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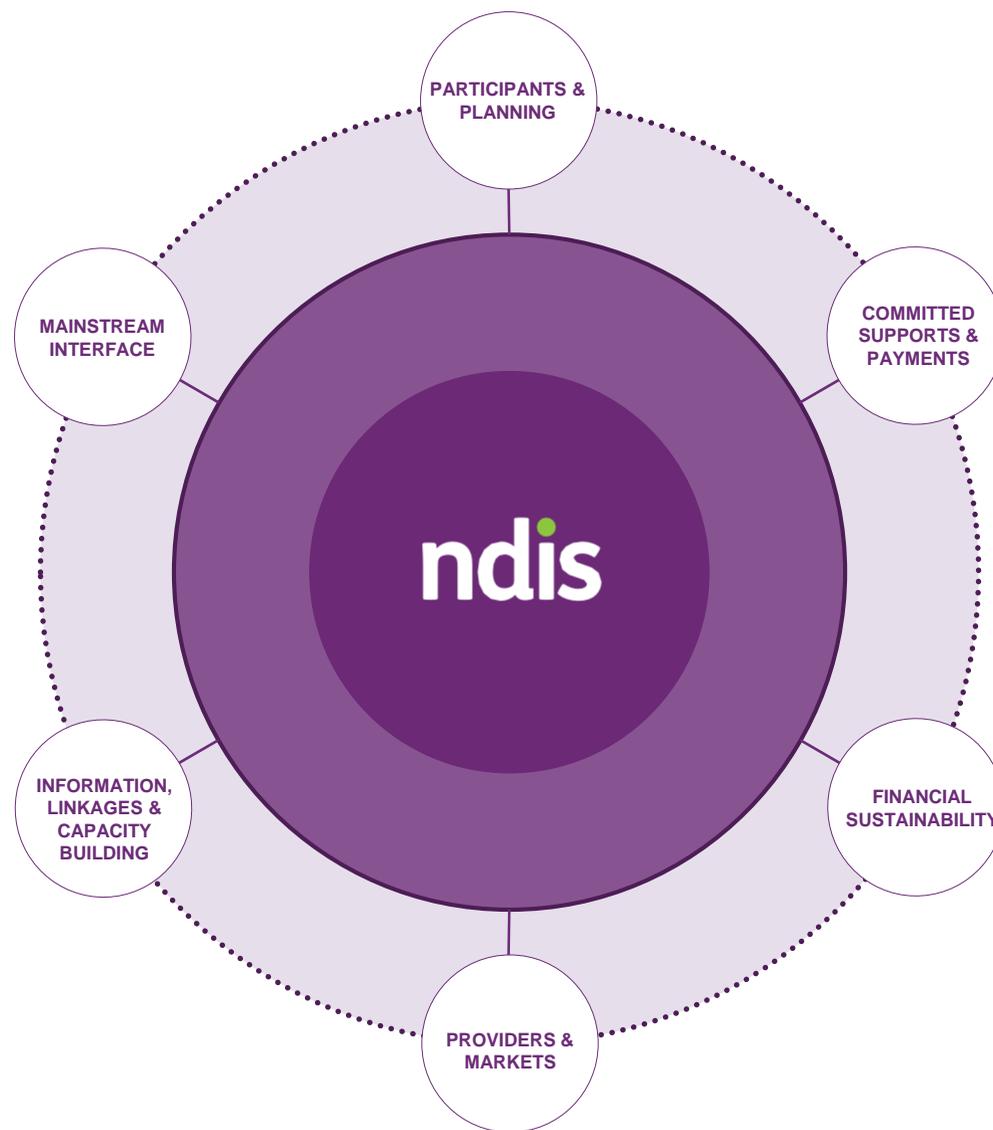
Disability Reform Council Quarterly Performance Report

National – 30 June 2017



Overview

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



Summary

Participants and Planning

15,078 additional participants with plans this quarter.

6,134 children have a confirmed referral to the ECEI gateway.

83% of the 30 June 2017 cumulative bilateral estimate has been met.

The satisfaction rating remained high with 84 per cent of participants surveyed in the quarter rating their satisfaction with the Agency as either good or very good.

Committed Supports and Payments

\$7.3 billion of supports has been committed to 90,638 participants. This includes \$1.5 billion of support in respect of trial, \$3.2 billion in respect of 2016-17 and an actuarially determined \$2.6 billion for later years.¹

\$3.0 billion has been paid to providers and participants.

Overall 64% of committed supports were utilised in 2013-14. 75% of committed supports were utilised in 2014-15 and this has increased to 76% in 2015-16. In 2016-17, utilisation of committed supports has decreased to 59%. As there is a lag between when support is provided and when it is paid, the 59% in 2016-17 will increase.

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. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

In managing the relevant financial sustainability trends for the Agency and Scheme, two specific initiatives continue to be implemented. These are the Early Childhood Early Intervention (ECEI) approach, and the reference package and first plan approach.

Providers and Markets

8,698 approved providers.

80-90% of payments made by the NDIA are received by 25% of providers.

40% of services providers are individual/sole traders.

Information, Linkages and Capacity Building

Detailed transition plans have been agreed with all jurisdictions (excluding WA) outlining funding and activities that will be retained by the respective jurisdictions to build and align current activities to the future ILC policy.

As the first jurisdiction to transition to ILC effective July 2017, the NDIA awarded nearly \$3 million in grant funding to deliver 22 ILC activities in the ACT. The NDIA has also funded nearly \$14 million for 39 activities in the inaugural ILC national readiness grants round to raise community awareness and build the capacity of mainstream services to be more inclusive.

Mainstream Interface

85% of active participants with a plan approved in 2016-17 Q4 access mainstream services.

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

¹Note: The \$2.6 billion committed in future years is due to current plans in place that have an end date past 30 June 2017.

Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 15,078 additional participants with approved plans this quarter.

Participants and Planning

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



Key Statistics

26,411

ACCESS DECISIONS IN 2016-17 Q4

15,078

INITIAL PLANS APPROVED IN 2016-17 Q4

6,134

CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL

83%

OF 30 JUNE 2017 BILATERAL ESTIMATE MET

24%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2016-17 Q4 ARE CHILDREN AGED 7-14 YEARS

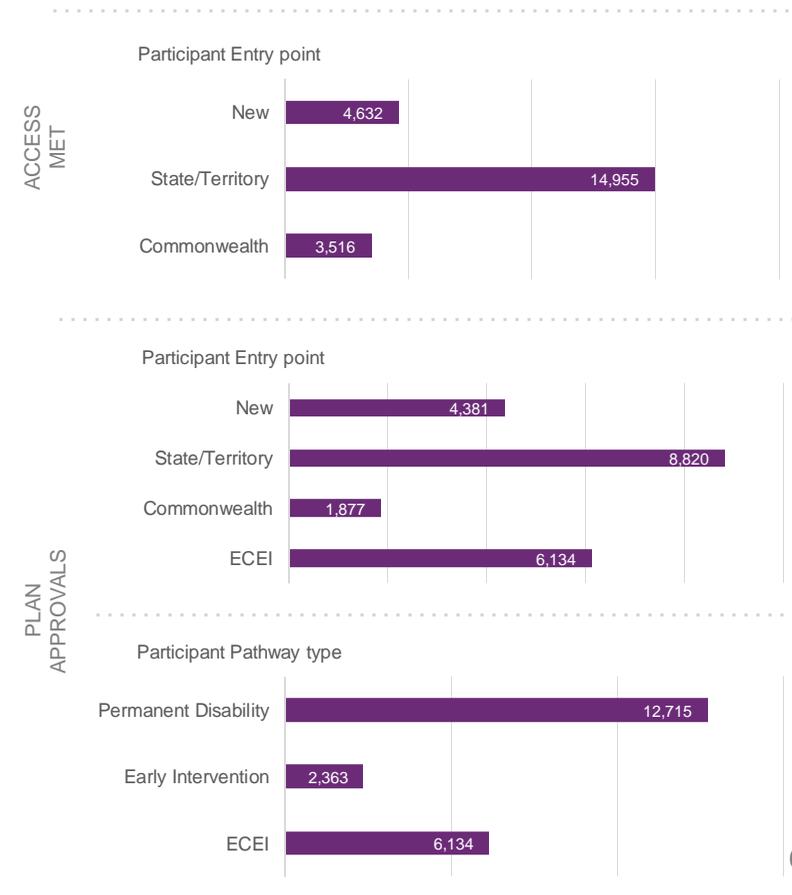
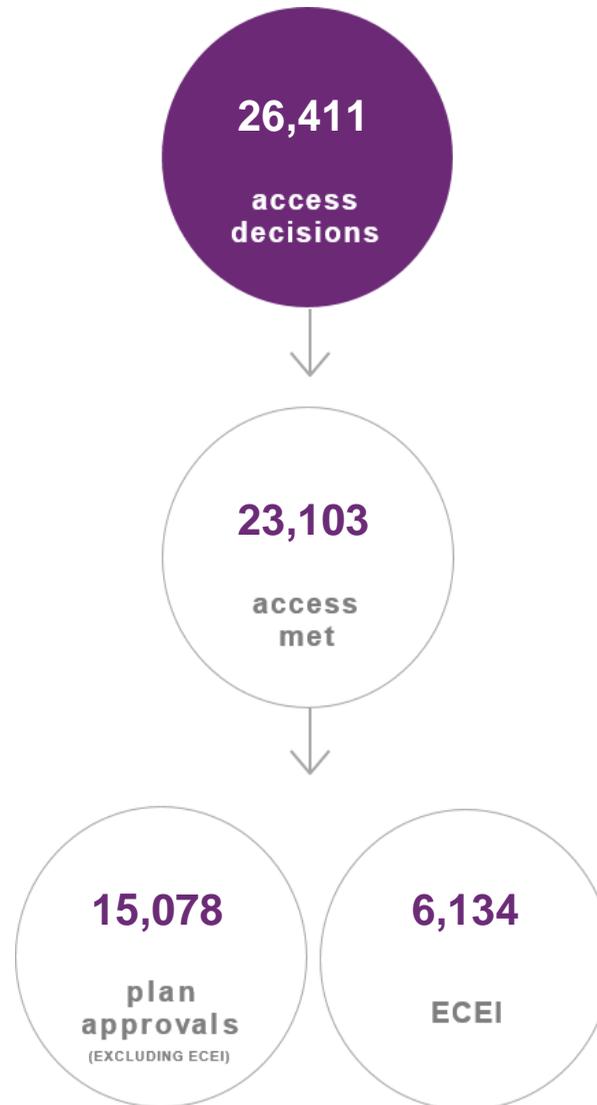
33%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2016-17 Q4 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

Quarterly Intake

2016-17 Q4

65% of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program. Overall, since 1 July 2013, there have been 133,034 people with access decisions, and 96,772 participants with an approved plan (including children in the ECEI gateway).



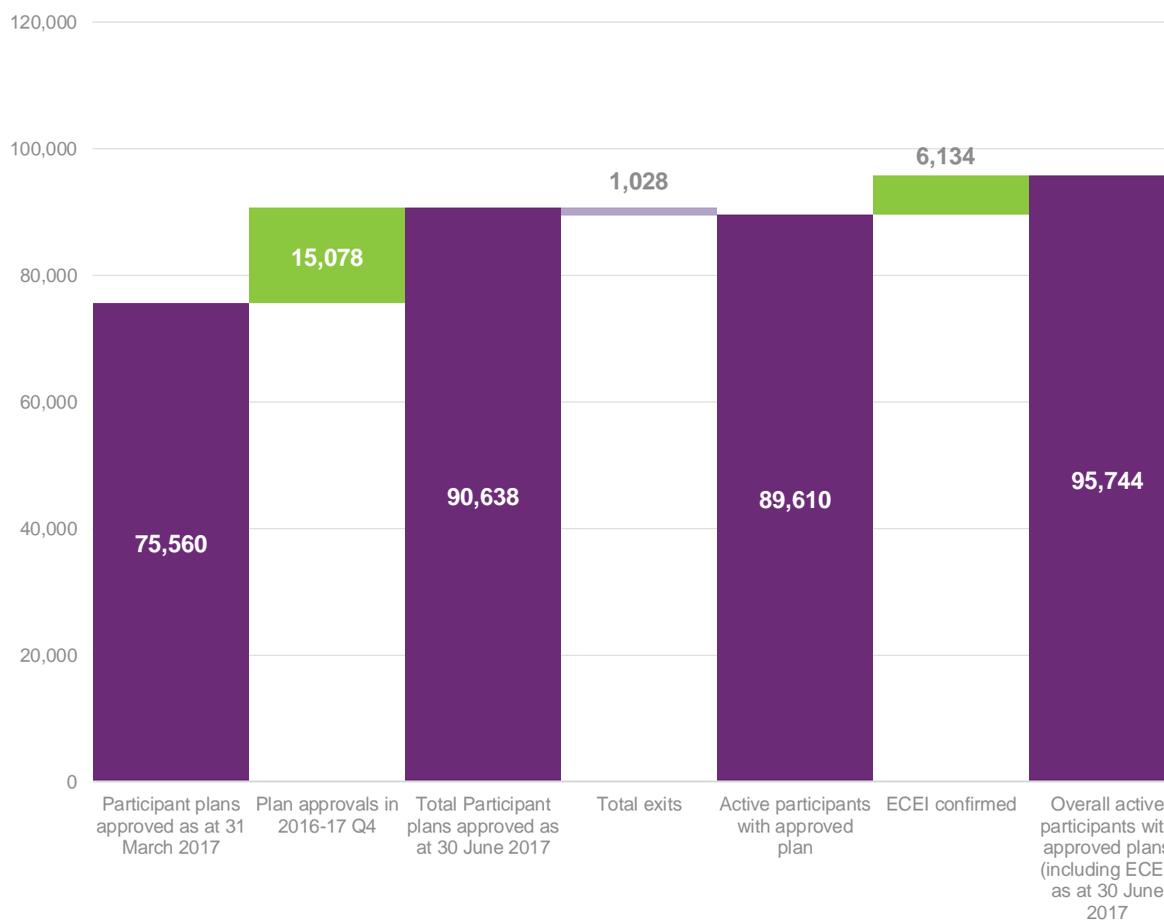
Quarterly Intake Detail

Plan approvals as at 30 June 2017

Plan approval numbers have increased from 75,560 at the end of 2016-17 Q3 to 90,638 by the end of 2016-17 Q4. This is an increase of 15,078 approvals. Additionally there were 6,134 children with a confirmed ECEI referral and 1,028 exits bringing the overall number to 95,744 (including ECEI).

In the quarter of 2016-17 Q4 there were 13,434 plan reviews. This figure relates to all participants who have entered the scheme (including transition).

Change in plan approvals between 31 March 2017 and 30 June 2017



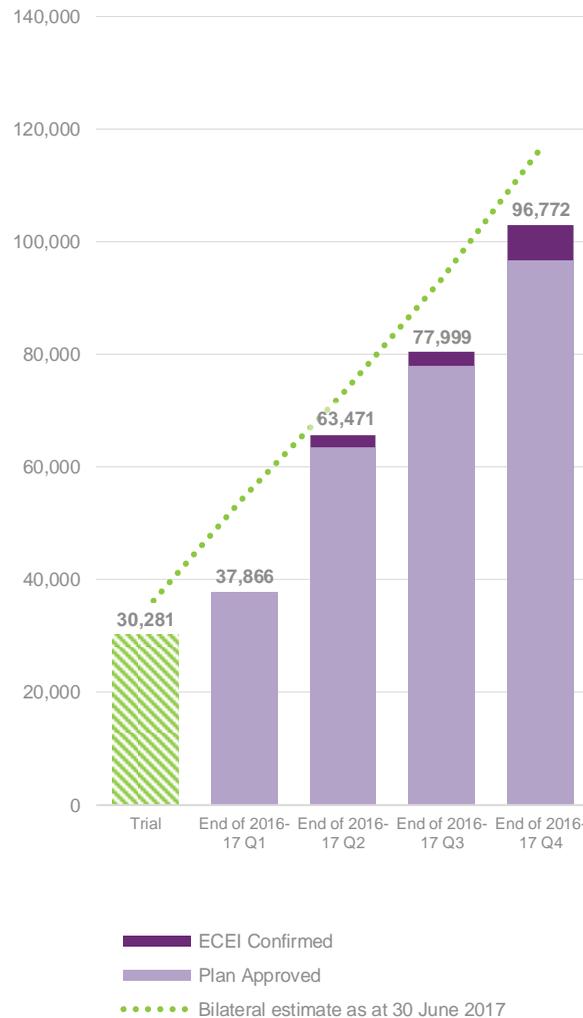
Cumulative Position

Plan approvals as at 30 June 2017

As at the end of 2016-17 Q4, the cumulative total number of participants receiving support was 96,772 (including 6,134 children supported through the ECEI gateway). In addition, 25,864 participants were awaiting a plan as at 30 June 2017.

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

Cumulative plan approvals compared with bilateral estimate



83%

of 30 June 2017 bilateral estimate met

15,078

plan approvals in 2016-17 Q4

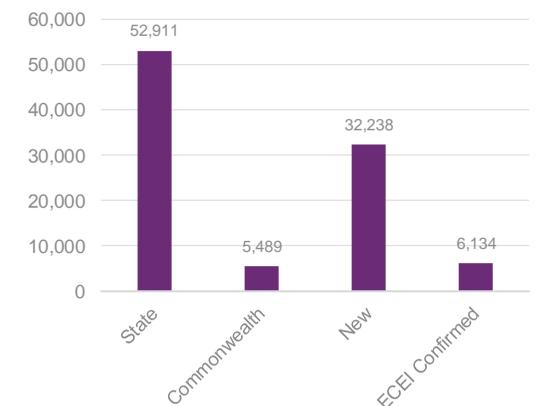
90,638

plan approvals to date; 96,772 including ECEI confirmed

6,134

ECEI referrals confirmed in gateway

Plan approvals by participant referral pathway



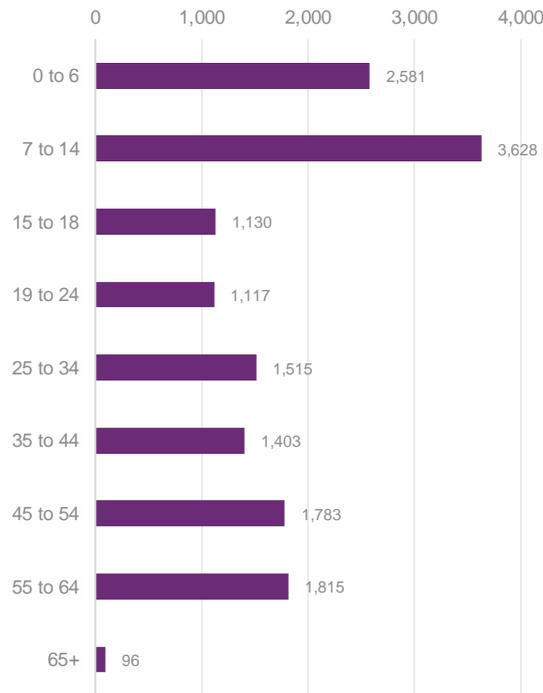
Participant Profiles

Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

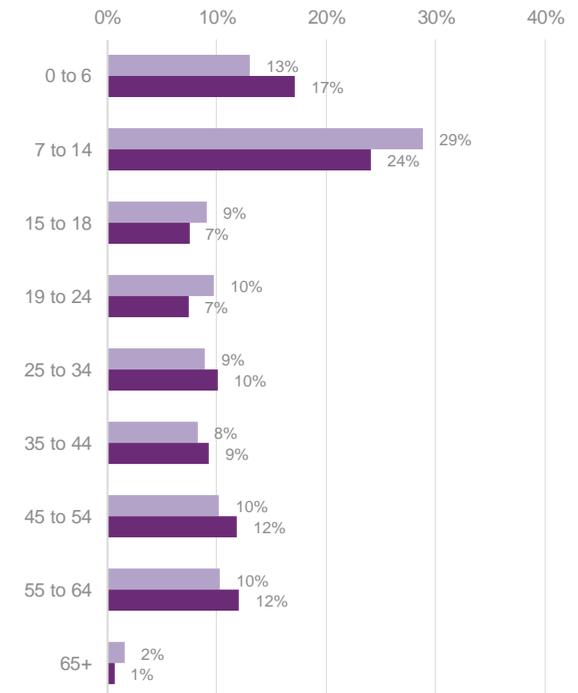
Around 24% of participants entering in this quarter are children aged 7-14 years.

A high proportion of participants aged 0-6 years have entered the scheme in the quarter of 2016-17 Q4 compared to prior quarters.

Active participants with a plan approved in the quarter of 2016-17 Q4 by age group



% of active participants with a plan approved by age group



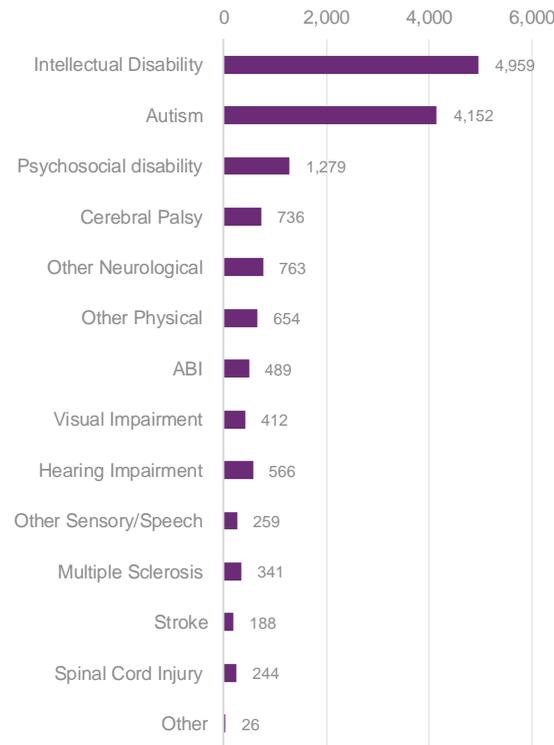
■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2016-17 Q4

Participant Profiles

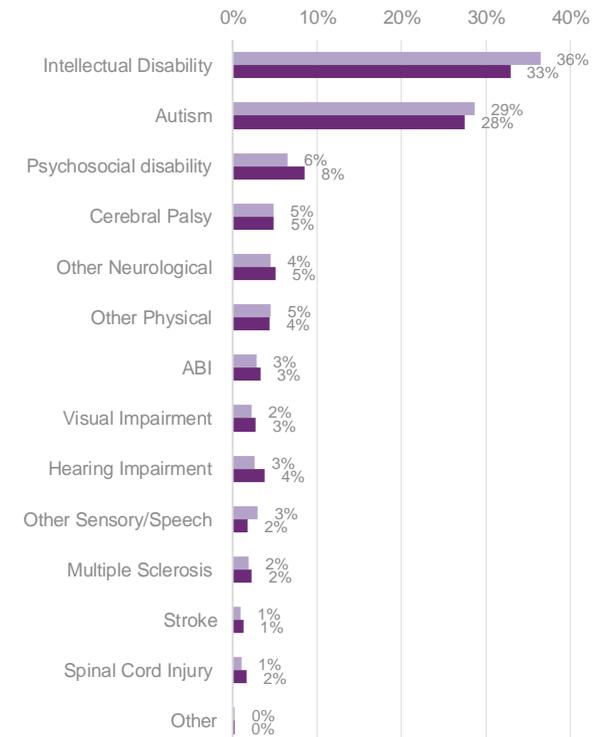
Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

33% of participants entering in the quarter of 2016-17 Q4 have a primary disability group of Intellectual Disability.

Active participants with a plan approved in the quarter of 2016-17 Q4 by disability group



% of active participants with a plan approved by disability group



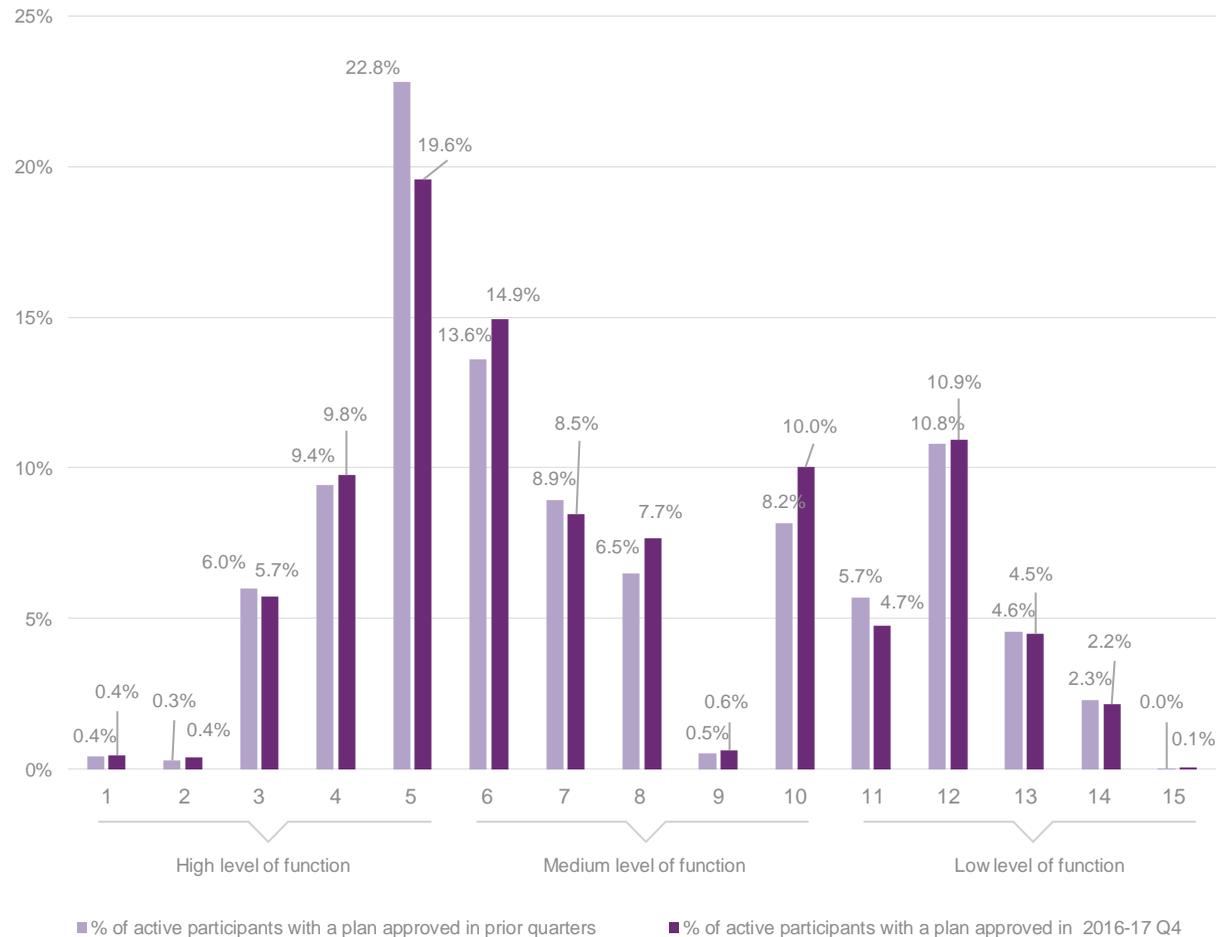
■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2016-17 Q4

Participant Profiles

Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

For participants with a plan approval in the current period, around 53% have a level of function between 4 and 7 (moderate to high levels of function). 22% of participants with approved plans have low level of function (level 11 and above). This result is influenced by the phasing schedule.

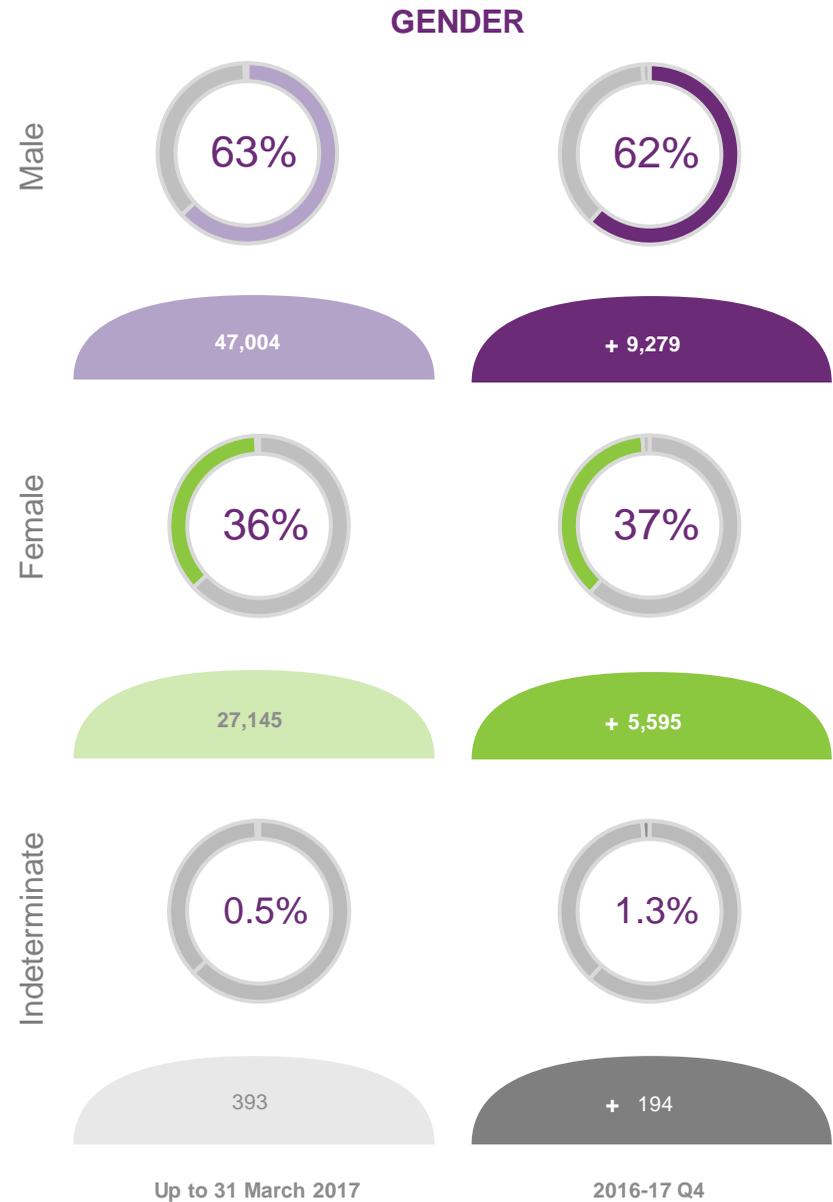
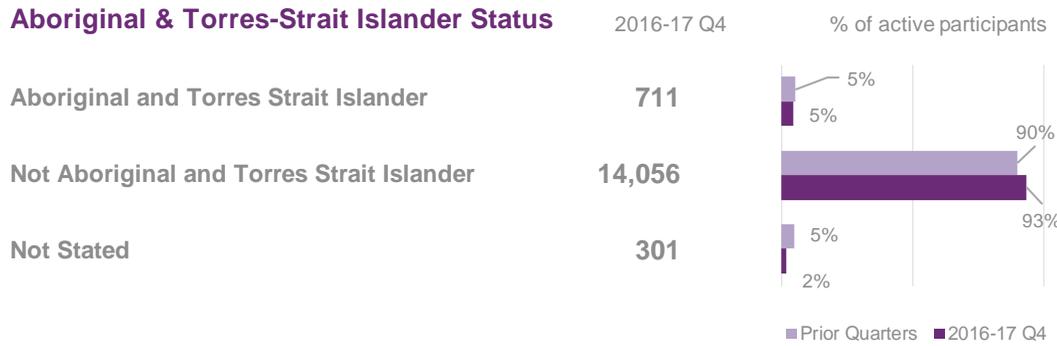
% of active participants with a plan approved by level of function



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

Participant Profiles

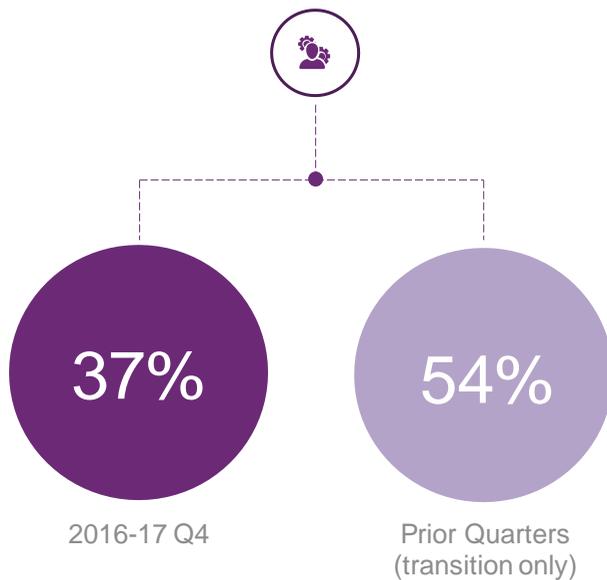
Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.



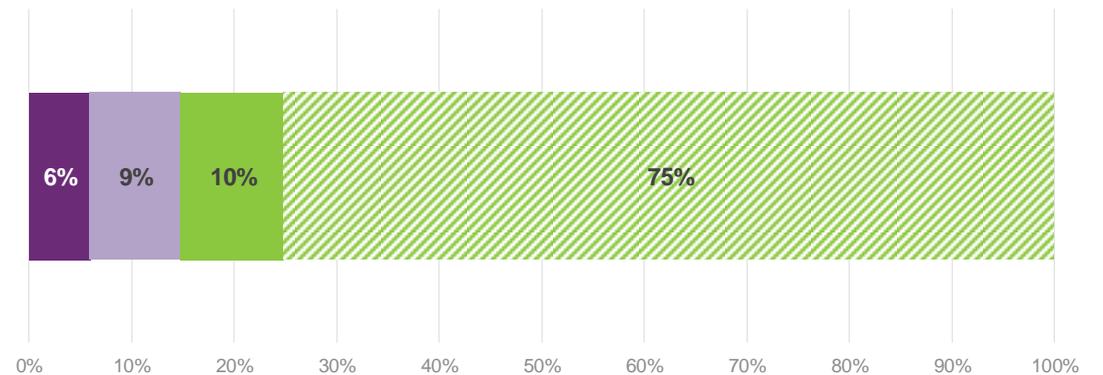
Plan Management Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan is higher in 2016-17 Q4 (19%) compared with the prior quarters of 2016-17 (15%), and 37% of participants who have had a plan approved in 2016-17 Q4 have support coordination in their plan.

Support Co-ordination



Prior Quarters (transition only)



2016-17 Q4



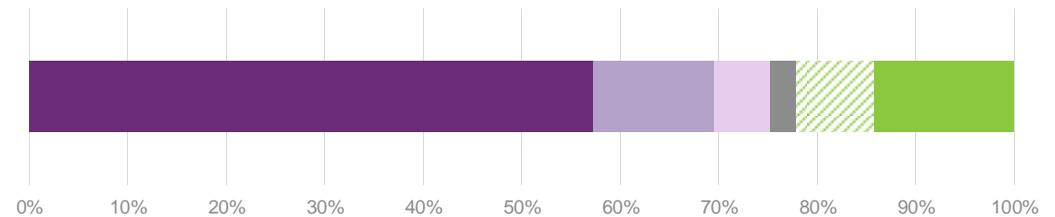
■ Self Managed fully ■ Self Managed Partly ■ Plan Managed/Agency Managed ■ Fully Agency Managed

Plan Activation

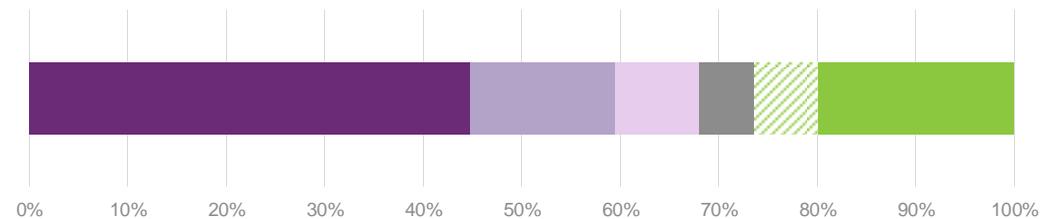
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support. 75% of plans approved in Quarter 1 were activated within 90 days of approval, 68% of plans approved in Quarter 2 were activated within 90 days of approval, and 70% of plans approved in Quarter 3 were activated within 90 days of approval.

Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which further contributes to the conservative figures.

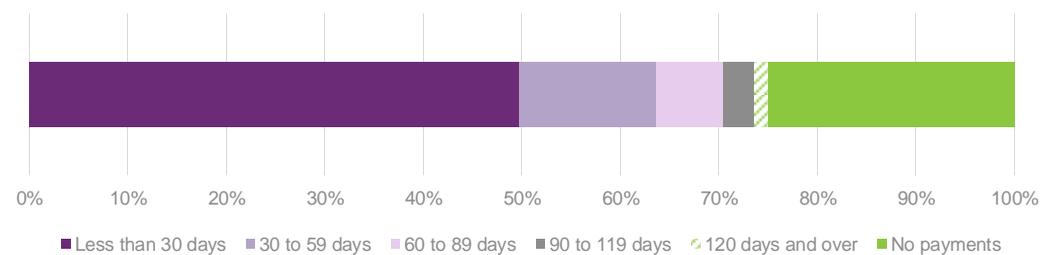
Duration to Plan activation for initial plans approved in 2016-17 Q1



Duration to Plan activation for initial plans approved in 2016-17 Q2



Duration to Plan activation for initial plans approved in 2016-17 Q3



Note: Given that plans approved in Quarter 4 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Number of questionnaires completed in 2016-17 by Short Form Outcomes Framework (SFOF) version.

Baseline outcome measures were collected on 98% of participants receiving their initial plan in 2016-17. 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.

Version	Number of questionnaires collected Q1	Number of questionnaires collected Q2	Number of questionnaires collected Q3	Number of questionnaires collected Q4	Number of questionnaires
Participant 0 to school	894	2,720	1,803	2,805	8,222
Participant school to 14	1,209	6,562	3,313	3,467	14,551
Participant 15 to 24	931	4,421	2,569	1,887	9,808
Participant 25 and over	4,359	9,052	6,343	6,385	26,139
Total participant	7,393	22,755	14,028	14,544	58,720
Family 0 to 14	2,014	8,801	4,765	5,965	21,545
Family 15 to 24	276	1,197	511	809	2,793
Family 25 and over	51	196	158	425	830
Total family	2,341	10,194	5,434	7,199	25,168
Total	9,734	32,949	19,462	21,743	83,888

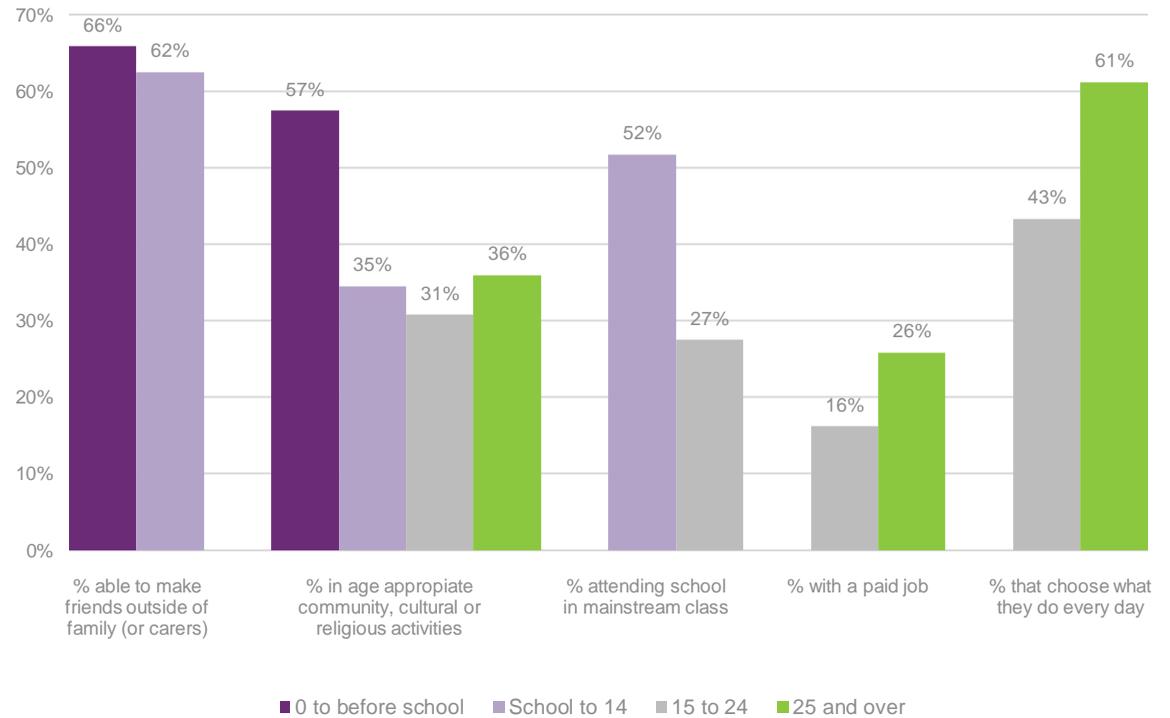
Participant Outcomes

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

For the 0 to before school and school to 14 groups, between 62% - 66% of the participants reported being able to make friends outside of their family or carers. Participation in age appropriate community, cultural or religious activities was highest among 0 to before school age with 57% and for all other age groups the proportion was below 40%.

Around 26% of 25+ year olds had a paid job.

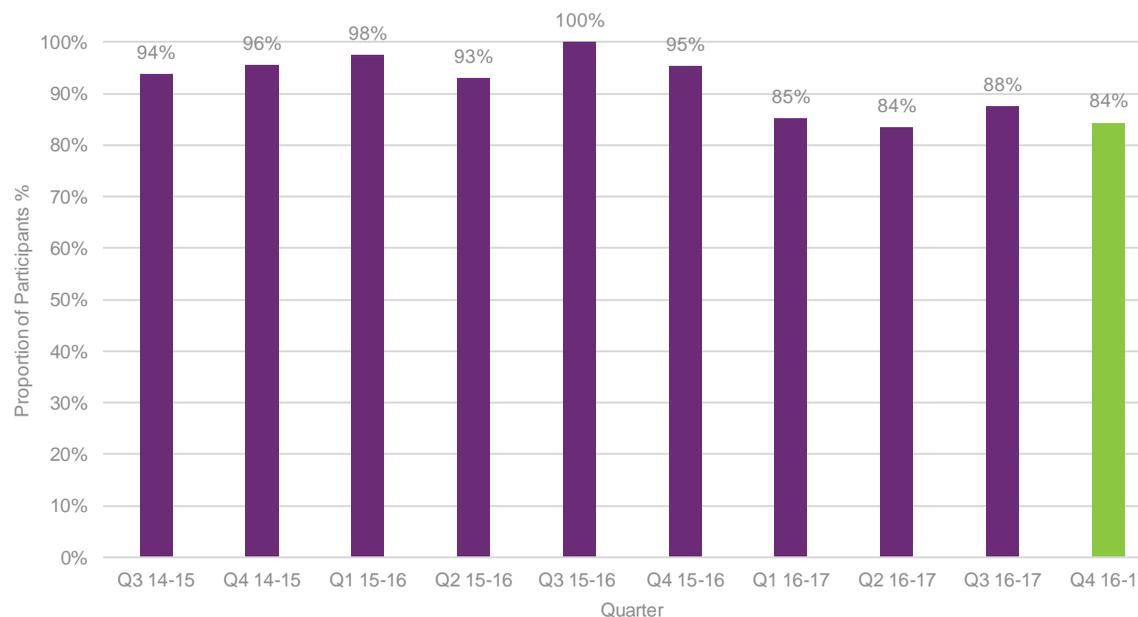
Selected key baseline indicators for participants



Participant Satisfaction

84% of participants rated their satisfaction with the Agency as either good or very good in the current quarter. This has decreased since the last quarter. Since scheme inception, 92% of participants rated their satisfaction with the Agency as either good or very good.

Proportion of participants describing satisfaction with the agency as good or very good - by quarter



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

Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to \$7.3 billion (including support periods in the future), of which \$3.0 billion has been paid.

This includes \$1.5 billion of support in respect of trial, \$3.2 billion in respect of 2016-17 and \$2.6 billion for later years.

Committed Supports and Payments

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



Key Statistics

\$7.3

BILLION OF SUPPORTS HAS BEEN COMMITTED TO 90,638 PARTICIPANTS.

\$1.5

BILLION OF SUPPORTS IN RESPECT OF TRIAL

\$3.2

BILLION OF SUPPORTS IN RESPECT OF 2016-17

\$2.6

BILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

\$3.0

BILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL 64% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14. 75% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15 AND THIS HAS INCREASED TO 76% IN 2015-16. IN 2016-17, UTILISATION OF COMMITTED SUPPORTS HAS DECREASED TO 59%.

AS THERE IS A LAG BETWEEN WHEN SUPPORT IS PROVIDED AND WHEN IT IS PAID, THE 59% IN 2016-17 WILL INCREASE.

*Note: The \$2.6 billion committed in future years is due to current plans in place that have an end date past 30 June 2017.

Committed Supports and Payments

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

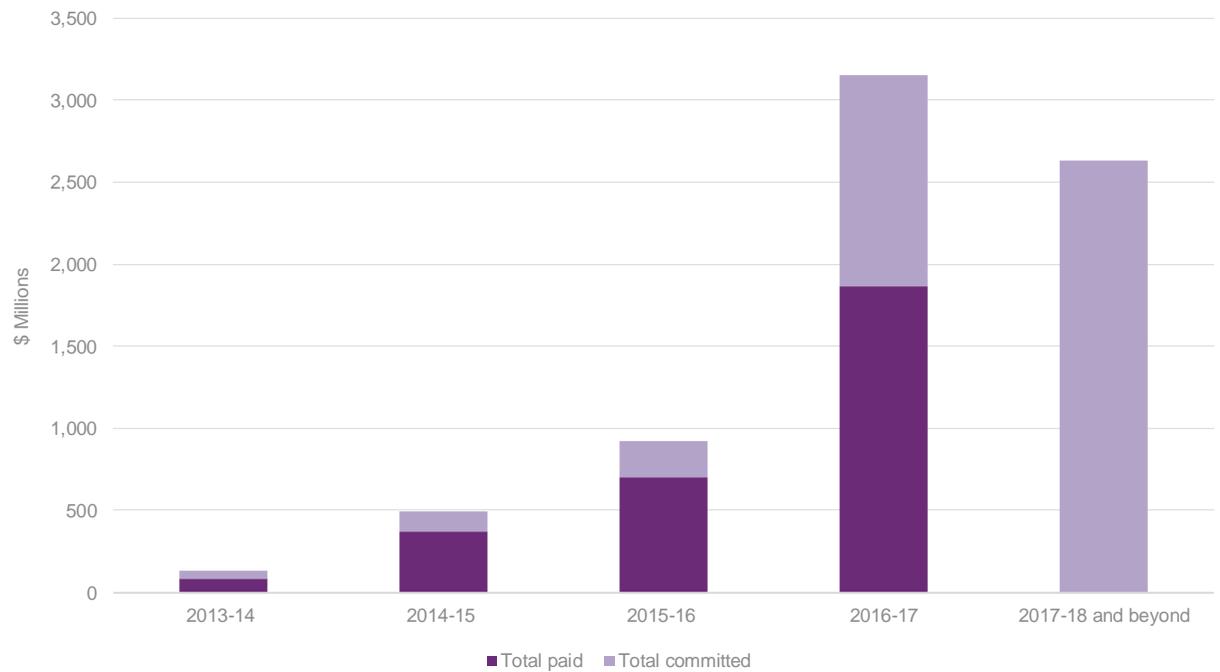
Of the \$7.3 billion that has been committed in participant plans, \$3.0 billion has been paid to date.

In particular, for supports provided in:

- 2013-14 : \$85.3m has been paid
- 2014-15 : \$370.1m has been paid
- 2015-16 : \$699.6m has been paid
- 2016-17 to date: \$1,869.1m has been paid

Committed and paid by expected support year

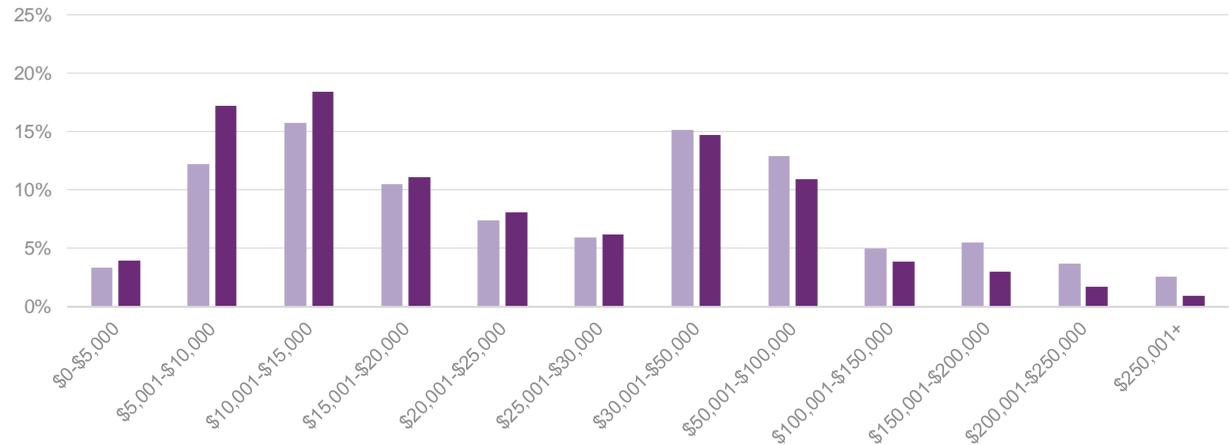
\$Million	2013-14	2014-15	2015-16	2016-17	2017-18 and beyond	Total
Total committed	132.7	495.6	920.1	3,152.9	2,629.5	7,330.9
Total paid	85.3	370.1	699.6	1,869.1	0.0	3,024.2



Committed Supports and Payments

A lower proportion of initial plan approvals in 2016-17 Q4 have average annualised committed supports greater than \$30,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included. This is also the case when SSA participants are excluded.

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



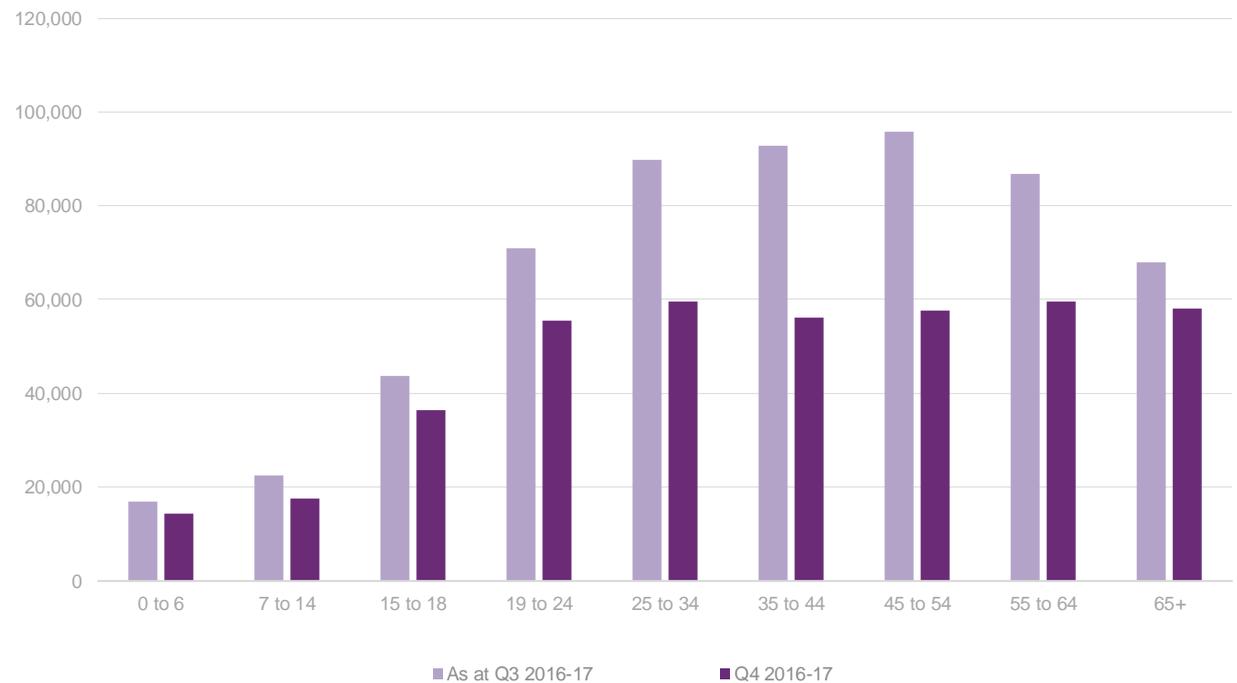
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports and Payments

Average annualised committed supports for participants at all ages was lower in 2016-17 Q4, with the largest percentage reduction attributable to participants aged 25 to 64. This is likely to reflect the phasing schedules outlined in the bilateral agreements.

Average annualised committed supports by age band

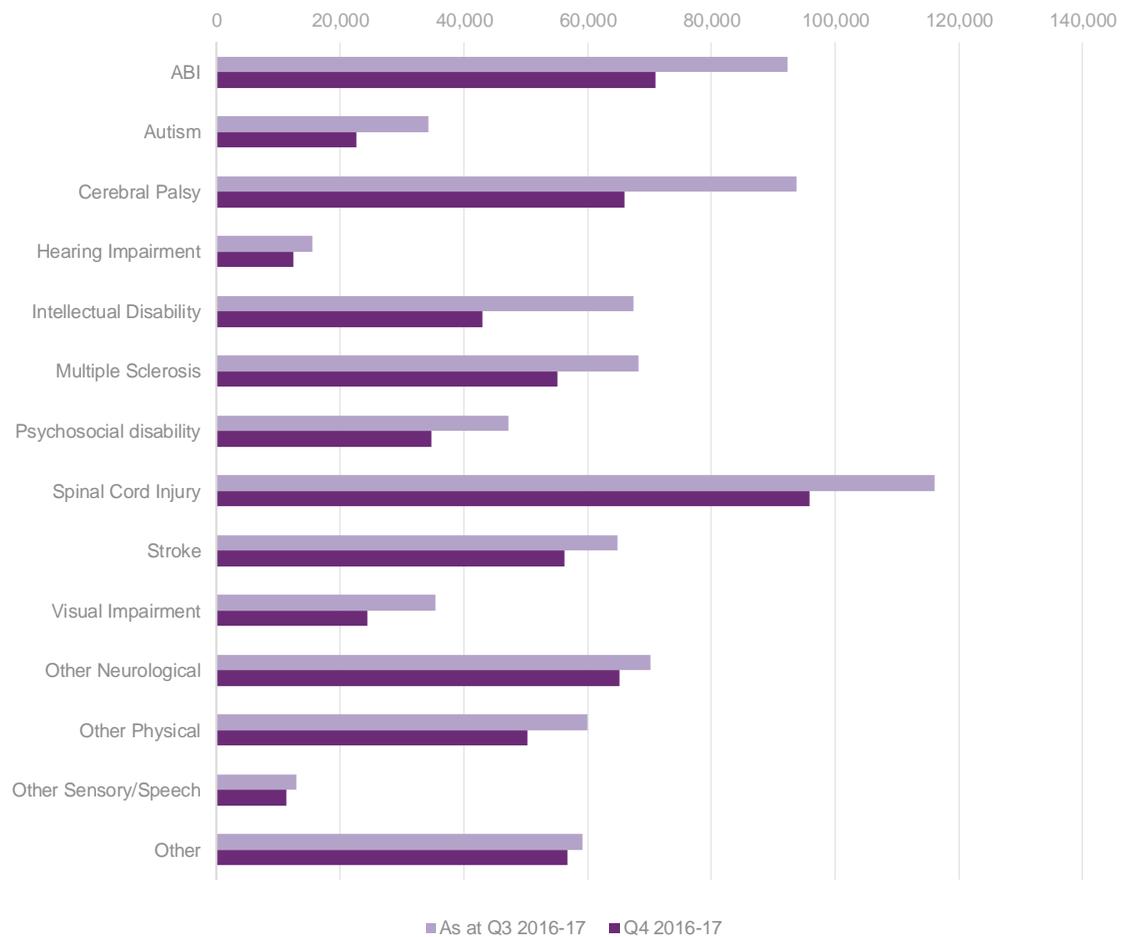


Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports and Payments

Participants with a primary disability of Intellectual Disability and an initial plan approval in 2016-17 Q4 had the largest percentage change in average annualised committed supports when compared with participants who entered in prior quarters.

Average annualised committed supports by primary disability group

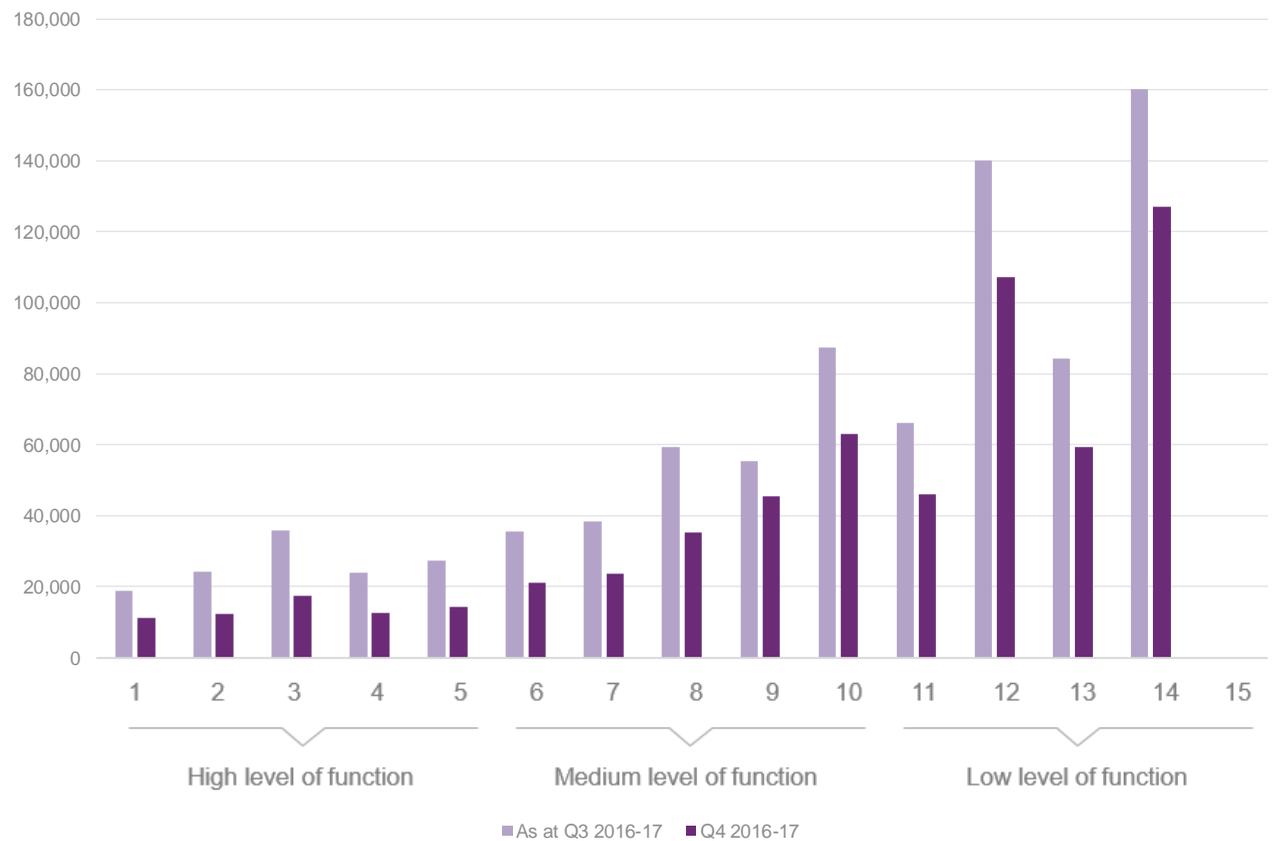


Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports and Payments

The average annualised committed supports for participants with an initial plan approval as at 30 June 2017 and prior quarters is lower for participants at all levels of function.

Average annualised committed supports by level of function

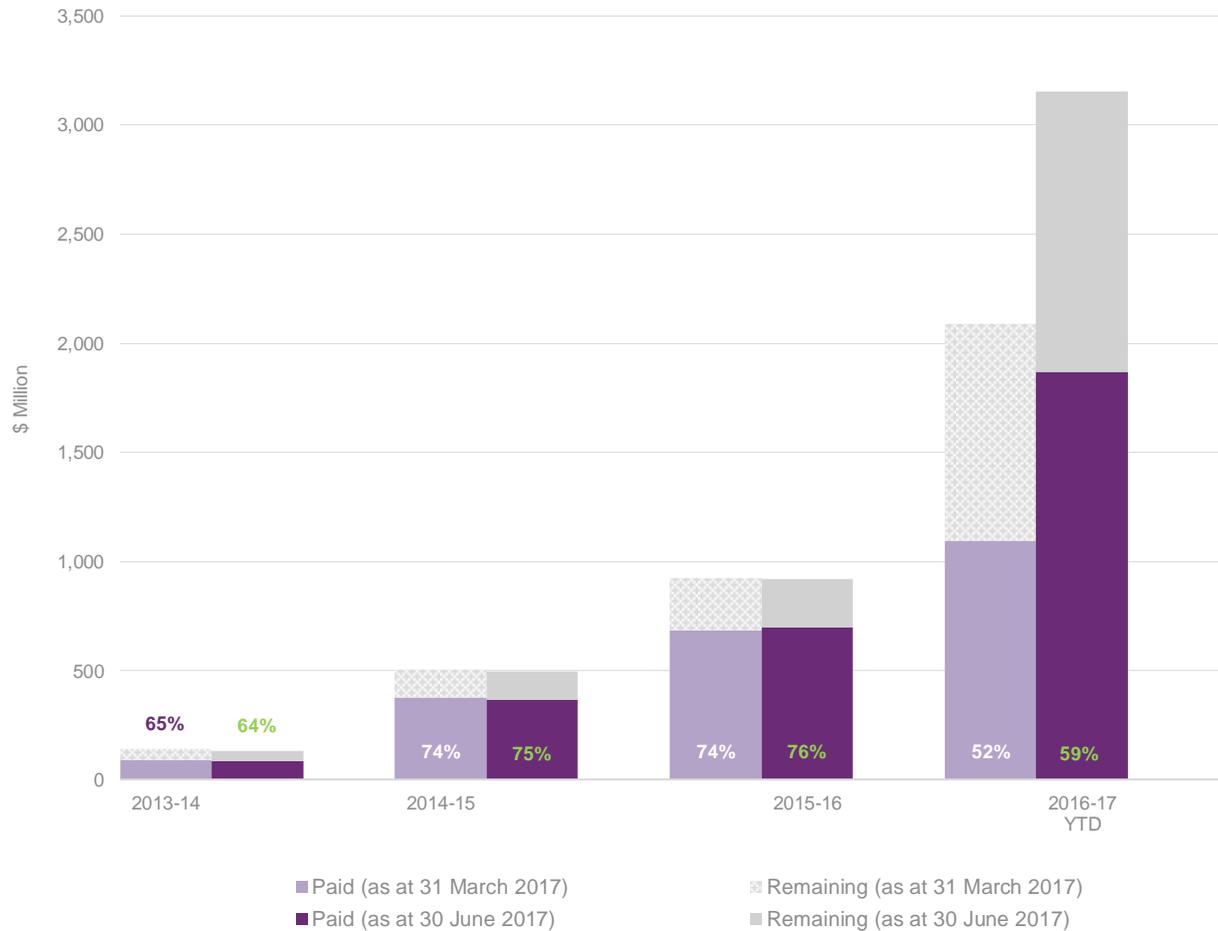


Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
 Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Committed Supports and Payments

Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2017, compared with 30 June 2017. As there is a lag between when support is provided and when it is paid, the 59% in 2016-17 will increase.

Utilisation of committed supports as at 31 March 2017 and 30 June 2017



The utilisation of committed supports has increased for supports provided in 2015-16. This percentage has increased during 2016-17 YTD.

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.

This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

Financial Sustainability

In managing the relevant financial sustainability trends for the Agency and Scheme, two specific initiatives continue to be implemented. These are the Early Childhood Early Intervention (ECEI) approach, and the reference package and first plan approach.



Key Statistics

HIGHER THAN EXPECTED NUMBERS OF CHILDREN ENTERING THE SCHEME PARTICULARLY FOR THE 7-14 YEAR OLD AGE GROUP

INCREASING PACKAGE COSTS OVER AND ABOVE THE IMPACTS OF INFLATION AND AGEING BUT WITH SOME IMPROVEMENT IN QUARTER

HIGHER THAN EXPECTED NUMBERS OF POTENTIAL PARTICIPANTS CONTINUING TO APPROACH THE SCHEME

LOWER THAN EXPECTED PARTICIPANTS EXITING THE SCHEME

A MISMATCH BETWEEN BENCHMARK PACKAGE COSTS AND ACTUAL PACKAGE COSTS BUT NOTING AN IMPROVEMENT IN QUARTER

Providers and Markets

The scale and extent of the market continues to grow, with a 28% increase in the number of providers during the quarter to 8,698.

Providers and Markets

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

Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.
- Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.
- Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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

8,698
APPROVED
PROVIDERS

80-90%
OF PAYMENTS
MADE BY THE
NDIA ARE
RECEIVED BY
25% OF
PROVIDERS

40%
OF SERVICE
PROVIDERS ARE
INDIVIDUAL/SOLE
TRADERS

THERAPEUTIC
SUPPORTS HAS THE
HIGHEST NUMBER OF
APPROVED SERVICE
PROVIDERS,
FOLLOWED BY
HOUSEHOLD TASKS
AND ASSISTANCE
WITH TRAVEL AND
TRANSPORT

Providers and Markets

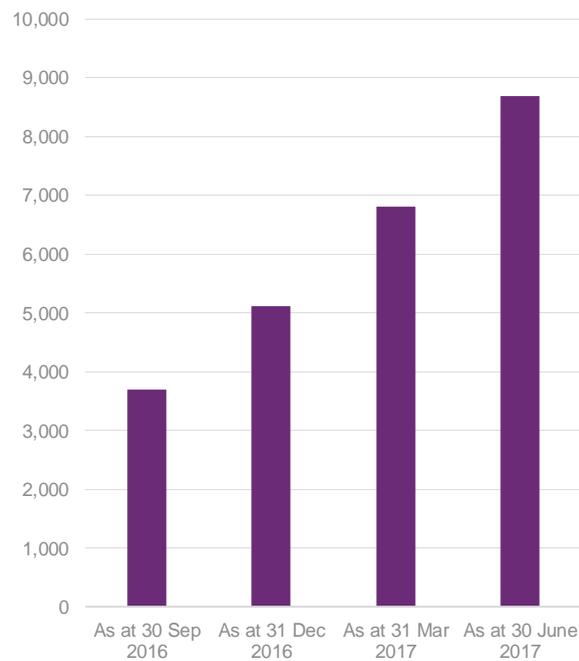
Increase in number of providers over time.

As at 30 June 2017, there were 8,698 registered service providers of which 3,512 were individual/sole trader operated business while the remaining 5,186 providers were registered as a company or organisation.

1.49
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

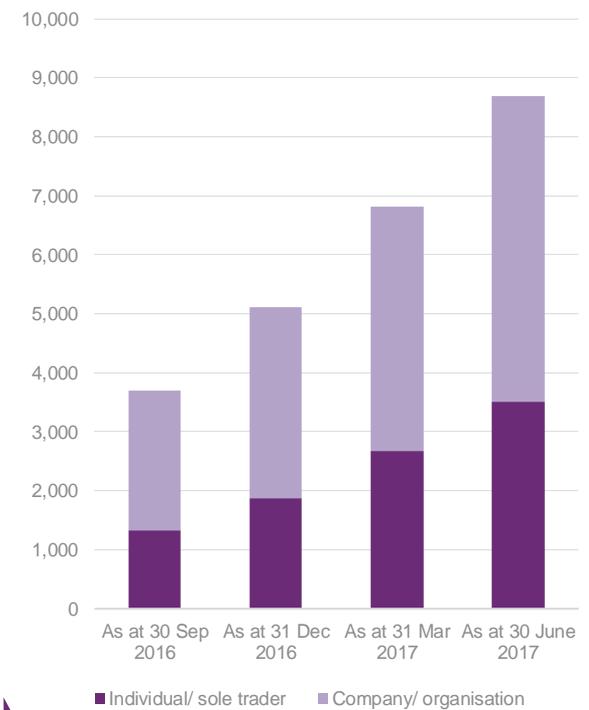
0.50
AVERAGE NEW PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 28% from 6,814 to 8,698 in the quarter.

Type of provider

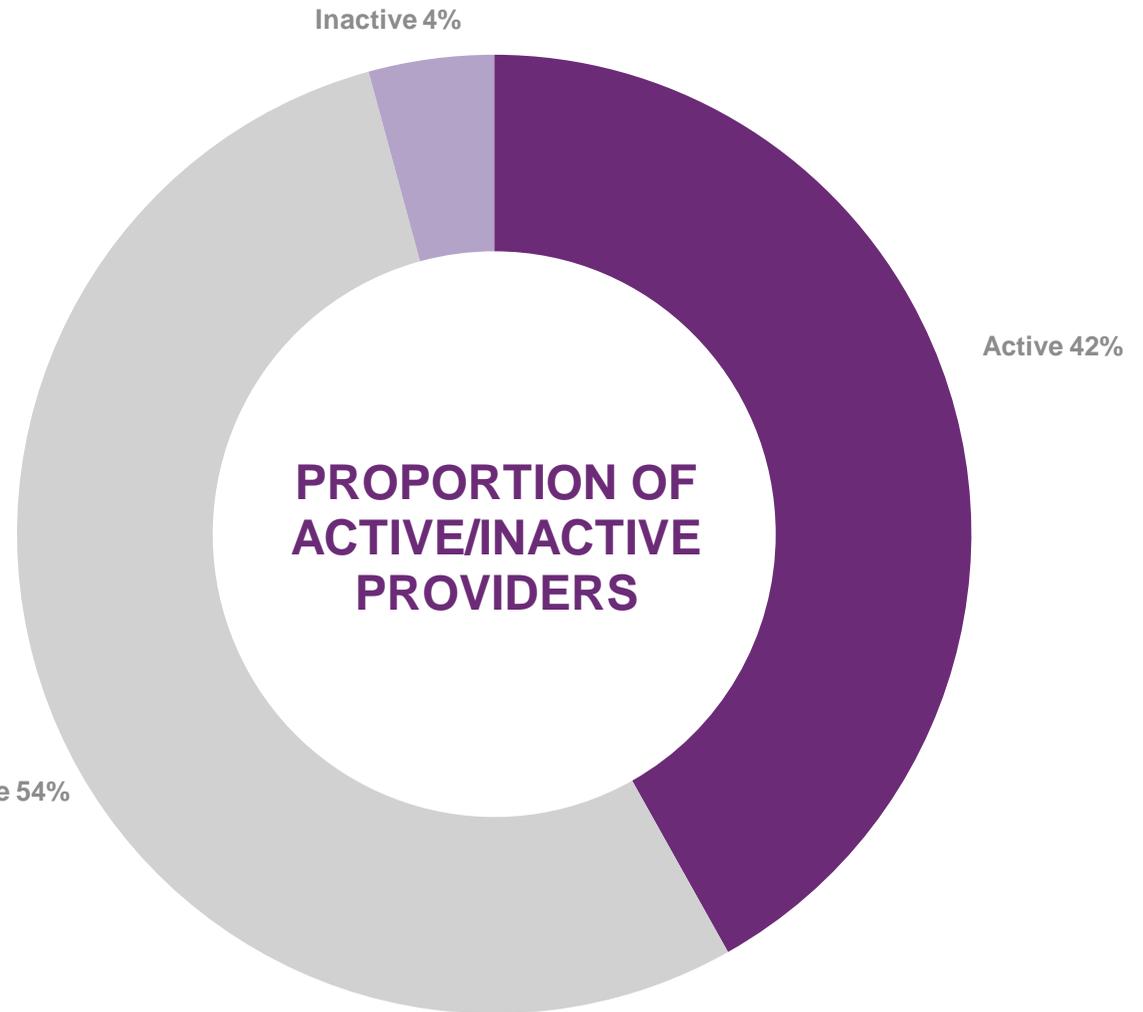


40% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers

As at 30 June 2017 42% of providers were active in the last quarter, 54% were yet to have evidence of activity and 4% were inactive. Of the overall stock of providers, 1,763 began delivering new supports in the quarter.



1,763
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

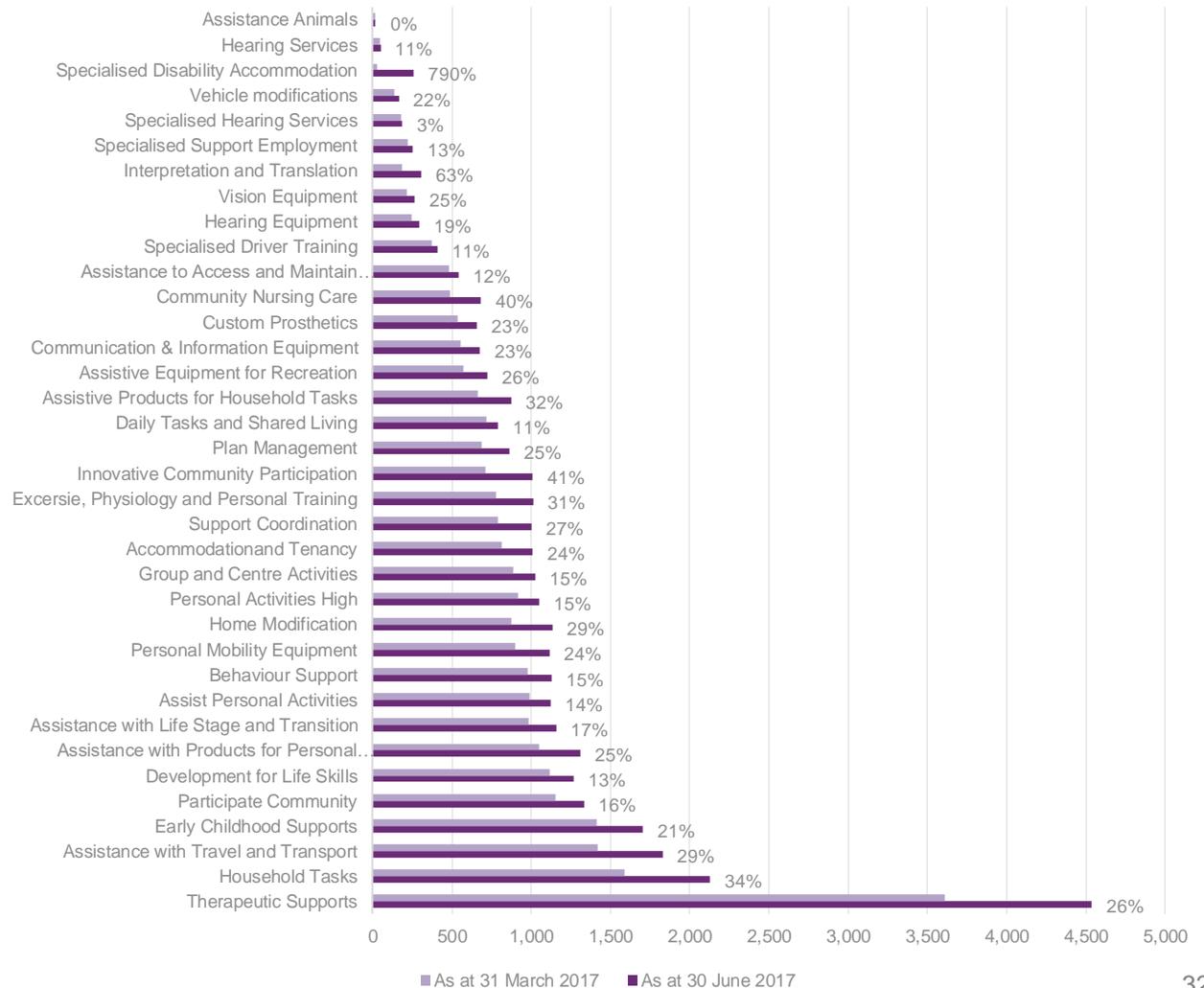
Registration groups

The increase in approved providers from 31 March 2017 to 30 June 2017 varies by registration group.

Therapeutic Supports has the highest number of approved service providers and has seen a 26% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 29 as at 31 March 2017 to 258 as at 30 June 2017. This was followed by Interpretation and Translation, Innovative Community Participation and Community Nursing Care.

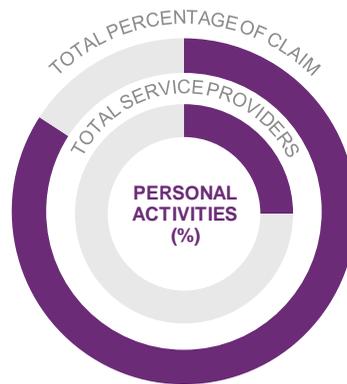
Approved providers by registration group and percentage increase over the quarter



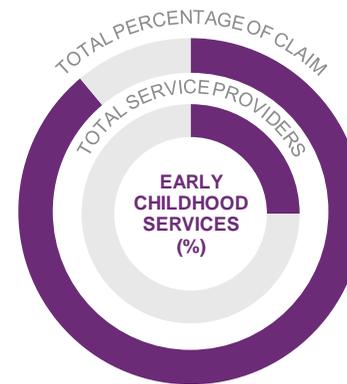
Market share of top providers

The largest 25% of providers by claims accounted for 80-90% of all claims in the period across all service provider major registration groups

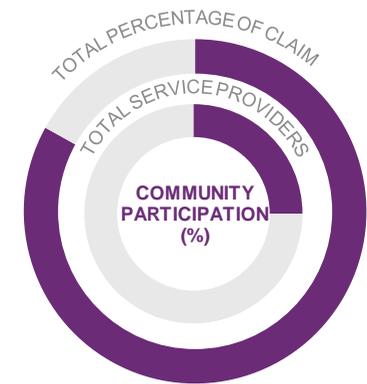
Market share of the top 25% of providers by registration group.



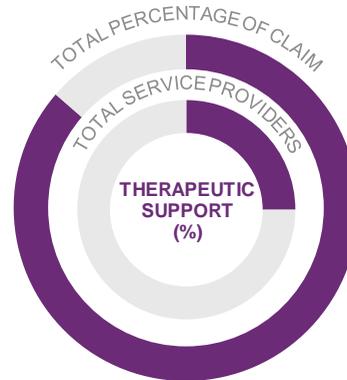
84%



89%



83%



86%



83%

25% of providers have received 84% of payments during the quarter of 2016-17 Q4 for personal activities.

Information, Linkages and Capacity Building

The focus of effort in Information Linkages and Capacity building will be to ensure that people with disability have the information they need to make decisions and are connected to appropriate supports required. Furthermore, they will have the skills and confidence to participate, contribute to and benefit from activities everyone else in the community has access to.

Information, Linkages and Capacity Building

Detailed transition plans have been agreed with all jurisdictions (excluding WA) outlining funding and activities that will be retained by the respective jurisdictions to build and align current activities to the future ILC policy. These plans acknowledge the importance of commencing the capture of data on use and demand and commit to the adoption of the measurement of outcomes from the activities in a manner consistent with the ILC outcomes framework as it evolves between now and full scheme.

As the first jurisdiction to transition to ILC effective July 2017, the NDIA awarded nearly \$3 million in grant funding to deliver 22 ILC activities in the ACT. The NDIA has also funded nearly \$14 million for 39 activities in the inaugural ILC national readiness grants round to raise community awareness and build the capacity of mainstream services to be more inclusive.

Mainstream Interface

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

Mainstream Interface

85% of active participants with a plan approved in 2016-17 Q4 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities

