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

This is the September 2018 update on NDIA performance.

## Overview

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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

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The following are the key statistics discussed in this report:

Participants and Planning

8,073 additional participants with plans this quarter.

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

• 110% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

• 87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

Participant satisfaction remains high with 85% 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

$1.9 billion has been paid to providers and participants:

• $32.5m in 2013-14,

• $128.3m in 2014-15,

• $160.9m in 2015-16,

• $331.9m in 2016-17,

• $914.7m in 2017-18,

• $319.6m in 2018-19 to date.

Overall,

• 61% of committed supports were utilised in 2013-14,

• 79% in 2014-15,

• 79% in 2015-16,

• 67% in 2016-17,

• 64% in 2017-18.

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

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. 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.

Providers and Markets

5,485 approved providers, an 11% increase for the quarter.

43% of approved providers were active in Victoria at 30 September 2018, and 57% were yet to have evidence of activity.

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

40% of service providers are individuals/sole traders.

Mainstream Interface

88% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

## PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 8,073 additional participants with approved plans this quarter.

### Summary

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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:

13,586 access decisions in 2018-19 Q1 (including both access met and access not met)

8,073 initial plans approved in 2018-19 Q1

Of the 8,073 initial plans approved this quarter, 1,154 were previously confirmed as ECEI at 2017-18 Q4

1,895 additional children with a confirmed ECEI gateway referral in 2018-19 Q1

110% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

85% of transition to date bilateral estimate met (1 July 2016 to 30 September 2018)

87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

## Quarterly Intake

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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 10,421 participants deemed 'eligible' this quarter 62% entered from an existing State/Territory program.

Of the 8,073 plan approvals this quarter, 63% had transitioned from an existing State/Territory program, 84% entered with a permanent disability and 1,154 were previously confirmed as ECEI at 2017-18 Q4.

The diagram displays the following key statistics on quarterly intake:

13,586 access decisions

10,421 access met

8,073 plan approvals (excluding ECEI)

1,895 ECEI

## Quarterly Intake Detail

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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 39,180 at the end of 2017-18 Q4 to 47,253 by the end of 2018-19 Q1, an increase of 8,073 approvals.

As at 30 September 2018 there were 3,594 children with a confirmed ECEI referral bringing the total number to 50,847. Overall, 780 participants with approved plans have exited the Scheme.

Of the 3,594 children with a confirmed ECEI referral as at 30 September 2018, 1,699 were previously confirmed as ECEI at 30 June 2018 and an additional 1,895 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 7,987 plan reviews. This figure relates to all participants who have entered the scheme.

## Cumulative Position

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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 50,847 (including 3,594 children supported through the ECEI gateway). Of these, 32,651 transitioned from an existing State/Territory program and 4,524 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 73,803 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:

110% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

85% of transition to date bilateral estimate met (1 July 2016 to 30 September 2018)

87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

47,253 plan approvals to date; 50,847 including ECEI confirmed

## Participant Profiles by Age Group

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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 22% of participants entering in this quarter are aged 7 to 14 years. This compares with 21% 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

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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.

Of the participants entering in 2018-19 Q1, 26% have a primary disability group of Autism and 25% have a primary disability group of Intellectual Disability.

Note 1: Of the 2097 active participants identified as having an intellectual disability, 253 (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 by Level of Function

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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.

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

For participants with a plan approval in the current quarter:

• 28% of active participants had a relatively high level of function

• 44% of active participants had a relatively moderate level of function

• 28% 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

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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

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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:

• 2.2% were Aboriginal or Torres Strait Islander, compared with 2.3% for prior periods.

• 1.1% were young people in residential aged care, compared with 1.5% for prior periods.

• 10.8% were culturally and linguistically diverse, compared with 6.7% for prior periods.

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

179 Aboriginal and Torres Strait Islander

7,293 Not Aboriginal and Torres Strait Islander

587 Not Stated

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

88 Young people in residential aged care

7,971 Young people not in residential aged care

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

871 Culturally and linguistically diverse

7,180 Not culturally and linguistically diverse

8 Not stated

## Plan Management Support Co-ordination

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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 (28%), compared with prior quarters of transition (24%).

48% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 46% in prior quarters of transition.

## Plan Activation

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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

• 75% 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

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A chart displays selected key baseline indicators for participants.

Information was collected from 98% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

• 65% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 59% of participants from school age to 14

• 55% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 37% for other age groups

• 59% of participants from school age to 14 attend school in a mainstream class, compared to 26% of participants aged 15 to 24

• 22% of participants aged 25 and over have a paid job, compared to 15% of participants aged 15 to 24

• 62% of participants aged 25 and over choose what they do every day, compared to 39% of participants aged 15 to 24

## Family/Carers Outcomes

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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 (50%)

• able to advocate for their child/family member was highest for participants aged 0 to 14 (76%)

• who have friends and family they can see as often as they like was highest for participants aged 25 and over (45%)

• who feel in control selecting services was highest for participants aged 25 and over (40%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (84%)

## Has the NDIS helped? Participants

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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.

For each group, the percentage responding 'Yes' was highest for the domain of Daily Living.

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

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

## Participant Satisfaction

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

85% 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 with sufficient data but remains high.

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.

Participant satisfaction continues to be high, but has fluctuated at around or below the trial site level.

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

# PART 2: Committed Supports and Payments

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

Overall, $32.5m has been paid to providers and participants for supports provided in 2013-14, $128.3m in 2014-15, $160.9m in 2015-16, $331.9m in 2016-17, $914.7m in 2017-18 and $319.6m in 2018-19 Q1.

## Summary

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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:

$2.3 billion of committed supports in respect of prior financial years including trial

$663.3 million of supports in respect of 2018-19 Q1

$32.5m has been paid to providers and participants for supports provided in 2013-14, $128.3M in 2014-15, $160.9m in 2015-16, $331.9m in 2016-17, $914.7m in 2017-18 and $319.6m in 2018-19 Q1

Overall, 61% of committed supports were utilised in 2013-14, 79% in 2014-15, 79% in 2015-16, 67% in 2016-17 and 64% in 2017-18.

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

## Committed Supports and Payments

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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 $3.0 billion that has been committed in participant plans, $1.9 billion has been paid to date.

In particular, for supports provided in:

2013-14: $32.5m has been paid

2014-15: $128.3m has been paid

2015-16: $160.9m has been paid

2016-17: $331.9m has been paid

2017-18: $914.7m has been paid

2018-19 Q1: $319.6m has been paid

## Committed Supports by Cost Band

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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 September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

## Committed Supports by Age Band

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

The average annualised committed supports increase steeply up to age 19, stabilise to age 64 and then reduce 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

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

Participants with Cerebral Palsy, Spinal Cord Injury and Acquired Brain Injury have the highest average annualised committed supports.

## Committed Supports by Level of Function

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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 genera, population.

## Utilisation of Committed Supports

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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.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. 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.

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

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The scale and extent of the market continues to grow, with an 11% increase in the number of providers during the quarter to 5,485.

43% of approved providers were active in Victoria at 30 September 2018, and 57% were yet to have evidence of activity.

## Summary

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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:

5,485 approved providers, 43% of which were active in Victoria at 30 September 2018

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

40% of service providers are individuals/sole traders

Therapeutic supports has the highest number of approved service providers, followed by household tasks and assistance with travel/transport arrangements

## Providers over time

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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 5,485 registered service providers, of which 2,172 were individual/sole trader operated businesses and 3,313 were companies or organisations.

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

The number of approved service providers increased by 11% from 4,923 to 5,485 in the quarter.

1.65 average providers per participant

## Proportion of Active Providers

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

Change in the activity status of providers.

As at 30 September 2018, 43% of providers were active and 57% were yet to have evidence of activity. Of all providers, 824 began delivering new supports in the quarter.

## Approved Registration groups

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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 2,317 to 2,588 (12% increase)

• Household Tasks: from 1,356 to 1,594 (18% increase)

• Assistance with travel/transport arrangements: from 1,094 to 1,266 (16% increase)

• Assistance products for personal care and safety: from 856 to 956 (12% increase)

• Innovative Community Participation: from 742 to 880 (19% increase)

## Active Registration groups

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

The number of providers active 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 1,093 to 1,267 (16% increase)

• Household tasks: from 380 to 484 (27% increase)

• Participation in community, social and civic activities: from 295 to 335 (14% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 266 to 296 (11% increase)

• Daily Personal Activities: from 264 to 296 (12% increase)

### Market share of top providers

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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:

89% Daily personal activities

91% Early intervention supports for early childhood

84% Participation in community, social and civic activities

88% Therapeutic supports

82% Assistance with daily life tasks in a group or shared living arrangement

## PART 4: Information, Linkages and Capacity Building

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

## PART 5: Mainstream Interface

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

### Mainstream Interface

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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).

88% 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, lifelong learning and daily activities.

The following are the key statistics:

89% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (42%)

• Lifelong learning (10%)

• Daily activities (9%)

88% of active participants with a plan approved in 2018-19 Q1 access mainstream supports, across the following domains:

- Health and wellbeing (42%)
- Lifelong learning (8%)
- Daily activities (9%)

## PART 6: Financial Sustainability

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