
COAG

Disability Reform Council Quarterly Performance Report

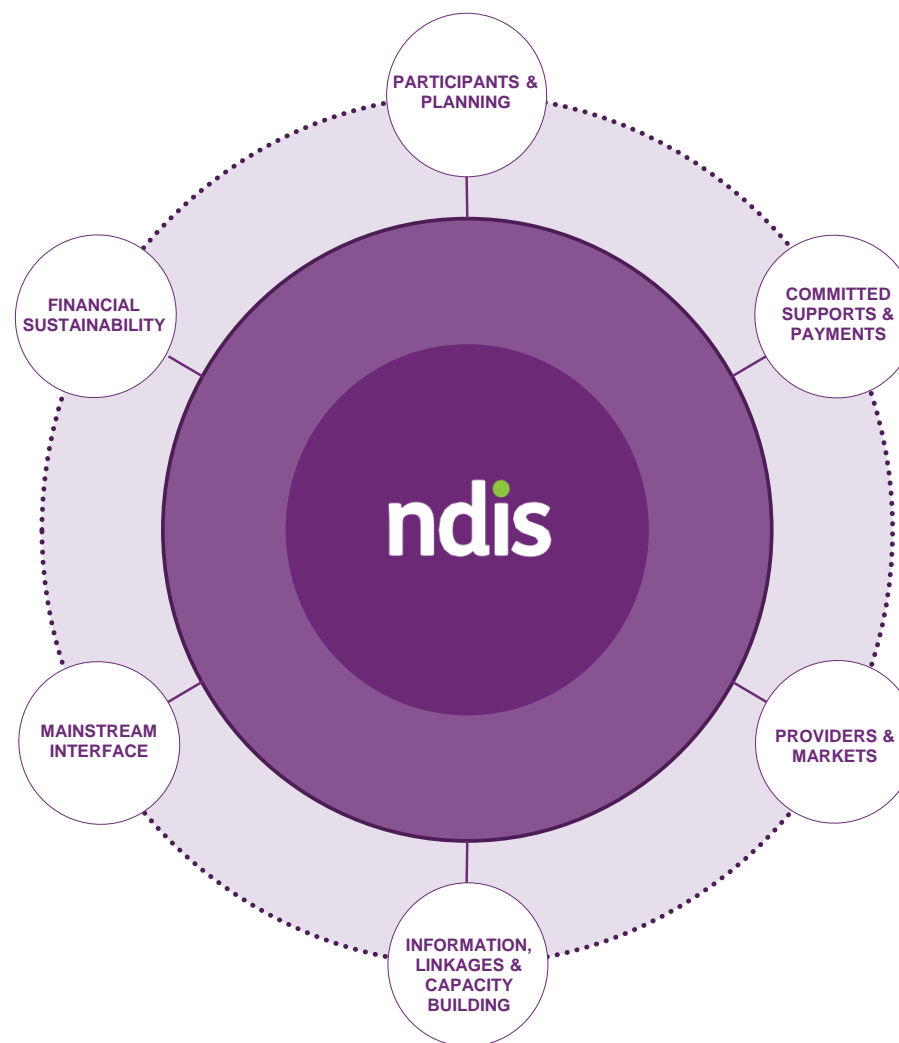
Australian Capital Territory - 30 June 2019



Overview

This report is a summary of the performance and operations of the NDIA in Australian Capital Territory for Quarter 4 of 2018-19 (01 April 2019 - 30 June 2019).

It is the 12th quarterly report during the NDIS Transition period, which commenced on 1 July 2016.



Summary

Participants and Planning

An additional 166 participants with plans this quarter (excluding ECEI).

As at 30 June 2019, plans approved represent 153% of scheme to date bilateral estimate met (1 July 2014 - 30 June 2019).

Committed Supports and Payments

\$827.7 million has been paid to providers and participants:

- \$21.3m in 2014-15,
- \$116.4m in 2015-16,
- \$192.5m in 2016-17,
- \$231.1m in 2017-18,
- \$266.4m in 2018-19.

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

1,643 approved providers, a 3% increase for the quarter.

33% of approved providers were active in Australian Capital Territory as at 30 June 2019, and 67% were yet to have evidence of activity.

75-95% of payments made by the NDIA are received by 25% of providers.

25% of service providers are individuals/sole traders.

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q4 access mainstream services.

Participants and Planning

The NDIS in Australian Capital Territory continues to grow with 166 additional participants with approved plans this quarter.

In total, over 7,700 participants have now been supported by the NDIS in Australian Capital Territory, with 59% receiving support for the first time.

Summary

The NDIS is fully operational in Australian Capital Territory.



Key Statistics

7,786

PARTICIPANTS HAVE NOW BEEN SUPPORTED BY THE NDIS IN AUSTRALIAN CAPITAL TERRITORY, INCLUDING CHILDREN IN THE ECEI PROGRAM

166

INITIAL PLANS APPROVED IN 2018-19 Q4, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 2% GROWTH SINCE LAST QUARTER)

0

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH NO ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q4

4,610

PEOPLE HAVE NOW RECEIVED SUPPORT FOR THE FIRST TIME

153%

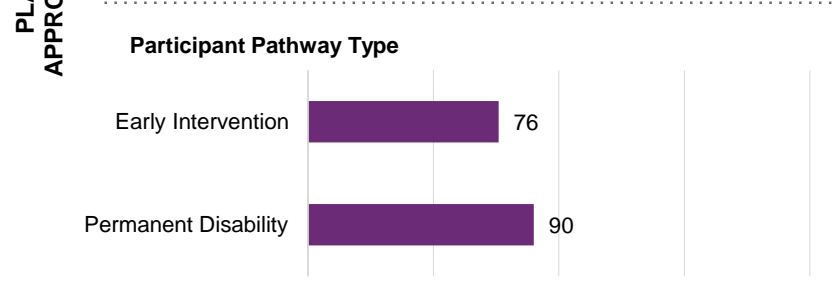
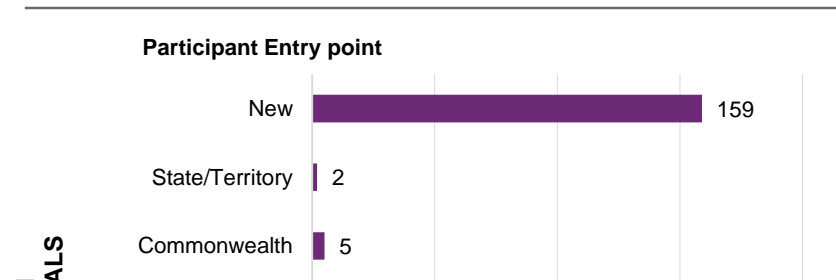
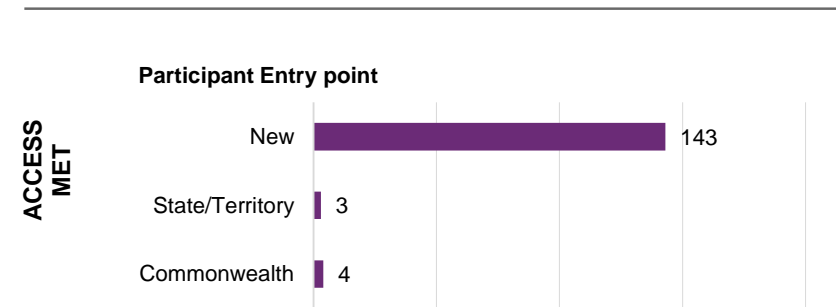
OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2014 - 30 JUNE 2019)

Quarterly Intake

2018-19 Q4

Of the 150 participants deemed 'eligible' this quarter 95% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 166 plan approvals this quarter, 96% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 54% entered with a permanent disability and 35 were previously confirmed as ECEI as at 2018-19 Q3.



Quarterly Intake Detail

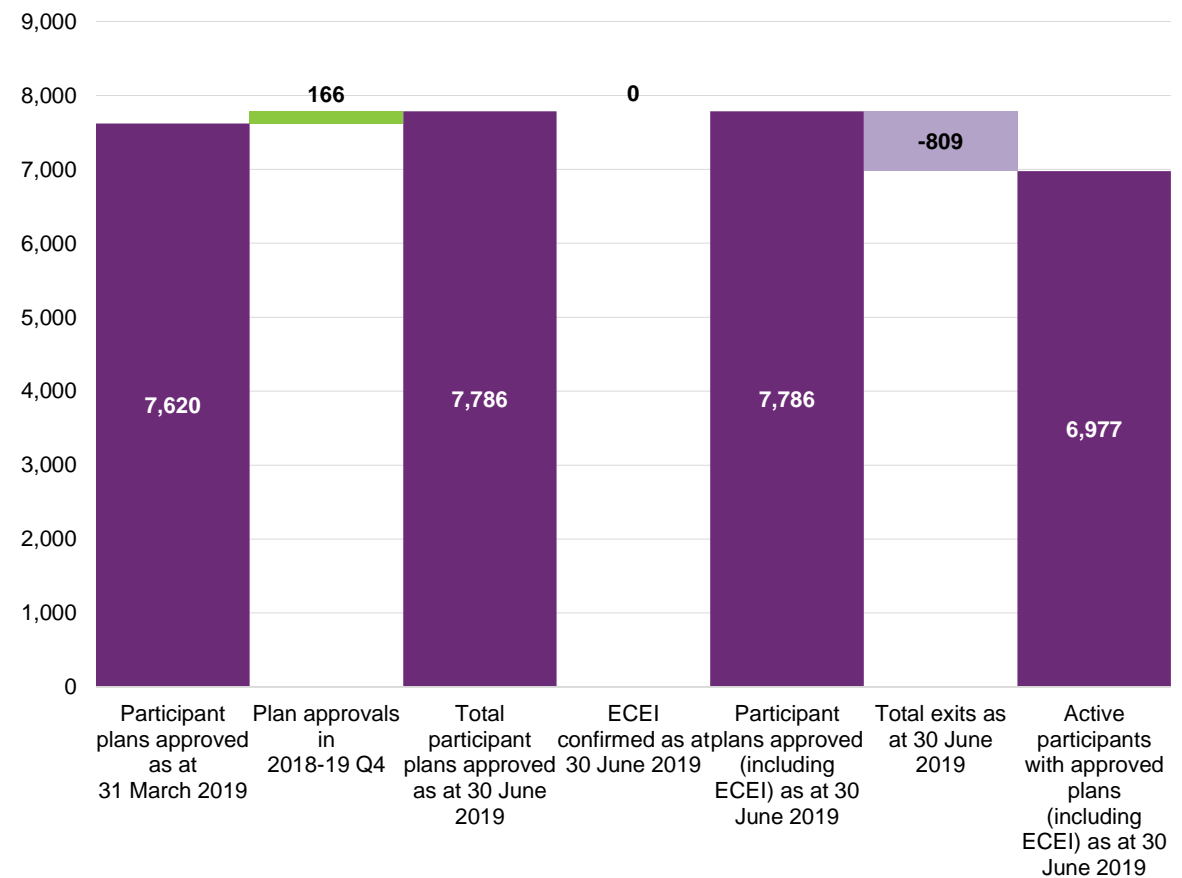
Plan approval numbers have increased from 7,620 at the end of 2018-19 Q3 to 7,786 by the end of 2018-19 Q4, an increase of 166 approvals.

There were no confirmed ECEI referrals at 30 June 2019 mainly due to children who were in the ECEI gateway at 31 March 2019 having an initial plan approved during the quarter. Children have also moved out of the ECEI gateway for other reasons including where the child has been referred to appropriate mainstream services.

Overall, 809 participants with approved plans have exited the Scheme, resulting in 6,977 active participants (including ECEI) as at 30 June 2019.

There were 1,570 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 March 2019 and 30 June 2019

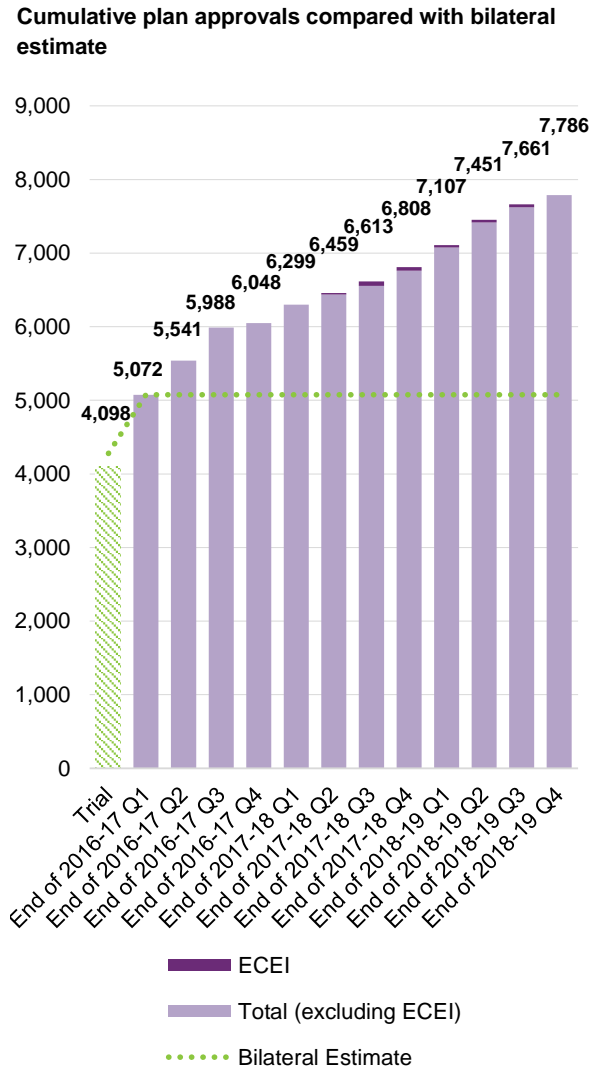


Cumulative Position

At the end of 2018-19 Q4, the cumulative total number of participants that have received support was 7,786. Of these, 2,887 transitioned from an existing State/Territory program, 289 transitioned from an existing Commonwealth program and 4,610 participants have received support for the first time.

Overall, since 1 July 2013, there have been 9,736 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.



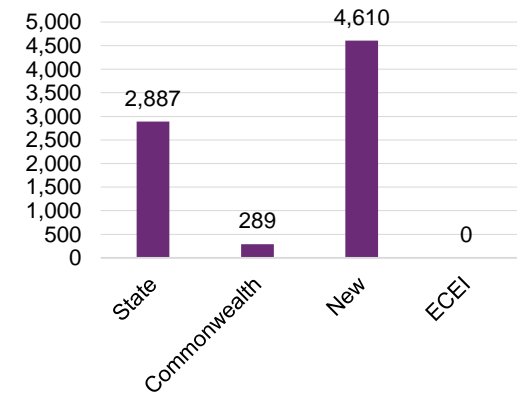
153%

of scheme to date bilateral estimate met (1 July 2014 - 30 June 2019)

7,786

plan approvals to date

Plan approvals by participant referral pathway

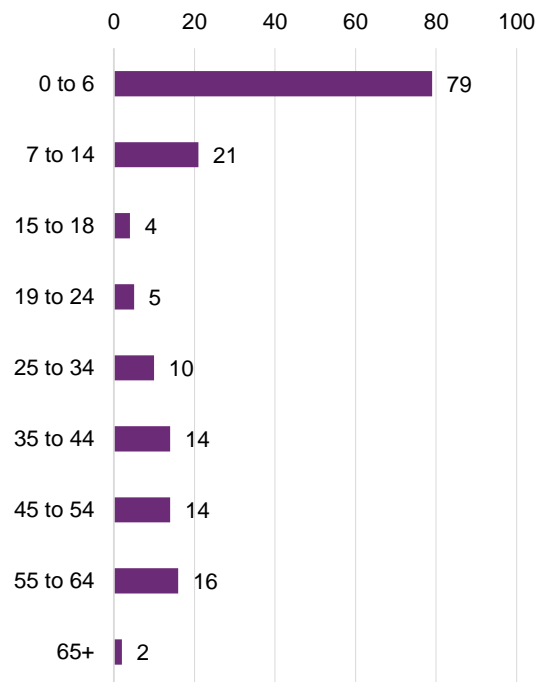


Participant Profiles by Age Group

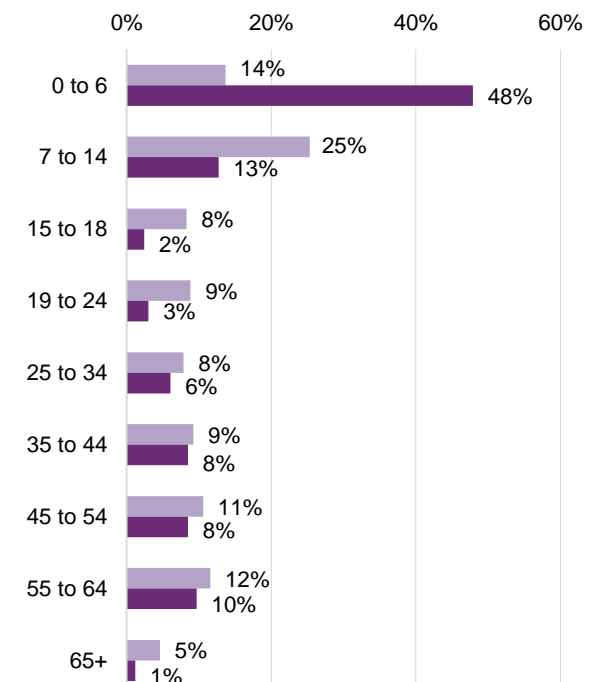
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by age group.

48% 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 Q4 by age group



% of active participants with a plan approved by age group



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

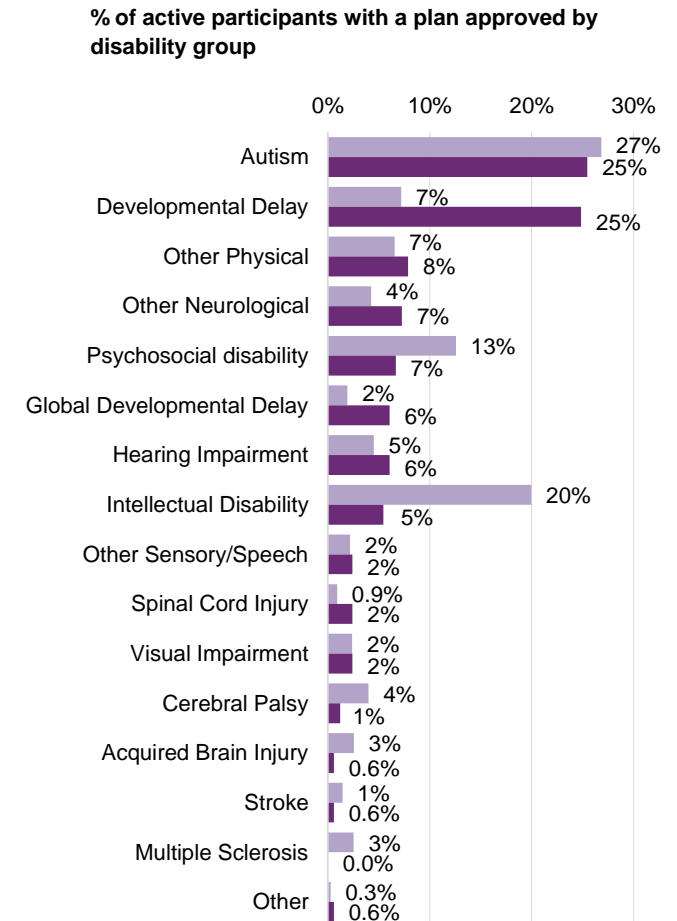
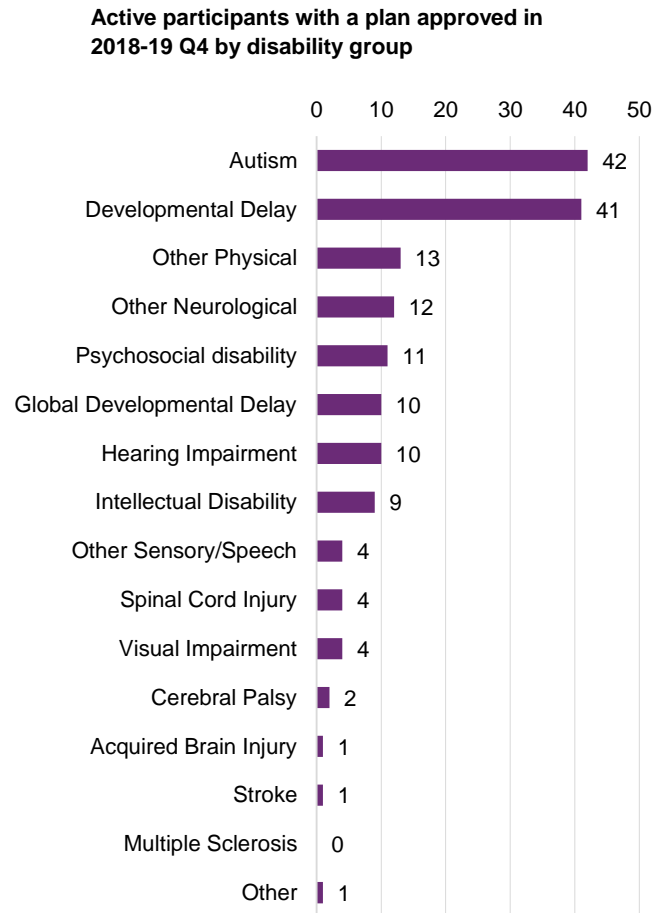
■ % of active participants with a plan approved in 2018-19 Q4

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 Q4, compared with plan approvals as at 31 March 2019, by disability group.

Of the participants entering in this quarter, 25% had a primary disability of Developmental Delay compared with 7% in previous quarters. The large increase was mainly driven by the increase in participants aged 0 to 6 years entering in this quarter.



■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2018-19 Q4

Note 1: Of the 9 active participants identified as having an intellectual disability, 1 (11%) has 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

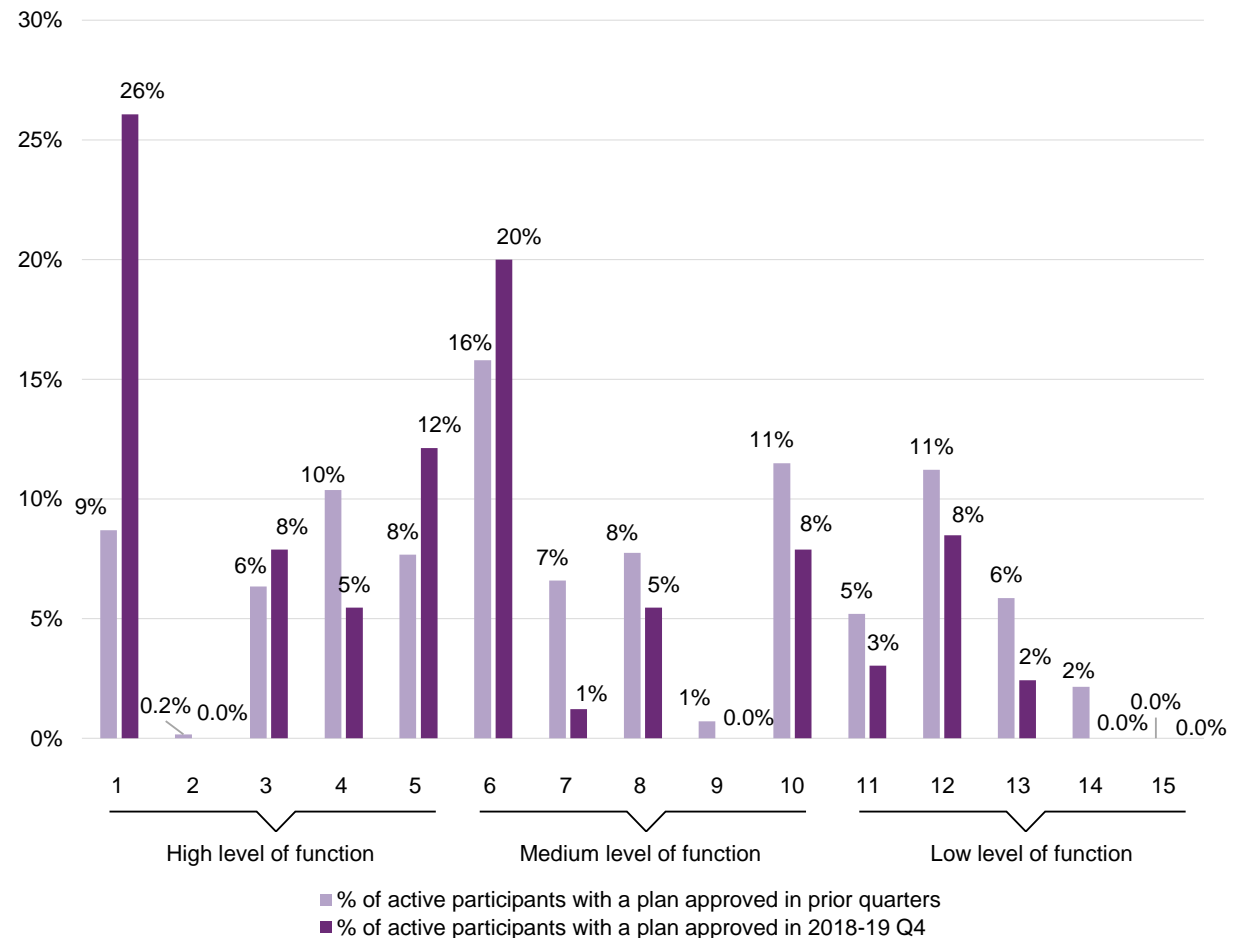
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by level of function.

For participants with a plan approval in the current quarter:

- 52% of active participants had a relatively high level of function
- 35% of active participants had a relatively moderate level of function
- 14% had a relatively low level of function

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

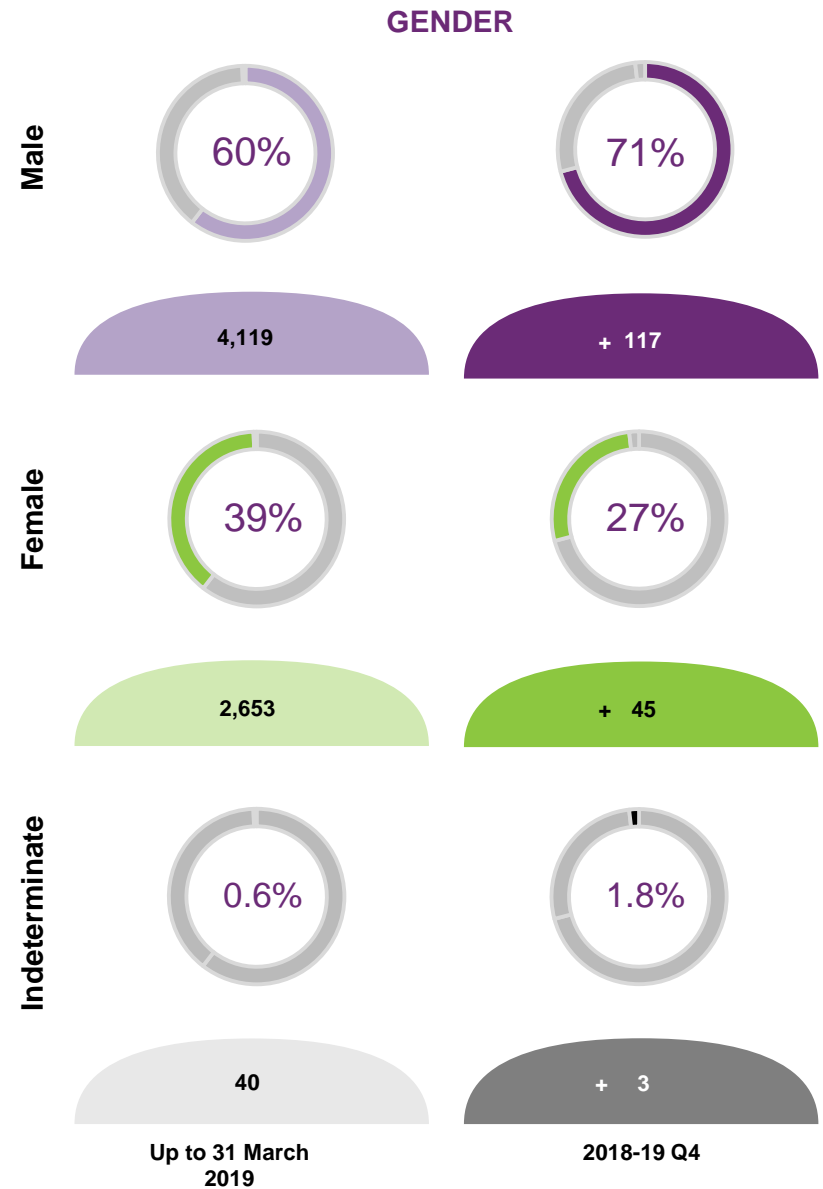
% of active participants with a plan approved by level of function



Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, 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 Q4, compared with plan approvals as at 31 March 2019.

Of the participants with a plan approved in 2018-19 Q4:

- 7.3% were Aboriginal or Torres Strait Islander, compared with 4.1% in previous periods combined.
- 1.2% were young people in residential aged care, compared with 0.7% in previous periods combined.
- 7.3% were culturally and linguistically diverse, compared with 10.5% in previous periods combined.

Aboriginal & Torres Strait Islander status

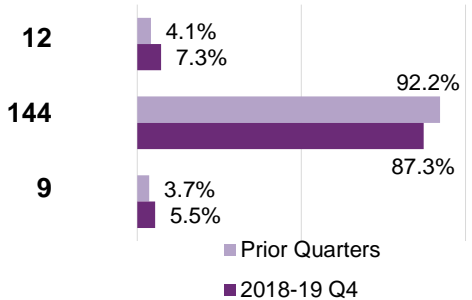
Aboriginal and Torres Strait Islander

Not Aboriginal and Torres Strait Islander

Not Stated

2018-19 Q4

% of active participants



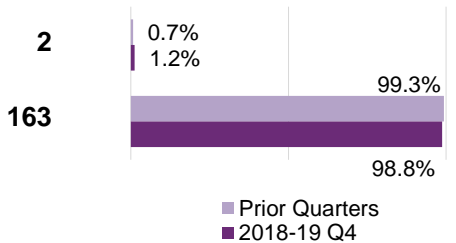
Young people in residential aged care status

Young people in residential aged care

Not young people in residential aged care

2018-19 Q4

% of active participants



Culturally and linguistically diverse status

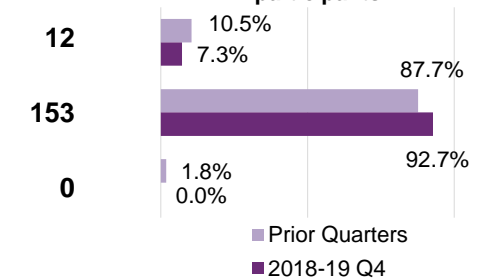
Culturally and linguistically diverse

Not culturally and linguistically diverse

Not stated

2018-19 Q4

% of active participants

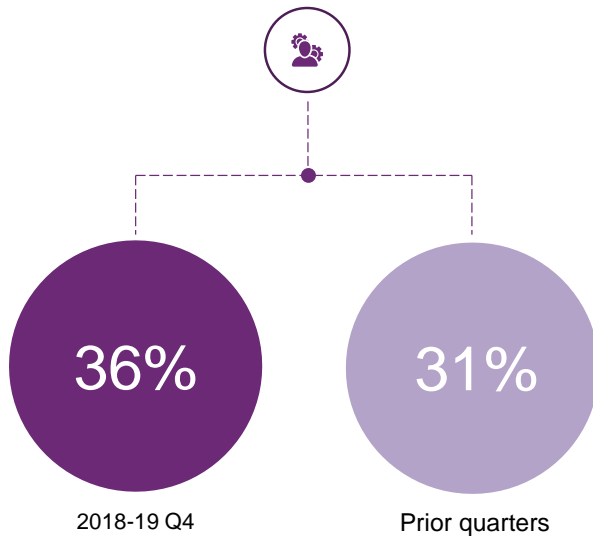


Plan Management Support Coordination

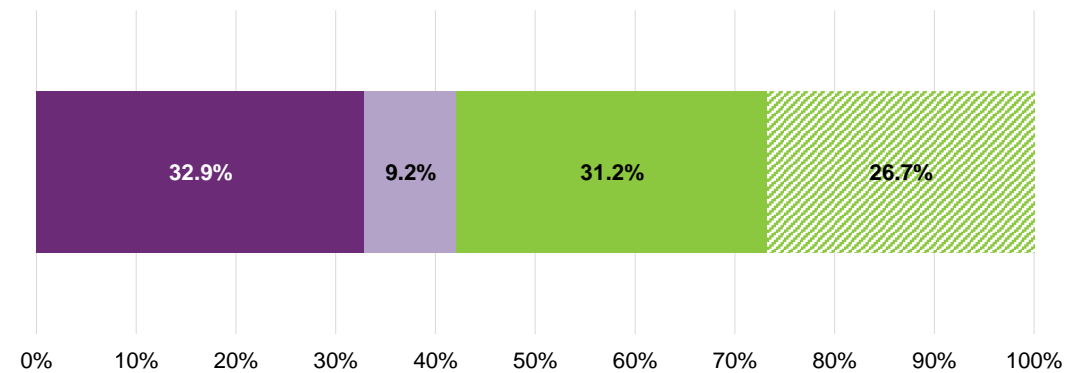
The proportion of participants electing to fully or partly self-manage their plan was lower in 2018-19 Q4 at 40%, compared with 42% in previous quarters combined.

36% of participants who have had a plan approved in 2018-19 Q4 have support coordination in their plan, compared to 31% in previous quarters combined.

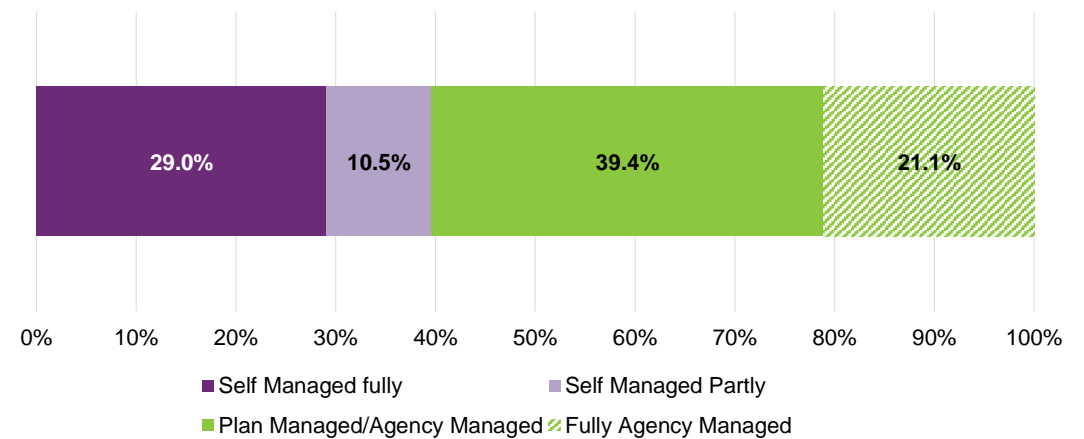
Support Coordination



Prior quarter (transition only)



2018-19 Q4



Plan Activation

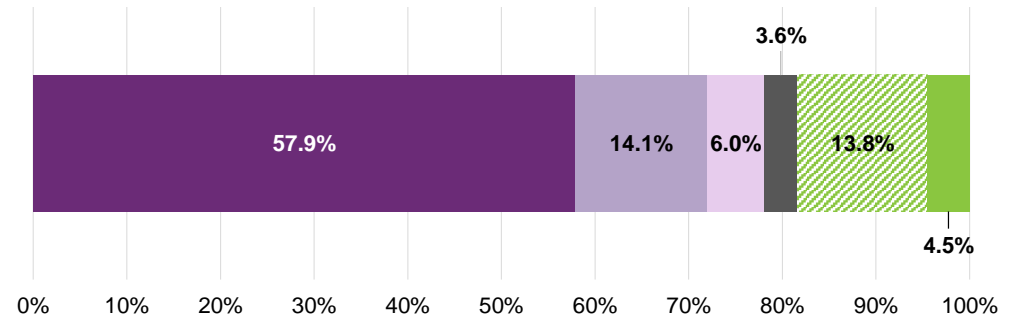
Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

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

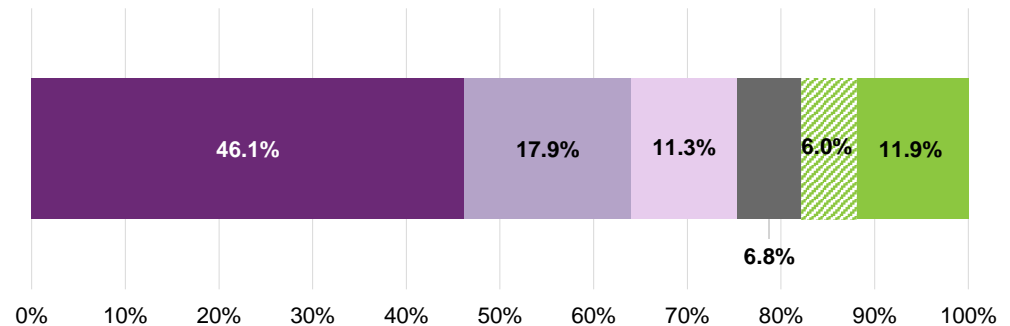
- 75% of participants entering in 2018-19 Q2
- 78% of participants entering in previous quarters combined

Duration to Plan activation for participants with initial plan approval

Prior Quarter (Transition Only)



2018-19 Q2



- 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 Q2 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

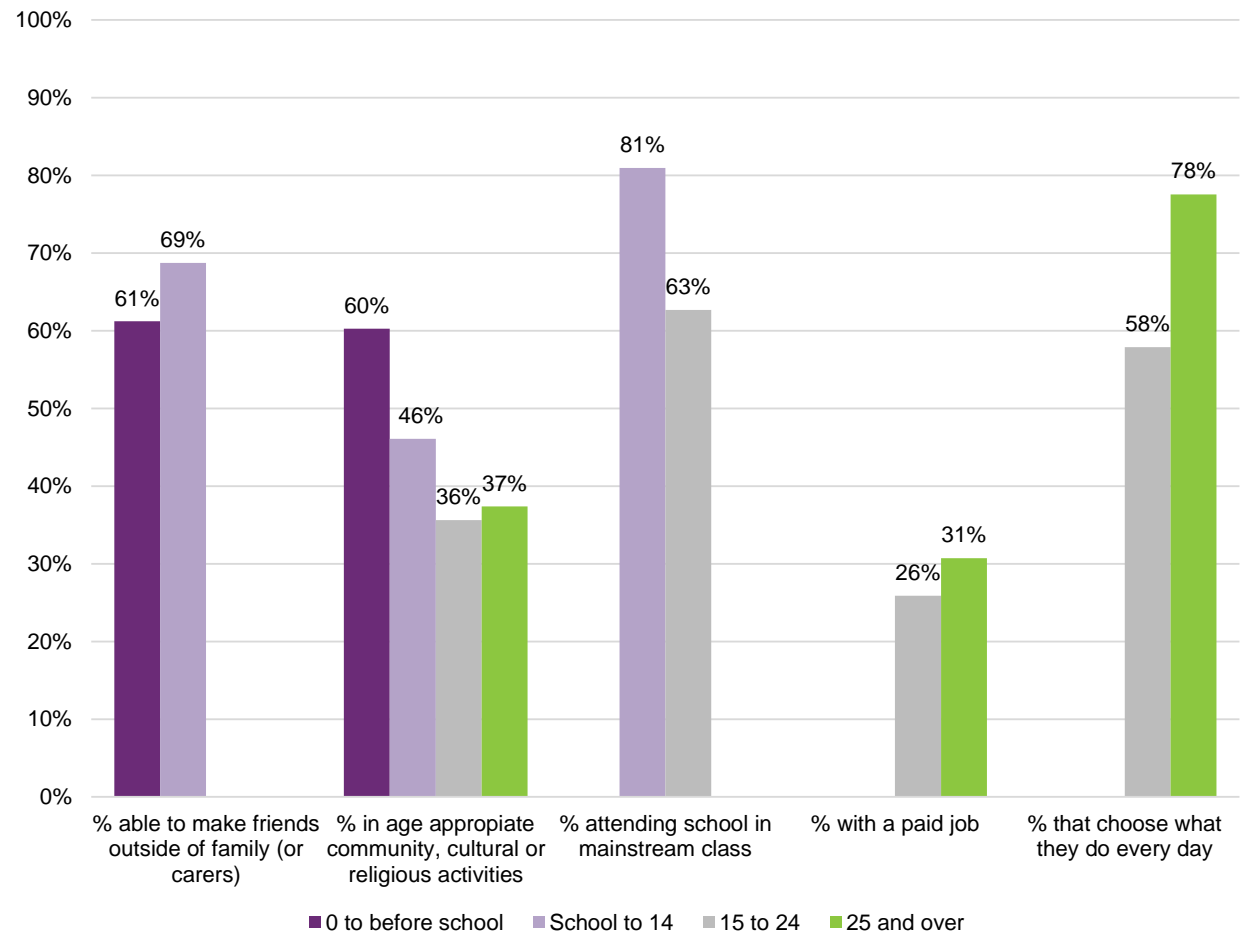
Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Participant Outcomes

This information on participant outcomes has been collected from 91% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).

- 69% 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
- 81% of participants from school age to 14 attend school in a mainstream class, compared to 63% 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

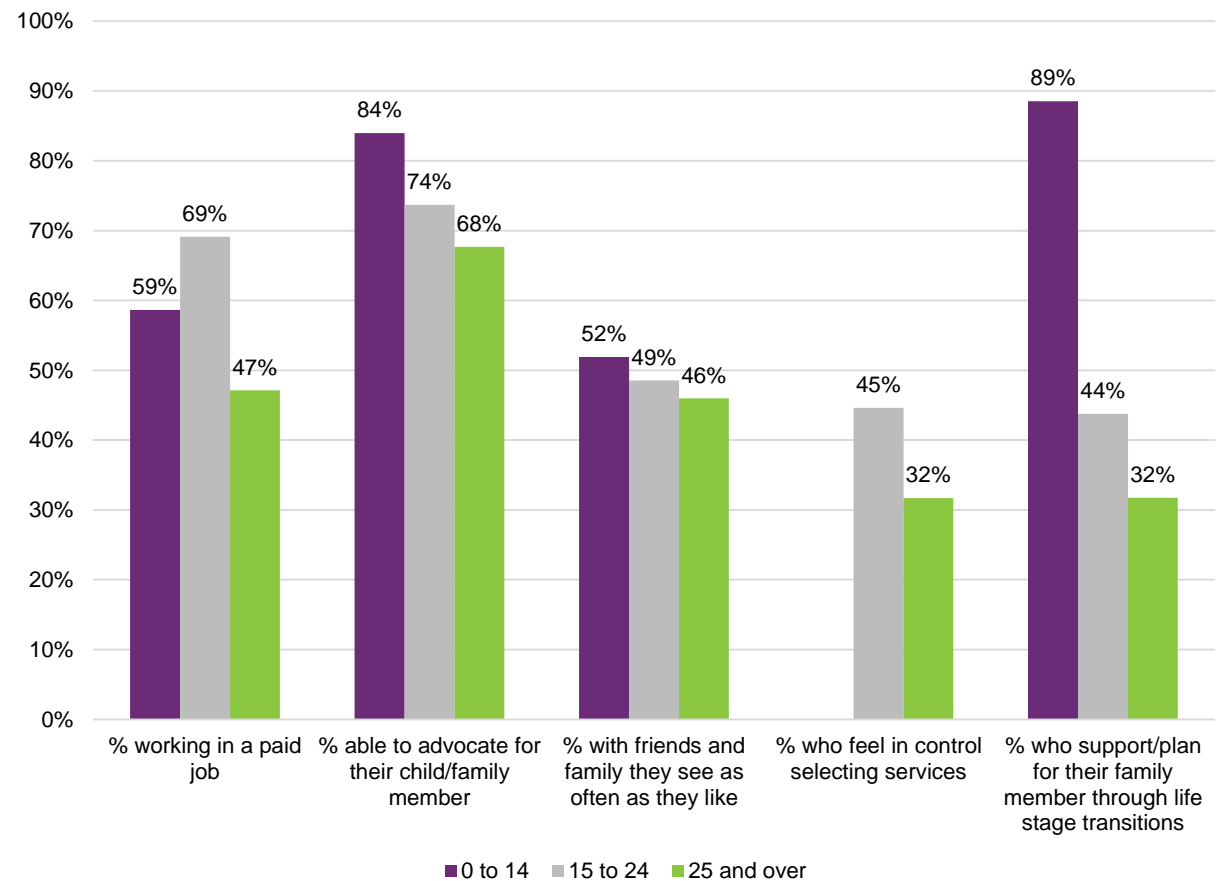


Family/Carers Outcomes

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 (84%)
- 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



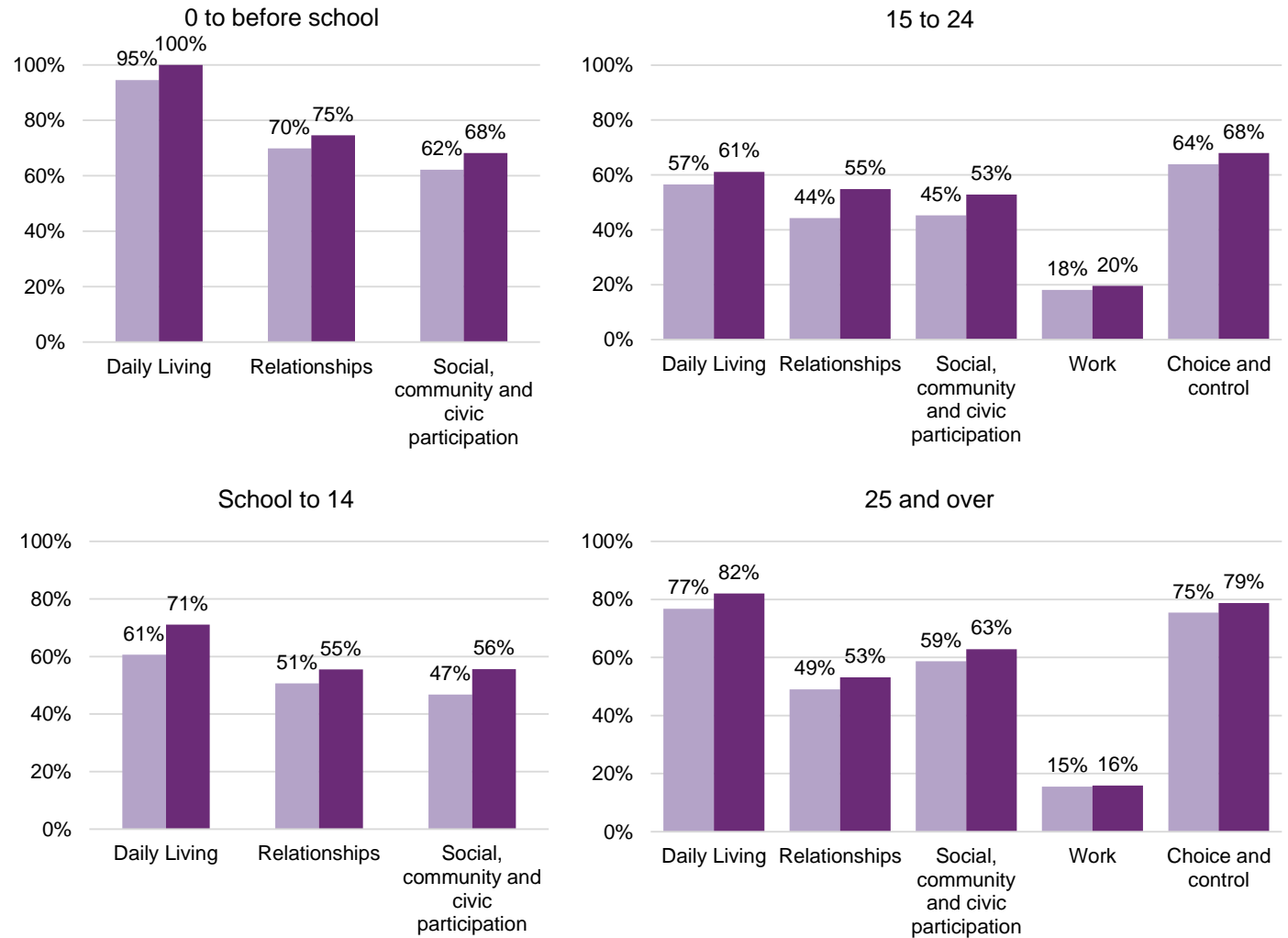
Has the NDIS helped? Participants

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 30 June 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?" questions for participants



■ Year 1 ■ Year 2

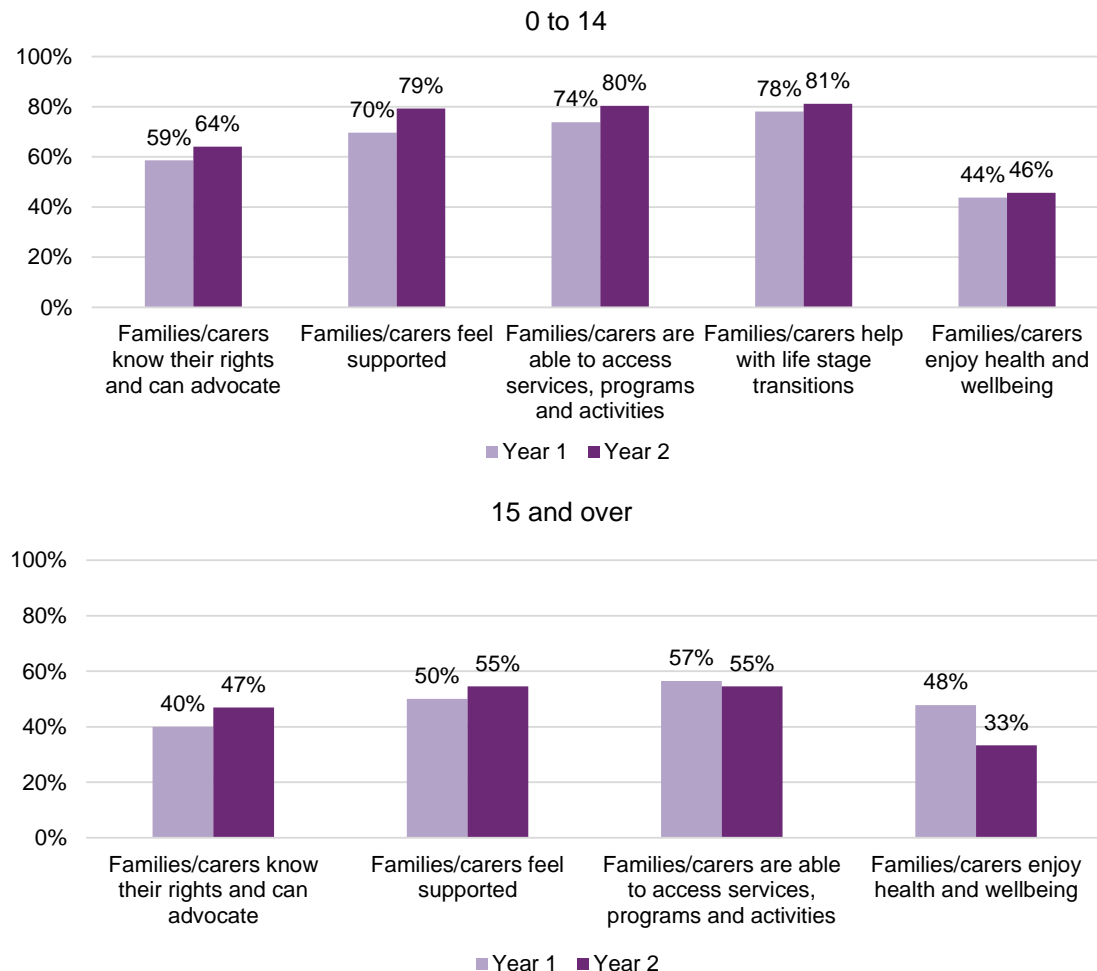
Has the NDIS helped? Family/Carers

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 30 June 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 improved from year one to year two. The exceptions were family and carers enjoying health and wellbeing as well as being able to access service, programs and activities 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



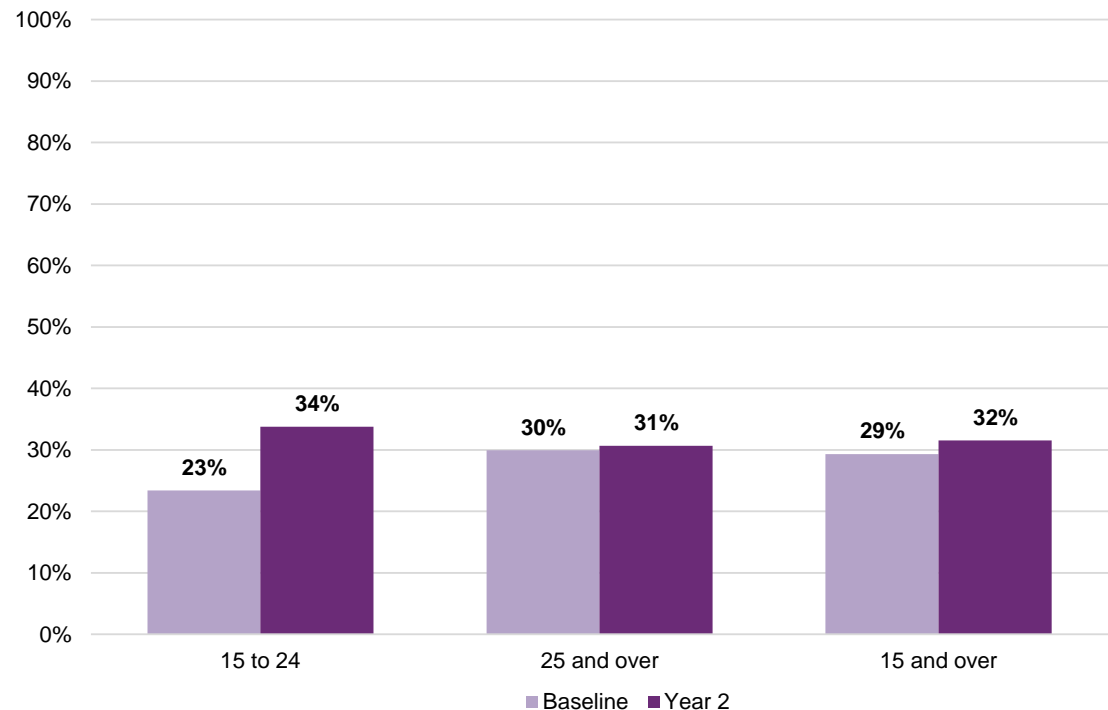
Participants in Work

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 30 June 2017.

The percentage of participants in paid work increased this quarter from 23% to 34% for those aged 15 to 24 and increased from 30% baseline to 31% for those aged 25 and over. Overall, the percentage of participants in employment increased from 29% to 32%.

NDIS participants in paid employment, by age group.



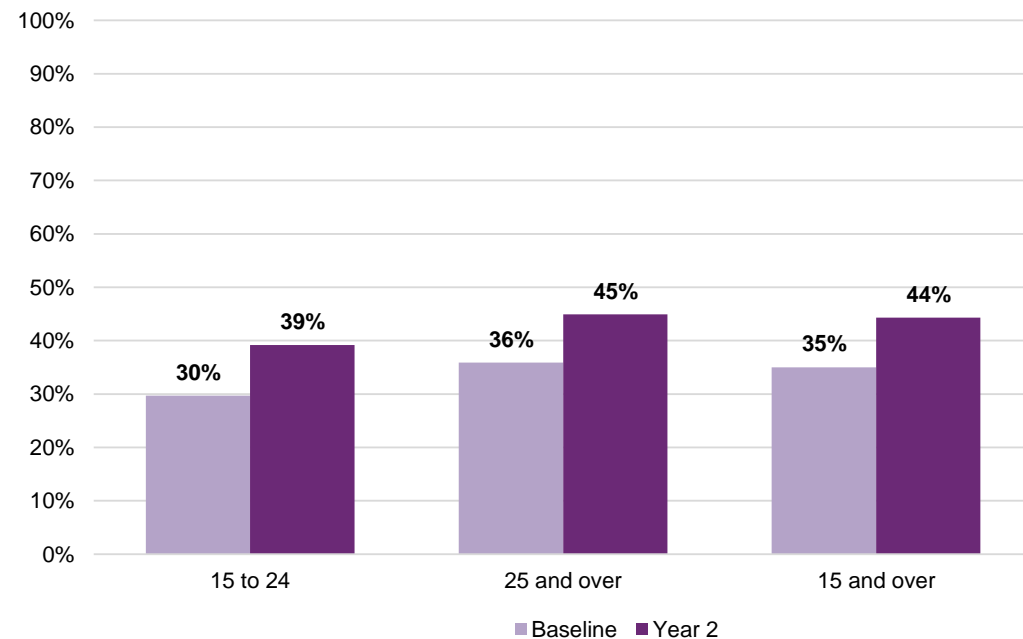
Participants involved in community and social activities

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 30 June 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 30% to 39% 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%.

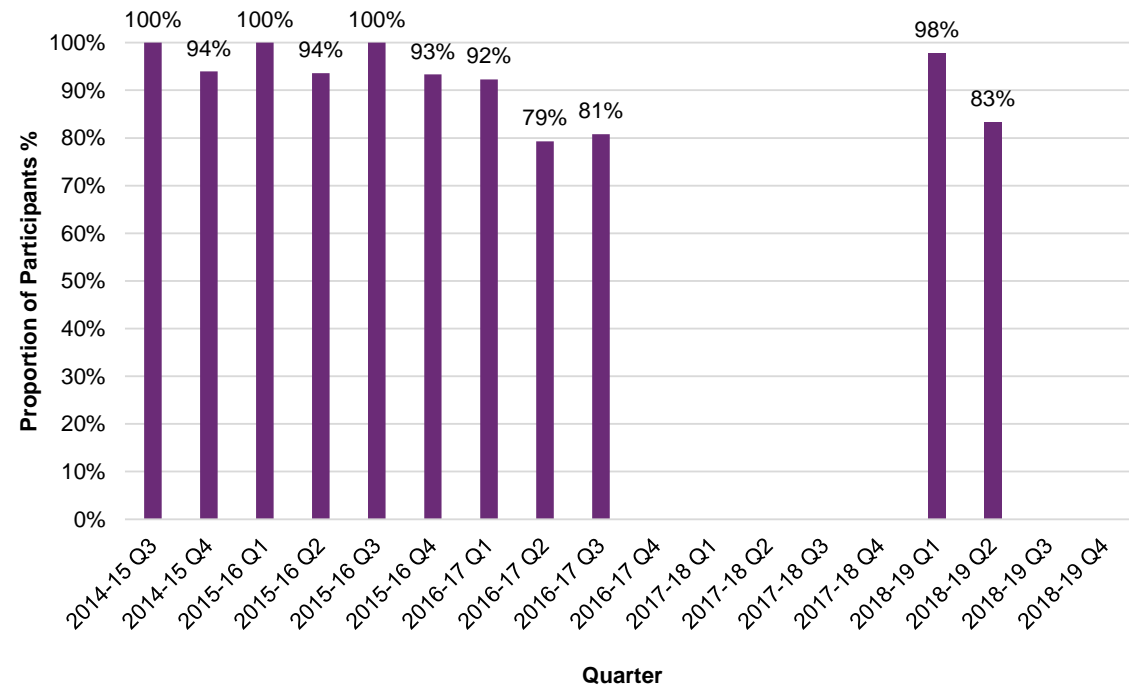
NDIS Participants participating in social activities in their community, by age group.



Participant Satisfaction

Due to low number of participant survey responses in 2018-19 Q4, participant satisfaction is not shown for this quarter.

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



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

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



Participant Satisfaction - New Survey Method

A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

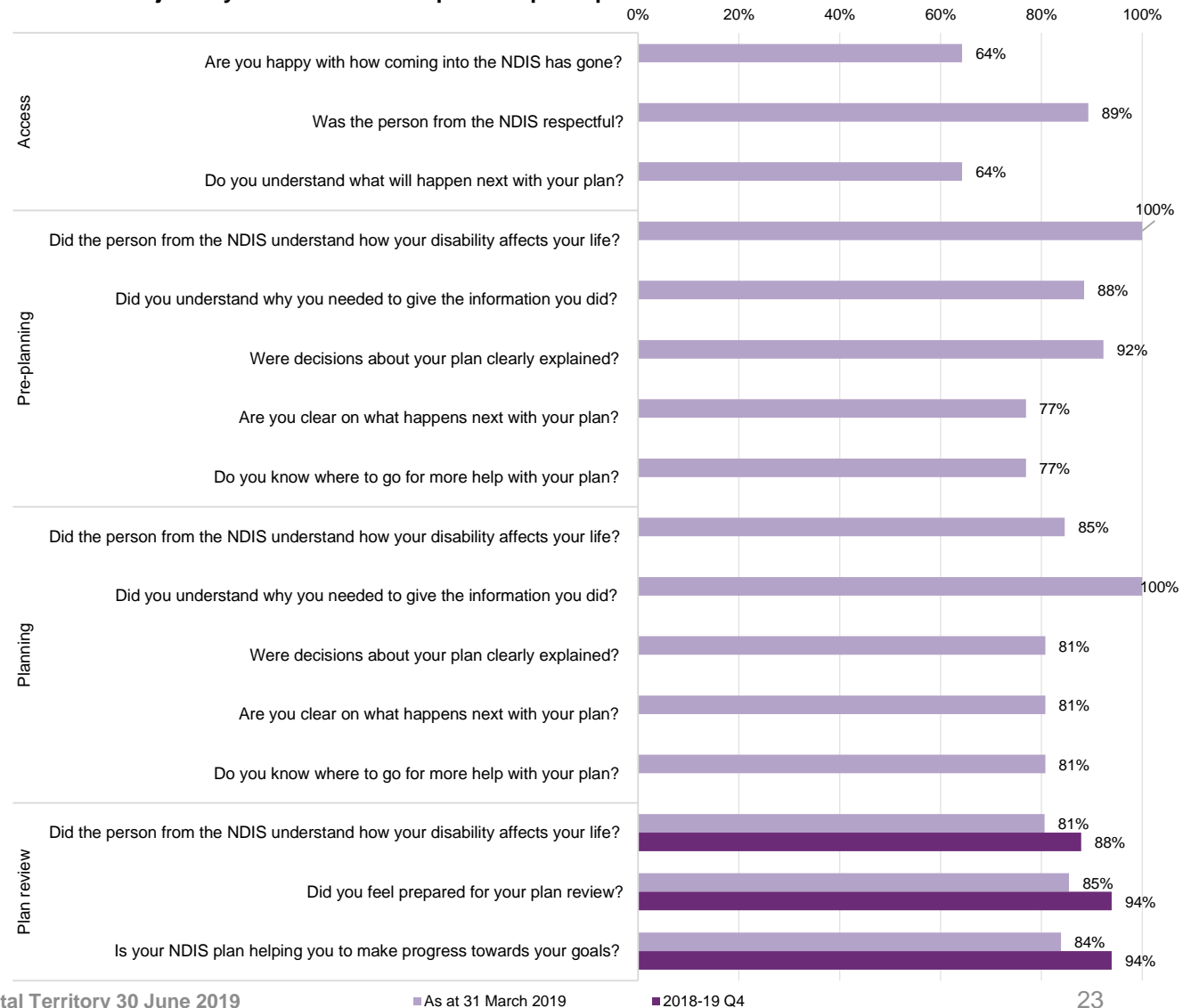
It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access
- Pre-planning
- Planning
- Plan Review

There have been improvements in participant satisfaction at the plan review stage this quarter. For other stages of the pathway, it is not possible to compare the results this quarter with those from prior periods due to small numbers. Generally there is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

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

Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters



Committed Supports and Payments

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

Of the \$1.1 billion that has been committed in participant plans, \$827.7 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

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS WAS LAUNCHED:

2014-15:	\$21.3M
2015-16:	\$116.4M
2016-17:	\$192.5M
2017-18:	\$231.1M
2018-19:	\$266.4M

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 \$1.1 billion that has been committed in participant plans, \$827.7 million has been paid to date.

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

2014-15: \$21.3m

2015-16: \$116.4m

2016-17: \$192.5m

2017-18: \$231.1m

2018-19: \$266.4m

Committed and paid by expected support year

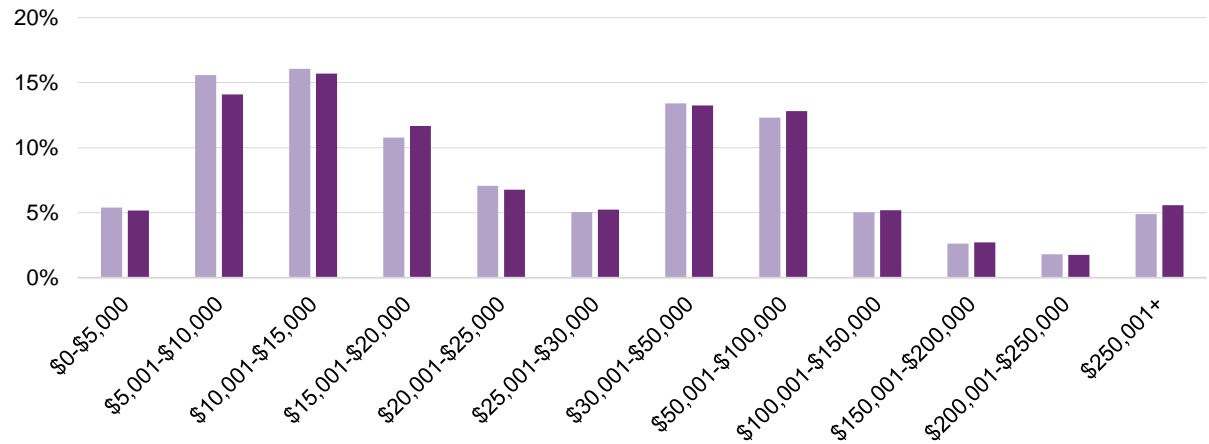
\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	N/A	26.6	138.6	282.5	320.6	377.6	1,145.9
Total paid	N/A	21.3	116.4	192.5	231.1	266.4	827.7



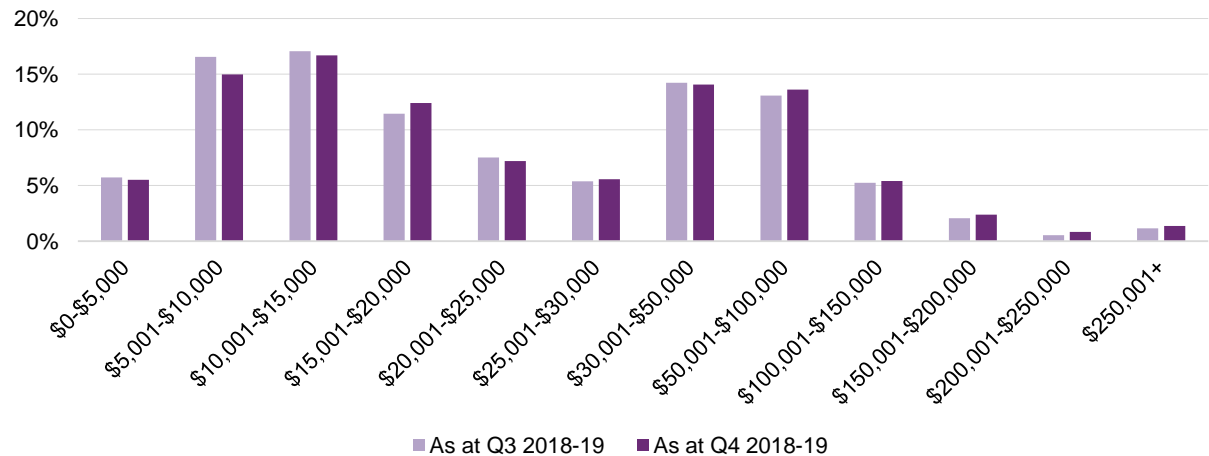
Committed Supports by Cost Band

This quarter, the change in the distribution of average annualised committed supports was driven by the indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019. 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)

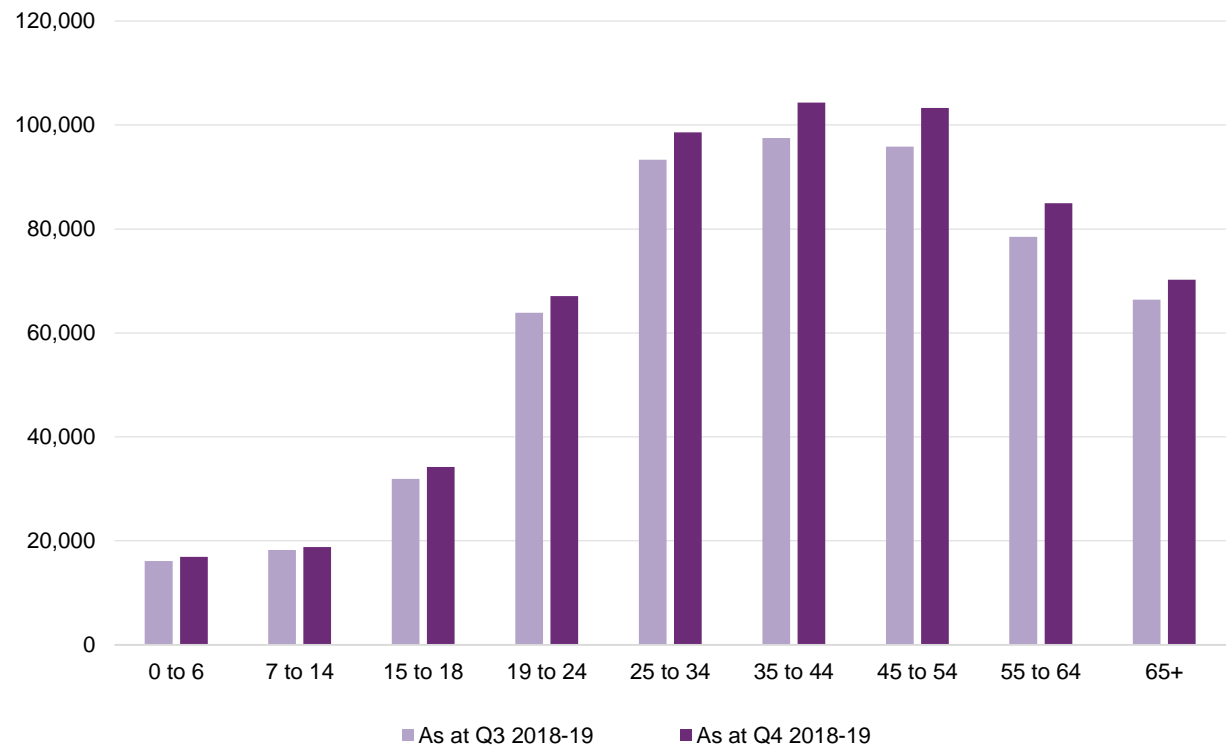


Committed Supports by Age Band

This quarter, the average annualised committed supports have increased compared to prior quarters. The increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

The average annualised committed supports increase 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

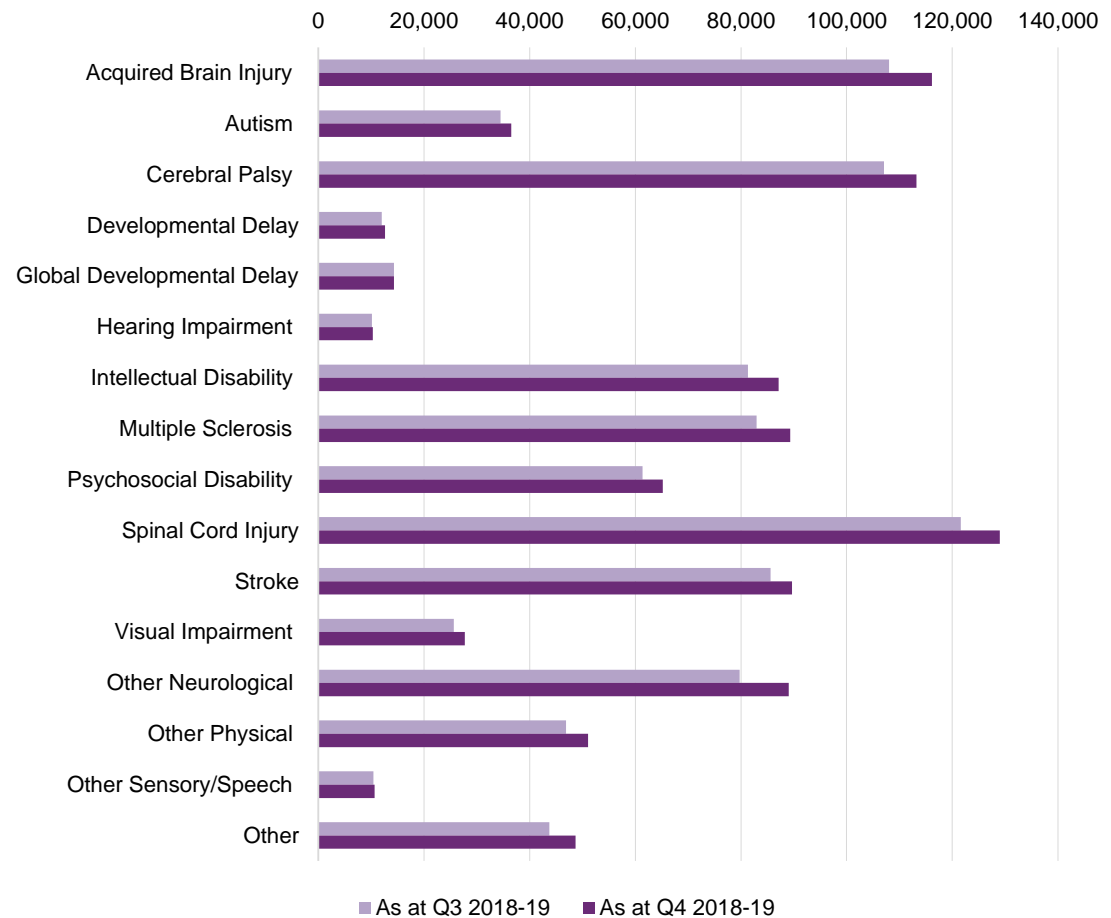


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

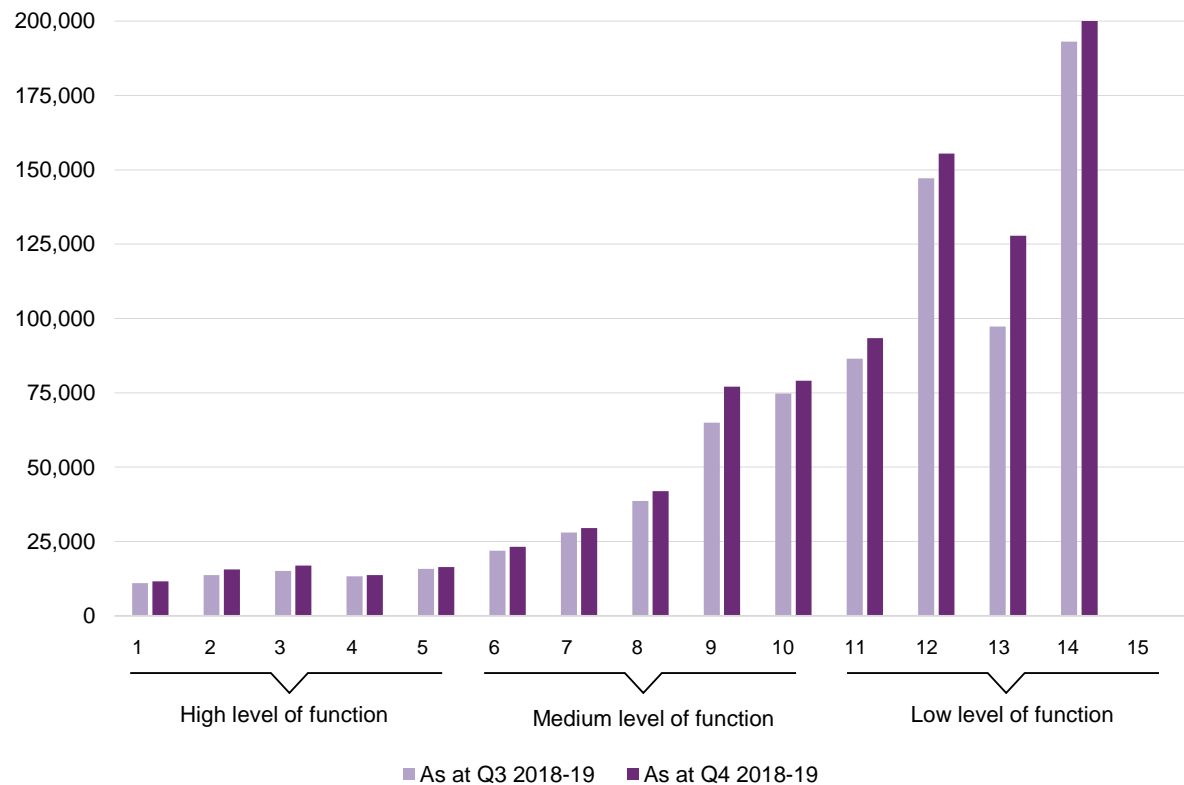
Average annualised committed supports by primary disability group



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.

Utilisation of Committed Supports

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 31 March 2019 and 30 June 2019.

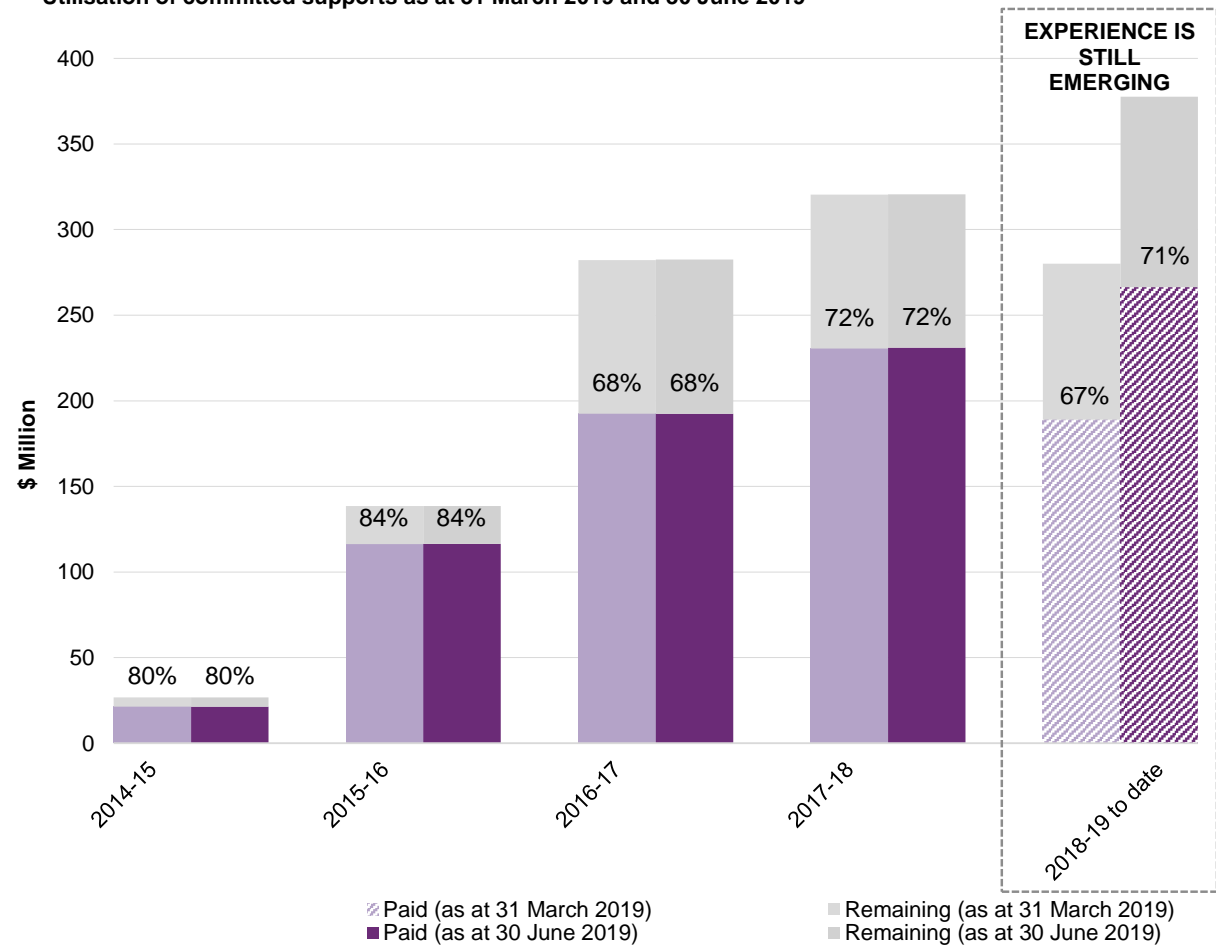
As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 will increase.

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 March 2019 and 30 June 2019



Providers and Markets

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

There were a total of 1,643 providers as at 30 June 2019, representing a 3% 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

1,643

APPROVED PROVIDERS, 33% OF WHICH WERE ACTIVE IN AUSTRALIAN CAPITAL TERRITORY AS AT 30 JUNE 2019

75-95%

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

25%

OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

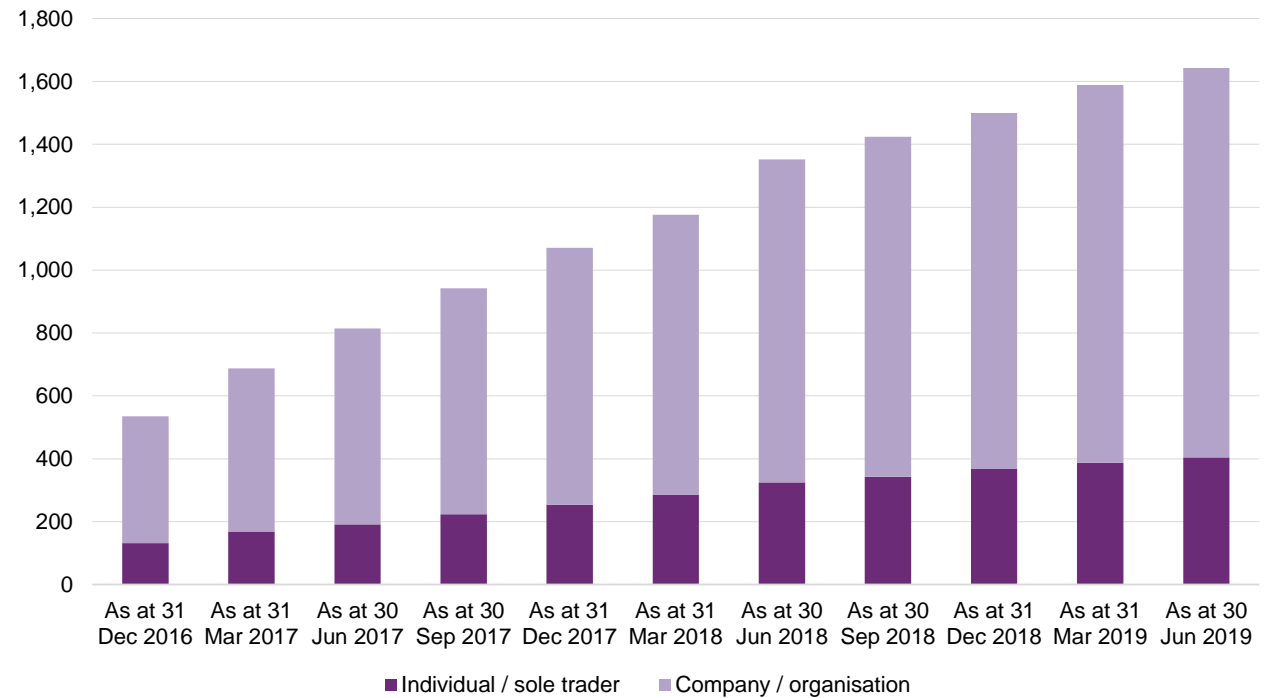
ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY PERSONAL MOBILITY EQUIPMENT AND HOUSEHOLD TASKS

Providers over time

As at 30 June 2019, there were 1,643 registered service providers, of which 404 were individual/sole trader operated businesses and 1,239 were companies or organisations.

1.07
AVERAGE PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



25% of approved service providers are individuals/sole traders.

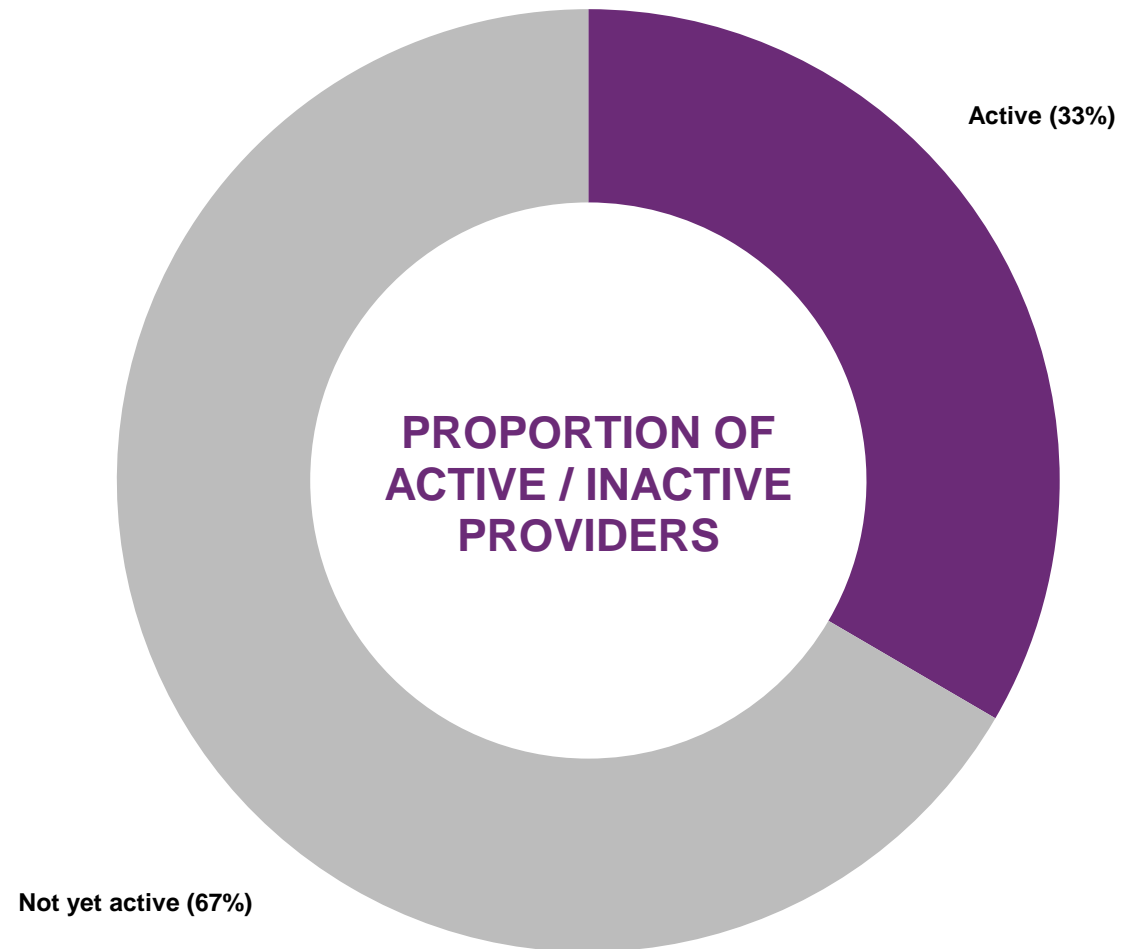
The number of approved service providers increased by 3% from 1,589 to 1,643 in the quarter.

Proportion of Active Providers

As at 30 June 2019, 33% of providers were active and 67% were inactive.

Of the total providers, 105 began delivering new supports in the quarter.

105
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



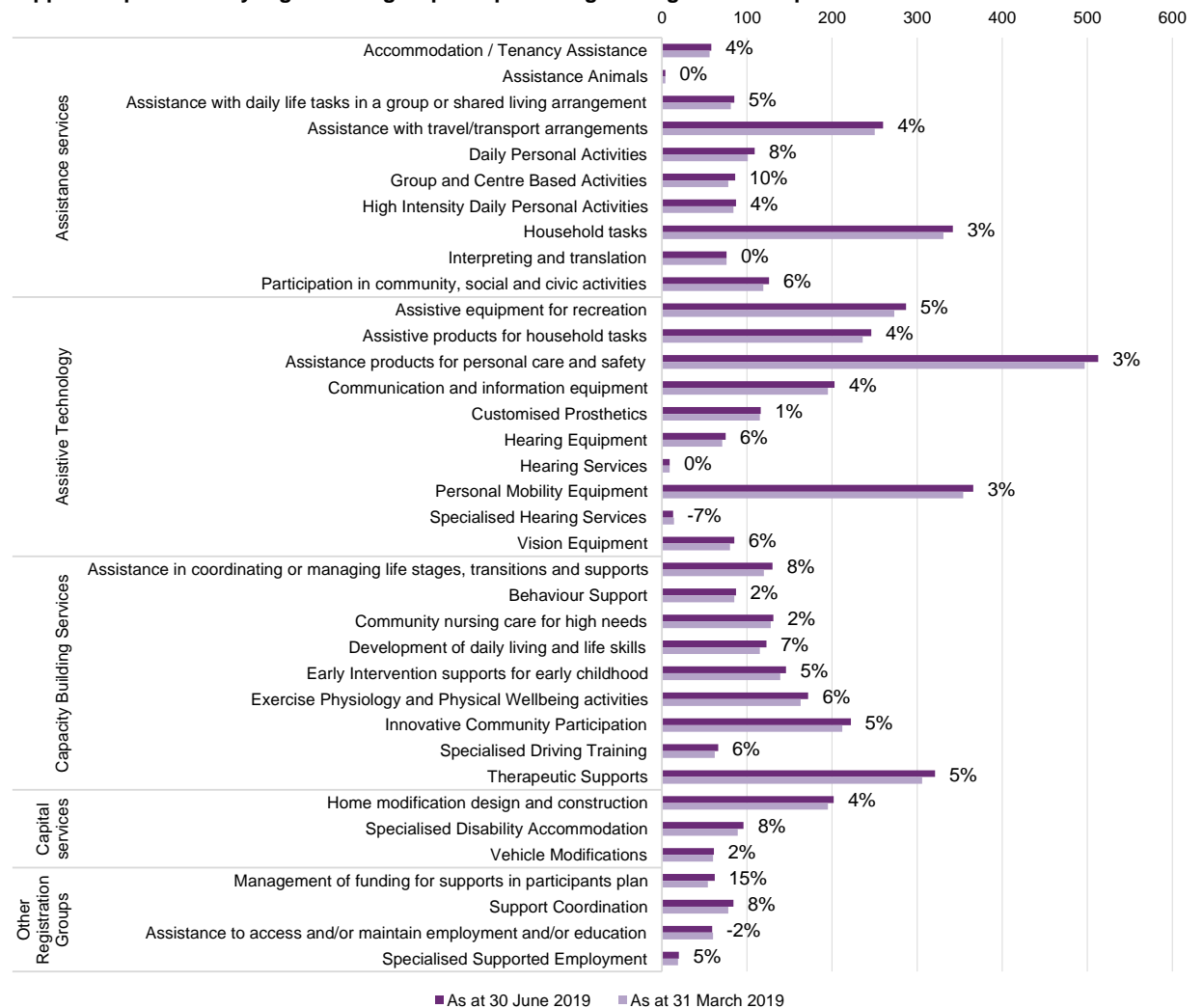
Approved Registration Groups

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 497 to 513 (4% increase)
- Personal Mobility Equipment: from 354 to 366 (3% increase)
- Household Tasks: from 331 to 342 (3% increase)
- Therapeutic Supports: from 306 to 321 (5% increase)
- Assistive equipment for recreation: from 273 to 287 (5% increase)

Approved providers by registration group and percentage change over the quarter



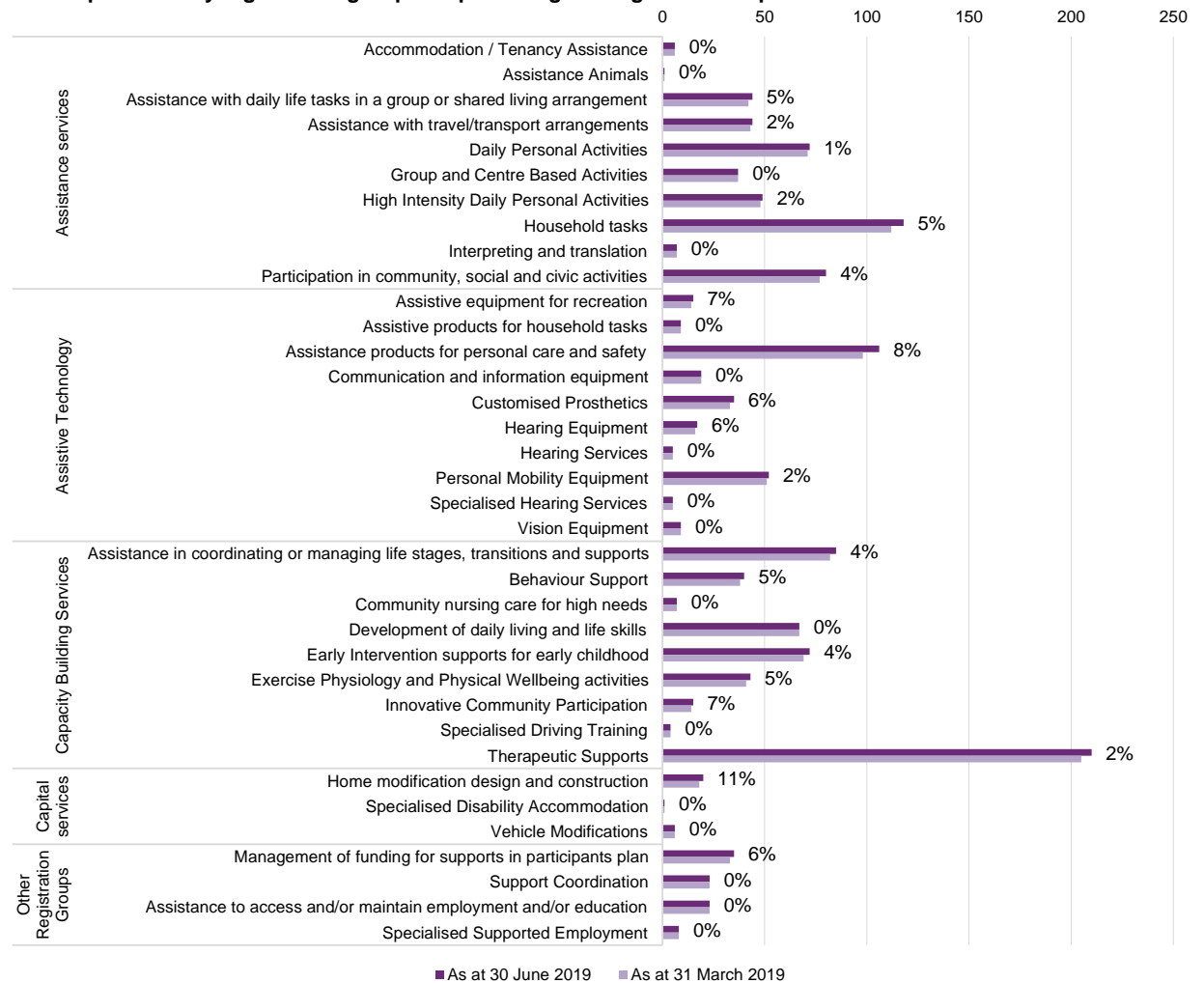
Active Registration Groups

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 continue to grow:

- Therapeutic Supports: from 205 to 210 (2% increase)
- Household tasks: from 112 to 118 (5% increase)
- Assistance products for personal care and safety: from 98 to 106 (8% increase)
- Assistance in coordinating or managing life stages, transitions and supports: from 82 to 85 (4% increase)
- Participation in community, social and civic activities: from 77 to 80 (4% increase)

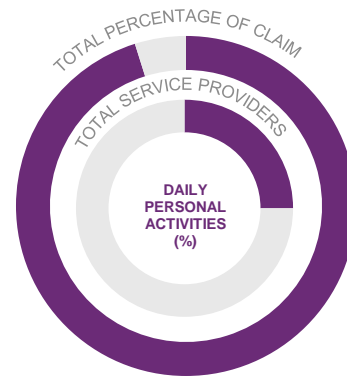
Active providers by registration group and percentage change over the quarter



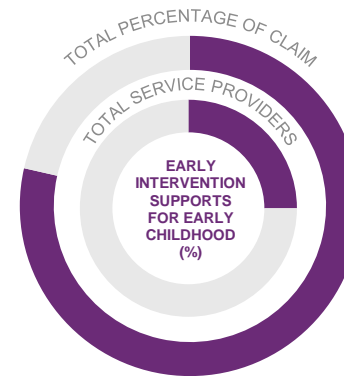
Market share of top providers

25% of service providers received 75-95% of the dollars paid for major registration groups.

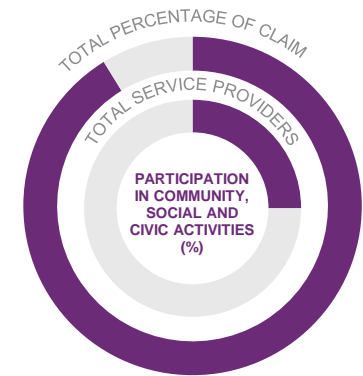
Market share of the top 25% of providers by registration group.



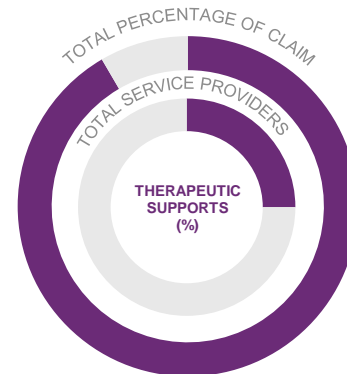
95%



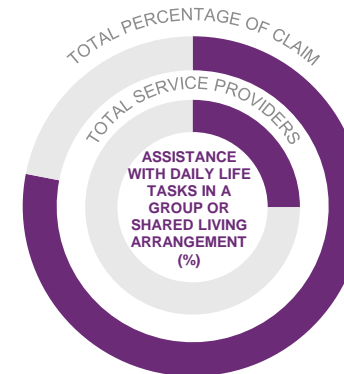
79%



91%



92%



78%

Information, Linkages and Capacity Building

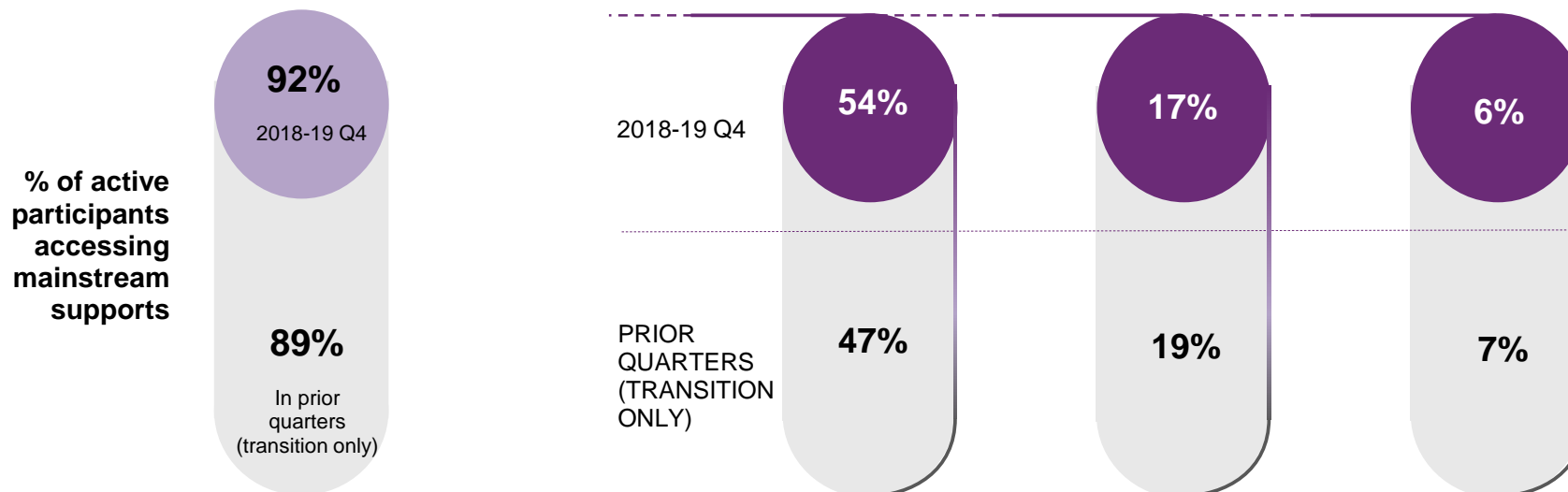
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

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

Mainstream Interface

Of the total number of active participants with a plan approved in 2018-19 Q4, 92% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



Financial Sustainability

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