
COAG

Disability Reform Council Quarterly Performance Report

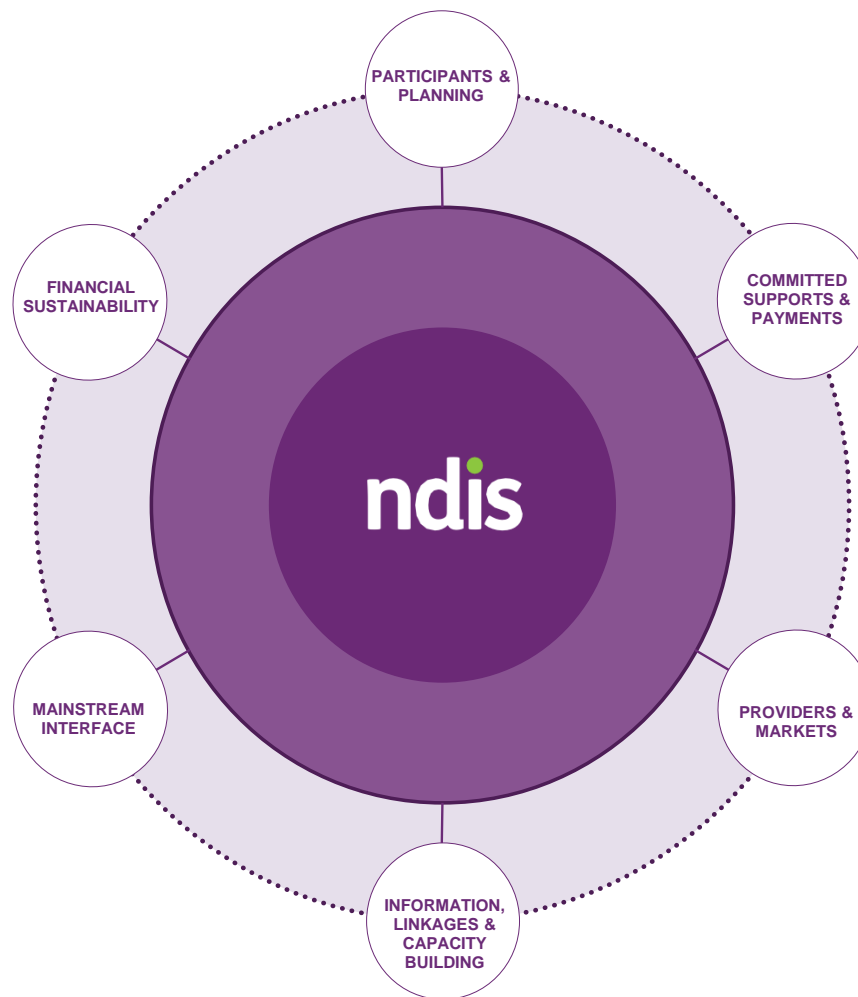
National - 31 December 2018



Overview

This report is a summary of the performance and operations of the NDIA for Quarter 2 of 2018-19 (01 October 2018 - 31 December 2018).

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



Summary

Participants and Planning	Committed Supports and Payments	Providers and Markets	Information, Linkages and Capacity Building	Mainstream Interface	Financial Sustainability
<p>An additional 31,026 participants with plans this quarter.</p> <p>The Agency has achieved 88% of the 2018-19 year to date operational target for new plan approvals.</p> <p>At 31 December 2018, plans approved and ECEI referrals represent:</p> <ul style="list-style-type: none"> • 69% of year to date bilateral estimate met (1 July 2018 - 31 December 2018) • 74% of transition to date bilateral estimate met (1 July 2016 - 31 December 2018) • 76% of scheme to date bilateral estimate met (1 July 2013 - 31 December 2018) <p>Participant satisfaction remained high, with 84% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.</p>	<p>\$12.3 billion has been paid to providers and participants:</p> <ul style="list-style-type: none"> • \$85.8m in 2013-14, • \$370.8m in 2014-15, • \$703.6m in 2015-16, • \$2,174.9m in 2016-17, • \$5,315.9m in 2017-18, • \$3,679.8m in 2018-19 to date. <p>Overall,</p> <ul style="list-style-type: none"> • 65% of committed supports were utilised in 2013-14, • 75% in 2014-15, • 75% in 2015-16, • 67% in 2016-17, • 69% in 2017-18. <p>The 2018-19 experience is still emerging.</p> <p>The lower proportion of utilisation in 2016-17 and 2017-18 reflects 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.</p>	<p>There were 19,075 registered providers at 31 December 2018, representing a 6% increase for the quarter.</p> <p>55% of registered providers were active at 31 December 2018.</p> <p>45% of registered providers are individuals/sole traders.</p> <p>25% of registered providers are receiving 80-90% of payments made by the NDIA.</p> <p>Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions are due to be incorporated from July 2019.</p>	<p>The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIA to connect people with disability to their community.</p> <p>The NDIA is adopting a new approach to ILC funding to enhance the support of individuals and communities that help promote a more accessible and inclusive culture. New Economic Participation grants form part of this new approach, which will direct funding to boost employment opportunities for people with disabilities. The grants, funded by the Australian Government and worth \$19.9 Million, support the new Participant Employment Taskforce that was established in January 2019 to enhance economic independence and participation for people with disabilities.</p> <p>The grants will support innovative proposals that help build the aspirations, confidence and skills of people with disability to maximise their employment prospects. An open, competitive grant round will open in January 2019, the results of which will be announced later this year.</p>	<p>91% of active participants with a plan approved in 2018-19 Q2 access mainstream services.</p>	<p>The scheme remains within budget in the first half of 2018-19 and is projected to remain within budget for the whole financial year.</p> <p>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.</p> <p>Specific management responses include: independent assessment pilot, participant pathway review, reference package and guided planning process, supported independent living and specialist disability accommodation and business intelligence strategy.</p>

Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 31,026 additional participants with approved plans this quarter.

In total, over 244,000 participants are now being supported by the NDIS, with close to one third of participants receiving support for the first time.

Summary

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

Key Statistics

244,653

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

31,026

INITIAL PLANS APPROVED IN 2018-19 Q2, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 15% GROWTH SINCE LAST QUARTER)

11,489

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 6,987 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q2

73,956

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

88%

OF YEAR TO DATE OPERATIONAL TARGET MET (1 JULY 2018 - 31 DECEMBER 2018)*

76%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 DECEMBER 2018)

69%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2018 - 31 DECEMBER 2018)

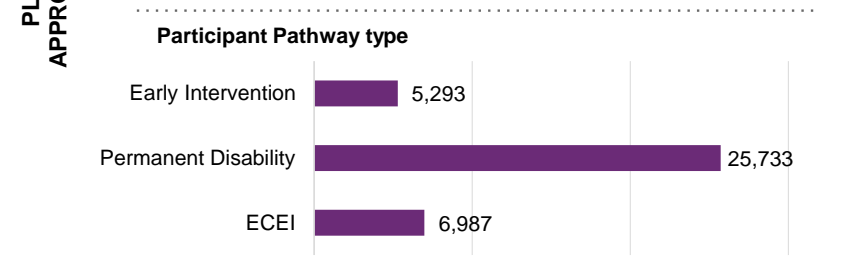
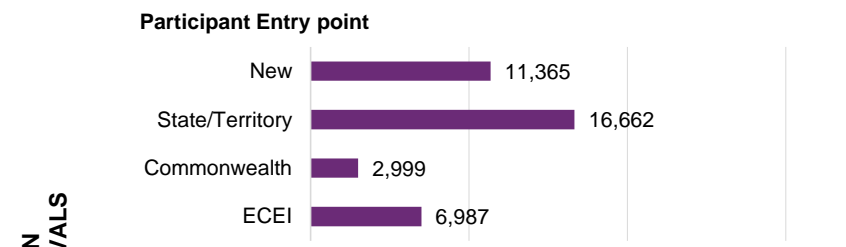
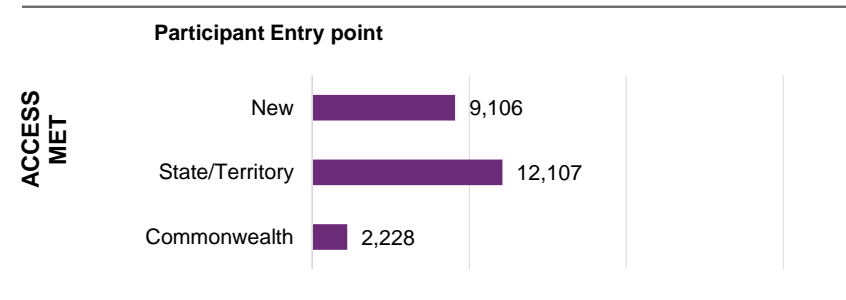
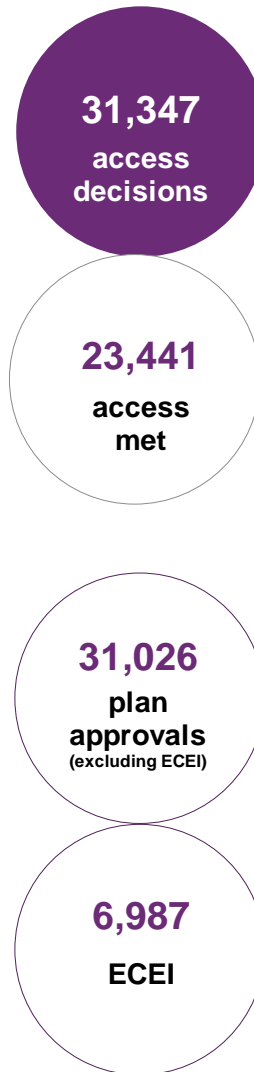
*Note: The operational target is based on actionable records, which are the records of participants who the NDIA have been able to contact based on the information provided, and who have 'access met' or 'in progress' status.

Quarterly Intake

2018-19 Q2

Of the 23,441 participants deemed 'eligible' this quarter 52% entered from an existing State/Territory program.

Of the 31,026 plan approvals this quarter, 54% had transitioned from an existing State/Territory program, 83% entered with a permanent disability and 1,232 were previously confirmed as ECEI at 30 September 2018.



Quarterly Intake Detail

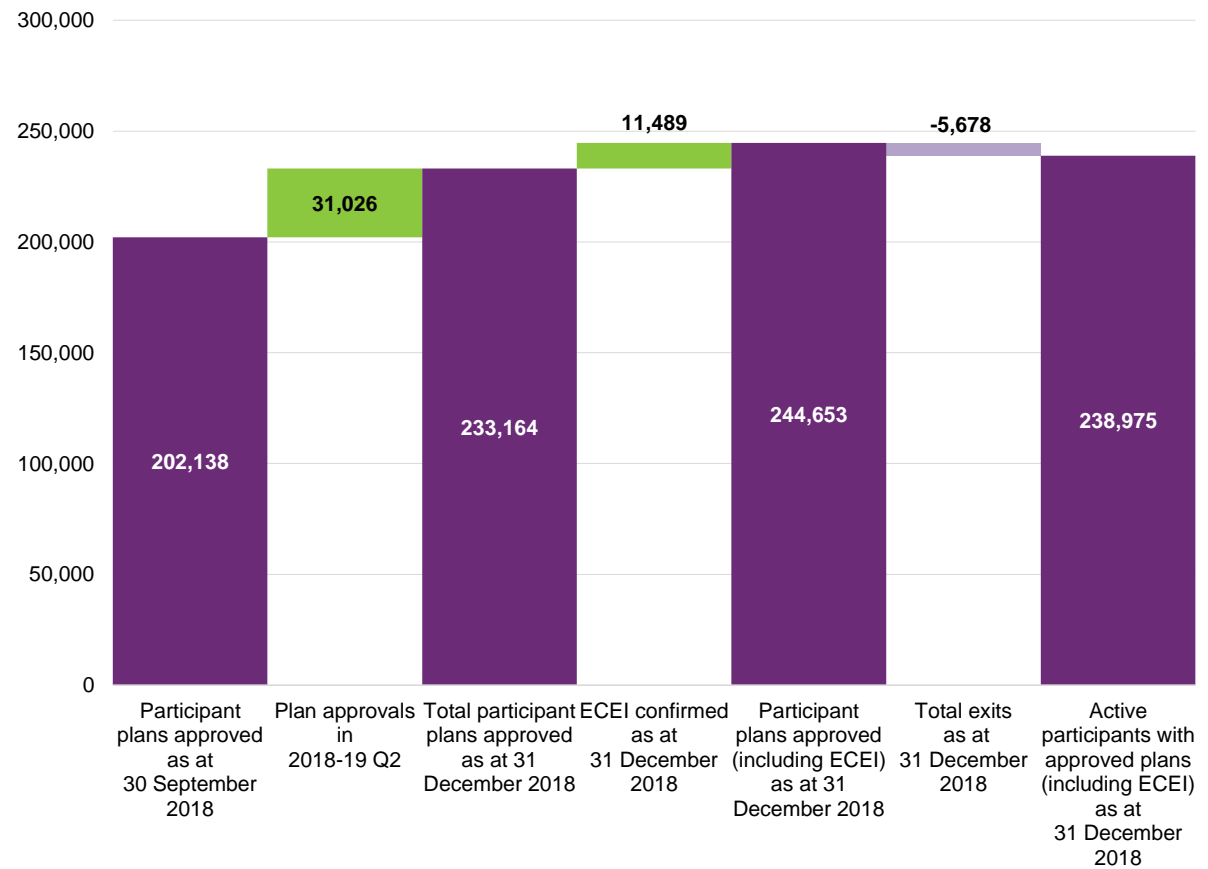
Plan approval numbers have increased from 202,138 at the end of 2018-19 Q1 to 233,164 by the end of 2018-19 Q2, an increase of 31,026 approvals.

At the end of the quarter, 11,489 are children being supported in the ECEI gateway. Of these, 4,502 were previously confirmed as ECEI at 30 September 2018 and an additional 6,987 children entered the gateway this quarter.

Overall, 5,678 participants with approved plans have exited the Scheme, resulting in 238,975 active participants (including ECEI) as at 31 December 2018.

There were 52,117 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 September 2018 and 31 December 2018



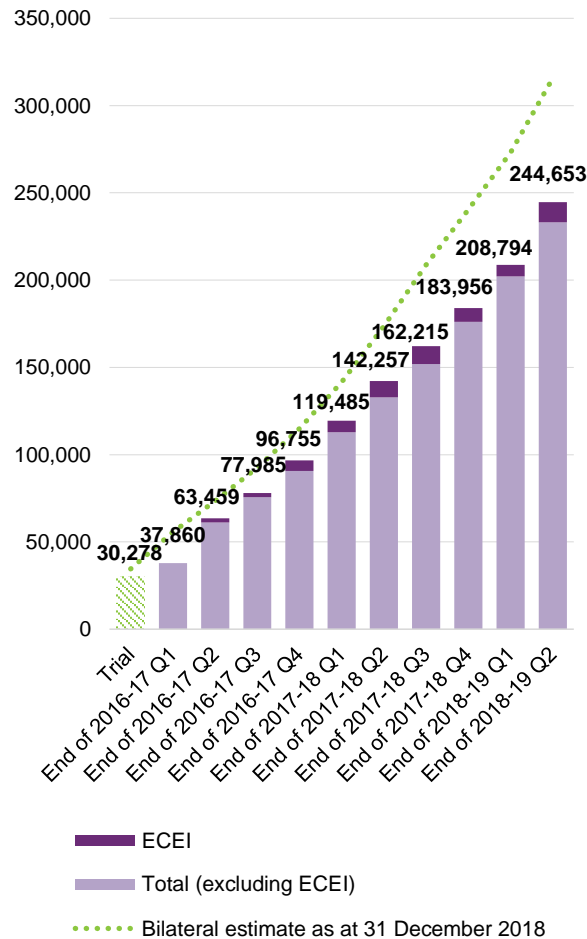
Cumulative Position

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 244,653 (including 11,489 children supported through the ECEI gateway). Of these, 136,609 transitioned from an existing State/Territory program, 22,599 transitioned from an existing Commonwealth program and 73,956 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 330,811 people with access decisions.

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

Cumulative plan approvals compared with bilateral estimate



88%

of operation target met
(1 July 2018 - 31 December 2018)

76%

of scheme to date bilateral estimate met
(1 July 2013 - 31 December 2018)

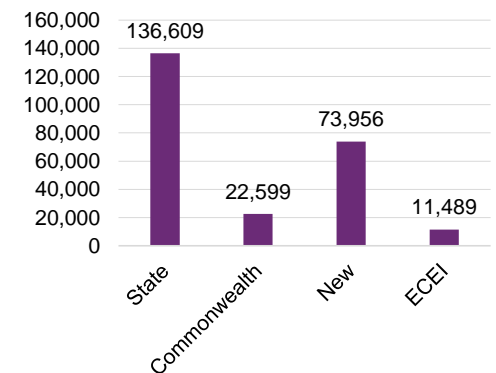
69%

of year to date bilateral estimate met
(1 July 2018 - 31 December 2018)

233,164

plan approvals to date; 244,653 including 11,489 ECEI confirmed

Plan approvals by participant referral pathway



Progress against bilateral estimates

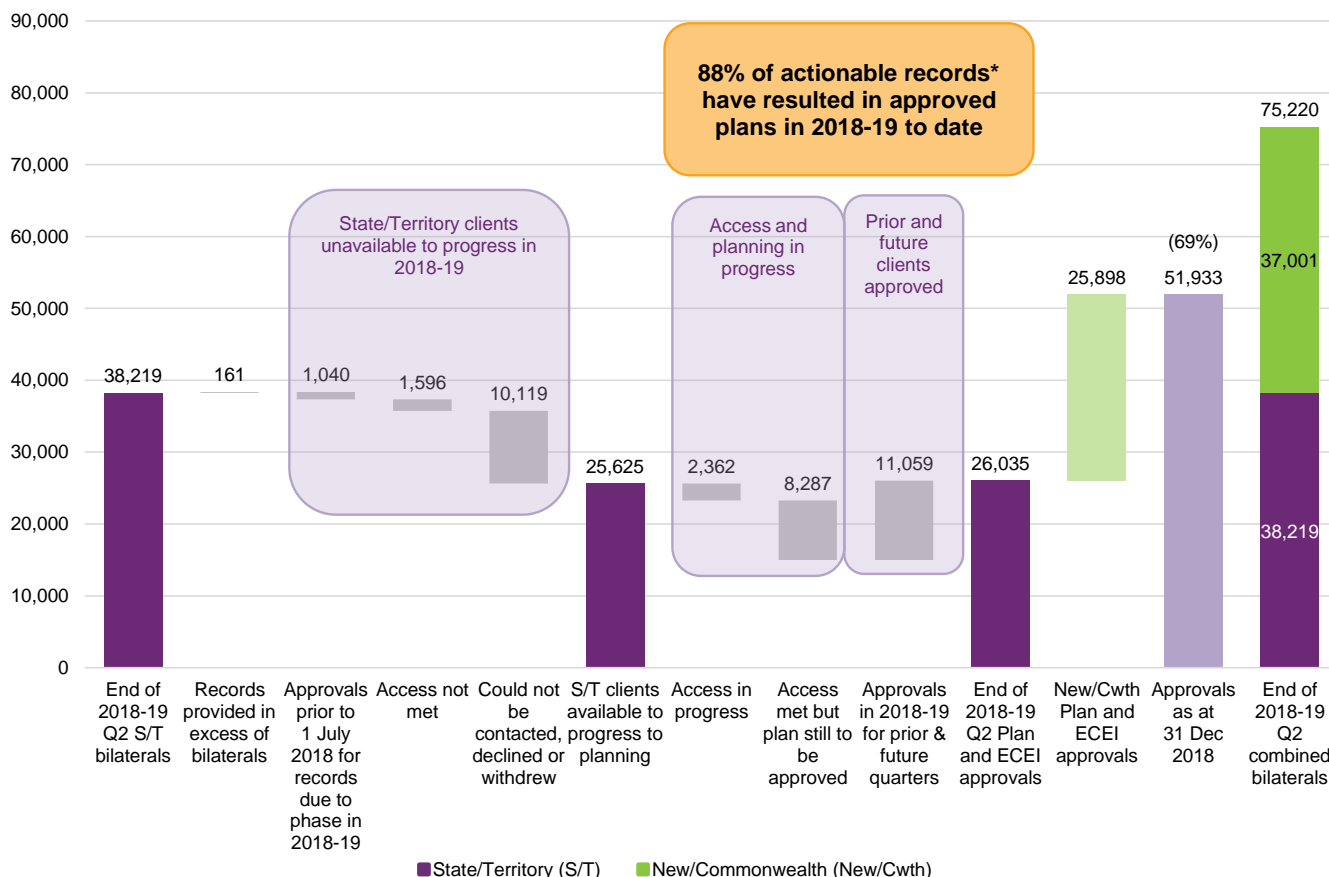
There were 51,933 plans approved in the 2018-19 year to date, including ECEI participants but excluding Western Australian transfers, New South Wales and South Australia existing State clients, and plan approvals made in the Australian Capital Territory. This total includes 26,035 State/Territory clients and 25,898 New and Commonwealth clients, representing 88% of the operational target and 69% of the 2018-19 bilateral estimate.

Of the 58,818 actionable records available to the Agency, 51,933 (88%) resulted in approved plans and 6,885 (12%) remained as 'access in progress' at the end of the quarter.

Of the individuals receiving existing State/Territory services, 1,596 did not meet the access criteria and 10,119 could not progress to planning for other varied reasons, such as being unable to be contacted. There were 25,625 State/Territory clients who were able to progress to planning.

As at 31 December 2018, there were 2,362 access decisions in progress and 8,287 participants with access met but yet to receive an approved plan. An additional 11,059 State/Territory clients who were due to receive a plan in other quarters received an approved plan during this period. There were 26,035 State/Territory clients who received an approved plan in 2018-19 to date.

Breakdown of cumulative 2018-19 bilateral progress



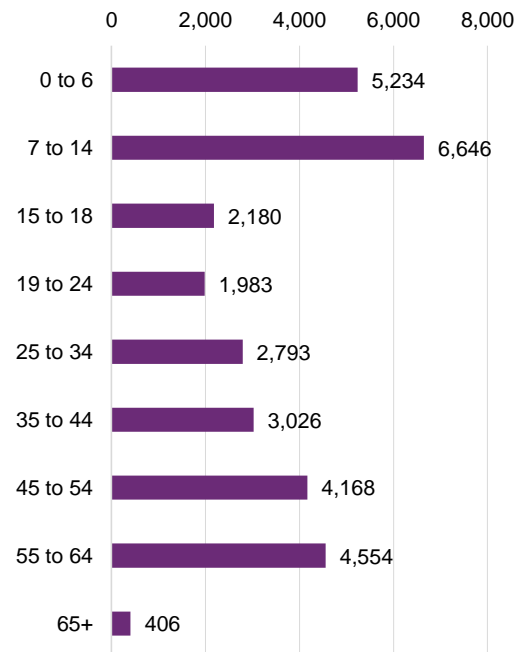
*Note: Actionable records refer to those that were provided to the Agency for participants that had access met or in progress, and could be contacted.

Participant Profiles: Age Group

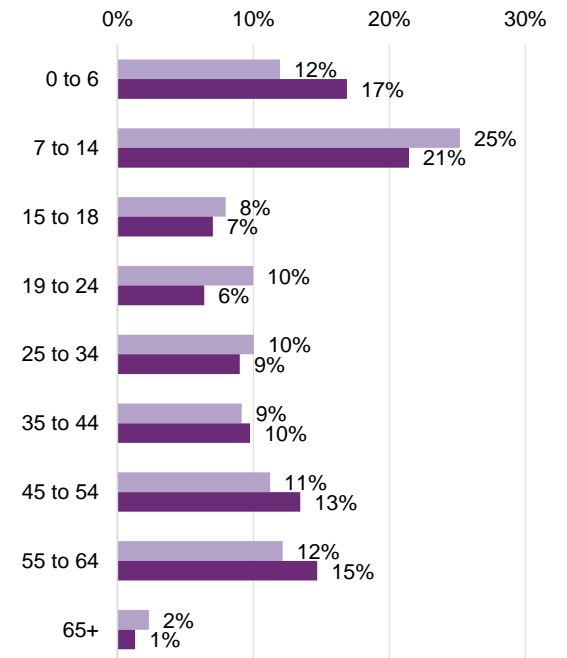
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by age group.

Approximately 21% of participants entering in this quarter are aged 7 to 14 years, compared to 25% in prior quarters.

Active participants with a plan approved in the quarter of 2018-19 Q2 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 2018-19 Q2

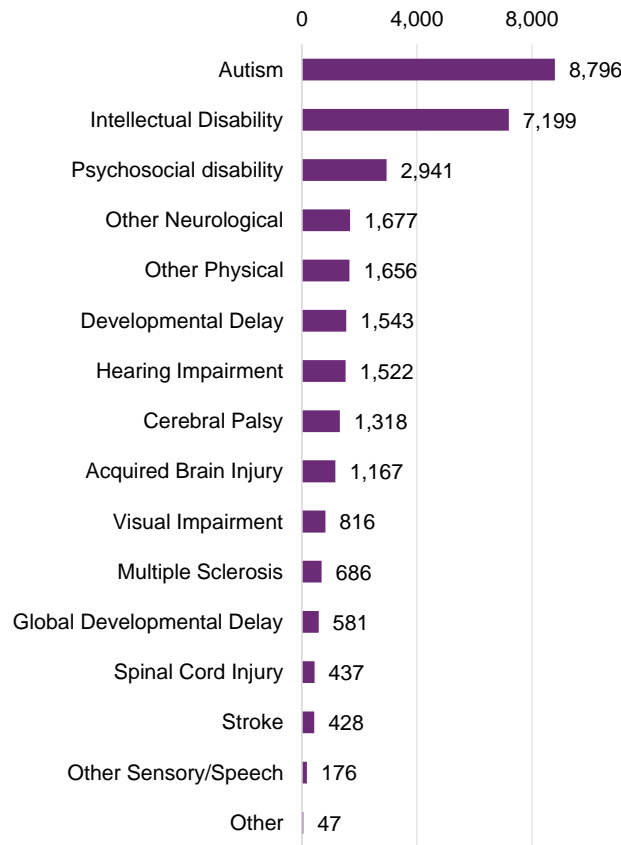
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles: Disability Group

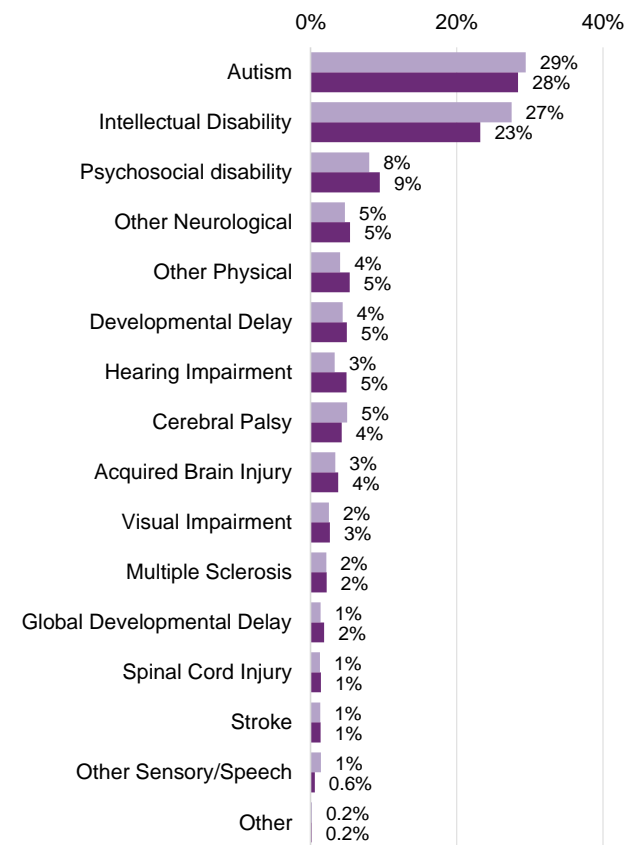
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by disability group.

Of the participants entering in 2018-19 Q2, 28% have a primary disability group of Autism and 23% have a primary disability group of Intellectual Disability.

Active participants with a plan approved in 2018-19 Q2 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 2018-19 Q2

Note 1: Of the 7,199 active participants identified as having an intellectual disability, 943 (13%), 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

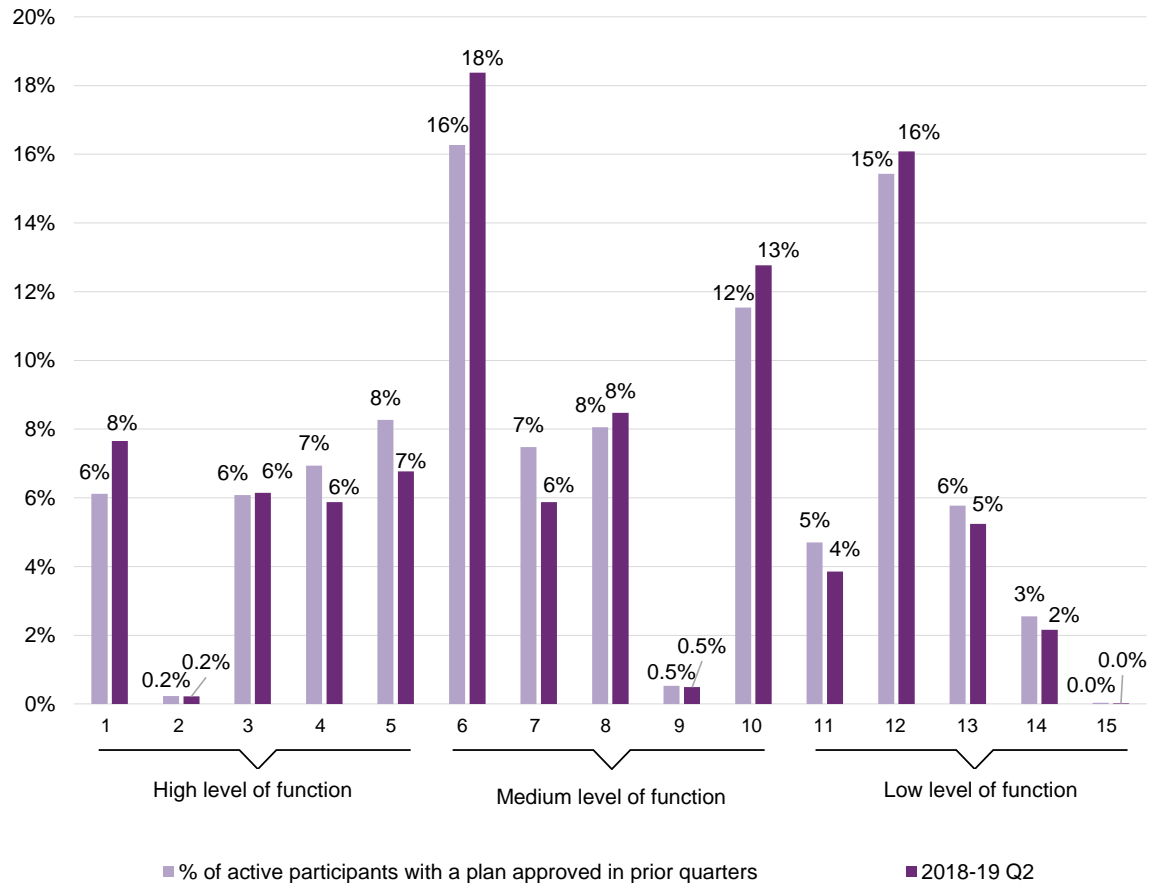
These bar charts show demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by level of function.

For participants with a plan approval in the current quarter:

- 27% of participants had a relatively high level of function
- 46% of participants had a relatively moderate level of function
- 27% of participants had a relatively low level of function

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

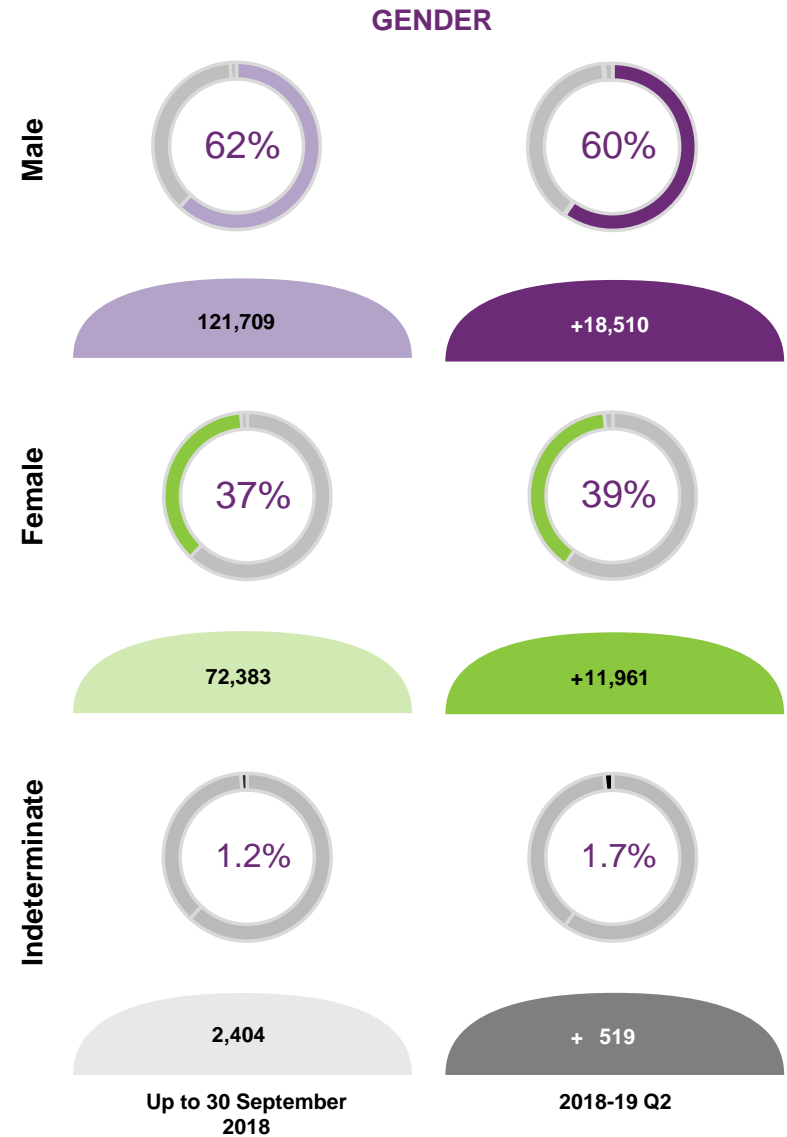
% of active participants with a plan approved by level of function



Participant Profiles: Gender

These charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018, by gender.

The majority of participants are males.





Participant Profiles: Other

These bar charts show other demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018.

Of the participants with a plan approved in 2018-19 Q2:

- 5.7% were Aboriginal or Torres Strait Islander, compared with 5.4% in previous quarters combined.
- 1.6% were young people in residential aged care, compared with 1.6% in previous quarters combined.
- 9.8% were culturally and linguistically diverse, compared with 7.7% in previous quarters combined.

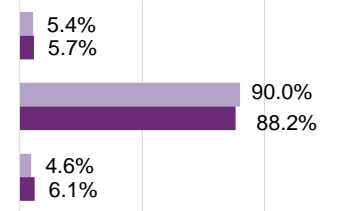
Aboriginal & Torres Strait Islander status

Aboriginal and Torres Strait Islander

2018-19 Q2

1,781

% of active participants



Not Aboriginal and Torres Strait Islander

27,325

Not Stated

1,884

■ Prior Quarters
■ 2018-19 Q2

Young people in residential aged care status

Young people in residential aged care

2018-19 Q2

490

% of active participants



Young people not in residential aged care

30,500

■ Prior Quarters
■ 2018-19 Q2

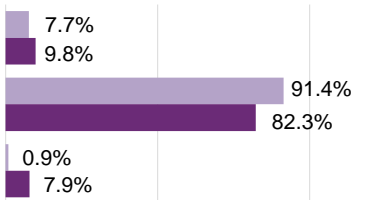
Culturally and Linguistically Diverse Status

Culturally and Linguistically Diverse

2018-19 Q2

3,052

% of active participants



Not Culturally and Linguistically Diverse

25,498

Not Stated

2,440

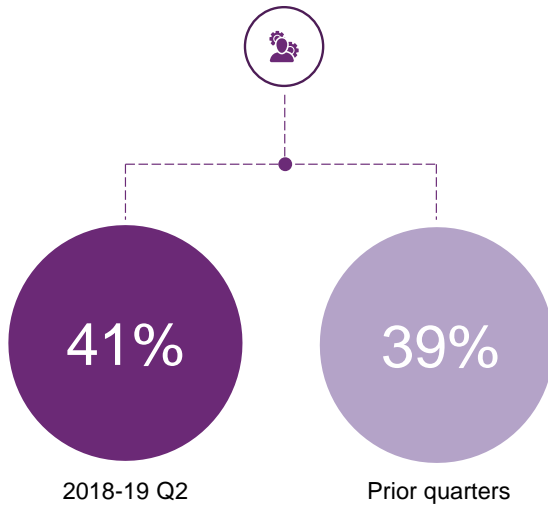
■ Prior Quarters
■ 2018-19 Q2

Plan Management and Support Coordination

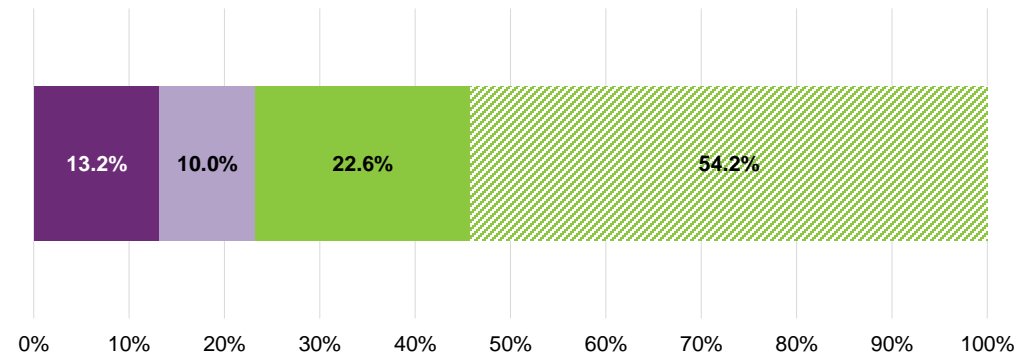
The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 26%, compared with 23% in previous quarters combined.

41% of participants who have had a plan approved in 2018-19 Q2 have support coordination in their plan, compared to 39% in previous quarters combined.

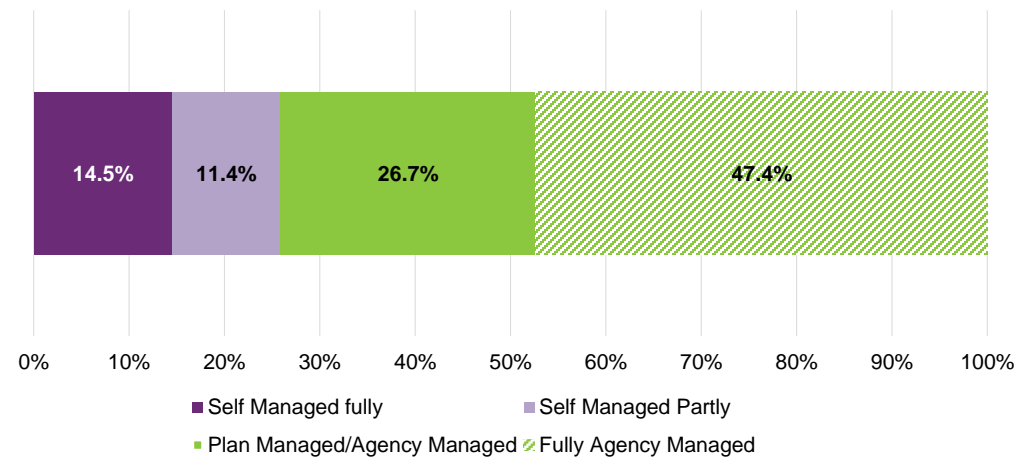
Support Coordination



Previous quarters (transition only)



2018-19 Q2



Plan Activation

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

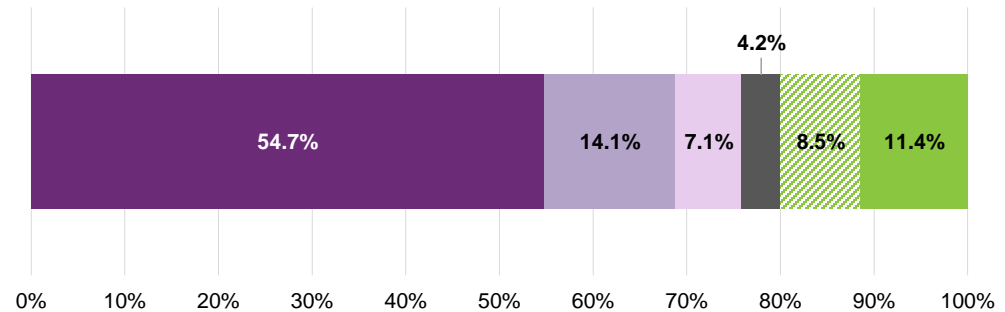
The percentage of plans activated within 90 days of approval were:

- 76% of plans approved in prior quarters
- 78% of plans approved in 2017-18 Q4.

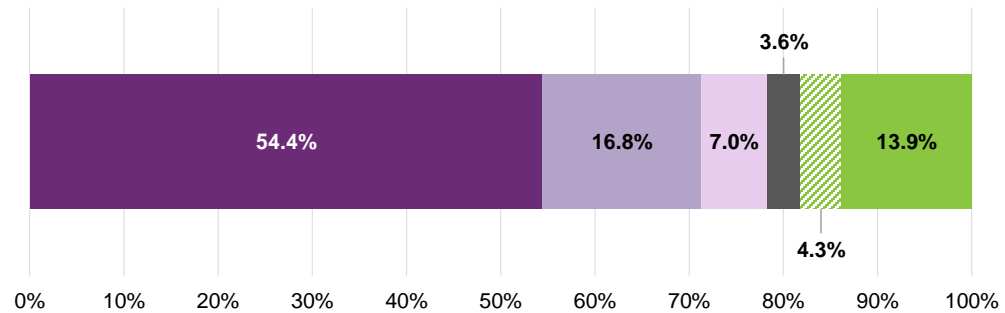
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q4



- Less than 30 days
- 30 to 59 days
- 60 to 89 days
- 90 to 119 days
- 120 days and over
- No payments

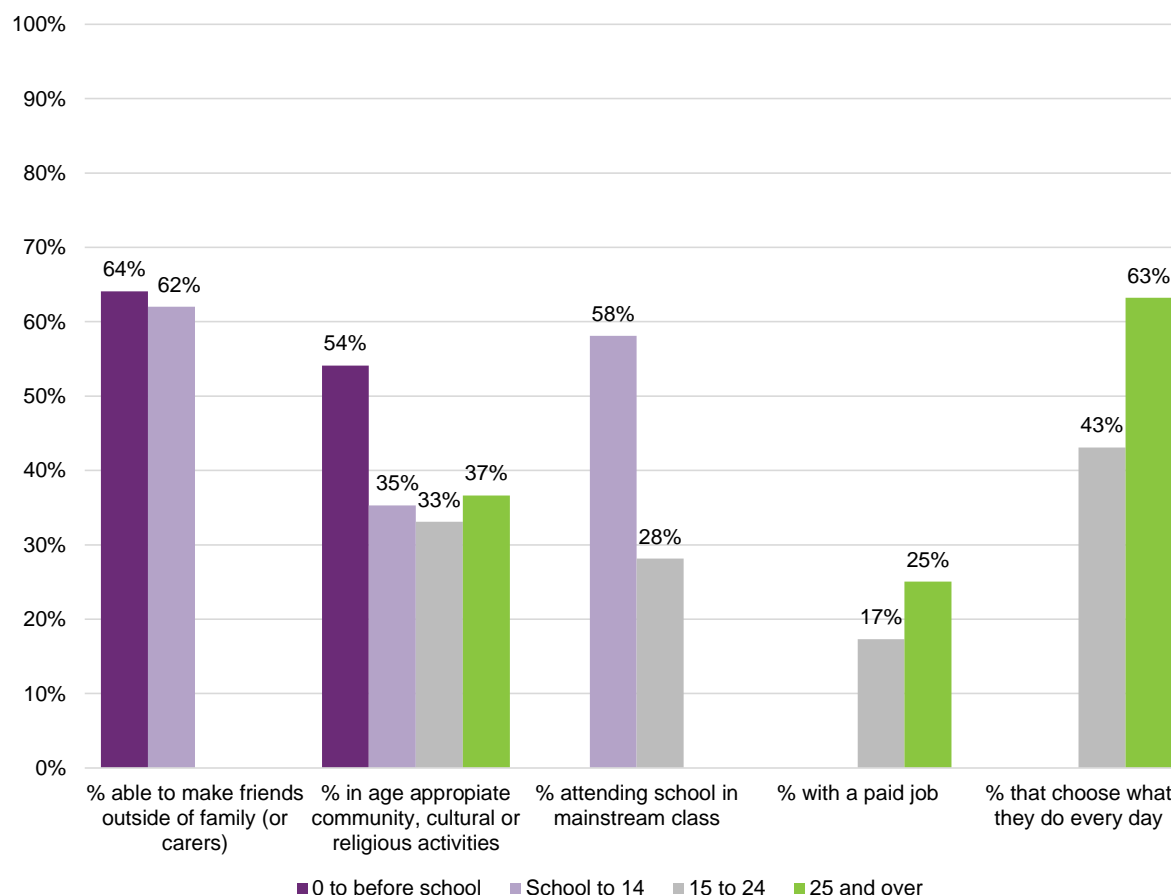
Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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

- 64% 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
- 54% 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
- 58% of participants from school age to 14 attend school in a mainstream class, compared to 28% of participants aged 15 to 24
- 25% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 63% of participants aged 25 and over choose what they do every day, compared to 43% of participants aged 15 to 24

Selected key baseline indicators for participants

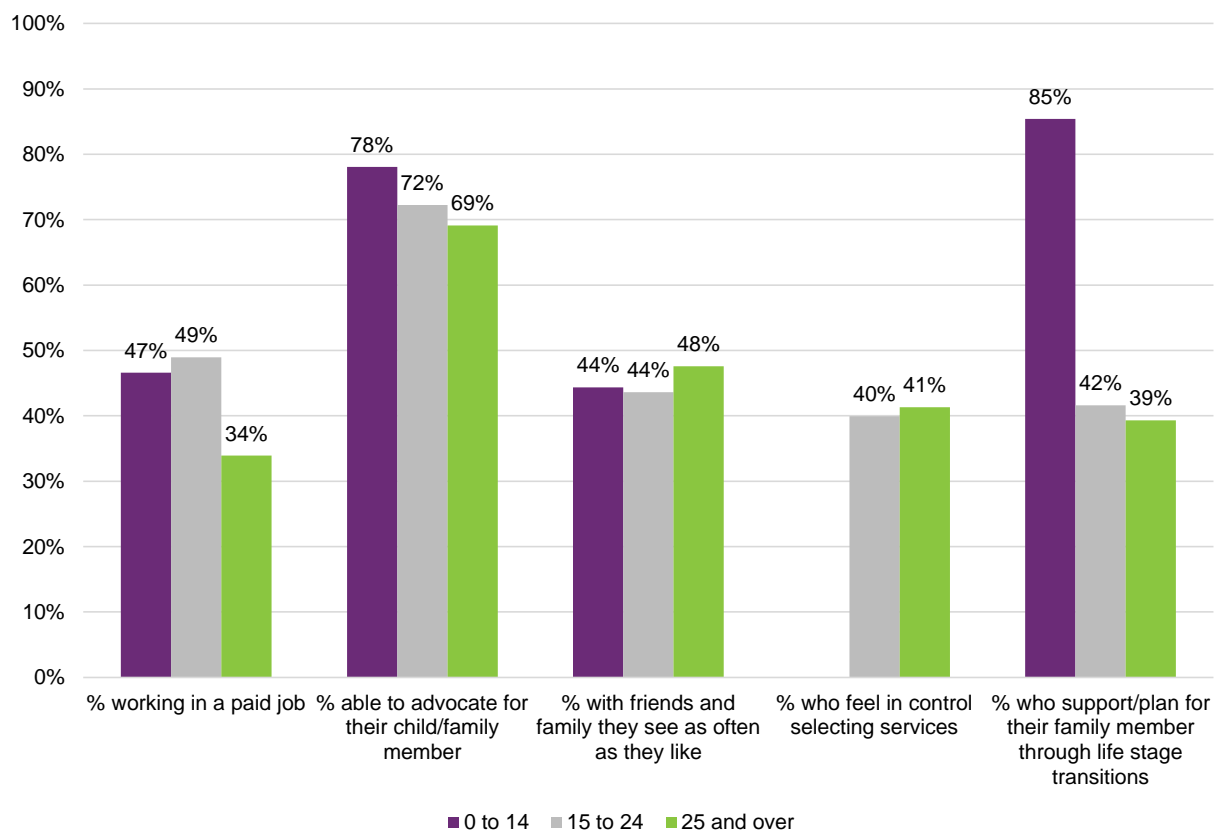


Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (49%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)
- 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 highest for participants aged 25 and over (41%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Selected key baseline indicators for families and carers of participants



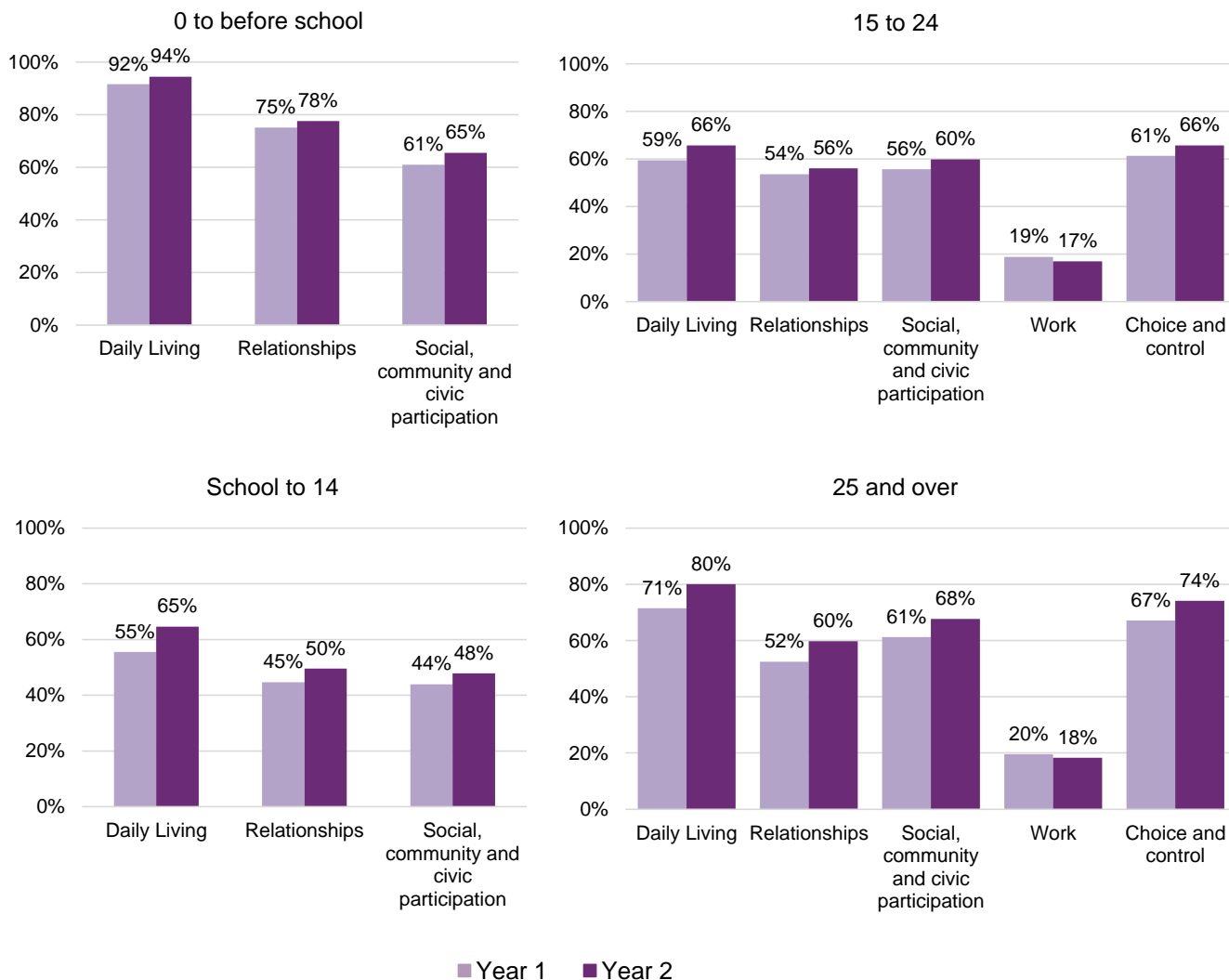
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

In general, participants' perceptions of whether the NDIS has helped improved from year one to year two. The greatest improvements were experienced by participants in the group School to 14, as well as the group 25 and over with the exception of the Work domain.

"Has the NDIS helped?" questions for participants



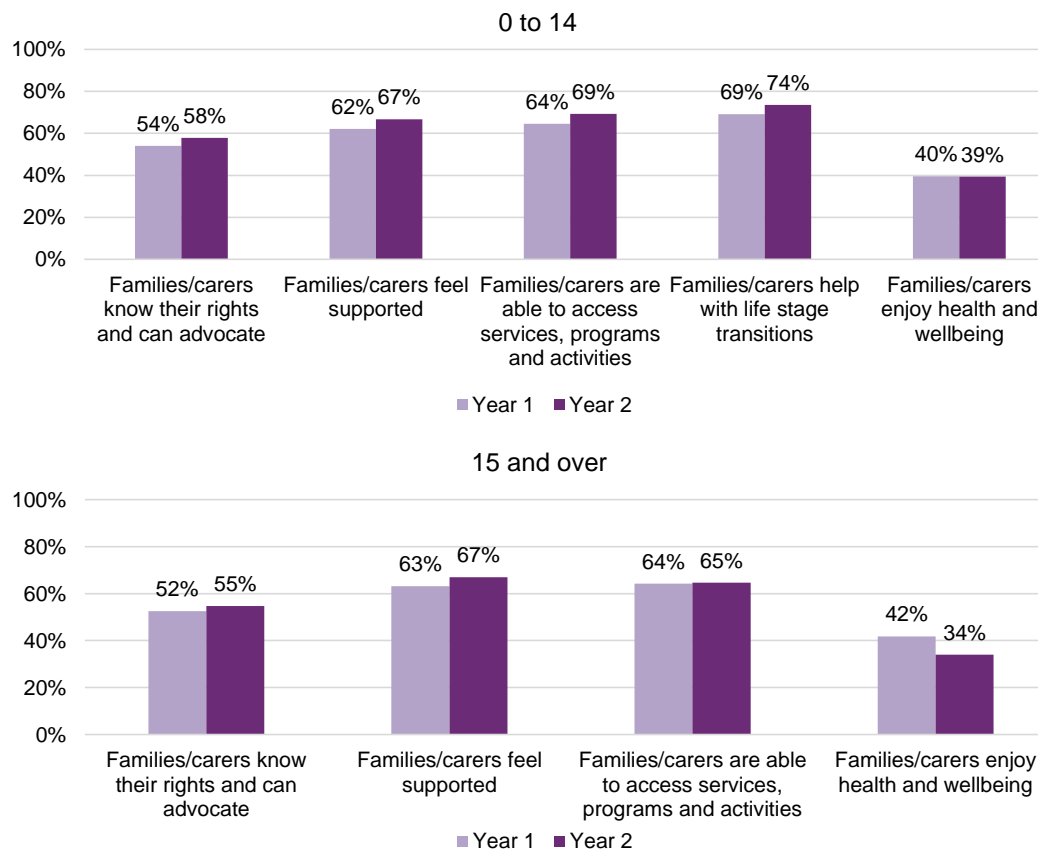
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

Overall, family and carers' perceptions of whether the NDIS has helped improved from year one to year two except when answering the question 'Has the NDIS helped you with your health and wellbeing?'.
'Has the NDIS helped you with your health and wellbeing?'

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

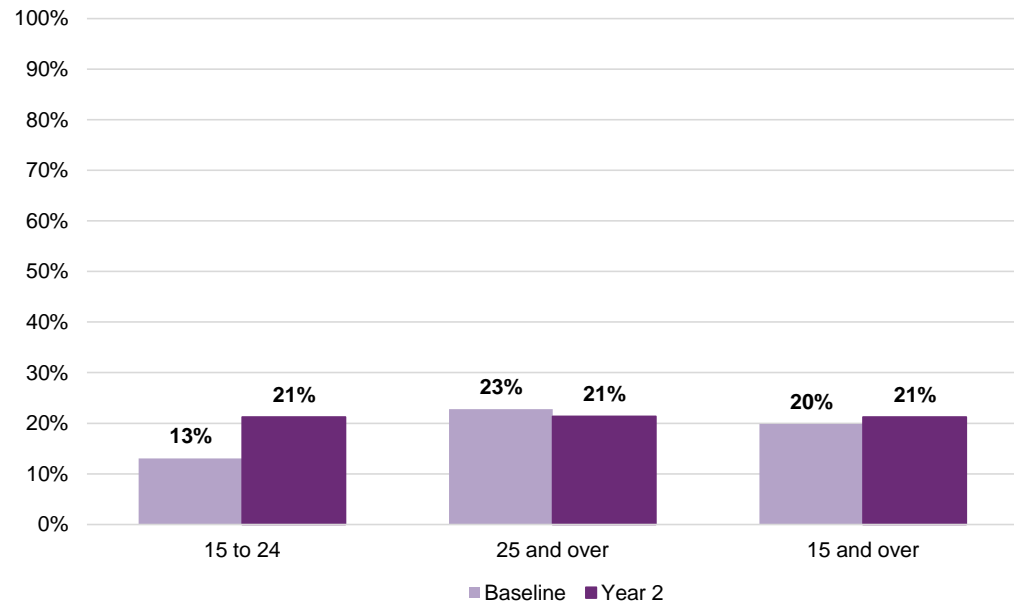


Participants in Work

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and are of working age are monitored to see whether the NDIS has helped them find paid work.

The percentage of participants in paid work increased from 13% to 21% for those aged 15 to 24, but decreased from 23% to 21% for those aged 25 and over. Overall, the percentage increased from 20% to 21%.

NDIS participants in paid employment, by age group.

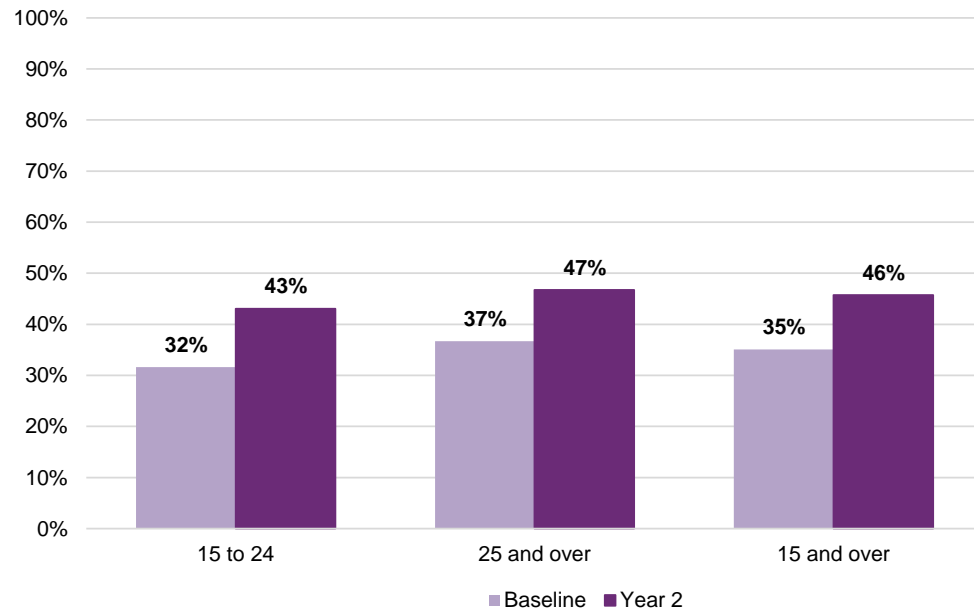


Participants involved in communal and social activities

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 are monitored to see whether the NDIS has helped them participate in social activities in their community.

Across both age groups, there were considerable increases in the percentage of participants engaged in social activities in their community.

NDIS participants participating in social activities in their community, by age group.

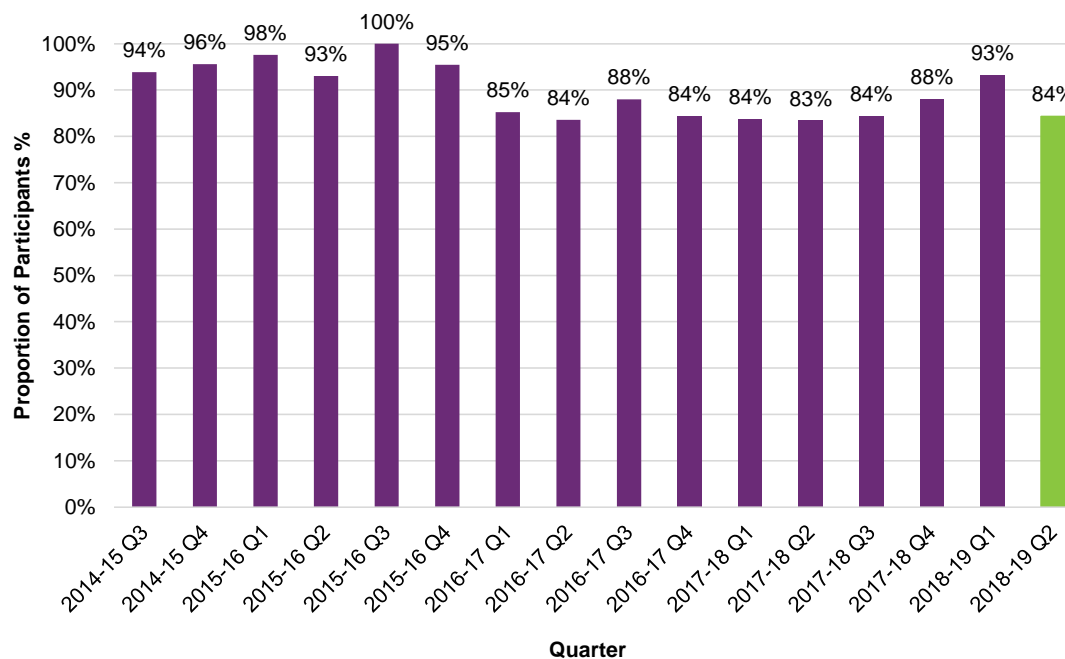


Participant Satisfaction

84% 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.

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.

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



Committed Supports and Payments

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

Of the \$18.8 billion that has been committed in participant plans, \$12.3 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

\$12.5

BILLION OF
COMMITTED
SUPPORTS IN
RESPECT OF PRIOR
FINANCIAL YEARS
INCLUDING TRIAL

\$6.3

BILLION OF
COMMITTED
SUPPORTS IN
RESPECT OF
2018-19 TO DATE

\$85.8M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, \$370.8M IN 2014-15, \$703.6M IN 2015-16, \$2,174.9M IN 2016-17, \$5,315.9M IN 2017-18 AND \$3,679.8M IN 2018-19 TO DATE.

OVERALL, 65% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 75% IN 2014-15, 75% IN 2015-16, 67% IN 2016-17 AND 69% IN 2017-18.

THE 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

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

Of the \$18.8 billion that has been committed in participant plans, \$12.3 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$85.8m has been paid

2014-15: \$370.8m has been paid

2015-16: \$703.6m has been paid

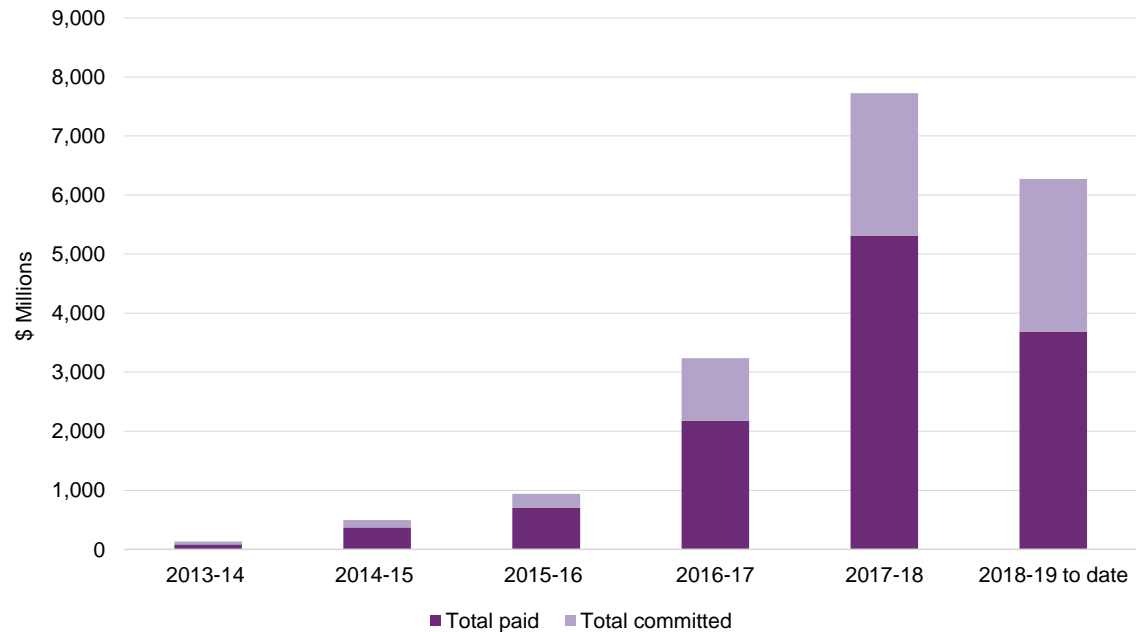
2016-17: \$2,174.9m has been paid

2017-18: \$5,315.9m has been paid

2018-19 to date: \$3,679.8m has been paid

Committed and paid by expected support year

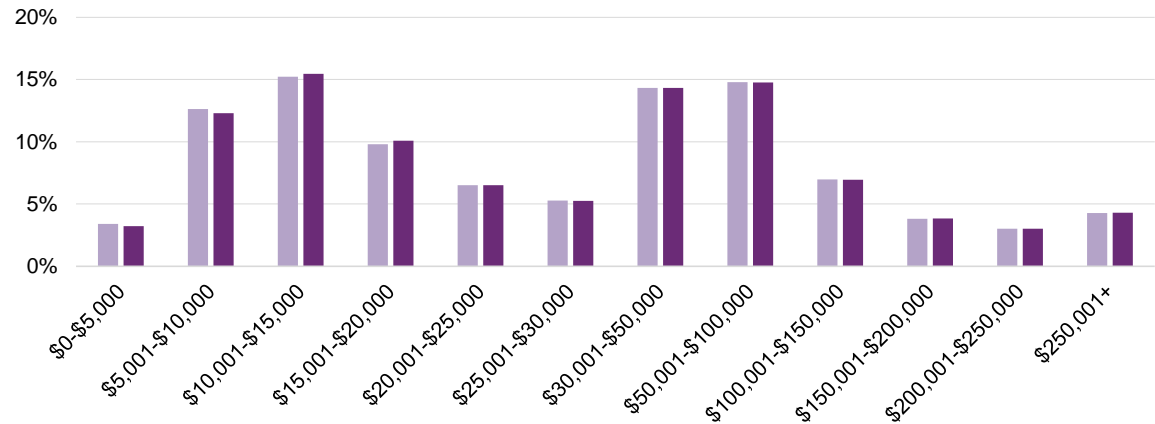
\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 to date	Total
Total committed	132.8	496.9	939.4	3,235.7	7,722.5	6,273.0	18,800.2
Total paid	85.8	370.8	703.6	2,174.9	5,315.9	3,679.8	12,330.8



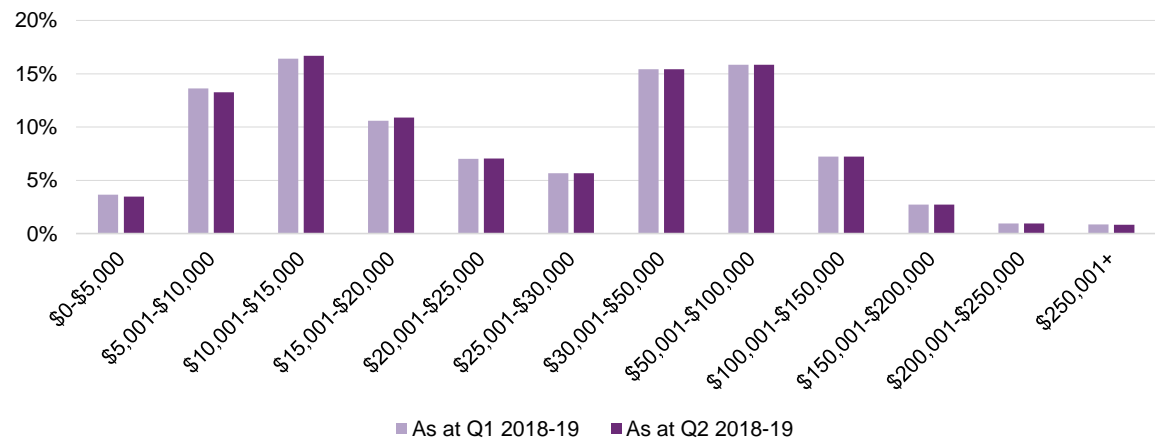
Committed Supports by Cost Band

As at 2018-19 Q2, the distribution of average annualised committed supports remained consistent with previous 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)

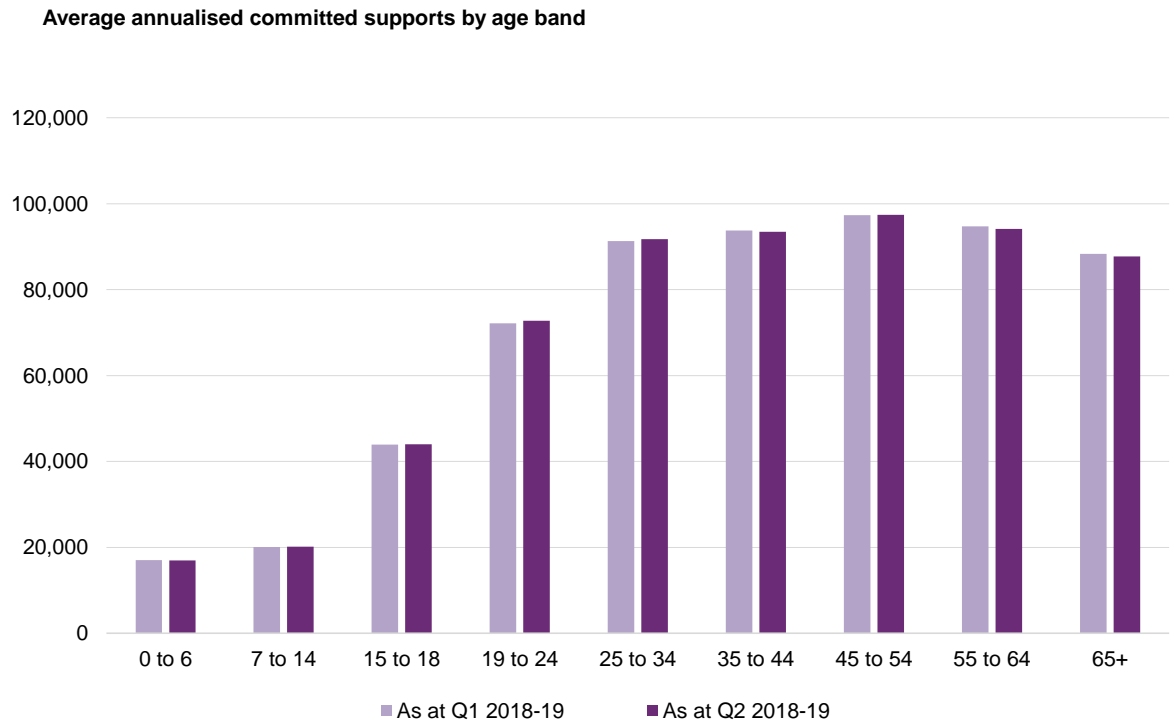


Distribution of average annualised committed supports by cost band (excluding SIL)



Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 25, stabilise to age 55 and then reduce at older ages.

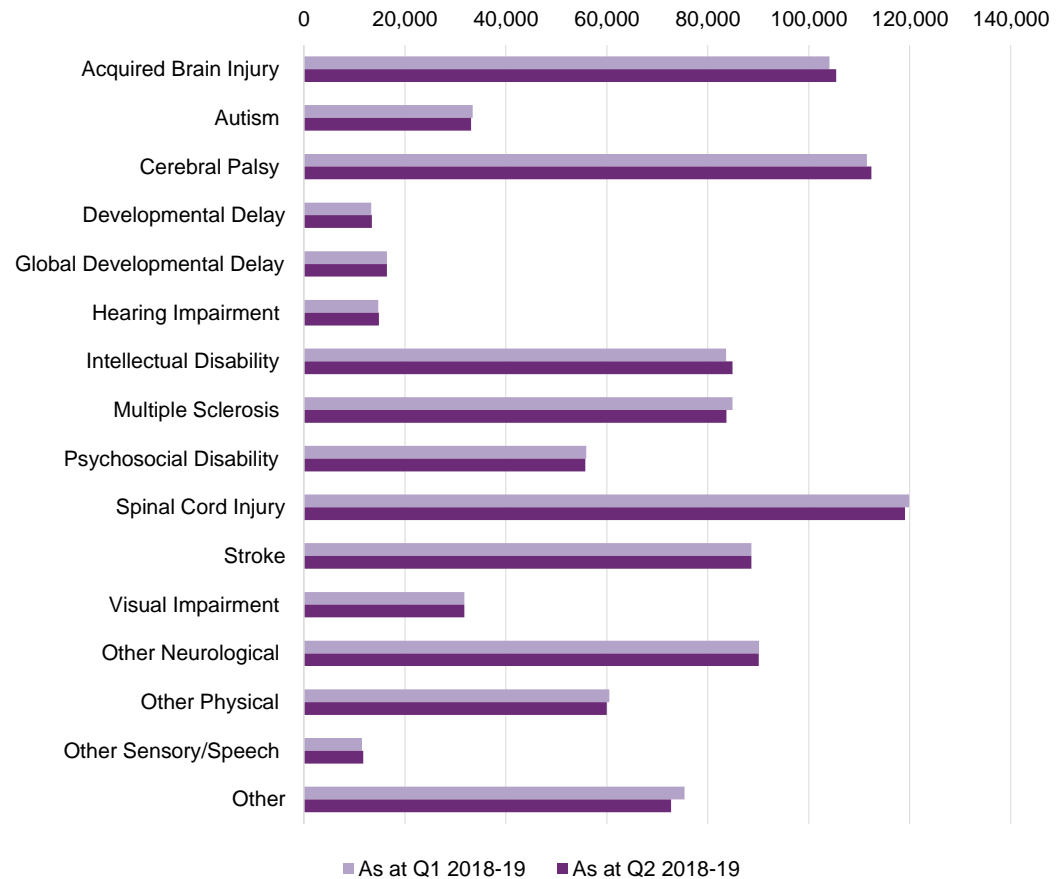


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

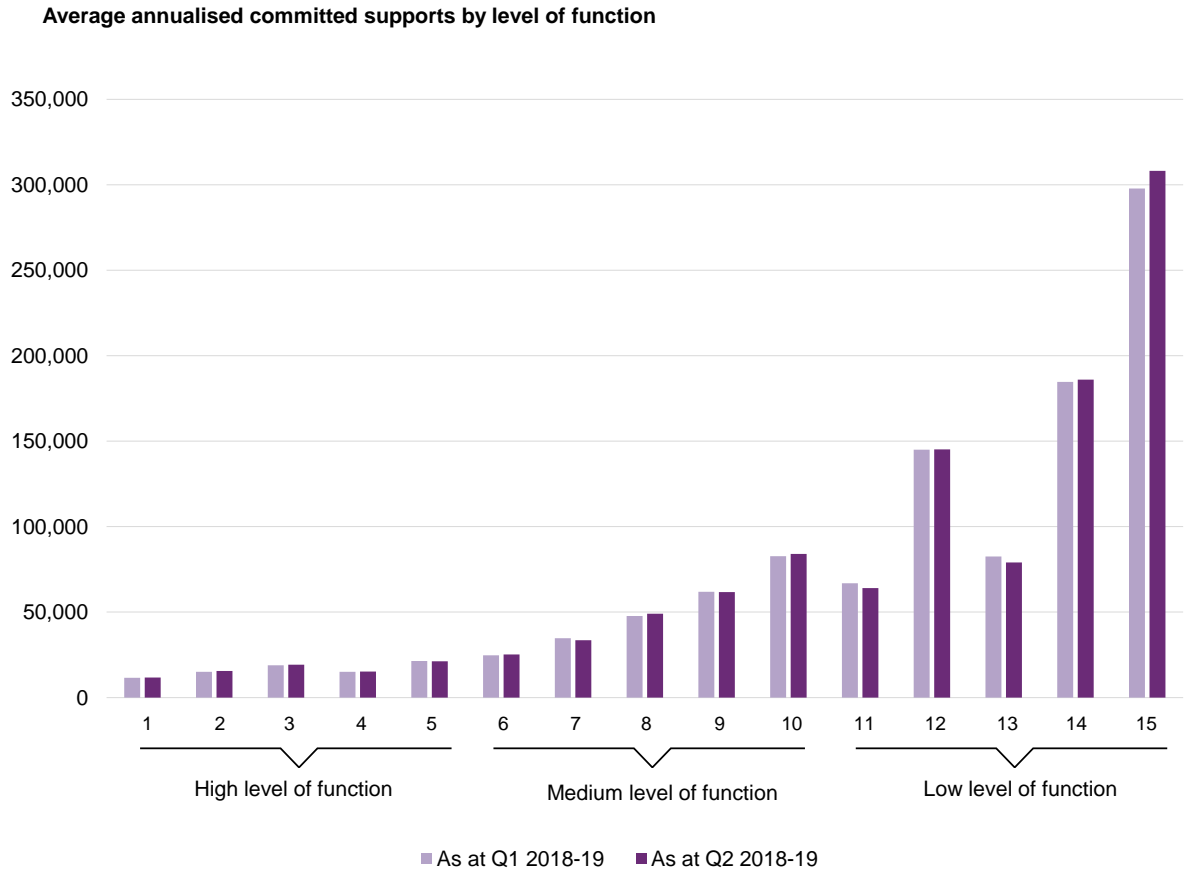
Participants with Spinal Cord Injury, Cerebral Palsy and Acquired Brain Injury have the highest average annualised committed supports.

Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase with lower levels 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

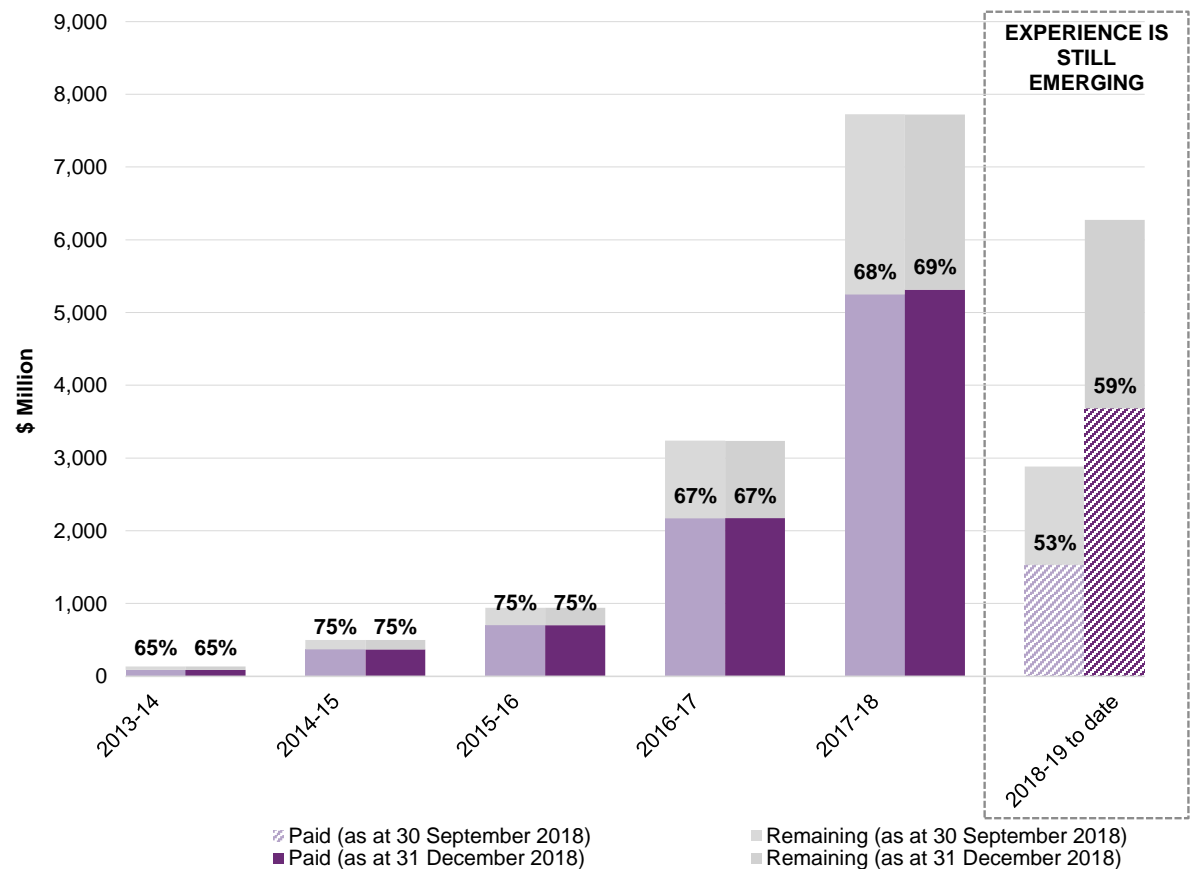
Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2018, compared with 31 December 2018.

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

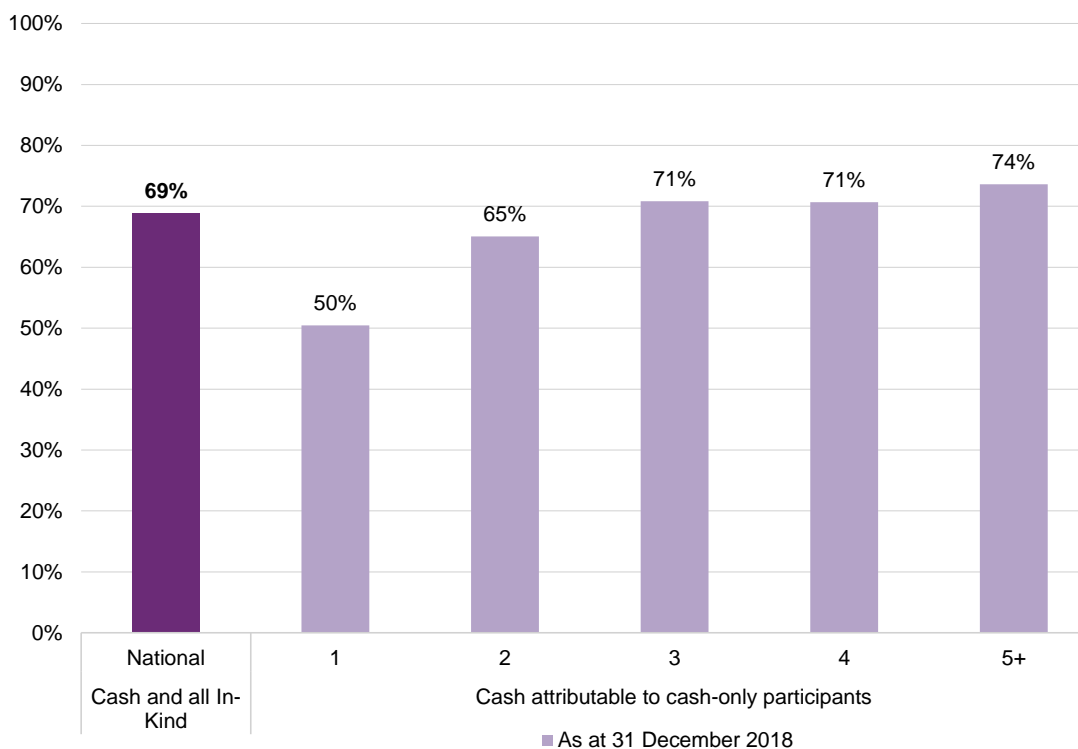
Utilisation of committed supports as at 30 September 2018 and 31 December 2018



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 for 2017-18 support year



Note 1: Participants receiving in-kind supports are excluded from this analysis as we are unable to accurately separate in-kind payments and committed amounts between plans.

Note 2: Only utilisation of committed supports for the 2017-18 support year is shown, as the 2018-19 support year is not mature enough.

Providers and Markets

The scale and extent of the market continues to grow, with a 6% increase in the number of providers during the quarter to 19,075.

55% of approved providers were active at 31 December 2018, and 45% were yet to have evidence of activity.

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions starting from 1 July 2019.

Summary

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 in States/Territories other than NSW and SA.
- Since 1 July 2018, providers in NSW and SA register with the NQSC 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.



Key Statistics

19,075

APPROVED PROVIDERS, 55% OF WHICH WERE ACTIVE AT 31 DECEMBER 2018

80-90%

OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

45%

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

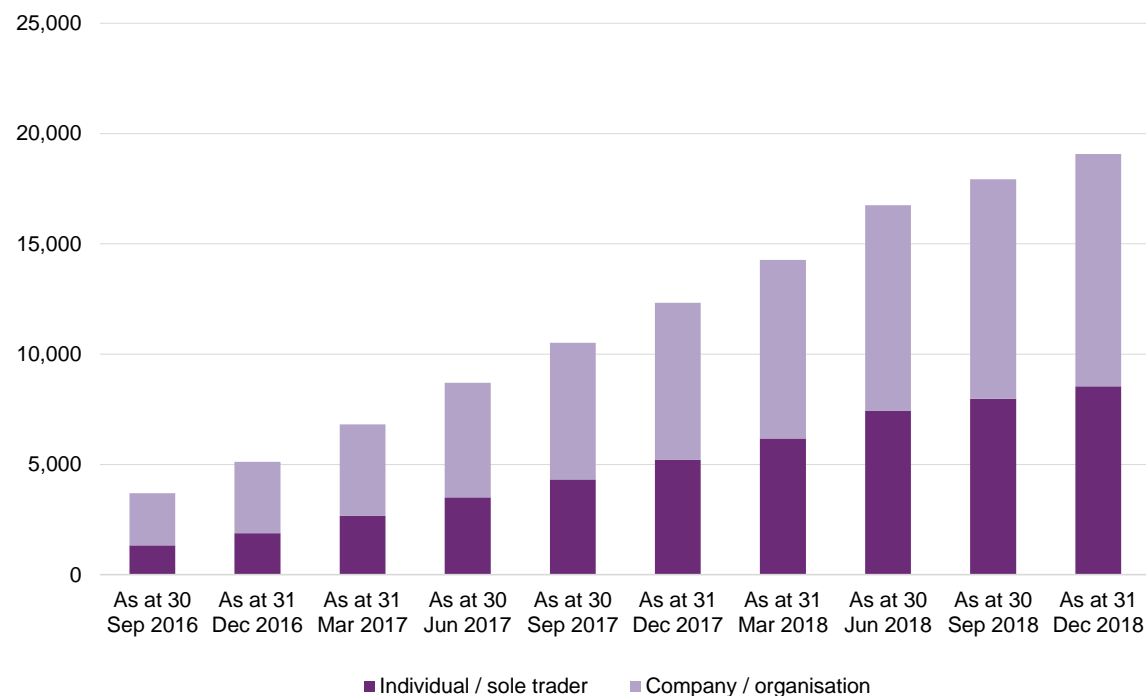
Providers over time

As at 31 December 2018, there were 19,075 registered service providers, of which 8,534 were individual/sole trader operated businesses and 10,541 were companies or organisations.

1.56
AVERAGE PROVIDERS PER PARTICIPANT

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions starting from 1 July 2019.

Approved providers over time by type of provider



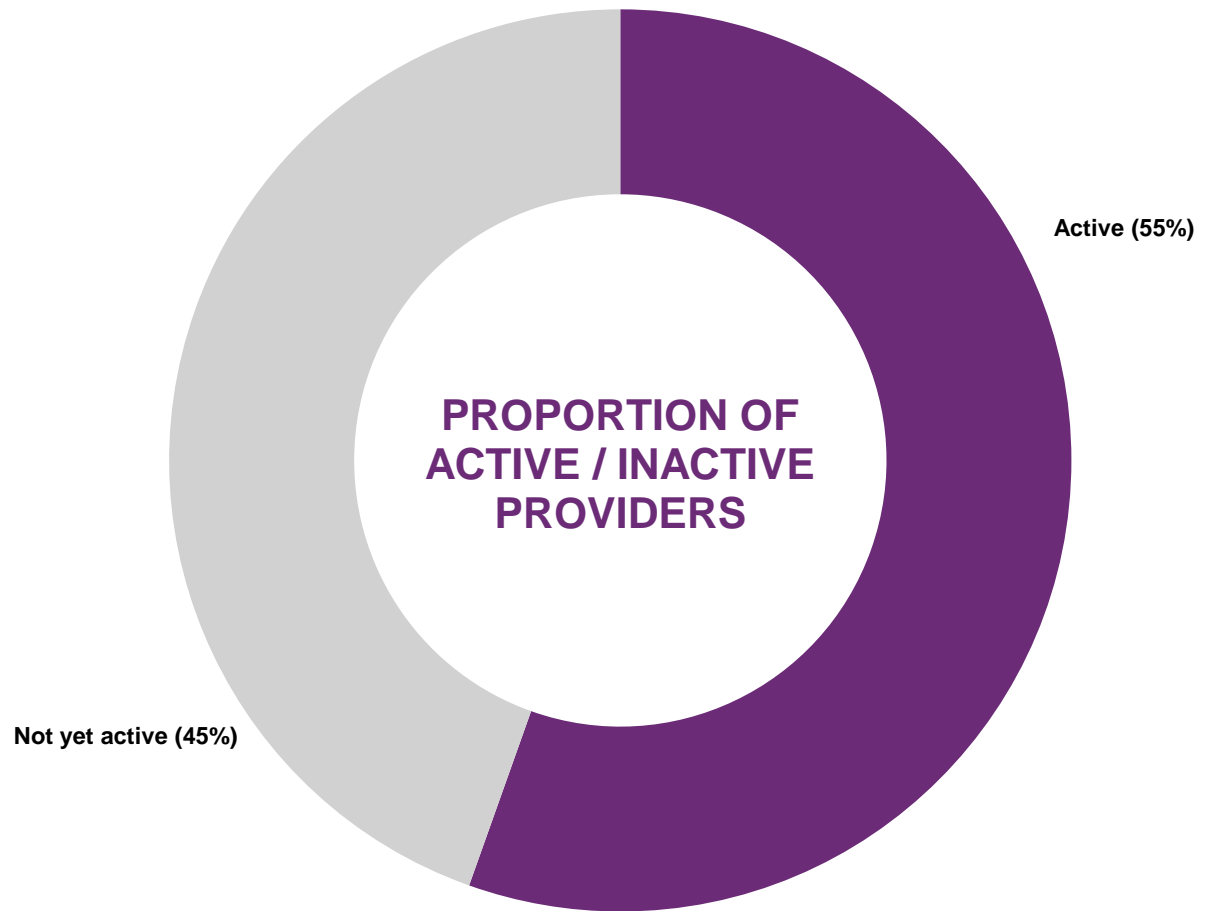
The number of approved service providers increased by 6% from 17,925 to 19,075 in the quarter. Currently, 45% of approved service providers are individuals/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2018, 55% of providers were active and 45% were yet to have evidence of activity. Of all providers, 2,279 began delivering new supports in the quarter.

2,279
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



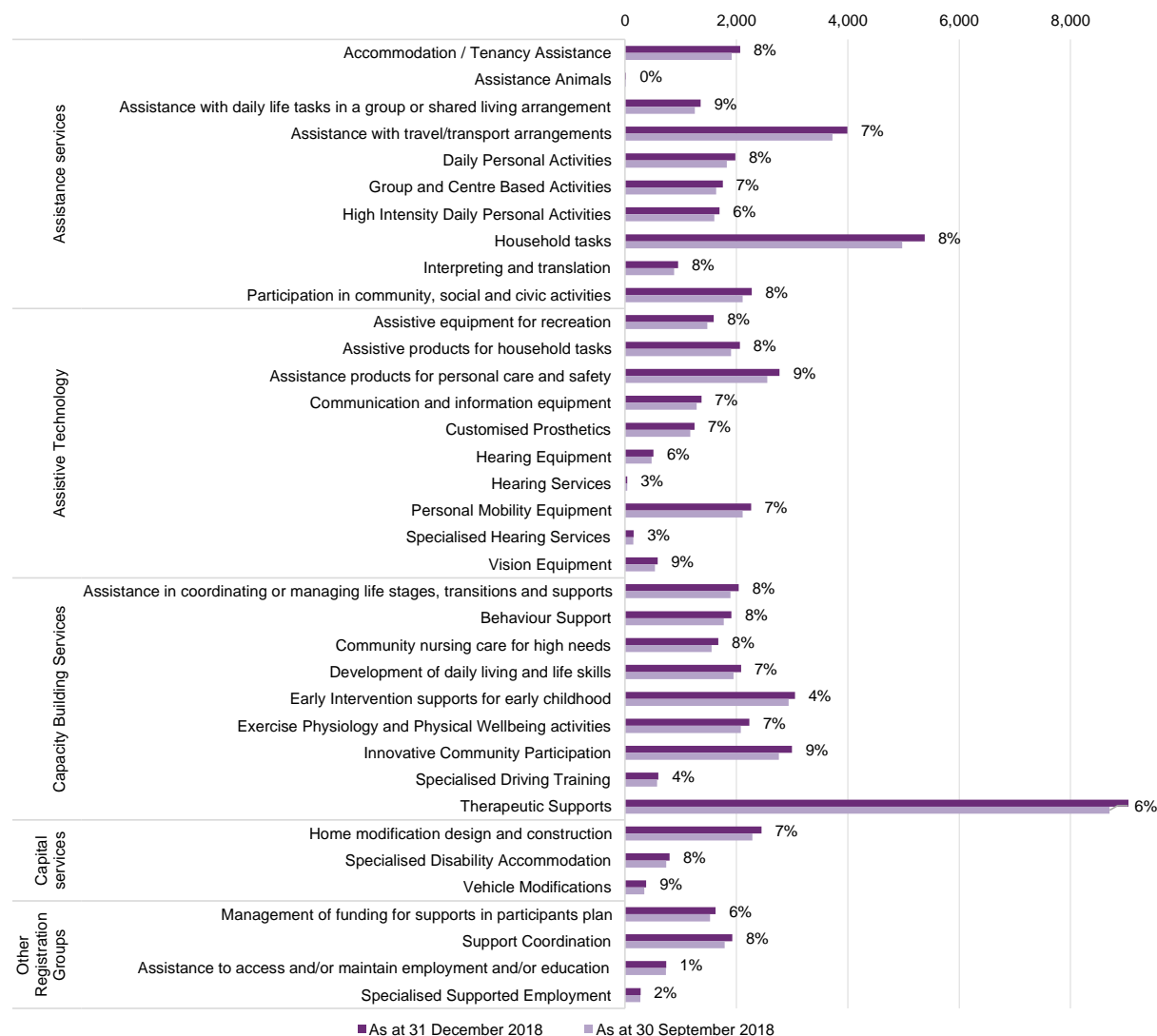
Approved Registration Groups

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 8,701 to 9,247 (6% increase)
- Household Tasks: from 4,977 to 5,381 (8% increase)
- Assistance with travel/transport arrangements: from 3,723 to 3,994 (7% increase)
- Early Intervention supports for early childhood: from 2,940 to 3,051 (4% increase)
- Innovative Community Participation: from 2,760 to 2,997 (9% increase)

Approved providers by registration group and percentage change over the quarter



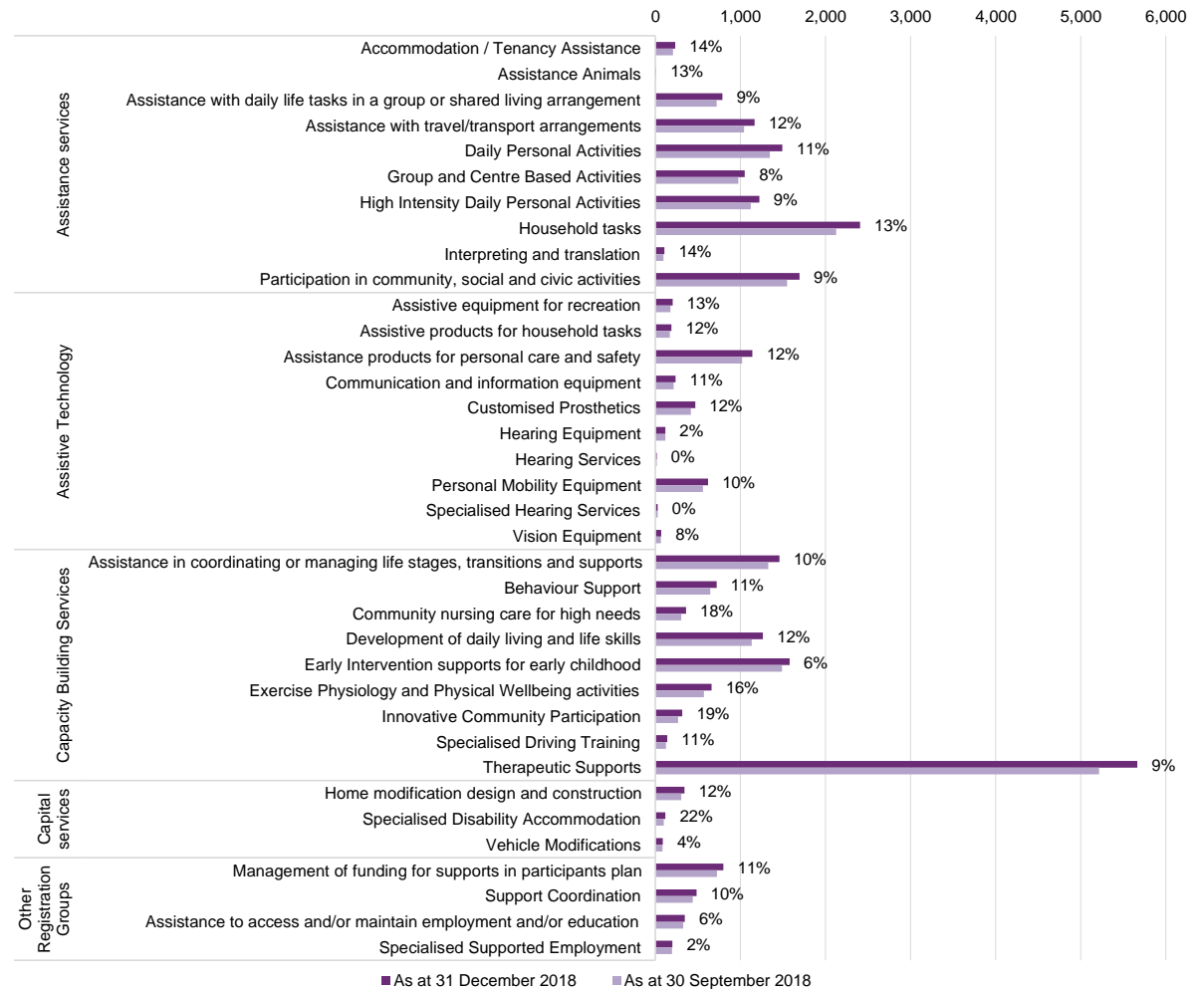
Active Registration groups

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 5,213 to 5,664 (9% increase)
- Household tasks: from 2,126 to 2,407 (13% increase)
- Participation in community, social and civic activities: from 1,547 to 1,693 (9% increase)
- Early Intervention supports for early childhood: from 1,488 to 1,577 (6% increase)
- Daily Personal Activities: from 1,346 to 1,491 (11% increase)

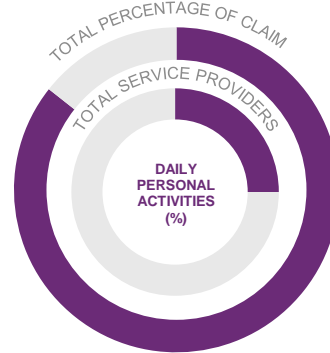
Active providers by registration group and percentage change over the quarter



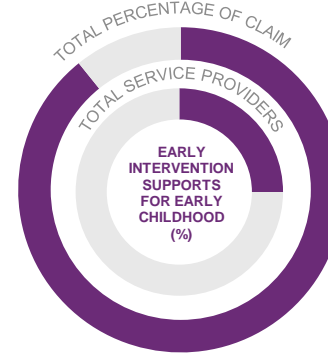
Market share of top providers

25% of service providers received 80-90% of the dollars paid for major registration groups.

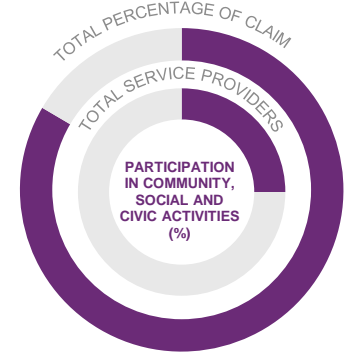
Market share of the top 25% of providers by registration group.



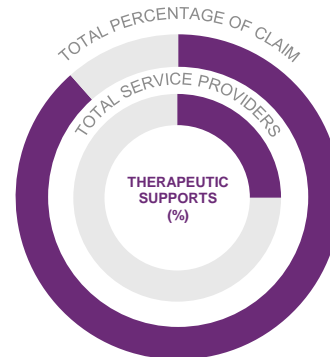
86%



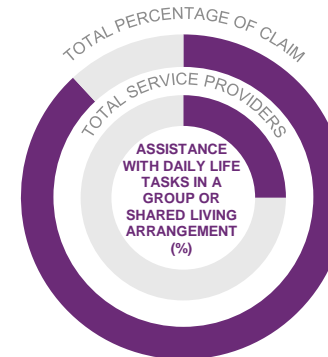
89%



83%



88%



88%

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building policy is a commitment made by the NDIS to connect people with disability to their community.

Information, Linkages and Capacity Building (ILC)

ILC provides grants to organisations to carry out activities or programs in the community. Supported projects create connections between people with disability and the communities in which they live, encouraging inclusion and participation and promoting a diverse Australian society.

The NDIA is adopting a new approach to ILC funding, to enhance the support of individuals and communities that help promote a more accessible and inclusive culture. New Economic Participation grants form part of this new approach, which will direct funding to boost employment opportunities for people with disabilities. The grants, funded by the Australian Government and worth \$19.9 million, support the new Participant Employment Taskforce that was established in January 2019 to enhance economic independence and participation for people with disabilities.

The grants will support innovative proposals that help build the aspirations, confidence and skills of people with disability to maximise their employment prospects. An open, competitive grant round will open in January 2019, the results of which will be announced later this year.

From 2016-17 to 2018-19, the NDIA has already delivered five ILC grant rounds to support the rollout of ILC across each State/Territory. This amounts to \$82.7m in ILC grants to community programs over 2 years. Each grant round has funded projects under one or more of the following activity areas in the ILC Policy:

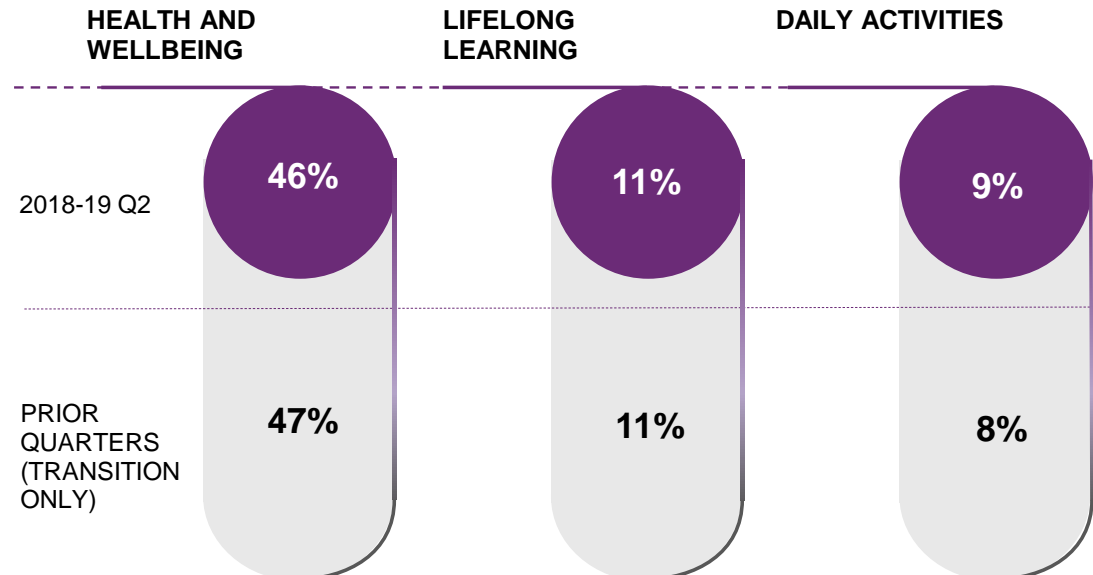
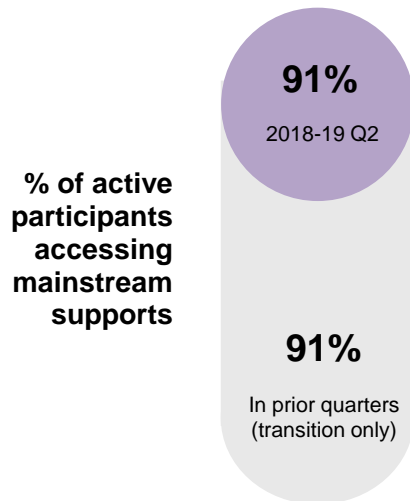
- Information, linkages and referrals
- Capacity building for mainstream services
- Community awareness and capacity building
- Individual capacity building
- Remote ILC Grants round

Mainstream Interface

The proportion of participants entering in the current quarter and accessing mainstream services is consistent with prior quarters.

Mainstream Interface

91% of active participants with a plan approved in 2018-19 Q2 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



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.

The NDIS has been within budget every year for its first five years of operations (1 July 2013 - 30 June 2018). The scheme remains within budget in the first half of 2018-19 and is projected to remain within budget for the whole financial year.



Financial Sustainability

The NDIS has been within budget every year for its first five years of operations (1 July 2013 - 30 June 2018). The Scheme remains within budget in the first half of 2018-19 and is projected to remain within budget for the whole financial year.

Specific strategies to address pressures on financial sustainability include:

- **Independent Assessment Pilot (IAP) - The launch of the NDIA's IAP in November 2018 introduced standardised assessments to better understand and assess the impact of disability for people with autism, intellectual disability and psychosocial disability. The assessments are undertaken by independent health professionals for a more consistent evaluation of those seeking access to the NDIS.**
- **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 decisions.**
- **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.**
- **Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) –The NDIA is working on consistent and equitable decisions for those seeking access to SIL and SDA, which constitutes a large proportion of NDIS cost.**
- **Business intelligence strategy – A business intelligence strategy has been developed, which includes initiatives such as the development of tools to support decision-making, improved gateway interfaces with business partners, and the refinement of governance processes for data management.**



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