COAG

Disability Reform Council
Quarterly Performance Report

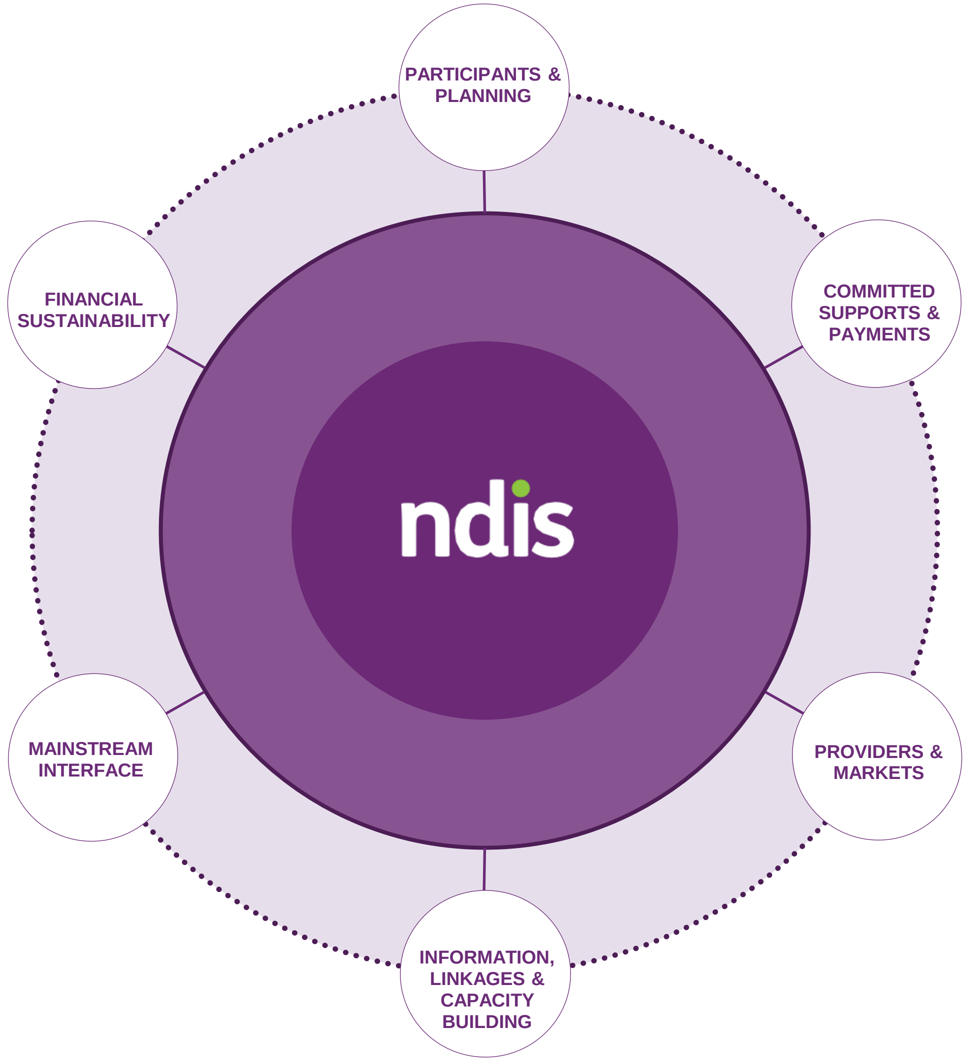
National - 30 September 2019

ndis

Overview

This report is a summary of the performance and operations of the NDIA for Quarter 1 of 2019-20 (01 July 2019 - 30 September 2019).

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



Summary

Participants and Planning

An additional 26,688 active participants received plans this quarter (excluding ECEI).

The Agency has achieved 133% of the 2019-20 to date operational target for new plan approvals.

At 30 September 2019, plans approved and ECEI referrals represent 77% of scheme to date bilateral estimate.

Participant satisfaction remains high in the quarter, with 87% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

The following amounts have been paid to providers and participants each financial year:
- $85.8m in 2013-14,
- $370.9m in 2014-15,
- $704.1m in 2015-16,
- $2,182.2m in 2016-17,
- $5,408.6m in 2017-18,
- $10,074.6m in 2018-19,
- $2,993.9m in 2019-20 to date.

Overall,
- 65% of committed supports were utilised in 2013-14,
- 75% in 2014-15,
- 75% in 2015-16,
- 67% in 2016-17,
- 70% in 2017-18.
- 69% in 2018-19.

The 2018-19 and 2019-20 experience is still emerging.

The lower rates of utilisation since 2016-17 reflect the increased amount of participants who received their first plans in these years. Participants tend to utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Providers and Markets

There were 13,434 active providers as at 30 September 2019.

43% of active providers are individuals/sole traders.

25% of active providers are receiving 80-95% of payments to providers made by the NDIA.

The NDIS Quality and Safeguards Commission (NQSC) was established to regulate providers in NSW and SA from 1 July 2018, and all other jurisdictions except for WA were incorporated from 1 July 2019. WA providers will be regulated by the NQSC from 1 July 2020.

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

In December 2018, the NDIA introduced the ‘ILC Strategy Towards 2022’ which guides the investment of ILC funds from 2019-20 to 2021-22.

The NDIA has invested $65 million during 2019 to States and Territories Governments, prior to the commissioning of new programs during 2019-20.

The NDIA have rolled out funding programs throughout 2019. The first program National Information Program (NIP) opened on 5 April 2019. The second program Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to $100 million (excluding GST) available. The third and fourth programs, namely Mainstream Capacity Building Program (MCBP) and Economic and Community Participation Program (ECPP), both opened on 9 September 2019 with up to $64 million and $59 million (both excluding GST) available respectively.

Mainstream Interface

94% of active participants with a plan approved in 2019-20 Q1 access mainstream services.

Financial Sustainability

The NDIA is responsible monitoring and risks to financial sustainability, using the insurance-based structure as a means to evaluate emerging experience against expectations.

The primary drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. The current primary financial pressures relate to:

- Continued growth of plan budgets and support payments made to participants due to normal inflation and ageing.
- Scheme entry and funding decisions, testing the boundaries of Scheme access and what constitutes "reasonable and necessary" supports.

Specific management responses include: Participant Pathway review, Reference package and guided planning process, consistent and equitable decisions for those seeking access to support independent living.

PART 1

Participants and Planning

The NDIS nationally continues to grow with 26,688 additional active participants with approved plans this quarter.

In total, over 314,000 participants are being supported by the NDIS, with 36% of participants receiving support for the first time.

Summary

The NDIS has been transitioning to full-scheme according to phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. While full-scheme agreements are now in effect for all jurisdictions except for Queensland and WA, the phasing in of transition participants yet to receive approved plans is continuing.

Key Statistics

314,247

PARTICIPANTS ARE BEING SUPPORTED BY THE NDIS, INCLUDING CHILDREN IN THE ECEI PROGRAM

26,688

INITIAL PLANS APPROVED IN 2019-20 Q1, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 9% GROWTH SINCE LAST QUARTER)

2,473

CHILDREN ARE RECEIVING INITIAL SUPPORTS IN THE ECEI PROGRAM*

114,069

PEOPLE ARE BEING SUPPORTED FOR THE FIRST TIME

133%

OF YEAR TO DATE OPERATIONAL TARGET MET (1 JULY 2019 - 30 SEPTEMBER 2019)**

*Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

**Note: The operational target is based on actionable records, which are the records of participants who the NDIA have been able to contact based on the information provided, and who have 'access met' or 'in progress' status.

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Quarterly Intake

2019-20 Q1

Of the 28,934 participants active and deemed 'eligible' this quarter 75% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

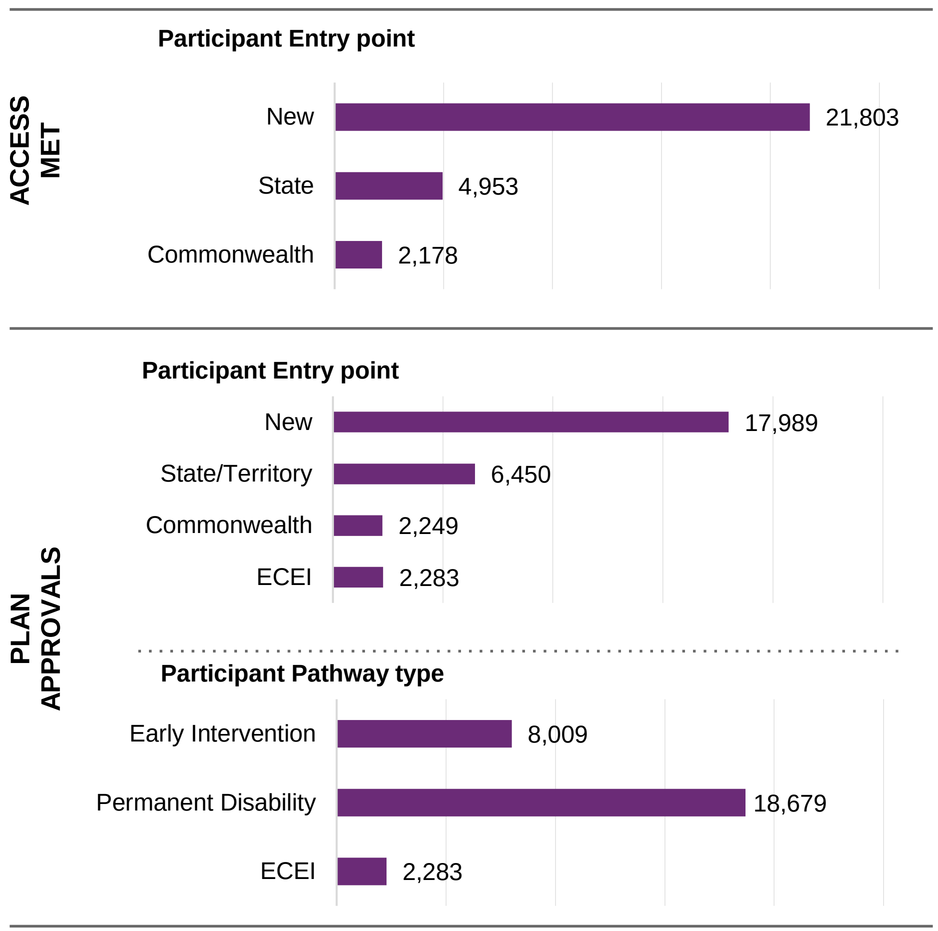
Of the 26,688 new active participants this quarter, 67% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 70% entered with a permanent disability.

40,596 access decisions

28,934 access met

26,688 plan approvals (excluding ECEI)

2,283 ECEI



Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of new ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.

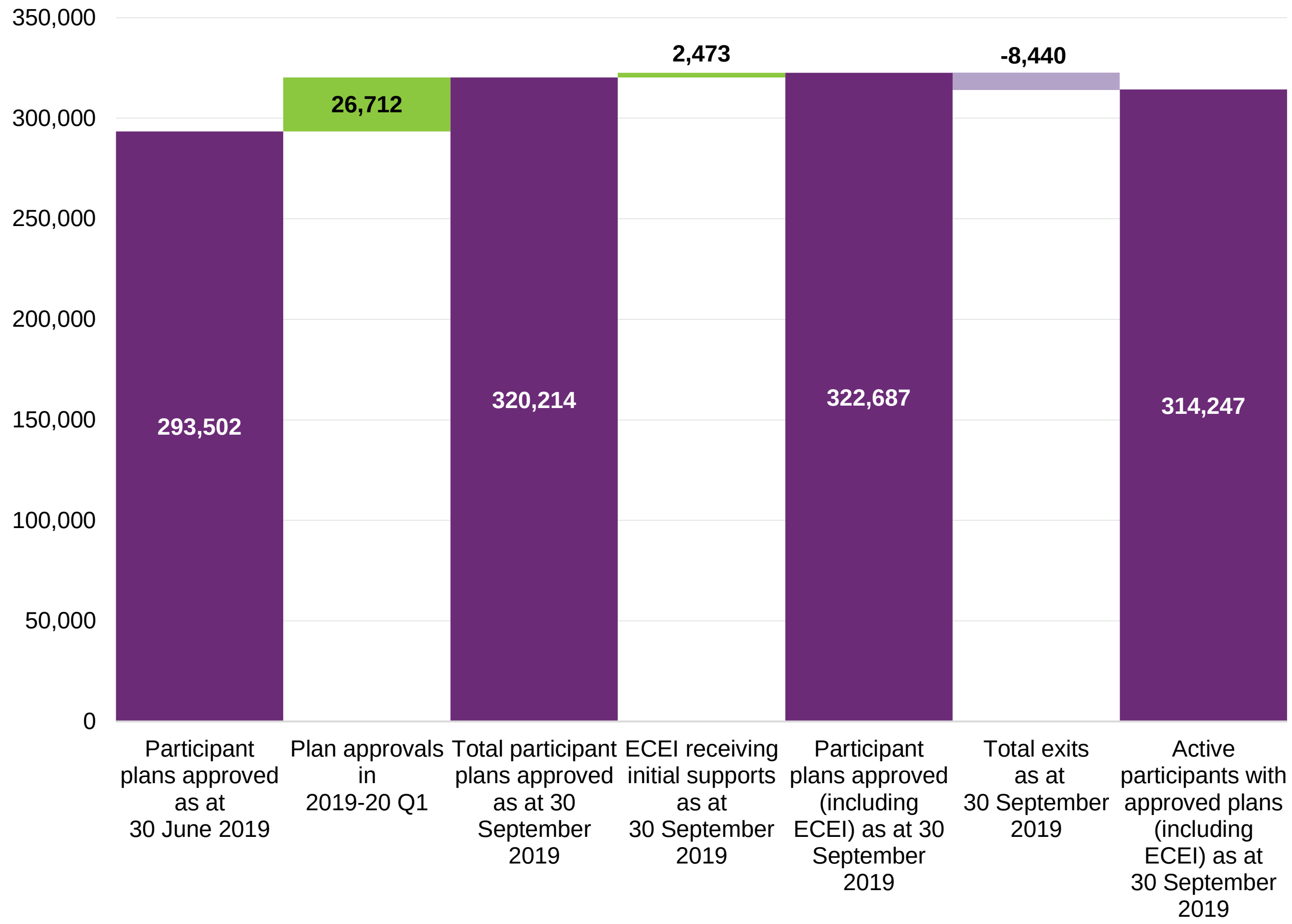
Quarterly Intake Detail

Plan approval numbers have increased from 293,502 at the end of 2018-19 Q4 to 320,214 by the end of 2019-20 Q1, an increase of 26,712 approvals.

At the end of the quarter, 2,473 children are receiving initial supports in the ECEI gateway.

Overall, 8,440 participants with approved plans have exited the Scheme, resulting in 314,247 active participants (including ECEI) as at 30 September 2019.

Change in plan approvals between 30 June 2019 and 30 September 2019



There were 63,909 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

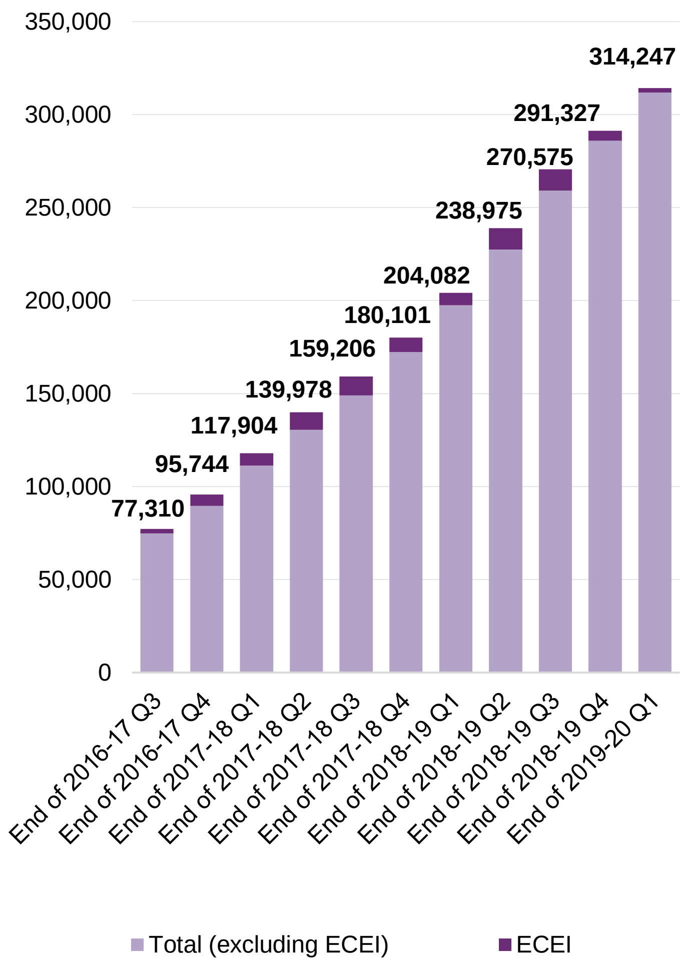
Cumulative Position

At the end of 2019-20 Q1, the cumulative total number of participants that are receiving support is 314,247 (including 2,473 children receiving initial supports through the ECEI gateway). Of these, 167,574 transitioned from an existing State/Territory program, 30,131 transitioned from an existing Commonwealth program and 117,512 participants have received support for the first time.

Overall, since 1 July 2013, there have been 414,717 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who were active at the end of each period.

Cumulative active participant numbers



Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

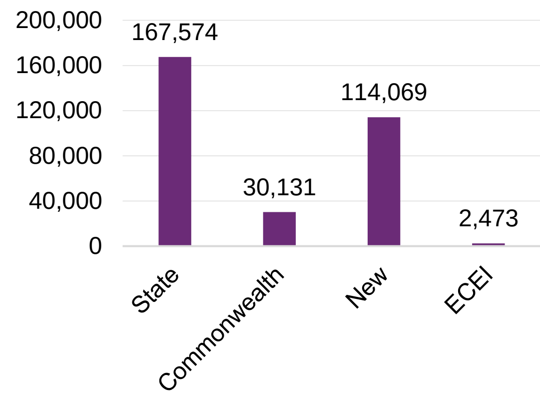
133%

of year to date operational target met
(1 July 2019 - 30 September 2019)

311,774

active participants to date; 314,247 including 2,473 ECEI confirmed

Active participants by participant referral pathway

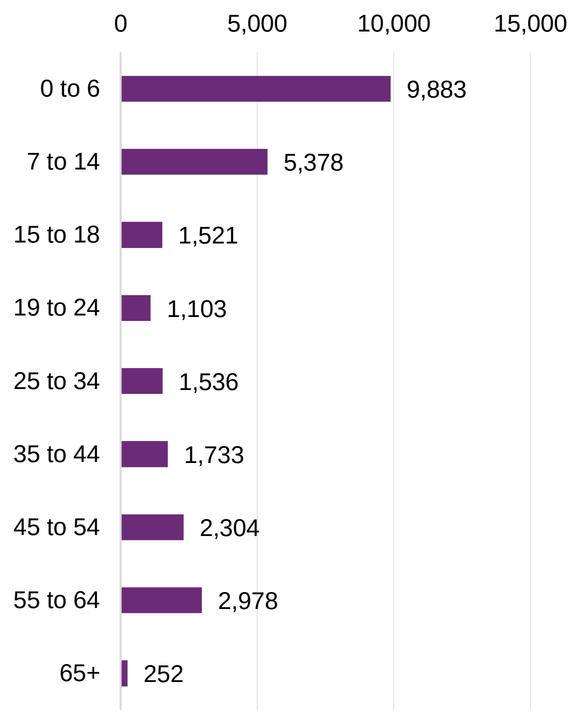


Participant Profiles: Age Group

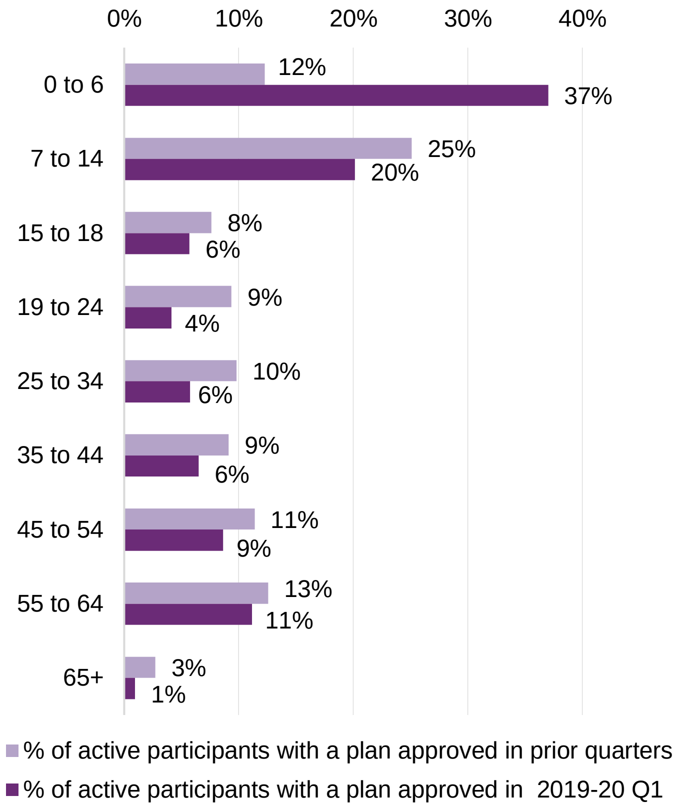
These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by age group.

Approximately 37% of participants entering in this quarter are aged 0 to 6 years, compared to 12% in prior quarters.

Active participants with a plan approved in the quarter of 2019-20 Q1 by age group



% of active participants with a plan approved by age group



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

Participant Profiles: Disability Group

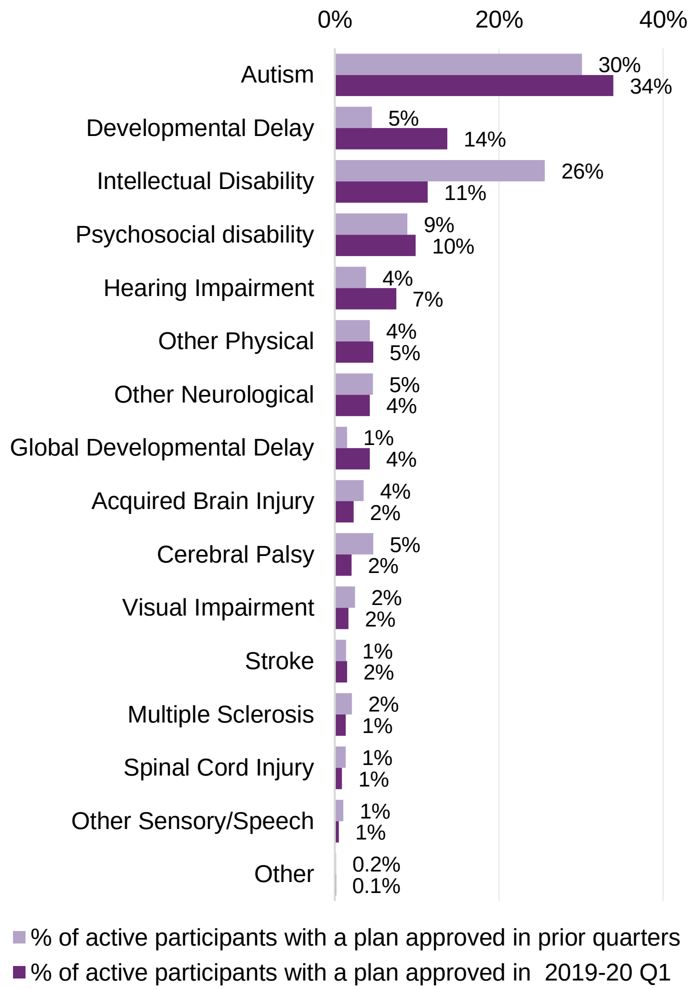
These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by disability group.

Of the participants entering in this quarter, 14% had a primary disability of Developmental Delay compared with 5% in previous quarters. Further, 11% had a primary disability of Intellectual Disability compared with 26% in previous quarters.

For the participants with a primary disability of Developmental Delay, the higher proportion was mainly driven by the increase in participants aged 0 to 6 years entering this quarter.

Active participants with a plan approved in 2019-20 Q1 by disability group

% of active participants with a plan approved by disability group



Note 1: Of the 3,023 active participants identified as having an intellectual disability, 351 (12%) have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

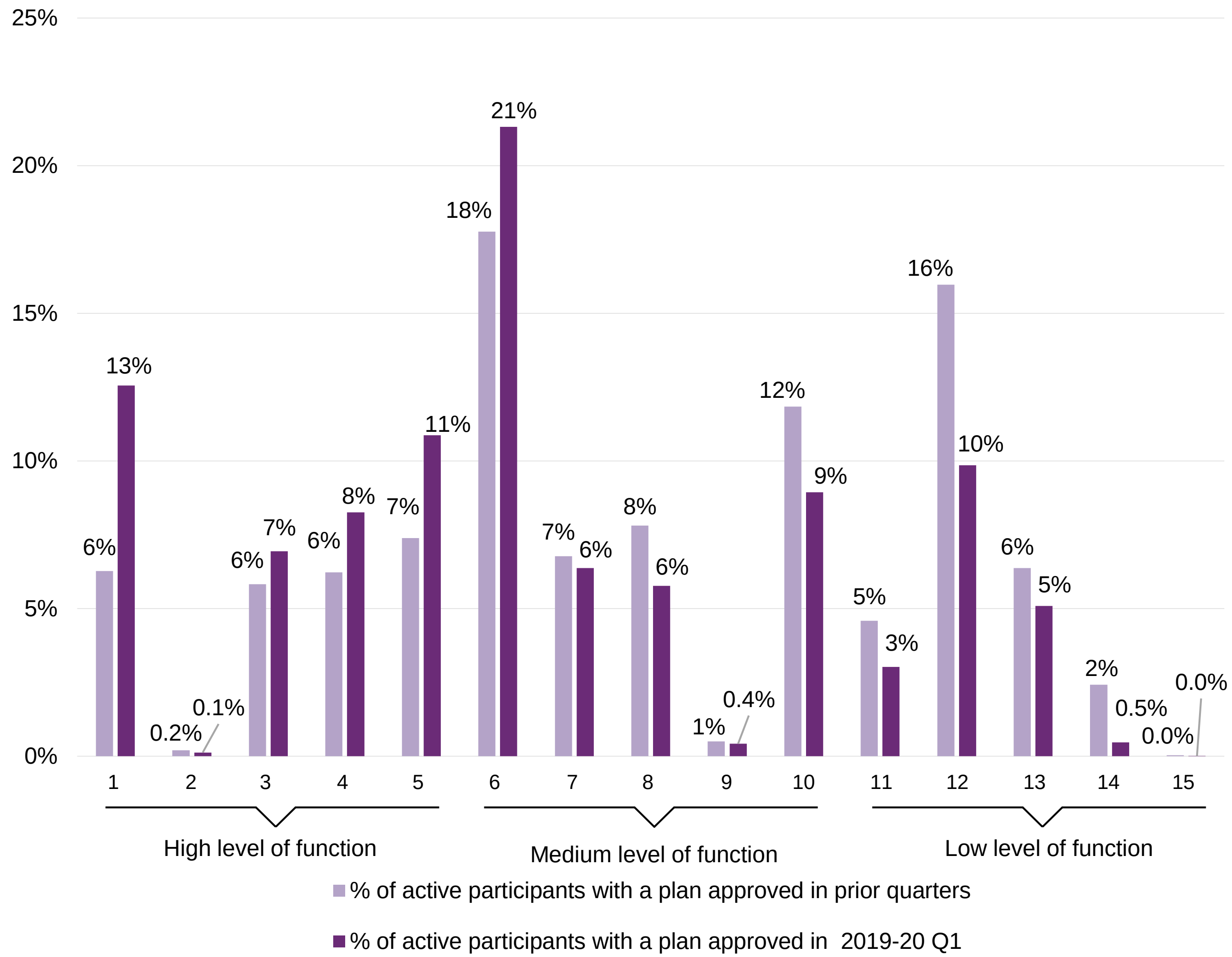
Participant Profiles: Level of Function

These bar charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by level of function.

For participants with a plan approval in this quarter:
- **39% of participants had a relatively high level of function**
- **43% of participants had a relatively moderate level of function**
- **18% of participants had a relatively low level of function**

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

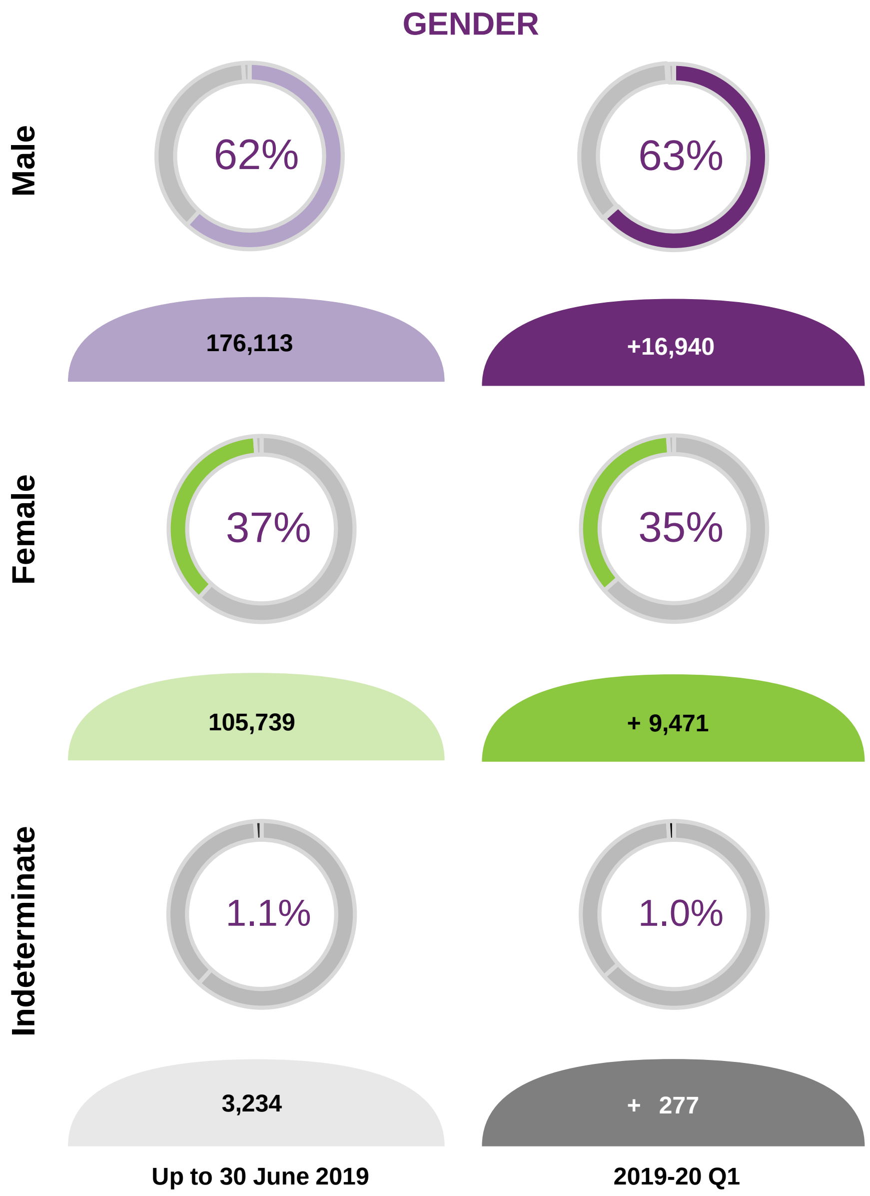
% of active participants with a plan approved by level of function



Participant Profiles: Gender

These charts show the demographic profile of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019, by gender.

The majority of participants are males. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.



Participant Profiles: Other

These bar charts show other demographic profiles of active participants with a plan approved in 2019-20 Q1, compared with plan approvals as at 30 June 2019.

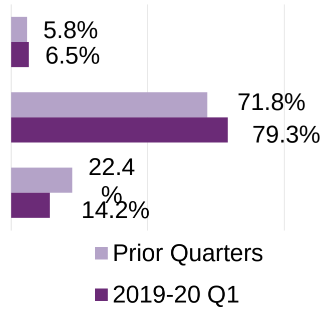
Of the participants with a plan approved in 2019-20 Q1:

- **6.5% were Aboriginal or Torres Strait Islander, compared with 5.8% in previous periods combined.**
- **11.5% were culturally and linguistically diverse, compared with 8.4% in previous periods combined.**
- **There were 4,859 participants in residential aged care. 3,788 of them were under the age of 65 years.**

*Note: The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

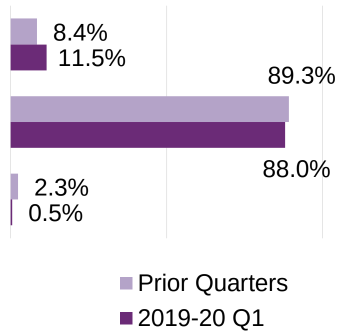
Aboriginal & Torres Strait Islander status*	2019-20 Q1
Aboriginal and Torres Strait Islander	1,739
Not Aboriginal and Torres Strait Islander	21,158
Not Stated	3,791

% of active participants



Culturally and Linguistically Diverse	2019-20 Q1
Culturally and Linguistically Diverse	3,068
Not Culturally and Linguistically	23,490
Not Stated	130

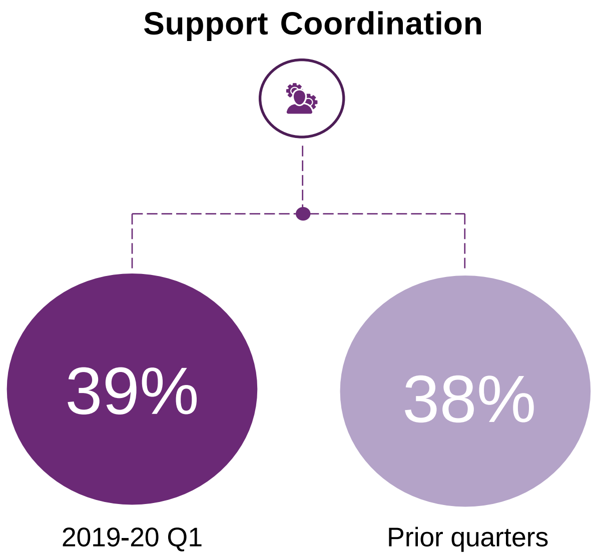
% of active participants

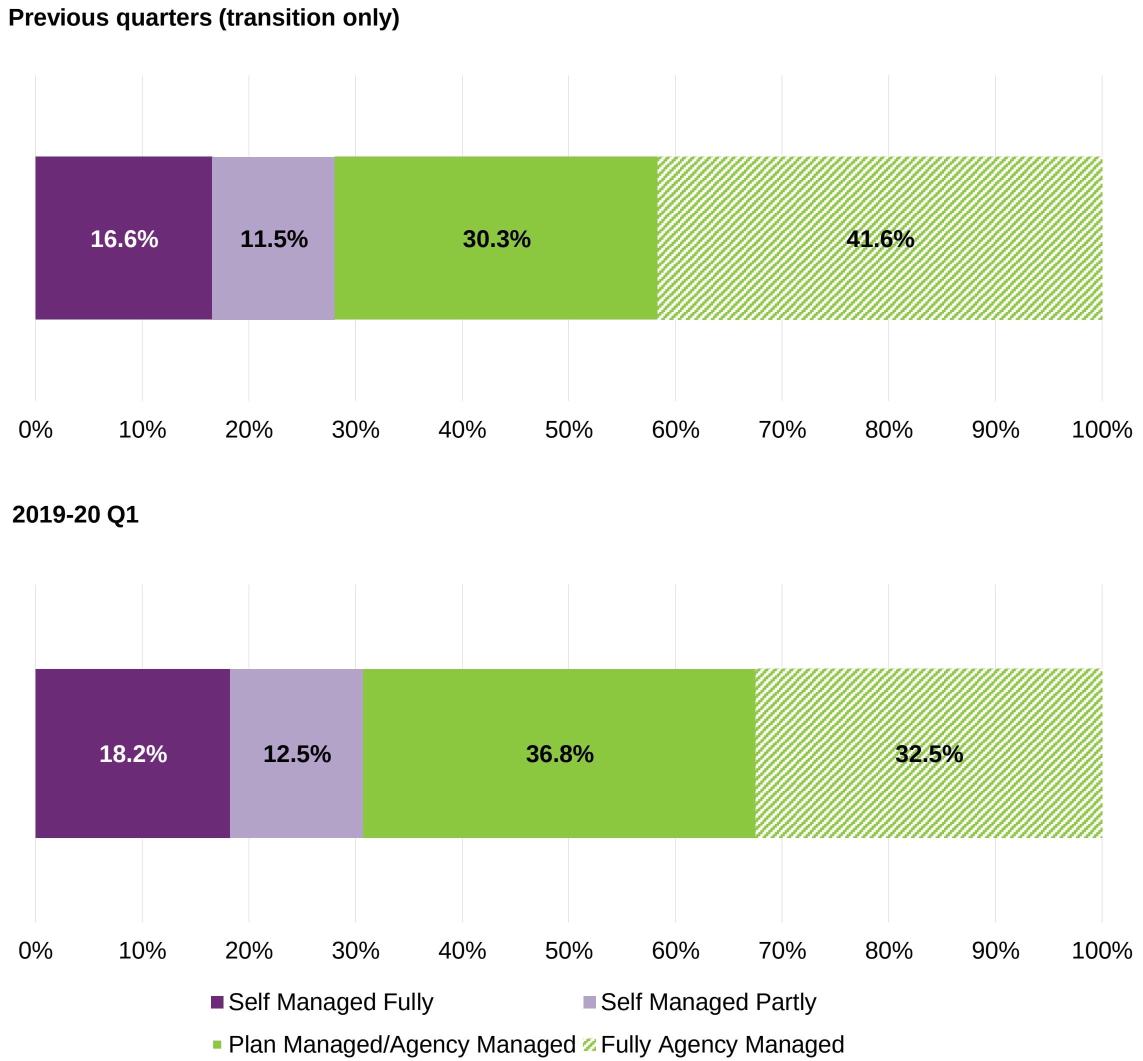


Plan Management and Support Coordination

The proportion of participants electing to fully or partly self-manage their plan was higher in 2019-20 Q1 at 31%, compared with 28% in previous quarters combined.

39% of participants who have had a plan approved in 2019-20 Q1 have support coordination in their plan, compared to 38% in previous quarters combined.





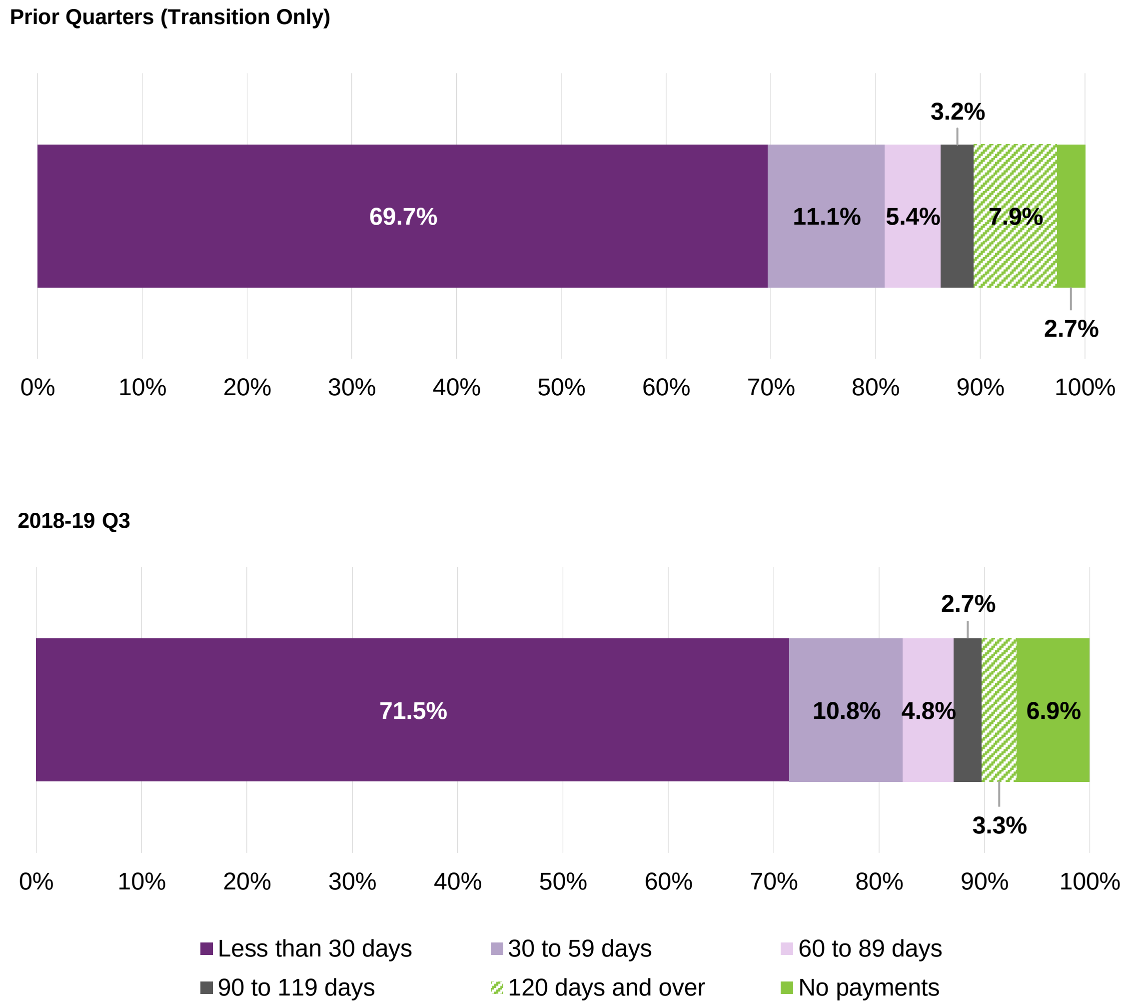
Plan Activation

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

The percentage of participants who activated plans within 90 days of initial plan approval was:
- **87% of participants entering in 2018-19 Q3**
- **86% of participants entering in previous quarters combined**

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Duration to Plan activation for participants with initial plan approval



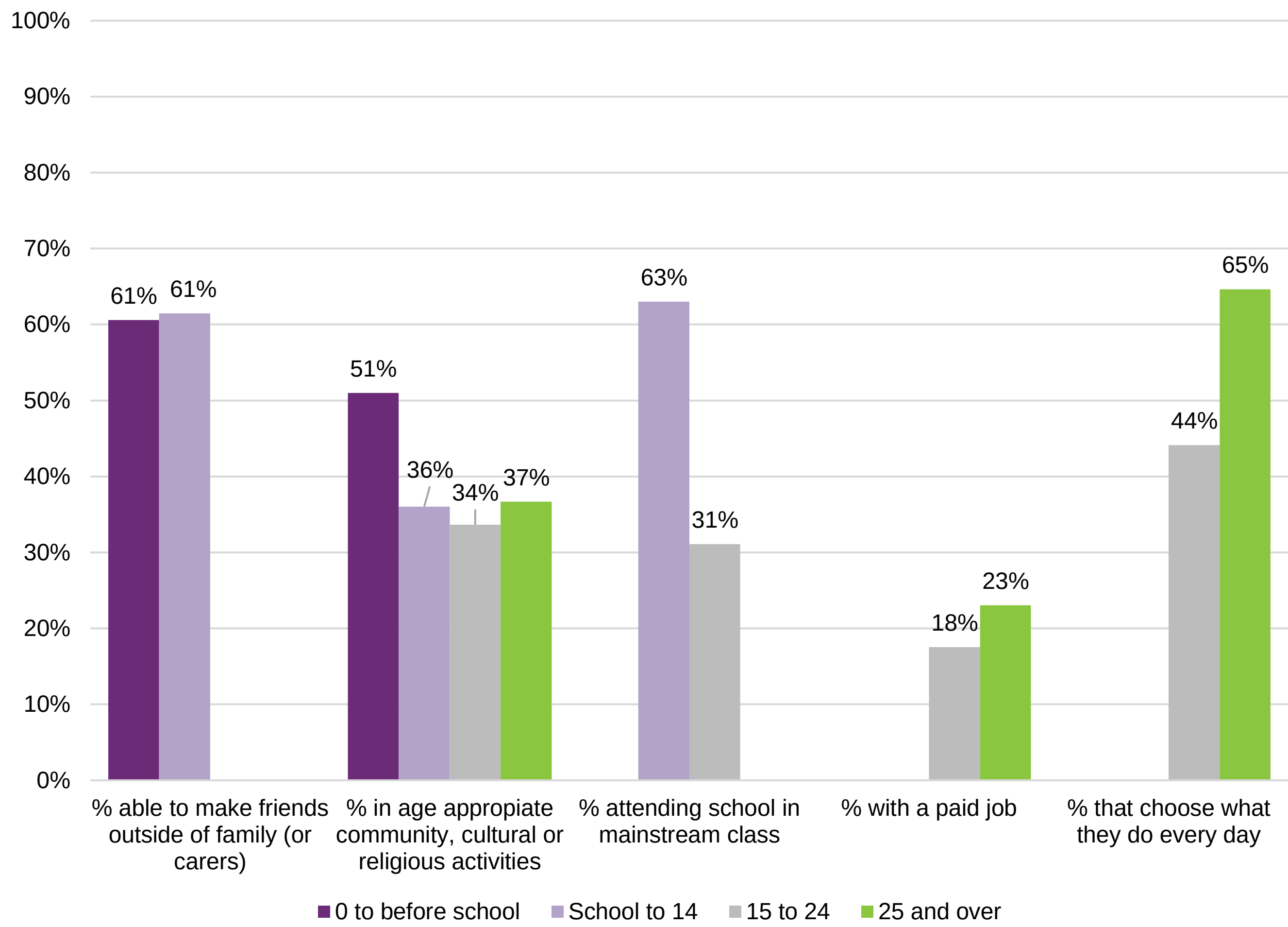
Note: Participants with initial plans approved after the end of 2018-19 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

This information on participant outcomes has been collected from 98% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- **61% of participants aged 0 to 14 are able to make friends outside of family/carers**
- **51% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 34% - 37% for other age groups**
- **63% of participants from school age to 14 attend school in a mainstream class, compared to 31% of participants aged 15 to 24**
- **23% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24**
- **65% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24**

Selected key baseline indicators for participants

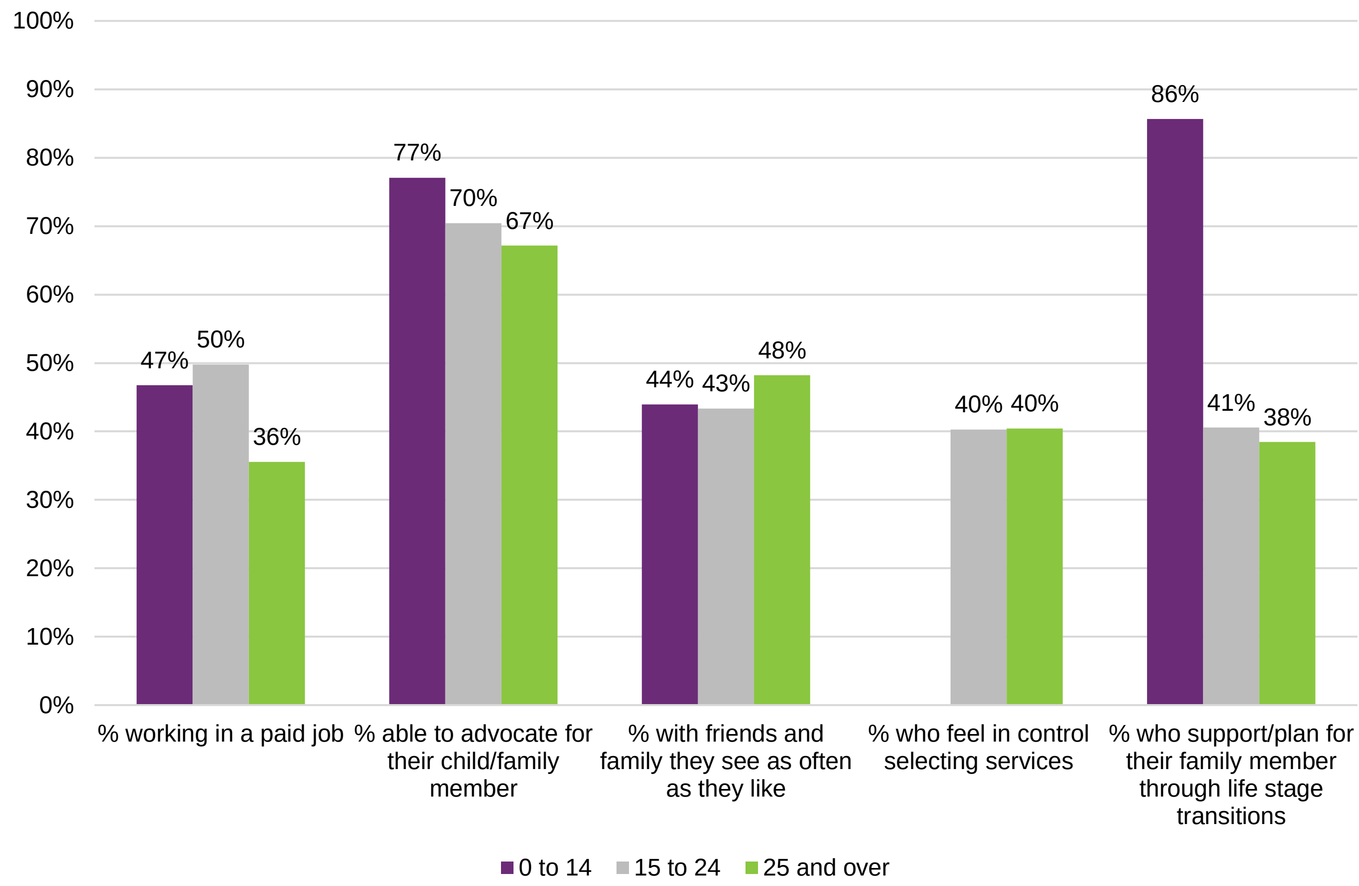


Family/Carers Outcomes

The percentage of participants' families/carers when they entered the Scheme (baseline indicators):

- **working in a paid job was highest for participants aged 15 to 24 (50%)**
- **able to advocate for their child/family member was highest for participants aged 0 to 14 (77%)**
- **who have friends and family they can see as often as they like was highest for participants aged 25 and over (48%)**
- **who feel in control selecting services was equal for participants aged 15 to 24 and 25 and over (40%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)**

Selected key baseline indicators for families and carers of participants



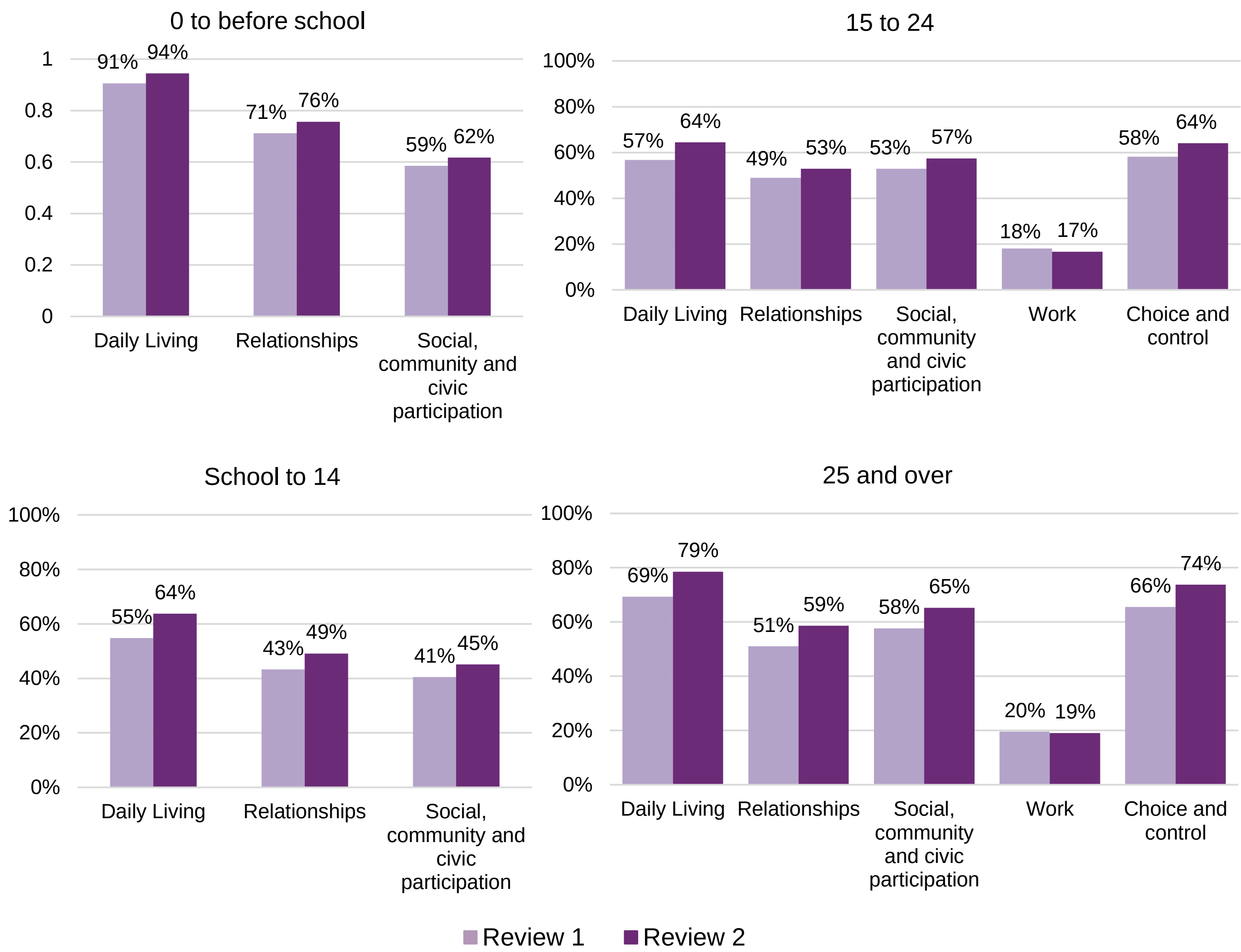
Has the NDIS helped? Participants

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Participant perceptions in general have improved from the first to the second plan review in the Scheme. The greatest improvements across most age groups were demonstrated within the 'Daily living' domain. However, for the 'Work' domain, the results deteriorated from year one to year two.

"Has the NDIS helped?" questions for participants



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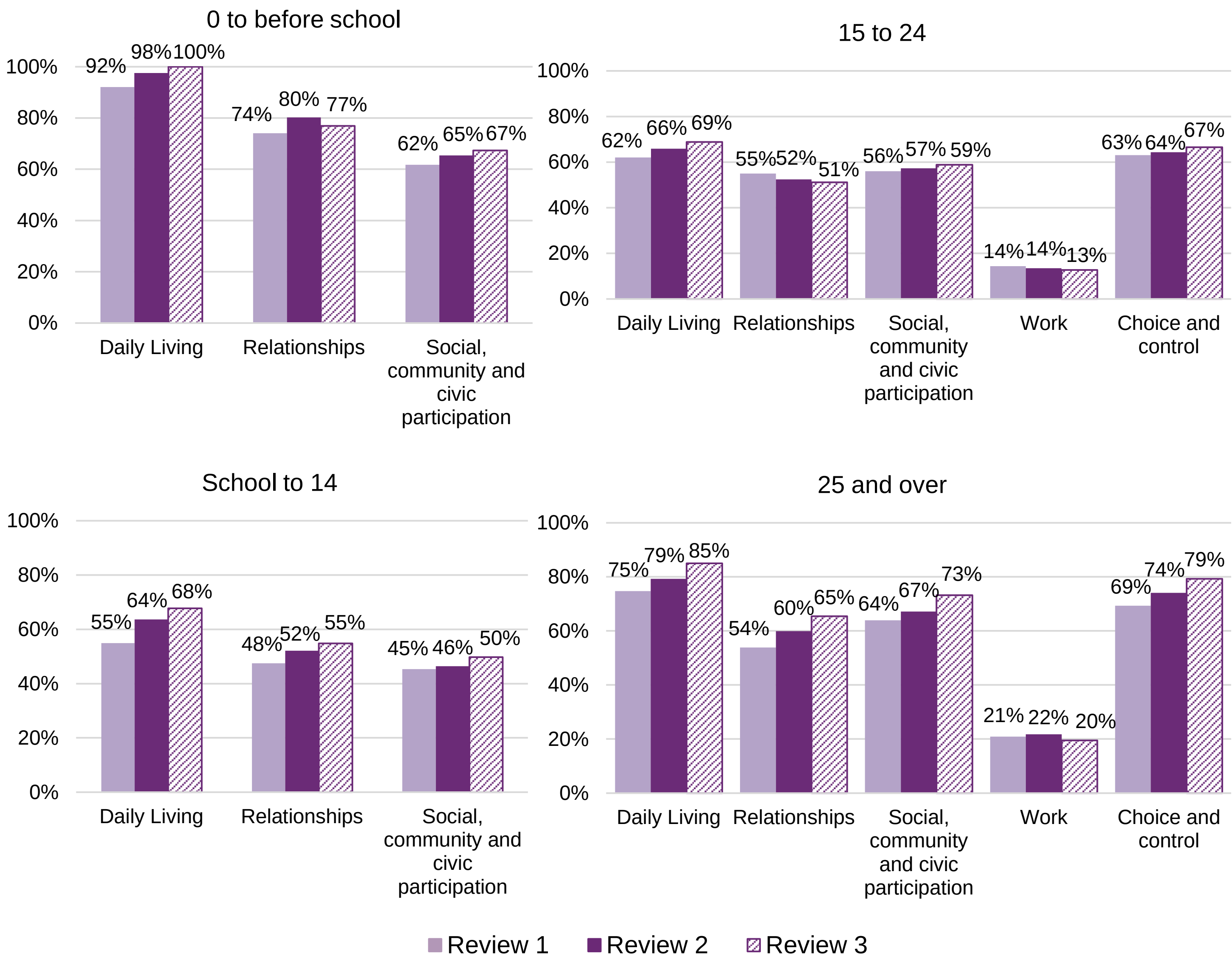
The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Participant perceptions from the first to the third plan review have improved for all age groups surveyed in the domains of Daily Living, Social, community and civic participation and Choice and control.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

"Has the NDIS helped?" questions for participants



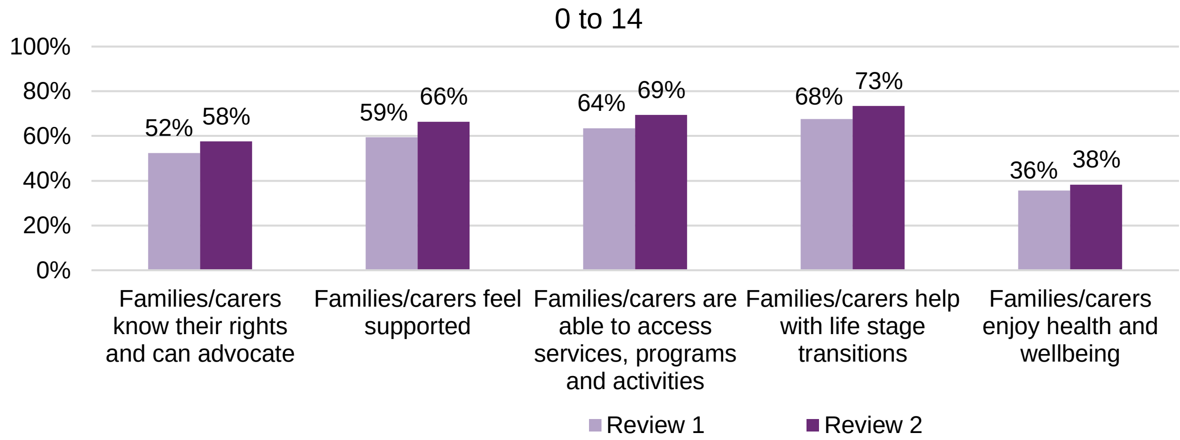
Has the NDIS helped? Family/Carers

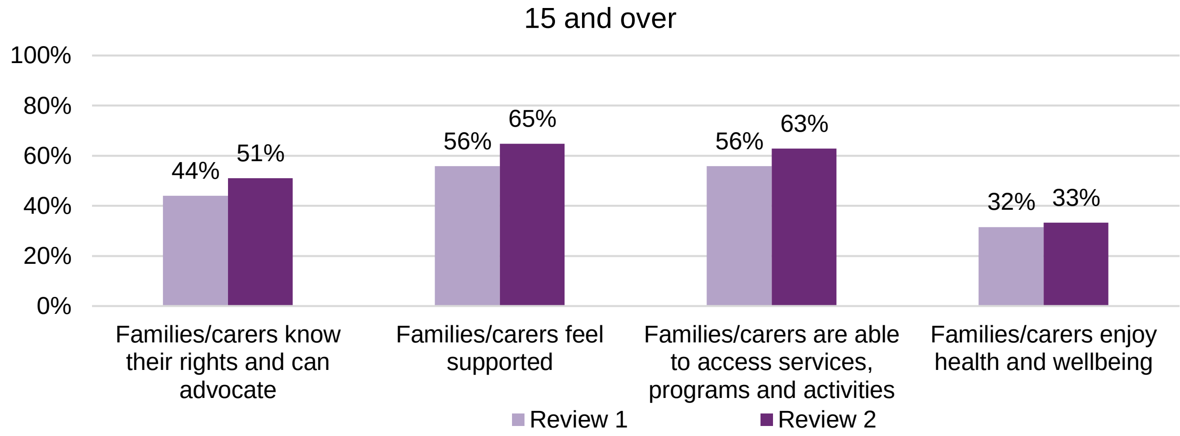
This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Overall, the perception of families and carers was that participant outcomes have improved from the first to the second plan review with the NDIS.

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





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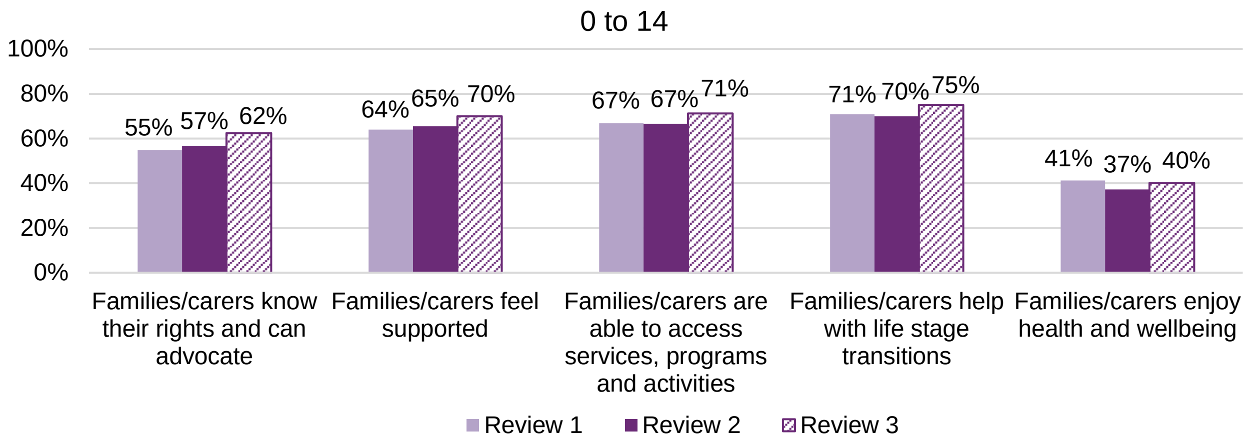
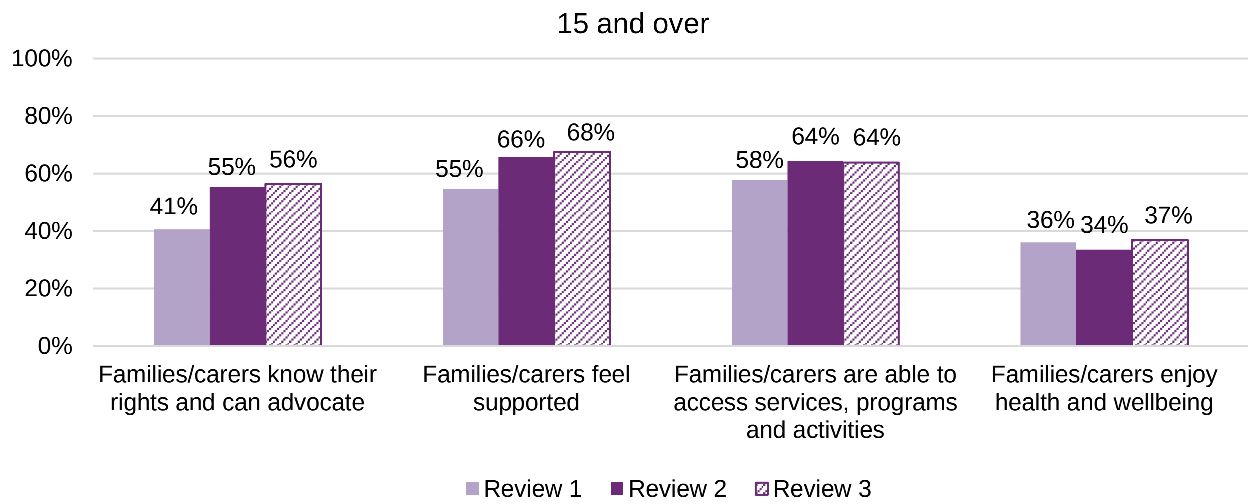
The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Overall, the perceptions of families and carers was that participant outcomes had improved from the first to the third plan review with the NDIS. The one exception was the response to the question 'Has the NDIS helped you with your health and wellbeing?' for the 0 to 14 age group.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

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





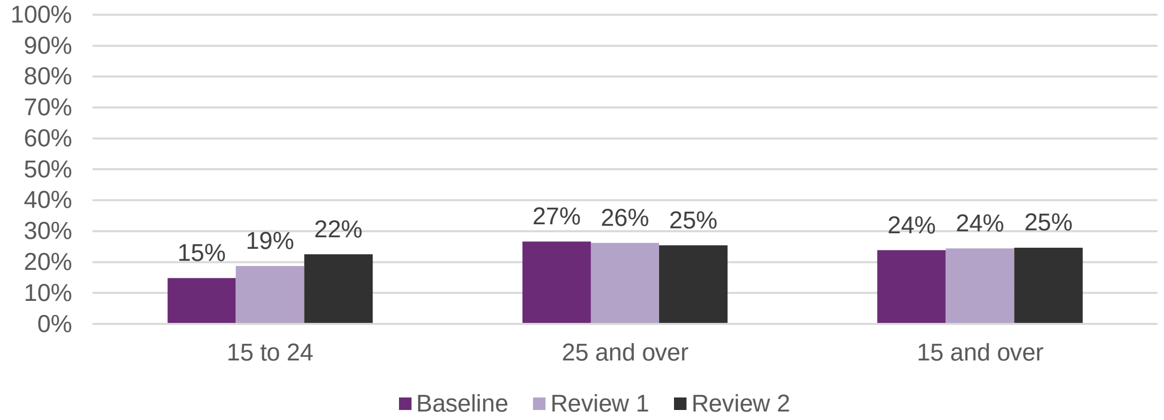
Participants in Work

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

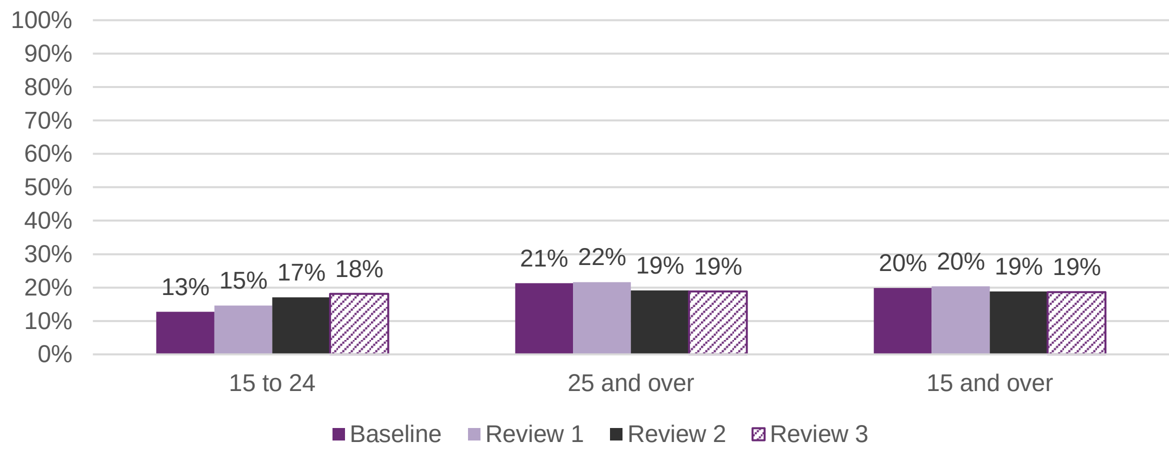
Baseline measures on employment are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

The percentage of participants in paid work has increased across plan reviews for those aged 15 to 24, but has decreased for those aged 25 and over.

NDIS participants in paid employment, by age group – participants with first and second plan reviews



NDIS participants in paid employment, by age group – participants with first, second and third plan reviews



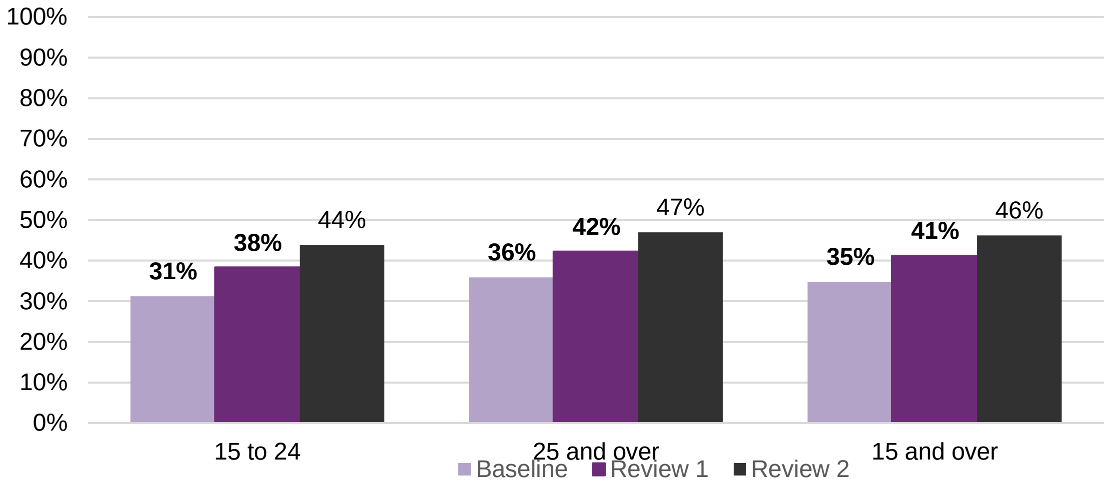
Participants involved in community and social activities

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

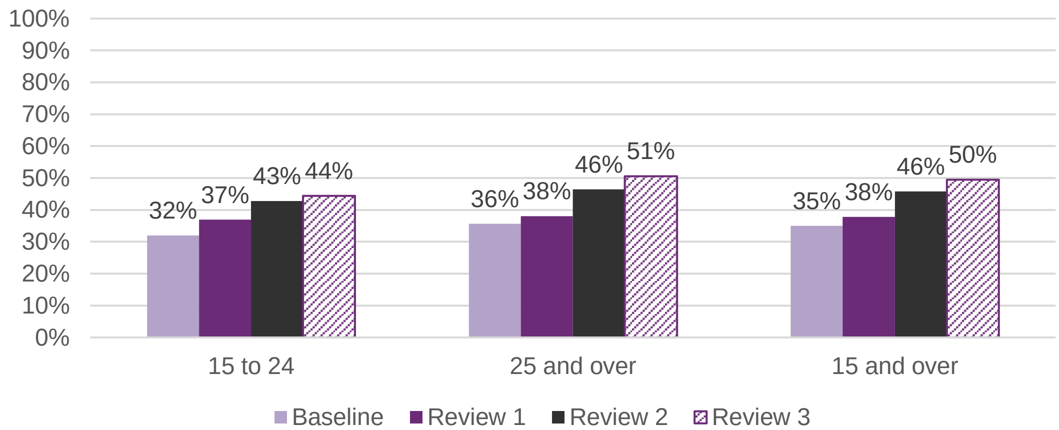
Baseline measures on engaging in community and social activities are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

Across all ages and survey groups, there has been considerable increase in the percentage of participants engaged in community and social activities.

NDIS participants participating in social activities in their community, by age group – participants with first and second plan reviews



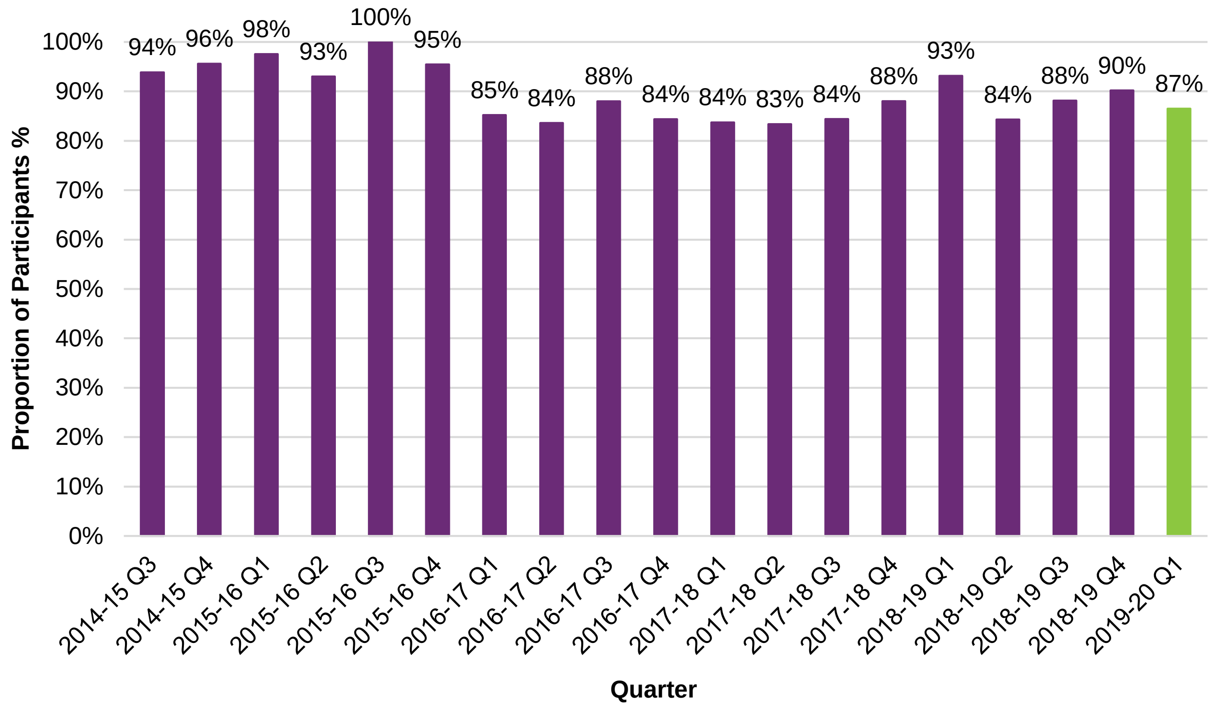
NDIS participants participating in social activities in their community, by age group – participants with first, second and third plan reviews



Participant Satisfaction

87% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.

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



Participant Satisfaction - New Survey Method

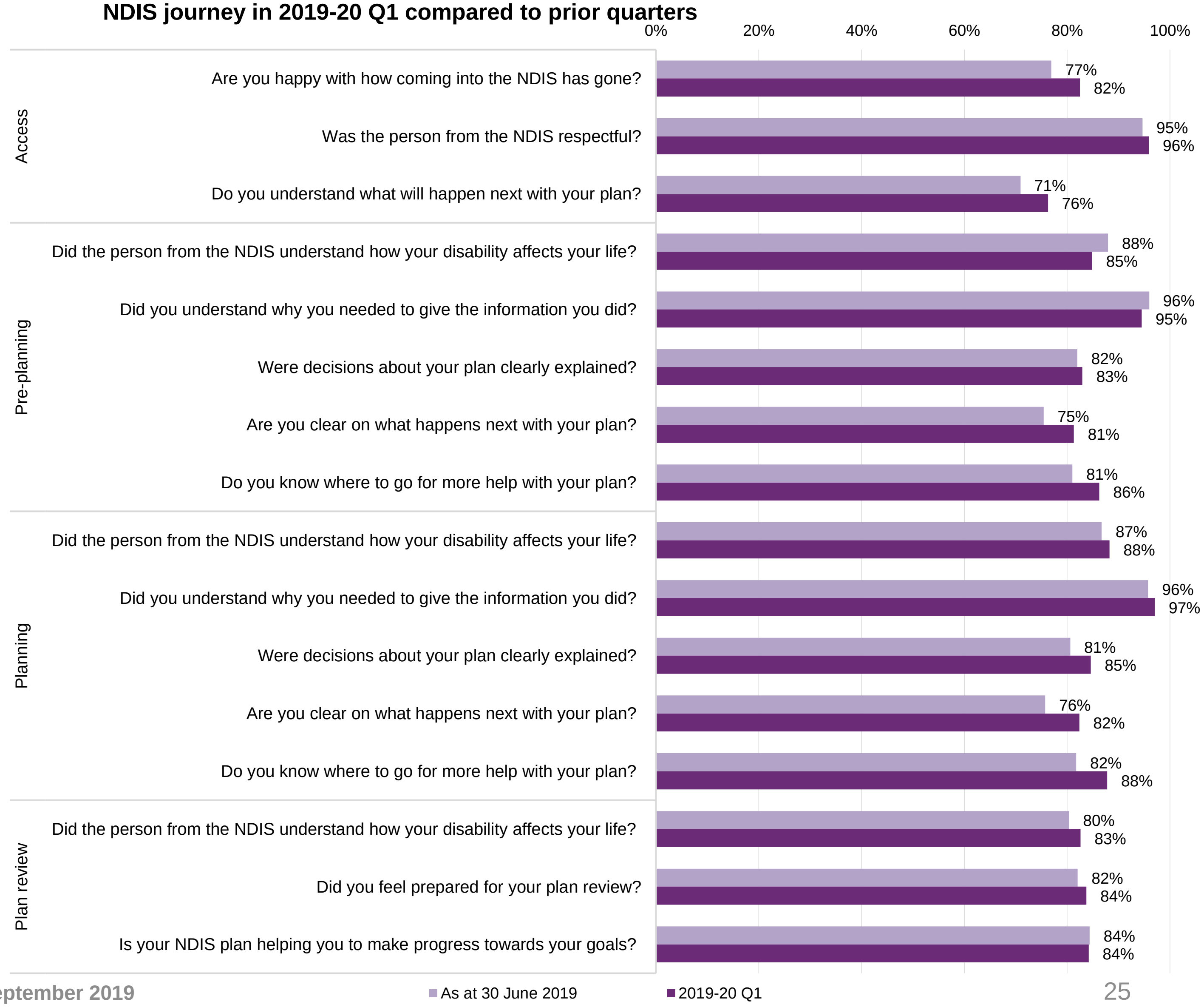
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- **Access**
- **Pre-planning**
- **Planning**
- **Plan Review**

Generally there have been improvements in participant satisfaction at all stages of the pathway in this quarter. There is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

Proportion of participants who agreed with statements about the different stages of NDIS journey in 2019-20 Q1 compared to prior quarters



PART 2

Committed Supports and Payments

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

Of the $32.5 billion that has been committed in participant plans, $21.8 billion has been paid to date.

Summary

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

Key Statistics

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS TRIAL WAS LAUNCHED IN 2013-14:
2013-14: $85.8M
2014-15: $370.9M
2015-16: $704.1M
2016-17: $2,182.2M
2017-18: $5,408.6M
2018-19: $10,074.6M
2019-20: $2,993.9M TO DATE.

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:
2013-14: 65%
2014-15: 75%
2015-16: 75%
2016-17: 67%
2017-18: 70%
2018-19: 69%

UTILISATION OF COMMITTED SUPPORTS IN 2018-19 AND 2019-20 IS STILL EMERGING.

Committed Supports and Payments

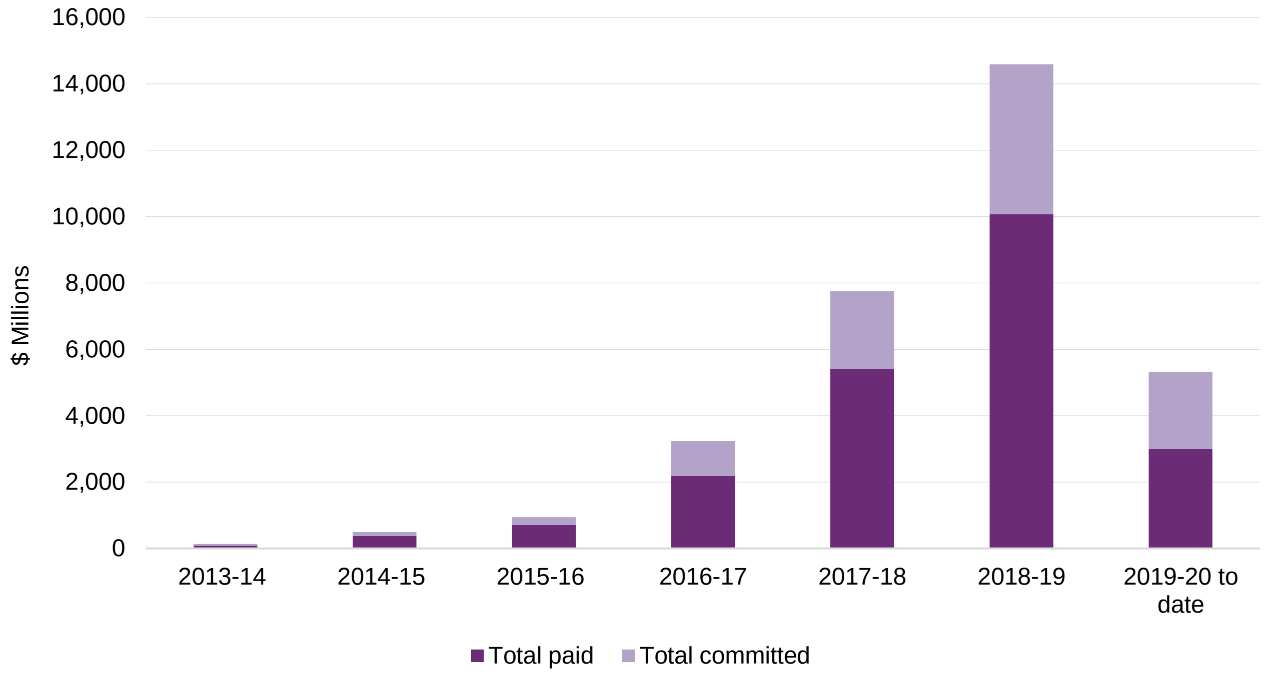
This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the $32.5 billion that has been committed in participant plans, $21.8 billion has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:
2013-14: $85.8m
2014-15: $370.9m
2015-16: $704.1m
2016-17: $2,182.2m
2017-18: $5,408.6m
2018-19: $10,074.6m
2019-20 to date: $2,993.9m

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 to date
Total committed	132.7	496.8	939.2	3,236.4	7,746.9	14,589.6	5,322.5
Total paid	85.8	370.9	704.1	2,182.2	5,408.6	10,074.6	2,993.9

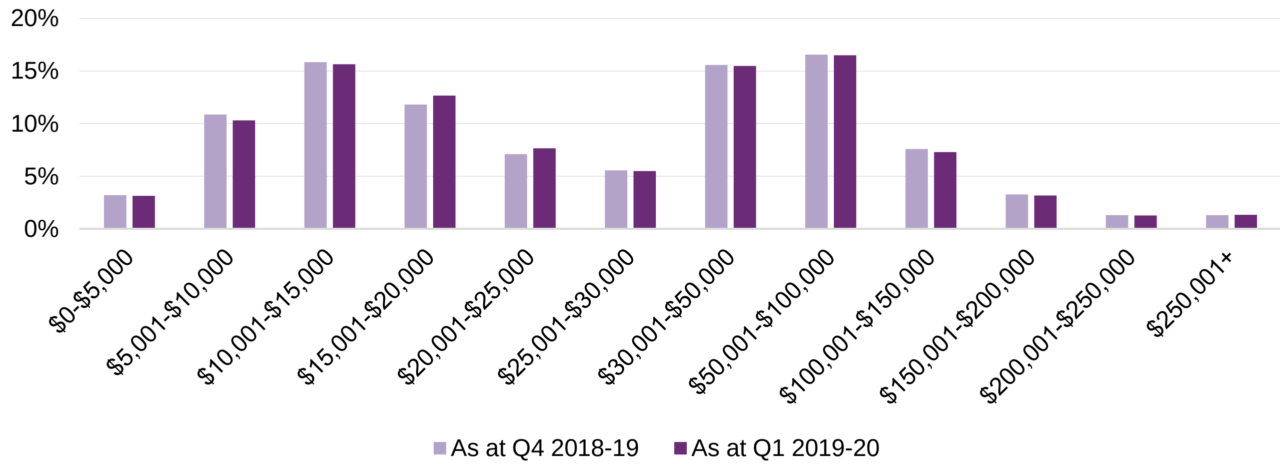


Committed Supports by Cost Band

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

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

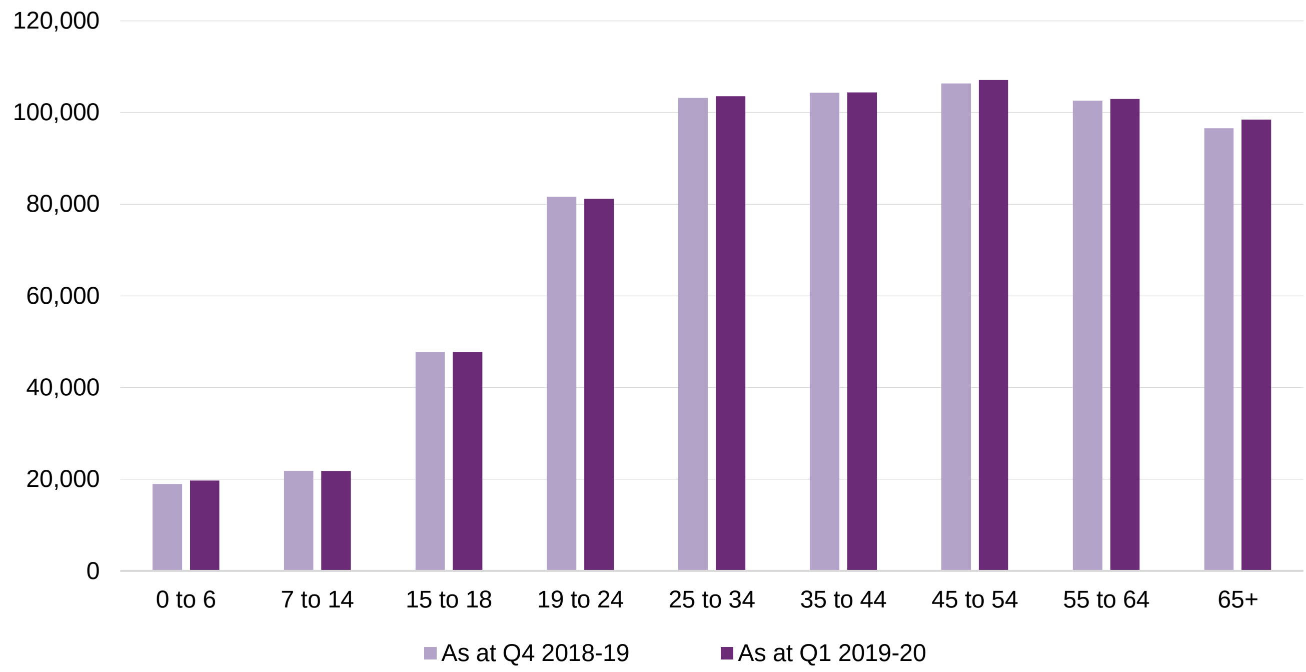
Distribution of average annualised committed supports by cost band (excluding SIL)



Committed Supports by Age Band

This quarter, the average annualised committed supports have remained consistent with prior quarters, increasing steeply between participants 0-6 through to age 34, stabilising to age 55 and reducing in participants of older years.

Average annualised committed supports by age band

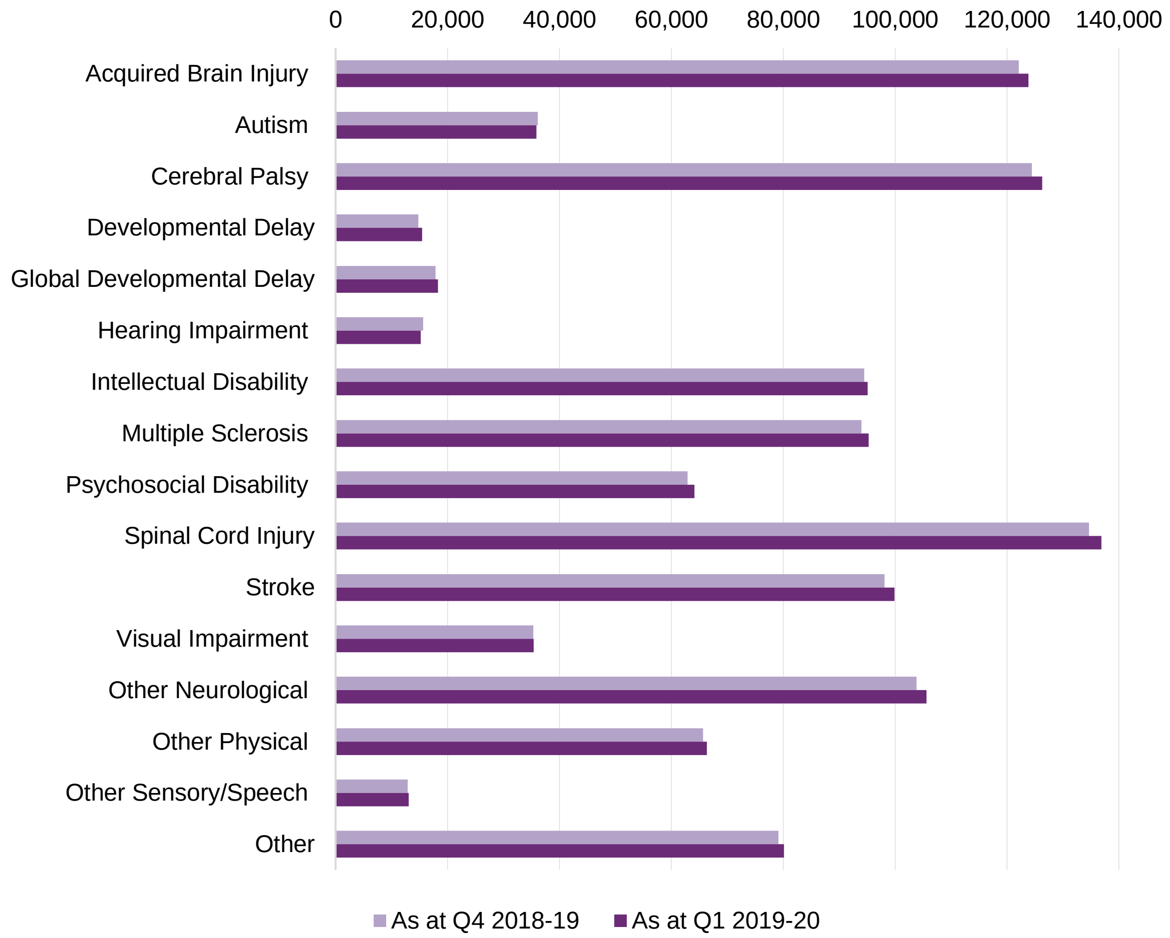


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

The highest average annualised committed supports are for participants with Spinal Cord Injury, Cerebral Palsy and Acquired Brain Injury.

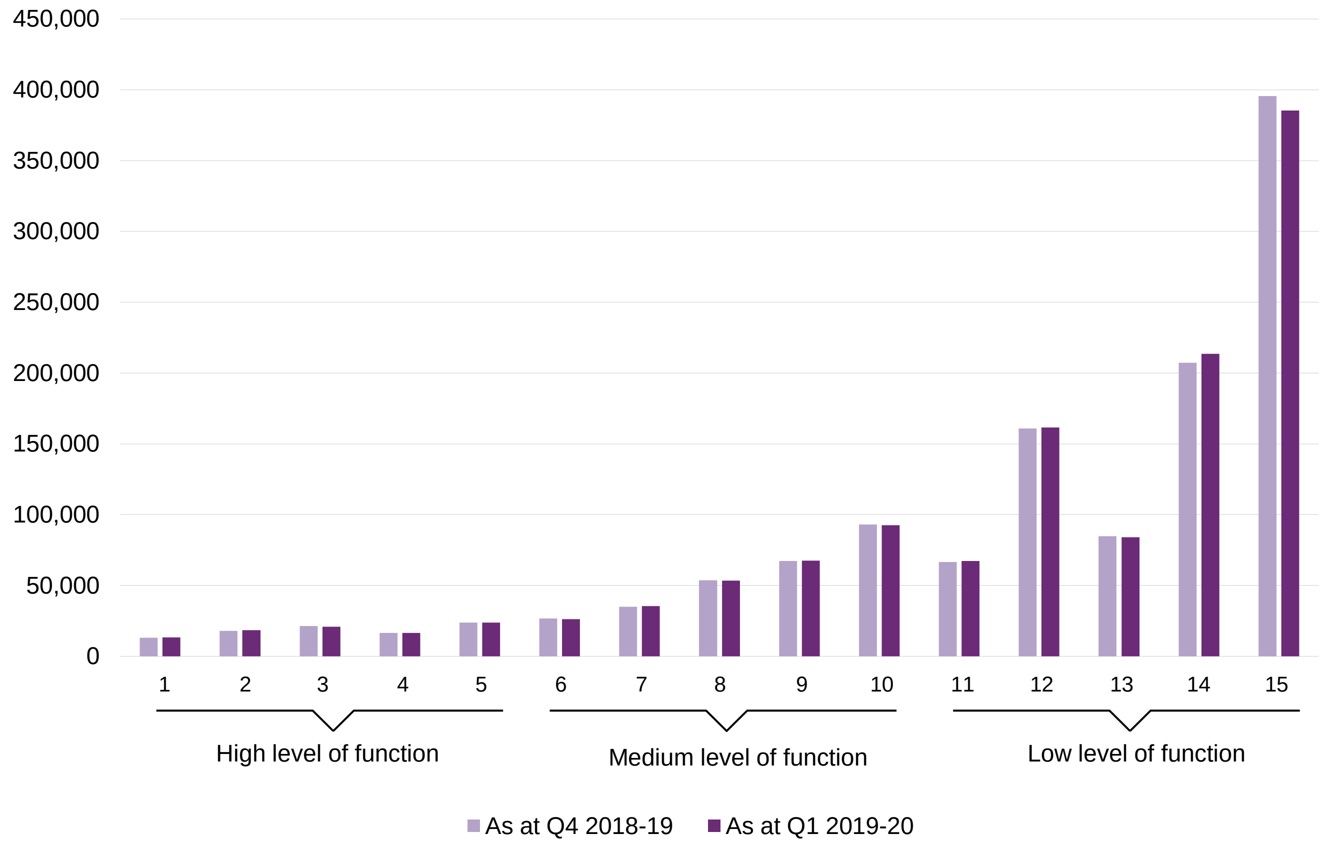
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase among participants with higher needs.

Average annualised committed supports by level of function



Note: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 30 June 2019 and 30 September 2019.

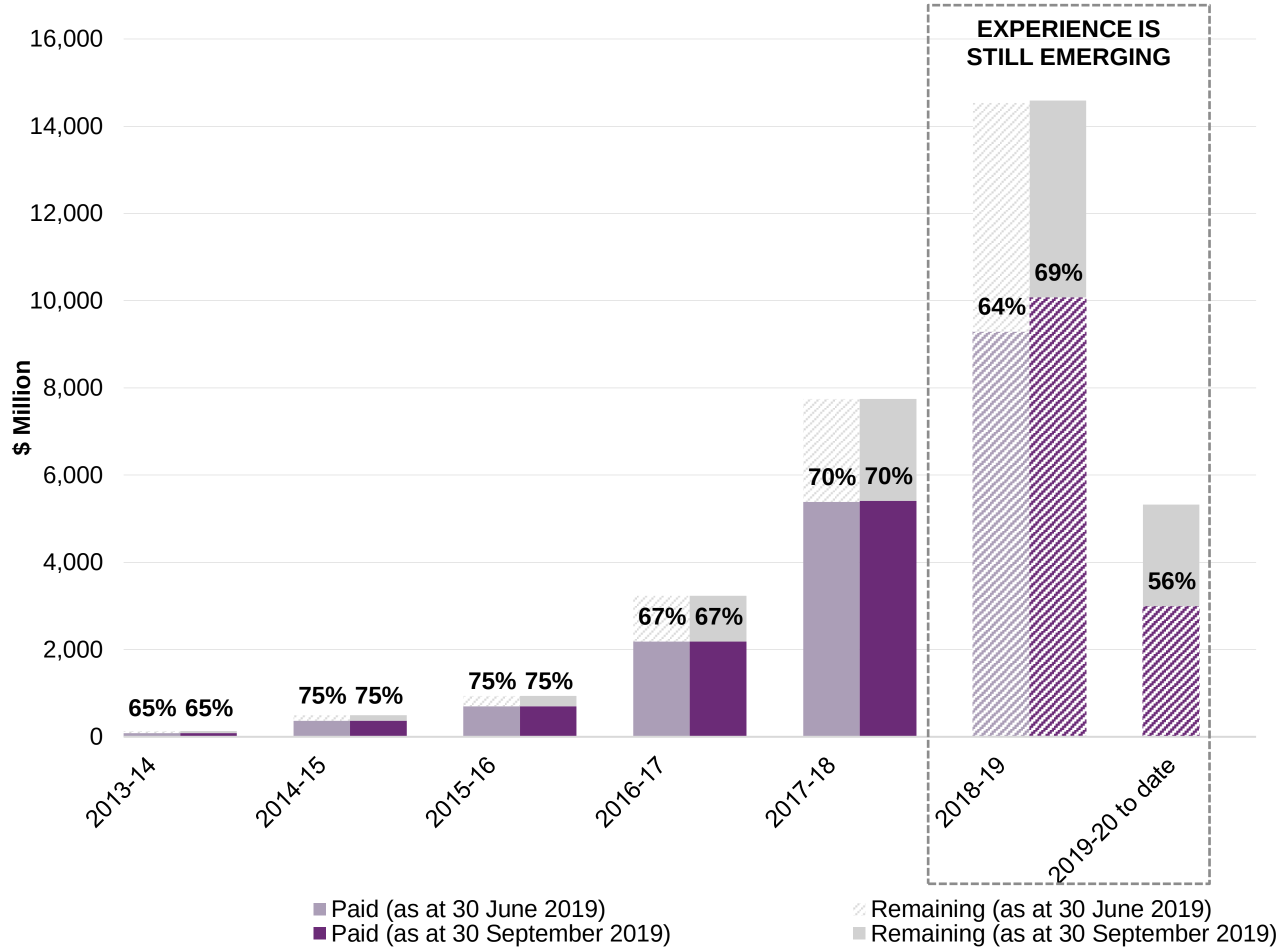
As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 and 2019-20 will increase.

Experience shows that participants utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

There were a large number of participants who received their first plan in 2016-17, 2017-18 and 2018-19 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 and 2019-20 is still emerging.

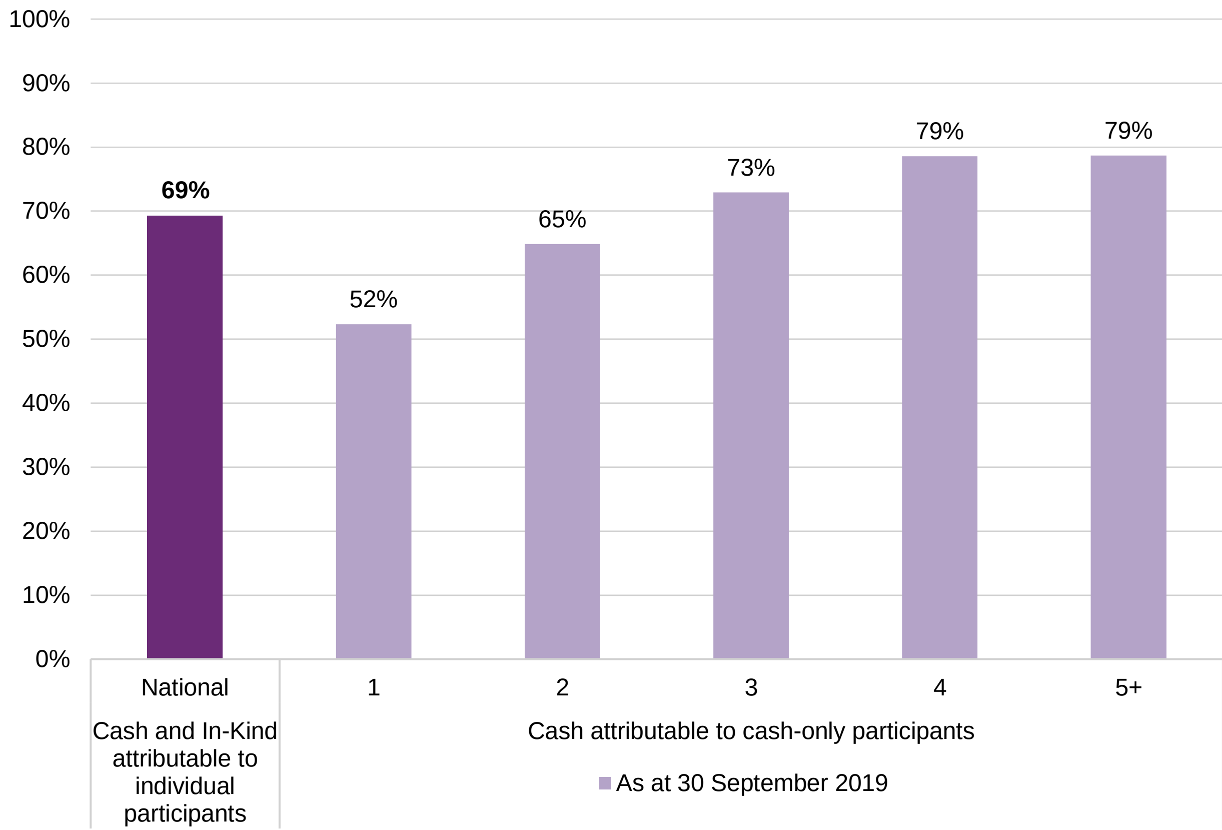
Utilisation of committed supports as at 30 June 2019 and 30 September 2019



Utilisation of Committed Supports by Plan Number

Participants utilise a greater proportion of their subsequent plans when compared to their initial plan.

Utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019



Note 1: Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans.
Note 2: Only utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent 3 months is still emerging.

PART 3

Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 13,434 active providers as at 30 September 2019, 797 of which were active for the first time in the quarter.

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA, which will commence from 1 July 2020.

Summary

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

Provider registration

- **From 1 July 2019, providers in all States and Territories across Australia (except WA) register with the NQSC by submitting a registration request, indicating the types of support they are accredited to provide.**
- **The NQSC will commence operating in WA from 1 July 2020. Until then, new WA providers can continue to register by submitting a registration request to the NDIA.**

How providers interact with participants

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

Key Statistics

13,434
ACTIVE PROVIDERS AS AT 30 SEPTEMBER 2019

80-95%
OF PAYMENTS TO PROVIDERS ARE RECEIVED BY 25% OF ACTIVE PROVIDERS

43%
OF ACTIVE SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF ACTIVE SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA, which will commence from 1 July 2020.

Active providers at 30 September 2019

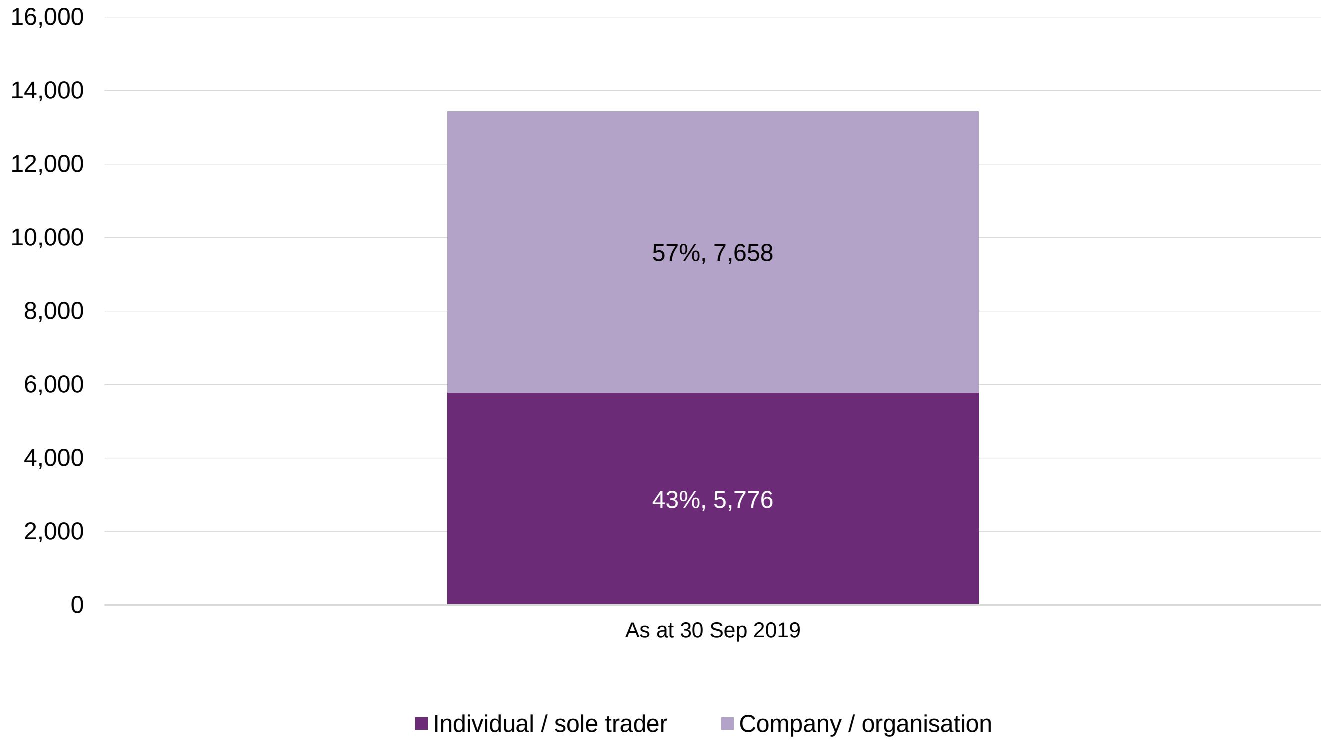
As at 30 September 2019, there were 13,434 active service providers, of which 5,776 were individual/sole trader operated businesses and 7,658 were companies or organisations.

1.53
AVERAGE PROVIDERS PER PARTICIPANT

2,175
NUMBER OF ACTIVE PROVIDERS DELIVERING NEW TYPES OF SUPPORTS

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in all States and Territories (with the exception of WA) from 1 July 2019.

Active providers over time by type of provider



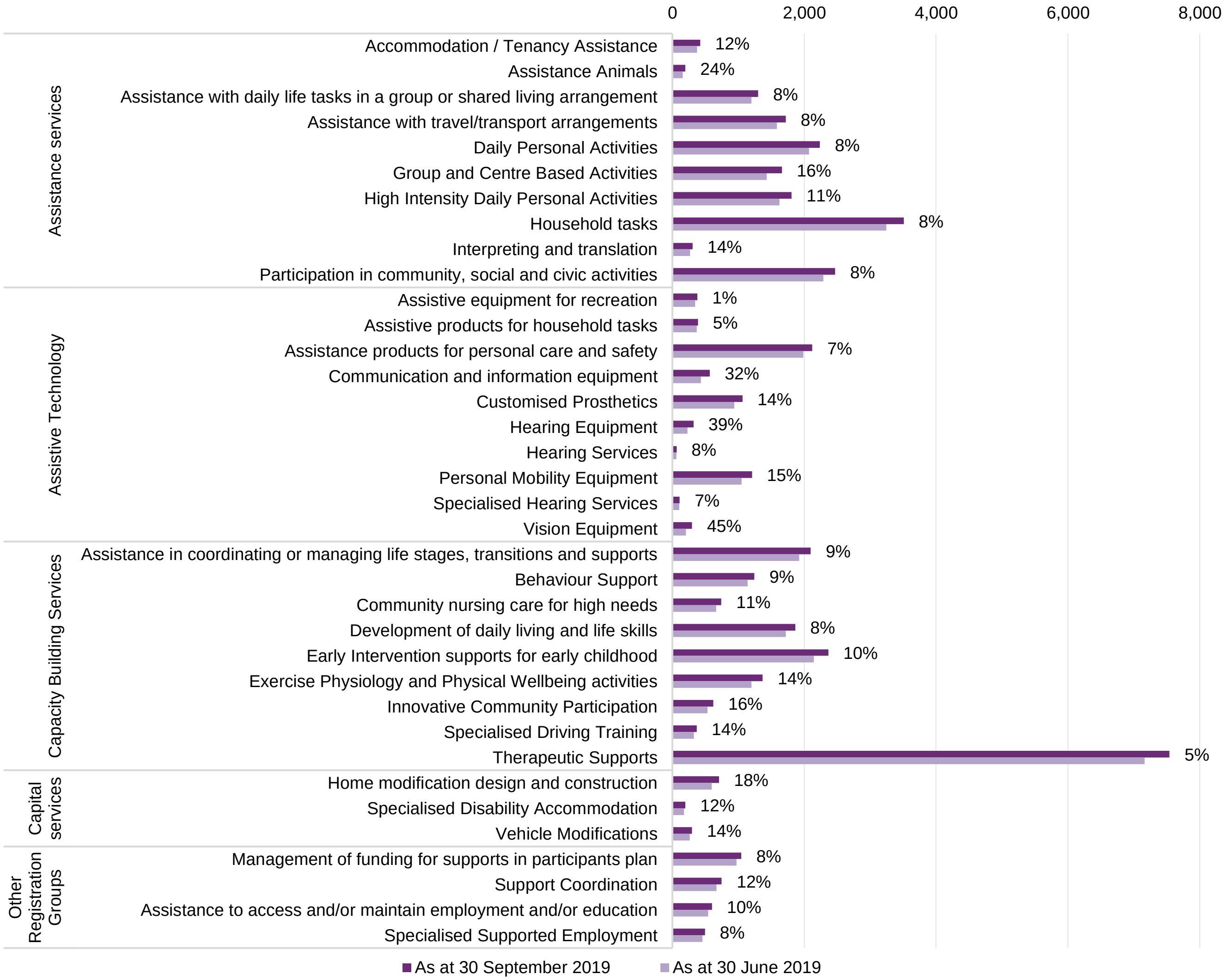
The number of active service providers increased by 6% from 12,637 to 13,434 in the quarter. Currently, 43% of active service providers are individuals/sole traders.

Active Registration groups

The number of active providers in each registration group has increased for all registration groups over the quarter.

The registration groups with the largest numbers of active providers continue to grow:
- **Therapeutic Supports: from 7,161 to 7,541 (5% increase)**
- **Household tasks: from 3,245 to 3,509 (8% increase)**
- **Participation in community, social and civic activities: from 2,291 to 2,470 (8% increase)**
- **Early Intervention supports for early childhood: from 2,146 to 2,365 (10% increase)**
- **Daily Personal Activities: from 2,073 to 2,237 (8% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

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

The top 25% of providers by registration group.

PART 4

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

Information, Linkages and Capacity Building (ILC)

ILC Strategy Towards 2022

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22.

Through the strategy, the NDIA provides grants to organisations that will provide ILC projects in the community that enable all people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia.

The NDIA has invested $65.9 million during 2019 through a combination of interim grant rounds and additional bridging support funding to State and Territories Governments to help ensure an orderly transition to the new ILC Investment Strategy, prior to the commissioning of four discrete but complementary funding programs during 2019-20.

As part of the ILC Investment Strategy the NDIS will continue the progressive roll-out of the four funding programs throughout the remainder of 2019:

- The first program is National Information Program (NIP) opened on 5 April 2019, which aims to increase the accessibility, quality and consistency of confirmation about disability types, current services and support options available to people with disability, carers and families throughout Australia.[1]
- The second program is Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to $100 million (excluding GST) available. This builds on the extensive evidence base for the use of peer support in building skills for people with disability and focuses on a national network of organisations to become the primary delivery mechanism for the Agency.[2]
- The third program is Mainstream Capacity Building Program (MCBP) opened on 9 September 2019 with up to $64 million (excluding GST) available. This aims to ensure the equity of access to and increase inclusions of people with disability in mainstream services.[3]
- The fourth program is Economic and Community Participation Program (ECPP) opened on 9 September 2019 with up to $58 million (excluding GST) available. This aims to increase the social and economic participation, including employment outcomes, of people with disability.[3] The third and fourth programs also aim to build the capacity of the community to create opportunities for people with disability to contribute to community prosperity and participant in community life and drive practice change in the delivery of critical mainstream services.

Note 1: This grant round is the first full program of the ILC Strategy to be commissioned and the outcomes were announced on Friday 11 October 2019.

Note 2: This grant round is currently under assessment with results to be announced in December 2019.

Note 3: These grants round are expected to be announced in February 2020.

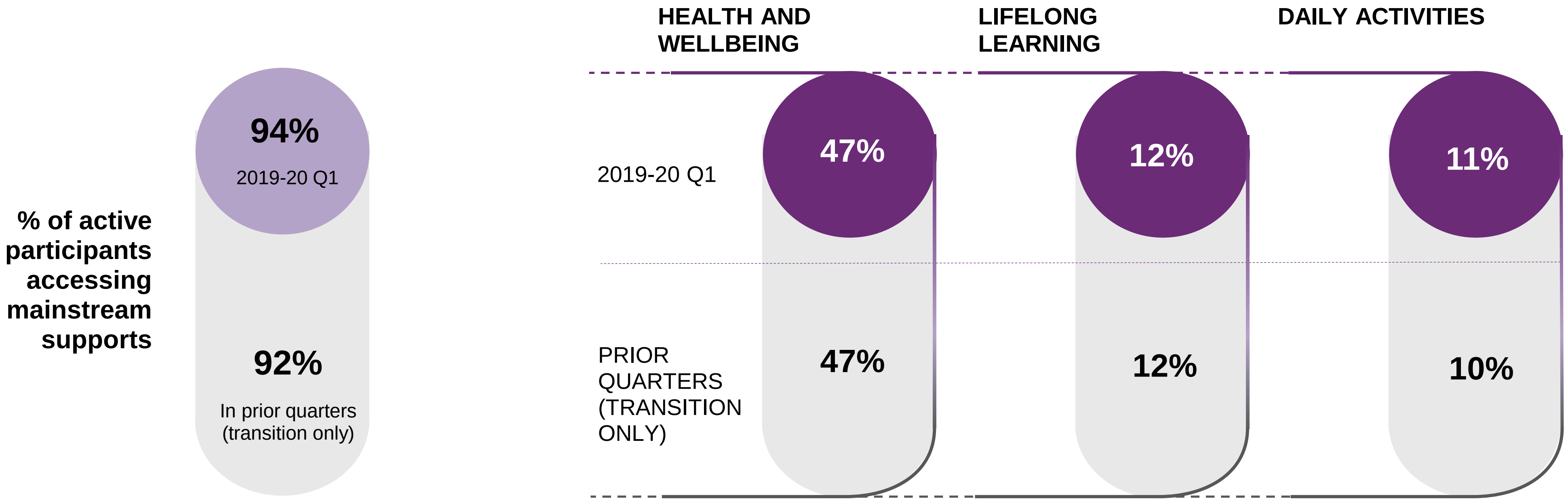
PART 5

Mainstream Interface

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

Mainstream Interface

Of the total number of active participants with a plan approved in 2019-20 Q1*, 94% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



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

PART 6

Financial Sustainability

The NDIS insurance approach allows pressures on the scheme to be identified early and management responses put in place to respond to these pressures.

Financial Sustainability

The NDIA is responsible monitoring and risks to financial sustainability, using the insurance-based structure as a means to evaluate emerging experience against expectations.

Specific strategies to address pressures on financial sustainability include:

- **Participant Pathway review – The NDIA is working on strengthening the 'outcomes focus' of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decision.**
- **Reference package and guided planning process – To better align a participant's support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools are being used to inform plan decisions. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.**
- **Supported Independent Living (SIL) – The NDIA is working on consistent and equitable decisions for those seeking access to SIL, which constitutes a large proportion of NDIS cost.**

Key Drivers

ACCESSING THE SCHEME ENSURING THE RIGHT PEOPLE MEET THE ELIGIBILITY REQUIREMENTS AND GAIN ACCESS TO THE SCHEME	EXITING THE SCHEME FOLLOWING APPROPRIATE EARLY INTERVENTION SUPPORT, SUITABLE PARTICIPANTS ARE EXITING THE SCHEME	RECEIVING AN INITIAL PLAN ENSURING PARTICIPANTS ARE RECEIVING THE RIGHT AMOUNT OF REASONABLE AND NECESSARY SUPPORTS IN THEIR PLAN	REVIEWING PLANS REVIEWED PLAN BUDGETS INCLUDE THE CORRECT AMOUNT OF SUPPORT DEPENDENT ON THE PARTICIPANT'S NEEDS