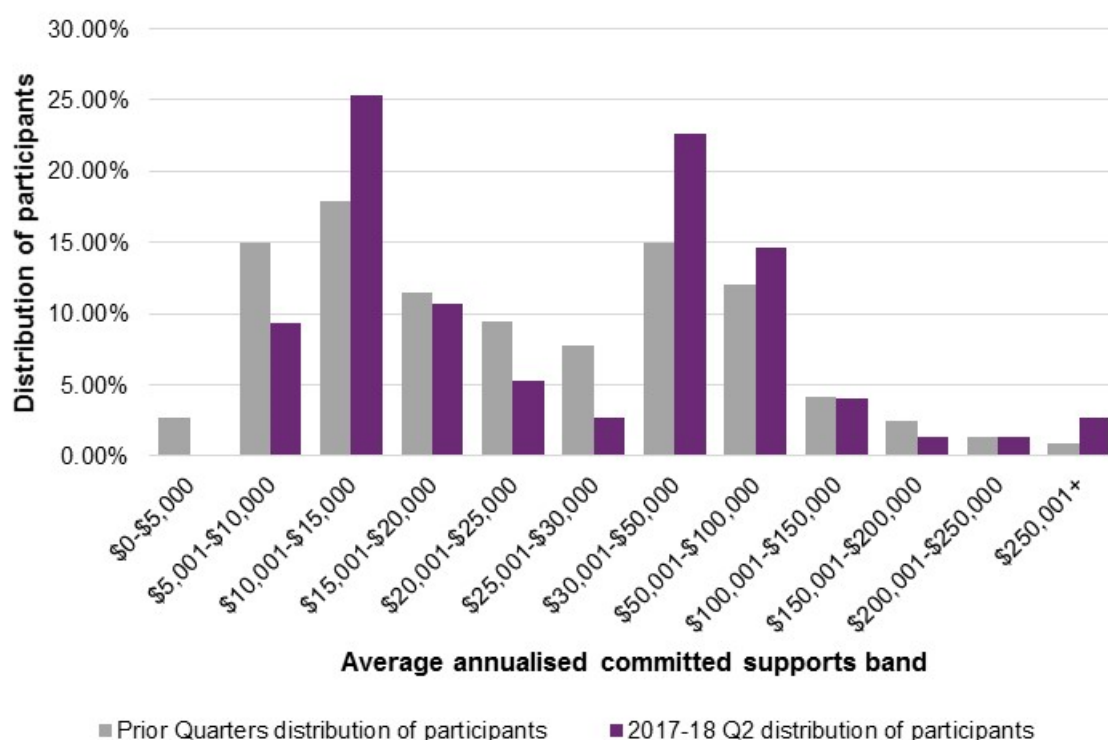


Figure F.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁷³ (WA)

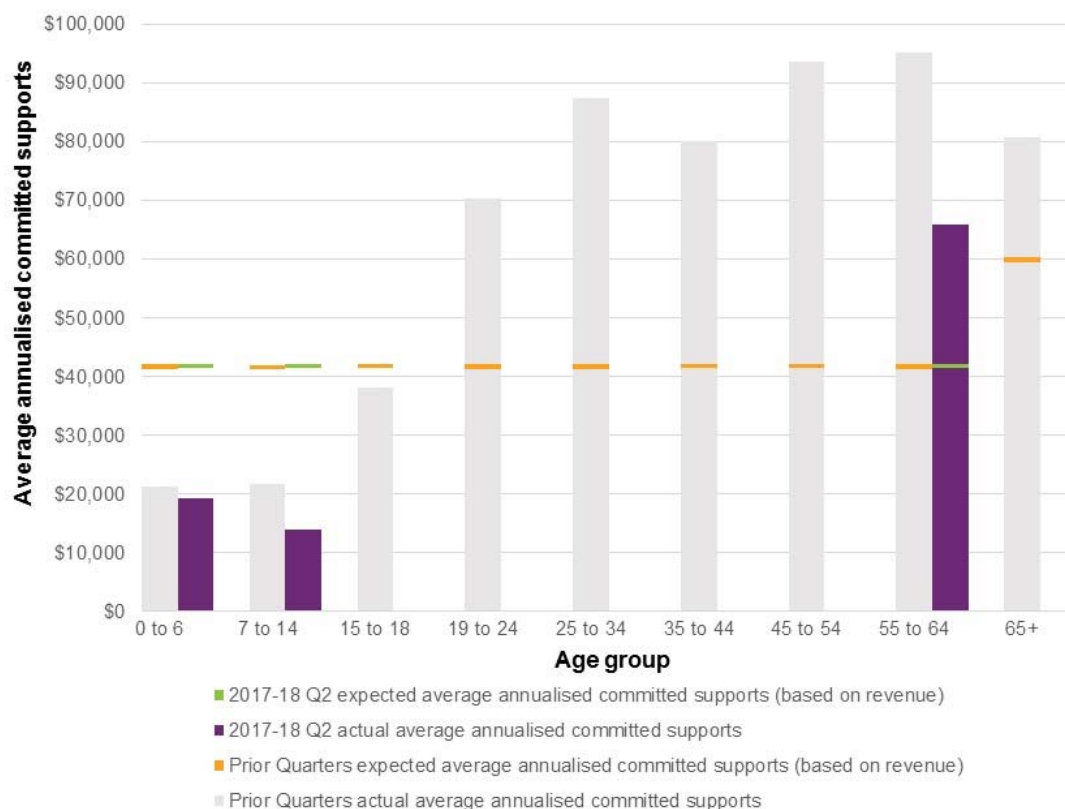
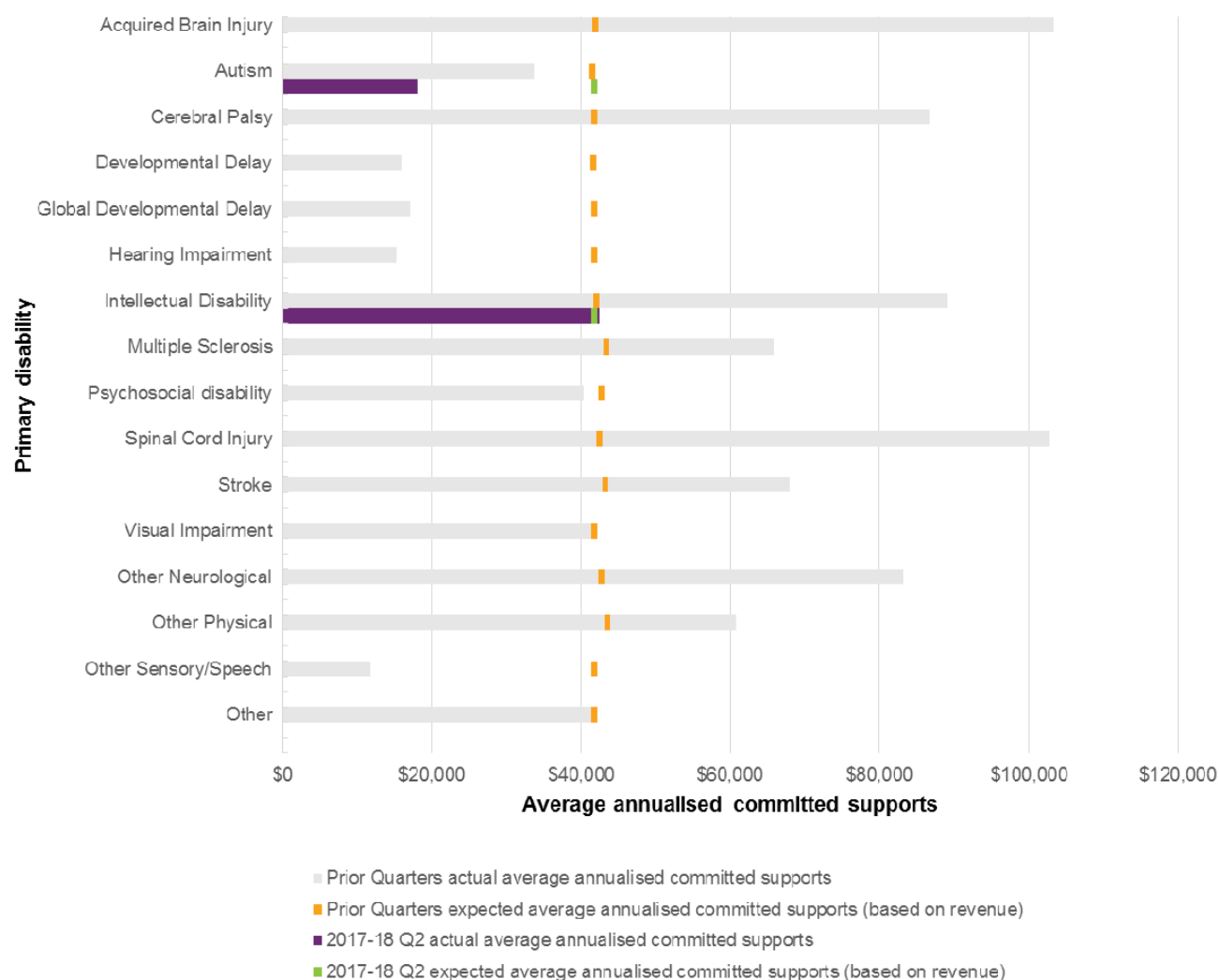


Figure F.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁷⁴ (WA)



⁷³ Average annualised committed supports are not shown where there is insufficient data in the group.

⁷⁴ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure F.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁷⁵ (WA)

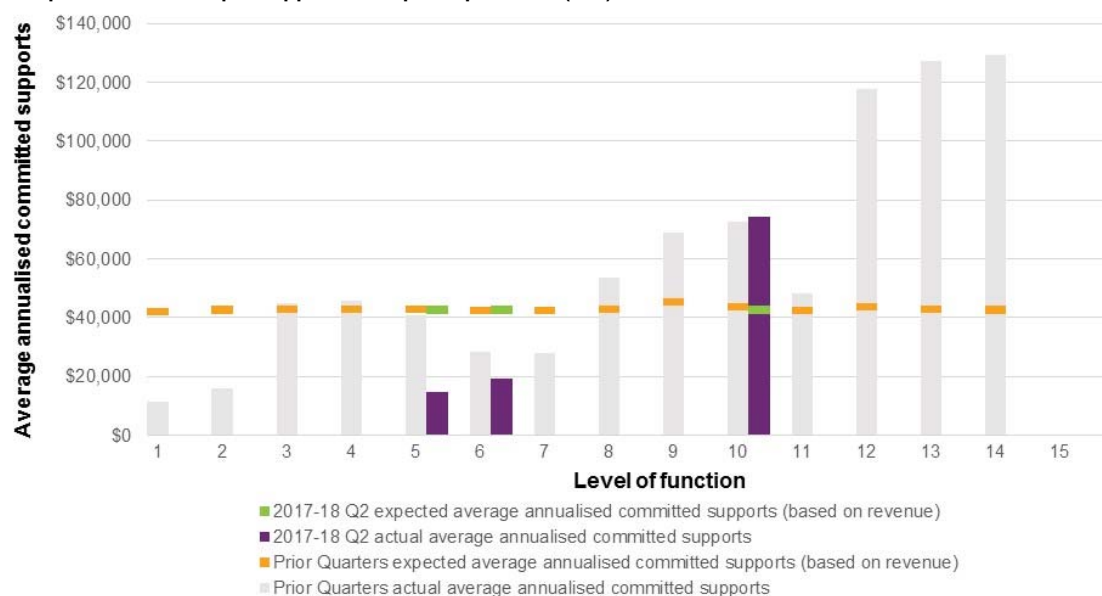


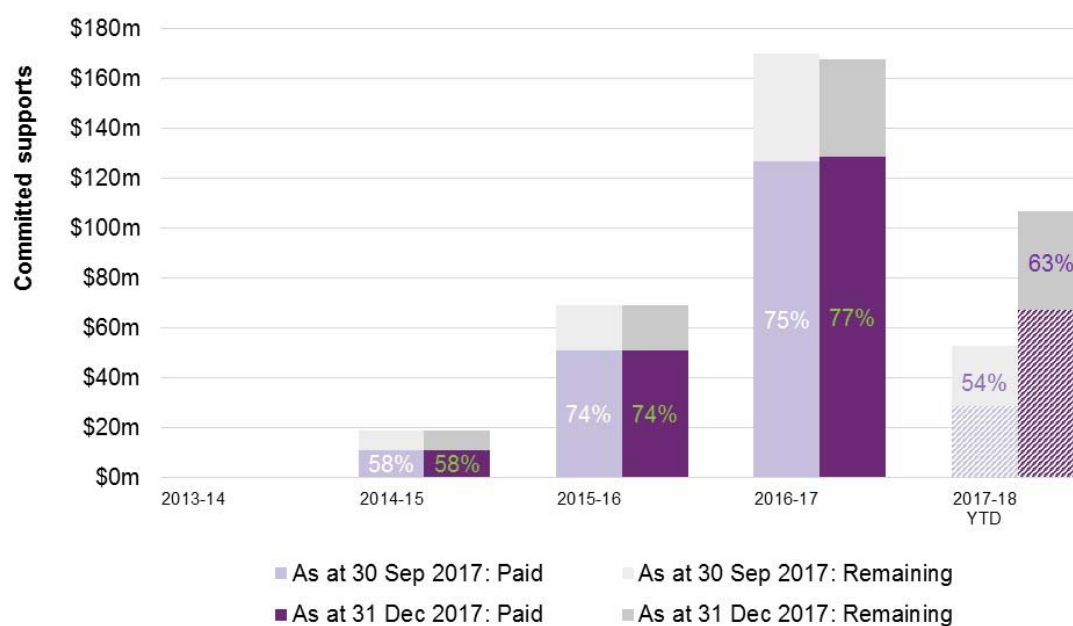
Table F.34 Payments by financial year, compared to committed supports (\$m) – WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.2	167.8	182.5	21.3	459.8
Total Paid	-	10.9	51.0	128.7	67.2	-	257.8
% utilised to date	-	58%	74%	77%	-	-	71% ⁷⁶

⁷⁵ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁷⁶ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure F.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (WA)



Providers and markets

Table F.35 Key provider indicators by quarter - WA

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	169	32	200
<i>Company/ organisation</i>	681	99	778
<i>Total</i>	850	131	978
b) Registration revoked	3		

Table F.36 Number of approved providers by registration group - WA⁷⁷

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	78	11	89	14%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	59	5	64	8%
Assistance with travel/transport arrangements	132	18	150	14%
Daily Personal Activities	64	9	73	14%
Group and Centre Based Activities	55	2	57	4%
High Intensity Daily Personal Activities	68	5	73	7%
Household tasks	133	20	153	15%
Interpreting and translation	43	9	52	21%
Participation in community, social and civic activities	89	5	94	6%
Assistive Technology				
Assistive equipment for recreation	143	23	166	16%
Assistive products for household tasks	117	15	132	13%
Assistance products for personal care and safety	247	55	302	22%
Communication and information equipment	98	15	113	15%
Customised Prosthetics	75	6	81	8%
Hearing Equipment	46	3	49	7%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	203	30	233	15%
Specialised Hearing Services	17	0	17	0%
Vision Equipment	46	5	51	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	77	5	82	6%
Behaviour Support	84	5	89	6%
Community nursing care for high needs	57	9	66	16%
Development of daily living and life skills	82	5	87	6%
Early Intervention supports for early childhood	81	5	86	6%
Exercise Physiology and Physical Wellbeing activities	67	13	80	19%
Innovative Community Participation	76	22	98	29%
Specialised Driving Training	53	3	56	6%
Therapeutic Supports	202	13	215	6%
Capital services				
Home modification design and construction	111	10	121	9%
Specialised Disability Accommodation	15	4	19	27%
Vehicle Modifications	33	0	33	0%
Choice and control support services				
Management of funding for supports in participants plan	36	1	37	3%
Support Coordination	49	3	52	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	50	0	50	0%
Specialised Supported Employment	22	0	22	0%
Total approved providers	847	131	978	15%

⁷⁷ The 3 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table F.37 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.47	1.59
b) Number of providers delivering new supports	91	89
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	49%	48%
<i>Not yet active (%)</i>	45%	45%
<i>Inactive (%)</i>	6%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	78%
<i>Therapeutic Supports (%)</i>	87%	91%
<i>Participate Community (%)</i>	69%	72%
<i>Early Childhood Supports (%)</i>	89%	91%
<i>Assist Personal Activities (%)</i>	76%	78%

Table F.38 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	45	5	50	11%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	55	3	58	5%
Assistance with travel/transport arrangements	84	6	90	7%
Daily Personal Activities	61	6	67	10%
Group and Centre Based Activities	53	1	54	2%
High Intensity Daily Personal Activities	63	3	66	5%
Household tasks	76	10	86	13%
Interpreting and translation	21	1	22	5%
Participation in community, social and civic activities	80	3	83	4%
Assistive Technology				
Assistive equipment for recreation	92	19	111	21%
Assistive products for household tasks	73	9	82	12%
Assistance products for personal care and safety	157	46	203	29%
Communication and information equipment	61	13	74	21%
Customised Prosthetics	56	6	62	11%
Hearing Equipment	25	7	32	28%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	142	23	165	16%
Specialised Hearing Services	16	0	16	0%
Vision Equipment	31	5	36	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	65	4	69	6%
Behaviour Support	63	5	68	8%
Community nursing care for high needs	25	4	29	16%
Development of daily living and life skills	73	4	77	5%
Early Intervention supports for early childhood	59	2	61	3%
Exercise Physiology and Physical Wellbeing activities	35	5	40	14%
Innovative Community Participation	33	3	36	9%
Specialised Driving Training	44	1	45	2%
Therapeutic Supports	137	12	149	9%
Capital services				
Home modification design and construction	70	7	77	10%
Specialised Disability Accommodation	7	1	8	14%
Vehicle Modifications	21	1	22	5%
Choice and control support services				
Management of funding for supports in participants plan	32	1	33	3%
Support Coordination	45	2	47	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	43	0	43	0%
Specialised Supported Employment	21	0	21	0%
Total approved active providers	462	71	533	15%

Table F.39 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2017-18 Q2	Total
Assistive technology	0%	0%	0%
Choice & Control	3%	8%	4%
Consumables	0%	0%	0%
Daily Activities	7%	10%	8%
Daily Equipment	0%	0%	0%
Employment	5%	4%	4%
Health & Wellbeing	41%	45%	42%
Home Living	3%	2%	3%
Housing & Home modifications	0%	0%	0%
Independence	5%	4%	5%
Lifelong Learning	23%	18%	22%
Relationships	2%	5%	3%
Social & Civic	3%	4%	3%
Transport	0%	0%	0%
Non-categorised	35%	30%	34%
Any mainstream service	94%	94%	94%

South Australia



The tables below replicate the tables in the main parts of this report for SA only where the data is available.

Participants and Plans

Table G.1 Plan approvals compared to estimates – SA

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	12,993	1,735	14,728	15,077	16,406

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA

	Prior Quarters	2017-18 Q2	Total
Access decisions	18,127	3,636	21,763
Access Met	17,113	3,164	20,277
State	7,290	2,243	9,533
New	8,994	531	9,525
Commonwealth	829	390	1,219
Total Participant Plans	13,227	2,084	15,077
EI (s25) plans	7,938	290	8,228
PD (s24) plans	5,055	1,445	6,500
ECEI	234	349	349

Table G.3 Plan reviews conducted per quarter – SA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	8,572	4,283	12,855
Early intervention plans	5,709	2,852	8,561
Permanent disability plans	2,863	1,431	4,294

Table G.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – SA

Exits	
Total plan exits	454
Early Intervention plans	412
Permanent disability plans	42

Table G.5 Cumulative position by services previously received – SA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,490	300	4,328		7,118	8,500	84%	
End of 2016-17	3,854	326	7,452	480	12,112	12,887	94%	
End of 2017-18 Q1	4,577	462	7,954	234	13,227	13,969	95%	
End of 2017-18 Q2	5,617	680	8,431	349	15,077	16,406	92%	5,122

Table G.6 Cumulative position by entry into the Scheme – SA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	5,114	2,004		7,118	8,500	84%	
End of 2016-17	7,588	4,044	480	12,112	12,887	94%	
End of 2017-18 Q1	7,938	5,055	234	13,227	13,969	95%	
End of 2017-18 Q2	8,228	6,500	349	15,077	16,406	92%	5,122

Table G.7 Active participants with approved plans per quarter by disability group - SA⁷⁸

	Prior Quarters		2017-18 Q2		Total	
Disability	N	%	N	%	N	%
Intellectual Disability	2,079	17%	578	33%	2,657	19%
Autism	6,071	48%	393	23%	6,464	45%
Psychosocial disability	49	0%	30	2%	79	1%
Cerebral Palsy	467	4%	74	4%	541	4%
Other Neurological	295	2%	60	3%	355	2%
Developmental Delay	1,044	8%	86	5%	1,130	8%
Other Physical	255	2%	118	7%	373	3%
Acquired Brain Injury	133	1%	99	6%	232	2%
Hearing Impairment	326	3%	54	3%	380	3%
Visual Impairment	156	1%	61	4%	217	2%
Other Sensory/Speech	932	7%	37	2%	969	7%
Multiple Sclerosis	34	0%	55	3%	89	1%
Global Developmental Delay	473	4%	30	2%	503	4%
Spinal Cord Injury	16	0%	30	2%	46	0%
Stroke	21	0%	29	2%	50	0%
Other	188	1%	1	0%	189	1%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.8 Active participants with approved plan per quarter by level of function – SA

	Prior Quarters		2017-18 Q2		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	214	2%	48	3%	262	2%
2 (High Function)	0	0%	1	0%	1	0%
3 (High Function)	355	3%	167	10%	522	4%
4 (High Function)	1,229	10%	89	5%	1,318	9%
5 (High Function)	4,382	36%	189	11%	4,571	33%
6 (Moderate Function)	1,913	16%	351	20%	2,264	16%
7 (Moderate Function)	1,385	11%	79	5%	1,464	11%
8 (Moderate Function)	213	2%	181	10%	394	3%
9 (Moderate Function)	12	0%	11	1%	23	0%
10 (Moderate Function)	252	2%	240	14%	492	4%
11 (Low Function)	955	8%	45	3%	1,000	7%
12 (Low Function)	354	3%	274	16%	628	5%
13 (Low Function)	776	6%	33	2%	809	6%
14 (Low Function)	140	1%	27	2%	167	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	359		0		359	
Total	12,539	100%	1,735	100%	14,274	100%

⁷⁸ Table order based on national proportions (highest to lowest)

Table G.9 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	3,159	25%	213	12%	3,372	24%
7 to 14	7,055	56%	213	12%	7,268	51%
15 to 18	1,589	13%	101	6%	1,690	12%
19 to 24	168	1%	216	12%	384	3%
25 to 34	158	1%	255	15%	413	3%
35 to 44	128	1%	184	11%	312	2%
45 to 54	138	1%	256	15%	394	3%
55 to 64	132	1%	278	16%	410	3%
65+	12	0%	19	1%	31	0%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.10 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	8,810	70%	1,052	61%	9,862	69%
Female	3,649	29%	676	39%	4,325	30%
Indeterminate	80	1%	7	0%	87	1%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	590	4.7%	53	3.1%	643	4.5%
Not Aboriginal and Torres Strait Islander	11,160	89.0%	1,656	95.4%	12,816	89.8%
Not Stated	789	6.3%	26	1.5%	815	5.7%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	753	6.0%	106	6.1%	859	6.0%
Not CALD	11,554	92.1%	1,629	93.9%	13,183	92.4%
Not Stated	232	1.9%	0	0.0%	232	1.6%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	6	0.3%	6	0.0%
Not YPIRAC	12,539	100.0%	1,729	99.7%	14,268	100.0%
Total	12,539	100%	1,735	100%	14,274	100%

Table G.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	12%		10%		11%	
Self-managed partly	14%		12%		13%	
Plan managed	11%		11%		11%	
Agency managed	63%		67%		65%	
Total	100%		100%		100%	

Table G.15 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	45%	46%	45%

Table G.16 Duration to plan activation by quarter of initial plan approval for active participants – SA

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,679	38%	675	50%
30 to 59 days	647	15%	200	15%
60 to 89 days	419	9%	70	5%
Activated within 90 days	2,745	62%	945	70%
90 to 119 days	253	6%	35	3%
120 days and over	572	13%	13	1%
Activated between 90 and 180 days	825	19%	48	4%
No payments	841	19%	366	27%
Total plans approved	4,411	100%	1,359	100%

Table G.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – SA

Plan utilisation ⁷⁹	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	54%	41%	50%
50% to 75%	26%	26%	26%
> 75%	20%	33%	24%
Total	100%	100%	100%

Table G.18 Number of questionnaires completed by SFOF version – SA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	1,600	301	158	2,059
Participant school to 14	2,147	267	274	2,688
Participant 15 to 24	532	259	320	1,111
Participant 25 and over	29	526	973	1,528
Total Participant	4,308	1,353	1,725	7,386
Family 0 to 14	3,595	515	427	4,537
Family 15 to 24	482	131	245	858
Family 25 and over	1	54	370	425
Total Family	4,078	700	1,042	5,820
Total	8,386	2,053	2,767	13,206

⁷⁹ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table G.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	52%			
CC	% who say their child is able to tell them what he/she wants	81%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		79%		
CC	% who are happy with the level of independence/control they have now			45%	
CC	% who choose who supports them			34%	64%
CC	% who choose what they do each day			45%	72%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	25%
CC	% who want more choice and control in their life			73%	70%

Table G.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – SA

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	63%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	64%	79%		
REL	% of children who spend time with friends without an adult present		21%		
REL	% with no friends other than family or paid staff			29%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	40%

Table G.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		71%		
HM	% who are happy with their home			88%	84%
HM	% who feel safe or very safe in their home			90%	82%
HW	% who rate their health as good, very good or excellent			72%	57%
HW	% who did not have any difficulties accessing health services			75%	78%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			18%	36%
WK	% who volunteer			12%	11%

Table G.22 Selected key indicators for families/ carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	31%	30%
% receiving Carer Allowance	48%	55%	42%
% working in a paid job	47%	45%	30%
Of those in a paid job, % in permanent employment	73%	70%	73%
Of those in a paid job, % working 15 hours or more	78%	83%	81%
% who say they (and their partner) are able to work as much as they want	48%	52%	66%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	81%	84%	80%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	30%	21%
% able to advocate for their child/family member	79%	77%	77%
% who have friends and family they see as often as they like	54%	51%	61%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		45%	53%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	74%	63%	62%

Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=401) – SA

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	88%
REL	Has the NDIS improved how your child fits into family life?	83%
S/CP	Has the NDIS improved how your child fits into community life?	73%

Table G.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=808) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	45%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

Table G.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=65) and ‘Participant 25 and over’ (n=1) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	63%	Numbers are too small
DL	Has the NDIS helped you with daily living activities?	56%	Numbers are too small
REL	Has the NDIS helped you to meet more people?	44%	Numbers are too small
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	34%	Numbers are too small
HW	Has your involvement with the NDIS improved your health and wellbeing?	51%	Numbers are too small
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	Numbers are too small
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	Numbers are too small
S/CP	Has the NDIS helped you be more involved?	59%	Numbers are too small

Table G.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,167); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=86) – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	48%
Has the NDIS improved the level of support for your family?	75%	65%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	52%	41%

Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (SA)⁸⁰

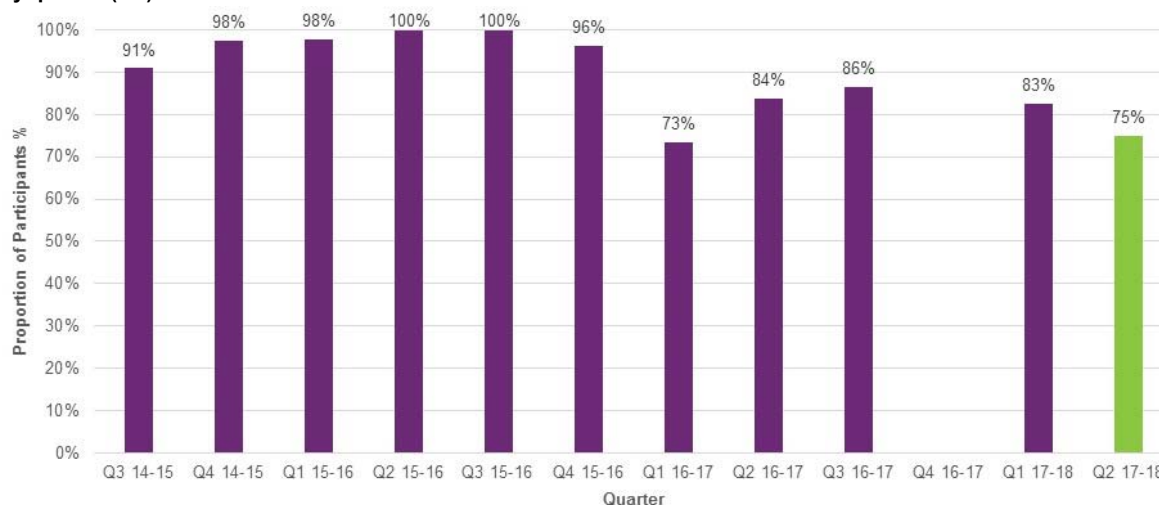


Table G.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – SA

SA	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	53%	23%	18%	3%	5%
1. The planner listened to me	58%	33%	5%	5%	0%
2. I had enough time to tell my story and say what support I need	58%	25%	8%	10%	0%
3. The planner knows what I can do well	33%	43%	10%	13%	3%
4. The planner had some good ideas for my plan	38%	43%	10%	8%	3%
5. I know what is in my plan	28%	48%	18%	8%	0%
6. The planner helped me think about my future	30%	45%	18%	8%	0%
7. I think my plan will make my life better	40%	38%	15%	8%	0%
8. The planning meeting went well	48%	45%	5%	3%	0%

Table G.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	5,470	3,693	9,163
<i>Trial participants</i>	5,036	1,546	6,582
<i>Transition participants</i>	434	2,147	2,581

Table G.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	3,102	590	3,692
<i>Trial participants</i>	2,456	278	2,734
<i>Transition participants</i>	646	312	958

⁸⁰ 2016-17 Q4 data is not available from SA as survey only started again from 1 July 2017 onwards. Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA⁸¹

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	24.4%	17.0%	22.8%

Table G.31 AAT cases by category – SA

	Prior Quarters	2017-18 Q2	Total
AAT Cases	37	19	56
Access	5	2	7
Plan	32	6	38
Plan Review	0	7	7
Other	0	4	4

Table G.32 AAT cases by open/closed and decision – SA

	N	%
AAT Cases	56	
Open AAT Cases	24	
Closed AAT Cases	32	
Confirmed the Agency's decision	22	69%
Did not confirm the Agency's decision	10	31%

Committed supports and payments

Table G.33 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.6	105.6	188.5	275.4	60.3	691.5

⁸¹ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure G.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (SA)

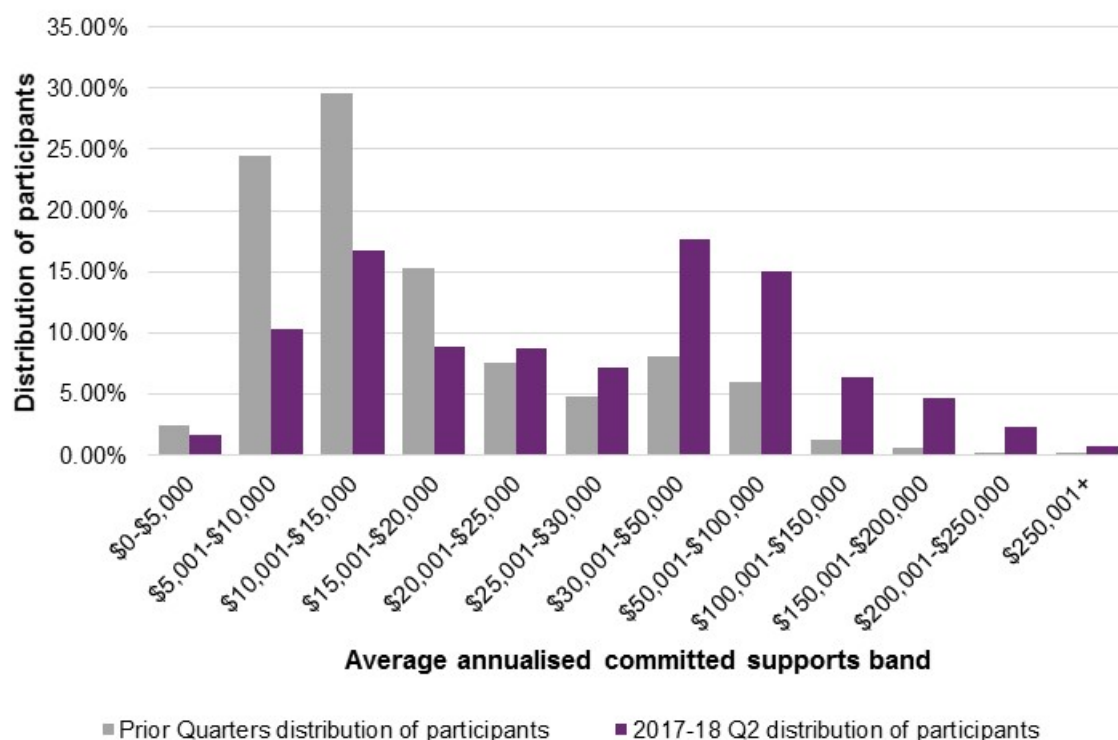


Figure G.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (SA)

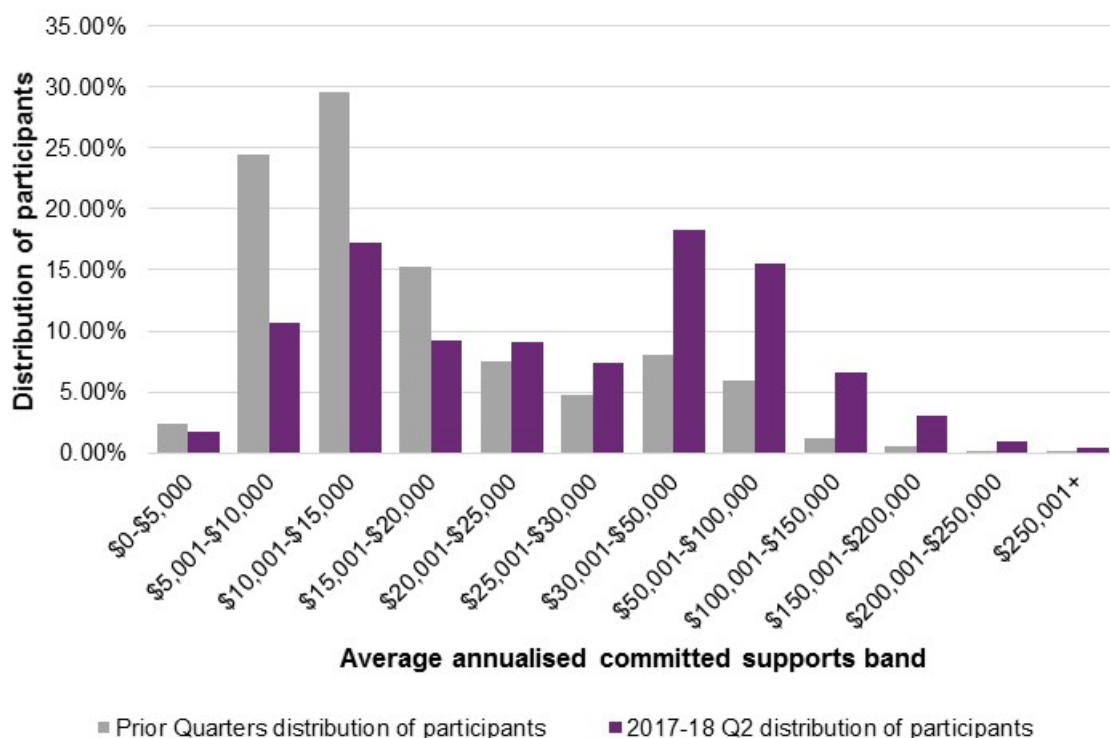


Figure G.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (SA)

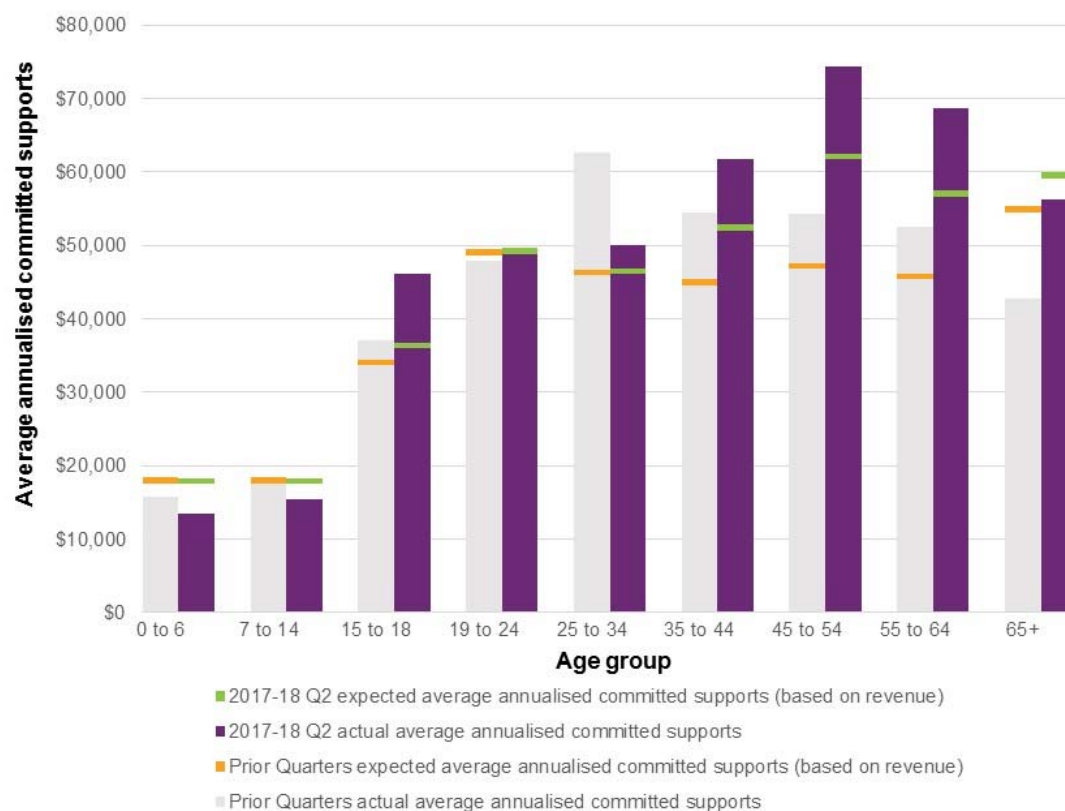
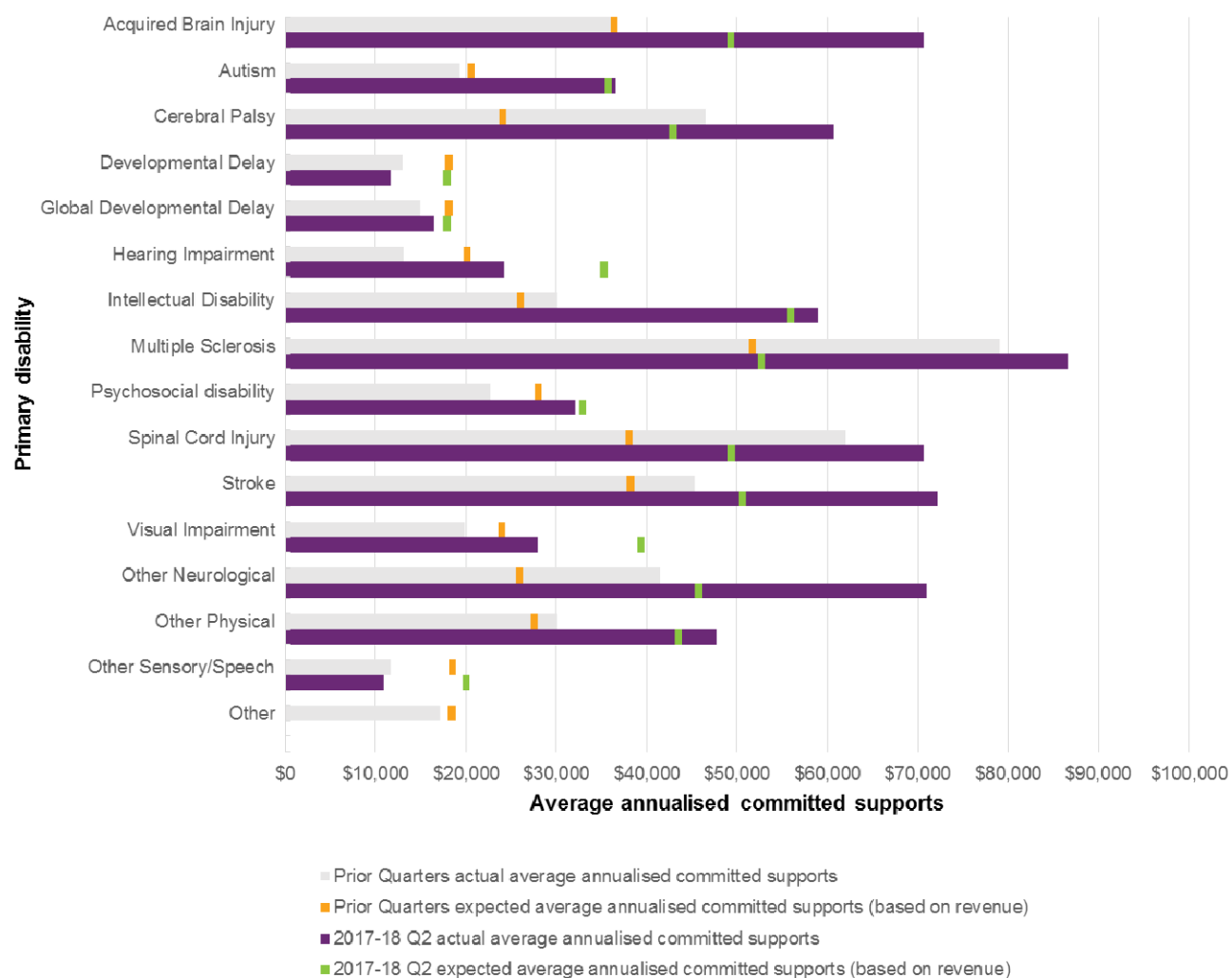


Figure G.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁸² (SA)



⁸² Average annualised committed supports are not shown where there is insufficient data in the group.

Figure G.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁸³ (SA)

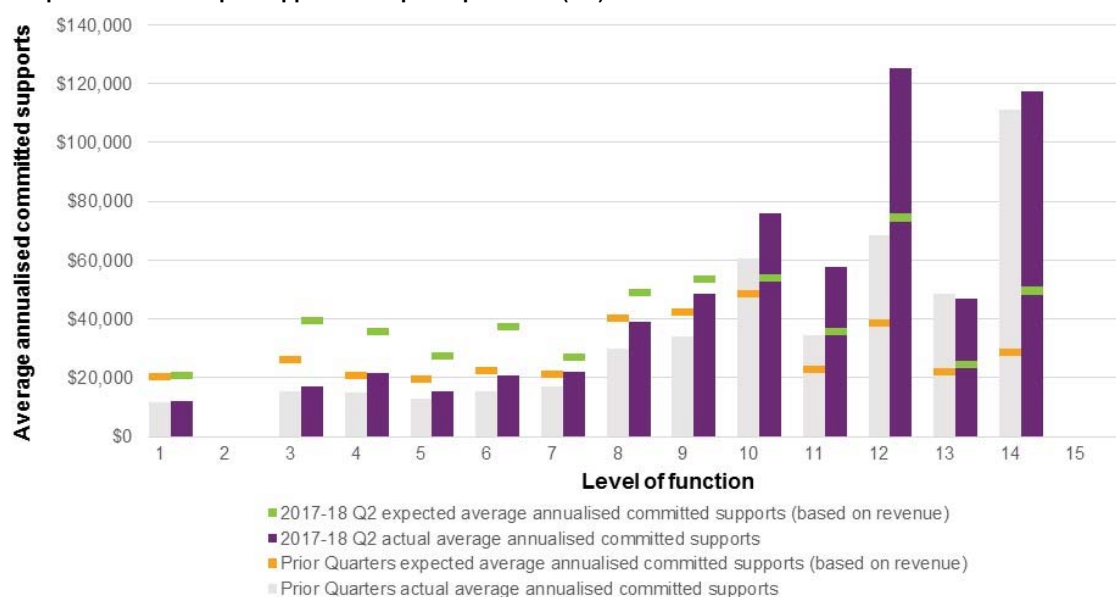


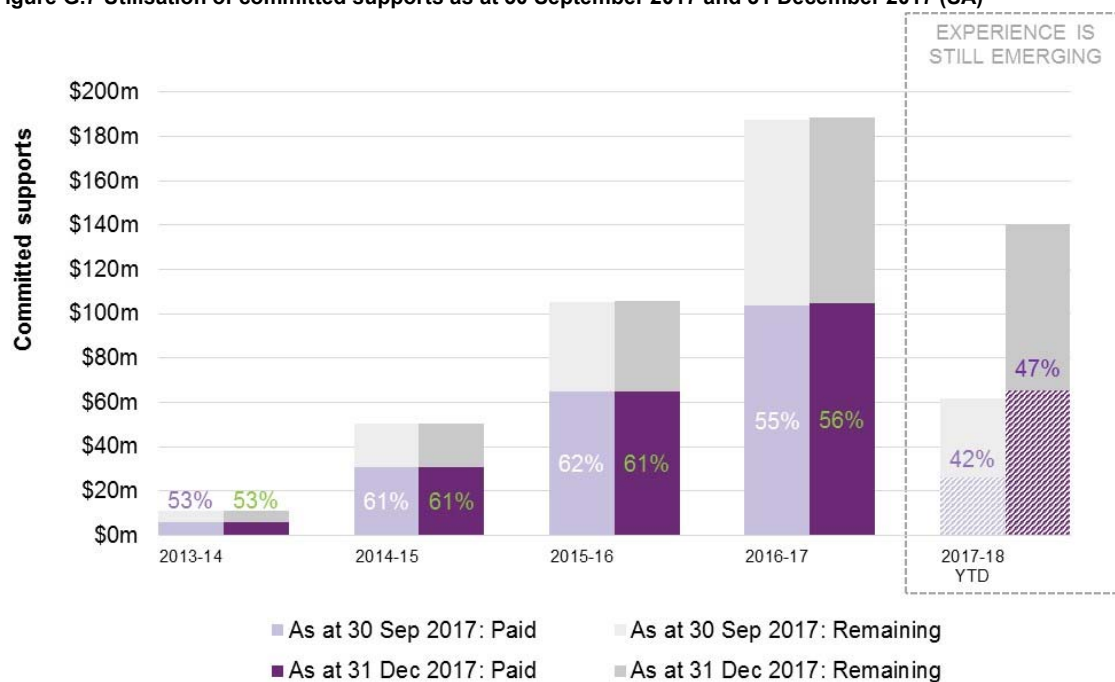
Table G.34 Payments by financial year, compared to committed supports (\$m) – SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.6	105.6	188.5	275.4	60.3	691.5
Total Paid	5.8	30.7	64.9	104.9	65.4	-	271.8
% utilised to date	53%	61%	61%	56%	-	-	55% ⁸⁴

⁸³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁸⁴ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure G.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (SA)



Providers and markets

Table G.35 Key provider indicators by quarter - SA

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	451	64	514
<i>Company/ organisation</i>	880	136	1,012
<i>Total</i>	1,331	200	1,526
b) Registration revoked	5		

Table G.36 Number of approved providers by registration group - SA⁸⁵

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	98	6	104	6%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	78	9	87	12%
Assistance with travel/transport arrangements	185	18	203	10%
Daily Personal Activities	100	12	112	12%
Group and Centre Based Activities	103	10	113	10%
High Intensity Daily Personal Activities	105	12	117	11%
Household tasks	191	47	238	25%
Interpreting and translation	45	11	56	24%
Participation in community, social and civic activities	138	11	149	8%
Assistive Technology				
Assistive equipment for recreation	165	36	201	22%
Assistive products for household tasks	134	27	161	20%
Assistance products for personal care and safety	279	61	340	22%
Communication and information equipment	129	22	151	17%
Customised Prosthetics	104	5	109	5%
Hearing Equipment	71	4	75	6%
Hearing Services	10	-1	9	-10%
Personal Mobility Equipment	246	41	287	17%
Specialised Hearing Services	22	-1	21	-5%
Vision Equipment	48	8	56	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	109	16	125	15%
Behaviour Support	198	24	222	12%
Community nursing care for high needs	78	14	92	18%
Development of daily living and life skills	137	13	150	9%
Early Intervention supports for early childhood	382	29	411	8%
Exercise Physiology and Physical Wellbeing activities	94	5	99	5%
Innovative Community Participation	146	38	184	26%
Specialised Driving Training	34	1	35	3%
Therapeutic Supports	513	46	559	9%
Capital services				
Home modification design and construction	122	12	134	10%
Specialised Disability Accommodation	38	14	52	37%
Vehicle Modifications	34	1	35	3%
Choice and control support services				
Management of funding for supports in participants plan	47	9	56	19%
Support Coordination	118	18	136	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	72	10	82	14%
Specialised Supported Employment	17	0	17	0%
Total approved providers	1,326	200	1,526	15%

⁸⁵ The 5 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table G.37 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.24	1.24
b) Number of providers delivering new supports	175	204
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	<i>50%</i>	<i>51%</i>
<i>Not yet active (%)</i>	<i>43%</i>	<i>42%</i>
<i>Inactive (%)</i>	<i>6%</i>	<i>7%</i>
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	<i>80%</i>	<i>84%</i>
<i>Therapeutic Supports (%)</i>	<i>93%</i>	<i>93%</i>
<i>Participate Community (%)</i>	<i>77%</i>	<i>78%</i>
<i>Early Childhood Supports (%)</i>	<i>88%</i>	<i>87%</i>
<i>Assist Personal Activities (%)</i>	<i>83%</i>	<i>81%</i>

Table G.38 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	60	9	69	15%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	66	8	74	12%
Assistance with travel/transport arrangements	130	13	143	10%
Daily Personal Activities	81	12	93	15%
Group and Centre Based Activities	82	13	95	16%
High Intensity Daily Personal Activities	89	13	102	15%
Household tasks	110	28	138	25%
Interpreting and translation	27	3	30	11%
Participation in community, social and civic activities	106	15	121	14%
Assistive Technology				
Assistive equipment for recreation	101	20	121	20%
Assistive products for household tasks	79	15	94	19%
Assistance products for personal care and safety	180	44	224	24%
Communication and information equipment	83	19	102	23%
Customised Prosthetics	75	13	88	17%
Hearing Equipment	51	4	55	8%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	167	23	190	14%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	32	5	37	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	90	18	108	20%
Behaviour Support	149	29	178	19%
Community nursing care for high needs	36	9	45	25%
Development of daily living and life skills	102	14	116	14%
Early Intervention supports for early childhood	317	31	348	10%
Exercise Physiology and Physical Wellbeing activities	48	11	59	23%
Innovative Community Participation	70	19	89	27%
Specialised Driving Training	27	1	28	4%
Therapeutic Supports	374	56	430	15%
Capital services				
Home modification design and construction	73	7	80	10%
Specialised Disability Accommodation	13	9	22	69%
Vehicle Modifications	23	2	25	9%
Choice and control support services				
Management of funding for supports in participants plan	42	8	50	19%
Support Coordination	83	21	104	25%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	64	9	73	14%
Specialised Supported Employment	16	1	17	6%
Total approved active providers	751	136	887	18%

Table G.39 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2017-18 Q2	Total
Assistive technology	0%	0%	0%
Choice & Control	1%	1%	1%
Consumables	0%	0%	0%
Daily Activities	7%	8%	8%
Daily Equipment	0%	0%	0%
Employment	1%	2%	1%
Health & Wellbeing	25%	32%	29%
Home Living	0%	1%	1%
Housing & Home modifications	0%	0%	0%
Independence	1%	2%	2%
Lifelong Learning	32%	37%	35%
Relationships	2%	2%	2%
Social & Civic	3%	3%	3%
Transport	0%	0%	0%
Non-categorised	35%	28%	32%
Any mainstream service	89%	92%	90%

Tasmania



The tables below replicate the tables in the main parts of this report for TAS only where the data is available.

Participants and Plans

Table H.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	2,534	445	2,979	3,519	3,464

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS

	Prior Quarters	2017-18 Q2	Total
Access decisions	3,200	519	3,719
Access Met	3,031	404	3,435
State	1,711	236	1,947
New	1,154	98	1,252
Commonwealth	166	70	236
Total Participant Plans	2,914	985	3,519
EI (s25) plans	249	85	334
PD (s24) plans	2,285	360	2,645
ECEI	380	540	540

Table H.3 Plan reviews conducted per quarter – TAS

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	1,768	887	2,655
Early intervention plans	77	62	139
Permanent disability plans	1,691	825	2,516

Table H.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – TAS

Exits	
Total plan exits	38
Early Intervention plans	4
Permanent disability plans	34

Table H.5 Cumulative position by services previously received – TAS

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	694	34	434		1,162	1,125	103%	
End of 2016-17	1,212	64	953	18	2,247	2,242	100%	
End of 2017-18 Q1	1,412	91	1,031	380	2,914	2,853	102%	
End of 2017-18 Q2	1,651	164	1,164	540	3,519	3,464	102%	327

Table H.6 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	25	1,137		1,162	1,125	103%	
End of 2016-17	190	2,039	18	2,247	2,242	100%	
End of 2017-18 Q1	249	2,285	380	2,914	2,853	102%	
End of 2017-18 Q2	334	2,645	540	3,519	3,464	102%	327

Table H.7 Active participants with approved plans per quarter by disability group – TAS⁸⁶

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability	1,126	45%	167	38%	1,293	44%
Autism	905	36%	191	43%	1,096	37%
Psychosocial disability	59	2%	4	1%	63	2%
Cerebral Palsy	149	6%	25	6%	174	6%
Other Neurological	64	3%	8	2%	72	2%
Developmental Delay	8	0%	5	1%	13	0%
Other Physical	48	2%	8	2%	56	2%
Acquired Brain Injury	44	2%	10	2%	54	2%
Hearing Impairment	38	2%	9	2%	47	2%
Visual Impairment	27	1%	7	2%	34	1%
Other Sensory/Speech	6	0%	3	1%	9	0%
Multiple Sclerosis	4	0%	1	0%	5	0%
Global Developmental Delay	5	0%	4	1%	9	0%
Spinal Cord Injury	5	0%	1	0%	6	0%
Stroke	2	0%	0	0%	2	0%
Other	6	0%	2	0%	8	0%
Total	2,496	100%	445	100%	2,941	100%

Table H.8 Active participants with approved plan per quarter by level of function – TAS

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	10	0%	8	2%	18	1%
2 (High Function)	3	0%	0	0%	3	0%
3 (High Function)	212	9%	27	6%	239	8%
4 (High Function)	162	7%	29	7%	191	7%
5 (High Function)	277	11%	70	16%	347	12%
6 (Moderate Function)	477	20%	89	20%	566	20%
7 (Moderate Function)	294	12%	52	12%	346	12%
8 (Moderate Function)	215	9%	15	3%	230	8%
9 (Moderate Function)	1	0%	0	0%	1	0%
10 (Moderate Function)	171	7%	18	4%	189	7%
11 (Low Function)	183	8%	37	8%	220	8%
12 (Low Function)	231	10%	49	11%	280	10%
13 (Low Function)	122	5%	39	9%	161	6%
14 (Low Function)	65	3%	12	3%	77	3%
15 (Low Function)	1	0%	0	0%	1	0%
Missing	72		0		72	
Total	2,496	100%	445	100%	2,941	100%

⁸⁶ Table order based on national proportions (highest to lowest)

Table H.9 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	3	0%	28	6%	31	1%
7 to 14	551	22%	250	56%	801	27%
15 to 18	539	22%	41	9%	580	20%
19 to 24	840	34%	12	3%	852	29%
25 to 34	403	16%	45	10%	448	15%
35 to 44	59	2%	6	1%	65	2%
45 to 54	56	2%	16	4%	72	2%
55 to 64	44	2%	45	10%	89	3%
65+	1	0%	2	0%	3	0%
Total	2,496	100%	445	100%	2,941	100%

Table H.10 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	1,584	63%	286	64%	1,870	64%
Female	867	35%	156	35%	1,023	35%
Indeterminate	45	2%	3	1%	48	2%
Total	2,496	100%	445	100%	2,941	100%

Table H.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	210	8.4%	29	6.5%	239	8.1%
Not Aboriginal and Torres Strait Islander	2,228	89.3%	380	85.4%	2,608	88.7%
Not Stated	58	2.3%	36	8.1%	94	3.2%
Total	2,496	100%	445	100%	2,941	100%

Table H.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	54	2.2%	6	1.3%	60	2.0%
Not CALD	2,428	97.3%	439	98.7%	2,867	97.5%
Not Stated	14	0.6%	0	0.0%	14	0.5%
Total	2,496	100%	445	100%	2,941	100%

Table H.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	0	0.0%	0	0.0%
Not YPIRAC	2,496	100.0%	445	100.0%	2,941	100.0%
Total	2,496	100%	445	100%	2,941	100%

Table H.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	7%		9%		8%	
Self-managed partly	10%		10%		10%	
Plan managed	3%		2%		2%	
Agency managed	80%		80%		80%	
Total	100%		100%		100%	

Table H.15 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	40%	37%	39%

Table H.16 Duration to plan activation by quarter of initial plan approval for active participants – TAS

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	345	33%	157	52%
30 to 59 days	128	12%	28	9%
60 to 89 days	80	8%	16	5%
Activated within 90 days	553	52%	201	66%
90 to 119 days	66	6%	5	2%
120 days and over	103	10%	3	1%
Activated between 90 and 180 days	169	16%	8	3%
No payments	337	32%	95	31%
Total plans approved	1,059	100%	304	100%

Table H.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – TAS

Plan utilisation ⁸⁷	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	40%	51%	43%
50% to 75%	17%	12%	16%
> 75%	43%	37%	41%
Total	100%	100%	100%

Table H.18 Number of questionnaires completed by SFOF version – TAS

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	6	11	15	32
Participant school to 14	572	170	271	1,013
Participant 15 to 24	308	25	48	381
Participant 25 and over	165	98	111	374
Total Participant	1,051	304	445	1,800
Family 0 to 14	527	171	285	983
Family 15 to 24	163	25	39	227
Family 25 and over	6	23	57	86
Total Family	696	219	381	1,296
Total	1,747	523	826	3,096

⁸⁷ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table H.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	72%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		40%		
DL	% who say their child is becoming more independent		48%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			47%	
CC	% who choose who supports them			45%	25%
CC	% who choose what they do each day			55%	42%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	45%
CC	% who want more choice and control in their life			77%	74%

Table H.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	59%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	39%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	Numbers are too small	85%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			30%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	36%

Table H.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		73%		
HM	% who are happy with their home			80%	81%
HM	% who feel safe or very safe in their home			86%	85%
HW	% who rate their health as good, very good or excellent			74%	56%
HW	% who did not have any difficulties accessing health services			78%	80%
LL	% who currently attend or previously attended school in a mainstream class			65%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				19%
WK	% who have a paid job			10%	21%
WK	% who volunteer			11%	8%

Table H.22 Selected key indicators for families/ carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	46%	31%	8%
% receiving Carer Allowance	71%	43%	17%
% working in a paid job	43%	39%	40%
Of those in a paid job, % in permanent employment	70%	69%	79%
Of those in a paid job, % working 15 hours or more	70%	78%	94%
% who say they (and their partner) are able to work as much as they want	44%	48%	83%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	90%	82%	Numbers are too small
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	36%	26%	Numbers are too small
% able to advocate for their child/family member	82%	77%	82%
% who have friends and family they see as often as they like	39%	52%	55%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		51%	
% who feel in control selecting services		42%	61%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			68%
% who rate their health as good, very good or excellent	66%	64%	78%

Table H.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=0) – TAS

Question	% Yes
DL Has the NDIS improved your child's development?	Numbers are too small
DL Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP Has the NDIS improved how your child fits into community life?	Numbers are too small

Table H.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=112) – TAS

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	46%
LL	Has the NDIS improved your child's access to education?	20%
REL	Has the NDIS improved your child's relationships with family and friends?	26%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

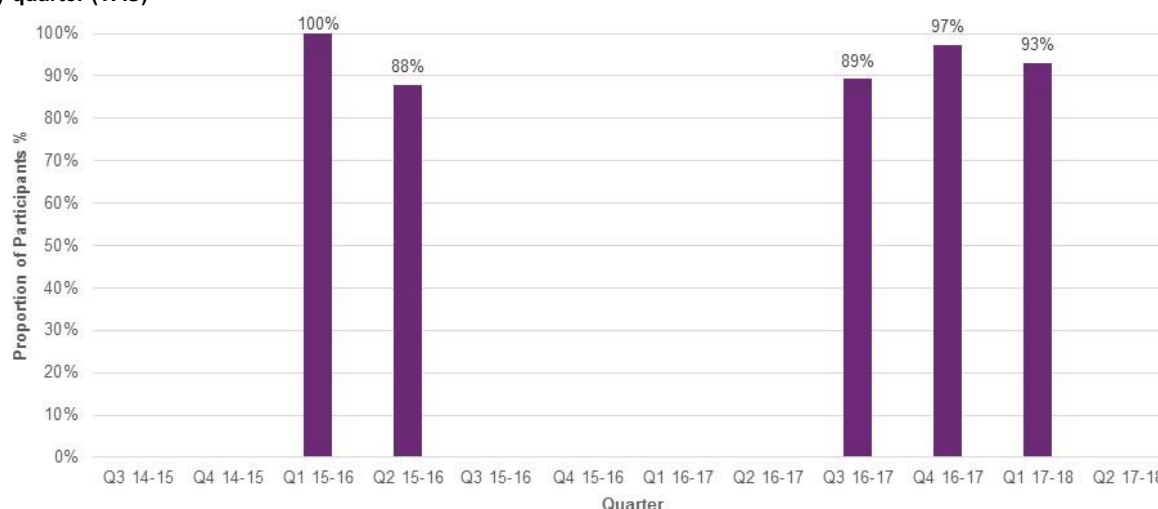
Table H.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=153) and ‘Participant 25 and over’ (n=23) – TAS

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	Numbers are too small
DL	Has the NDIS helped you with daily living activities?	49%	62%
REL	Has the NDIS helped you to meet more people?	48%	Numbers are too small
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	14%	Numbers are too small
HW	Has your involvement with the NDIS improved your health and wellbeing?	30%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	Numbers are too small
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	25%
S/CP	Has the NDIS helped you be more involved?	43%	57%

Table H.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=100); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=81) – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	27%	53%
Has the NDIS improved the level of support for your family?	54%	52%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	53%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	47%	
Has the NDIS improved your health and wellbeing?	24%	32%

Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (TAS)⁸⁸



There is insufficient data to present information on participant satisfaction in TAS this quarter.

Table H.27 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	850	633	1,483
<i>Trial participants</i>	737	357	1,094
<i>Transition participants</i>	113	276	389

Table H.28 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	918	254	1,172
<i>Trial participants</i>	700	124	824
<i>Transition participants</i>	218	130	348

Table H.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS⁸⁹

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	41.2%	36.9%	40.2%

Table H.30 AAT cases by category – TAS

	Prior Quarters	2017-18 Q2	Total
AAT Cases	6	1	7
<i>Access</i>	1	0	1
<i>Plan</i>	5	0	5
<i>Plan Review</i>	0	1	1
<i>Other</i>	0	0	0

⁸⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

⁸⁹ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table H.31 AAT cases by open/closed and decision – TAS

	N	%
AAT Cases	7	
Open AAT Cases	2	
Closed AAT Cases	5	
<i>Confirmed the Agency's decision</i>	3	60%
<i>Did not confirm the Agency's decision</i>	2	40%

Committed supports and payments

Table H.32 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.6	65.3	98.8	152.4	37.6	423.8

Figure H.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (TAS)

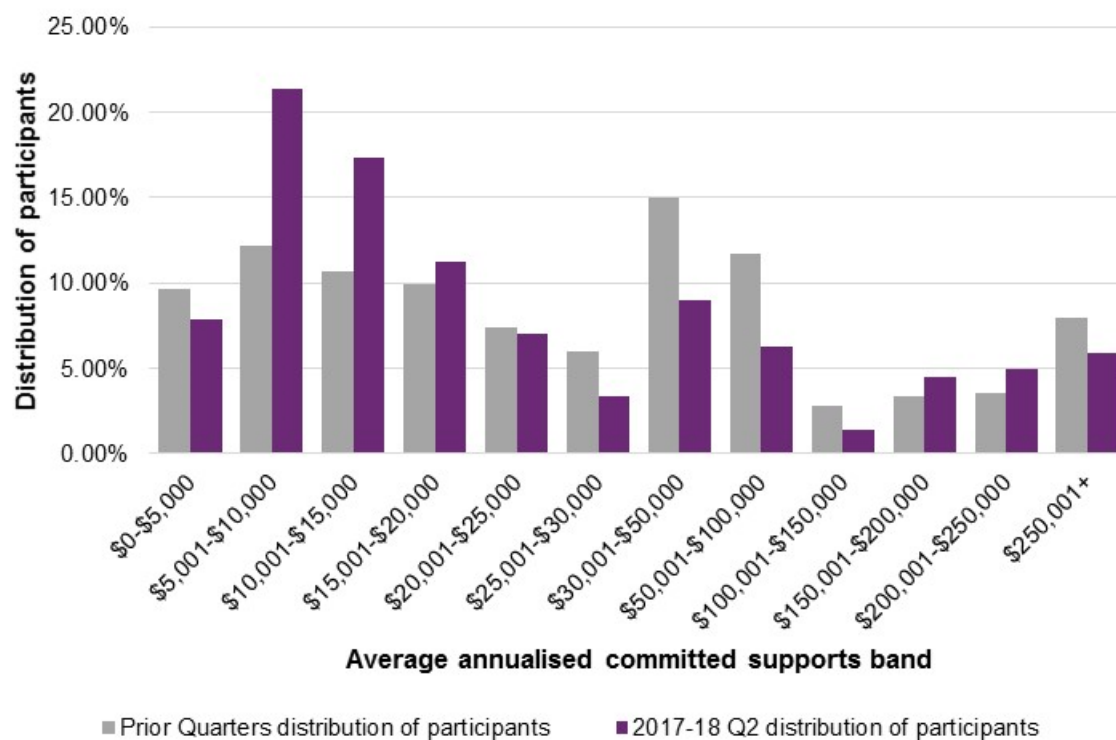


Figure H.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁹⁰ (TAS)

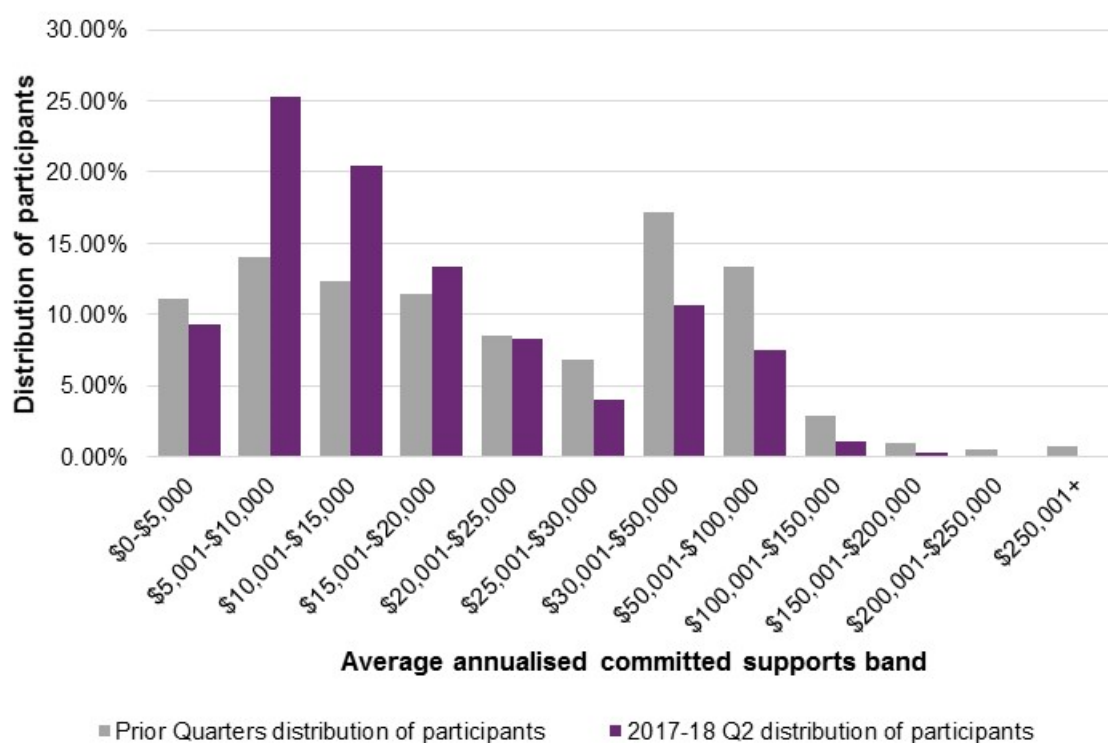


Figure H.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁹¹ (TAS)

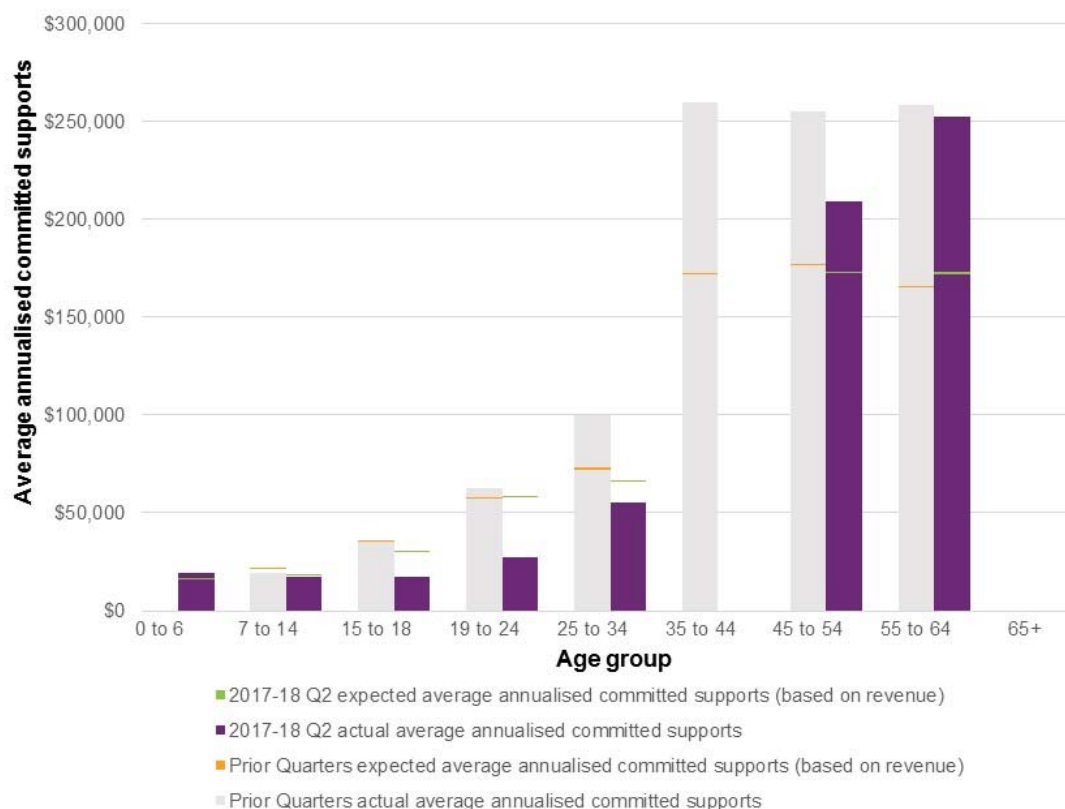
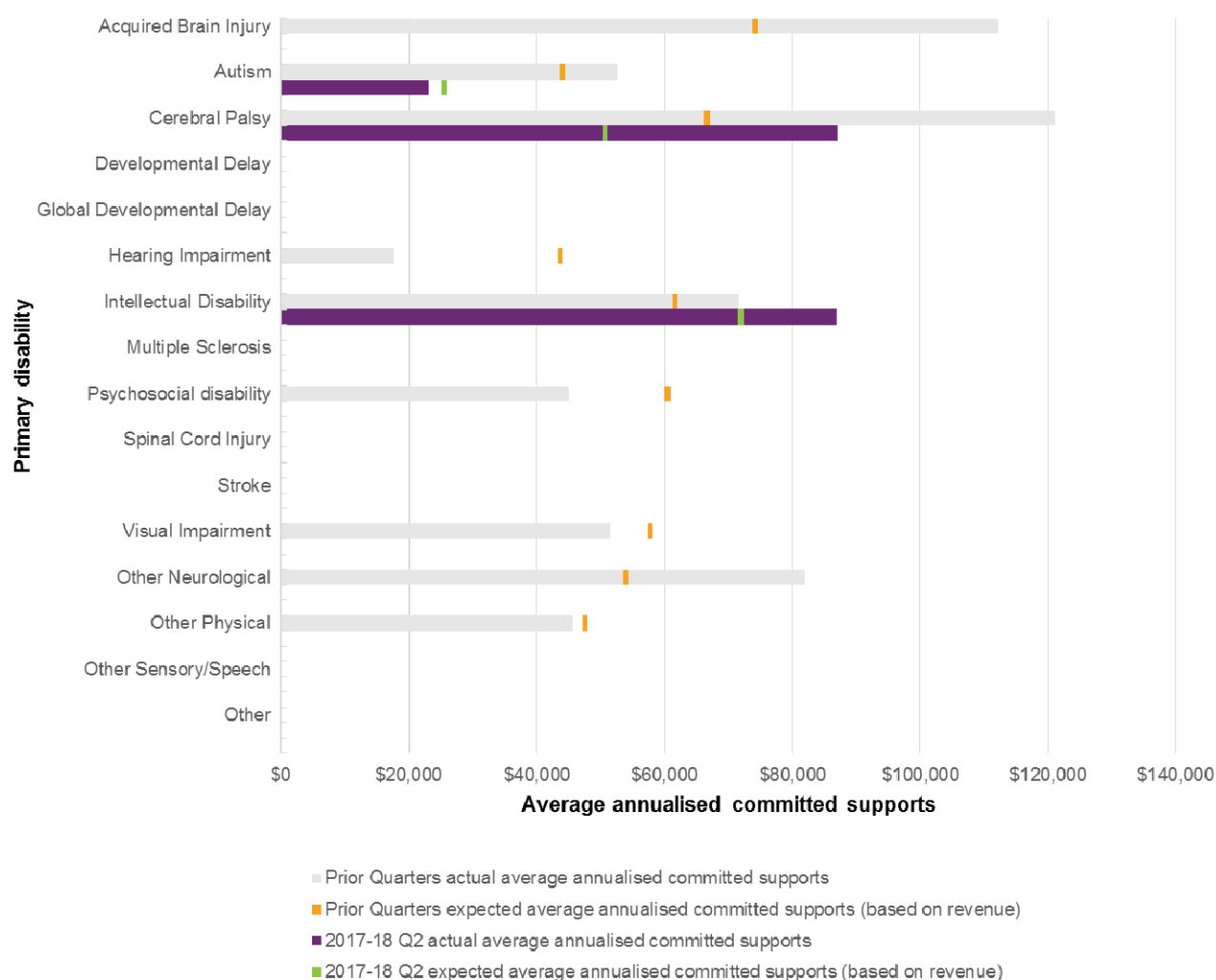


Figure H.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁹² (TAS)



⁹⁰ Average annualised committed supports are not shown where there is insufficient data in the group.

⁹¹ Average annualised committed supports are not shown where there is insufficient data in the group.

⁹² Average annualised committed supports are not shown where there is insufficient data in the group.

Figure H.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters⁹³ (TAS)

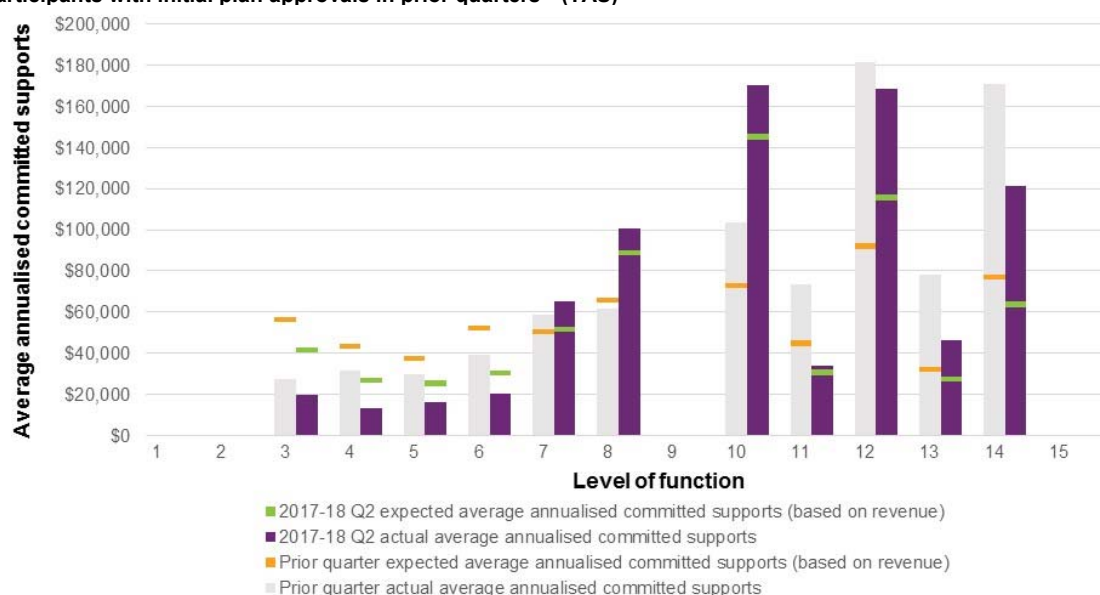


Table H.33 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.6	65.3	98.8	152.4	37.6	423.8
Total Paid	10.0	36.6	48.6	77.1	48.0	-	220.2
% utilised to date	55%	71%	74%	78%	-	-	71% ⁹⁴

⁹³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁹⁴ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure H.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (TAS)



Providers and markets

Table H.34 Key provider indicators by quarter - TAS

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	195	26	220
<i>Company/ organisation</i>	626	80	701
<i>Total</i>	821	106	921
b) Registration revoked	6		

Table H.35 Number of approved providers by registration group - TAS⁹⁵

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	64	3	67	5%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	61	4	65	7%
Assistance with travel/transport arrangements	122	8	130	7%
Daily Personal Activities	83	5	88	6%
Group and Centre Based Activities	73	4	77	5%
High Intensity Daily Personal Activities	82	5	87	6%
Household tasks	107	4	111	4%
Interpreting and translation	31	1	32	3%
Participation in community, social and civic activities	109	5	114	5%
Assistive Technology				
Assistive equipment for recreation	124	20	144	16%
Assistive products for household tasks	95	8	103	8%
Assistance products for personal care and safety	213	44	257	21%
Communication and information equipment	94	12	106	13%
Customised Prosthetics	58	5	63	9%
Hearing Equipment	57	2	59	4%
Hearing Services	4	-1	3	-25%
Personal Mobility Equipment	182	21	203	12%
Specialised Hearing Services	10	-1	9	-10%
Vision Equipment	41	4	45	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	100	7	107	7%
Behaviour Support	62	5	67	8%
Community nursing care for high needs	34	2	36	6%
Development of daily living and life skills	90	7	97	8%
Early Intervention supports for early childhood	61	2	63	3%
Exercise Physiology and Physical Wellbeing activities	57	9	66	16%
Innovative Community Participation	69	11	80	16%
Specialised Driving Training	39	1	40	3%
Therapeutic Supports	204	21	225	10%
Capital services				
Home modification design and construction	85	2	87	2%
Specialised Disability Accommodation	29	7	36	24%
Vehicle Modifications	31	0	31	0%
Choice and control support services				
Management of funding for supports in participants plan	28	5	33	18%
Support Coordination	50	9	59	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	0	47	0%
Specialised Supported Employment	26	0	26	0%
Total approved providers	815	106	921	13%

⁹⁵ The 6 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table H.36 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.36	1.44
b) Number of providers delivering new supports	71	83
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	48%	50%
<i>Not yet active (%)</i>	43%	41%
<i>Inactive (%)</i>	9%	8%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	69%	73%
<i>Therapeutic Supports (%)</i>	76%	75%
<i>Participate Community (%)</i>	78%	77%
<i>Early Childhood Supports (%)</i>	93%	81%
<i>Assist Personal Activities (%)</i>	79%	83%

Table H.37 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	45	3	48	7%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	56	1	57	2%
Assistance with travel/transport arrangements	92	7	99	8%
Daily Personal Activities	72	3	75	4%
Group and Centre Based Activities	62	2	64	3%
High Intensity Daily Personal Activities	71	4	75	6%
Household tasks	78	7	85	9%
Interpreting and translation	19	1	20	5%
Participation in community, social and civic activities	95	3	98	3%
Assistive Technology				
Assistive equipment for recreation	77	18	95	23%
Assistive products for household tasks	64	7	71	11%
Assistance products for personal care and safety	139	37	176	27%
Communication and information equipment	58	16	74	28%
Customised Prosthetics	46	4	50	9%
Hearing Equipment	41	5	46	12%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	128	19	147	15%
Specialised Hearing Services	9	0	9	0%
Vision Equipment	27	4	31	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	84	7	91	8%
Behaviour Support	45	7	52	16%
Community nursing care for high needs	18	3	21	17%
Development of daily living and life skills	79	4	83	5%
Early Intervention supports for early childhood	48	8	56	17%
Exercise Physiology and Physical Wellbeing activities	33	7	40	21%
Innovative Community Participation	40	8	48	20%
Specialised Driving Training	29	0	29	0%
Therapeutic Supports	136	22	158	16%
Capital services				
Home modification design and construction	57	5	62	9%
Specialised Disability Accommodation	15	3	18	20%
Vehicle Modifications	21	2	23	10%
Choice and control support services				
Management of funding for supports in participants plan	24	3	27	13%
Support Coordination	44	7	51	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	42	1	43	2%
Specialised Supported Employment	25	1	26	4%
Total approved active providers	464	76	540	16%

Table H.38 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2017-18 Q2	Total
Assistive technology	1%	1%	1%
Choice & Control	3%	2%	3%
Consumables	0%	0%	0%
Daily Activities	9%	8%	9%
Daily Equipment	0%	1%	1%
Employment	2%	2%	2%
Health & Wellbeing	56%	62%	58%
Home Living	2%	2%	2%
Housing & Home modifications	1%	0%	0%
Independence	2%	3%	2%
Lifelong Learning	39%	38%	39%
Relationships	3%	3%	3%
Social & Civic	3%	2%	2%
Transport	1%	1%	1%
Non-categorised	21%	21%	21%
Any mainstream service	91%	94%	93%

Australian Capital Territory



The tables below replicate the tables in the main parts of this report for ACT only where the data is available.

Participants and Plans

Table I.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	6,299	139	6,438	6,459	5,075

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT

	Prior Quarters	2017-18 Q2	Total
Access decisions	7,709	116	7,825
Access Met	6,671	59	6,730
State	2,686	3	2,689
New	3,740	45	3,785
Commonwealth	245	11	256
Total Participant Plans	6,299	160	6,459
EI (s25) plans	2,232	72	2,304
PD (s24) plans	4,067	67	4,134
ECEI	0	21	21

Table I.3 Plan reviews conducted per quarter – ACT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	5,535	1,720	7,255
Early intervention plans	1,782	481	2,263
Permanent disability plans	3,753	1,239	4,992

Table I.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – ACT

Exits	
Total plan exits	381
Early Intervention plans	225
Permanent disability plans	156

Table I.5 Cumulative position by services previously received – ACT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,502	82	1,514		4,098	4,278	96%	
End of 2016-17	2,647	214	3,187	0	6,048	5,075	119%	
End of 2017-18 Q1	2,653	229	3,417	0	6,299	5,075	124%	
End of 2017-18 Q2	2,654	237	3,547	21	6,459	5,075	127%	192

Table I.6 Cumulative position by entry into the Scheme – ACT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,559	2,539		4,098	4,278	96%	
End of 2016-17	2,119	3,929	0	6,048	5,075	119%	
End of 2017-18 Q1	2,232	4,067	0	6,299	5,075	124%	
End of 2017-18 Q2	2,304	4,134	21	6,459	5,075	127%	192

Table I.7 Active participants with approved plans per quarter by disability group – ACT⁹⁶

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability	1,233	21%	20	14%	1,253	21%
Autism	1,338	23%	31	22%	1,369	23%
Psychosocial disability	746	13%	16	12%	762	13%
Cerebral Palsy	255	4%	2	1%	257	4%
Other Neurological	234	4%	11	8%	245	4%
Developmental Delay	474	8%	30	22%	504	8%
Other Physical	404	7%	8	6%	412	7%
Acquired Brain Injury	146	2%	1	1%	147	2%
Hearing Impairment	238	4%	4	3%	242	4%
Visual Impairment	132	2%	3	2%	135	2%
Other Sensory/Speech	265	4%	3	2%	268	4%
Multiple Sclerosis	150	3%	2	1%	152	3%
Global Developmental Delay	89	2%	4	3%	93	2%
Spinal Cord Injury	50	1%	2	1%	52	1%
Stroke	78	1%	1	1%	79	1%
Other	86	1%	1	1%	87	1%
Total	5,918	100%	139	100%	6,057	100%

Table I.8 Active participants with approved plan per quarter by level of function – ACT

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	93	2%	4	3%	97	2%
2 (High Function)	13	0%	0	0%	13	0%
3 (High Function)	298	5%	3	2%	301	5%
4 (High Function)	528	9%	14	10%	542	9%
5 (High Function)	1,255	22%	51	37%	1,306	22%
6 (Moderate Function)	692	12%	15	11%	707	12%
7 (Moderate Function)	426	7%	8	6%	434	7%
8 (Moderate Function)	466	8%	8	6%	474	8%
9 (Moderate Function)	28	0%	1	1%	29	0%
10 (Moderate Function)	604	10%	15	11%	619	10%
11 (Low Function)	281	5%	3	2%	284	5%
12 (Low Function)	769	13%	15	11%	784	13%
13 (Low Function)	205	4%	0	0%	205	3%
14 (Low Function)	114	2%	2	1%	116	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	146		0		146	
Total	5,918	100%	139	100%	6,057	100%

⁹⁶ Table order based on national proportions (highest to lowest)

Table I.9 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	882	15%	64	46%	946	16%
7 to 14	1,507	25%	18	13%	1,525	25%
15 to 18	498	8%	4	3%	502	8%
19 to 24	457	8%	8	6%	465	8%
25 to 34	462	8%	6	4%	468	8%
35 to 44	553	9%	7	5%	560	9%
45 to 54	652	11%	11	8%	663	11%
55 to 64	703	12%	19	14%	722	12%
65+	204	3%	2	1%	206	3%
Total	5,918	100%	139	100%	6,057	100%

Table I.10 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	3,560	60%	90	65%	3,650	60%
Female	2,347	40%	47	34%	2,394	40%
Indeterminate	11	0%	2	1%	13	0%
Total	5,918	100%	139	100%	6,057	100%

Table I.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	249	4.2%	4	2.9%	253	4.2%
Not Aboriginal and Torres Strait Islander	5,450	92.1%	132	95.0%	5,582	92.2%
Not Stated	219	3.7%	3	2.2%	222	3.7%
Total	5,918	100%	139	100%	6,057	100%

Table I.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	578	9.8%	16	11.5%	594	9.8%
Not CALD	5,196	87.8%	123	88.5%	5,319	87.8%
Not Stated	144	2.4%	0	0.0%	144	2.4%
Total	5,918	100%	139	100%	6,057	100%

Table I.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	33	0.6%	3	2.2%	36	0.6%
Not YPIRAC	5,885	99.4%	136	97.8%	6,021	99.4%
Total	5,918	100%	139	100%	6,057	100%

Table I.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)		2017-18 Q2		Total	
Self-managed fully	21%		21%		21%	
Self-managed partly	14%		15%		14%	
Plan managed	27%		33%		29%	
Agency managed	38%		31%		36%	
Total	100%		100%		100%	

Table I.15 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	42%	43%	43%

Table I.16 Duration to plan activation by quarter of initial plan approval for active participants – ACT

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,025	54%	105	42%
30 to 59 days	246	13%	38	15%
60 to 89 days	121	6%	8	3%
Activated within 90 days	1,392	73%	151	60%
90 to 119 days	51	3%	1	0%
120 days and over	192	10%	0	0%
Activated between 90 and 180 days	243	13%	1	0%
No payments	275	14%	99	39%
Total plans approved	1,910	100%	251	100%

Table I.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – ACT

Plan utilisation ⁹⁷	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	54%	41%	51%
50% to 75%	21%	20%	20%
> 75%	25%	40%	28%
Total	100%	100%	100%

Table I.18 Number of questionnaires completed by SFOF version – ACT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	287	56	44	387
Participant school to 14	237	69	34	340
Participant 15 to 24	165	24	12	201
Participant 25 and over	884	95	45	1,024
Total Participant	1,573	244	135	1,952
Family 0 to 14	451	113	69	633
Family 15 to 24	36	16	5	57
Family 25 and over	24	14	10	48
Total Family	511	143	84	738
Total	2,084	387	219	2,690

⁹⁷ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	41%			
CC	% who say their child is able to tell them what he/she wants	77%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		32%		
DL	% who say their child is becoming more independent		54%		
CC	% of children who have a genuine say in decisions about themselves		85%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			51%	68%
CC	% who choose what they do each day			61%	79%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	26%
CC	% who want more choice and control in their life			73%	70%

Table I.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	69%	72%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	61%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		47%		
REL	Of these, % who are welcomed or actively included	67%	81%		
REL	% of children who spend time with friends without an adult present		21%		
REL	% with no friends other than family or paid staff			22%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table I.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			78%	71%
HM	% who feel safe or very safe in their home			83%	68%
HW	% who rate their health as good, very good or excellent			62%	42%
HW	% who did not have any difficulties accessing health services			75%	61%
LL	% who currently attend or previously attended school in a mainstream class			59%	
LL	% who participate in education, training or skill development				17%
LL	Of those who participate, % who do so in mainstream settings				79%
LL	% unable to do a course or training they wanted to do in the last 12 months				45%
WK	% who have a paid job			28%	31%
WK	% who volunteer			14%	16%

Table I.22 Selected key indicators for families/ carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	23%	17%
% receiving Carer Allowance	19%	33%	29%
% working in a paid job	55%	65%	50%
Of those in a paid job, % in permanent employment	86%	78%	88%
Of those in a paid job, % working 15 hours or more	83%	77%	83%
% who say they (and their partner) are able to work as much as they want	51%	66%	51%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	Numbers are too small	95%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	Numbers are too small	10%
% able to advocate for their child/family member	88%	87%	91%
% who have friends and family they see as often as they like	52%	56%	52%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		65%	
% who feel in control selecting services		68%	43%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	77%	69%	72%

Table I.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=105) – ACT

	Question	% Yes
DL	Has the NDIS improved your child's development?	97%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	66%

Table I.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=121) – ACT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	53%
LL	Has the NDIS improved your child's access to education?	32%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	45%

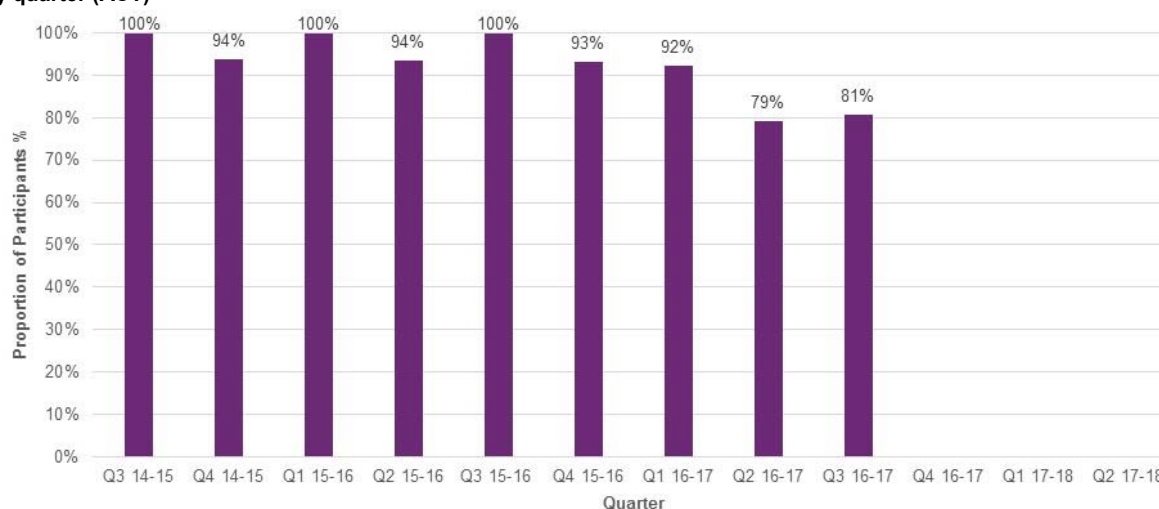
Table I.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=100) and ‘Participant 25 and over’ (n=569) – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	75%
DL	Has the NDIS helped you with daily living activities?	55%	77%
REL	Has the NDIS helped you to meet more people?	46%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	21%
HW	Has your involvement with the NDIS improved your health and wellbeing?	50%	60%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	26%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%
S/CP	Has the NDIS helped you be more involved?	47%	59%

Table I.26 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=199); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=35) – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	23%
Has the NDIS improved the level of support for your family?	68%	41%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	48%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	43%	47%

Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (ACT)⁹⁸



There is insufficient data to present information on participant satisfaction in ACT this quarter.

Table I.27 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	3,601	1,451	5,052
<i>Trial participants</i>	2,975	975	3,950
<i>Transition participants</i>	626	476	1,102

Table I.28 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	1,934	269	2,203
<i>Trial participants</i>	1,599	167	1,766
<i>Transition participants</i>	335	102	437

Table I.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT⁹⁹

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	27.8%	16.9%	25.8%

Table I.30 AAT cases by category – ACT

	Prior Quarters	2017-18 Q2	Total
AAT Cases	61	21	82
<i>Access</i>	27	11	38
<i>Plan</i>	34	2	36
<i>Plan Review</i>	0	8	8
<i>Other</i>	0	0	0

⁹⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

⁹⁹ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table I.31 AAT cases by open/closed and decision – ACT

	N	%
AAT Cases	82	
Open AAT Cases	55	
Closed AAT Cases	27	
<i>Confirmed the Agency's decision</i>	19	70%
<i>Did not confirm the Agency's decision</i>	8	30%

Committed supports and payments

Table I.32 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	137.3	279.6	278.0	56.1	777.6

Figure I.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters (ACT)

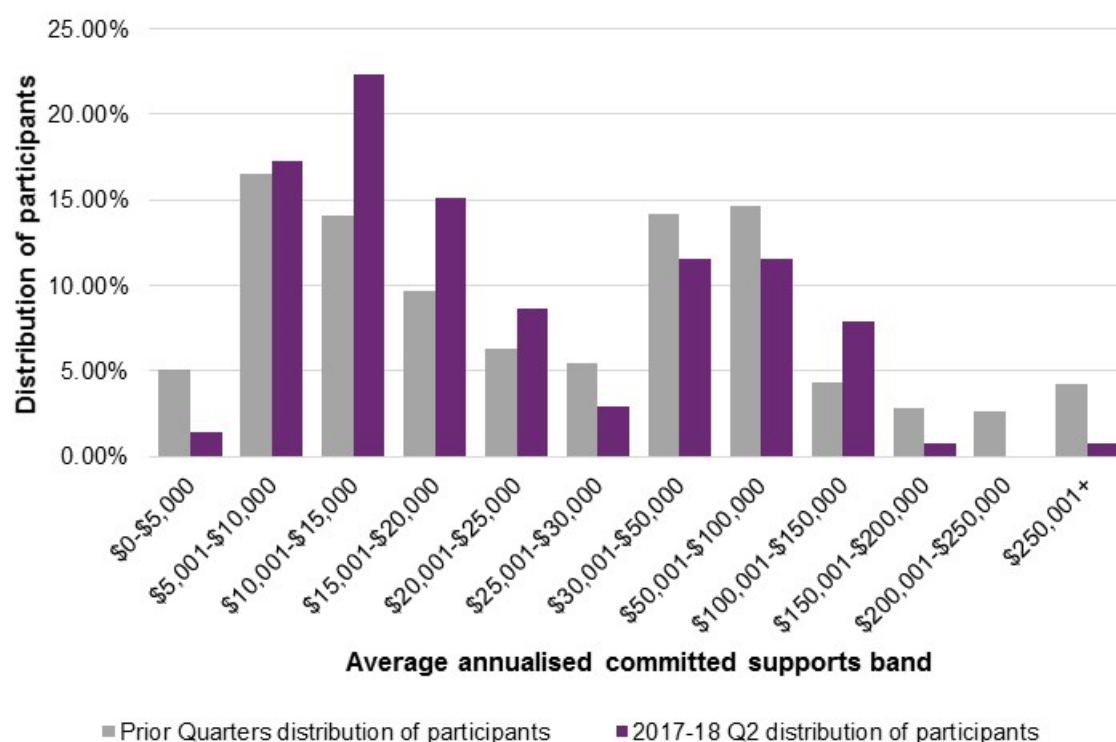


Figure I.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹⁰⁰ (ACT)

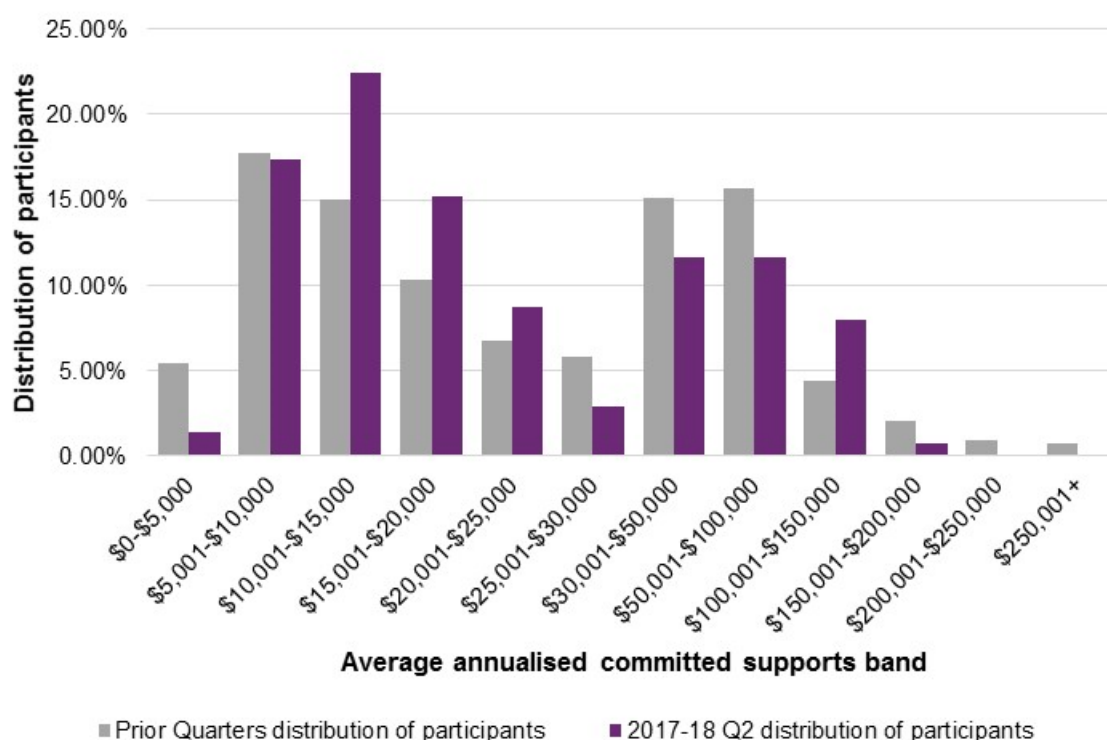


Figure I.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹⁰¹ (ACT)

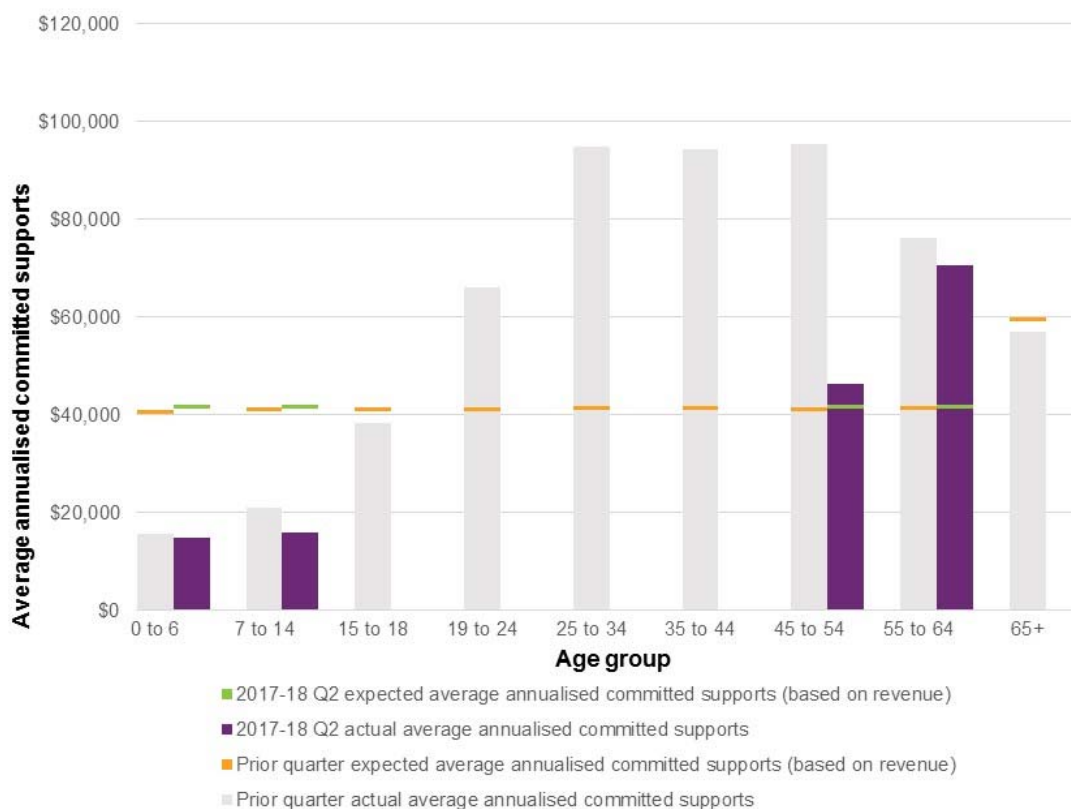
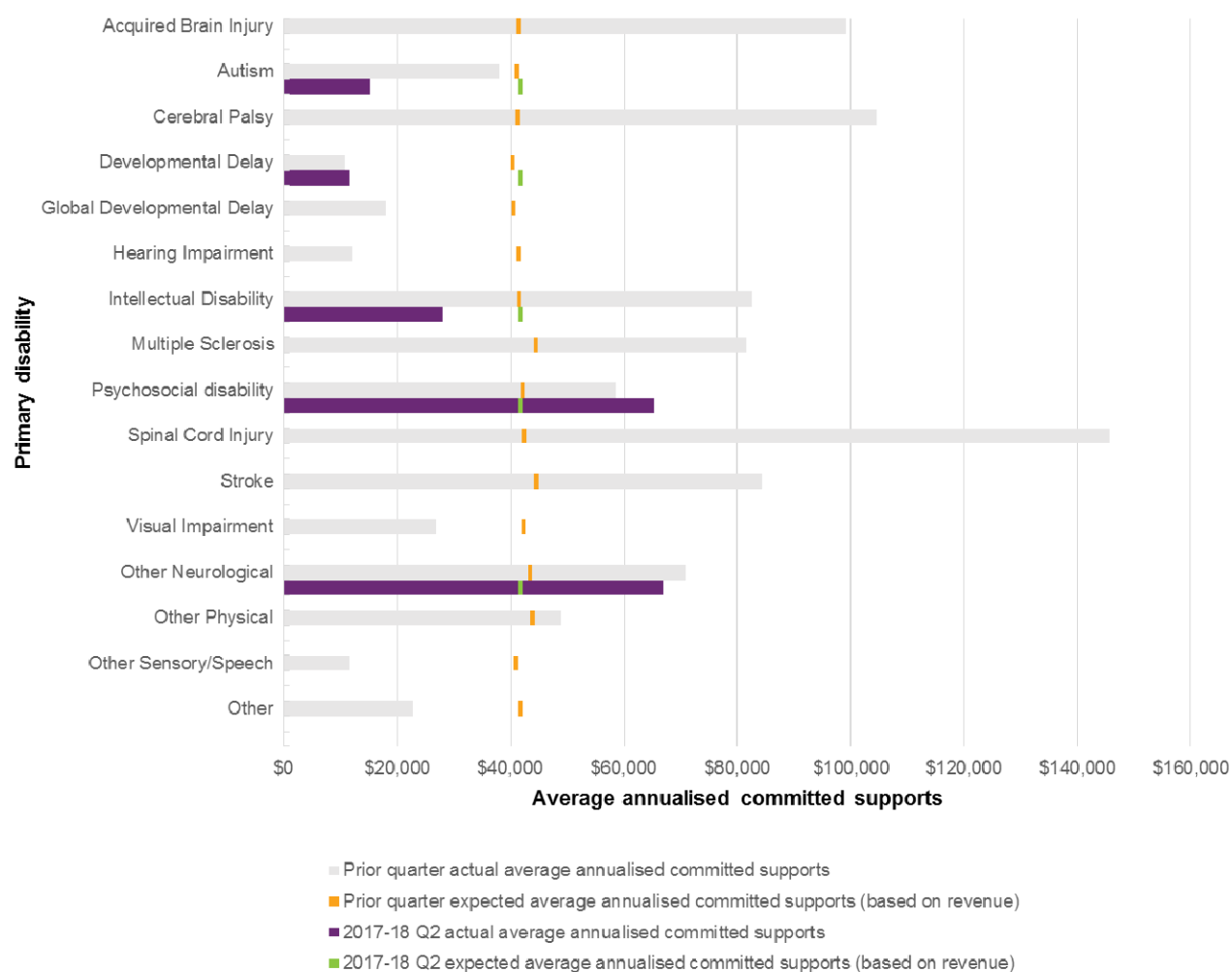


Figure I.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹⁰² (ACT)



¹⁰⁰ Average annualised committed supports are not shown where there is insufficient data in the group.

¹⁰¹ Average annualised committed supports are not shown where there is insufficient data in the group.

¹⁰² Average annualised committed supports are not shown where there is insufficient data in the group.

Figure I.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹⁰³ (ACT)

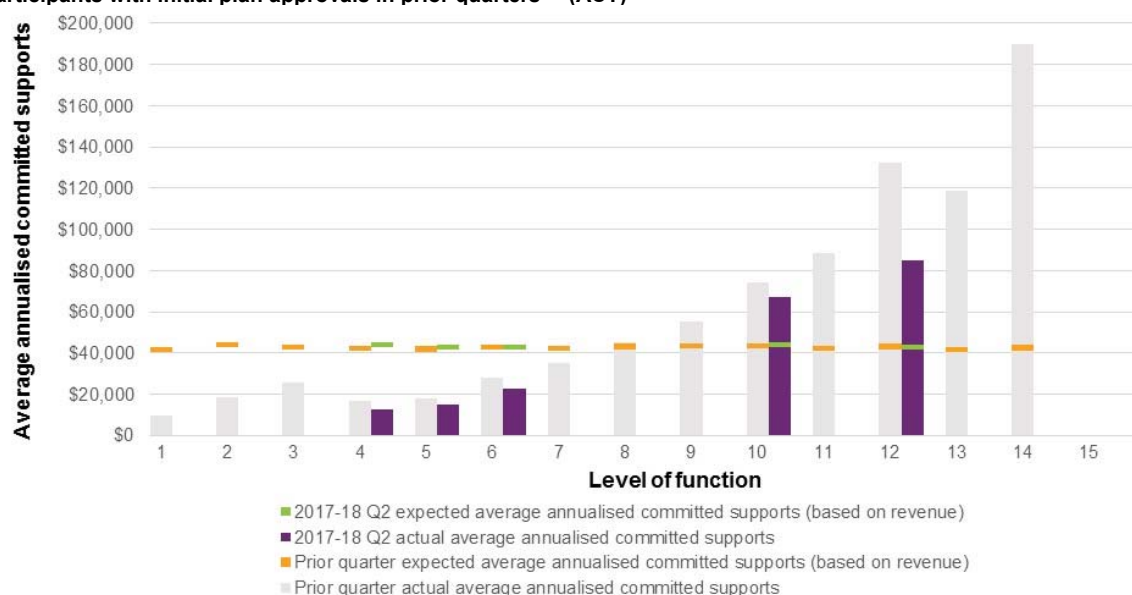


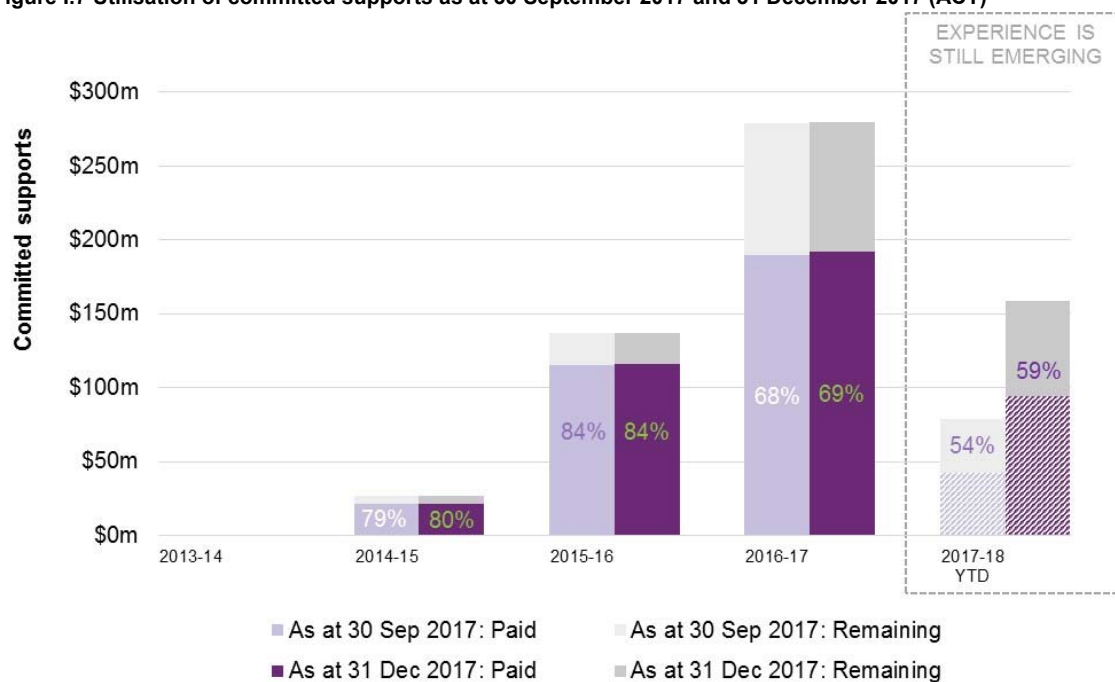
Table I.33 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	137.3	279.6	278.0	56.1	777.6
Total Paid	-	21.3	115.7	192.3	94.2	-	423.5
% utilised to date	-	80%	84%	69%	-	-	70% ¹⁰⁴

¹⁰³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹⁰⁴ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure I.7 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (ACT)



Providers and markets

Table I.34 Key provider indicators by quarter – ACT

Provider indicators	Prior Quarters	2017-18 Q2	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	224	33	254
<i>Company/ organisation</i>	718	102	817
<i>Total</i>	942	135	1,071
b) Registration revoked	6		

Table I.35 Number of approved providers by registration group - ACT¹⁰⁵

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	43	1	44	2%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	57	4	61	7%
Assistance with travel/transport arrangements	151	12	163	8%
Daily Personal Activities	70	6	76	9%
Group and Centre Based Activities	55	5	60	9%
High Intensity Daily Personal Activities	67	2	69	3%
Household tasks	171	23	194	13%
Interpreting and translation	40	4	44	10%
Participation in community, social and civic activities	89	6	95	7%
Assistive Technology				
Assistive equipment for recreation	147	21	168	14%
Assistive products for household tasks	122	10	132	8%
Assistance products for personal care and safety	249	47	296	19%
Communication and information equipment	105	16	121	15%
Customised Prosthetics	84	9	93	11%
Hearing Equipment	49	2	51	4%
Hearing Services	10	-1	9	-10%
Personal Mobility Equipment	220	25	245	11%
Specialised Hearing Services	17	-1	16	-6%
Vision Equipment	48	4	52	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	89	4	93	4%
Behaviour Support	68	2	70	3%
Community nursing care for high needs	66	8	74	12%
Development of daily living and life skills	90	5	95	6%
Early Intervention supports for early childhood	99	3	102	3%
Exercise Physiology and Physical Wellbeing activities	101	12	113	12%
Innovative Community Participation	90	16	106	18%
Specialised Driving Training	46	2	48	4%
Therapeutic Supports	217	23	240	11%
Capital services				
Home modification design and construction	119	10	129	8%
Specialised Disability Accommodation	26	8	34	31%
Vehicle Modifications	30	0	30	0%
Choice and control support services				
Management of funding for supports in participants plan	37	5	42	14%
Support Coordination	56	5	61	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	59	1	60	2%
Specialised Supported Employment	20	0	20	0%
Total approved providers	936	135	1,071	14%

¹⁰⁵ The 6 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table I.36 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	1.16	1.14
b) Number of providers delivering new supports	151	131
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	55%	55%
<i>Not yet active (%)</i>	39%	39%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	80%	82%
<i>Therapeutic Supports (%)</i>	82%	86%
<i>Participate Community (%)</i>	84%	83%
<i>Early Childhood Supports (%)</i>	89%	86%
<i>Assist Personal Activities (%)</i>	85%	83%

Table I.37 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	36	0	36	0%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	56	1	57	2%
Assistance with travel/transport arrangements	102	8	110	8%
Daily Personal Activities	64	4	68	6%
Group and Centre Based Activities	53	4	57	8%
High Intensity Daily Personal Activities	64	1	65	2%
Household tasks	112	17	129	15%
Interpreting and translation	22	1	23	5%
Participation in community, social and civic activities	83	5	88	6%
Assistive Technology				
Assistive equipment for recreation	94	20	114	21%
Assistive products for household tasks	75	11	86	15%
Assistance products for personal care and safety	159	45	204	28%
Communication and information equipment	64	16	80	25%
Customised Prosthetics	67	7	74	10%
Hearing Equipment	33	5	38	15%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	154	23	177	15%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	31	4	35	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	82	3	85	4%
Behaviour Support	60	2	62	3%
Community nursing care for high needs	34	6	40	18%
Development of daily living and life skills	82	4	86	5%
Early Intervention supports for early childhood	85	4	89	5%
Exercise Physiology and Physical Wellbeing activities	71	10	81	14%
Innovative Community Participation	45	8	53	18%
Specialised Driving Training	34	2	36	6%
Therapeutic Supports	187	9	196	5%
Capital services				
Home modification design and construction	77	11	88	14%
Specialised Disability Accommodation	14	4	18	29%
Vehicle Modifications	20	1	21	5%
Choice and control support services				
Management of funding for supports in participants plan	37	4	41	11%
Support Coordination	54	2	56	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	51	3	54	6%
Specialised Supported Employment	18	0	18	0%
Total approved active providers	568	85	653	15%

Table I.38 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2017-18 Q2	Total
Assistive technology	0%	1%	0%
Choice & Control	2%	2%	2%
Consumables	0%	0%	0%
Daily Activities	5%	6%	6%
Daily Equipment	0%	0%	0%
Employment	4%	3%	4%
Health & Wellbeing	43%	43%	43%
Home Living	2%	2%	2%
Housing & Home modifications	1%	2%	1%
Independence	2%	1%	2%
Lifelong Learning	15%	12%	14%
Relationships	2%	3%	2%
Social & Civic	4%	4%	4%
Transport	0%	0%	0%
Non-categorised	24%	30%	26%
Any mainstream service	83%	88%	85%

Northern Territory



The tables below replicate the tables in the main parts of this report for NT only where the data is available.

Participants and Plans

Table J.1 Plan approvals compared to estimates – NT

	Prior Quarters	2017-18 Q2	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	547	114	661	661	1,140

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT

	Prior Quarters	2017-18 Q2	Total
Access decisions	690	170	860
Access Met	639	124	763
<i>State</i>	449	34	483
<i>New</i>	181	83	264
<i>Commonwealth</i>	9	7	16
Total Participant Plans	547	114	661
<i>EI (s25) plans</i>	77	12	89
<i>PD (s24) plans</i>	470	102	572
<i>ECEI</i>	0	0	0

Table J.3 Plan reviews conducted per quarter – NT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total plan reviews	480	212	692
<i>Early intervention plans</i>	65	18	83
<i>Permanent disability plans</i>	415	194	609

Table J.4 Exits from the Scheme since 1 July 2013 as at 31 December 2017 – NT

Exits	
Total plan exits	16
<i>Early Intervention plans</i>	3
<i>Permanent disability plans</i>	13

Table J.5 Cumulative position by services previously received – NT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	72	3	80		155	149	104%	
End of 2016-17	249	7	132	0	388	546	71%	
End of 2017-18 Q1	393	7	147	0	547	898	61%	
End of 2017-18 Q2	462	14	185	0	661	1,140	58%	94

Table J.6 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	38	117		155	149	104%	
End of 2016-17	69	319	0	388	546	71%	
End of 2017-18 Q1	77	470	0	547	898	61%	
End of 2017-18 Q2	89	572	0	661	1,140	58%	94

Table J.7 Active participants with approved plans per quarter by disability group - NT¹⁰⁶

Disability	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Intellectual Disability	178	34%	31	27%	209	32%
Autism	41	8%	15	13%	56	9%
Psychosocial disability	18	3%	10	9%	28	4%
Cerebral Palsy	72	14%	6	5%	78	12%
Other Neurological	35	7%	12	11%	47	7%
Developmental Delay	9	2%	4	4%	13	2%
Other Physical	46	9%	13	11%	59	9%
Acquired Brain Injury	53	10%	13	11%	66	10%
Hearing Impairment	16	3%	1	1%	17	3%
Visual Impairment	11	2%	1	1%	12	2%
Other Sensory/Speech	6	1%	0	0%	6	1%
Multiple Sclerosis	1	0%	1	1%	2	0%
Global Developmental Delay	5	1%	3	3%	8	1%
Spinal Cord Injury	16	3%	0	0%	16	2%
Stroke	20	4%	4	4%	24	4%
Other	4	1%	0	0%	4	1%
Total	531	100%	114	100%	645	100%

Table J.8 Active participants with approved plan per quarter by level of function – NT

Level of Function	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
1 (High Function)	3	1%	1	1%	4	1%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	17	3%	3	3%	20	3%
4 (High Function)	22	4%	3	3%	25	4%
5 (High Function)	40	8%	11	10%	51	8%
6 (Moderate Function)	32	6%	11	10%	43	7%
7 (Moderate Function)	46	9%	5	4%	51	8%
8 (Moderate Function)	37	7%	14	12%	51	8%
9 (Moderate Function)	5	1%	0	0%	5	1%
10 (Moderate Function)	59	11%	19	17%	78	12%
11 (Low Function)	52	10%	4	4%	56	9%
12 (Low Function)	124	24%	33	29%	157	25%
13 (Low Function)	39	7%	7	6%	46	7%
14 (Low Function)	50	10%	3	3%	53	8%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	5		0		5	
Total	531	100%	114	100%	645	100%

¹⁰⁶ Table order based on national proportions (highest to lowest)
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Table J.9 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
0 to 6	40	8%	15	13%	55	9%
7 to 14	76	14%	17	15%	93	14%
15 to 18	22	4%	8	7%	30	5%
19 to 24	40	8%	10	9%	50	8%
25 to 34	83	16%	14	12%	97	15%
35 to 44	98	18%	14	12%	112	17%
45 to 54	108	20%	25	22%	133	21%
55 to 64	59	11%	10	9%	69	11%
65+	5	1%	1	1%	6	1%
Total	531	100%	114	100%	645	100%

Table J.10 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Male	330	62%	65	57%	395	61%
Female	201	38%	49	43%	250	39%
Indeterminate	0	0%	0	0%	0	0%
Total	531	100%	114	100%	645	100%

Table J.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	414	78.0%	87	76.3%	501	77.7%
Not Aboriginal and Torres Strait Islander	106	20.0%	25	21.9%	131	20.3%
Not Stated	11	2.1%	2	1.8%	13	2.0%
Total	531	100%	114	100%	645	100%

Table J.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
CALD	207	39.0%	35	30.7%	242	37.5%
Not CALD	324	61.0%	79	69.3%	403	62.5%
Not Stated	0	0.0%	0	0.0%	0	0.0%
Total	531	100%	114	100%	645	100%

Table J.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

Participant profile	Prior Quarters		2017-18 Q2		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	4	3.5%	4	0.6%
Not YPIRAC	531	100.0%	110	96.5%	641	99.4%
Total	531	100%	114	100%	645	100%

Table J.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q2	Total
Self-managed fully	2%	0%	1%
Self-managed partly	3%	3%	3%
Plan managed	14%	18%	16%
Agency managed	81%	78%	80%
Total	100%	100%	100%

Table J.15 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q2	Total
Support coordination	95%	99%	97%

Table J.16 Duration to plan activation by quarter of initial plan approval for active participants – NT

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	N	%	N	%
Less than 30 days	99	43%	44	28%
30 to 59 days	19	8%	8	5%
60 to 89 days	6	3%	13	8%
Activated within 90 days	124	54%	65	41%
90 to 119 days	21	9%	15	9%
120 days and over	26	11%	0	0%
Activated between 90 and 180 days	47	21%	15	9%
No payments	58	25%	79	50%
Total plans approved	229	100%	159	100%

Table J.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year – NT

Plan utilisation ¹⁰⁷	Prior Quarters (Transition only)	2016-17 Q4	Total
0% to 50%	75%	66%	71%
50% to 75%	16%	25%	20%
> 75%	9%	10%	10%
Total	100%	100%	100%

Table J.18 Number of questionnaires completed by SFOF version – NT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires
Participant 0 to school	16	14	13	43
Participant school to 14	27	17	18	62
Participant 15 to 24	25	20	18	63
Participant 25 and over	159	98	63	320
Total Participant	227	149	112	488
Family 0 to 14	40	28	29	97
Family 15 to 24	3	3	10	16
Family 25 and over	15	8	13	36
Total Family	58	39	52	149
Total	285	188	164	637

¹⁰⁷ This table only considers committed supports and payments for supports provided to 30 September 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC	% who say their child is able to tell them what he/she wants	63%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		19%		
DL	% who say their child is becoming more independent		32%		
CC	% of children who have a genuine say in decisions about themselves		50%		
CC	% who are happy with the level of independence/control they have now			33%	
CC	% who choose who supports them			16%	20%
CC	% who choose what they do each day			19%	28%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			24%	18%
CC	% who want more choice and control in their life			78%	82%

Table J.20 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – NT

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	70%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	78%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		42%		
REL	Of these, % who are welcomed or actively included	57%	56%		
REL	% of children who spend time with friends without an adult present		38%		
REL	% with no friends other than family or paid staff			24%	24%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			61%	49%

Table J.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		45%		
HM	% who are happy with their home			69%	55%
HM	% who feel safe or very safe in their home			72%	53%
HW	% who rate their health as good, very good or excellent			52%	34%
HW	% who did not have any difficulties accessing health services			32%	29%
LL	% who currently attend or previously attended school in a mainstream class			17%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				Numbers are too small
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			7%	9%
WK	% who volunteer			10%	9%

Table J.22 Selected key indicators for families/ carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	14%	Numbers are too small	3%
% receiving Carer Allowance	24%	Numbers are too small	3%
% working in a paid job	33%	Numbers are too small	19%
Of those in a paid job, % in permanent employment	78%	Numbers are too small	Numbers are too small
Of those in a paid job, % working 15 hours or more	82%	Numbers are too small	Numbers are too small
% who say they (and their partner) are able to work as much as they want	47%	Numbers are too small	31%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	80%	Numbers are too small	95%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	48%	Numbers are too small	80%
% able to advocate for their child/family member	40%	Numbers are too small	27%
% who have friends and family they see as often as they like	48%	Numbers are too small	33%
% who feel very confident or somewhat confident in supporting their child's development	60%		
% who know what their family can do to enable their family member with disability to become as independent as possible		Numbers are too small	
% who feel in control selecting services		Numbers are too small	17%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			27%
% who rate their health as good, very good or excellent	66%	Numbers are too small	27%

There is insufficient data to present information on “Has the NDIS helped?” questions as well as participant satisfaction in NT.

Table J.23 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total scheduled plan reviews	99	30	129
<i>Trial participants</i>	96	28	124
<i>Transition participants</i>	3	2	5

Table J.24 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
Total unscheduled plan reviews	381	182	563
<i>Trial participants</i>	125	24	149
<i>Transition participants</i>	256	158	414

Table J.25 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT¹⁰⁸

	Prior Quarters (Transition only)	2017-18 Q2	Transition Total
% unscheduled reviews	112.6%	120.5%	115.0%

Table J.26 AAT cases by category – NT

	Prior Quarters	2017-18 Q2	Total
AAT Cases	2	1	3
<i>Access</i>	0	1	1
<i>Plan</i>	2	0	2
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

Table J.27 AAT cases by open/closed and decision – NT

	N	%
AAT Cases	3	
Open AAT Cases	2	
Closed AAT Cases	1	
<i>Confirmed the Agency's decision</i>	1	100%
<i>Did not confirm the Agency's decision</i>	0	0%

Committed supports and payments

Table J.28 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.5	19.8	88.6	18.2	134.0

¹⁰⁸ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure J.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹⁰⁹ (NT)

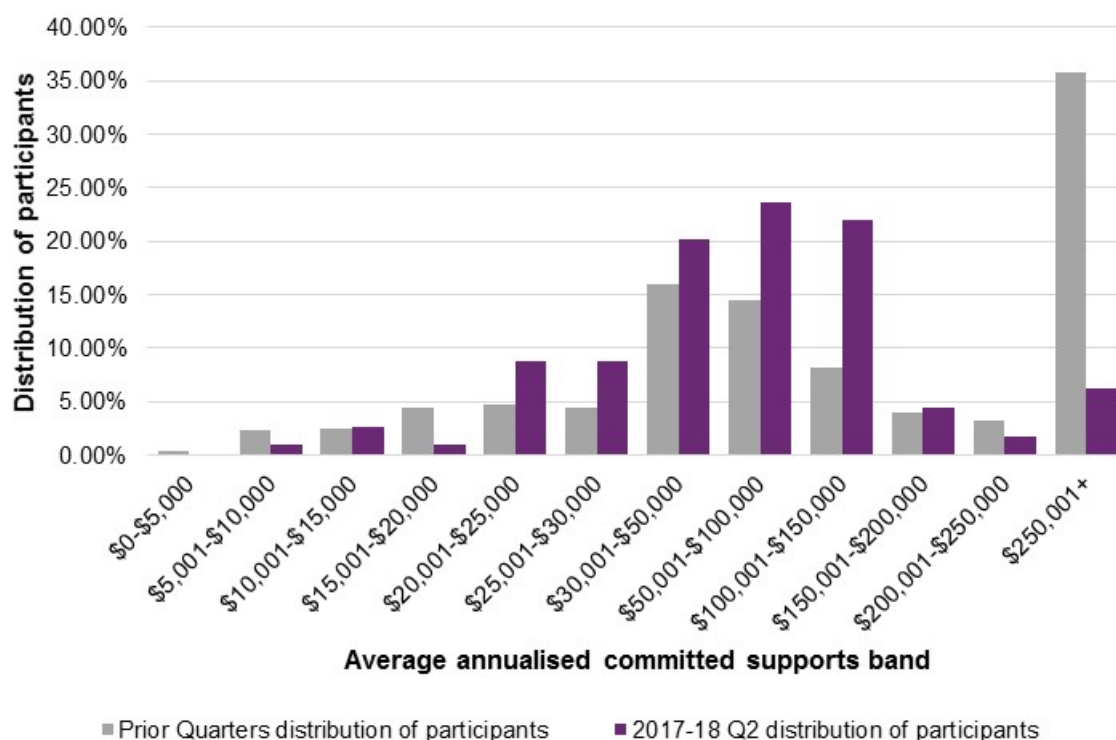


Figure J.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹¹⁰ (NT)

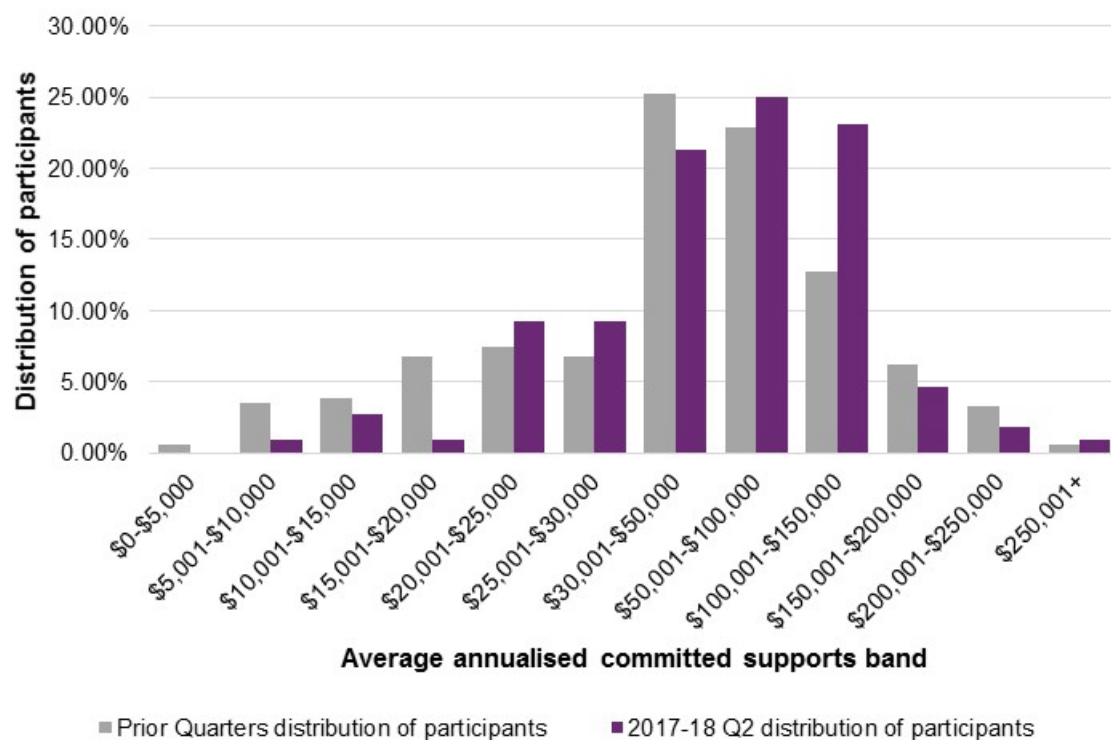
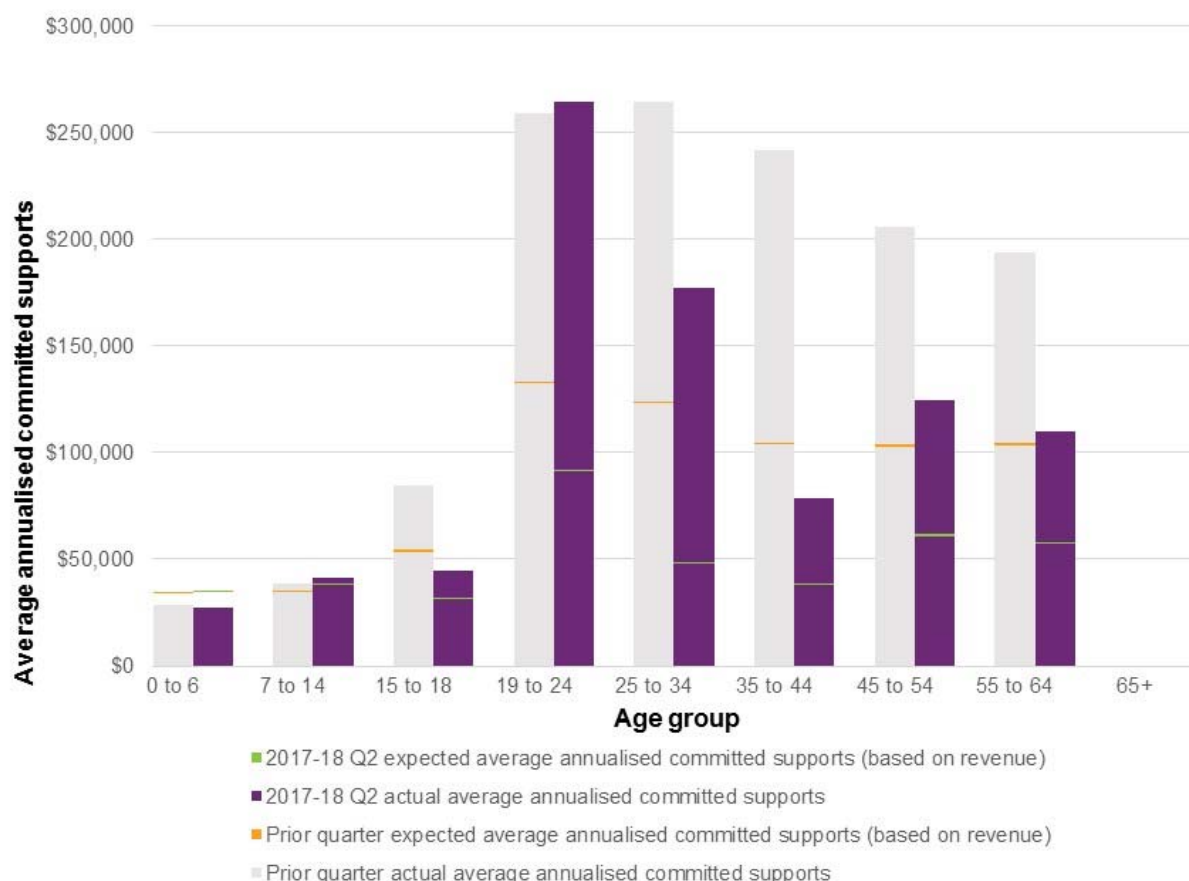


Figure J.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹¹¹ (NT)

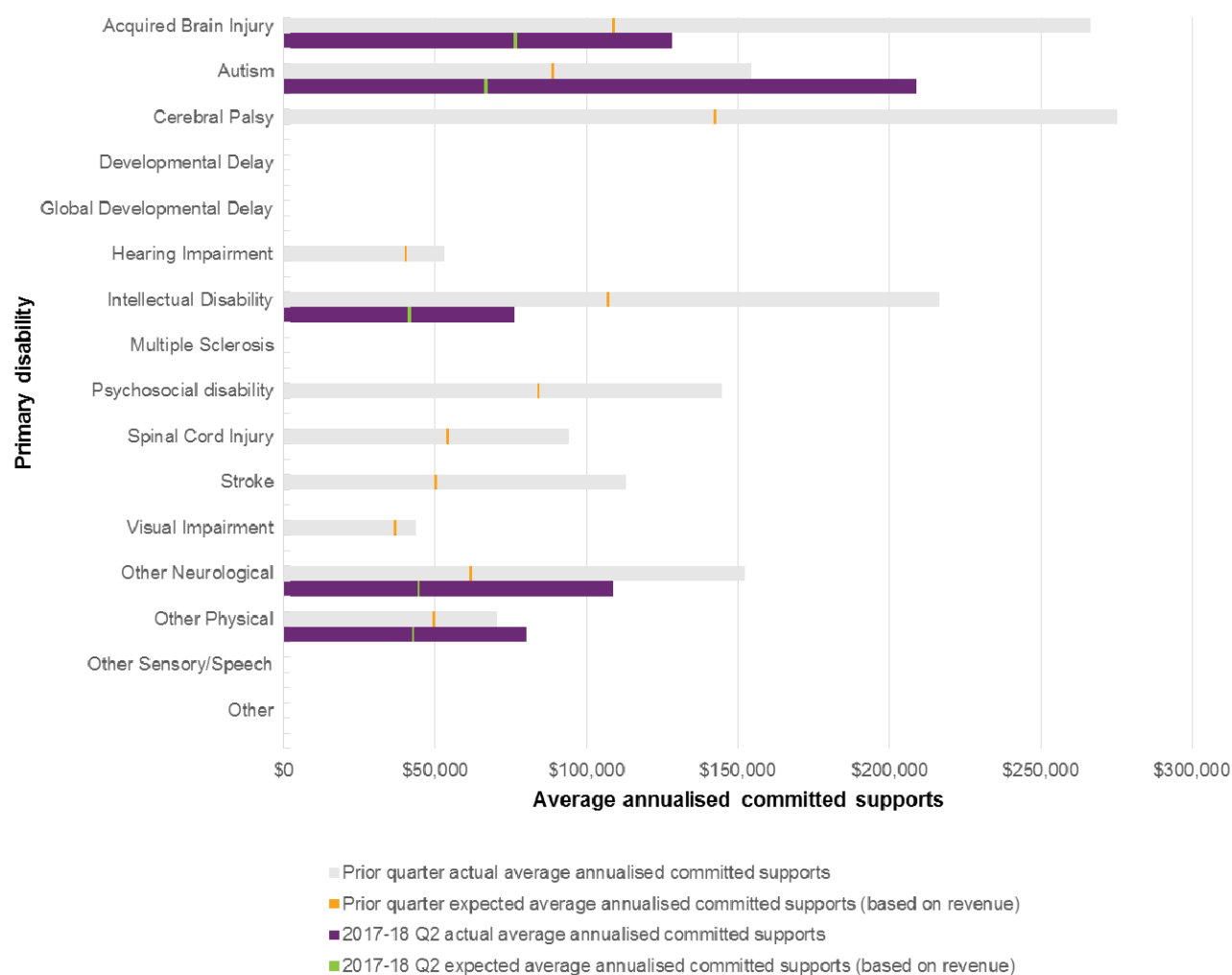


¹⁰⁹ Average annualised committed supports are not shown where there is insufficient data in the group.

¹¹⁰ Average annualised committed supports are not shown where there is insufficient data in the group.

¹¹¹ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure J.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹¹² (NT)



¹¹² Average annualised committed supports are not shown where there is insufficient data in the group.

Figure J.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q2 compared with active participants with initial plan approvals in prior quarters¹¹³ (NT)

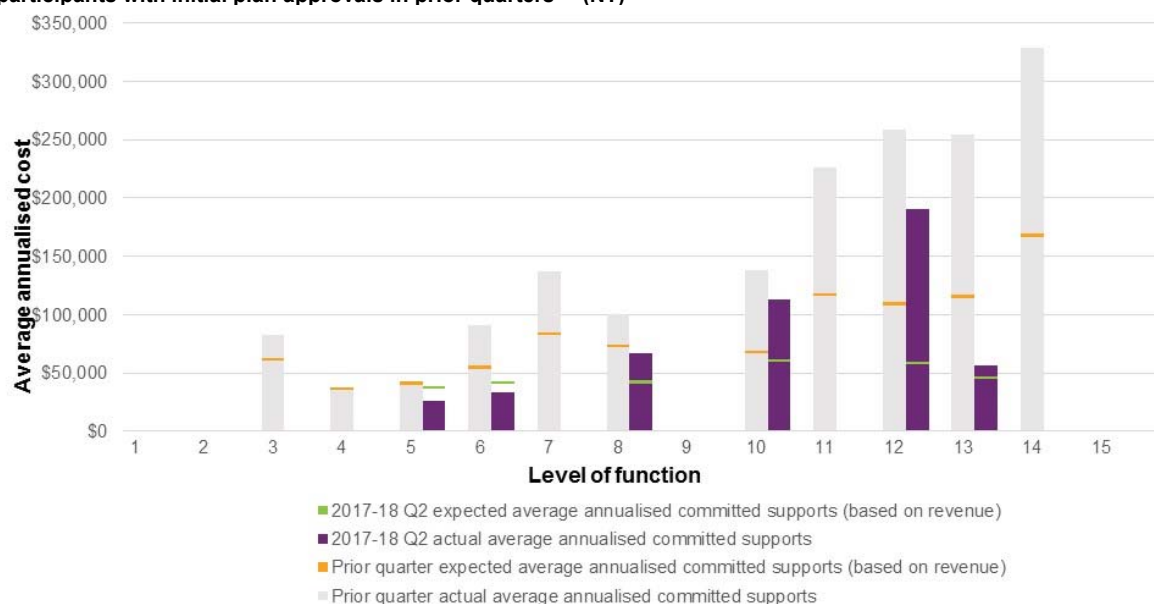


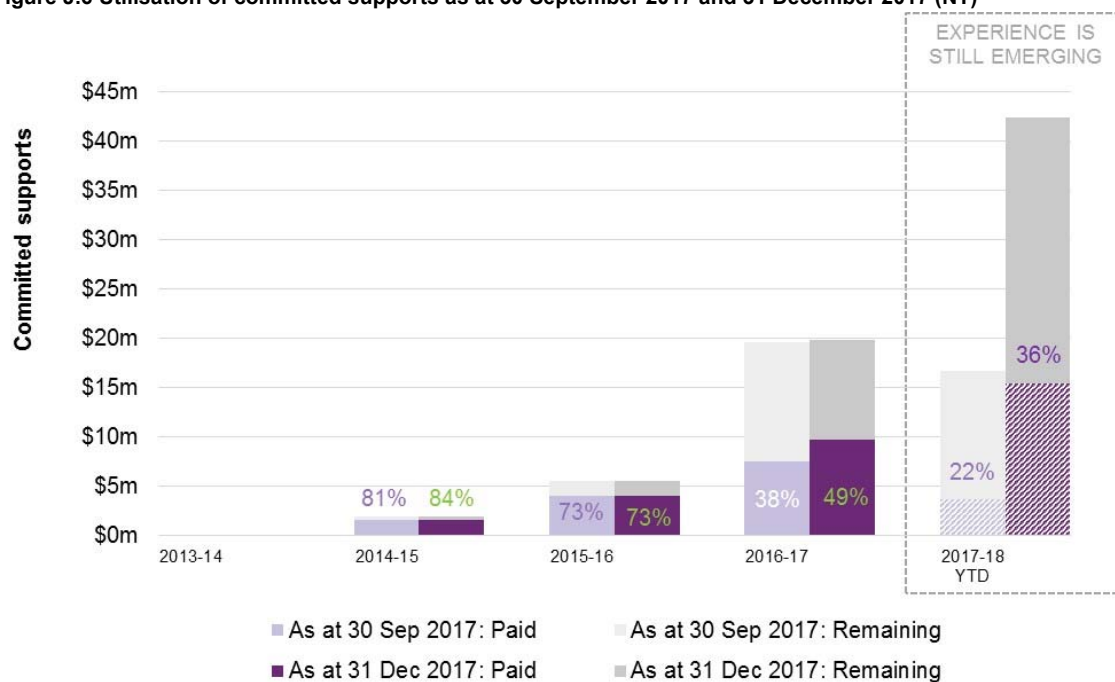
Table J.29 Payments by financial year, compared to committed supports (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.5	19.8	88.6	18.2	134.0
Total Paid	-	1.6	4.1	9.8	15.4	-	30.9
% utilised to date	-	84%	73%	49%	-	-	44% ¹¹⁴

¹¹³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹¹⁴ Note: Only committed supports expected to be used to 31 December 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure J.6 Utilisation of committed supports as at 30 September 2017 and 31 December 2017 (NT)



Providers and markets

Table J.30 Key provider indicators by quarter – NT

	Prior Quarters	2017-18 Q2	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	65	9	73
<i>Company/ organisation</i>	349	39	385
<i>Total</i>	414	48	458
b) Registration revoked	4		

Table J.31 Number of approved providers by registration group – NT¹¹⁵

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	50	3	53	6%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	23	7	30	30%
Assistance with travel/transport arrangements	54	4	58	7%
Daily Personal Activities	27	5	32	19%
Group and Centre Based Activities	24	4	28	17%
High Intensity Daily Personal Activities	25	4	29	16%
Household tasks	38	2	40	5%
Interpreting and translation	35	6	41	17%
Participation in community, social and civic activities	40	5	45	13%
Assistive Technology				
Assistive equipment for recreation	63	0	63	0%
Assistive products for household tasks	50	1	51	2%
Assistance products for personal care and safety	84	4	88	5%
Communication and information equipment	80	16	96	20%
Customised Prosthetics	28	1	29	4%
Hearing Equipment	36	1	37	3%
Hearing Services	4	-1	3	-25%
Personal Mobility Equipment	77	3	80	4%
Specialised Hearing Services	6	-1	5	-17%
Vision Equipment	36	3	39	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	31	7	38	23%
Behaviour Support	15	1	16	7%
Community nursing care for high needs	18	0	18	0%
Development of daily living and life skills	28	5	33	18%
Early Intervention supports for early childhood	16	2	18	13%
Exercise Physiology and Physical Wellbeing activities	28	1	29	4%
Innovative Community Participation	64	13	77	20%
Specialised Driving Training	15	2	17	13%
Therapeutic Supports	42	3	45	7%
Capital services				
Home modification design and construction	41	0	41	0%
Specialised Disability Accommodation	15	5	20	33%
Vehicle Modifications	32	1	33	3%
Choice and control support services				
Management of funding for supports in participants plan	13	6	19	46%
Support Coordination	21	5	26	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	20	3	23	15%
Specialised Supported Employment	4	0	4	0%
Total approved providers	410	48	458	12%

¹¹⁵ The 4 providers whose registration ended during the second quarter of 2017-18 are not included in the 2017-18 Q1 and prior numbers in this table.

Table J.32 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2017-18 Q2
a) Average number of providers per participant	0.76	1.24
b) Number of providers delivering new supports	27	32
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	53%	57%
<i>Not yet active (%)</i>	41%	37%
<i>Inactive (%)</i>	7%	6%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	66%	78%
<i>Therapeutic Supports (%)</i>	69%	87%
<i>Participate Community (%)</i>	90%	91%
<i>Early Childhood Supports (%)</i>	100%	94%
<i>Assist Personal Activities (%)</i>	69%	95%

Table J.33 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2017-18 Q2	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	30	2	32	7%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	17	8	25	47%
Assistance with travel/transport arrangements	41	6	47	15%
Daily Personal Activities	19	8	27	42%
Group and Centre Based Activities	16	7	23	44%
High Intensity Daily Personal Activities	20	6	26	30%
Household tasks	27	4	31	15%
Interpreting and translation	15	2	17	13%
Participation in community, social and civic activities	29	10	39	34%
Assistive Technology				
Assistive equipment for recreation	49	4	53	8%
Assistive products for household tasks	37	3	40	8%
Assistance products for personal care and safety	63	9	72	14%
Communication and information equipment	49	16	65	33%
Customised Prosthetics	20	4	24	20%
Hearing Equipment	21	5	26	24%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	59	8	67	14%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	21	6	27	29%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	23	8	31	35%
Behaviour Support	13	3	16	23%
Community nursing care for high needs	9	1	10	11%
Development of daily living and life skills	20	8	28	40%
Early Intervention supports for early childhood	14	2	16	14%
Exercise Physiology and Physical Wellbeing activities	17	3	20	18%
Innovative Community Participation	29	7	36	24%
Specialised Driving Training	9	0	9	0%
Therapeutic Supports	32	5	37	16%
Capital services				
Home modification design and construction	31	1	32	3%
Specialised Disability Accommodation	8	2	10	25%
Vehicle Modifications	21	2	23	10%
Choice and control support services				
Management of funding for supports in participants plan	12	5	17	42%
Support Coordination	18	4	22	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	15	4	19	27%
Specialised Supported Employment	2	1	3	50%
Total approved active providers	244	43	287	18%

Table J.34 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2017-18 Q2	Total
Assistive technology	1%	1%	1%
Choice & Control	2%	3%	2%
Consumables	0%	0%	0%
Daily Activities	9%	15%	12%
Daily Equipment	0%	0%	0%
Employment	1%	0%	1%
Health & Wellbeing	49%	55%	52%
Home Living	3%	2%	2%
Housing & Home modifications	2%	0%	1%
Independence	4%	7%	6%
Lifelong Learning	7%	4%	5%
Relationships	2%	1%	2%
Social & Civic	3%	4%	4%
Transport	0%	0%	0%
Non-categorised	23%	28%	26%
Any mainstream service	92%	98%	95%