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

This is the December 2018 update on NDIA performance.

Overview

Page: 2

This report is a summary of the performance and operations of the NDIA in Queensland 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.

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

An additional 8,144 participants with plans this quarter.

At 31 December 2018, plans approved and ECEI referrals represent:

• 67% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

• 60% of scheme to date bilateral estimate met (1 April 2016 to 31 December 2018)

Participant satisfaction has decreased in the quarter but remains high, with 85% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

$1.1 billion has been paid to providers and participants:

• $0.3m in 2015-16,

• $111.2m in 2016-17,

• $494.3m in 2017-18,

• $444.4m in 2018-19 to date.

Overall,

• 32% of committed supports were utilised in 2015-16,

• 56% in 2016-17,

• 63% in 2017-18.

The 2018-19 experience is still emerging.

Providers and Markets

There were 4,644 registered providers at 31 December 2018, representing a 13% increase for the quarter.

40% of registered providers were active at 31 December 2018.

38% of registered providers are individuals/sole traders.

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

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q2 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 8,144 additional participants with approved plans this quarter.

In total, over 35,000 participants are now being supported by the NDIS in Queensland, with 26% receiving support for the first time.

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:

35,491 participants are now being supported by the NDIS in Queensland, including children in the ECEI program

8,144 initial plans approved in 2018-19 Q2, excluding children in the ECEI program (representing 33% growth since last quarter)

2,606 children are being supported in the ECEI program, with 2,184 additional referrals to the ECEI gateway confirmed in 2018-19 Q2

9,306 people are now receiving support for the first time

67% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

60% of transition to date bilateral estimate met (1 July 2016 to 31 December 2018)

60% of scheme to date bilateral estimate met (1 April 2016 to 31 December 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 Q2

Of the 6,110 participants deemed 'eligible' this quarter 53% entered from an existing State/Territory program.

Of the 8,144 plan approvals this quarter, 58% had transitioned from an existing State/Territory program, 85% entered with a permanent disability and 185 were previously confirmed as ECEI at 2018-19 Q1.

The diagram displays the following key statistics on quarterly intake:

8,067 access decisions

6,110 access met

8,144 plan approvals (excluding ECEI)

2,184 ECEI

Quarterly Intake Detail

Page: 7

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

Plan approvals as at 31 December 2018

Plan approval numbers have increased from 24,741 at the end of 2018-19 Q1 to 32,885 by the end of 2018-19 Q2, an increase of 8,144 approvals.

At the end of the quarter, 2,606 are children being supported in the ECEI gateway. Of these, 422 were previously confirmed as ECEI at 30 September 2018 and an additional 2,184 children entered the gateway this quarter.

Overall, 524 participants with approved plans have exited the Scheme, resulting in 34,967 active participants (including ECEI) as at 31 December 2018.

There were 5,789 plan reviews this quarter. 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 31 Dec 2018

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 35,491 (including 2,606 children supported through the ECEI gateway). Of these, 20,534 transitioned from an existing State/Territory program, 3,045 transitioned from an existing Commonwealth program and 9,306 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 53,296 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:

67% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

60% of transition to date bilateral estimate met (1 July 2016 to 31 December 2018)

60% of scheme to date bilateral estimate met (1 April 2016 to 31 December 2018)

32,885 plan approvals to date; 35,491 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.

Around 26% of participants entering in this quarter are aged 7 to 14 years. This compares with 20% 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.

Of the participants entering this quarter, 28% have a primary disability group of Autism and 23% have a primary disability group of Intellectual Disability.

Note 1: Of the 1,903 active participants identified as having an intellectual disability, 267 (14%), 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:

• 22% of active participants had a relatively high level of function

• 46% 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.

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.

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

• 8.1% were Aboriginal or Torres Strait Islander, compared with 8.2% in previous quarters combined.

• 2.5% were young people in residential aged care, compared with 1.6% in previous quarters combined.

• 6.8% were culturally and linguistically diverse, compared with 3.9% in previous quarters combined.

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

659 Aboriginal and Torres Strait Islander

6,984 Not Aboriginal and Torres Strait Islander

489 Not Stated

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

201 Young people in residential aged care

7,931 Young people not in residential aged care

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

556 Culturally and linguistically diverse

7,563 Not culturally and linguistically diverse

13 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 electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 25%, compared with 22% in previous quarters combined.

42% 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.

Plan Activation

Page: 15

Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q4, 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 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.

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

Page: 16

A chart displays selected key baseline indicators for participants.

Information was collected from 99.5% 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

Charts display 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 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, with the exception of the Work domain.

Has the NDIS helped? Family/Carers

Page: 19

A chart displays, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

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.

For participants aged 0 to 14 years, family and carers' perceptions of whether the NDIS has helped improved from year one to year two.

Note: There was insufficient data to report for participants aged 15 and over for this quarter.

Participants in Work

Page: 20

A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

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 22% to 25% for those aged 15 to 24 and increased from 16% to 17% for those aged 25 and over. Overall, the percentage increased from 17% to 19%.

Participants involved in communal and social activities

Page: 21

A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community.

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.

The percentage of participants engaged in social activities in their community increased from 38% to 47% for those aged 15 to 24 and increased from 44% to 52% for those aged 25 and over. Overall, the percentage increased from 43% to 50%.

Participant Satisfaction

Page: 22

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 previous quarter 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.

PART 2: Committed Supports and Payments

Page: 23

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

Of the $1.9 billion that has been committed in participant plans, $1.1 billion has been paid to date.

Summary

Page: 24

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:

$989.2 million of committed supports in respect of prior financial years including trial

$863.8 million of supports in respect of 2018-19 to date

$0.3m has been paid to providers and participants for supports provided in 2015-16, $111.2m in 2016-17, $494.3m in 2017-18 and $444.4m in 2018-19 to date.

Overall, 32% of committed supports were utilised in 2015-16, 56% in 2016-17 and 63% in 2017-18.

The 2018-19 experience is still emerging.

Committed Supports and Payments

Page: 25

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 $1.9 billion that has been committed in participant plans, $1.1 billion has been paid to date.

In particular, for supports provided in:

2015-16: $0.3m has been paid

2016-17: $111.2m has been paid

2017-18: $494.3m has been paid

2018-19 to date: $444.4m has been paid

Committed Supports by Cost Band

Page: 26

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

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.

Committed Supports by Age Band

Page: 27

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: 28

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, Cerebral Palsy and Acquired Brain Injury have the highest average annualised committed supports.

Committed Supports by Level of Function

Page: 29

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

Utilisation of Committed Supports

Page: 30

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 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.

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.

PART 3: Providers and Markets

Page: 31

The scale and extent of the market continues to grow, with a 13% increase in the number of providers during the quarter to 4,644.

40% of approved providers were active in Queensland at 31 December 2018, and 60% were yet to have evidence of activity.

Summary

Page: 32

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:

4,644 approved providers, 40% of which were active in Queensland at 31 December 2018

80-90% 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: 33

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 31 December 2018, there were 4,644 registered service providers, of which 1,774 were individual/sole trader operated businesses and 2,870 were companies or organisations.

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

The number of approved service providers increased by 13% from 4,110 to 4,644 in the quarter.

1.54 average providers per participant

Proportion of Active Providers

Page: 34

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

Change in the activity status of providers.

As at 31 December 2018, 40% of providers were active and 60% were yet to have evidence of activity. Of all providers, 762 began delivering new supports in the quarter.

Approved Registration groups

Page: 35

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 1,415 to 1,609 (14% increase)

• Household Tasks: from 991 to 1,169 (18% increase)

• Early Intervention supports for early childhood: from 800 to 881 (10% increase)

• Assistance products for personal care and safety: from 752 to 865 (15% increase)

• Assistance with travel/transport arrangements: from 764 to 856 (12% increase)

Active Registration groups

Page: 36

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 631 to 780 (24% increase)

• Household tasks: from 304 to 395 (30% increase)

• Participation in community, social and civic activities: from 269 to 328 (22% increase)

• Daily Personal Activities: from 248 to 305 (23% increase)

• Assistance products for personal care and safety: from 237 to 301 (27% increase)

Market share of top providers

Page: 37

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

25% of service providers received 80-90% 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:

81% Daily personal activities

90% Early intervention supports for early childhood

83% Participation in community, social and civic activities

85% Therapeutic supports

84% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

Page: 38

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

PART 5: Mainstream Interface

Page: 39

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

Mainstream Interface

Page: 40

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).

90% of active participants with a plan approved in 2018-19 Q2 access mainstream services, which is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.

The following are the key statistics:

90% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (42%)
- Daily activities (12%)
- Lifelong learning (8%)

90% of active participants with a plan approved in 2018-19 Q2 access mainstream supports, across the following domains:

- Health and wellbeing (41%)
- Daily activities (13%)
- Lifelong learning (9%)

PART 6: Financial Sustainability

Page: 41

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