# COAG

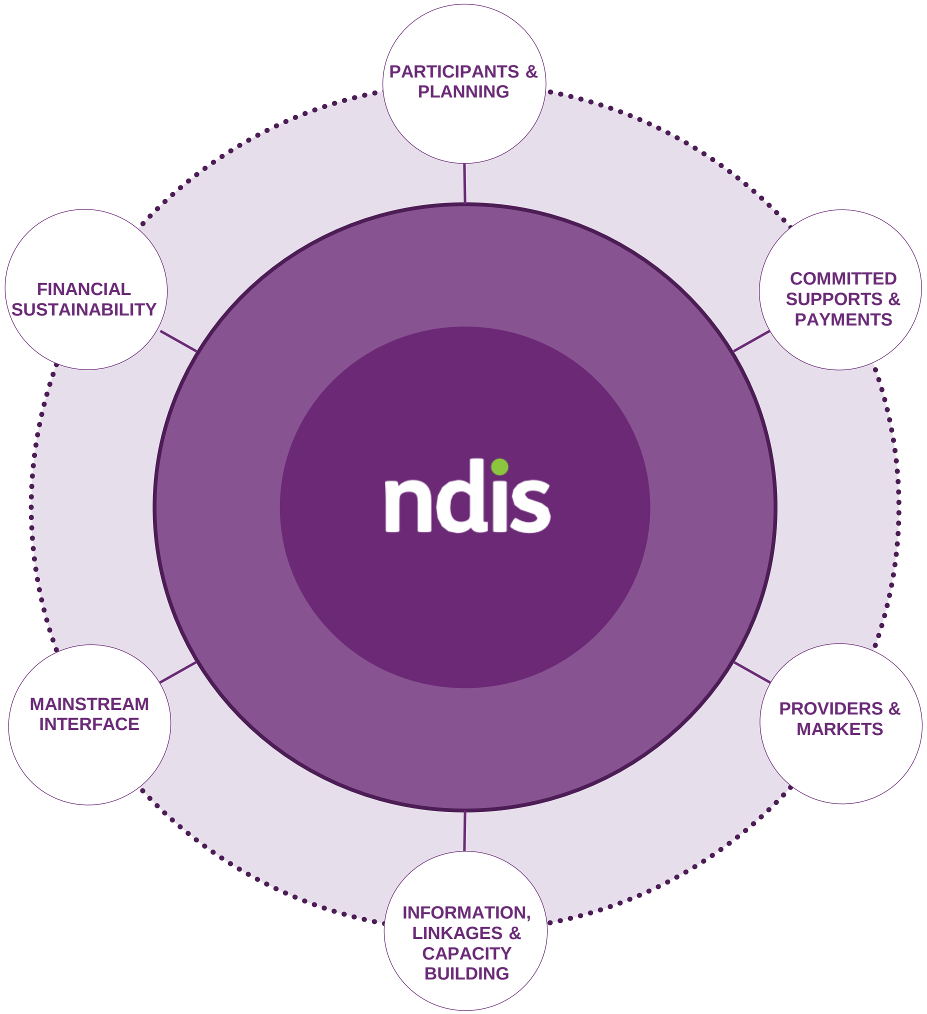
# Disability Reform Council
## Quarterly Performance Report

Australian Capital Territory - 31 March 2019

# Overview

**This report is a summary of the performance and operations of the NDIA in Australian Capital Territory for Quarter 3 of 2018-19 (01 January 2019 - 31 March 2019).**

**It is the 11th quarterly report during the NDIS Transition period, which commenced on 1 July 2016.**



# Summary

## Participants and Planning

**An additional 205 participants with plans this quarter.**

**As at 31 March 2019, plans approved and ECEI referrals represent 151% of scheme to date bilateral estimate met (1 July 2014 - 31 March 2019).**

## Committed Supports and Payments

**$749.6 million has been paid to providers and participants:**
- **$21.3m in 2014-15,**
- **$116.3m in 2015-16,**
- **$192.4m in 2016-17,**
- **$230.6m in 2017-18,**
- **$188.9m in 2018-19 to date.**

**Overall,**
- **80% of committed supports were utilised in 2014-15,**
- **84% in 2015-16,**
- **68% in 2016-17,**
- **72% in 2017-18.**

**The 2018-19 experience is still emerging.**

**The higher utilisation in earlier years is predominantly driven by higher in-kind supports provided.**

## Providers and Markets

**1,589 approved providers, a 6% increase for the quarter.**

**33% of approved providers were active in Australian Capital Territory at 31 March 2019, and 67% were yet to have evidence of activity.**

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

**24% of service providers are individuals/sole traders.**

## Mainstream Interface

**90% of active participants with a plan approved in 2018-19 Q3 access mainstream services.**

PART 1

# Participants and Planning

The NDIS in Australian Capital Territory continues to grow with 205 additional participants with approved plans this quarter.

In total, over 7,600 participants have now been supported by the NDIS in Australian Capital Territory, with 58% receiving support for the first time.

# Summary

**The NDIS is fully operational in Australian Capital Territory.**

## Key Statistics

**7,661**

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

**205**

INITIAL PLANS APPROVED IN 2018-19 Q3, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 3% GROWTH SINCE LAST QUARTER)

**41**

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 38 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q3

**4,452**

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

**151%**

OF SCHEME TO DATE BILATERAL ESTIMATE MET
(1 JULY 2014 - 31 MARCH 2019)

# Quarterly Intake

**2018-19 Q3**

**Of the 174 participants deemed 'eligible' this quarter 95% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).**

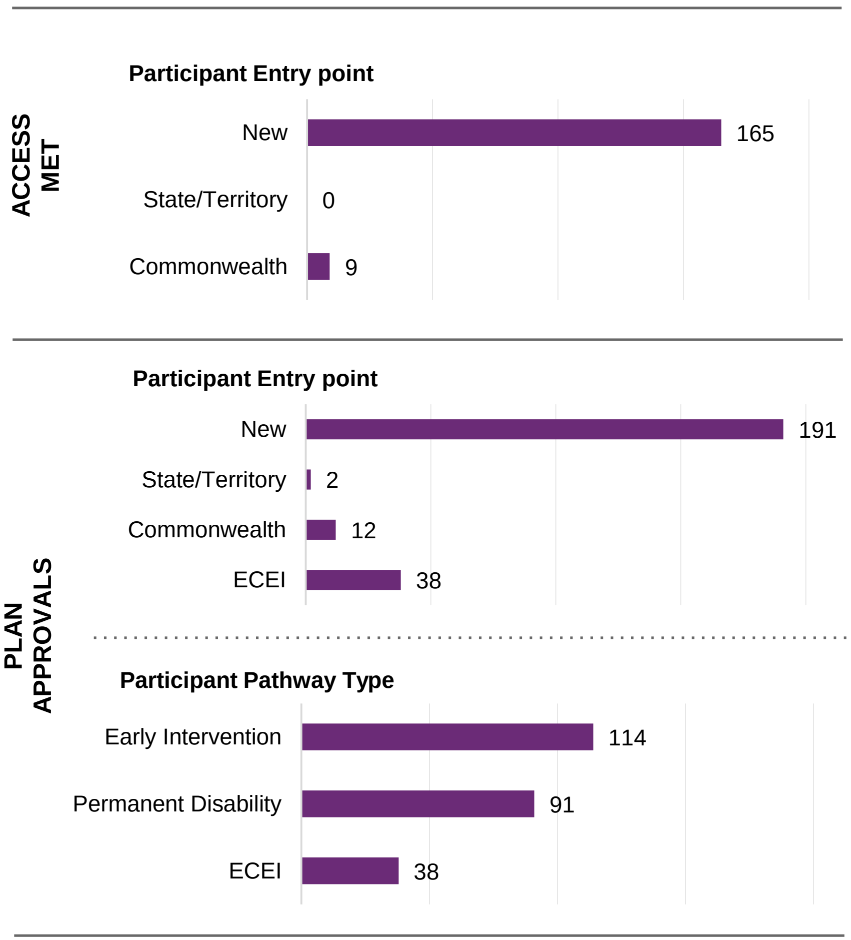
**Of the 205 plan approvals this quarter, 93% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 44% entered with a permanent disability and 32 were previously confirmed as ECEI at 2018-19 Q2.**

**243** access decisions

**174** access met

**205** plan approvals (excluding ECEI)

**38** ECEI



# Quarterly Intake Detail

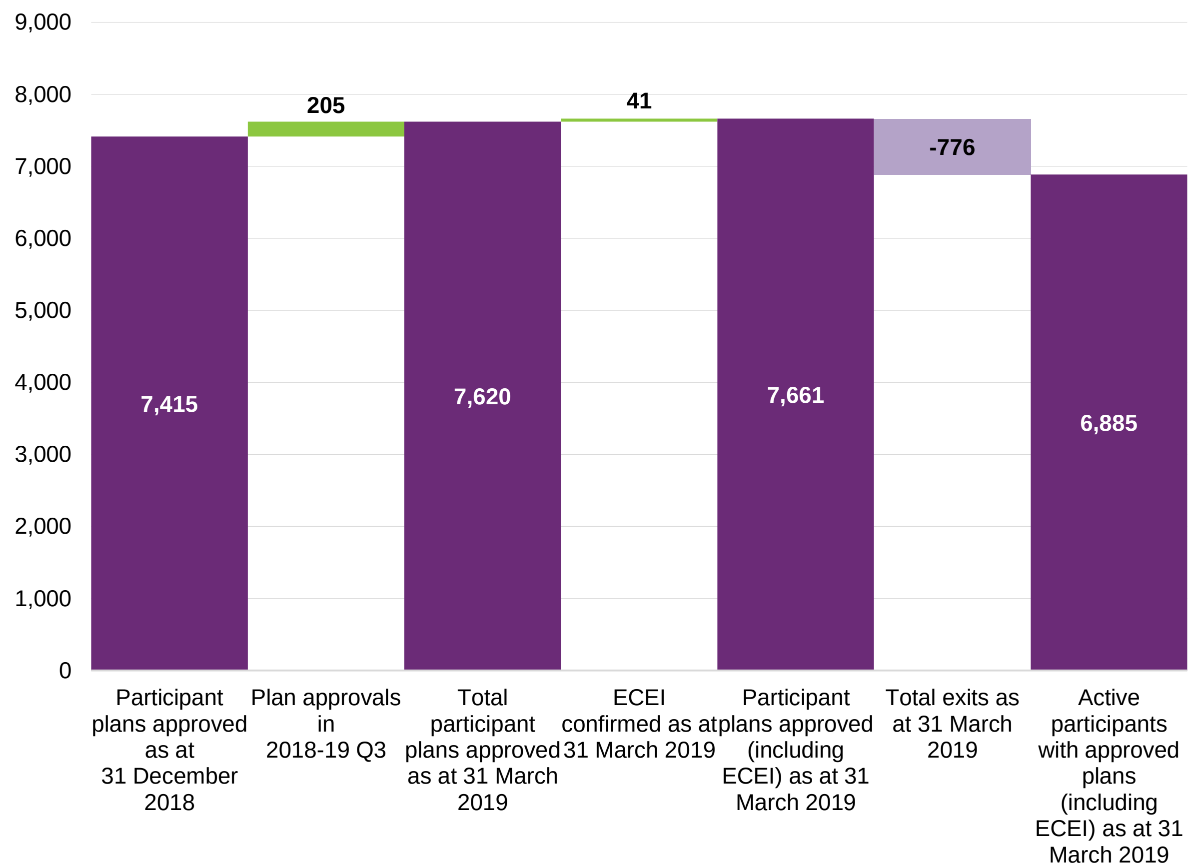
**Plan approval numbers have increased from 7,415 at the end of 2018-19 Q2 to 7,620 by the end of 2018-19 Q3, an increase of 205 approvals.**

**At the end of the quarter, 41 children are being supported in the ECEI gateway. Of these, 3 were previously confirmed as ECEI at 31 December 2018 and an additional 38 children entered the gateway this quarter.**

**Overall, 776 participants with approved plans have exited the Scheme, resulting in 6,885 active participants (including ECEI) as at 31 March 2019.**

There were 1,437 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

**Change in plan approvals between 31 December 2018 and 31 March 2019**



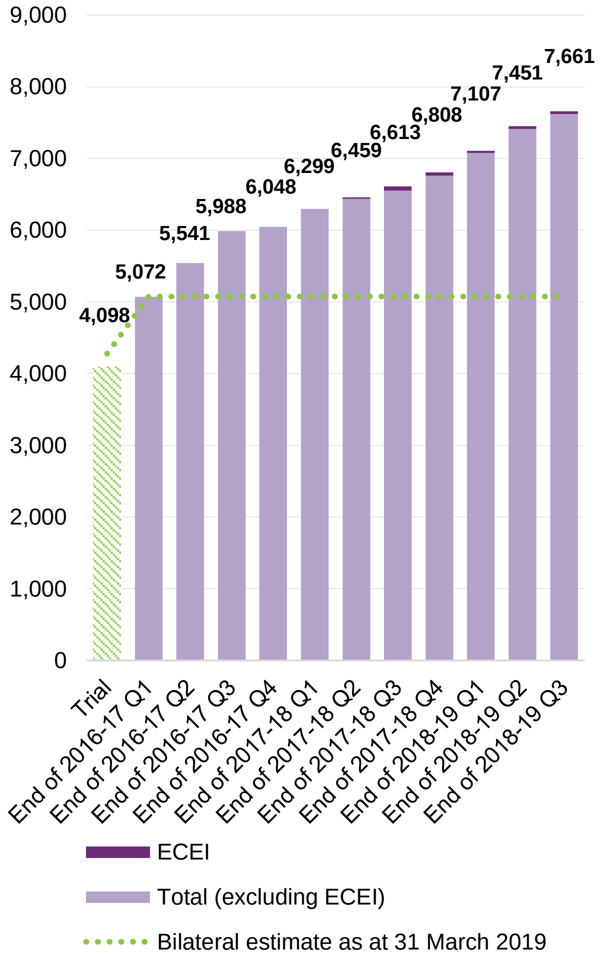
# Cumulative Position

**At the end of 2018-19 Q3, the cumulative total number of participants receiving support was 7,661 (including 41 children supported through the ECEI gateway). Of these, 2,885 transitioned from an existing State/Territory program, 283 transitioned from an existing Commonwealth program and 4,452 participants are now receiving support for the first time.**

**Overall, since 1 July 2013, there have been 9,556 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.

**Cumulative plan approvals compared with bilateral estimate**



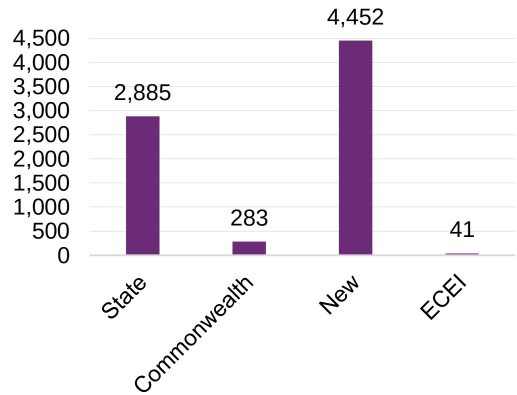

## 151%

of scheme to date bilateral estimate met (1 July 2014 - 31 March 2019)

## 7,620

plan approvals to date; 7,661 including ECEI confirmed

**Plan approvals by participant referral pathway**

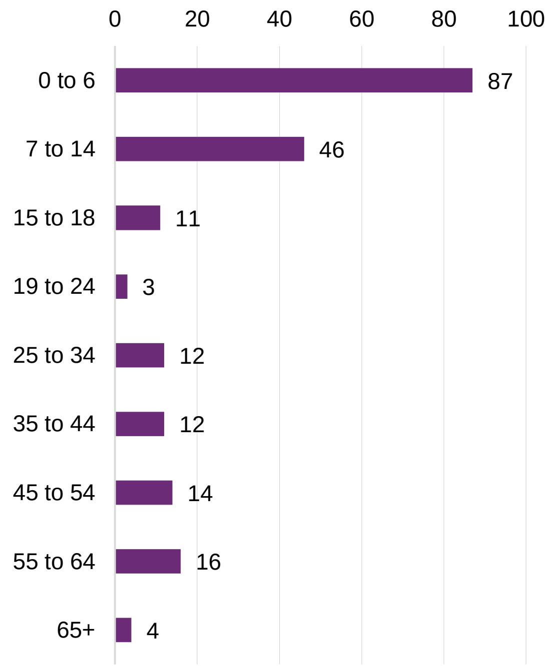


# Participant Profiles by Age Group

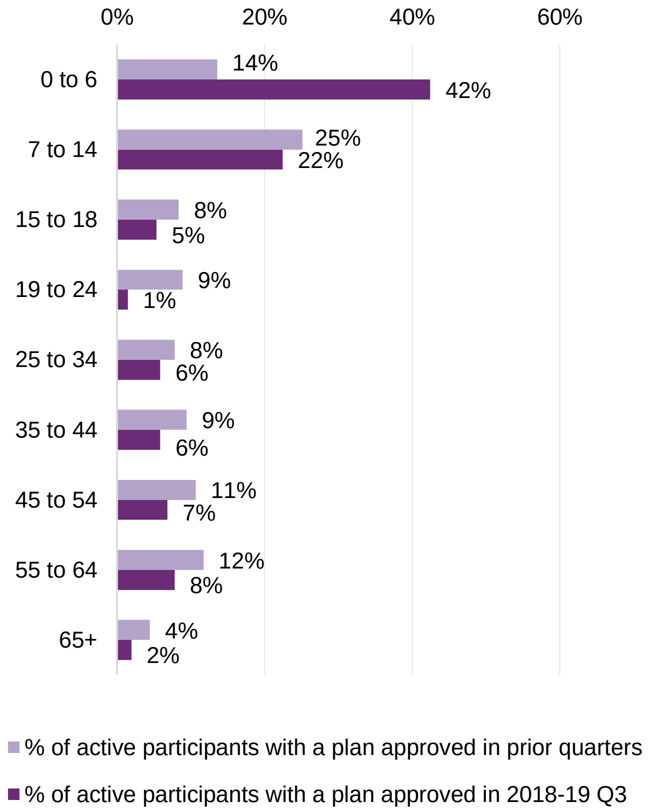
**These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by age group.**

**42% of participants entering in this quarter are aged 0 to 6 years, compared to 14% in prior quarters.**

**Active participants with a plan approved in 2018-19 Q3 by age group**




**% of active participants with a plan approved by age group**



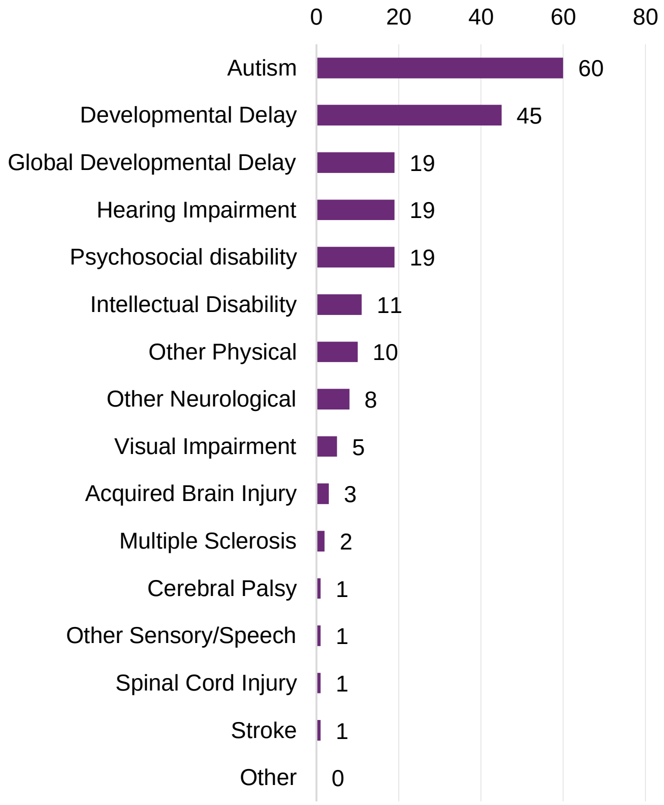

Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Participant Profiles by Disability Group

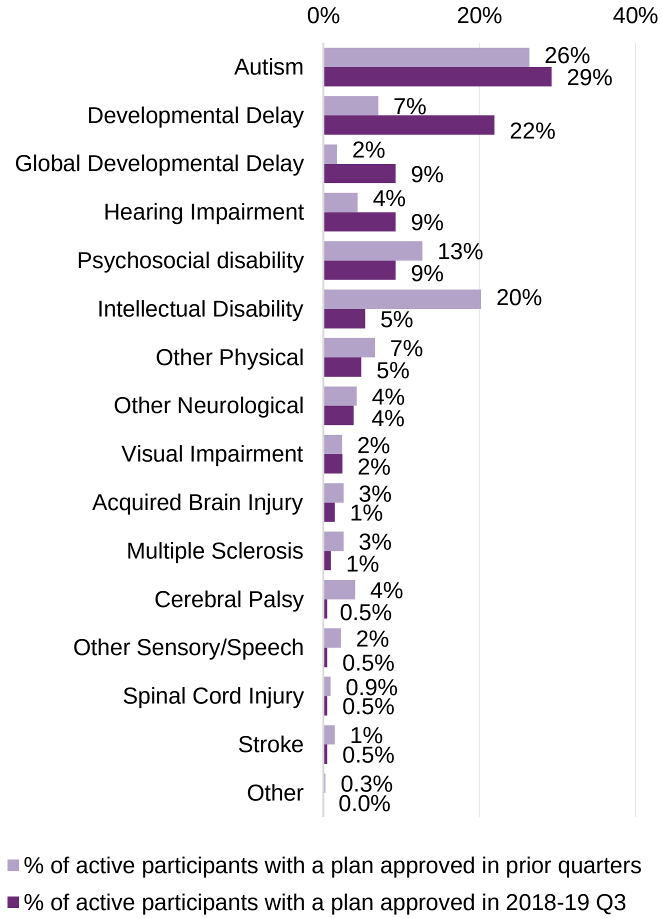
**These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by disability group.**

**Of the participants entering in 2018-19 Q3, 29% have a primary disability group of Autism and 22% have a primary disability group of Developmental Delay.**

**Active participants with a plan approved in 2018-19 Q3 by disability group**




**% of active participants with a plan approved by disability group**




Note 1: Of the 19 active participants identified as having an intellectual disability, none have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

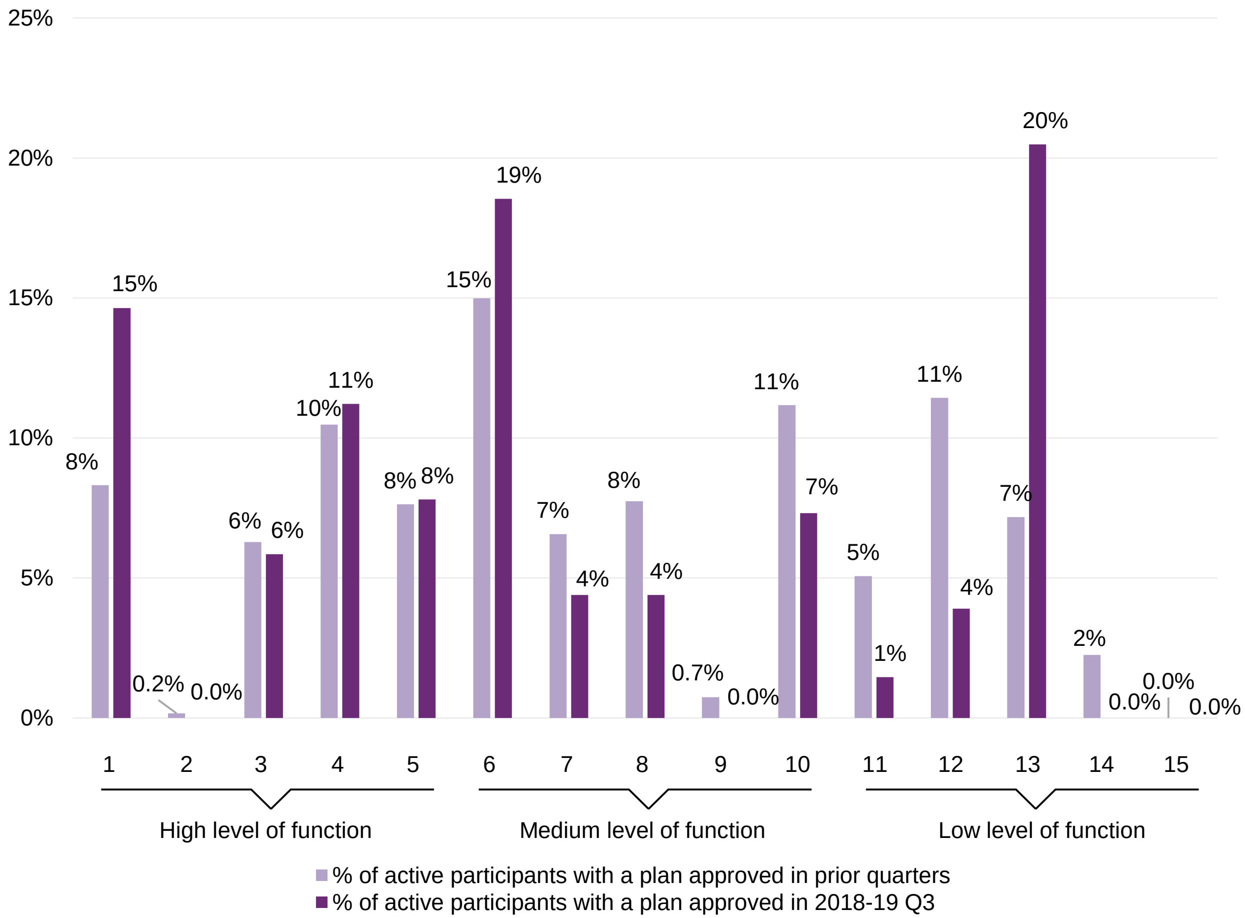
# Participant Profiles by Level of Function

**These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by level of function.**

**For participants with a plan approval in the current quarter:**
- **40% of active participants had a relatively high level of function**
- **35% of active participants had a relatively moderate level of function**
- **26% 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**

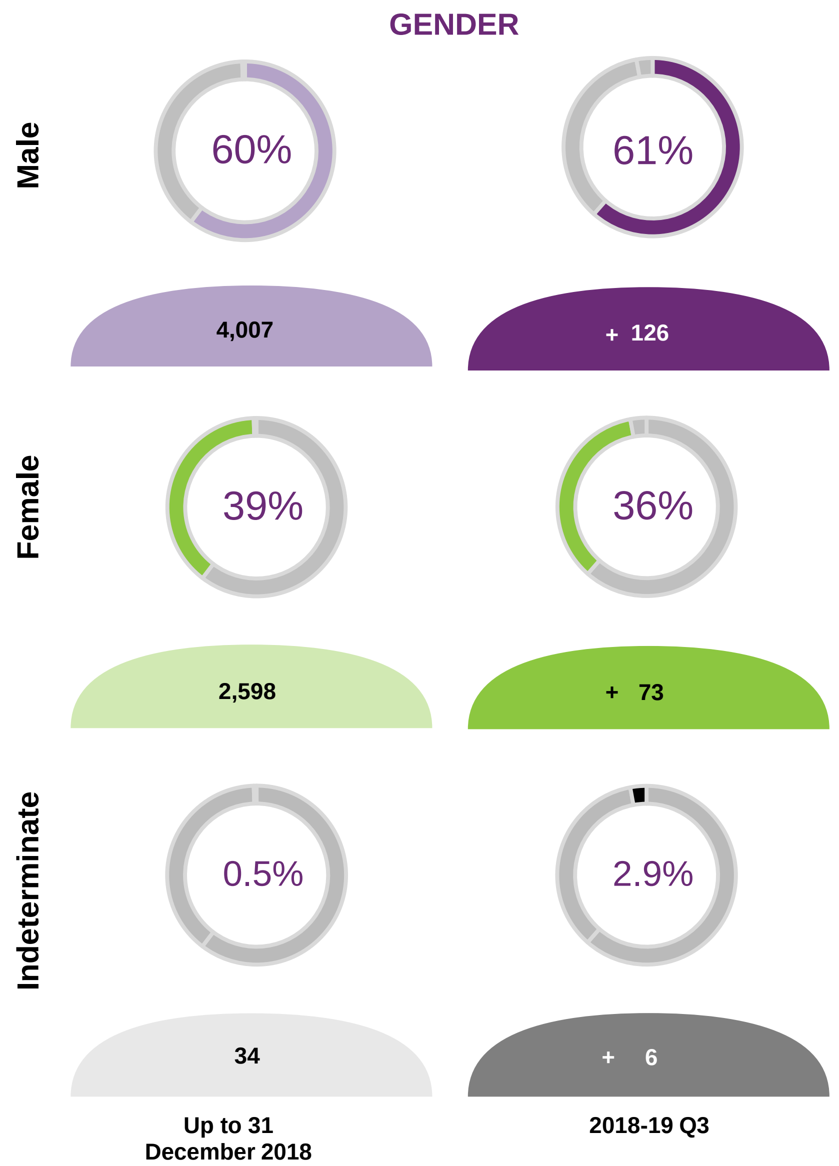



Note: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

# Participant Profiles by Gender

**These charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals as at 31 December 2018, by gender.**

**The majority of participants are males.**



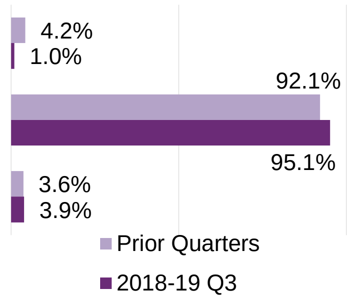
# Participant Profiles

**These bar charts show other demographic profiles of active participants with a plan approved in 2018-19 Q3, compared with plan approvals as at 31 December 2018.**

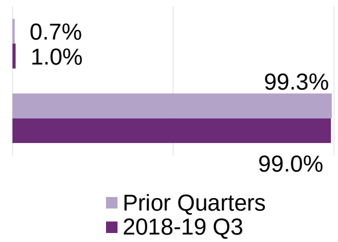
**Of the participants with a plan approved in 2018-19 Q3:**

- **1.0% were Aboriginal or Torres Strait Islander, compared with 4.2% in previous periods combined.**
- **1.0% were young people in residential aged care, compared with 0.7% in previous periods combined.**
- **11.2% were culturally and linguistically diverse, compared with 10.5% in previous periods combined.**

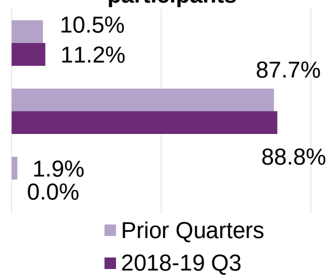
| Aboriginal & Torres Strait Islander status | 2018-19 Q3 | % of active participants |
|---|---|---|
| Aboriginal and Torres Strait Islander | 2 | |
| Not Aboriginal and Torres Strait Islander | 195 | |
| Not Stated | 8 | |




| Young people in residential aged care status | 2018-19 Q3 | % of active participants |
|---|---|---|
| Young people in residential aged care | 2 | |
| Young people not in residential aged care | 203 | |




| Culturally and linguistically diverse status | 2018-19 Q3 | % of active participants |
|---|---|---|
| Culturally and linguistically diverse | 23 | |
| Not culturally and linguistically diverse | 182 | |
| Not stated | 0 | |

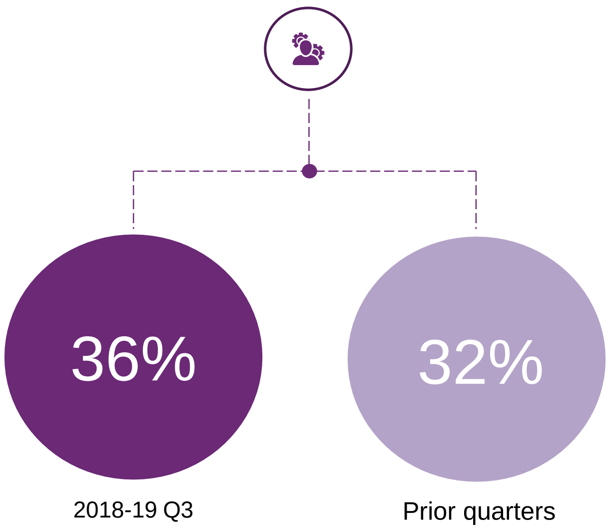


# Plan Management
# Support Coordination

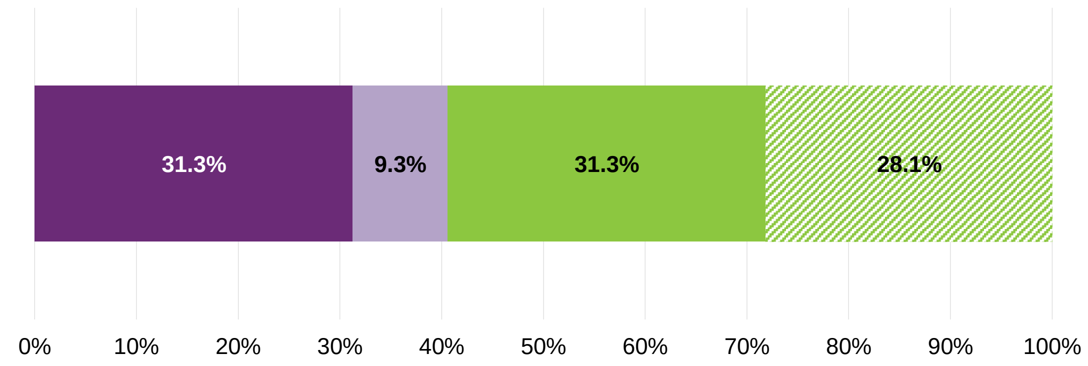
**The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q3 at 43%, compared with 41% in previous quarters combined.**

**36% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 32% in previous quarters combined.**

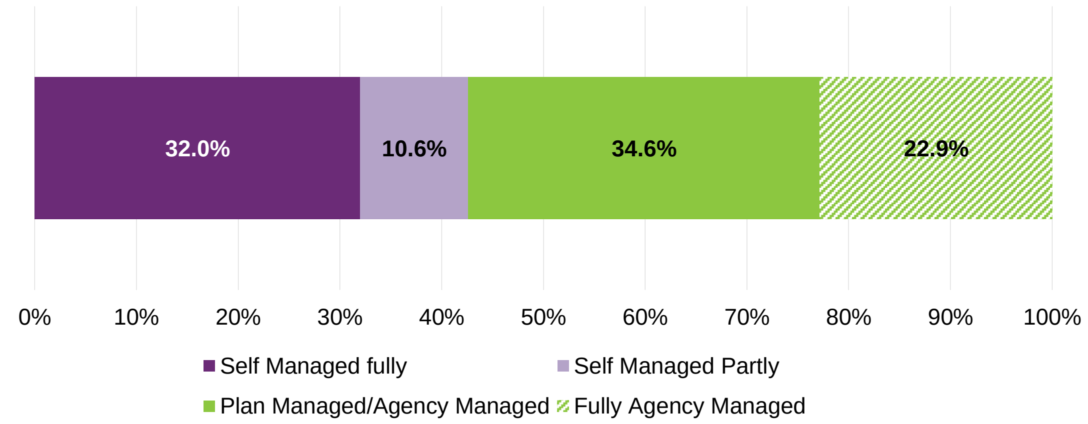
**Support Coordination**




**Prior quarter (transition only)**




**2018-19 Q3**



# Plan Activation

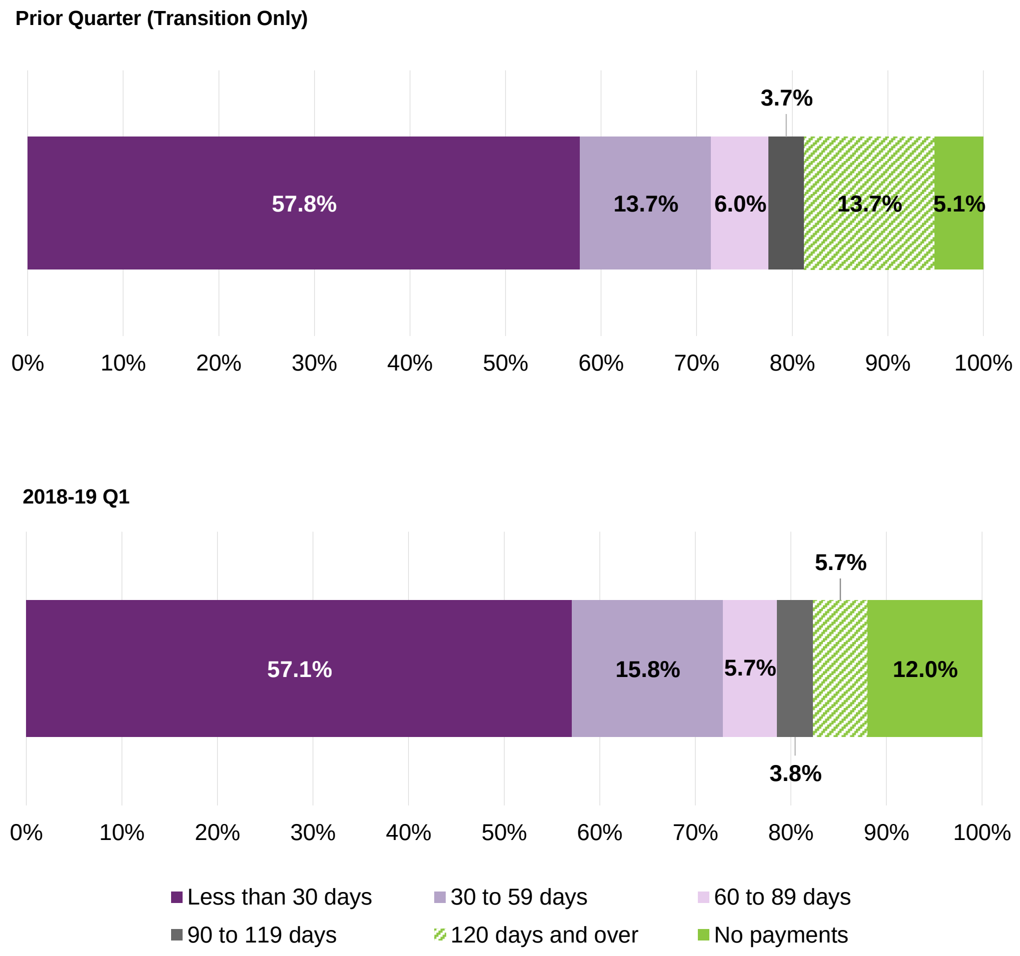
**Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support.**

**There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.**

**The percentage of participants who activated plans within 90 days of initial plan approval was:**
**• 79% of participants entering in 2018-19 Q1**
**• 78% of participants entering in previous quarters combined**

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

**Duration to Plan activation for participants with initial plan approval**



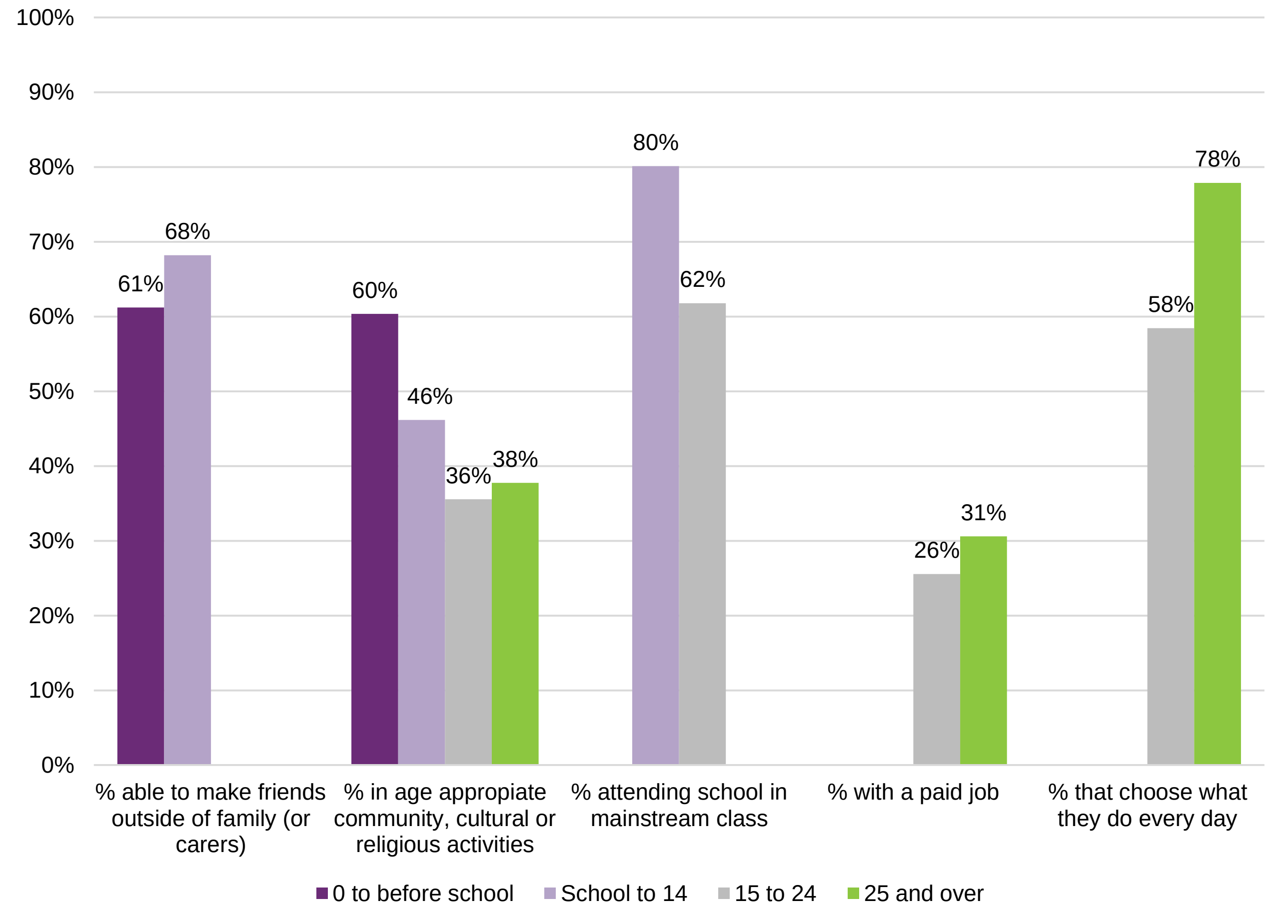

Note: Participants with initial plans approved after the end of 2018-19 Q1 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

# Participant Outcomes

**This information on participant outcomes has been collected from 90% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).**

**• 68% of participants school age to 14 are able to make friends outside of family/carers, compared to 61% of participants aged 0 to before school**
**• 60% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 36% - 46% for other age groups**
**• 80% of participants from school age to 14 attend school in a mainstream class, compared to 62% of participants aged 15 to 24**
**• 31% of participants aged 25 and over have a paid job, compared to 26% of participants aged 15 to 24**
**• 78% of participants aged 25 and over choose what they do every day, compared to 58% of participants aged 15 to 24**

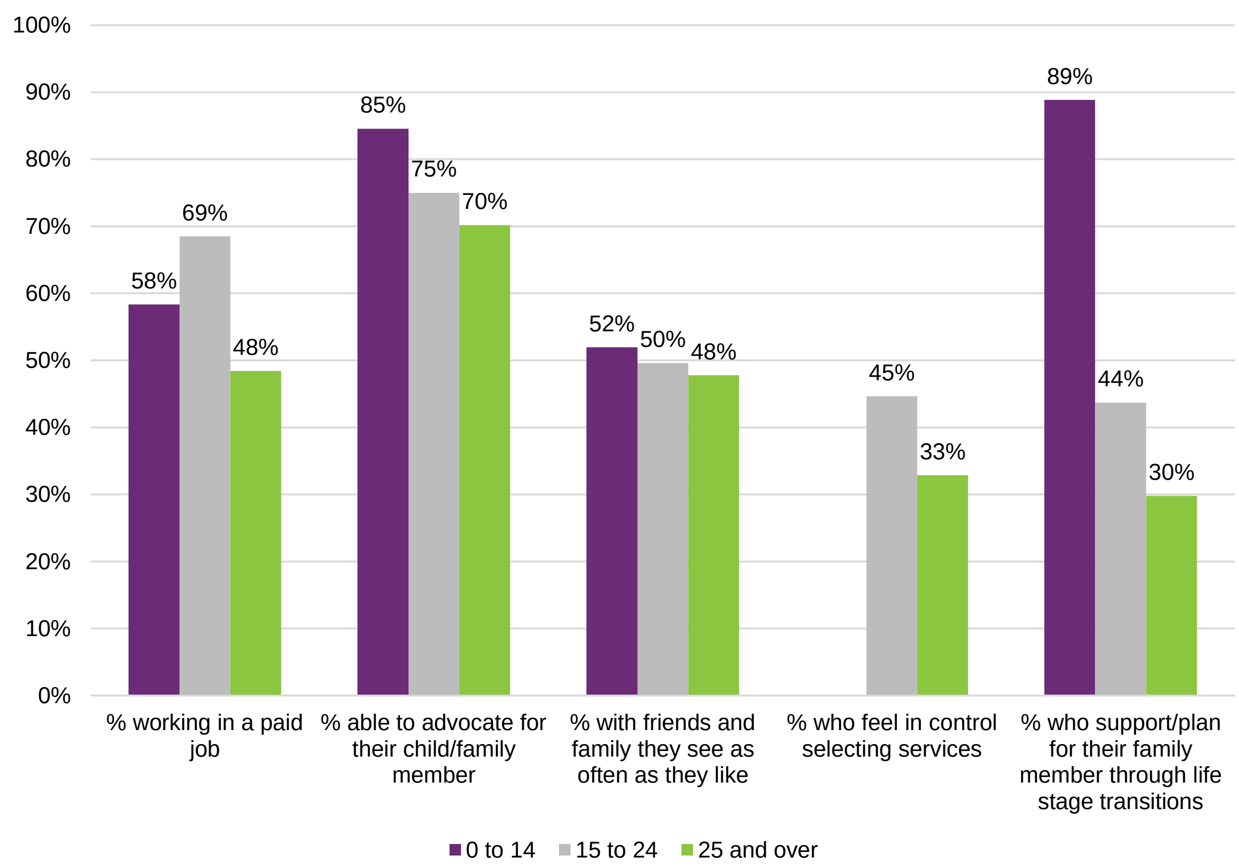
**Selected key baseline indicators for participants**



# Family/Carers Outcomes

**The percentage of participants' families/carers when they entered the Scheme (baseline indicators):**
- **working in a paid job was highest for participants aged 15 to 24 (69%)**
- **able to advocate for their child/family member was highest for participants aged 0 to 14 (85%)**
- **who have friends and family they can see as often as they like was highest for participants aged 0 to 14 (52%)**
- **who feel in control selecting services was highest for participants aged 15 to 24 (45%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (89%)**

**Selected key baseline indicators for families and carers of participants**

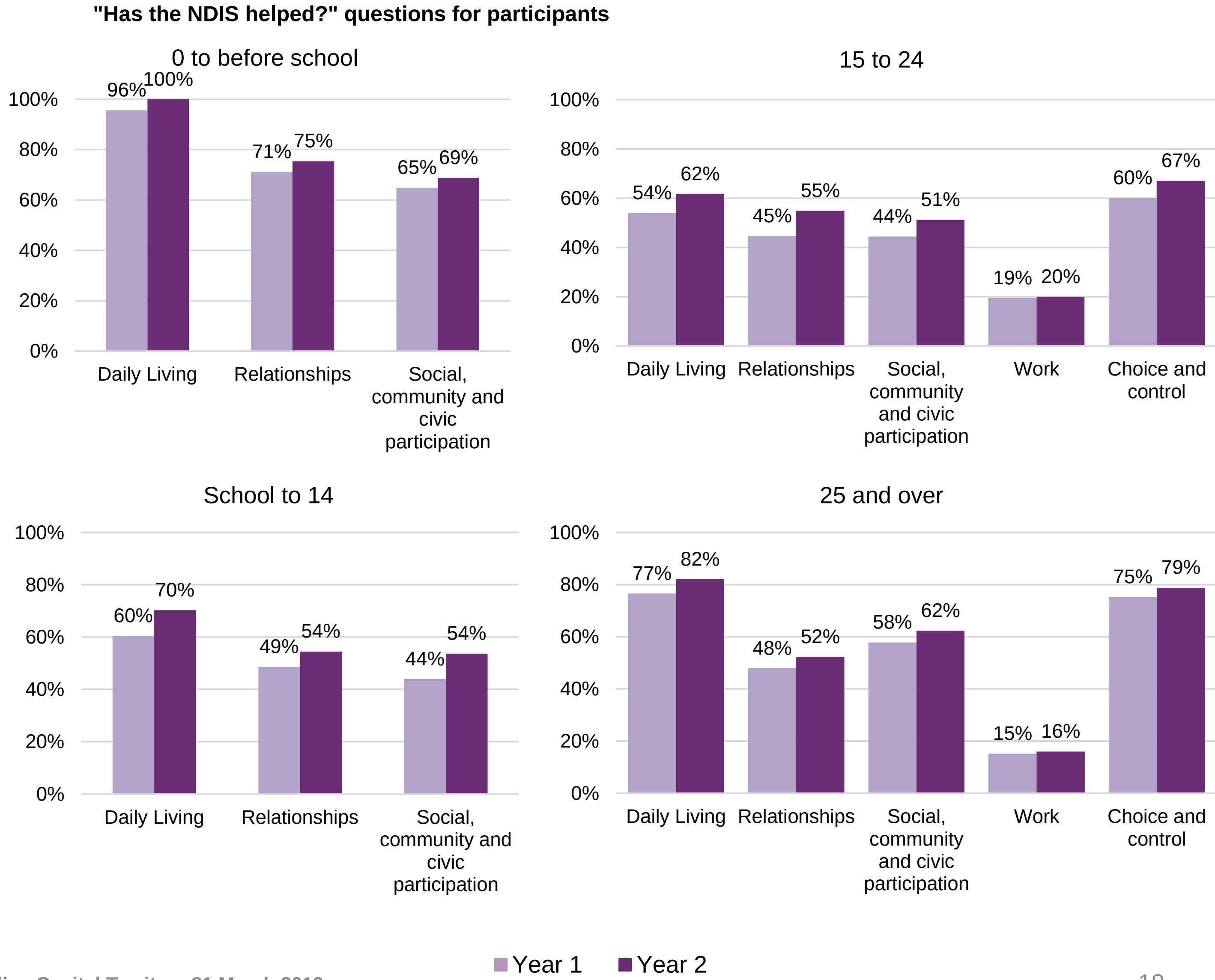


# Has the NDIS helped? Participants

**This data reflects participants' perceptions on whether engagement with the NDIS has helped them.**

**The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.**

**In general, participants' perceptions of whether the NDIS has helped improved from year one to year two.**



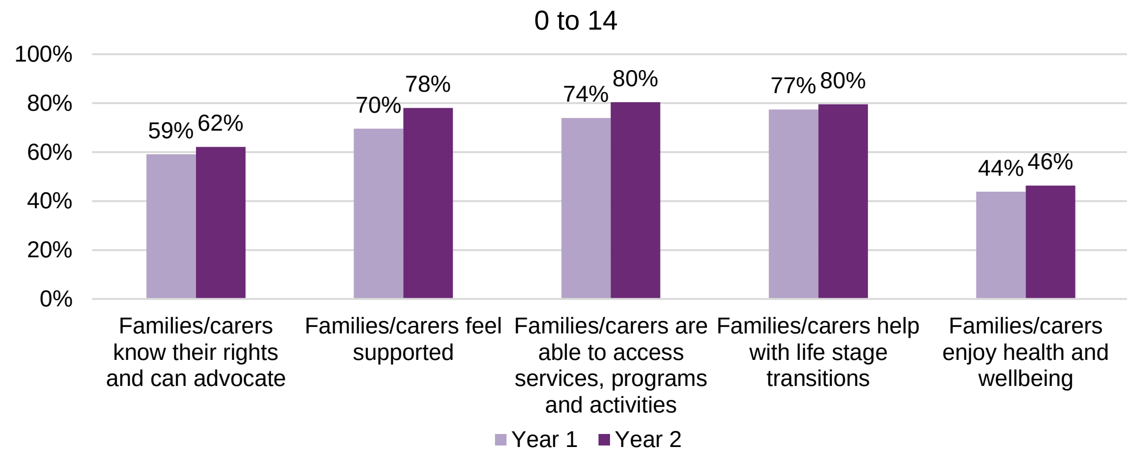
# Has the NDIS helped? Family/Carers

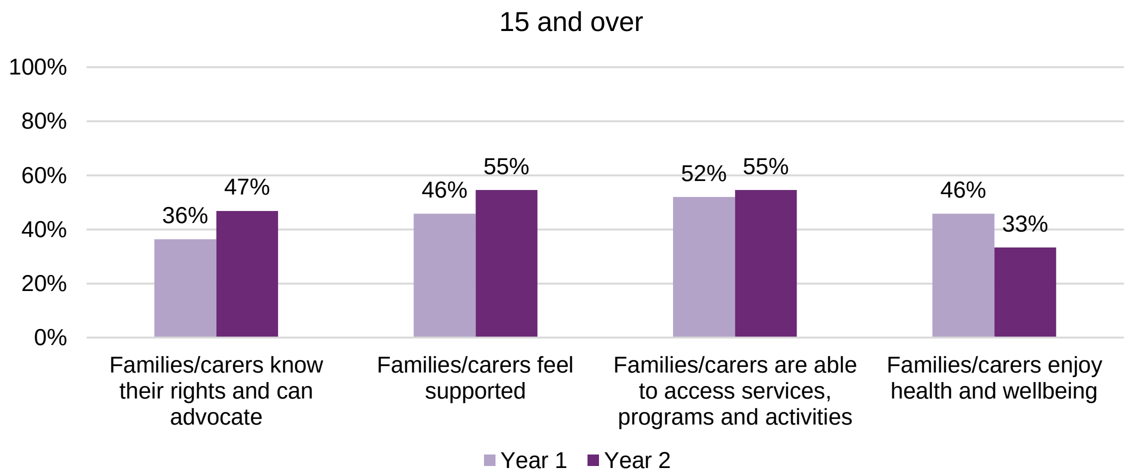
**This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.**

**The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.**

**In general, family and carers' perceptions of whether the NDIS has helped remained stable or improved from year one to year two. The exception was family and carers enjoying health and wellbeing for participants 15 years and over which deteriorated from year one to year two.**

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



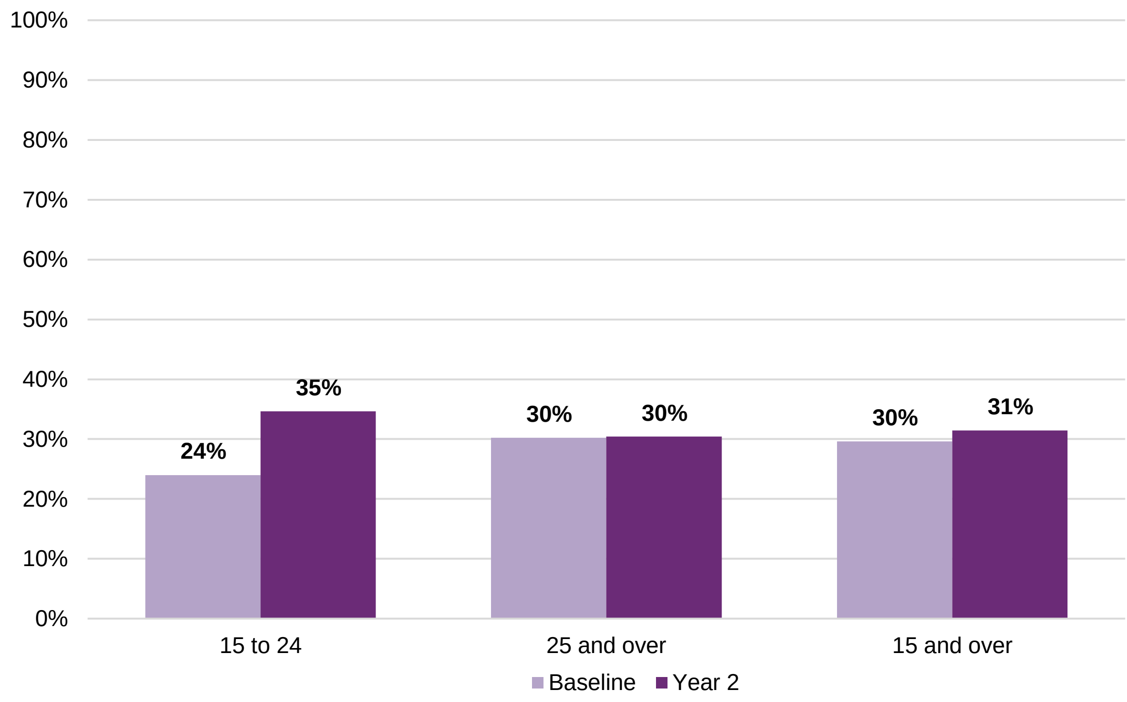
# Participants in Work

**The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.**

**Baseline measures on employment are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 31 March 2017.**

**The percentage of participants in paid work increased this quarter from 24% to 35% for those aged 15 to 24 and remained stable at 30% for those aged 25 and over. Overall, the percentage of participants in employment increased from 30% to 31%.**

**NDIS participants in paid employment, by age group.**



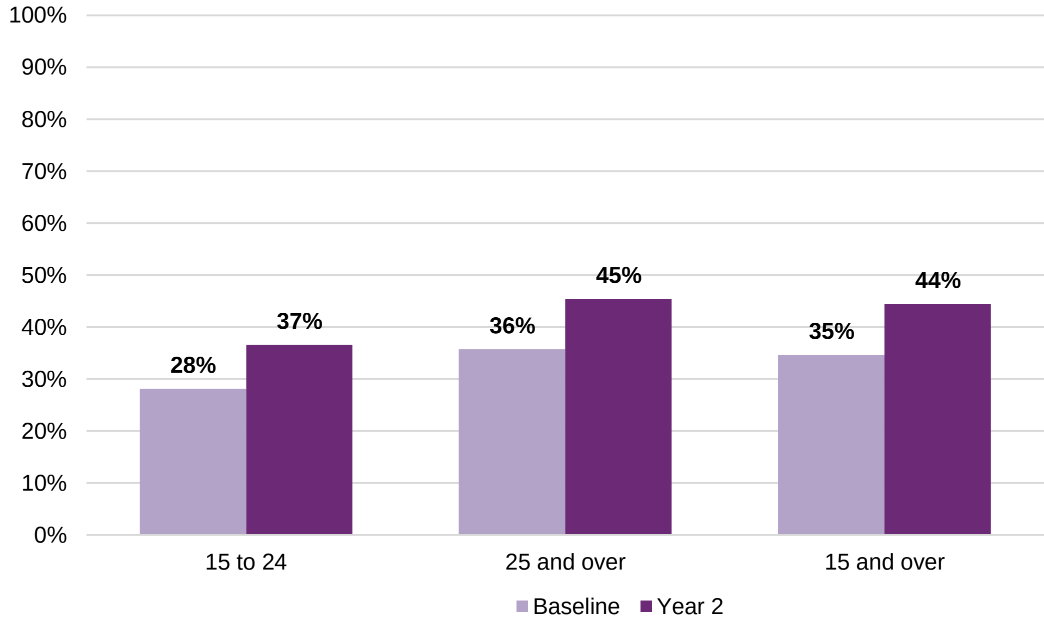
# Participants involved in community and social activities

**The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.**

**For participants who entered the Scheme between 1 July 2016 and 31 March 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.**

**The percentage of participants engaged in social activities in their community increased from 28% to 37% for those aged 15 to 24 and increased from 36% to 45% for those aged 25 and over. Overall, the percentage increased from 35% to 44%.**

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



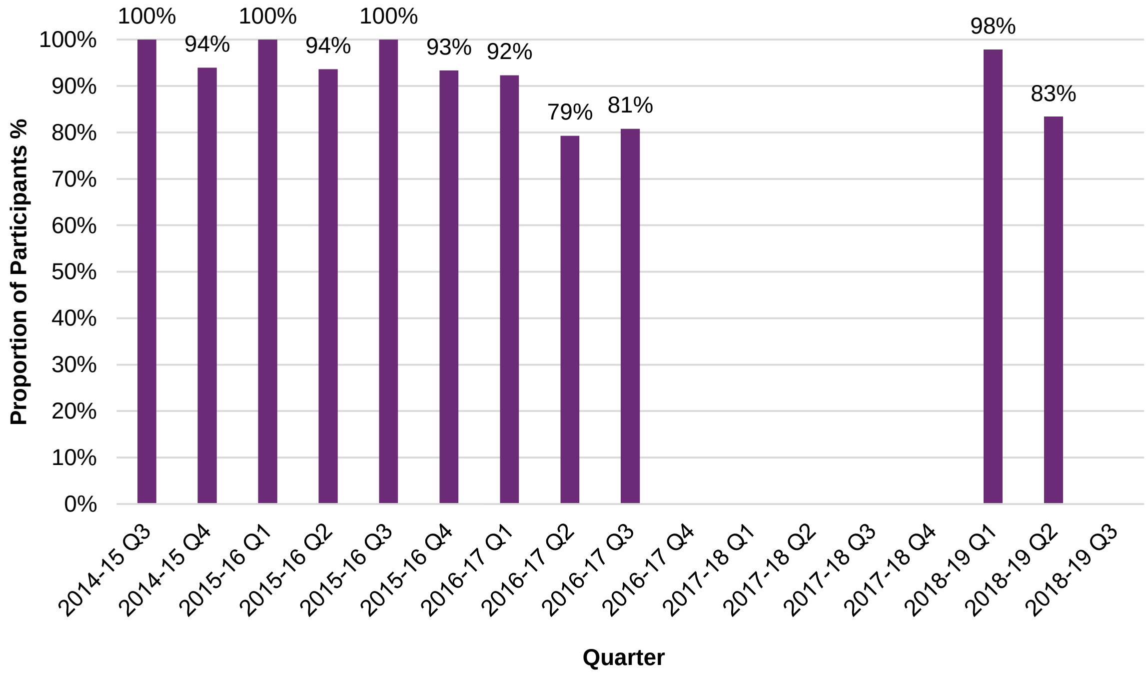
# Participant Satisfaction

**Due to low number of participant survey responses in 2018-19 Q3, participant satisfaction is not shown for this 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.**

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

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




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

PART 2

# Committed Supports and Payments

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

Of the $1.0 billion that has been committed in participant plans, $749.6 million 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

**$767.9**

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

**$280.1**

MILLION OF SUPPORTS IN RESPECT OF 2018-19 TO DATE

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS WAS LAUNCHED:
2014-15: $21.3M
2015-16: $116.3M
2016-17: $192.4M
2017-18: $230.6M
2018-19: $188.9M TO DATE.

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:
2014-15: 80%
2015-16: 84%
2016-17: 68%
2017-18: 72%

UTILISATION OF COMMITTED SUPPORTS IN 2018-19 IS STILL EMERGING.

# Committed Supports and Payments

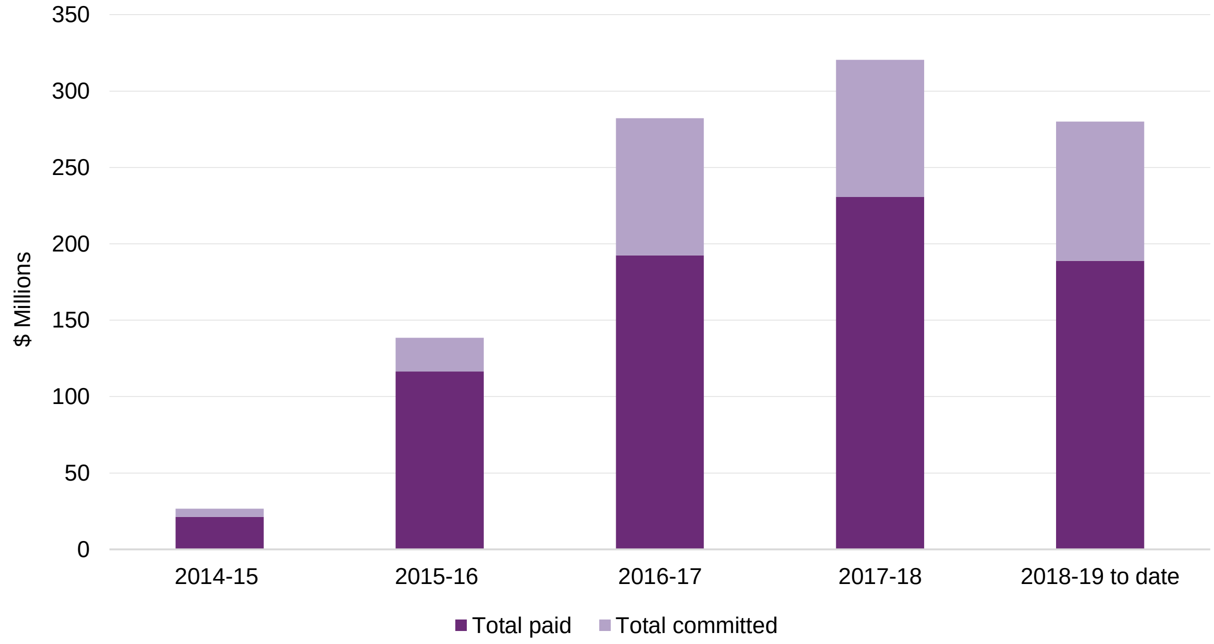
**This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.**

**Of the $1.0 billion that has been committed in participant plans, $749.6 million has been paid to date.**

**Summary of committed supports paid in financial years since the NDIS launched:**
**2014-15: $21.3m**
**2015-16: $116.3m**
**2016-17: $192.4m**
**2017-18: $230.6m**
**2018-19 to date: $188.9m**

**Committed and paid by expected support year**

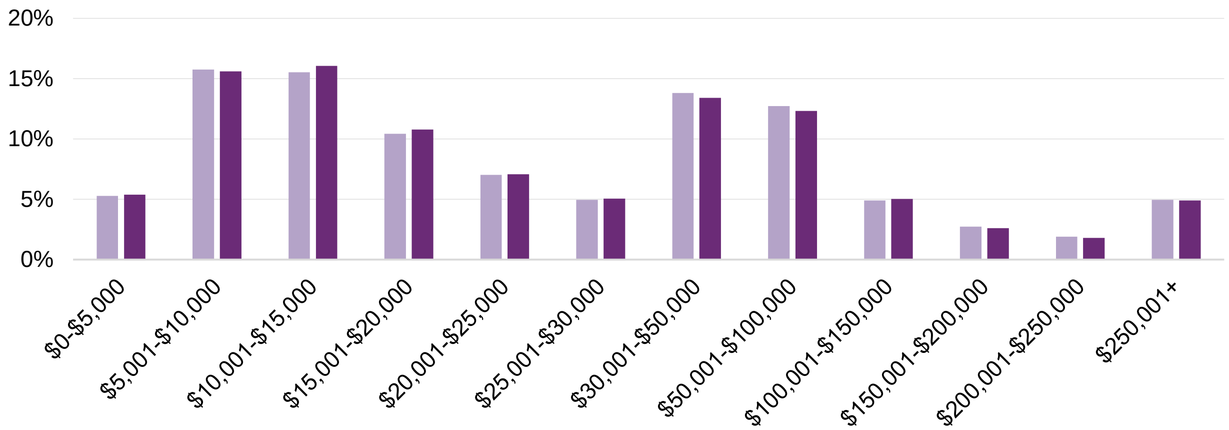
| $Million | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 to date | Total |
|---|---|---|---|---|---|---|---|
| Total committed | N/A | 26.6 | 138.6 | 282.2 | 320.5 | 280.1 | 1,048.0 |
| Total paid | N/A | 21.3 | 116.3 | 192.4 | 230.6 | 188.9 | 749.6 |



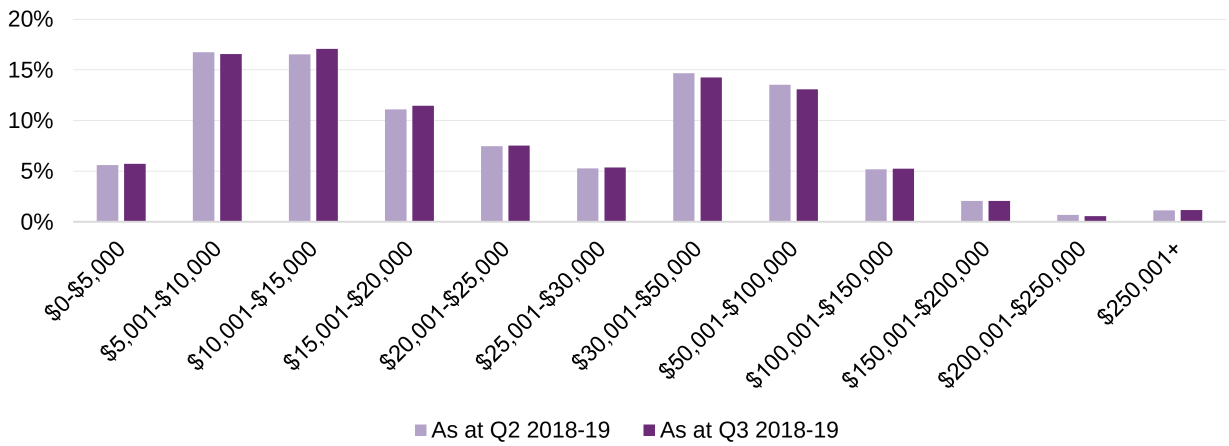
# Committed Supports by Cost Band

**This quarter, the distribution of average annualised committed supports has remained consistent with prior 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)**



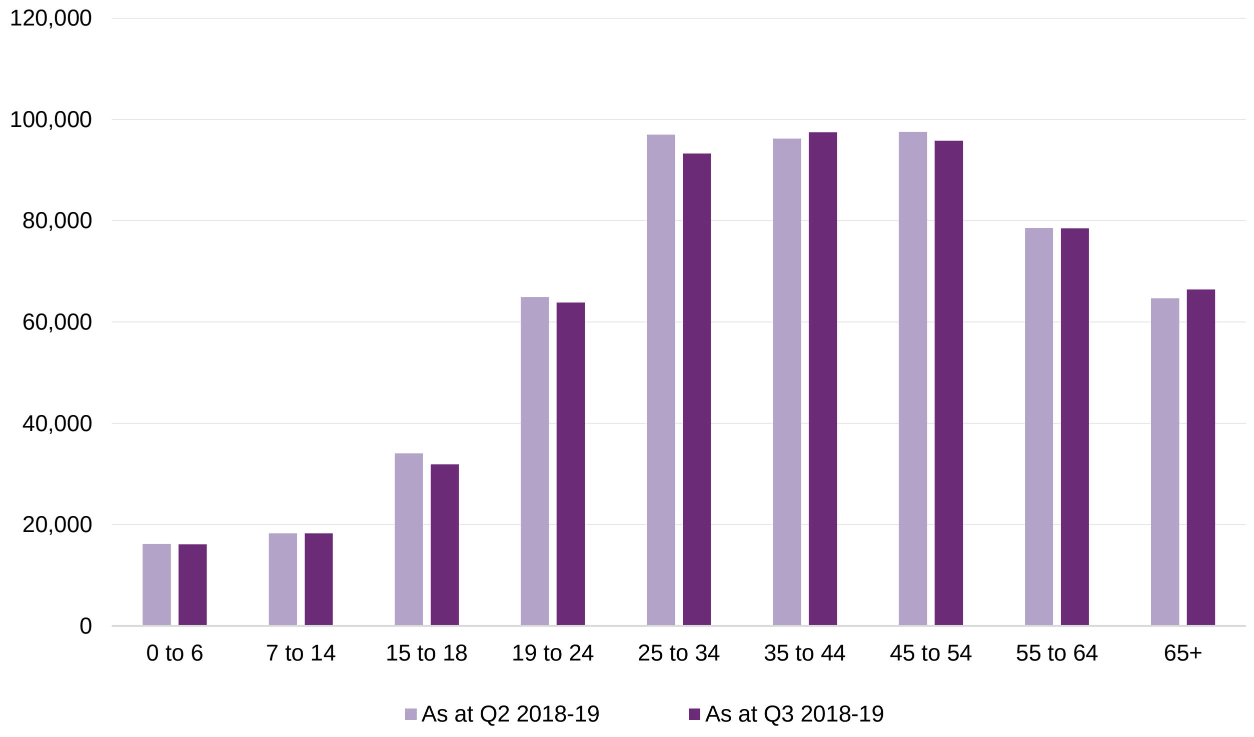

**Distribution of average annualised committed supports by cost band (excluding SIL)**



# Committed Supports by Age Band

**This quarter, the average annualised committed supports have remained consistent with prior quarters, increasing steeply between participants 0-6 through to age 35, stabilising through to age 54 and reducing in participants aged 55 years and older.**

**Average annualised committed supports by age band**

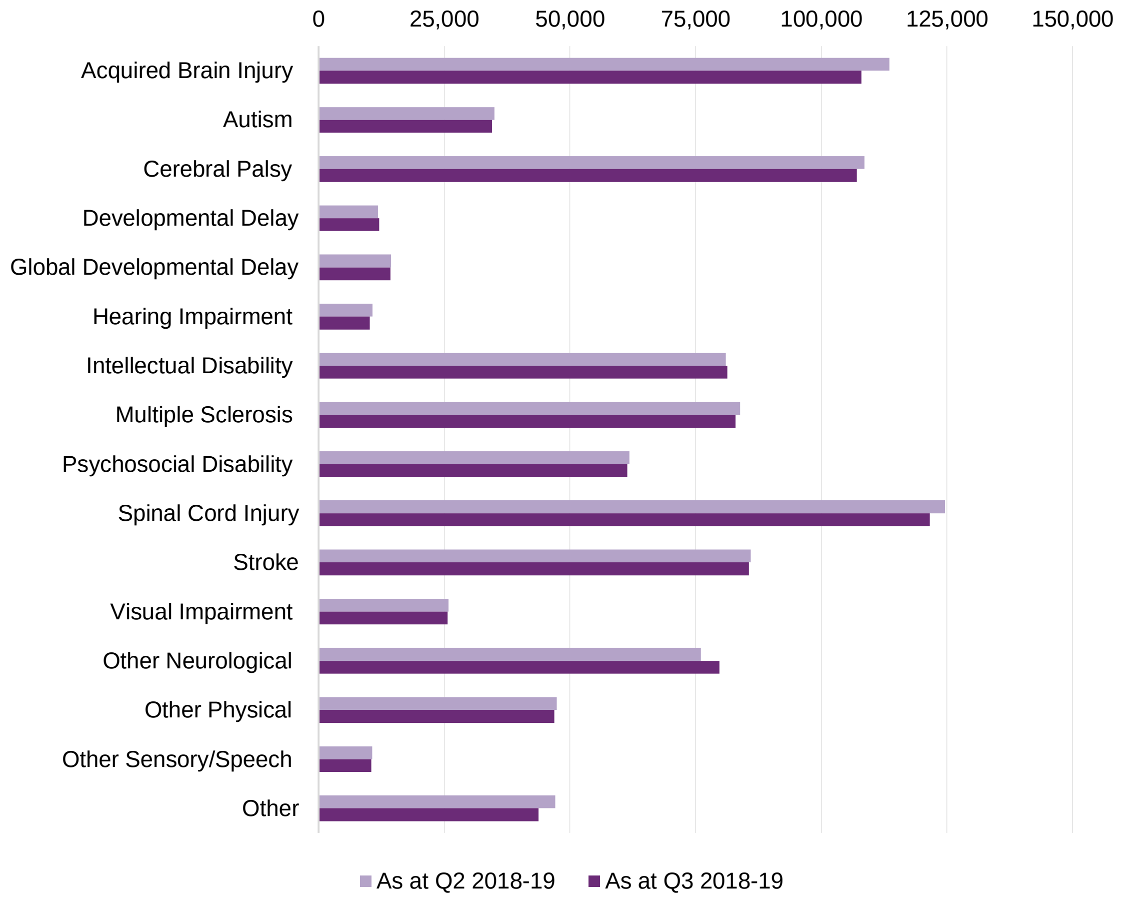



Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

**The highest average annualised committed supports are for participants with Spinal Cord Injury, Acquired Brain Injury and Cerebral Palsy.**

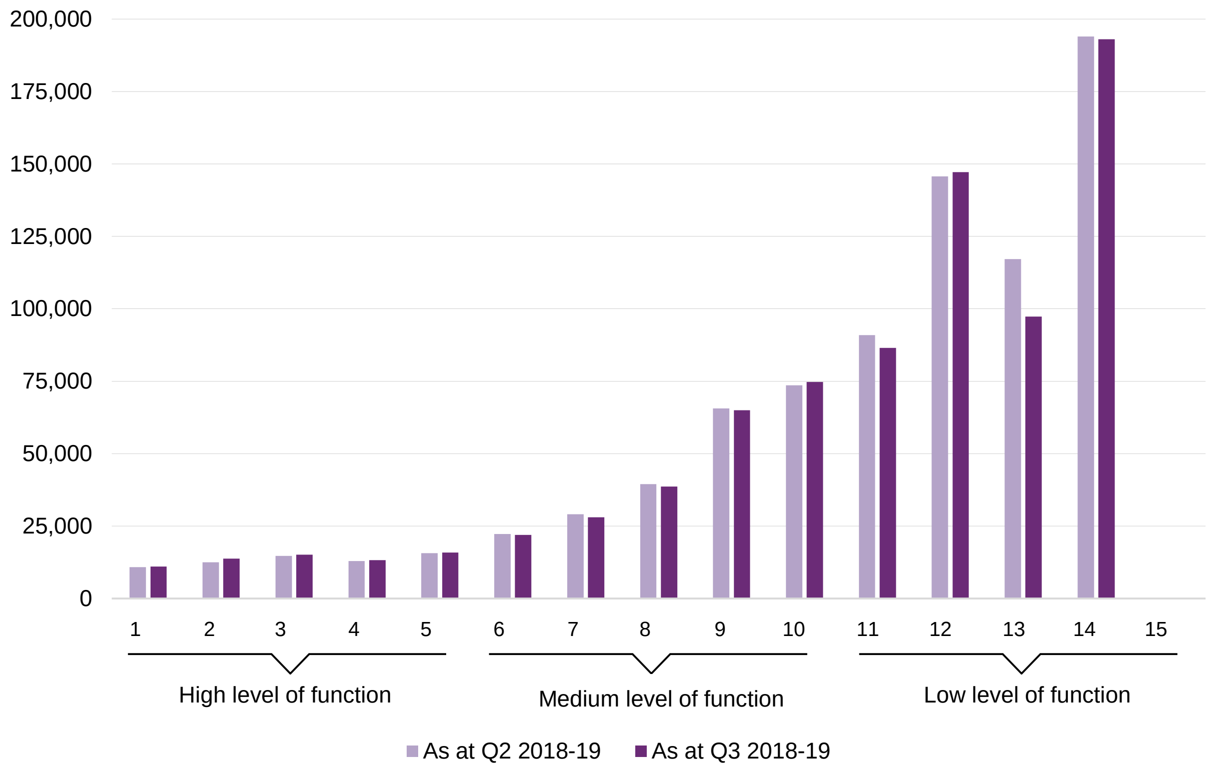
Average annualised committed supports by primary disability group



# Committed Supports by Level of Function

**The average annualised committed supports generally increase among participants with higher needs.**

**Average annualised committed supports by level of function**




Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.
Note 3: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

# Utilisation of Committed Supports

**This data demonstrates the utilisation of committed supports by the year they were expected to be provided at 31 December 2018 and 31 March 2019.**

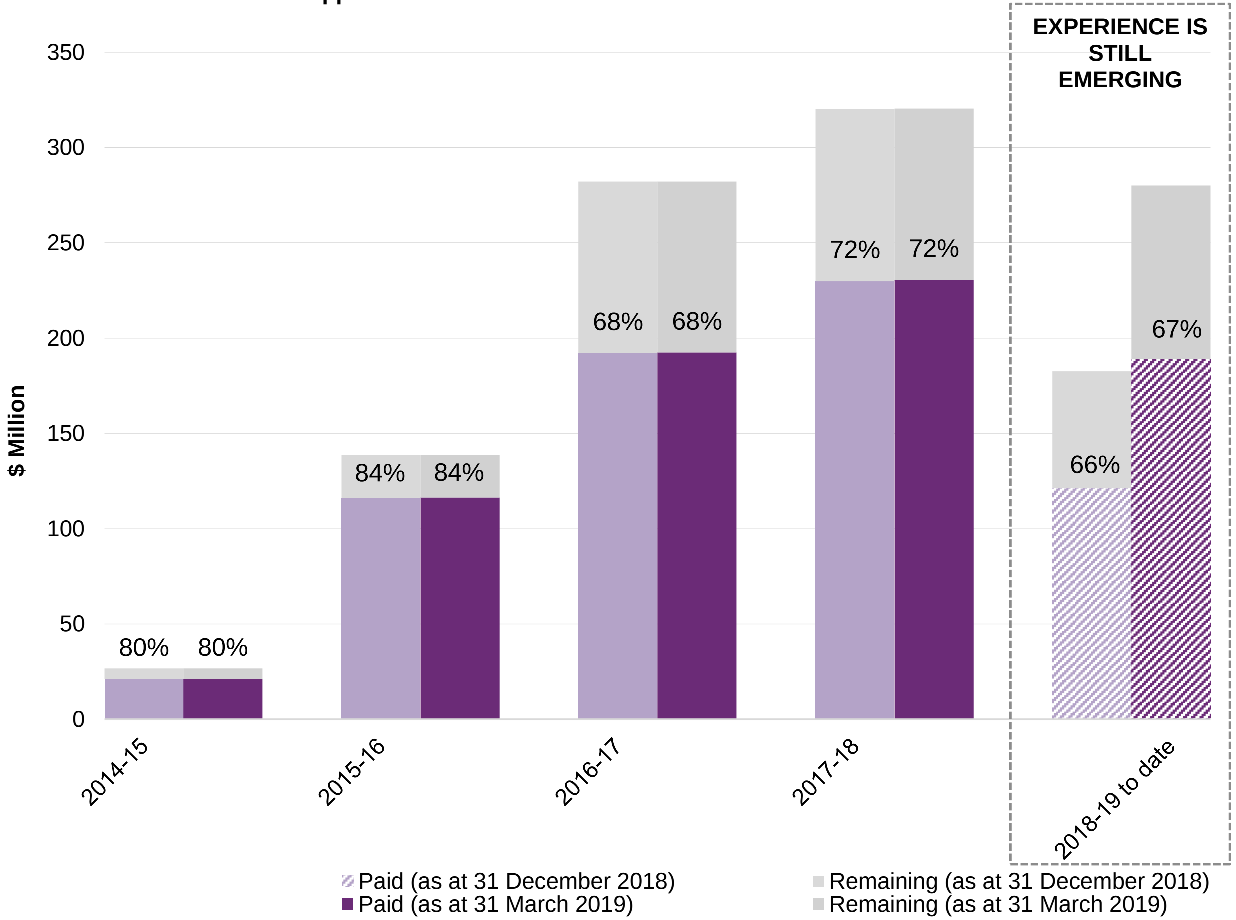
**As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 will increase.**

**Experience shows that 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 higher utilisation in earlier years is predominantly driven by higher in-kind supports provided.

Experience for 2018-19 is still emerging.

**Utilisation of committed supports as at 31 December 2018 and 31 March 2019**



PART 3

# Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 1,589 providers at 31 March 2019, representing a 6% increase on last quarter. Of these, 33% were active.

# 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.**
- **Providers register with the NDIA by submitting a registration request, indicating the types of support 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

**1,589**
APPROVED PROVIDERS, 33% OF WHICH WERE ACTIVE IN AUSTRALIAN CAPITAL TERRITORY AT 31 MARCH 2019

**80-95%**
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

**24%**
OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY PERSONAL MOBILITY EQUIPMENT AND HOUSEHOLD TASKS

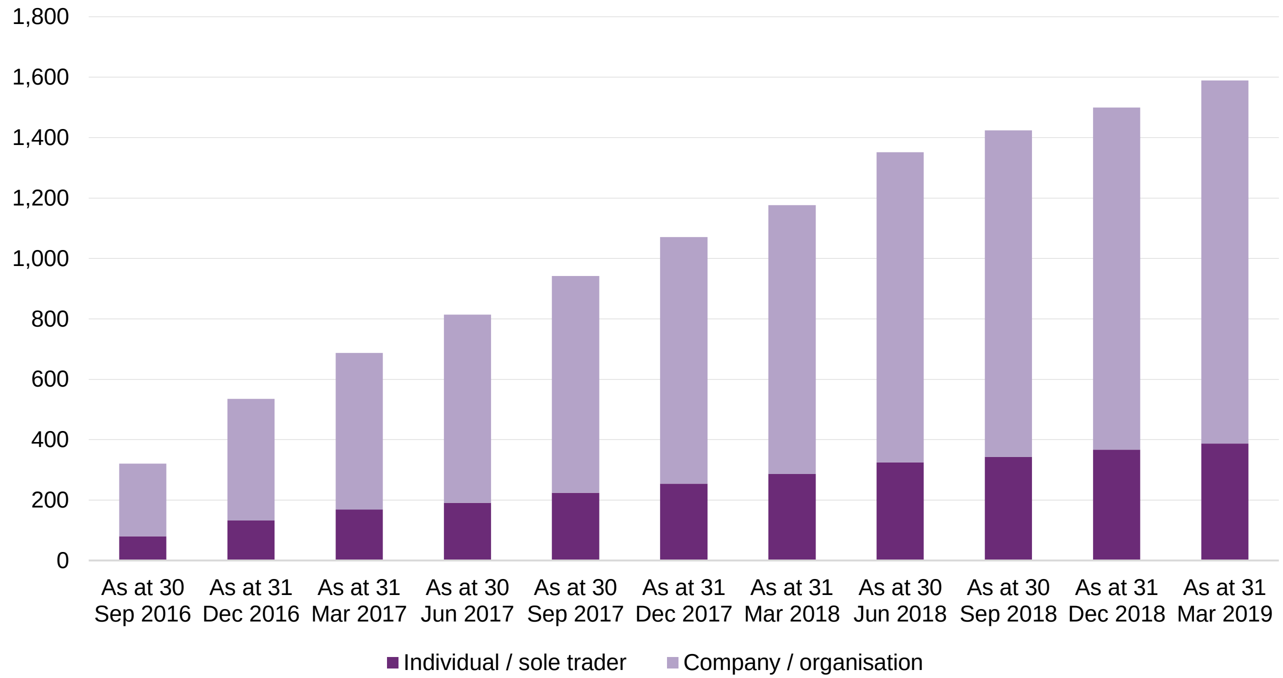
# Providers over time

**As at 31 March 2019, there were 1,589 registered service providers, of which 387 were individual/sole trader operated businesses and 1,202 were companies or organisations.**

**1.05**

AVERAGE PROVIDERS PER PARTICIPANT

**Approved providers over time by type of provider**



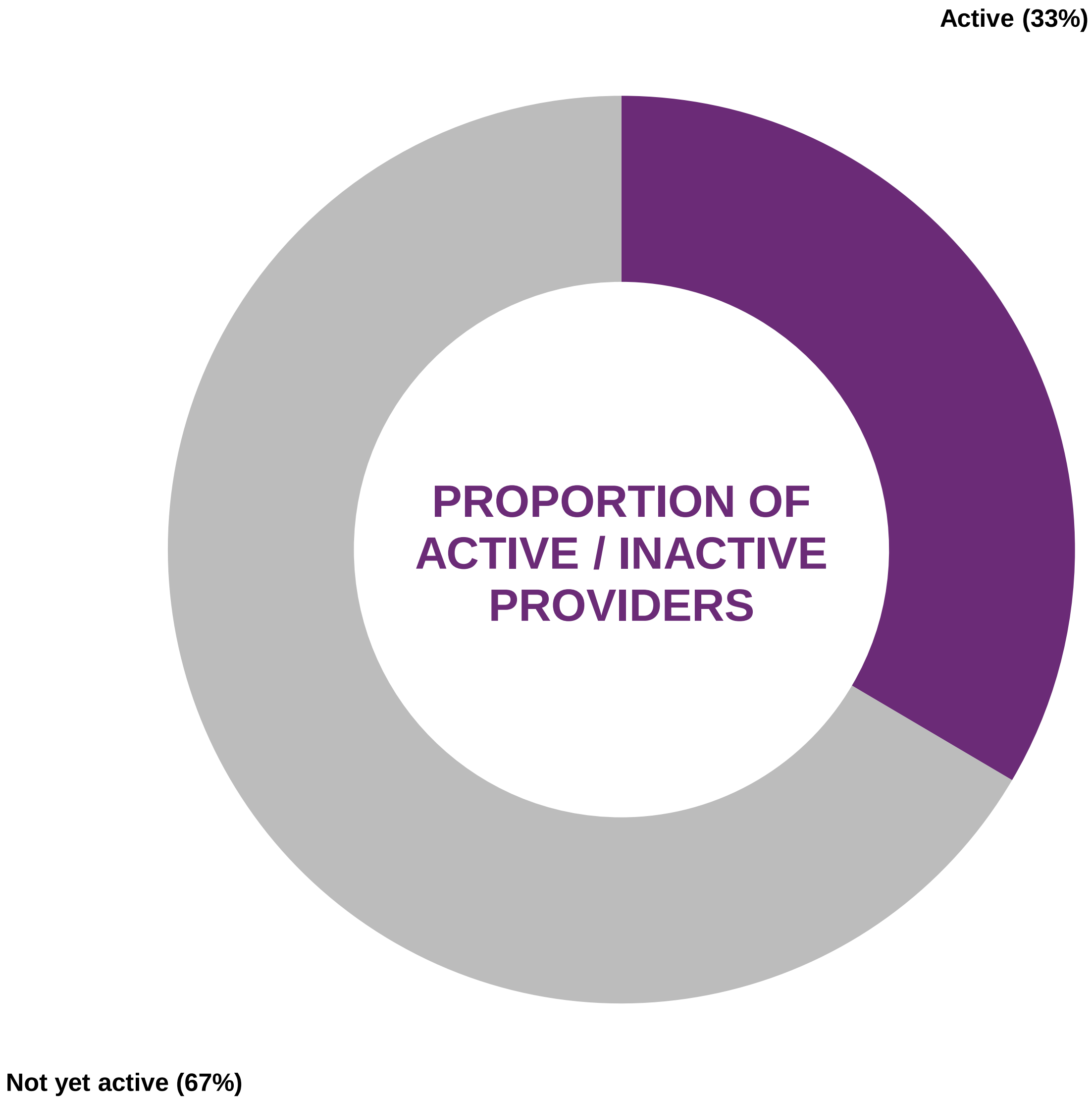

24% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 6% from 1,500 to 1,589 in the quarter.

# Proportion of Active Providers

**As at 31 March 2019, 33% of providers were active and 67% were inactive.**

**Of the total providers, 122 began delivering new supports in the quarter.**




**122**

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

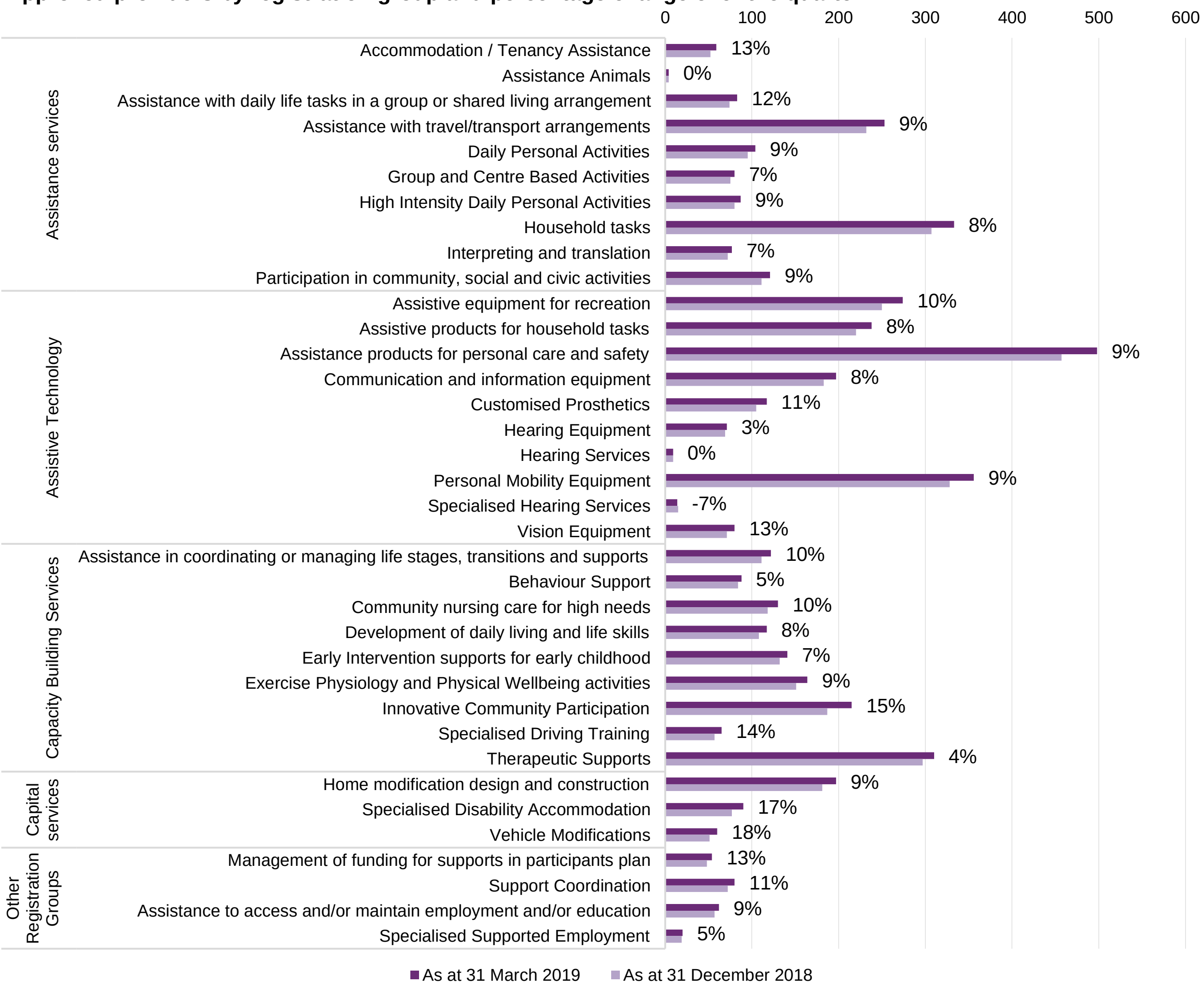
# Approved Registration Groups

**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:**

- **Assistance products for personal care and safety: from 457 to 498 (9% increase)**
- **Personal Mobility Equipment: from 328 to 356 (9% increase)**
- **Household Tasks: from 307 to 333 (8% increase)**
- **Therapeutic Supports: from 297 to 310 (4% increase)**
- **Assistive equipment for recreation: from 250 to 274 (10% increase)**

**Approved providers by registration group and percentage change over the quarter**

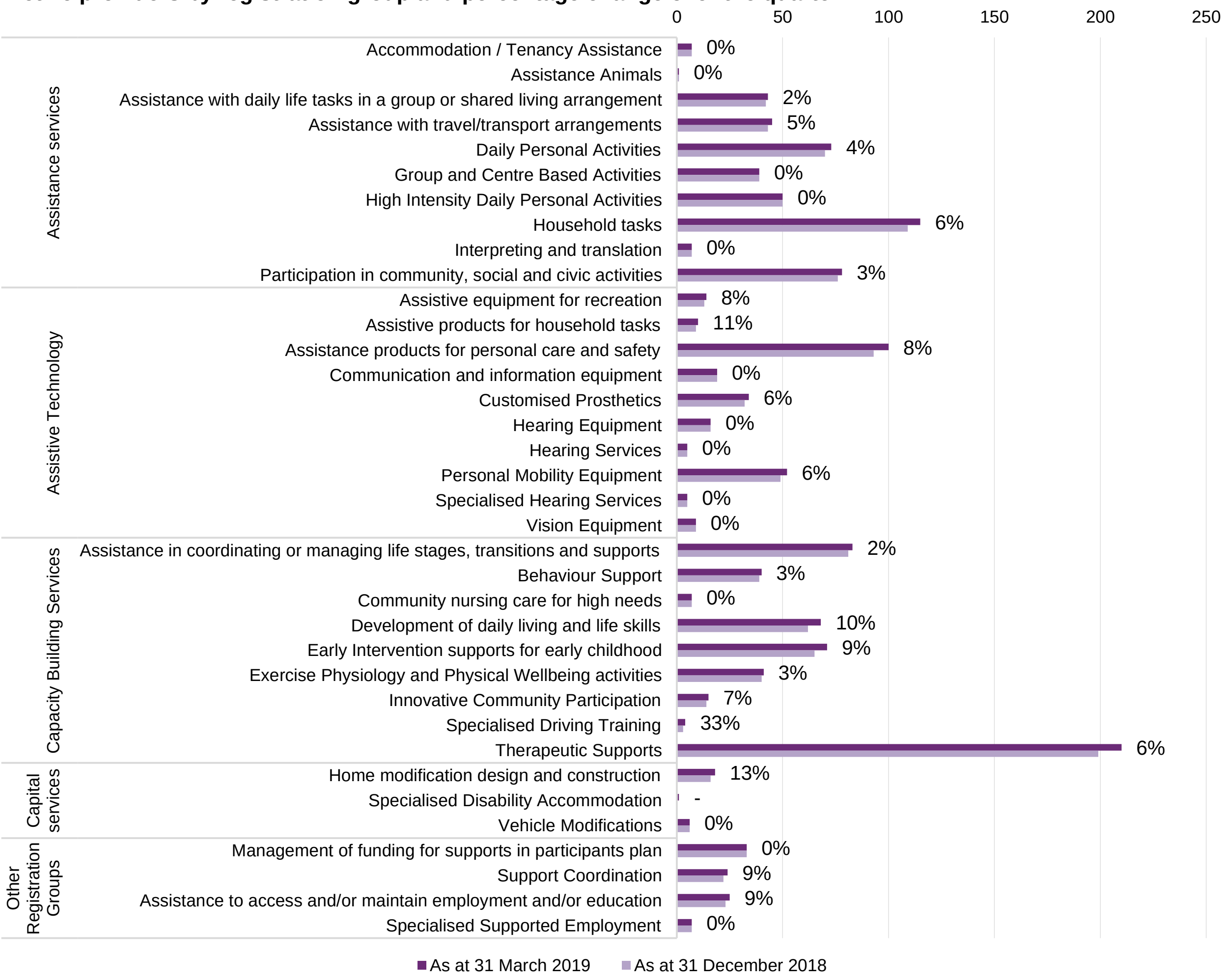


# Active Registration Groups

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

**The registration groups with the largest numbers of active providers were stable or grew slightly:**
- **Therapeutic Supports: from 199 to 210 (6% increase)**
- **Household tasks: from 109 to 115 (6% increase)**
- **Assistance products for personal care and safety: from 93 to 100 (8% increase)**
- **Assistance in coordinating or managing life stages, transitions and supports: from 81 to 83 (2% increase)**
- **Participation in community, social and civic activities: from 76 to 78 (3% increase)**

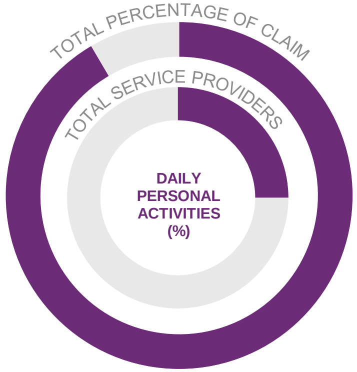
**Active providers by registration group and percentage change over the quarter**



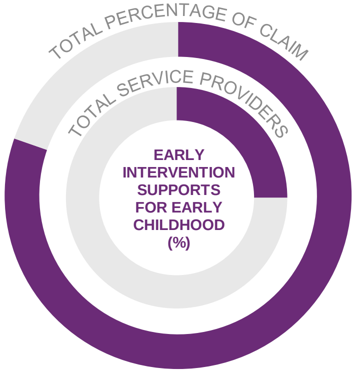
# Market share of top providers

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

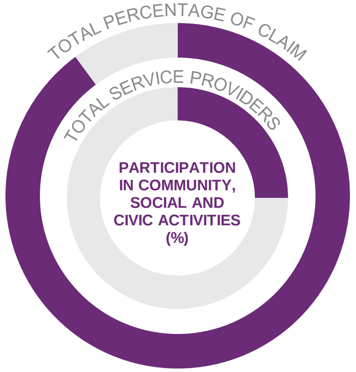
**Market share of the top 25% of providers by registration group.**



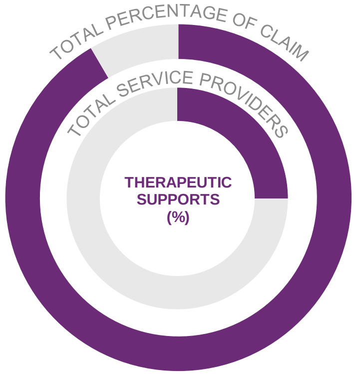

92%



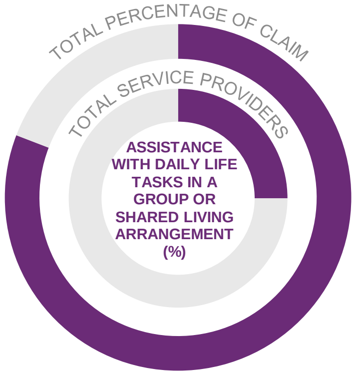

80%




90%




92%




81%

PART 4

# Information, Linkages and Capacity Building

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

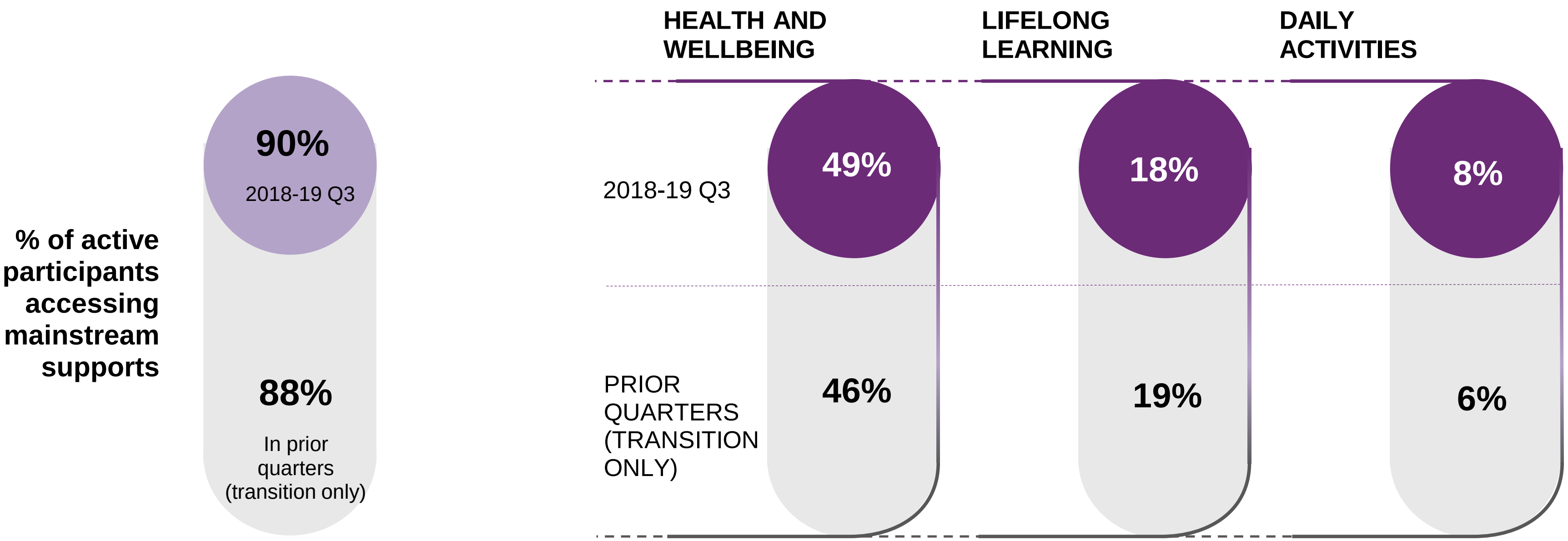
PART 5

# Mainstream Interface

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

# Mainstream Interface

**Of the total number of active participants with a plan approved in 2018-19 Q3, 90% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.**



PART 6

# Financial Sustainability

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