

COAG Disability Reform Council. This is the Quarterly Performance Report for Queensland.

This is the September 2018 update on NDIA performance.

Overview

Page: 2

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

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

- Participants and Planning,
- Committed Supports and Payments,
- Providers and Markets,
- Information, Linkages and Capacity Building,
- Mainstream Interface; and
- Financial Sustainability.

Summary

Page: 3

The following are the key statistics discussed in this report:

Participants and Planning

8,217 additional participants with plans this quarter.

As at 30 September 2018, plans approved and ECEI referrals represent:

- 61% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)
- 57% of scheme to date bilateral estimate met (1 April 2016 to 30 September 2018)

Participant satisfaction has continued to improve with 95% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

\$769.0 million has been paid to providers and participants:

- \$0.3m in 2015-16,
- \$111.1m in 2016-17,
- \$489.3m in 2017-18,
- \$168.4m in 2018-19 to date.

Overall,

- 32% of committed supports were utilised in 2015-16,
- 56% in 2016-17,
- 62% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

Providers and Markets

4,110 approved providers, a 15% increase for the quarter.

37% of approved providers were active in Queensland at 30 September 2018, and 63% were yet to have evidence of activity.

80-95% of payments made by the NDIA are received by 25% of providers.

38% of service providers are individuals/sole traders.

Mainstream Interface

86% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

PART 1: Participants and Planning

Page: 4

As the transition phase to full scheme continues, the NDIS in Queensland continues to grow with 8,217 additional participants with approved plans this quarter.

Summary

Page: 5

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

The following are the key statistics on Participants and Planning:

12,636 access decisions in 2018-19 Q1 (including both access met and access not met)

8,217 initial plans approved in 2018-19 Q1

Of the 8,217 initial plans approved this quarter, 206 were previously confirmed as ECEI at 30 June 2018

416 additional children with a confirmed ECEI gateway referral in 2018-19 Q1

61% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

57% of transition to date bilateral estimate met (1 July 2016 to 30 September 2018)

57% of scheme to date bilateral estimate met (1 April 2016 to 30 September 2018)

Quarterly Intake

Page: 6

There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans

by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

2018-19 Q1

Of the 9,629 participants deemed 'eligible' this quarter 63% entered from an existing State/Territory program.

Of the 8,217 plan approvals this quarter, 69% had transitioned from an existing State/Territory program, 90% entered with a permanent disability and 206 were previously confirmed as ECEI at 2017-18 Q4.

The diagram displays the following key statistics on quarterly intake:

12,636 access decisions

9,629 access met

8,217 plan approvals (excluding ECEI)

416 ECEI

Quarterly Intake Detail

Page: 7

A chart displays the change in plan approvals between the current and previous quarter.

Plan approvals as at 30 September 2018

Plan approval numbers have increased from 16,524 at the end of 2017-18 Q4 to 24,741 by the end of 2018-19 Q1, an increase of 8,217 approvals.

As at 30 September 2018 there were 823 children with a confirmed ECEI referral bringing the total number to 25,564. Overall, 398 participants with approved plans have exited the Scheme.

Of the 823 children with a confirmed ECEI referral as at 30 September 2018, 407 were previously confirmed as ECEI at 30 June 2018 and an additional 416 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 3,967 plan reviews. This figure relates to all participants who have entered the scheme.

Cumulative Position

Page: 8

There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

Plan approvals as at 30 Sep 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 25,564 (including 823 children supported through the ECEI gateway). Of these, 15,783 transitioned from an existing State/Territory program and 2,104 transitioned from an existing Commonwealth program.

Overall, since 1 April 2016, there have been 45,784 people with access decisions.

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

The following are the key statistics on the cumulative position:

61% of year to date bilateral estimate met

(1 July 2018 to 30 September 2018)

57% of transition to date bilateral estimate met

(1 July 2016 to 30 September 2018)

57% of scheme to date bilateral estimate met (1 April 2016 to 30 September 2018)

24,741 plan approvals to date; 25,564 including ECEI confirmed

Participant Profiles by Age Group

Page: 9

There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.

Around 24% of participants entering in this quarter are aged 0 to 14 years. This compares with 35% in prior quarters.

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

Participant Profiles by Disability Group

Page: 10

There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.

29% of participants entering in 2018-19 Q1 have a primary disability group of Intellectual Disability, compared to 27% in previous quarters.

Note 1: Of the 2,412 active participants identified as having an intellectual disability, 462 (19%), 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 by Level of Function

Page: 11

A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

For participants with a plan approval in the current period:

- 18% of active participants had a relatively high level of function
- 49% of active participants had a relatively moderate level of function
- 32% had a relatively low level of function

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

Participant Profiles by Gender

Page: 12

The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by gender.

The majority of participants are males.

Participant Profiles

Page: 13

There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

Of the participants with a plan approved in 2018-19 Q1:

- 5.1% were Aboriginal or Torres Strait Islander, compared with 9.7% for prior periods.
- 1.2% were young people in residential aged care, compared with 1.7% for prior periods.

- 6.4% were culturally and linguistically diverse, compared with 2.6% for prior periods.

The following are the key statistics for the current quarter on Aboriginal & Torres Strait Islander status.

416 Aboriginal and Torres Strait Islander

7,361 Not Aboriginal and Torres Strait Islander

433 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

101 Young people in residential aged care

8,109 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

522 Culturally and linguistically diverse

7,679 Not culturally and linguistically diverse

9 Not stated

Plan Management Support Coordination

Page: 14

Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

The proportion of participants who are fully or partly self-managing their plan was higher in 2018-19 Q1 (24%), compared with prior quarters of transition (17%).

46% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 32% in prior quarters of transition.

Plan Activation

Page: 15

Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q3, against plans approved in prior quarters.

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

The percentage of plans activated within 90 days of approval were:

- 77% of plans approved in prior quarters
- 78% of plans approved in 2017-18 Q3.

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 contributes to the conservative figures.

Note: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Page: 16

A chart displays selected key baseline indicators for participants.

Information was collected from 99% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

- 70% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 62% of participants from school age to 14
- 51% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 39% for other age groups
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 21% of participants aged 15 to 24
- 21% of participants aged 25 and over have a paid job, compared to 19% of participants aged 15 to 24
- 63% of participants aged 25 and over choose what they do every day, compared to 41% of participants aged 15 to 24

Family/Carers Outcomes

Page: 17

A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (46%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (81%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (47%)
- who feel in control selecting services was 45%
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Has the NDIS helped? Participants

Page: 18

A chart displays the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:

- Daily Living (92%), for participants aged 0 to before school
- Daily Living (57%), for participants of school age to 14
- Daily Living and Choice and Control (66%), for participants aged 15 to 24
- Daily Living (76%), for participants aged 25 and over

The national report includes data on participants who entered the Scheme in 2016-17 Q1 and were asked questions about whether the NDIS had helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. As only one quarter of data is available, results by State/Territory are not yet available.

Has the NDIS helped? Family/Carers

Page: 19

A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was higher in all areas for family/carers of participants aged 0 to 14 than participants aged 15 and over.

The NDIS has helped families and carers of participants most with life stage transitions, and with accessing services, programs and activities.

Participant Satisfaction

Page: 20

A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

95% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a further improvement of six percentage points since the previous quarter.

The Participant Pathway Review aims to improve the participant experience.

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

PART 2: Committed Supports and Payments

Page: 21

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

Overall, \$0.3m has been paid to providers and participants for supports provided in 2015-16, \$111.1m in 2016-17, \$489.3m in 2017-18 and \$168.4m in 2018-19 Q1.

Summary

Page: 22

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

The following are the key statistics on Committed Supports and Payments:

\$991.6 million of committed supports in respect of prior financial years including trial

\$357.8 million of supports in respect of 2018-19 Q1

\$0.3m has been paid to providers and participants for supports provided in 2015-16, \$111.1m in 2016-17, \$489.3m in 2017-18 and \$168.4m in 2018-19 Q1.

Overall, 32% of committed supports were utilised in 2015-16, 56% in 2016-17 and 62% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

Committed Supports and Payments

Page: 23

A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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

Of the \$1.3 billion that has been committed in participant plans, \$769.0 million has been paid to date.

In particular, for supports provided in:

2015-16: \$0.3m has been paid

2016-17: \$111.1m has been paid

2017-18: \$489.3m has been paid

2018-19 Q1: \$168.4m has been paid

Committed Supports by Cost Band

Page: 24

Two charts (including and excluding SSA) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

As at 2018-19 Q1 the proportion of initial plan approvals with average annualised committed supports greater than \$30,000 has slightly increased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

Committed Supports by Age Band

Page: 25

A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

Average annualised committed supports increase steeply up to age 25 and stabilise at older ages.

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

Page: 26

A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

Participants with Spinal Cord Injury have the highest average annualised committed supports.

Committed Supports by Level of Function

Page: 27

A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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

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

Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

Page: 28

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

Utilisation of committed supports by year that the support was expected to be provided as at 30 June 2018, compared with 30 September 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 and 2018-19 will increase.

The utilisation of committed supports in 2017-18 will increase further as there is a lag between when support is provided and when it is paid. The experience for 2018-19 is also still emerging.

PART 3: Providers and Markets

Page: 29

The scale and extent of the market continues to grow, with a 15% increase in the number of providers during the quarter to 4,110.

37% of approved providers were active in Queensland at 30 September 2018, and 63% were yet to have evidence of activity.

Summary

Page: 30

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

Provider registration

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

How providers interact with participants

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

The following are the key statistics:

4,110 approved providers, 37% of which were active in Queensland at 30 September 2018

80-95% of payments made by the NDIA are received by 25% of providers

38% of service providers are individuals/sole traders

Therapeutic supports has the highest number of approved service providers, followed by household tasks and early intervention supports for early childhood

Providers over time

Page: 31

A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

As at 30 September 2018, there were 4,110 registered service providers, of which 1,548 were individual/sole trader operated businesses and 2,562 were companies or organisations.

38% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 15% from 3,559 to 4,110 in the quarter.

1.70 average providers per participant

Proportion of Active Providers

Page: 32

The figure displays the proportion of active and not yet active providers.

Change in the activity status of providers.

As at 30 September 2018, 37% of providers were active and 63% were yet to have evidence of activity. Of all providers, 722 began delivering new supports in the quarter.

Approved Registration groups

Page: 33

A chart displays the approved providers by the changes in registration group and percentage over the quarter.

The number of approved providers has increased for most registration groups over the quarter.

The registration groups with the largest numbers of approved providers continue to grow:

- Therapeutic Supports: from 1,200 to 1,424 (19% increase)
- Household Tasks: from 823 to 994 (21% increase)
- Early Intervention supports for early childhood: from 692 to 805 (16% increase)
- Assistance with travel/transport arrangements: from 642 to 768 (20% increase)
- Assistance products for personal care and safety: from 654 to 756 (16% increase)

Active Registration groups

Page: 34

A chart displays the active providers by the changes in registration group and percentage over the quarter.

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

The registration groups with the largest numbers of active providers continue to grow:

- Therapeutic Supports: from 490 to 636 (30% increase)
- Household tasks: from 223 to 305 (37% increase)
- Participation in community, social and civic activities: from 219 to 270 (23% increase)
- Daily Personal Activities: from 191 to 249 (30% increase)
- Assistance in coordinating or managing life stages, transitions and supports: from 187 to 244 (30% increase)

Market share of top providers

Page: 35

An object displays the market share of the top 25% of providers by registration group.

25% of service providers received 80-95% of the dollars paid for major registration groups.

The following are the key statistics for the market share of the top 25% of providers by registration category:

84% Daily personal activities

91% Early intervention supports for early childhood

84% Participation in community, social and civic activities

84% Therapeutic supports

86% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

Page: 36

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

PART 5: Mainstream Interface

Page: 37

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

Mainstream Interface

Page: 38

An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

86% of active participants with a plan approved in 2018-19 Q1 access mainstream services, a decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.

The following are the key statistics:

94% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (48%)
- Daily activities (15%)
- Lifelong learning (10%)

86% of active participants with a plan approved in 2018-19 Q1 access mainstream supports, across the following domains:

- Health and wellbeing (35%)
- Daily activities (9%)
- Lifelong learning (6%)

PART 6: Financial Sustainability

Page: 39

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