

---

# COAG

---

## Disability Reform Council Quarterly Performance Report

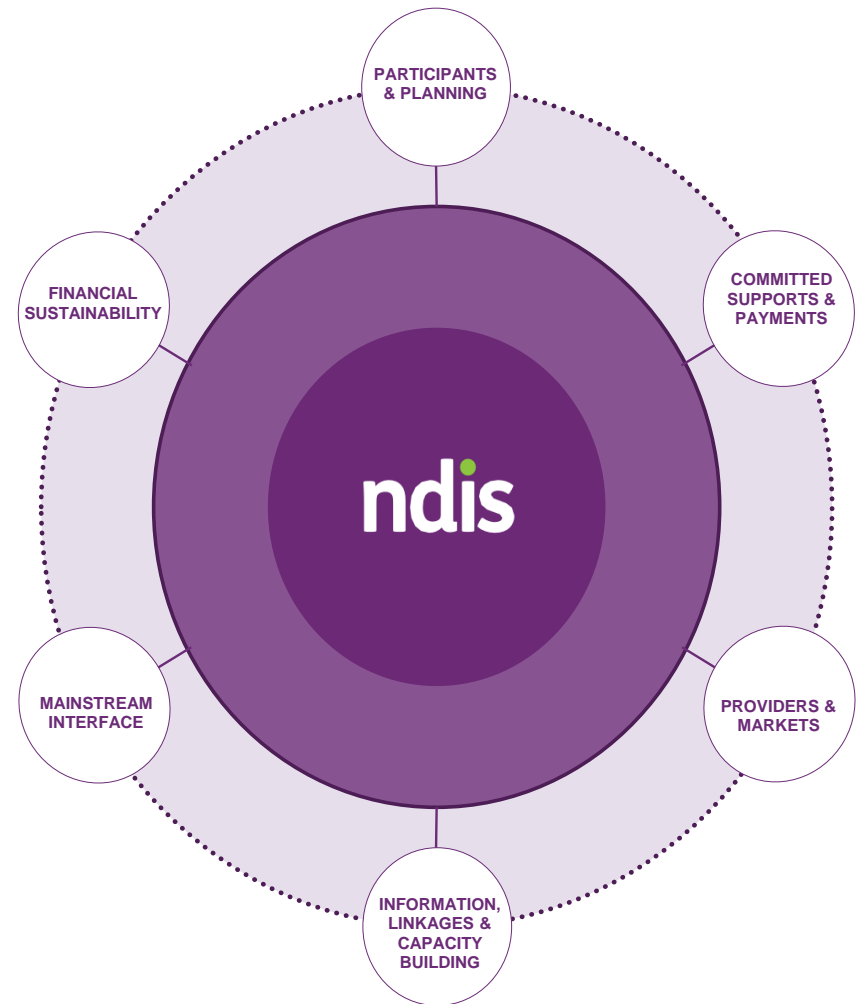
Queensland - 31 March 2019



# Overview

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

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



# Summary

## Participants and Planning

An additional 10,201 participants with plans this quarter.

At 31 March 2019, plans approved and ECEI referrals represent:

- 62% of year to date bilateral estimate met (1 July 2018 - 31 March 2019)
- 59% of scheme to date bilateral estimate met (1 April 2016 - 31 March 2019)

Participant satisfaction has increased in the quarter, with 90% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

## Committed Supports and Payments

\$1.4 billion has been paid to providers and participants:

- \$0.3m in 2015-16,
- \$111.2m in 2016-17,
- \$495.7m in 2017-18,
- \$837.7m 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 5,405 registered providers at 31 March 2019, representing a 16% increase for the quarter.

42% of registered providers were active at 31 March 2019.

40% of registered providers are individuals/sole traders.

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

## Mainstream Interface

91% of active participants with a plan approved in 2018-19 Q3 access mainstream services.

# Participants and Planning

As the transition phase to full scheme continues, the NDIS in Queensland continues to grow with 10,201 additional participants with approved plans this quarter.

In total, over 46,000 participants have now been supported by the NDIS in Queensland, with 27% 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

**46,036**

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

**10,201**

INITIAL PLANS APPROVED IN 2018-19 Q3, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 31% GROWTH SINCE LAST QUARTER)

**2,949**

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 1,387 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q3

**12,274**

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

**62%**

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2018 - 31 MARCH 2019)

**59%**

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 MARCH 2019)

**59%**

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 APRIL 2016 - 31 MARCH 2019)

## Quarterly Intake

### 2018-19 Q3

Of the 5,080 participants deemed 'eligible' this quarter 52% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

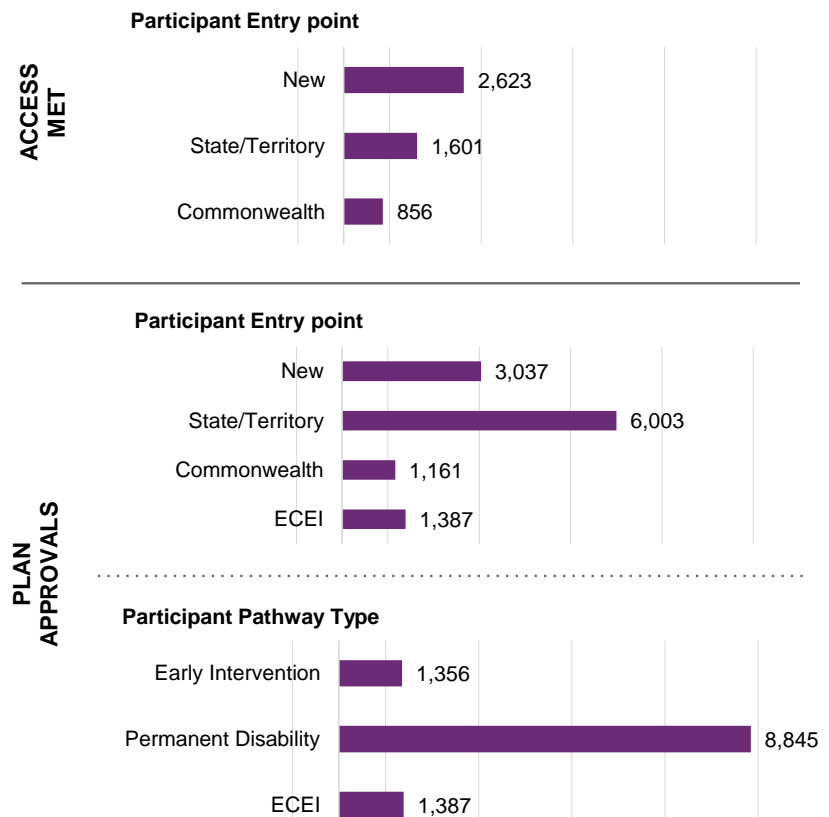
Of the 10,201 plan approvals this quarter, 59% had transitioned from an existing State/Territory program, 87% entered with a permanent disability and 561 were previously confirmed as ECEI at 2018-19 Q2.

**7,075**  
access  
decisions

**5,080**  
access  
met

**10,201**  
plan  
approvals  
(excluding ECEI)

**1,387**  
ECEI



## Quarterly Intake Detail

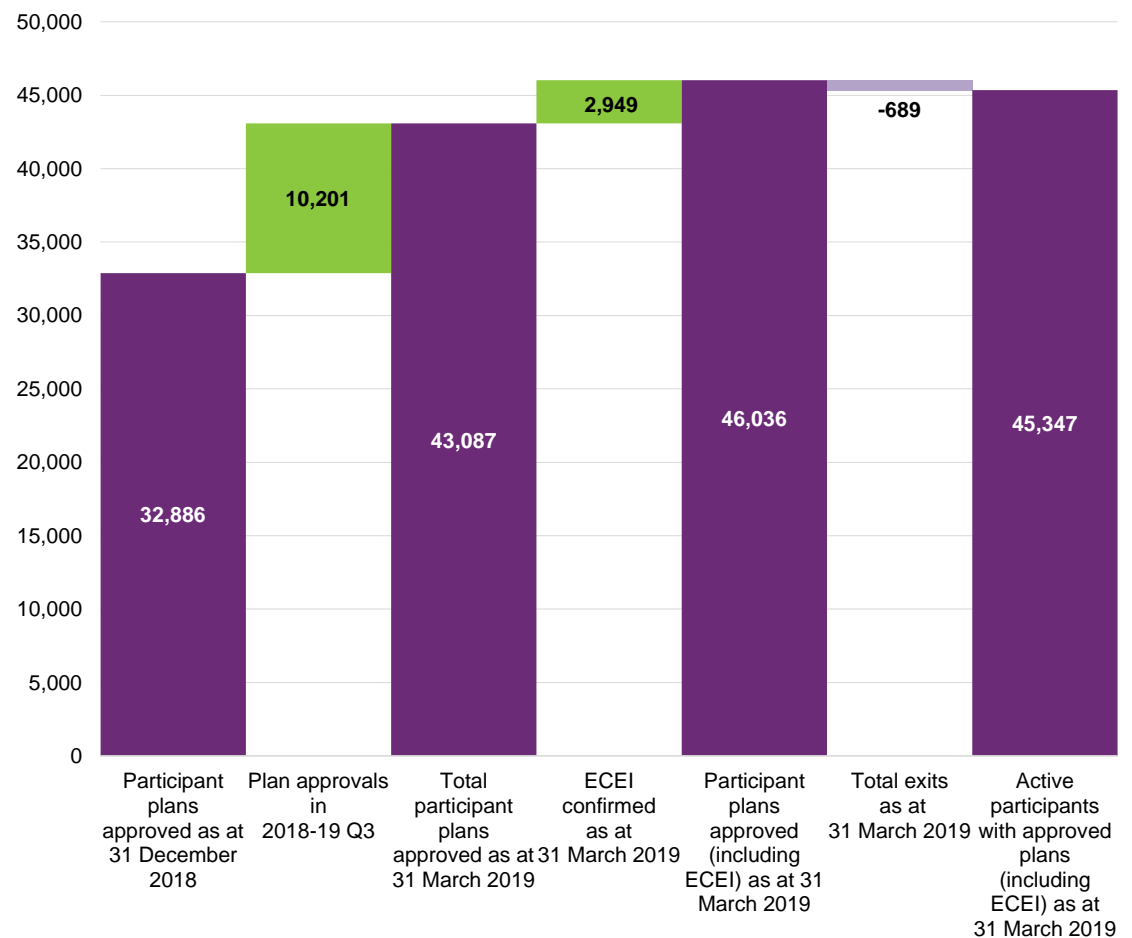
Plan approval numbers have increased from 32,886 at the end of 2018-19 Q2 to 43,087 by the end of 2018-19 Q3, an increase of 10,201 approvals.

At the end of the quarter, 2,949 children are being supported in the ECEI gateway. Of these, 1,562 were previously confirmed as ECEI at 31 December 2018 and an additional 1,387 children entered the gateway this quarter.

Overall, 689 participants with approved plans have exited the Scheme, resulting in 45,347 active participants (including ECEI) as at 31 March 2019.

There were 6,129 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



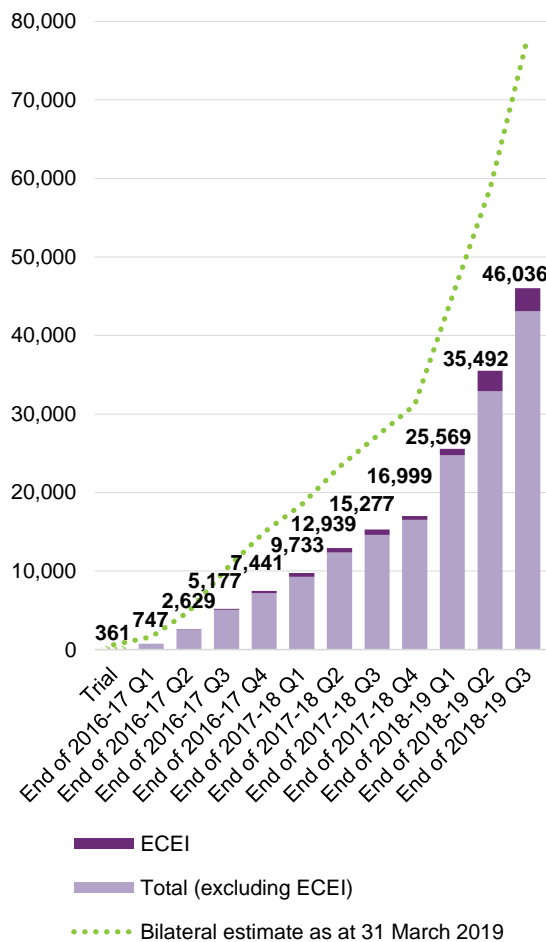
## Cumulative Position

At the end of 2018-19 Q3, the cumulative total number of participants receiving support was 46,036 (including 2,949 children supported through the ECEI gateway). Of these, 26,575 transitioned from an existing State/Territory program, 4,238 transitioned from an existing Commonwealth program and 12,274 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 59,528 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



**62%**

of year to date bilateral estimate met  
(1 July 2018 - 31 March 2019)

**59%**

of transition to date bilateral estimate met  
(1 July 2016 - 31 March 2019)

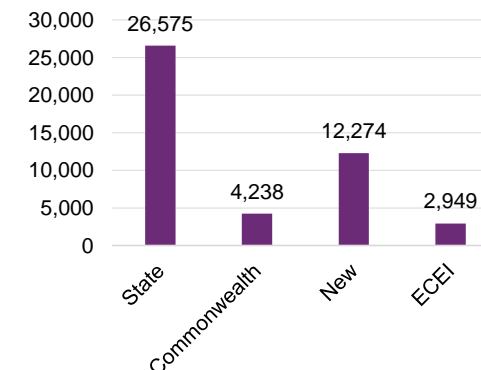
**59%**

of scheme to date bilateral estimate met  
(1 April 2016 - 31 March 2019)

**43,087**

plan approvals to date; 46,036 including ECEI confirmed

Plan approvals by participant referral pathway



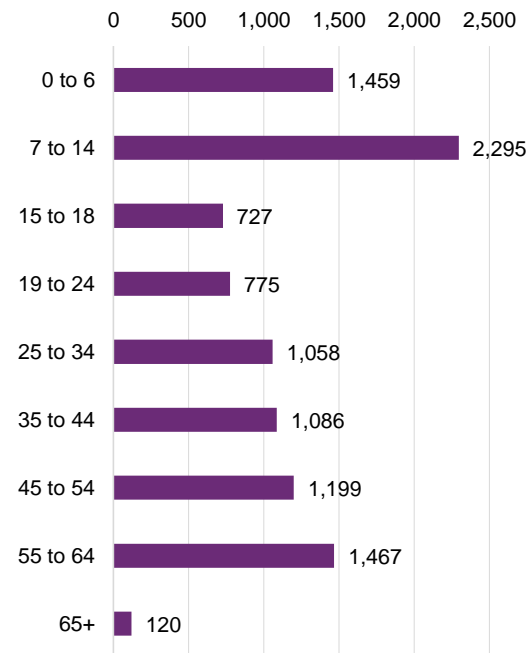


## Participant Profiles by Age Group

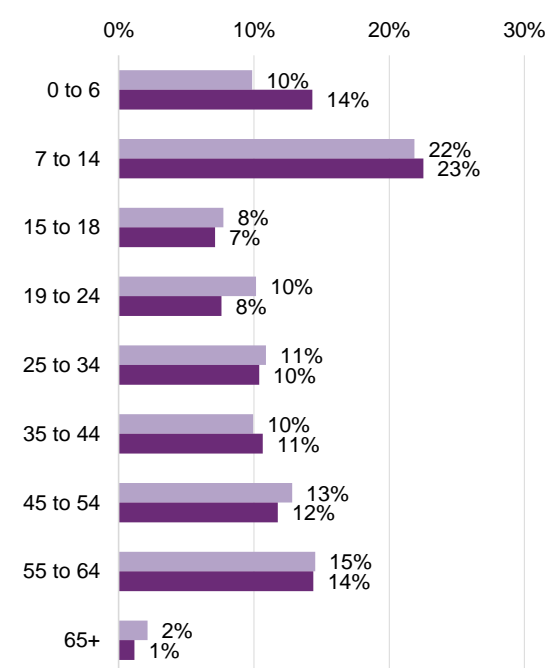
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by age group.

23% of participants entering in this quarter are aged 7 to 14 years. This is compared to 22% 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



■ % of active participants with a plan approved in prior quarters

■ % of active participants with a plan approved in 2018-19 Q3

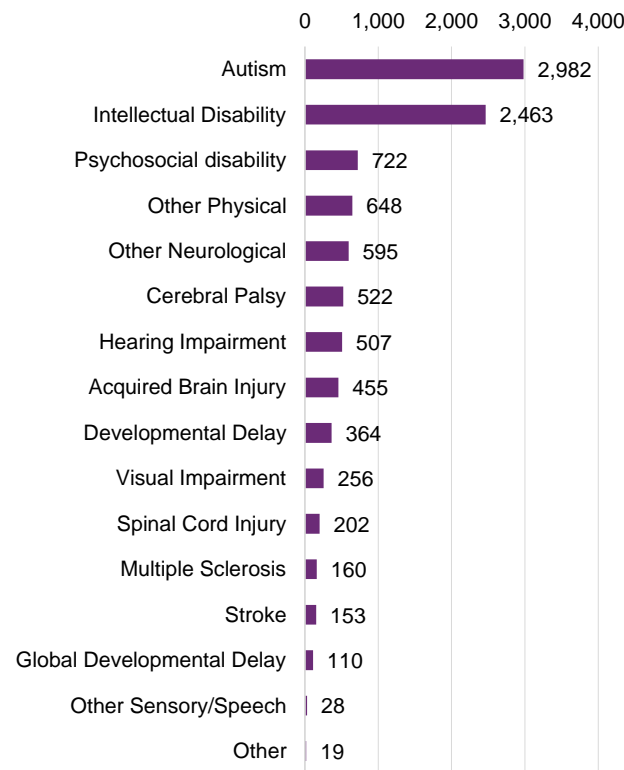
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

## Participant Profiles by Disability Group

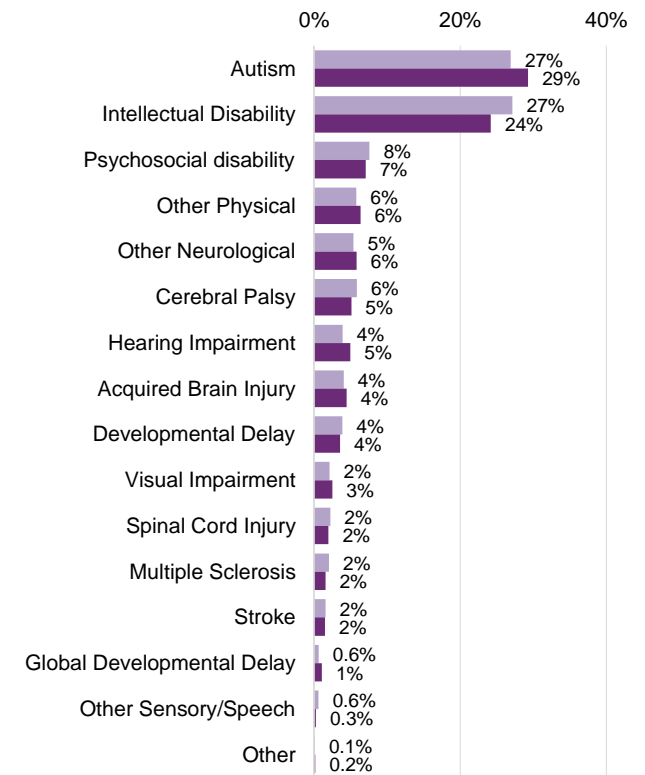
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by disability group.

Of the participants entering this quarter, 29% have a primary disability group of Autism and 24% have a primary disability group of Intellectual Disability.

Active participants with a plan approved in 2018-19 Q3 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 Q3

Note 1: Of the 2,463 active participants identified as having an intellectual disability, 402 (16%) 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

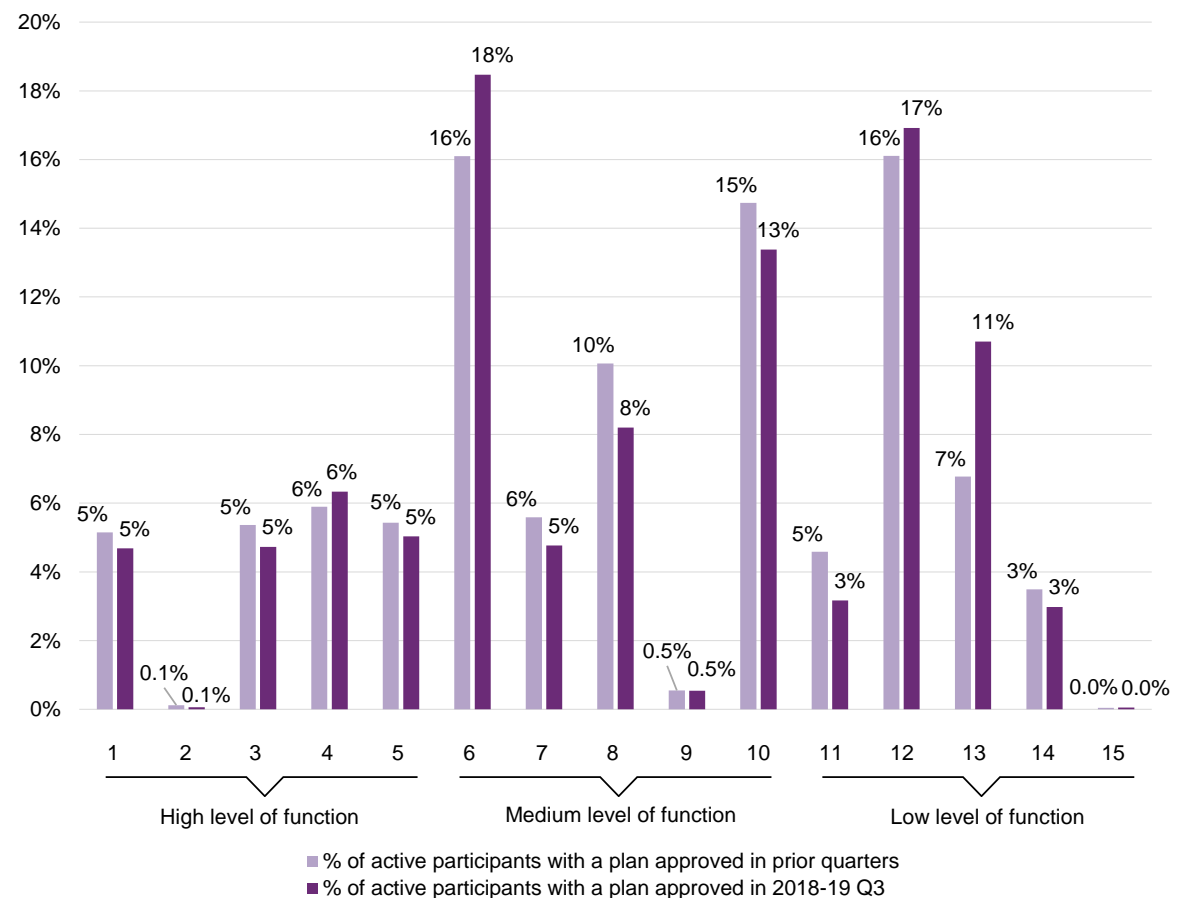
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals at 31 December 2018, by level of function.

For participants with a plan approval in the current quarter:

- 21% of active participants had a relatively high level of function
- 45% of active participants had a relatively moderate level of function
- 34% 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

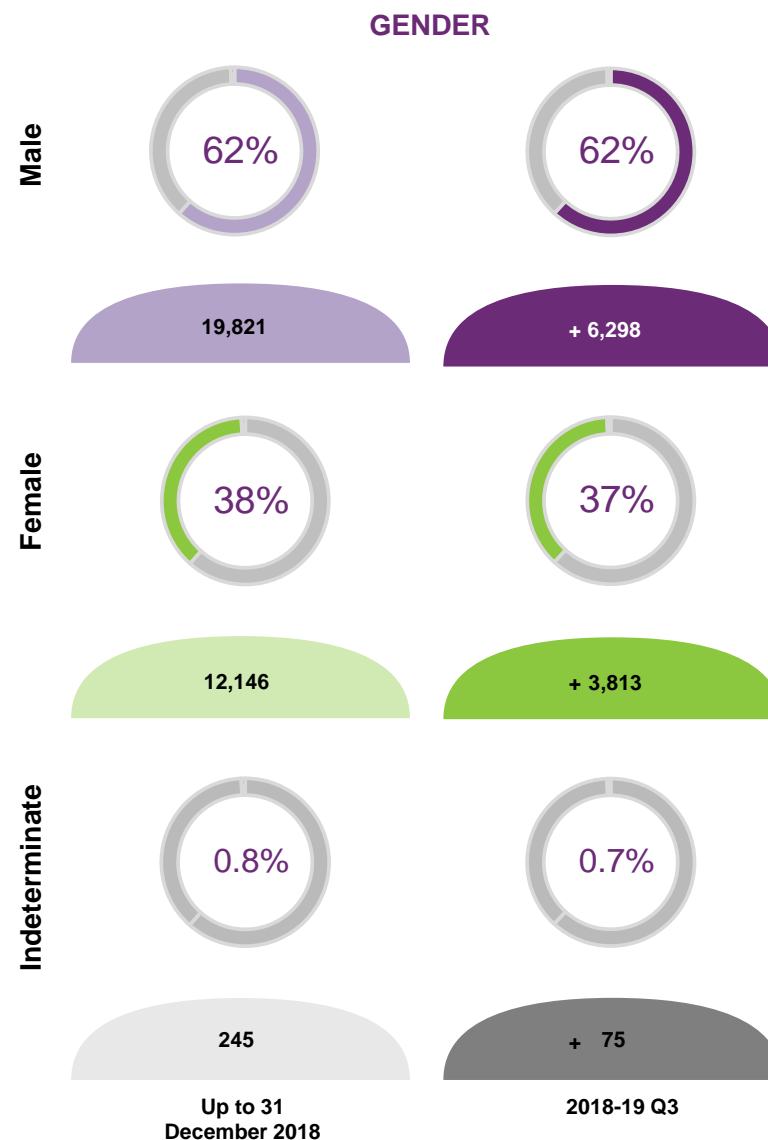


Note: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

## 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:

- 7.3% were Aboriginal or Torres Strait Islander, compared with 8.2% in previous periods combined.
- 1.6% were young people in residential aged care, compared with 1.8% in previous periods combined.
- 5.8% were culturally and linguistically diverse, compared with 4.6% in previous periods combined.

### Aboriginal & Torres Strait Islander status

Aboriginal and Torres Strait Islander

2018-19 Q3

% of active participants

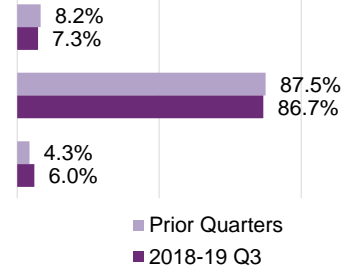
Not Aboriginal and Torres Strait Islander

Not Stated

745

8,827

614



### Young people in residential aged care status

Young people in residential aged care

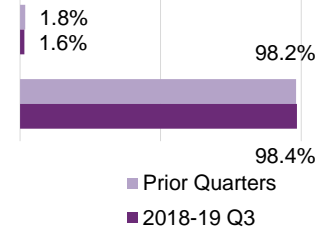
Young people not in residential aged care

2018-19 Q3

% of active participants

159

10,027



### Culturally and linguistically diverse status

Culturally and linguistically diverse

Not culturally and linguistically diverse

Not stated

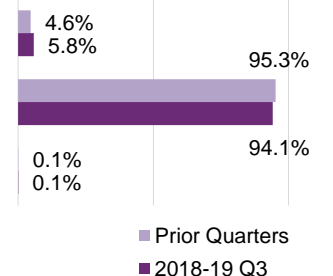
2018-19 Q3

% of active participants

591

9,589

6

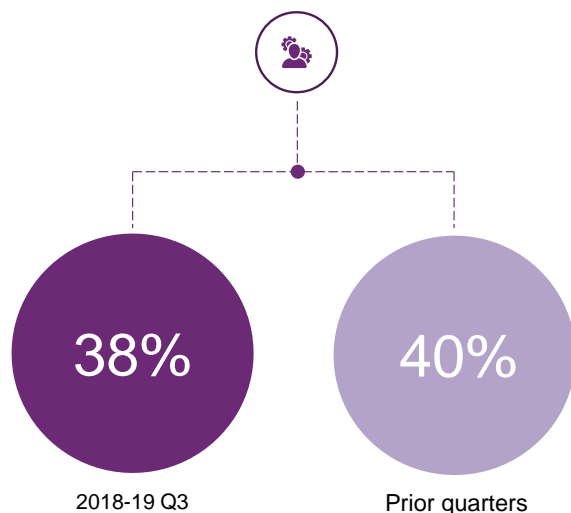


## Plan Management Support Coordination

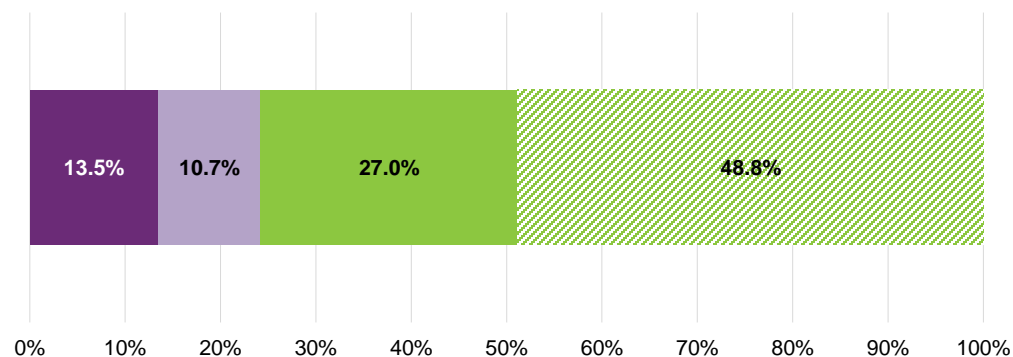
The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q3 at 28%, compared with 24% in previous quarters combined.

38% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 40% in previous quarters combined.

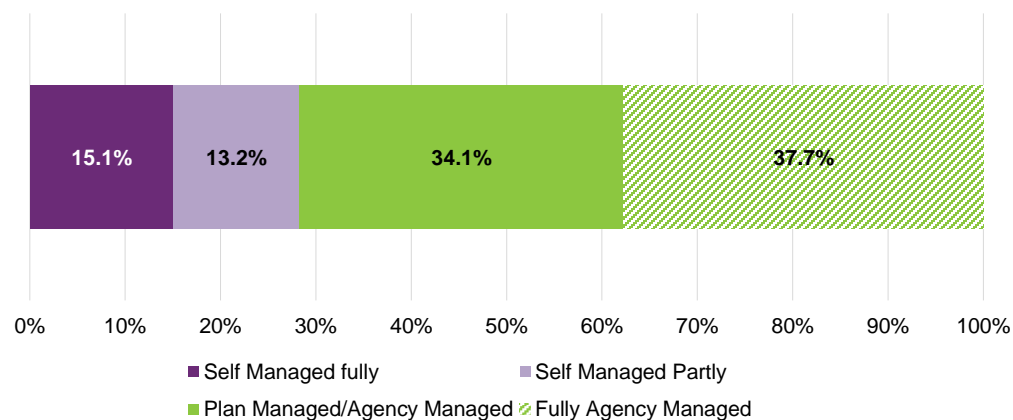
### Support Coordination



Prior quarters (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.

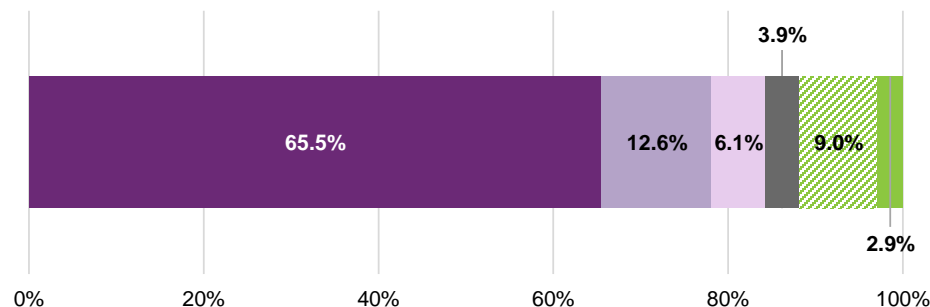
The percentage of participants who activated plans within 90 days of initial plan approval was:

- 89% of participants entering in 2018-19 Q1
- 84% of participants entering in previous quarters

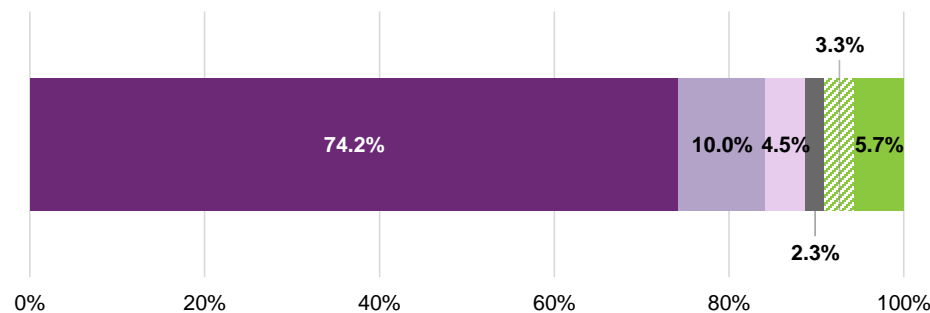
Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Duration to Plan activation for participants with initial plan approval

Prior Quarters (Transition Only)



2018-19 Q1



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

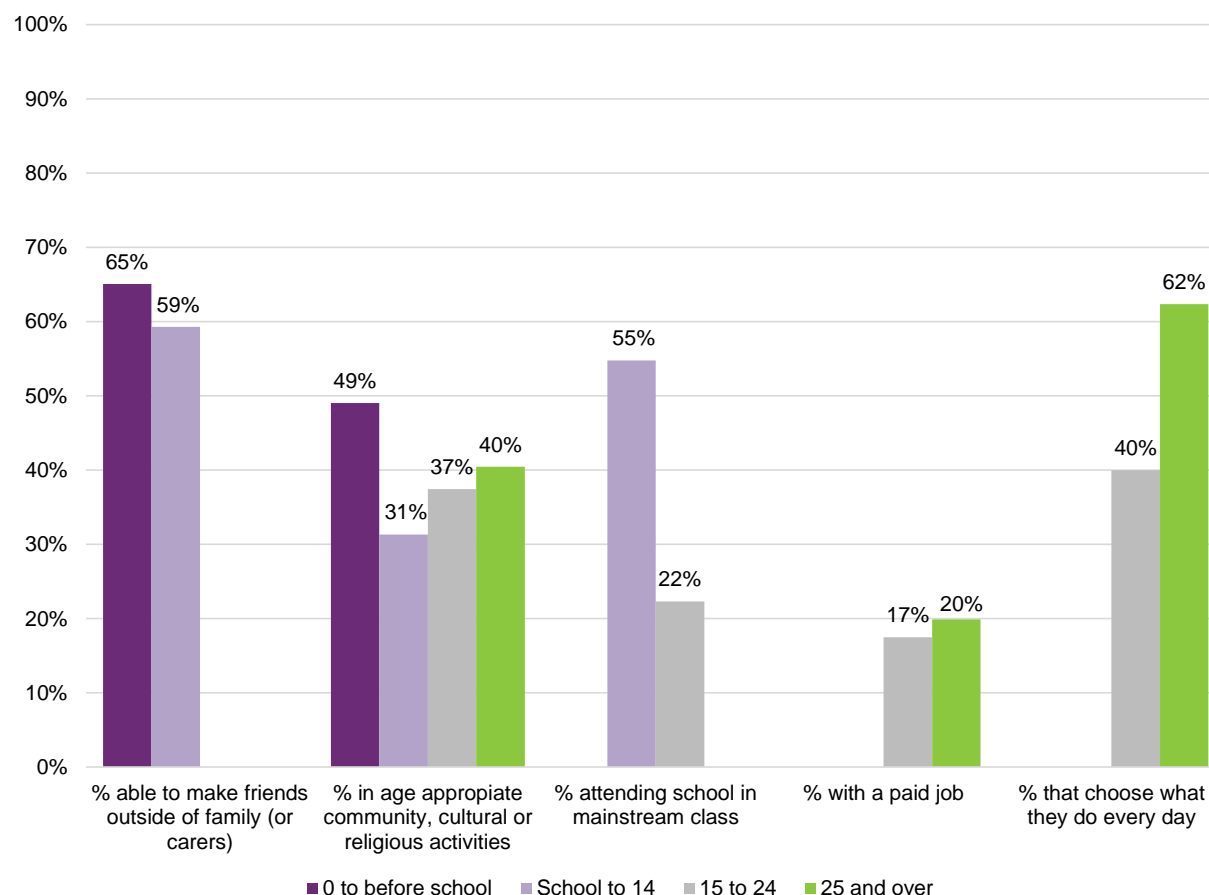
Note: Participants with initial plans approved after the end of 2018-19 Q1 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

## Participant Outcomes

This information on participant outcomes has been collected from 99.6% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- 65% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 59% of participants from school age to 14
- 49% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 40% for other age groups
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 22% of participants aged 15 to 24
- 20% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 62% of participants aged 25 and over choose what they do every day, compared to 40% of participants aged 15 to 24

Selected key baseline indicators for participants



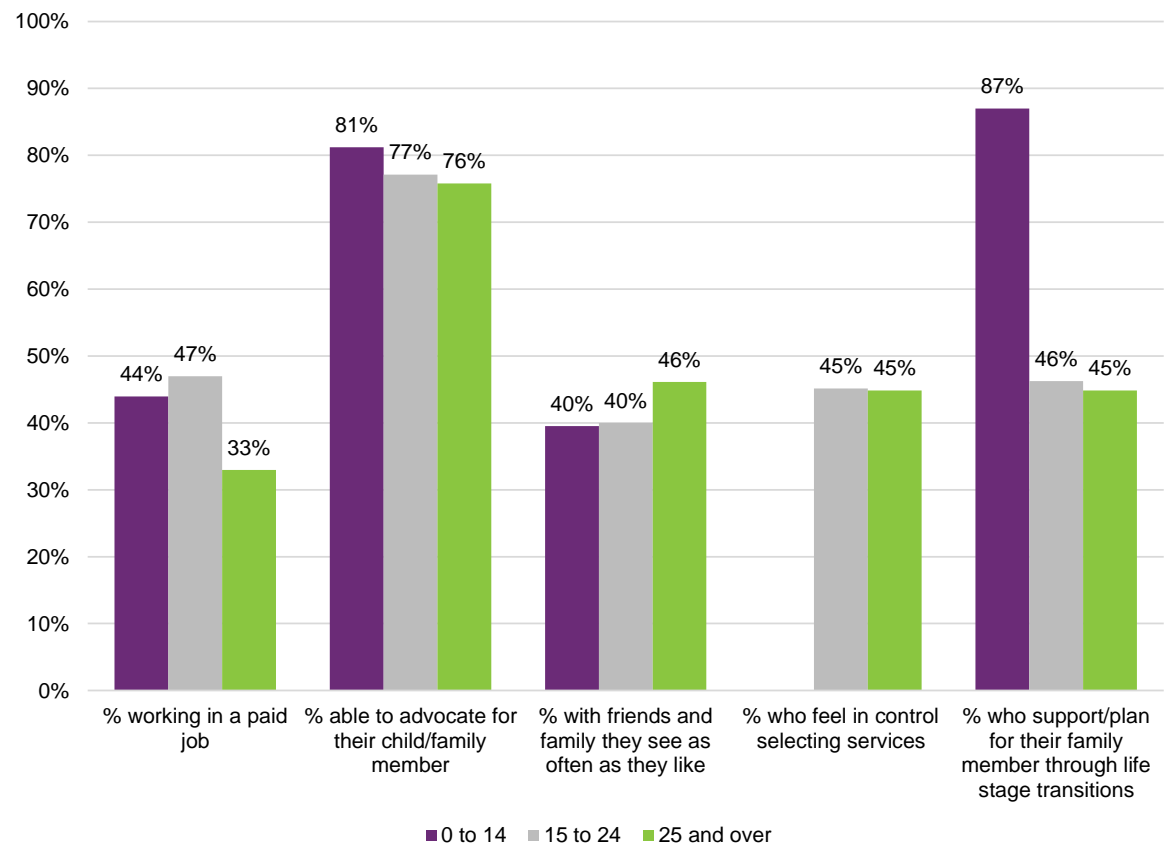


## Family/Carers Outcomes

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 (47%)
- 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 (46%)
- 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 (87%)

Selected key baseline indicators for families and carers of participants



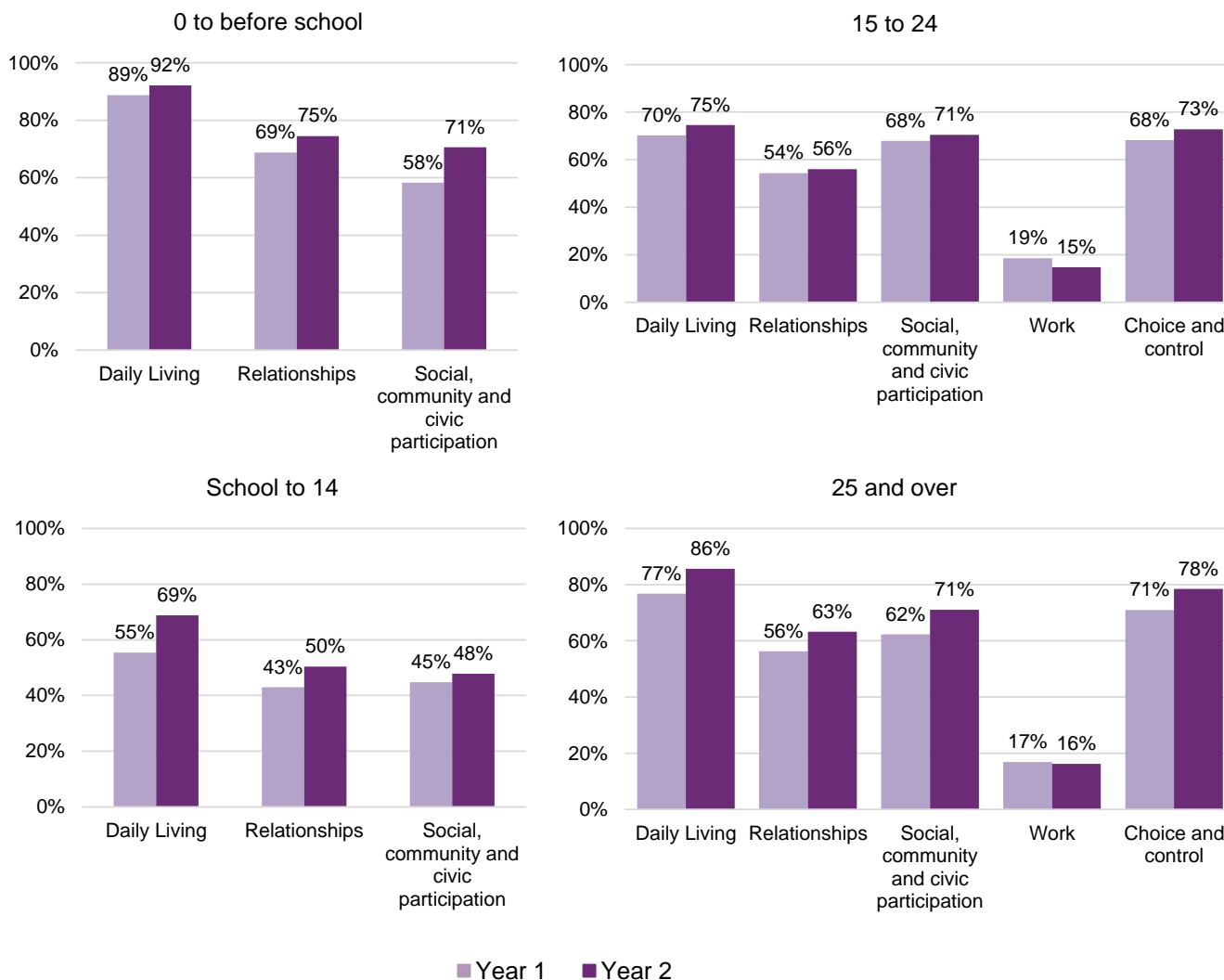
# Has the NDIS helped? Participants

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.

Participant perceptions in general improve from year one to year two of participation in the NDIS. The greatest improvements were demonstrated in the experience of individuals in the 'School to 14 years old' bracket, especially regarding independence and personal relationships with family and friends.

"Has the NDIS helped?" questions for participants



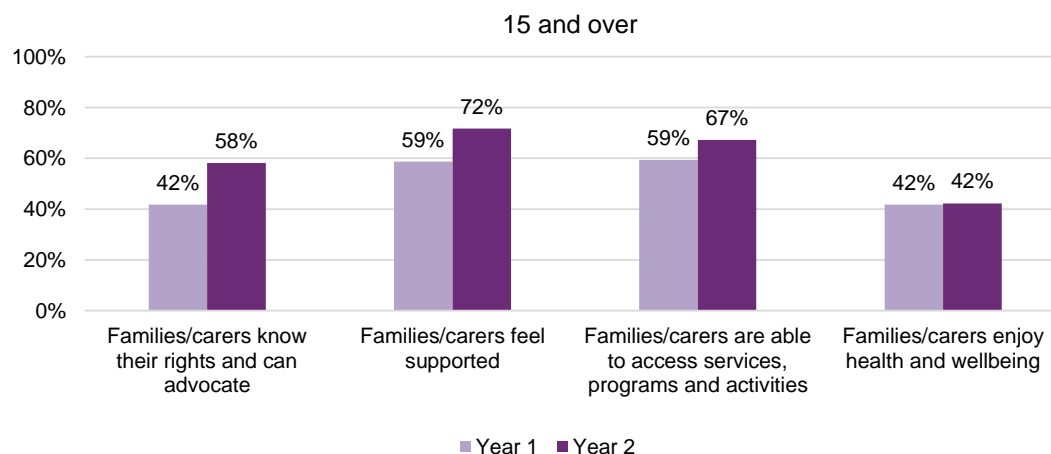
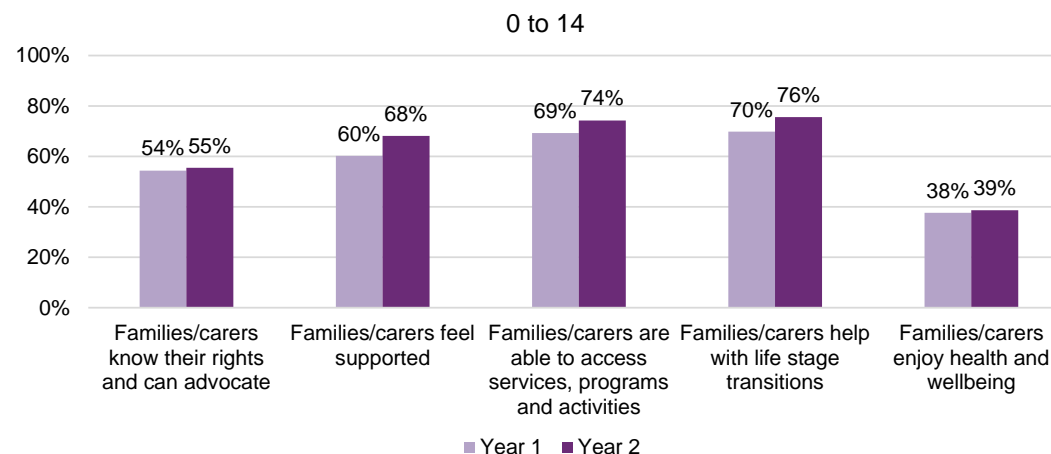
## Has the NDIS helped? Family/Carers

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.

For both groups of participants aged 0 to 14 years and 15 and over, family and carers' perceptions of whether the NDIS has helped improved from year one to year two.

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



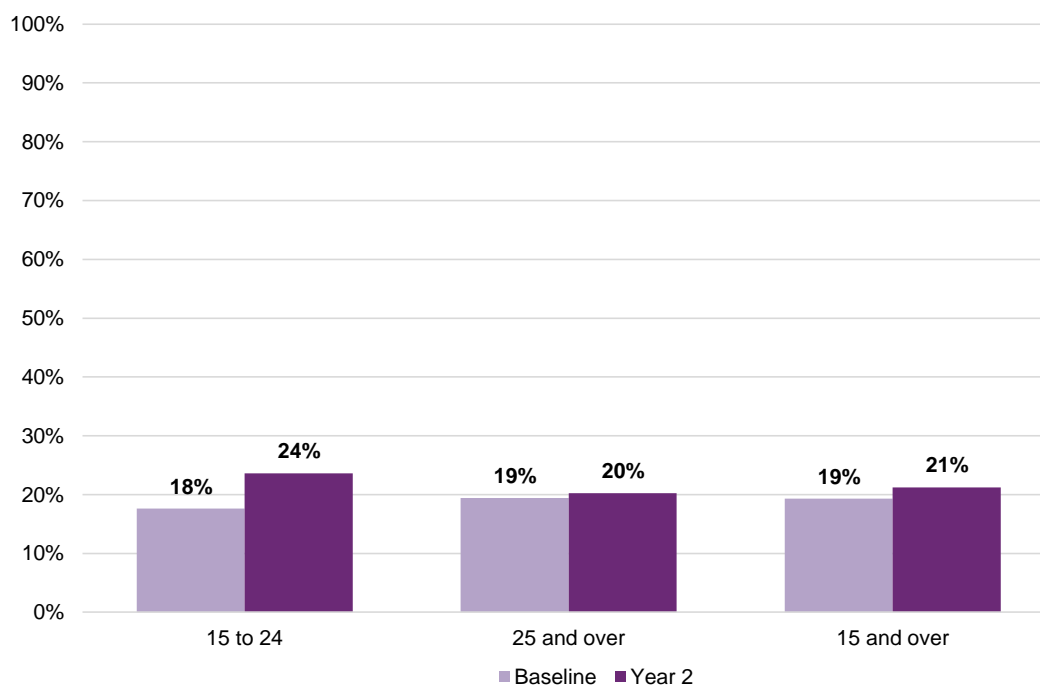
## Participants in Work

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 18% to 24% for those aged 15 to 24 and increased from 19% baseline to 20% for those aged 25 and over. Overall, the percentage of participants in employment increased from 19% to 21%.

NDIS participants in paid employment, by age group.



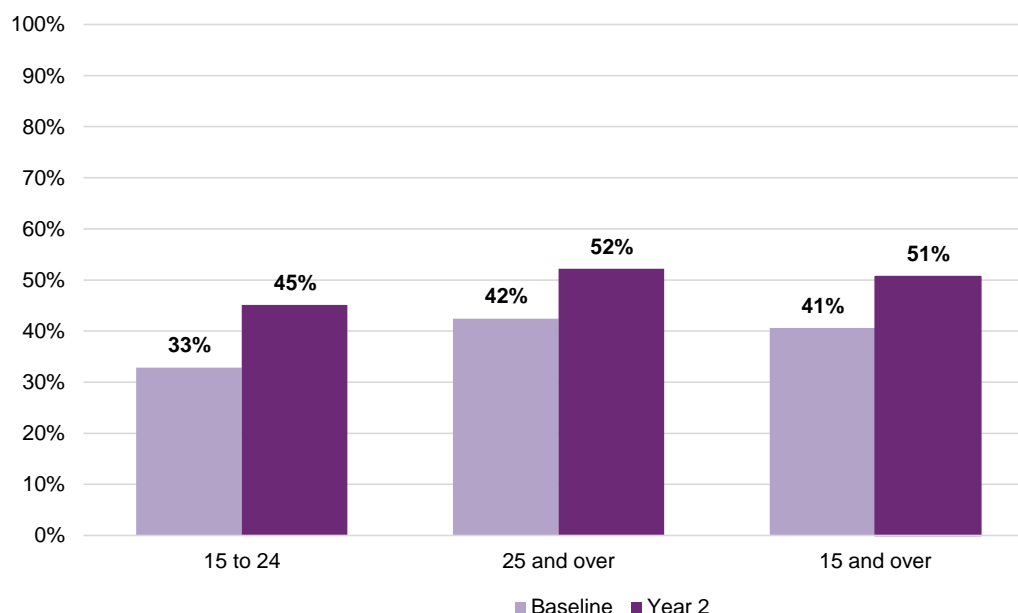
## Participants involved in community and social activities

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.

Across all age groups, there was considerable increase in the percentage of participants engaged in community and social activities this quarter. The growth was most prevalent for the 15 to 24 age group, which saw an increase from 33% to 45%.

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

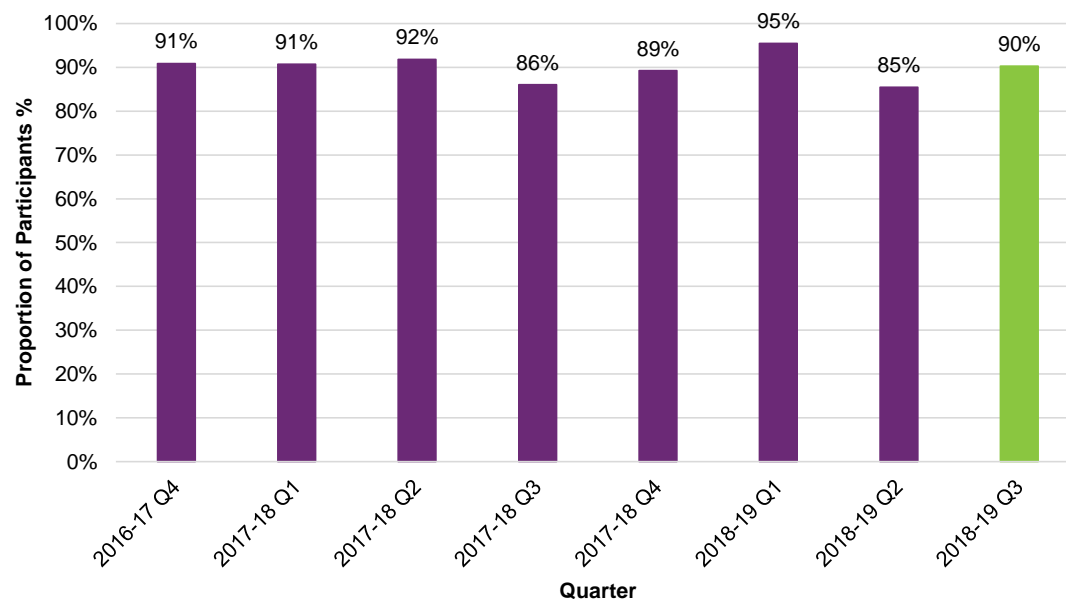


## Participant Satisfaction

90% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased since the previous 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 \$2.5 billion that has been committed in participant plans, \$1.4 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

**\$988.6**

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

**\$1.5**

BILLION OF  
SUPPORTS IN  
RESPECT OF  
2018-19 TO DATE

SUMMARY OF PAYMENTS FOR  
SUPPORTS PROVIDED BY FINANCIAL  
YEAR SINCE THE NDIS WAS LAUNCHED :  
2015-16: \$0.3M  
2016-17: \$111.2M  
2017-18: \$495.7M  
2018-19: \$837.7M TO DATE.

PERCENTAGE OF COMMITTED  
SUPPORTS UTILISATION BY FINANCIAL  
YEAR:  
2015-16: 32%  
2016-17: 56%  
2017-18: 63%

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 \$2.5 billion that has been committed in participant plans, \$1.4 billion has been paid to date.

Summary of committed supports paid in financial years since the NDIS launched:

2015-16: \$0.3m

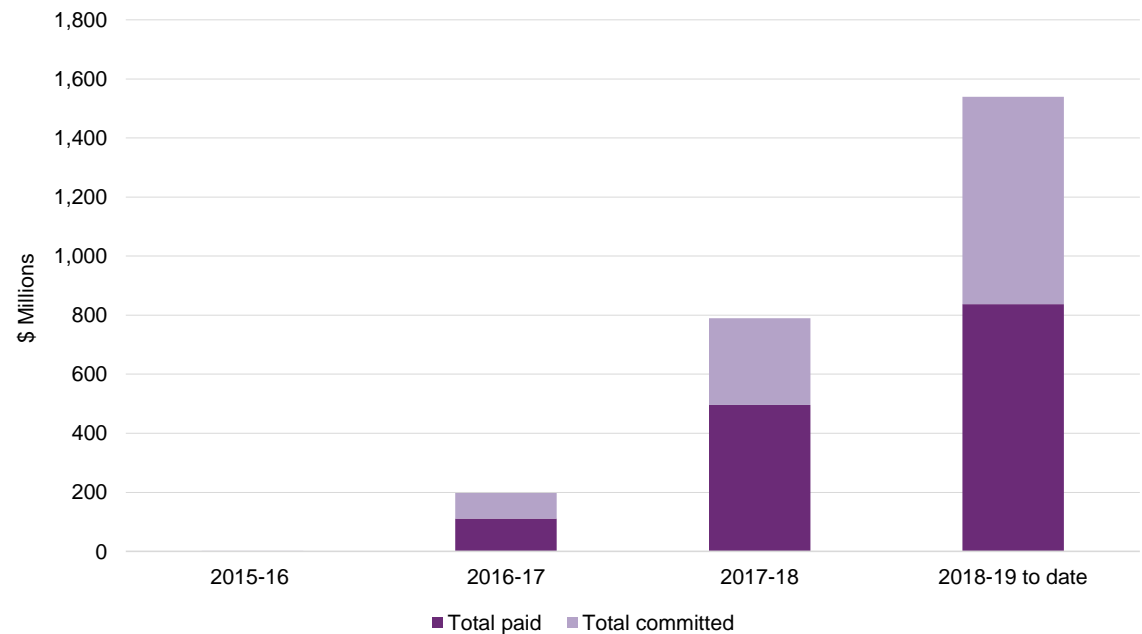
2016-17: \$111.2m

2017-18: \$495.7m

2018-19 to date: \$837.7m

Committed and paid by expected support year

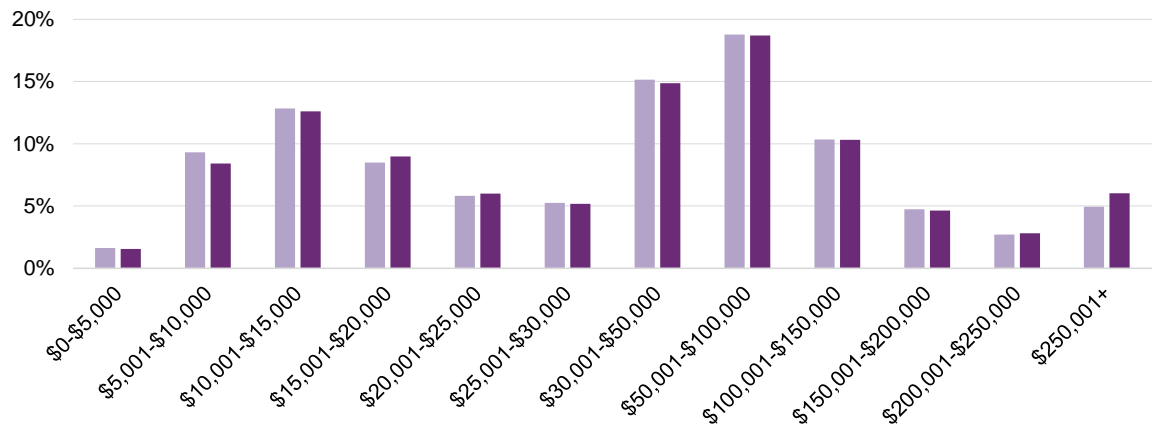
\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 to date	Total
Total committed	N/A	N/A	1.0	198.3	789.4	1,539.8	2,528.4
Total paid	N/A	N/A	0.3	111.2	495.7	837.7	1,444.8



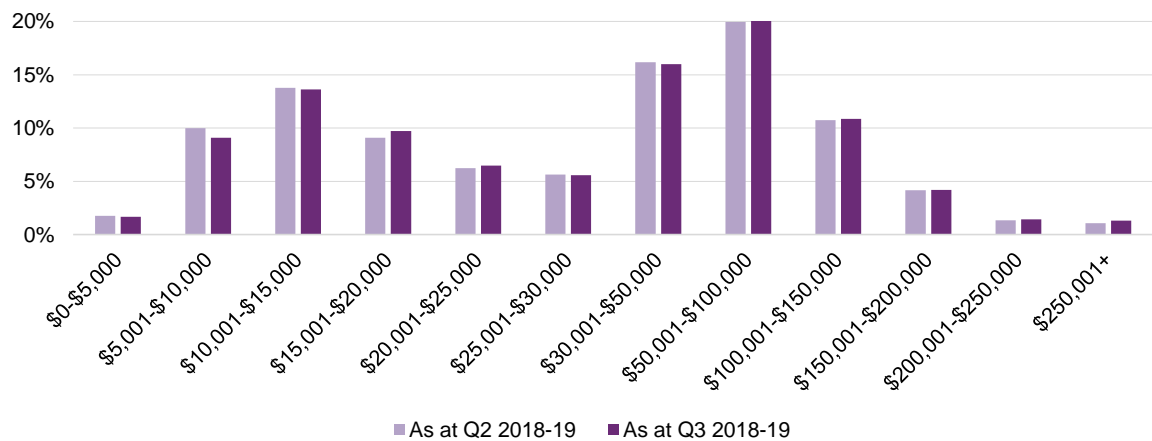
## Committed Supports by Cost Band

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)



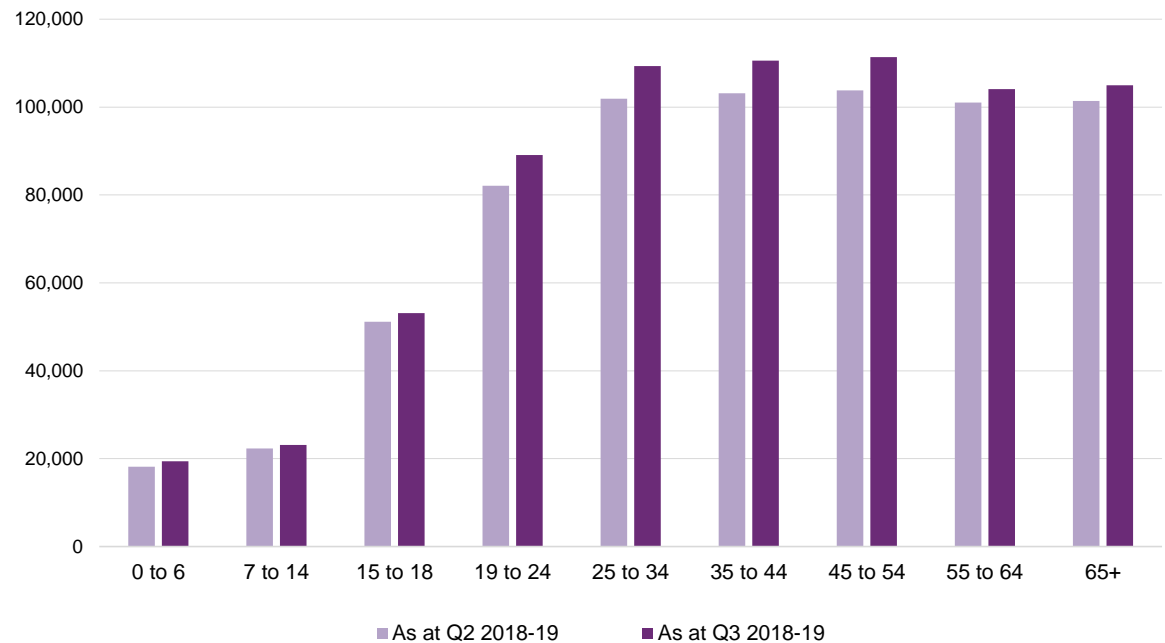
Distribution of average annualised committed supports by cost band (excluding SIL)



## 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 25, stabilising at age 55 and reducing in participants of older years.

Average annualised committed supports by age band

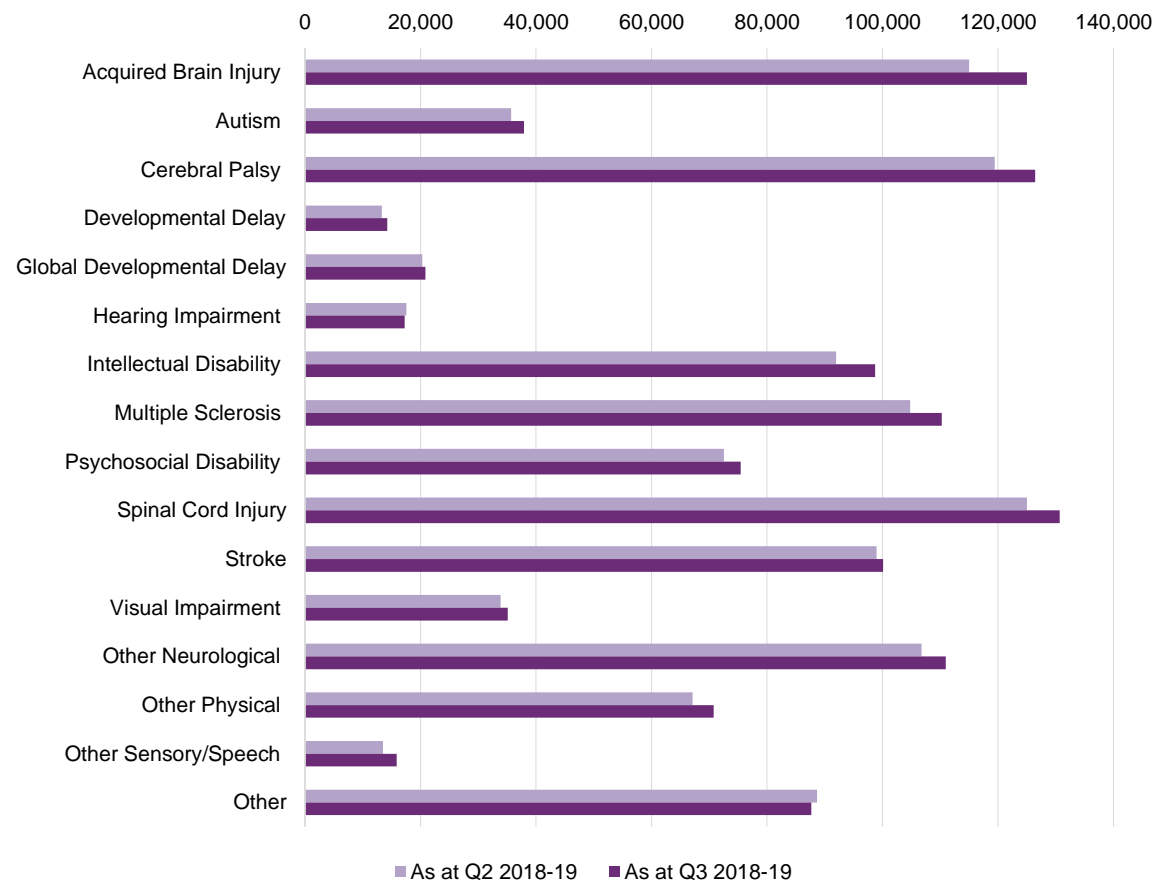


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

## Committed Supports by Disability Group

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

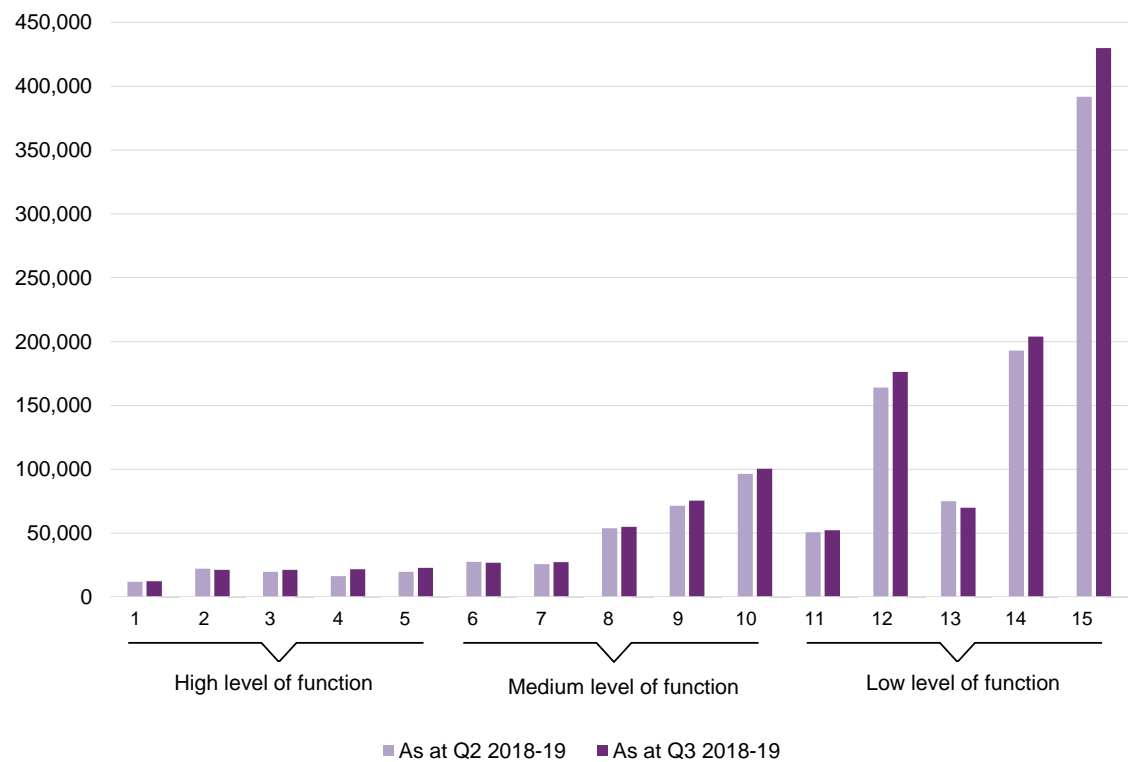
Average annualised committed supports by primary disability group



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

Note 2: 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.

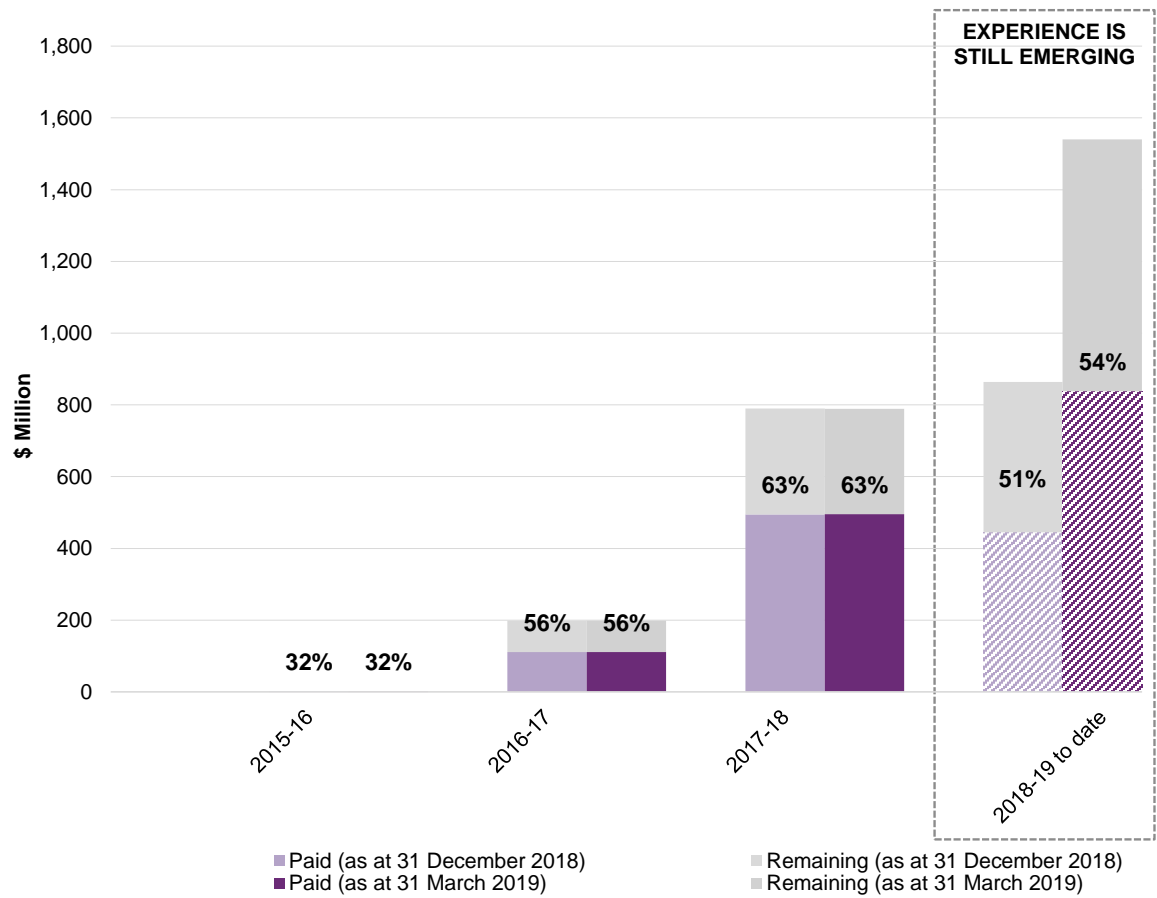
## Utilisation of Committed Supports

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.

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



# Providers and Markets

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

There were a total of 5,405 providers at 31 March 2019, representing a 16% increase on last quarter. Of these, 42% 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

**5,405**

APPROVED PROVIDERS, 42% OF WHICH WERE ACTIVE IN QUEENSLAND AT 31 MARCH 2019

**80-90%**

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

**40%**

OF SERVICE PROVIDERS ARE INDIVIDUALS/ SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS



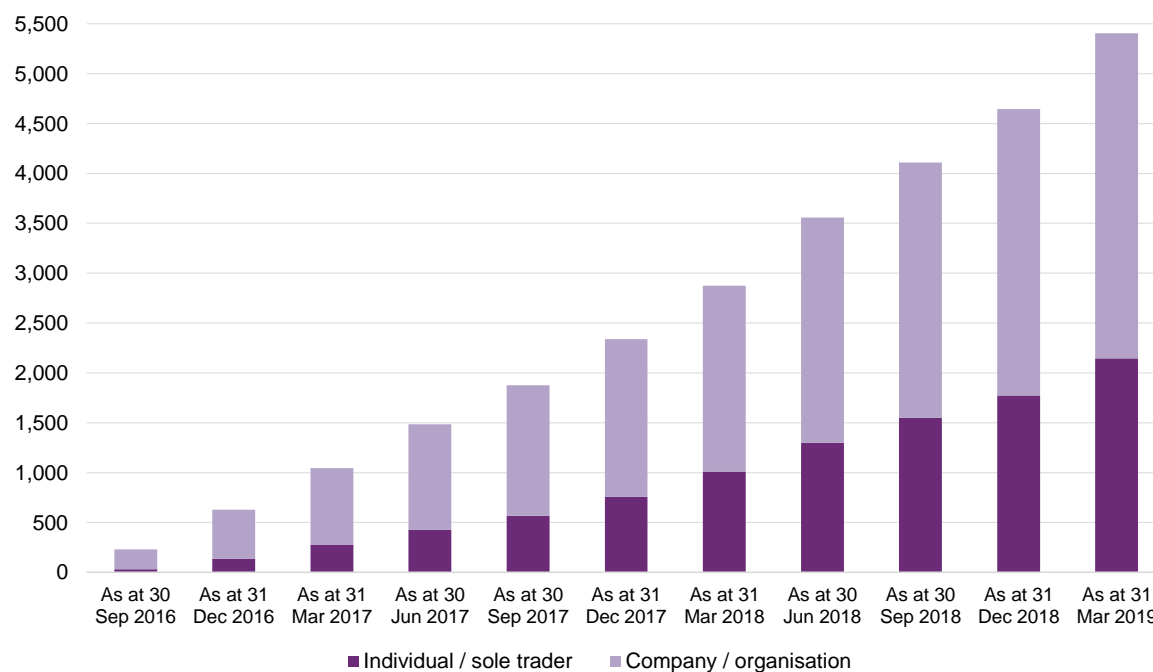
## Providers over time

As at 31 March 2019, there were 5,405 registered service providers, of which 2,147 were individual/sole trader operated businesses and 3,258 were companies or organisations.

**1.45**

AVERAGE  
PROVIDERS PER  
PARTICIPANT

Approved providers over time by type of provider



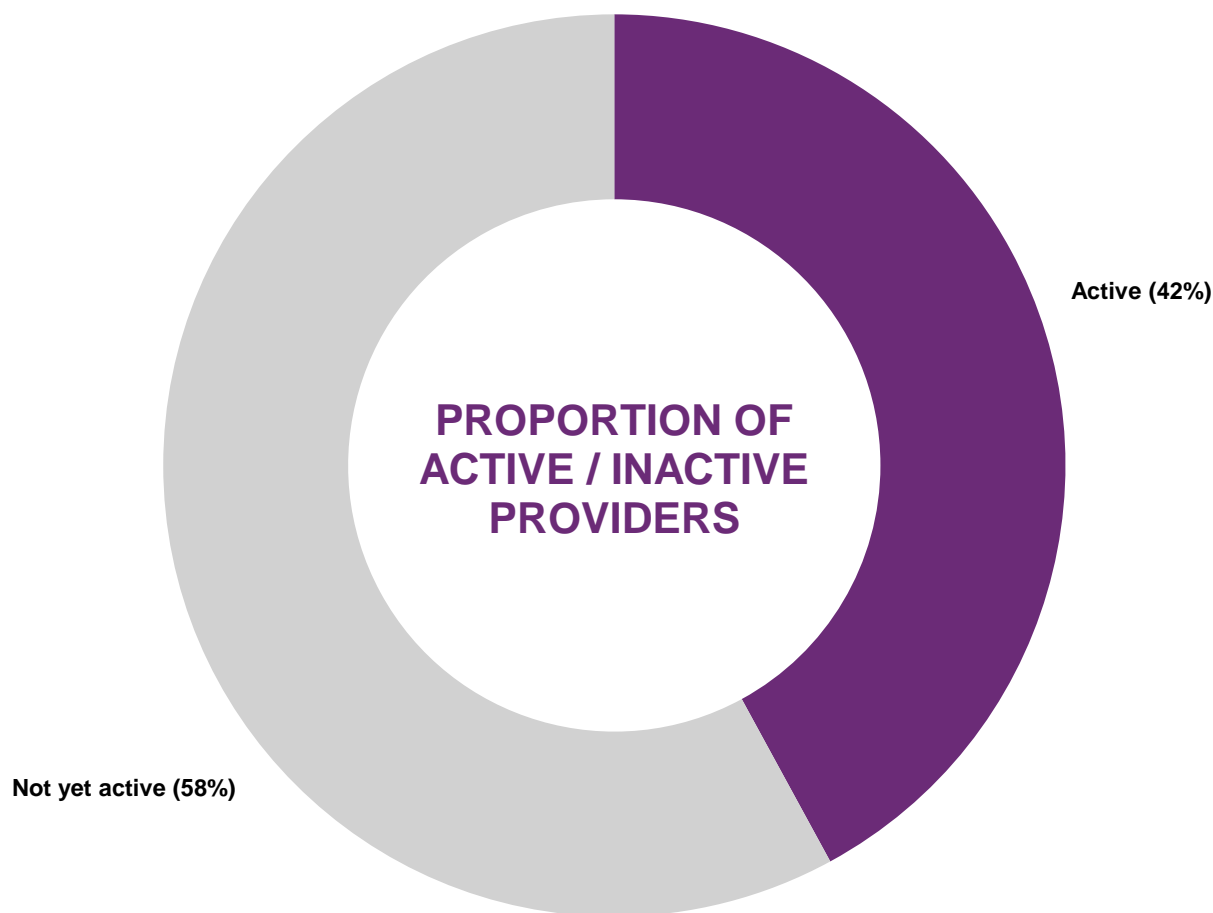
40% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 16% from 4,644 to 5,405 in the quarter.

## Proportion of Active Providers

As at 31 March 2019, 42% of providers were active and 58% were inactive.

Of the total providers, 888 began delivering new supports in the quarter.



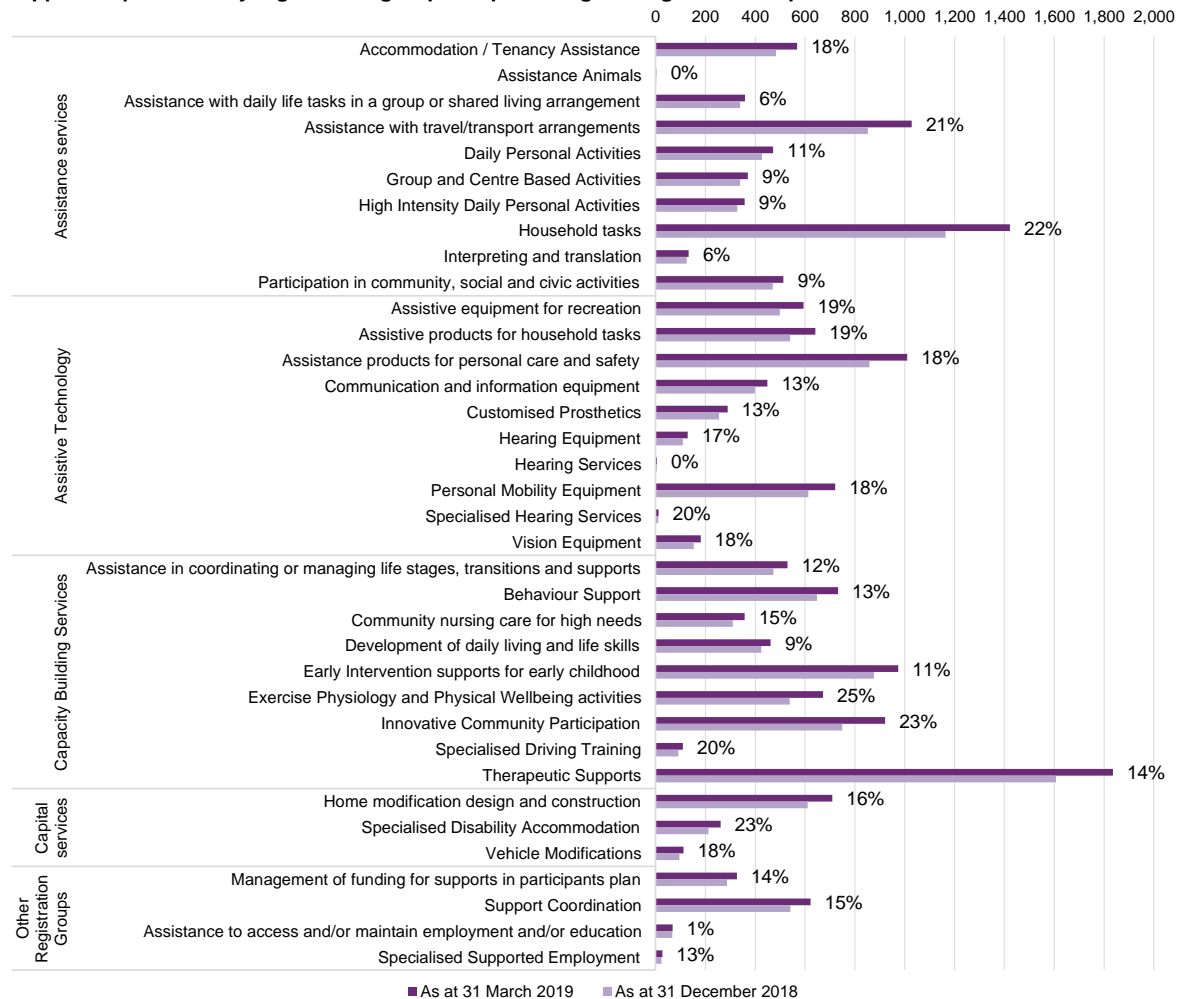
## Approved Registration groups

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 1,607 to 1,835 (14% increase)
- **Household Tasks:** from 1,164 to 1,422 (22% increase)
- **Assistance with travel/transport arrangements:** from 852 to 1,028 (21% increase)
- **Assistance products for personal care and safety:** from 858 to 1,010 (18% increase)
- **Early Intervention supports for early childhood:** from 876 to 974 (11% increase)

Approved providers by registration group and percentage change over the quarter



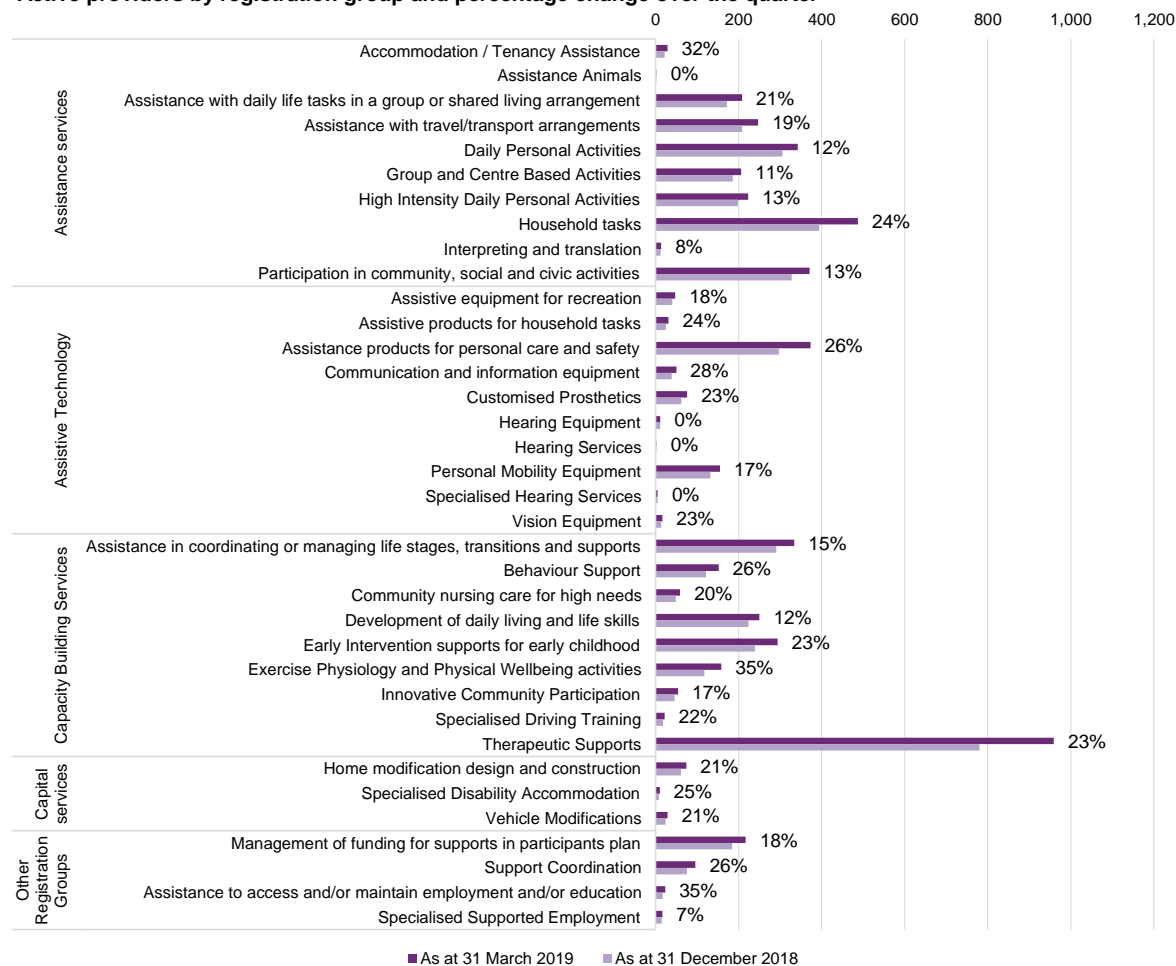
## Active Registration groups

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 780 to 959 (23% increase)
- **Household tasks:** from 394 to 487 (24% increase)
- **Assistance products for personal care and safety:** from 297 to 373 (26% increase)
- **Participation in community, social and civic activities:** from 328 to 371 (13% increase)
- **Daily Personal Activities:** from 305 to 342 (12% increase)

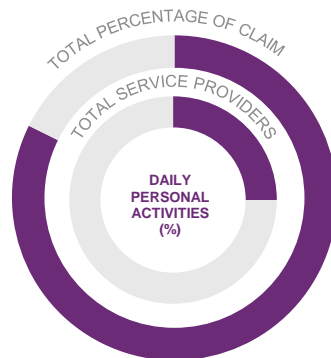
Active providers by registration group and percentage change over the quarter



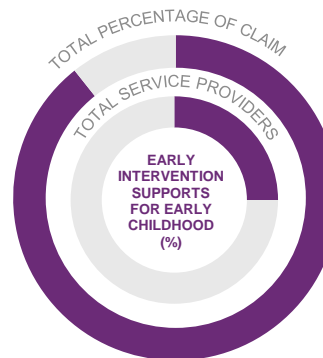
## Market share of top providers

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

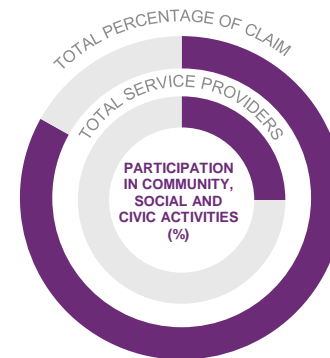
Market share of the top 25% of providers by registration group.



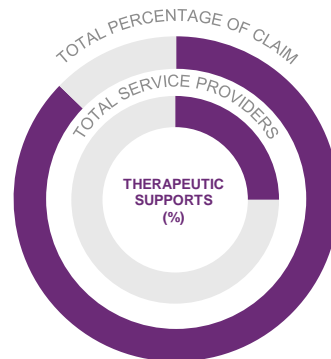
82%



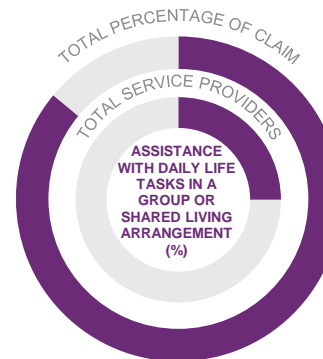
89%



83%



87%



86%

# Information, Linkages and Capacity Building

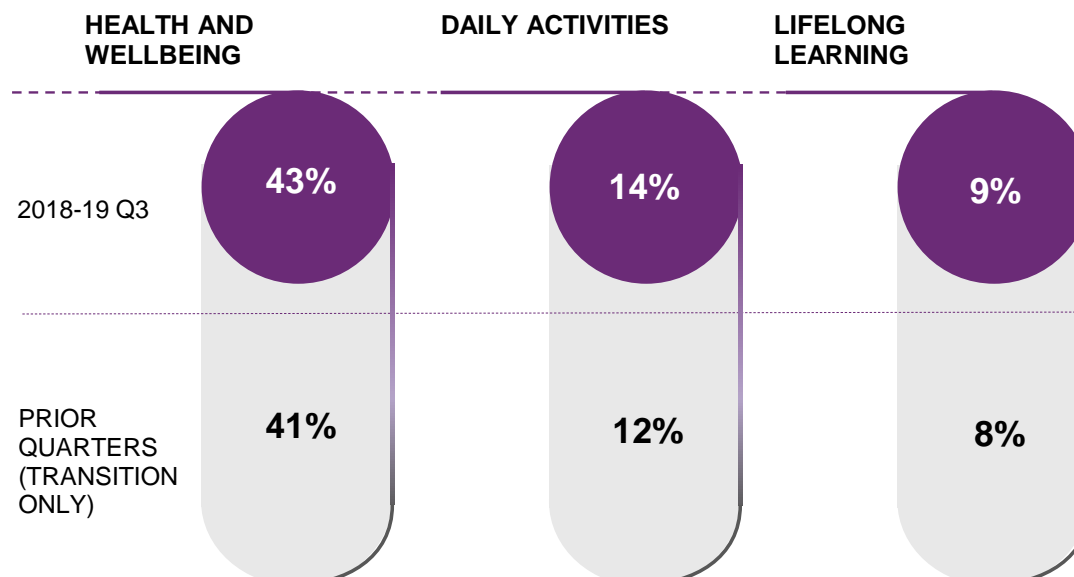
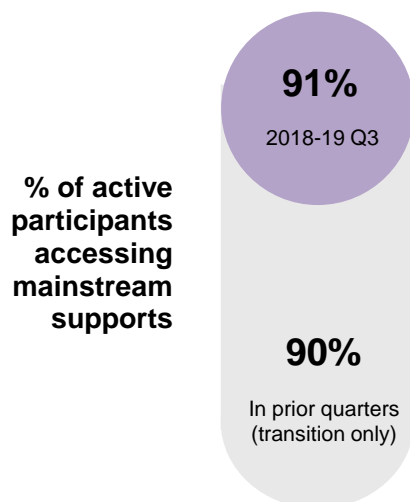
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

# Mainstream Interface

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

## Mainstream Interface

Of the total number of active participants with a plan approved in 2018-19 Q3, 91% access mainstream services, a slight increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.





# Financial Sustainability

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