
COAG

Disability Reform Council Quarterly Performance Report

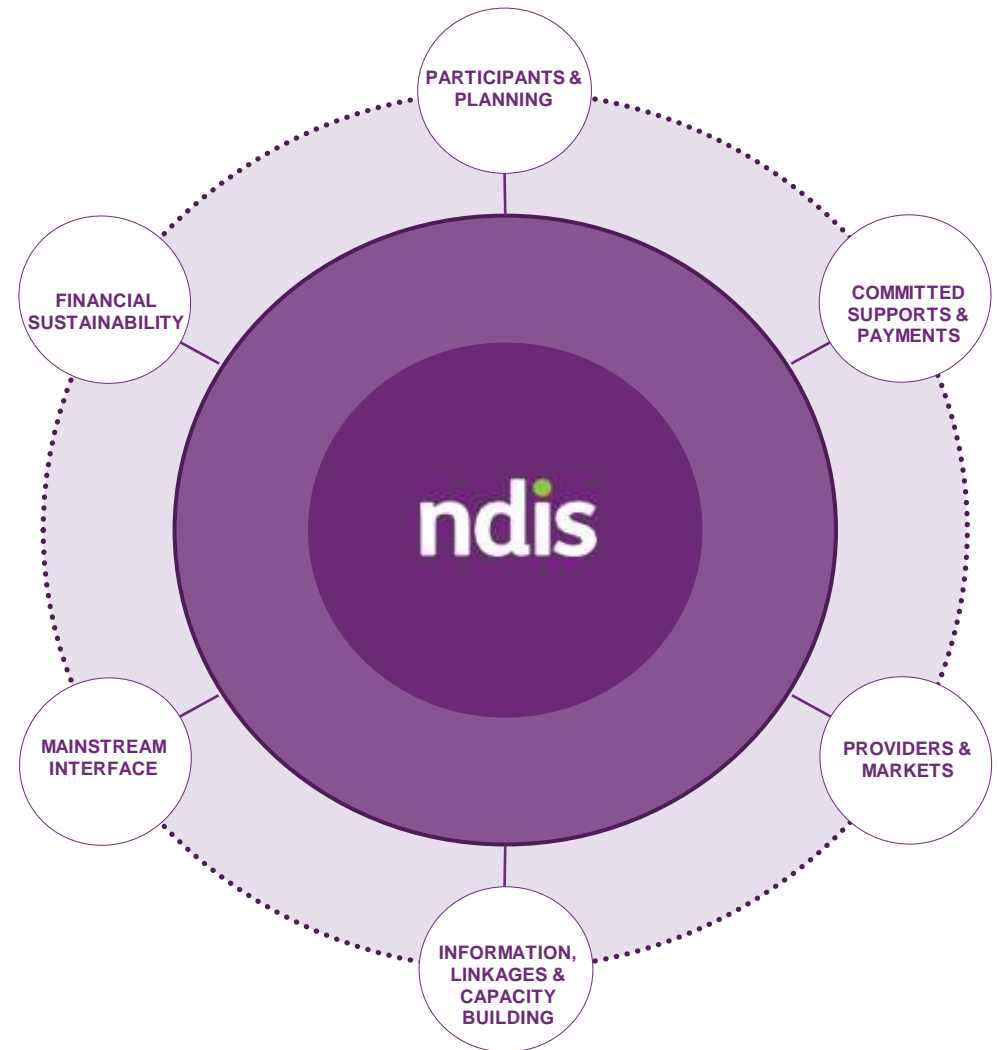
National - 30 June 2019



Overview

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

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



Summary

Participants and Planning

An additional 27,853 participants with plans this quarter (excluding ECEI).

The Agency has achieved 93% of the 2018-19 operational target for new plan approvals.

As at 30 June 2019, plans approved and ECEI referrals represent:

- 61% of 2018-19 bilateral estimate met (1 July 2018 - 30 June 2019)
- 69% of transition to date bilateral estimate met (1 July 2016 - 30 June 2019)
- 72% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2019)

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

Committed Supports and Payments

\$18.0 billion for supports has been paid to providers and participants since Scheme inception:

- \$85.8m in 2013-14,
- \$370.9m in 2014-15,
- \$704.1m in 2015-16,
- \$2,181.4m in 2016-17,
- \$5,387.2m in 2017-18,
- \$9,289.0m in 2018-19.

Overall,

- 65% of committed supports were utilised in 2013-14,
- 75% in 2014-15,
- 75% in 2015-16,
- 67% in 2016-17,
- 70% in 2017-18.

The 2018-19 experience is still emerging.

The lower proportion of utilisation in 2016-17 and 2017-18 reflects the increased amount of participants who received their first plans in these years. Participants tend to utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Providers and Markets

There were 21,510 registered providers as at 30 June 2019, representing a 6% increase for the quarter.

57% of registered providers were active as at 30 June 2019.

46% of registered providers are individuals/sole traders.

25% of registered providers are receiving 80-95% of payments made by the NDIA.

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

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects community life.

The NDIA has invested \$65.9 million during 2019 to States and Territories Governments, prior to the commissioning of new programs during 2019-20.

There were two national interim grant rounds administered by the NDIA, namely the Disability People and Families Organisation (DPFO) and the Economic Participation grant rounds.

The NDIA will continue the progressive roll-out of funding programs throughout 2019. The first program National Information Program (NIP) opened on Friday 5 April 2019. The other three programs, Individual Capacity Building Program (ICBP), Mainstream Capacity Building Program and Economic and Community Participation Program will be released throughout 2019 and 2020.

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22. This strategy will see ILC administered through these four discrete, but complementary programs.

Mainstream Interface

93% of active participants with a plan approved in 2018-19 Q4 access mainstream services.

Financial Sustainability

The NDIS has been within budget each year of its operation. The NDIS remains within budget for 2018-19.

The primary drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. The current primary financial pressures relate to:

- Scheme access and ongoing eligibility
- Participant costs

Specific management responses include: participant pathway review, reference package and guided planning process, improved decision making for support independent living and specialist disability accommodation.

Participants and Planning

The NDIS nationally continues to grow with 27,853 additional participants with approved plans this quarter.

In total, over 298,000 participants have now been supported by the NDIS, with approximately one third of participants receiving support for the first time.

Summary

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

Key Statistics

298,816

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

27,853

INITIAL PLANS APPROVED IN 2018-19 Q4, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 10% GROWTH SINCE LAST QUARTER)

5,312

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 1,288 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q4

99,537

PEOPLE HAVE RECEIVED SUPPORT FOR THE FIRST TIME

93%

OF 2018-19 OPERATIONAL TARGET MET (1 JULY 2018 - 30 JUNE 2019)*

72%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 JUNE 2019)

61%

OF 2018-19 BILATERAL ESTIMATE MET (1 JULY 2018 - 30 JUNE 2019)

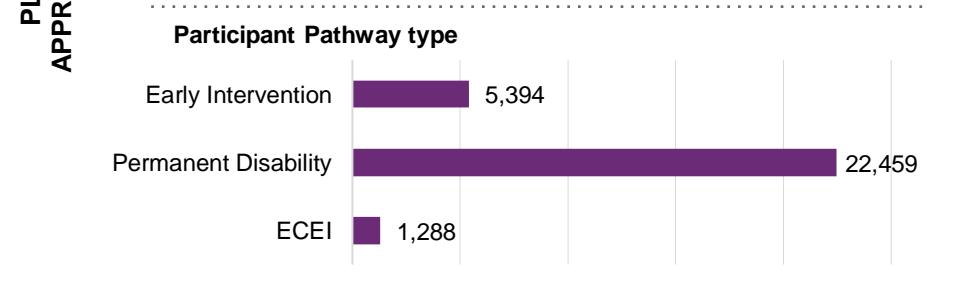
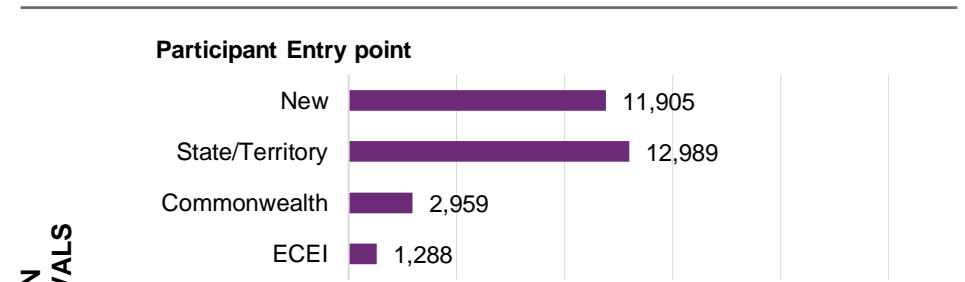
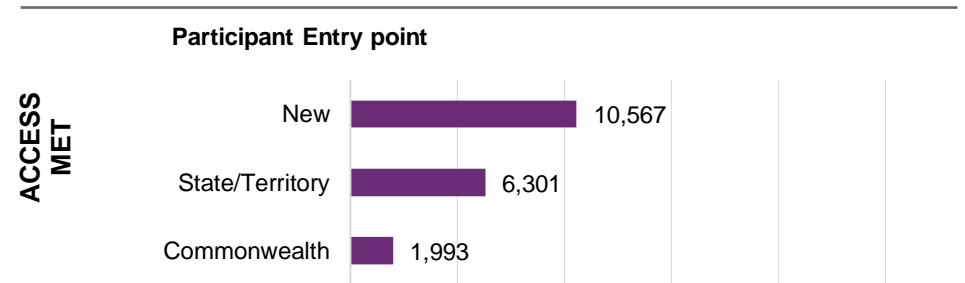
*Note: The operational target is based on actionable records, which are the records of participants who the NDIA have been able to contact based on the information provided, and who have 'access met' or 'in progress' status.

Quarterly Intake

2018-19 Q4

Of the 18,861 participants deemed 'eligible' this quarter 33% entered from an existing State/Territory program.

Of the 27,853 plan approvals this quarter, 47% had transitioned from an existing State/Territory program, 81% entered with a permanent disability and 4,274 were previously confirmed as ECEI as at 31 March 2019.



Quarterly Intake Detail

Plan approval numbers have increased from 265,651 at the end of 2018-19 Q3 to 293,504 by the end of 2018-19 Q4, an increase of 27,853 approvals.

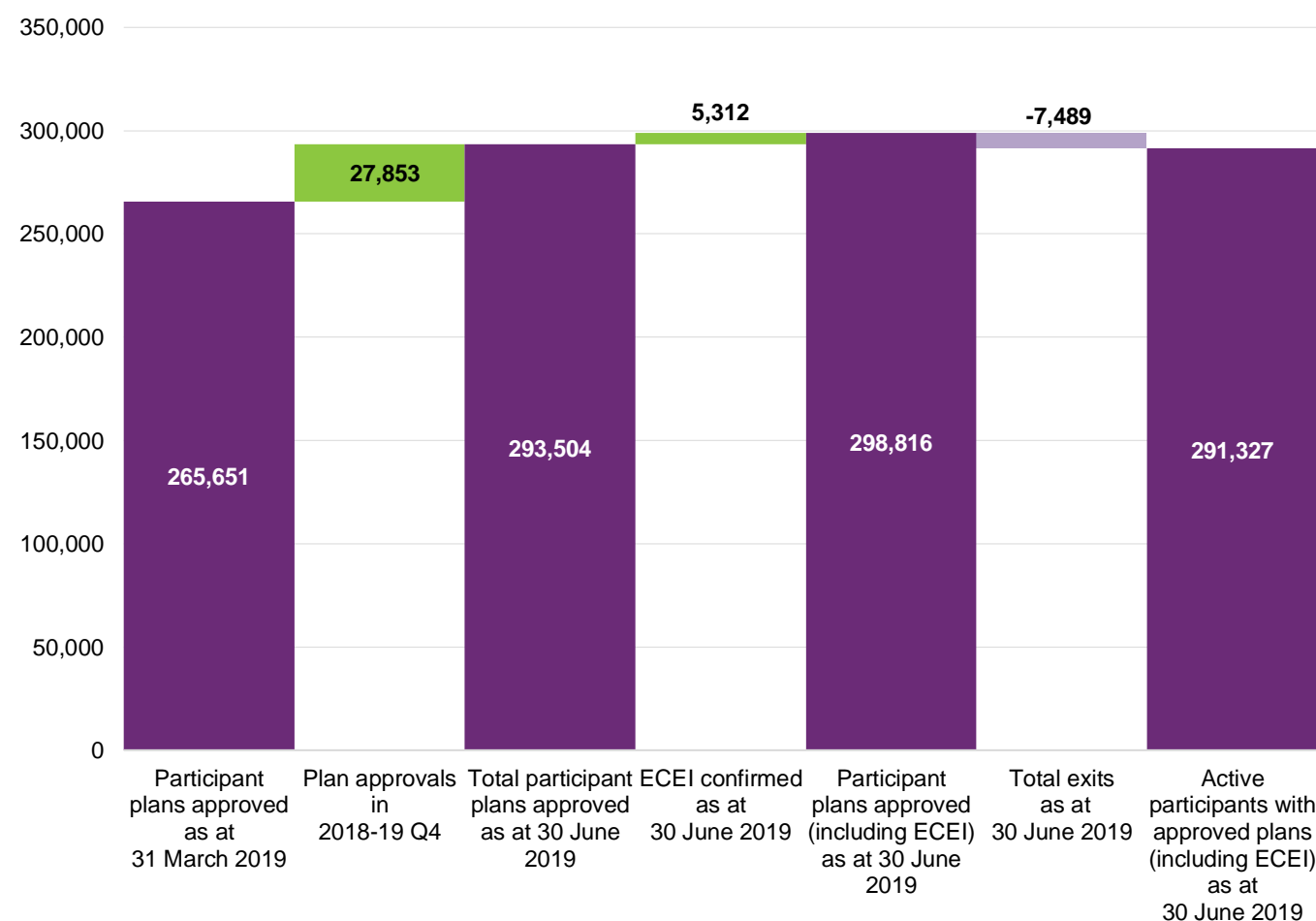
At the end of the quarter, 5,312 children are being supported in the ECEI gateway. Of these, 4,024 were previously confirmed as ECEI at 31 March 2019 and an additional 1,288 children entered the gateway this quarter.

The number of confirmed ECEI referrals reduced since 31 March 2019 mainly due to children who were in the ECEI gateway having an initial plan approved during the quarter. Children have also moved out of the ECEI gateway since 31 March 2019 for other reasons including where the child has been referred to appropriate mainstream services.

Overall, 7,489 participants with approved plans have exited the Scheme, resulting in 291,327 active participants (including ECEI) as at 30 June 2019

There were 63,904 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



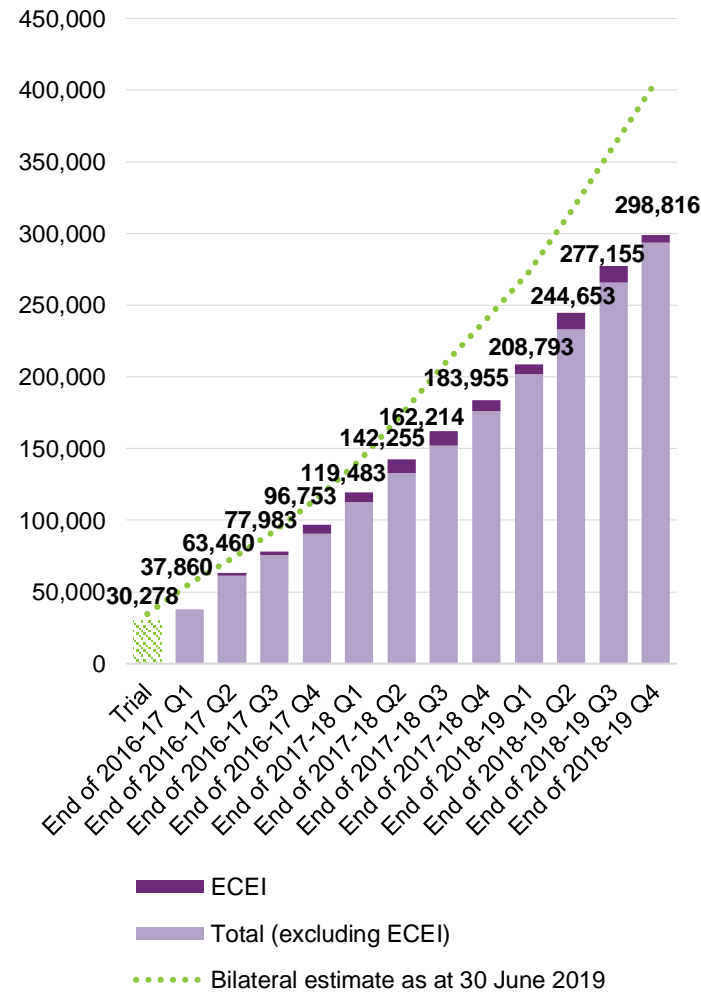
Cumulative Position

At the end of 2018-19 Q4, the cumulative total number of participants that have received support is 298,816 (including 5,312 children supported through the ECEI gateway). Of these, 165,390 transitioned from an existing State/Territory program, 28,577 transitioned from an existing Commonwealth program and 99,537 participants have received support for the first time.

Overall, since 1 July 2013, there have been 375,494 people with access decisions.

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

Cumulative plan approvals compared with bilateral estimate



93%

of 2018-19 operational target met
(1 July 2018 - 30 June 2019)

72%

of scheme to date bilateral estimate met
(1 July 2013 - 30 June 2019)

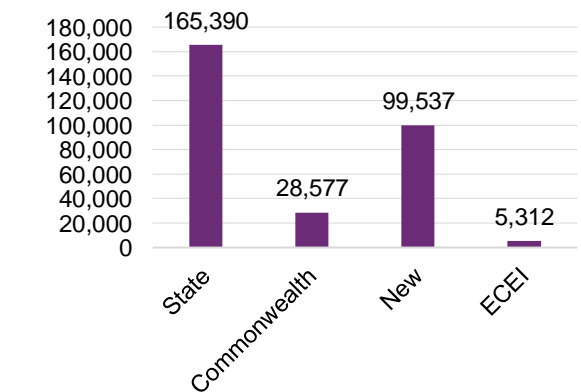
61%

of 2018-19 bilateral estimate met
(1 July 2018 - 30 June 2019)

293,504

plan approvals to date; 298,816 including 5,312 ECEI confirmed

Plan approvals by participant referral pathway

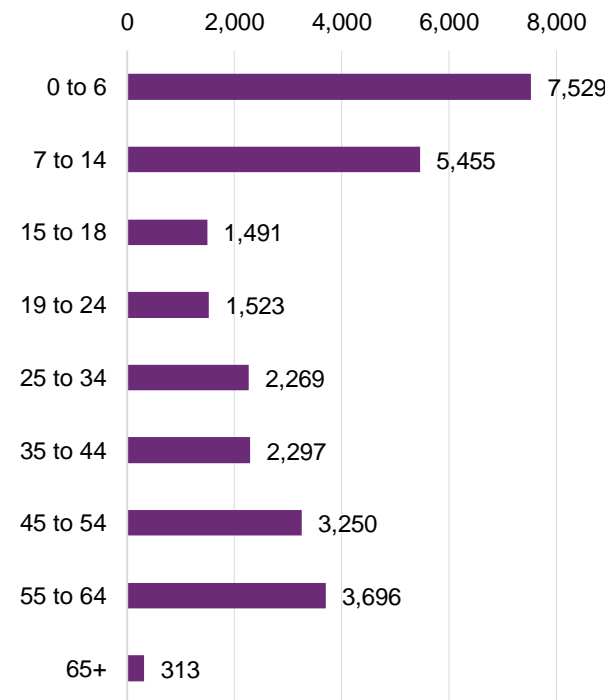


Participant Profiles: Age Group

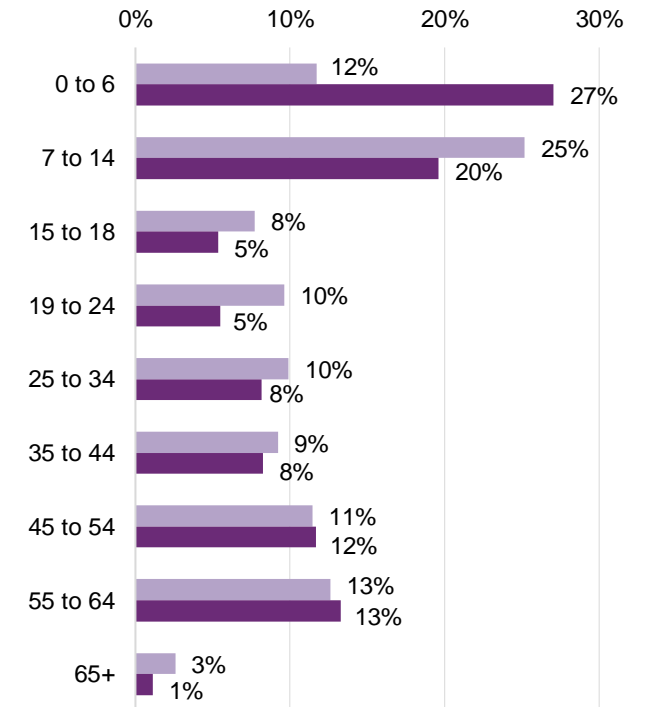
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by age group.

Approximately 27% of participants entering in this quarter are aged 0 to 6 years, compared to 12% in prior quarters.

Active participants with a plan approved in the quarter of 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.

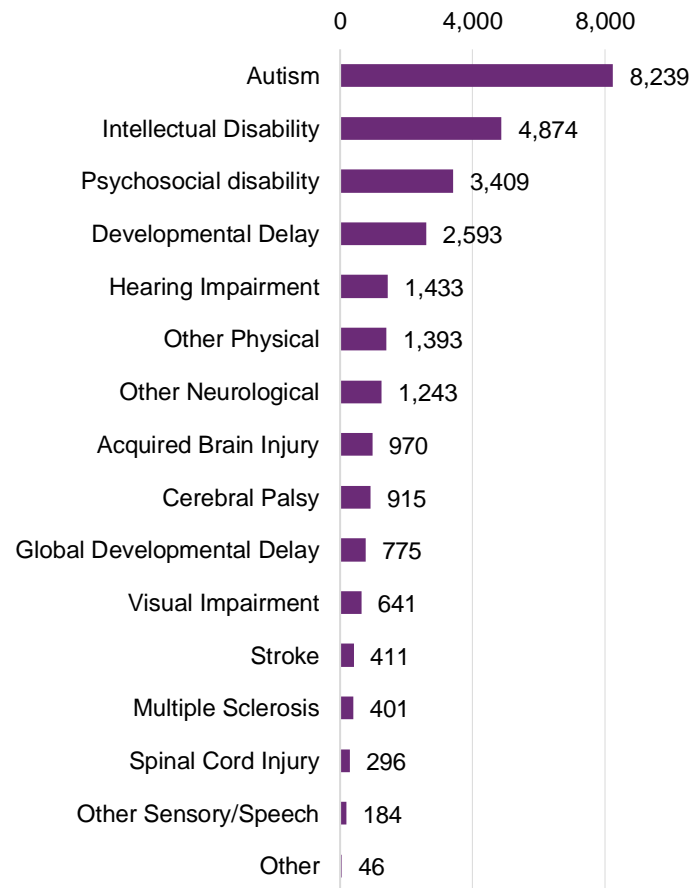
Participant Profiles: Disability Group

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.

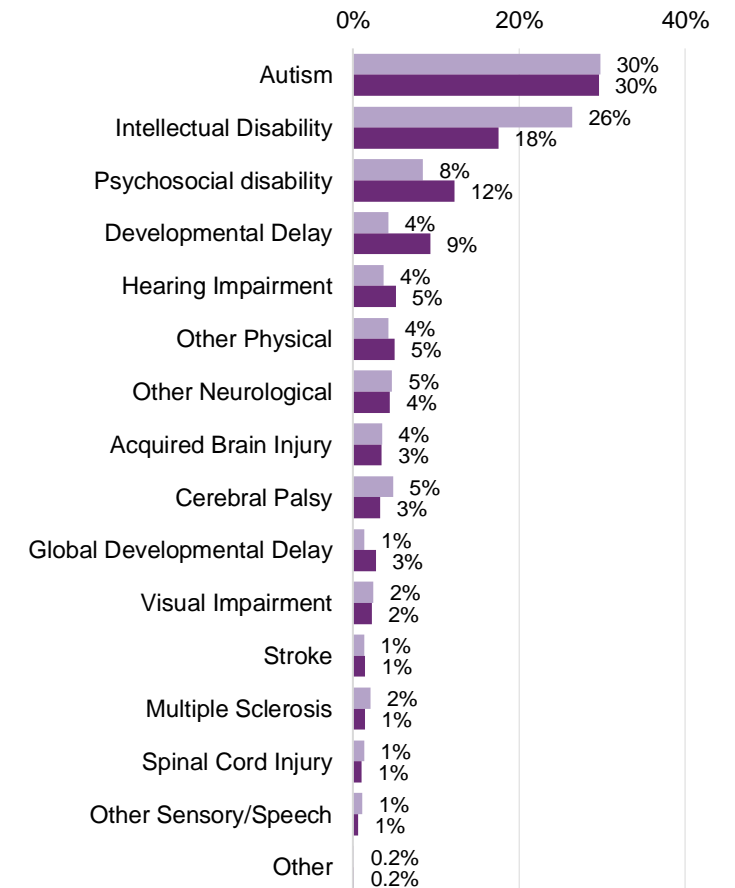
Of the participants entering in this quarter, 12% had a primary disability of Psychosocial Disability compared with 8% in previous quarters. Further, 9% had a primary disability of Developmental Delay compared with 4% in previous quarters.

For the participants with a primary disability of Developmental Delay, the large increase was mainly driven by the increase in participants aged 0 to 6 years entering this quarter.

Active participants with a plan approved in 2018-19 Q4 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 Q4

Note 1: Of the 4,874 active participants identified as having an intellectual disability, 549 (11%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Participant Profiles: Level of Function

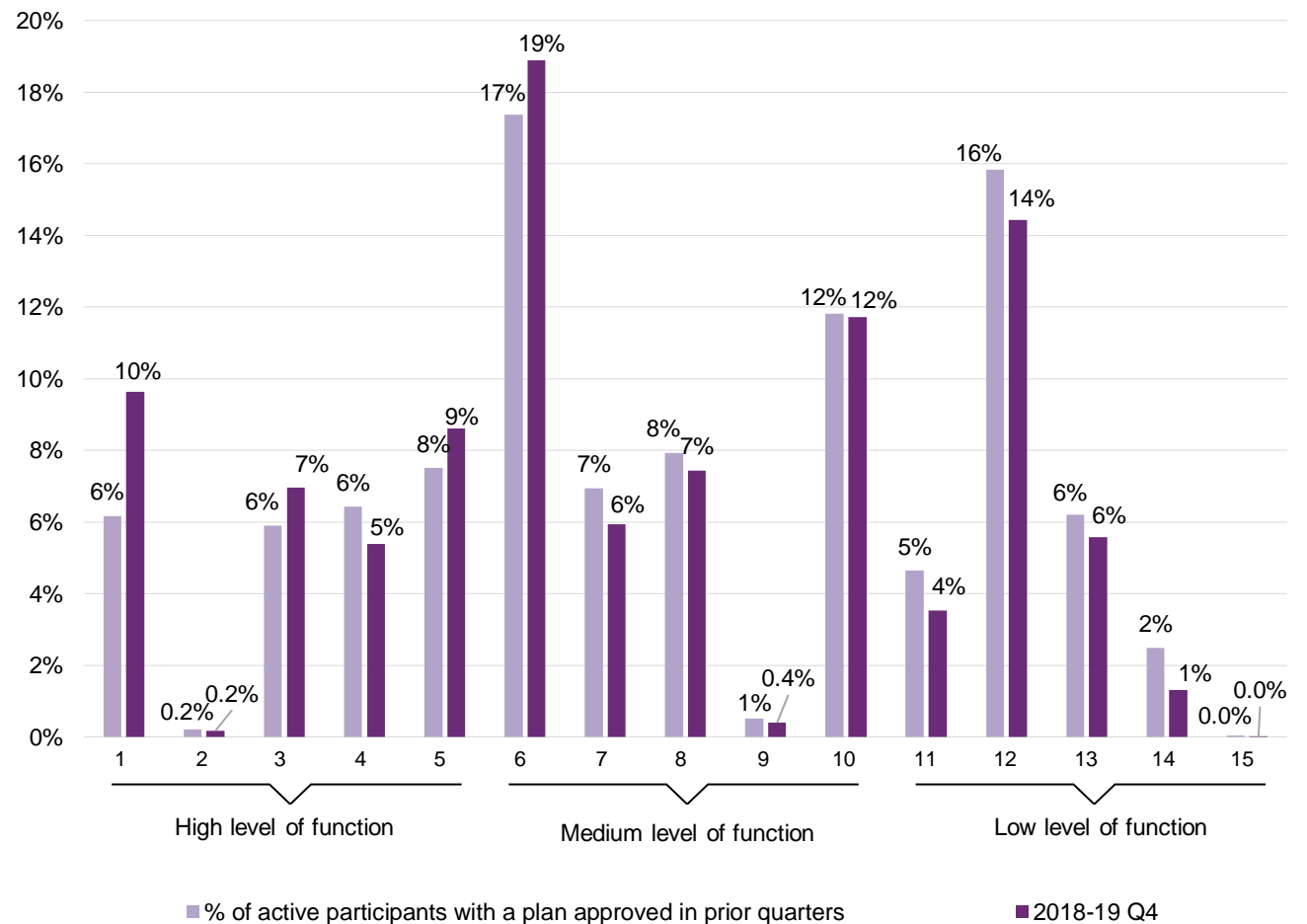
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by level of function.

For participants with a plan approval in this quarter:

- 31% of participants had a relatively high level of function
- 44% of participants had a relatively moderate level of function
- 25% of participants had a relatively low level of function

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

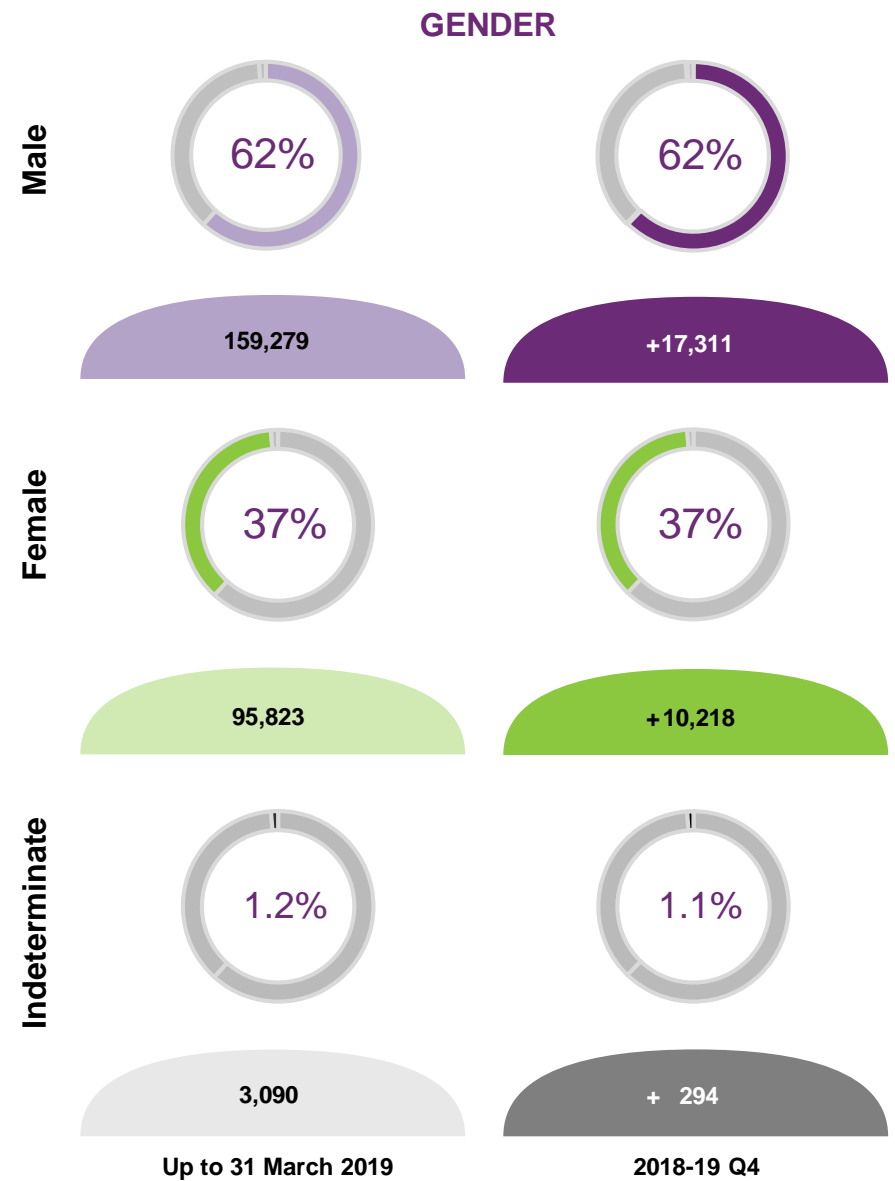
% of active participants with a plan approved by level of function



Participant Profiles: Gender

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

The majority of participants are males. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.





Participant Profiles: Other

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.

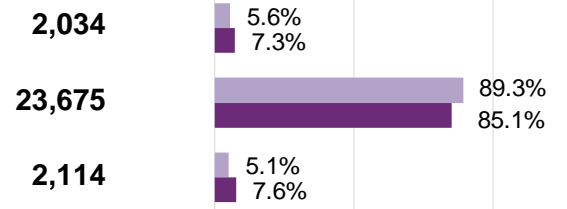
Of the participants with a plan approved in 2018-19 Q4:

- 7.3% were Aboriginal or Torres Strait Islander, compared with 5.6% in previous periods combined.
- 2.2% were young people in residential aged care, compared with 1.6% in previous periods combined.
- 10.3% were culturally and linguistically diverse, compared with 8.2% in previous periods combined.

Aboriginal & Torres Strait Islander status

Aboriginal and Torres Strait Islander

2018-19 Q4 % of active participants



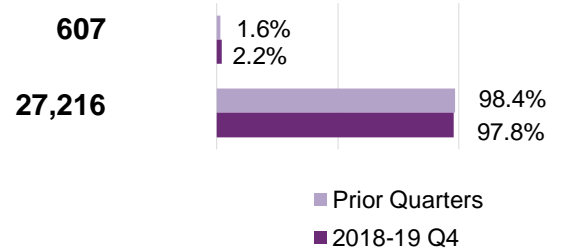
Not Aboriginal and Torres Strait Islander

Not Stated

Young people in residential aged care status

Young people in residential aged care

2018-19 Q4 % of active participants

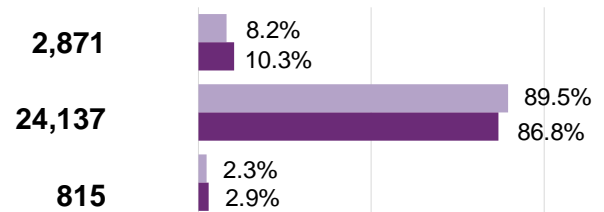


Not young people in residential aged care

Culturally and Linguistically Diverse Status

Culturally and Linguistically Diverse

2018-19 Q4 % of active participants



Not Culturally and Linguistically Diverse

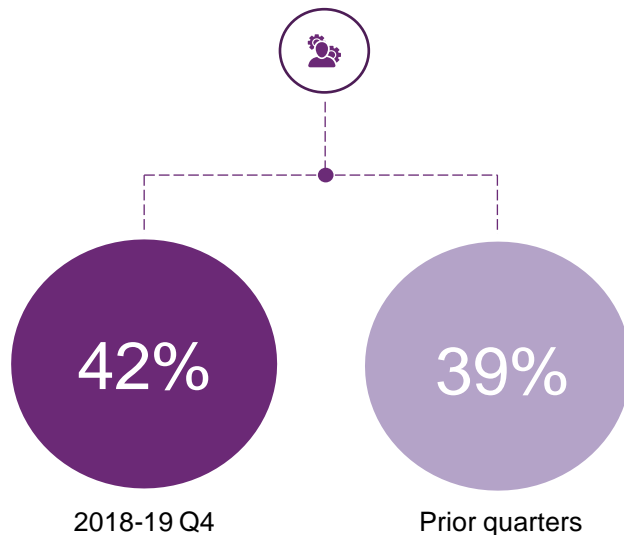
Not Stated

Plan Management and Support Coordination

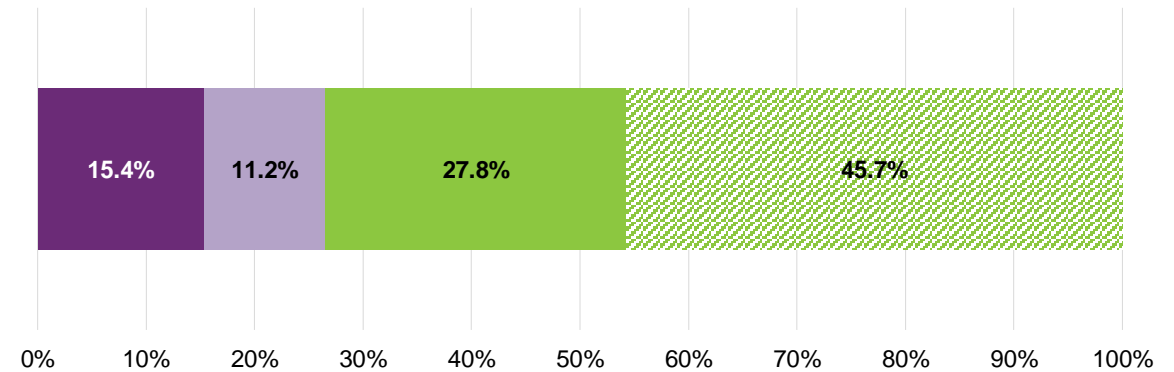
The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q4 at 29%, compared with 27% in previous quarters combined.

42% of participants who have had a plan approved in 2018-19 Q4 have support coordination in their plan, compared to 39% in previous quarters combined.

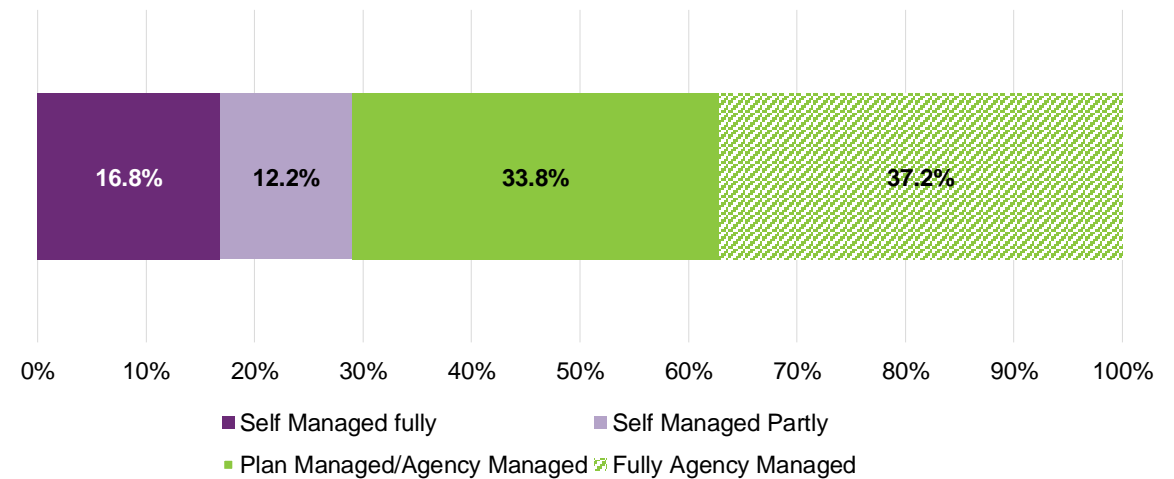
Support Coordination



Previous quarters (transition only)



2018-19 Q4



Plan Activation

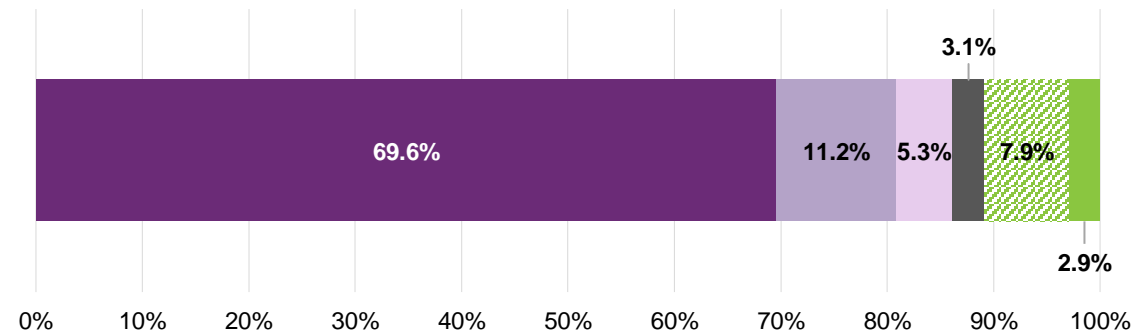
Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

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

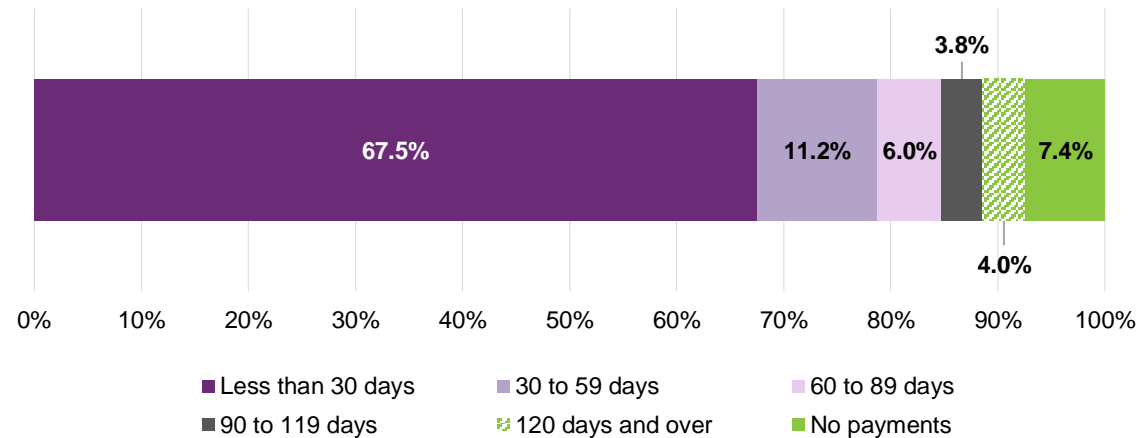
- 85% of participants entering in 2018-19 Q2
- 86% of participants entering in previous quarters combined

Duration to Plan activation for participants with initial plan approval

Prior Quarters (Transition Only)



2018-19 Q2



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.

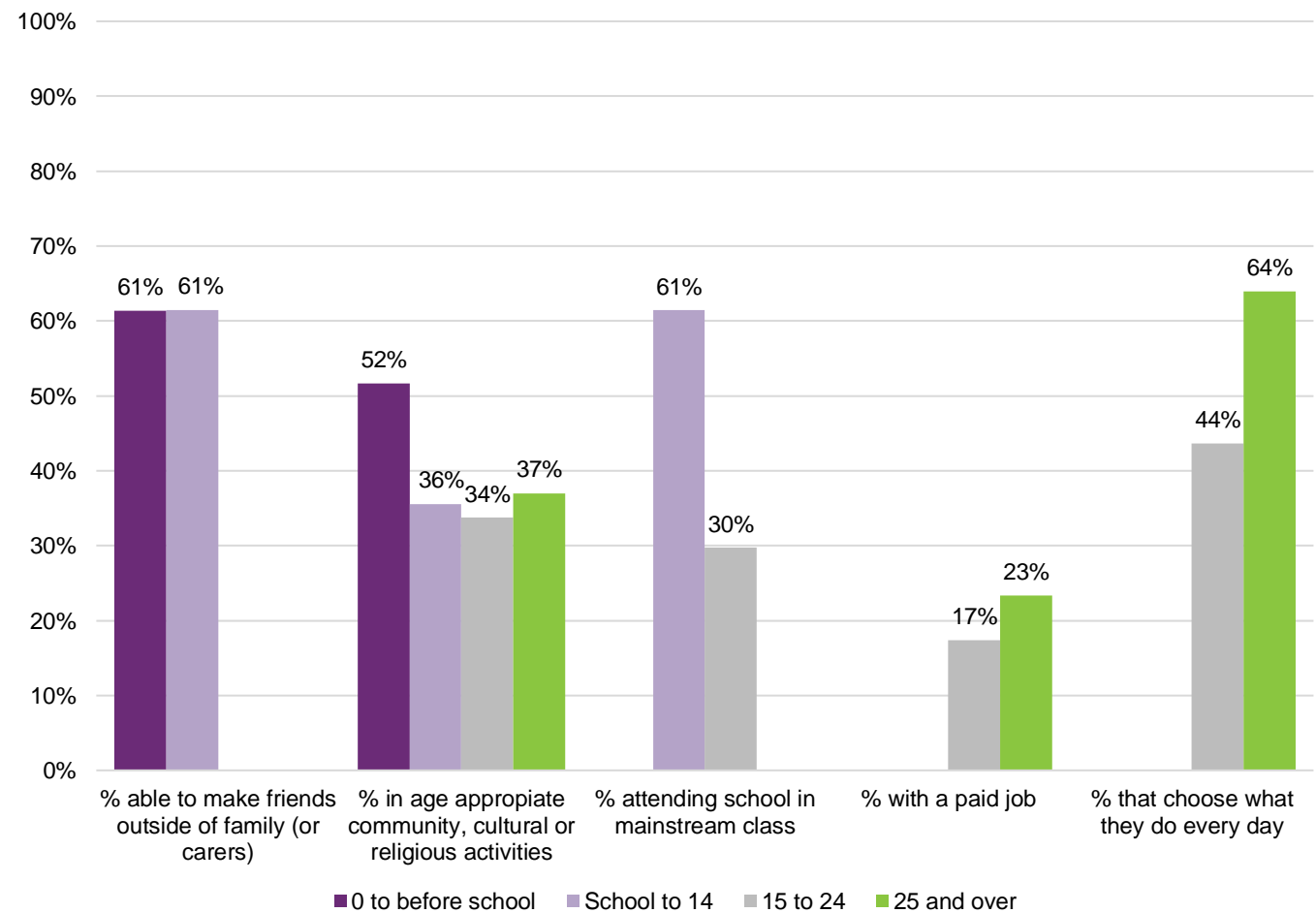
Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is

Participant Outcomes

This information on participant outcomes has been collected from 99% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- 61% of participants aged 0 to 14 are able to make friends outside of family/carers
- 52% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 34% - 37% for other age groups
- 61% of participants from school age to 14 attend school in a mainstream class, compared to 30% of participants aged 15 to 24
- 23% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 64% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24

Selected key baseline indicators for participants

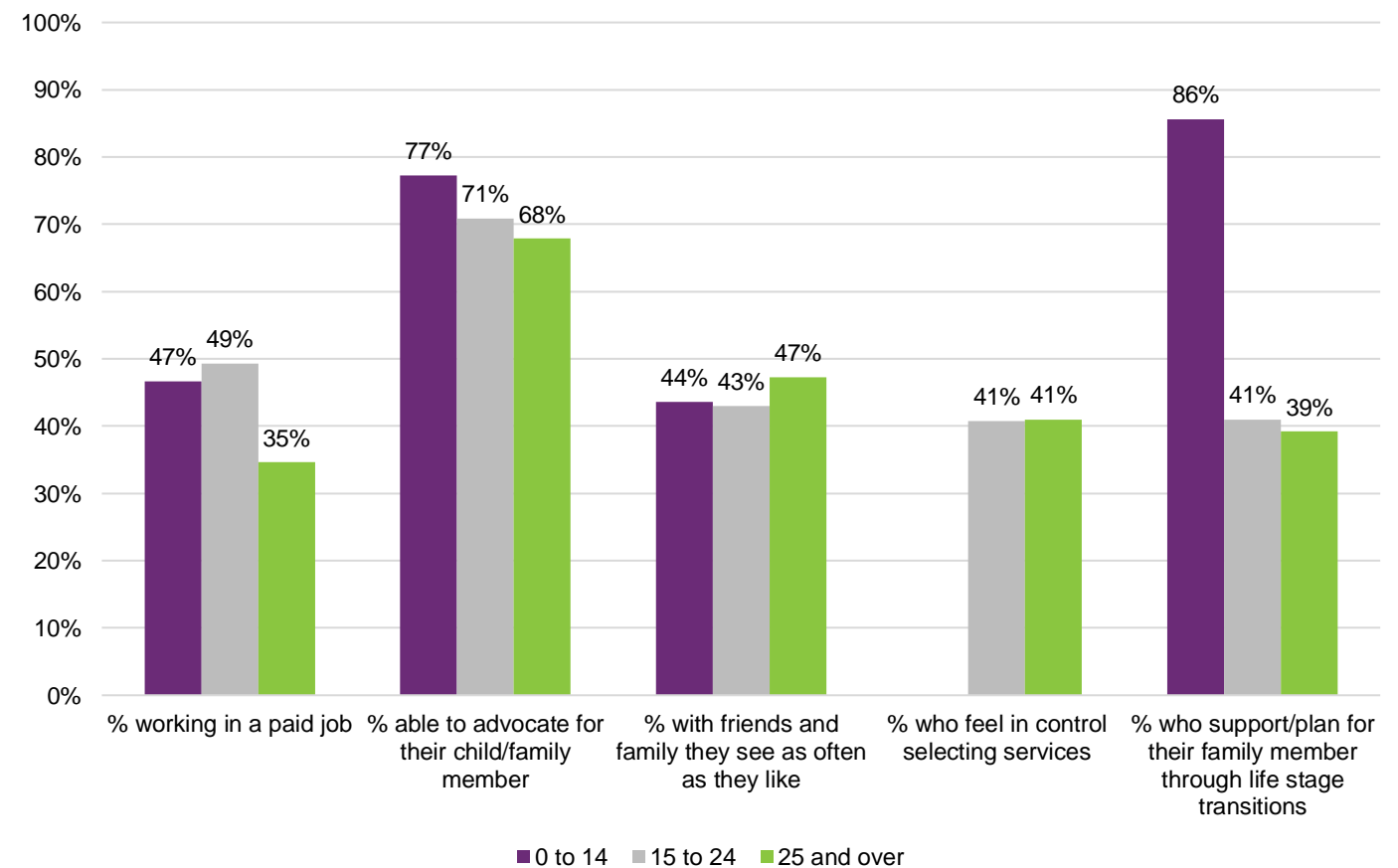


Family/Carers Outcomes

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 (49%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (77%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (47%)
- who feel in control selecting services was equal for participants aged 15 to 24 and 25 and over (41%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)

Selected key baseline indicators for families and carers of participants



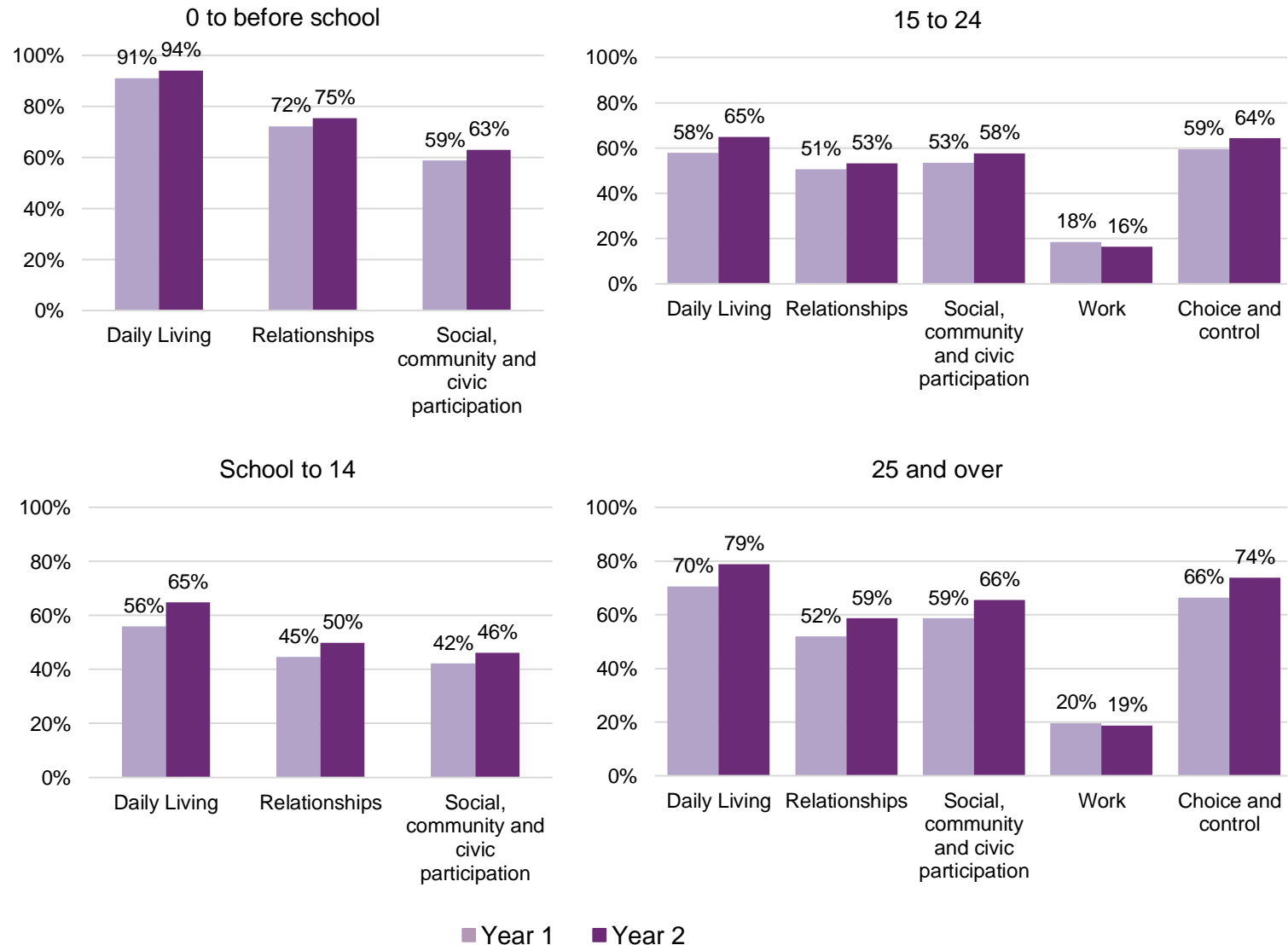
Has the NDIS helped? Participants

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.

Participant perceptions in general improve from year one to year two of participation in the NDIS. The greatest improvements across most age groups were demonstrated within the 'Daily living' domain. However, for the 'Work' domain, the results deteriorated from year one to year two.

"Has the NDIS helped?" questions for participants



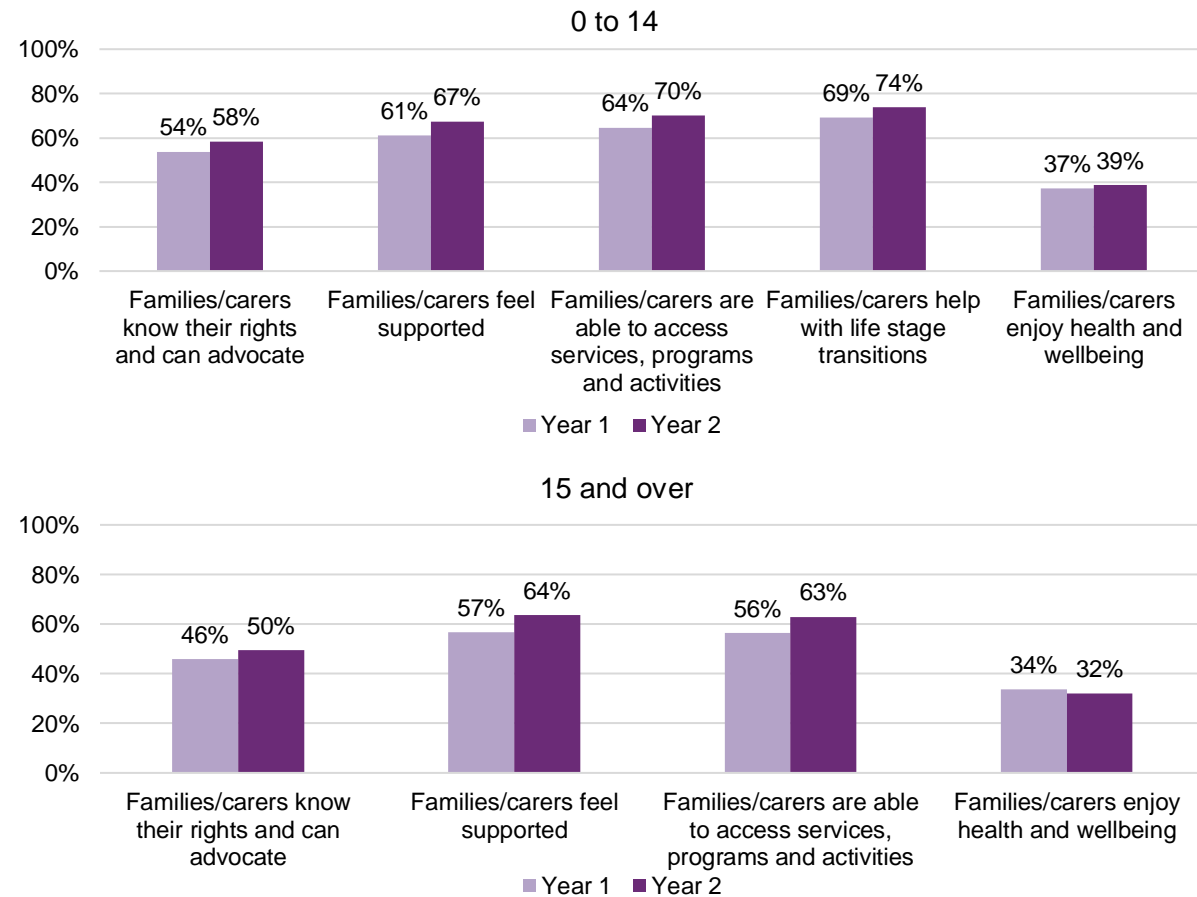
Has the NDIS helped? Family/Carers

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 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

Overall, the perception of families and carers was that participant outcomes had improved from the first year with the NDIS to their second year. The one exception was the response to the question 'Has the NDIS helped you with your health and wellbeing?' for the 15 and over age group.

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



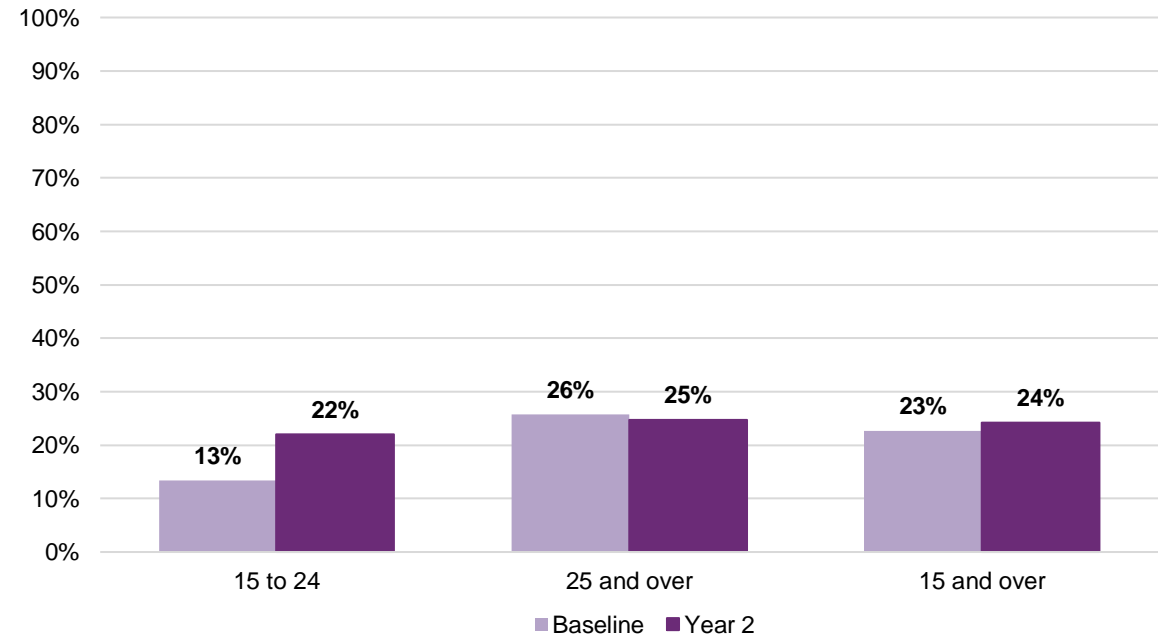
Participants in Work

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 from a baseline of 13% to 22% in year two for those aged 15 to 24, but decreased from 26% to 25% for those aged 25 and over. Overall, the percentage of participants in employment increased from 23% to 24%.

NDIS participants in paid employment, by age group.



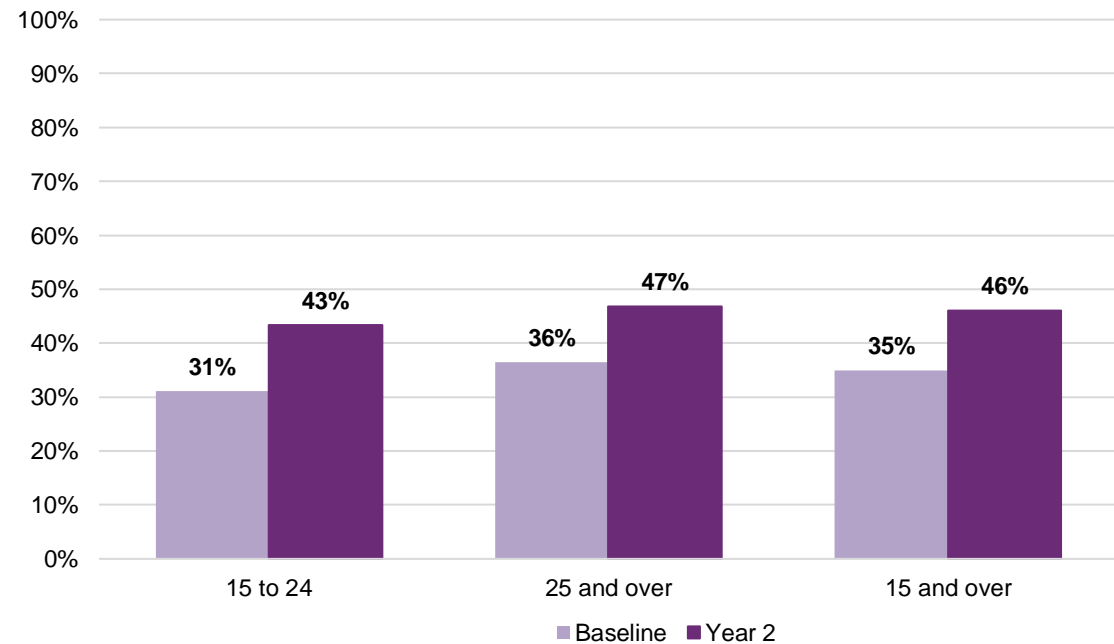
Participants involved in community and social activities

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.

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 31% to 43%.

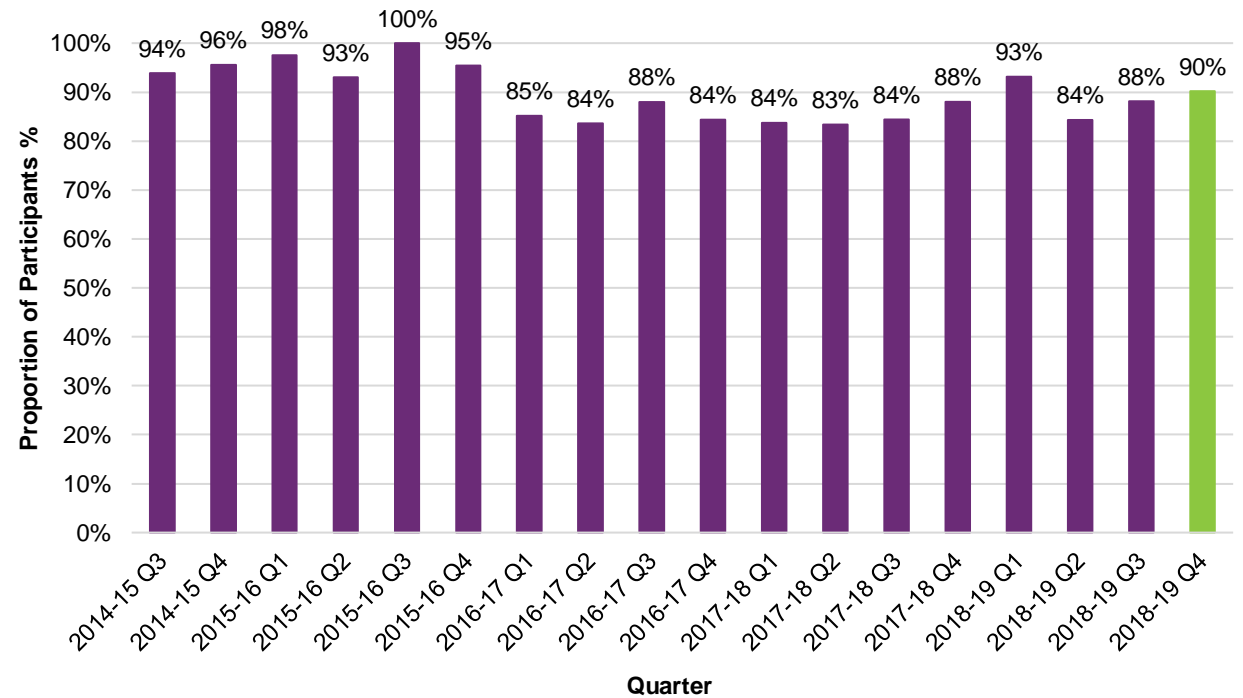
NDIS participants participating in social activities in their community, by age group.



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 last quarter.

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



Participant Satisfaction - New Survey Method

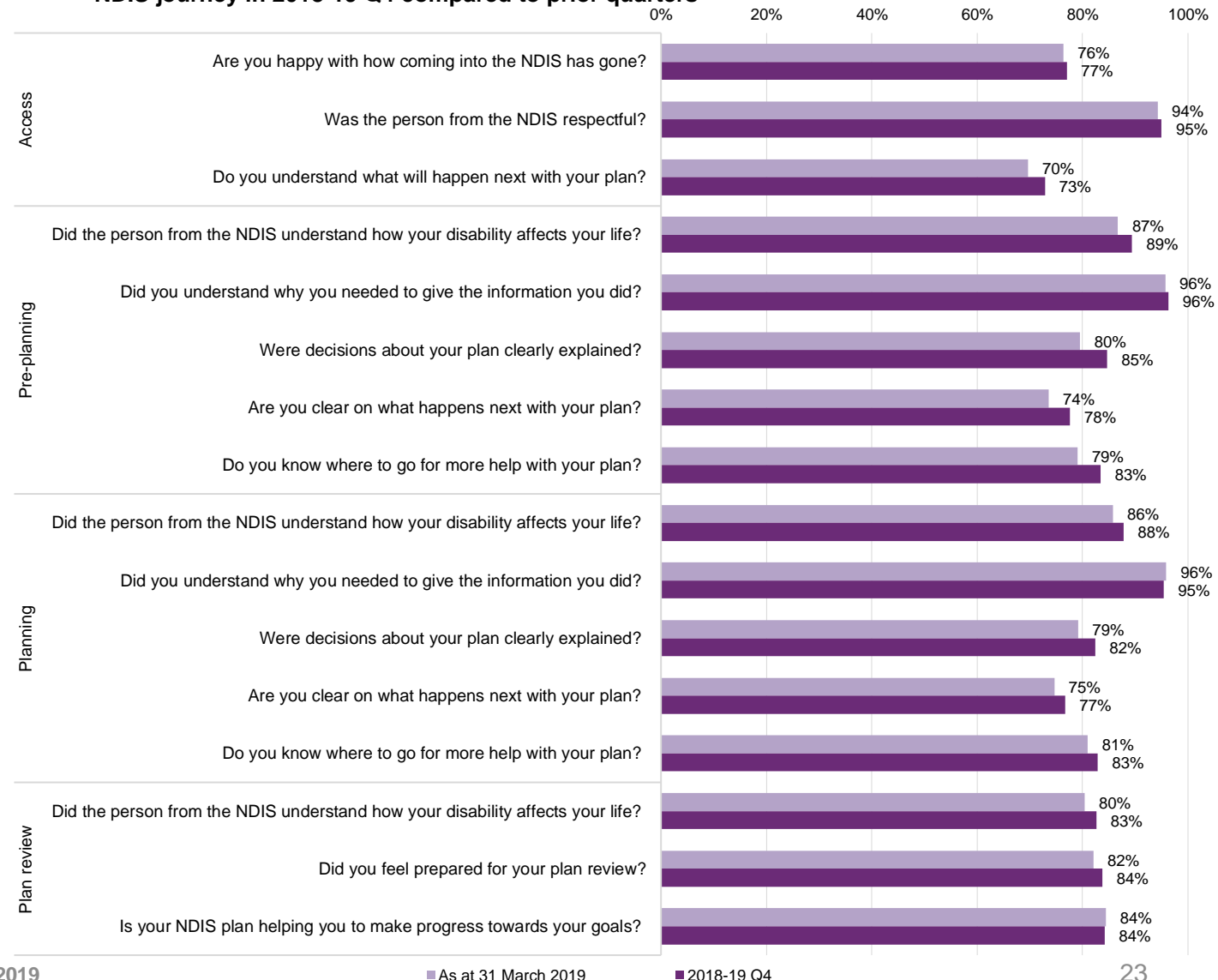
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

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

Generally there have been improvements in participant satisfaction at all stages of the pathway in this quarter. 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.

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 \$27.1 billion that has been committed in participant plans, \$18.0 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

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS TRIAL WAS LAUNCHED IN 2013-14:

2013-14:	\$85.8M
2014-15:	\$370.9M
2015-16:	\$704.1M
2016-17:	\$2,181.4M
2017-18:	\$5,387.2M
2018-19:	\$9,289.0M.

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:

2013-14:	65%
2014-15:	75%
2015-16:	75%
2016-17:	67%
2017-18:	70%

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.

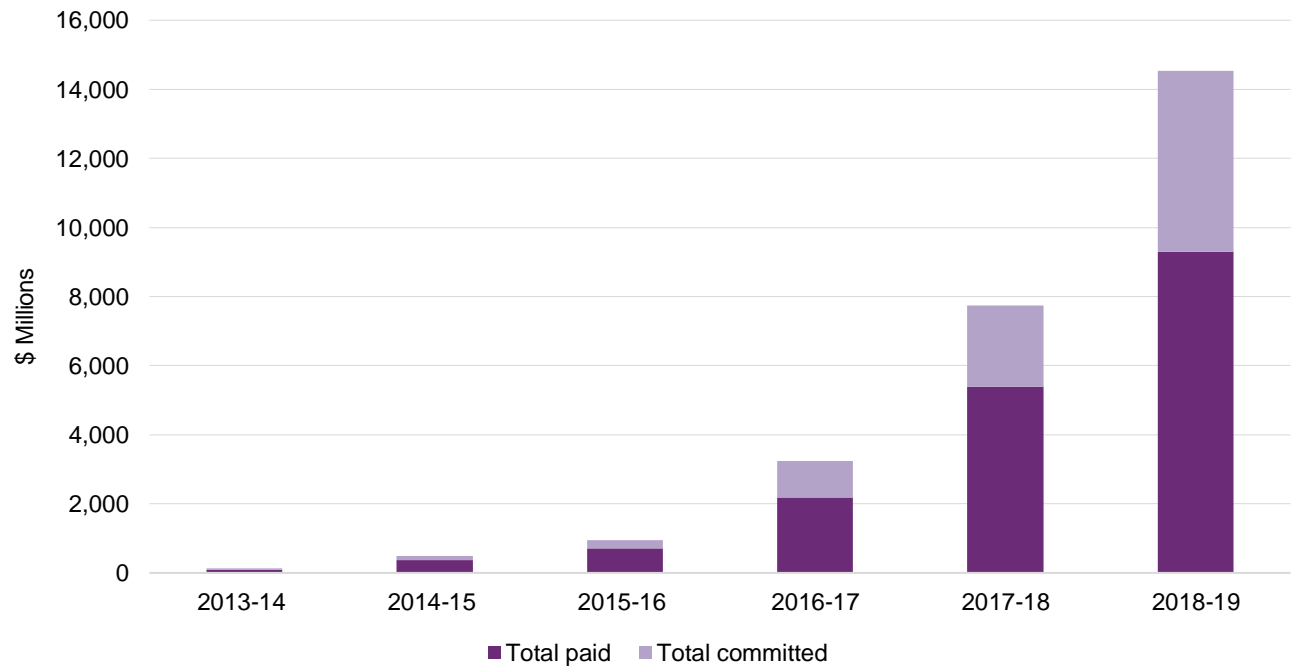
Of the \$27.1 billion that has been committed in participant plans, \$18.0 billion has been paid to date.

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

- 2013-14: \$85.8m
- 2014-15: \$370.9m
- 2015-16: \$704.1m
- 2016-17: \$2,181.4m
- 2017-18: \$5,387.2m
- 2018-19: \$9,289.0m

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	132.7	496.8	939.3	3,236.5	7,746.3	14,537.2	27,089.0
Total paid	85.8	370.9	704.1	2,181.4	5,387.2	9,289.0	18,018.5



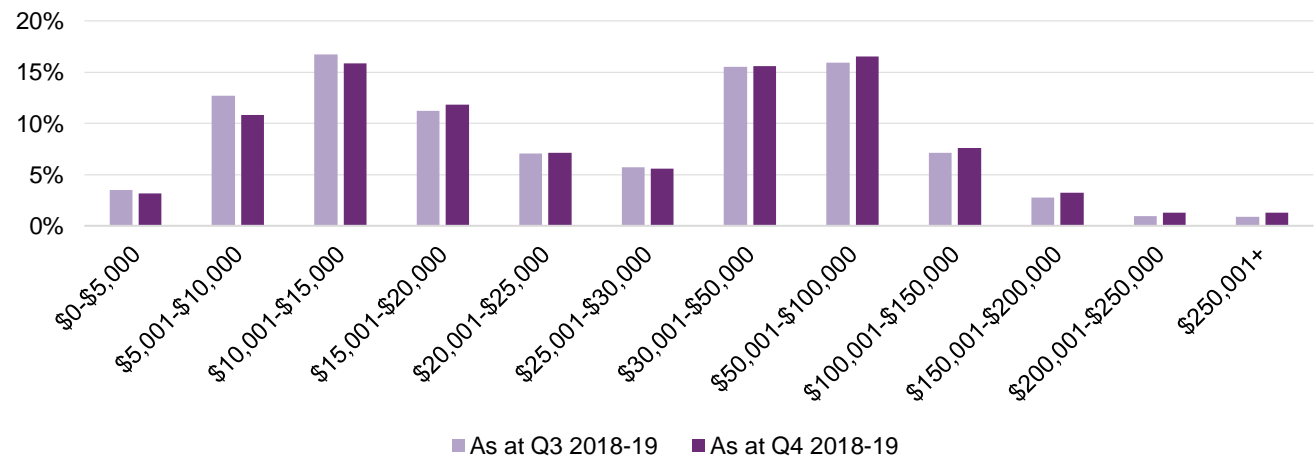
Committed Supports by Cost Band

This quarter, the proportion of initial plan approvals with average annualised committed supports greater than \$30,000 has increased since the previous quarter. The increase in average committed supports was driven by 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)

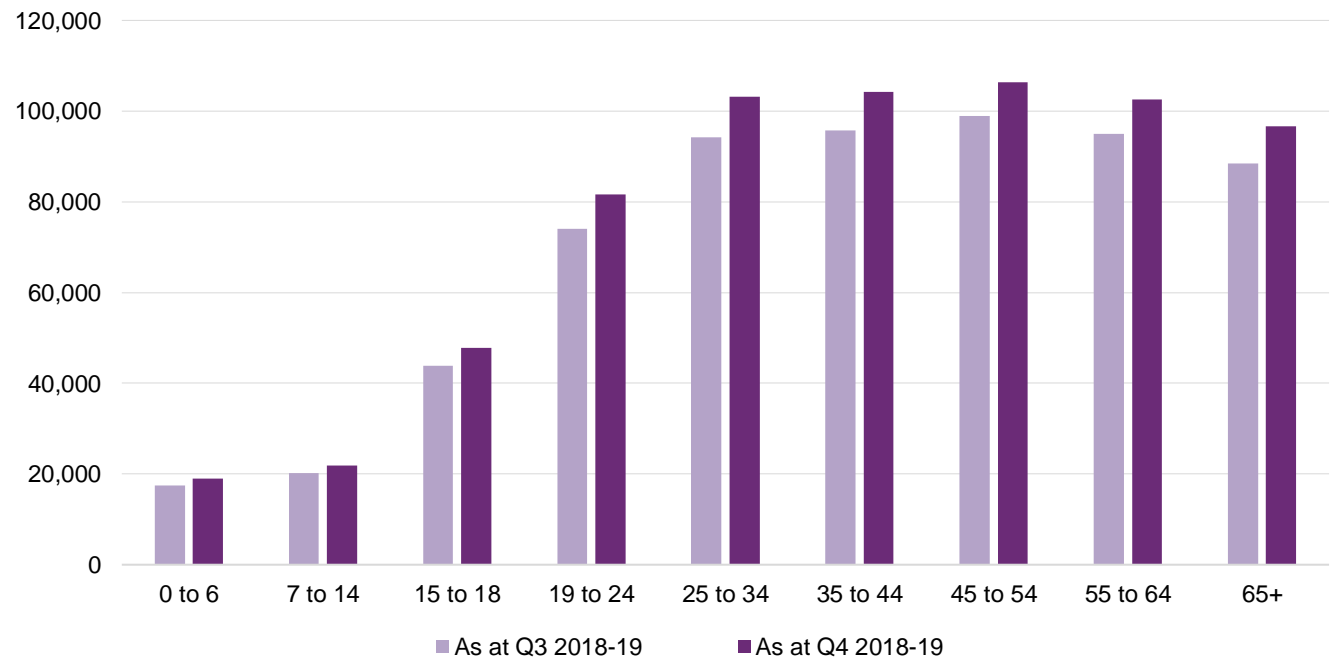


Committed Supports by Age Band

This quarter, supports have increased at each age group compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Average annualised committed supports increase steeply between participants 0-6 through to age 34, stabilising to age 55 and reducing in participants of older years.

Average annualised committed supports by age band

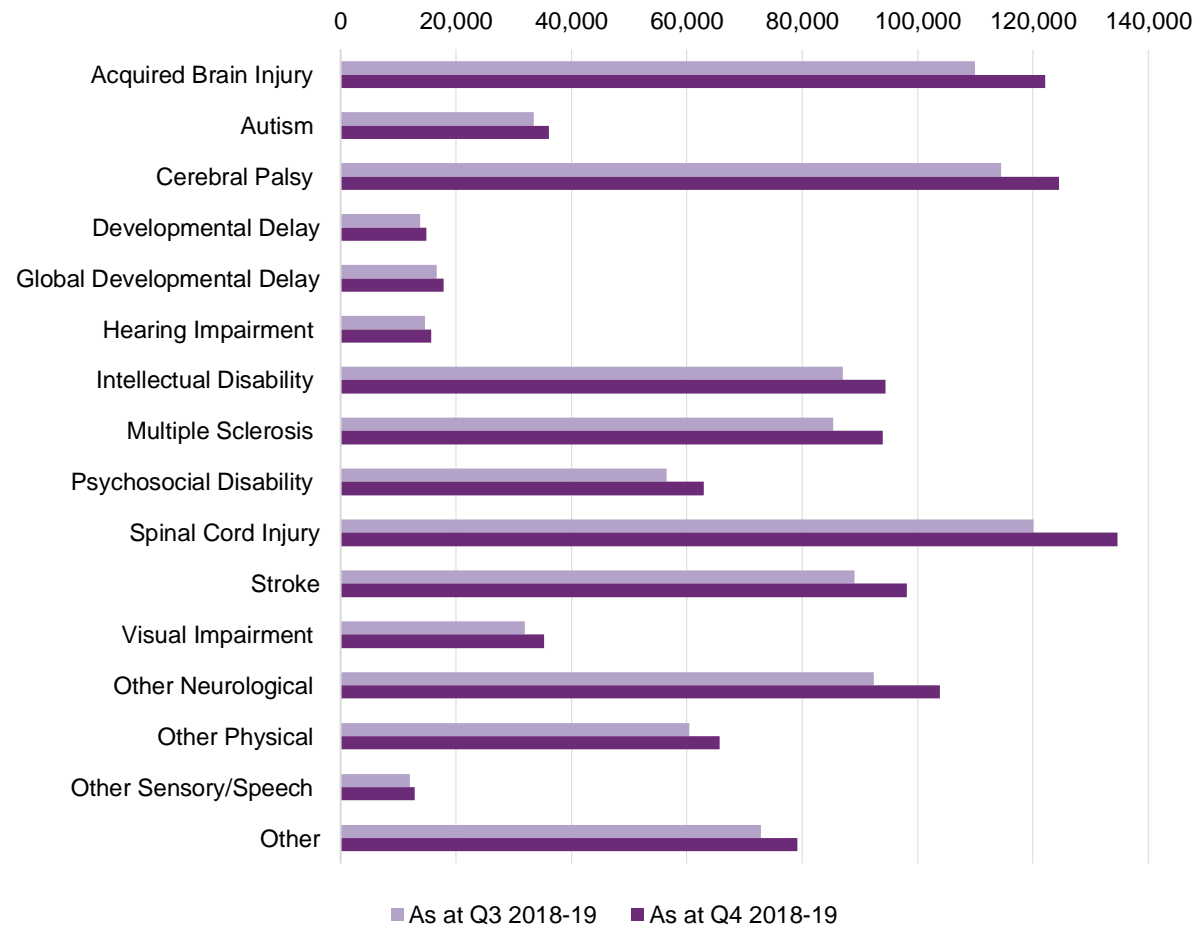


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

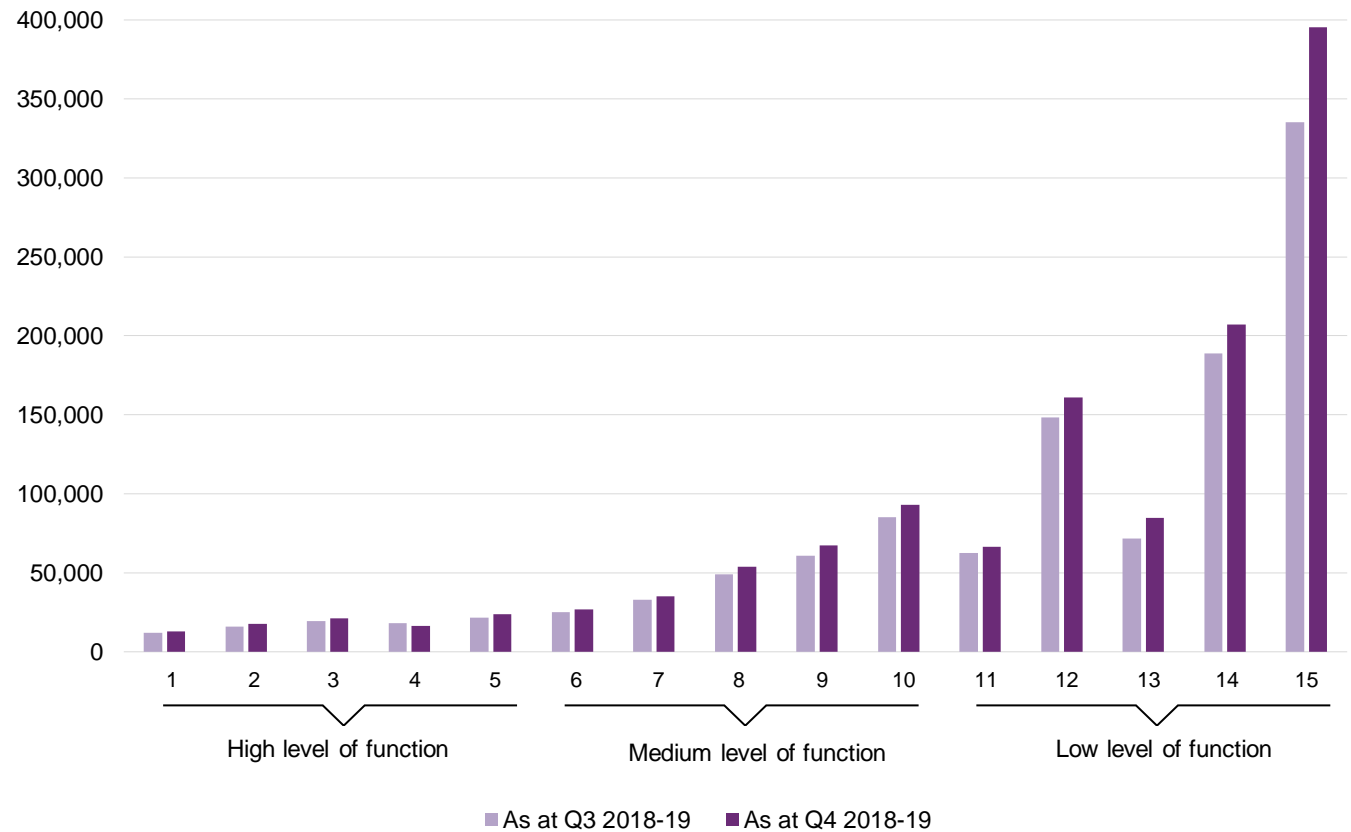
Average annualised committed supports by primary disability group



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: 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.

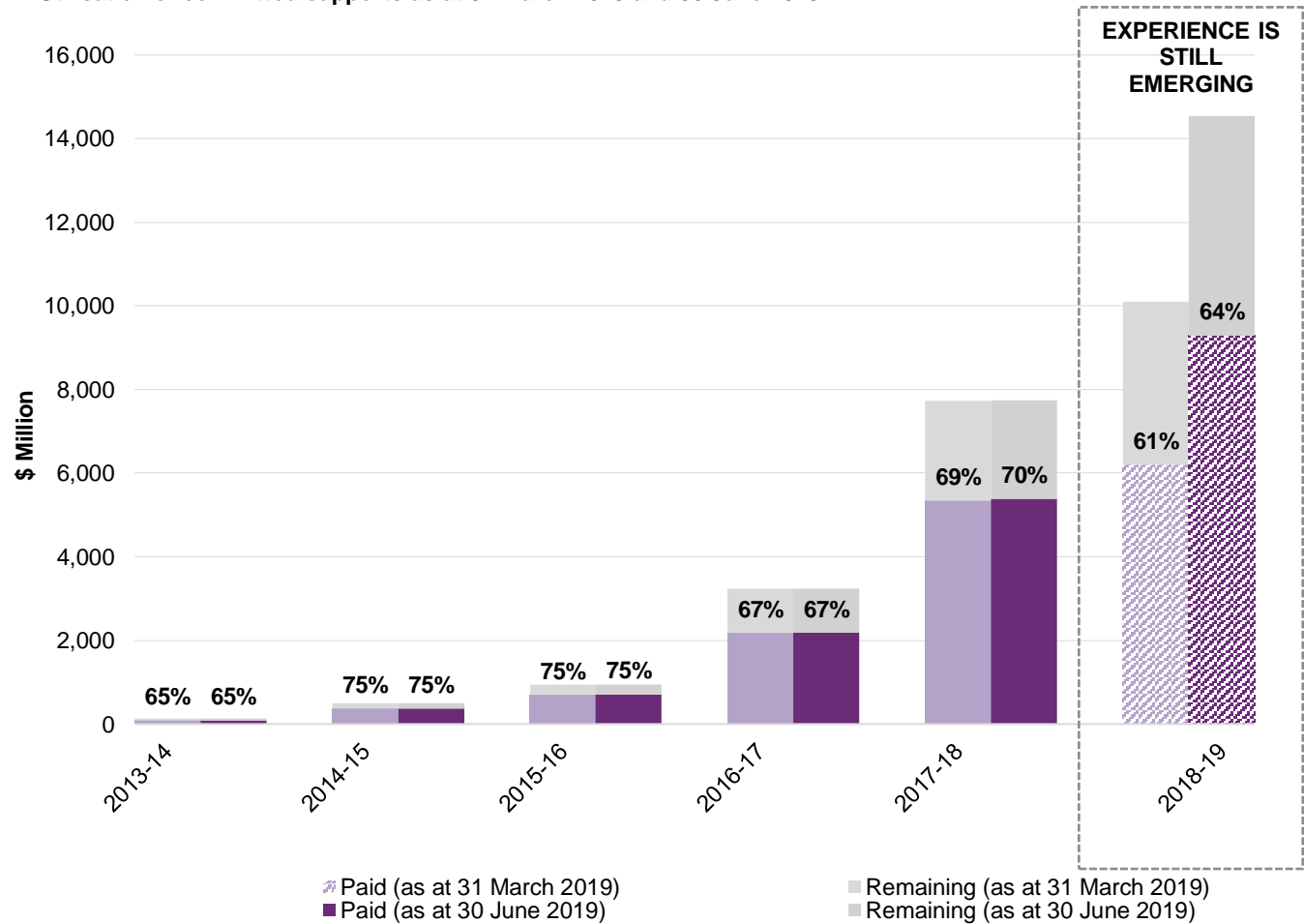
As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 will increase.

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.

There were a large number of participants who received their first plan in 2016-17 and 2017-18 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 is still emerging.

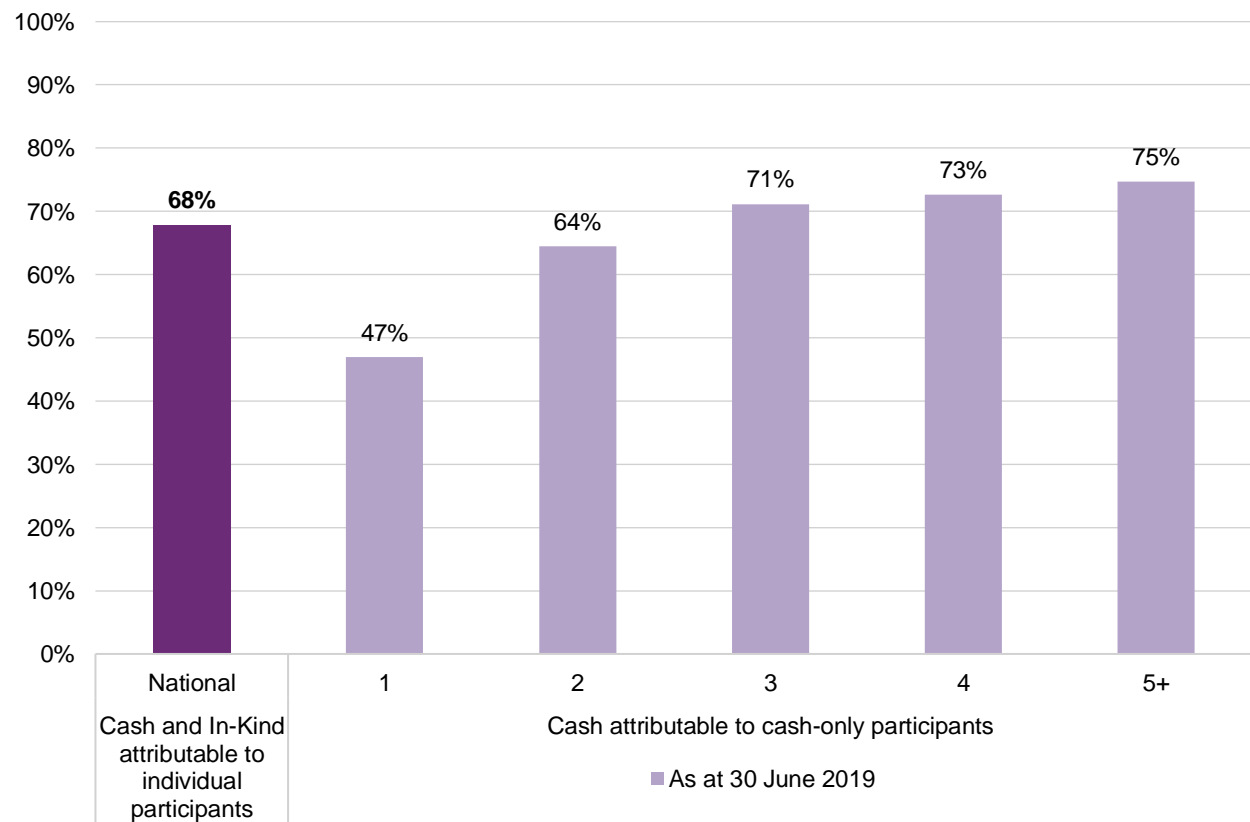
Utilisation of committed supports as at 31 March 2019 and 30 June 2019



Utilisation of Committed Supports by Plan Number

Participants utilise a greater proportion of their subsequent plans when compared to their initial plan.

Utilisation of committed supports by plan number from 1 January 2018 to 31 December 2018



Note 1: Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans.

Note 2: Only utilisation of committed supports from 1 January 2018 to 31 December 2018 is shown, as experience in the most recent 6 months is still emerging.

Due to the increasing levels of total committed supports over time, more recent months have a heavier weighting on the 12-month utilisation rates. December 2018 is the most recent month included in this report and therefore has the highest weighting. The holiday season in December results in a low level of supports being provided relative to other months, and this has the effect of reducing the 12-month utilisation rates compared to what was observed last quarter.

Providers and Markets

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

There were a total of 21,510 providers as at 30 June 2019, representing a 6% increase on last quarter. Of these, 57% were active.

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in New South Wales and South Australia from 1 July 2018, and will be active in other jurisdictions starting from 1 July 2019.

Summary

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA in all States/Territories other than New South Wales and South Australia.
- Since 1 July 2018, providers in New South Wales and South Australia register with the NQSC 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

21,510

APPROVED PROVIDERS, 57% OF WHICH WERE ACTIVE AT 30 JUNE 2019

80-95%

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

46%

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

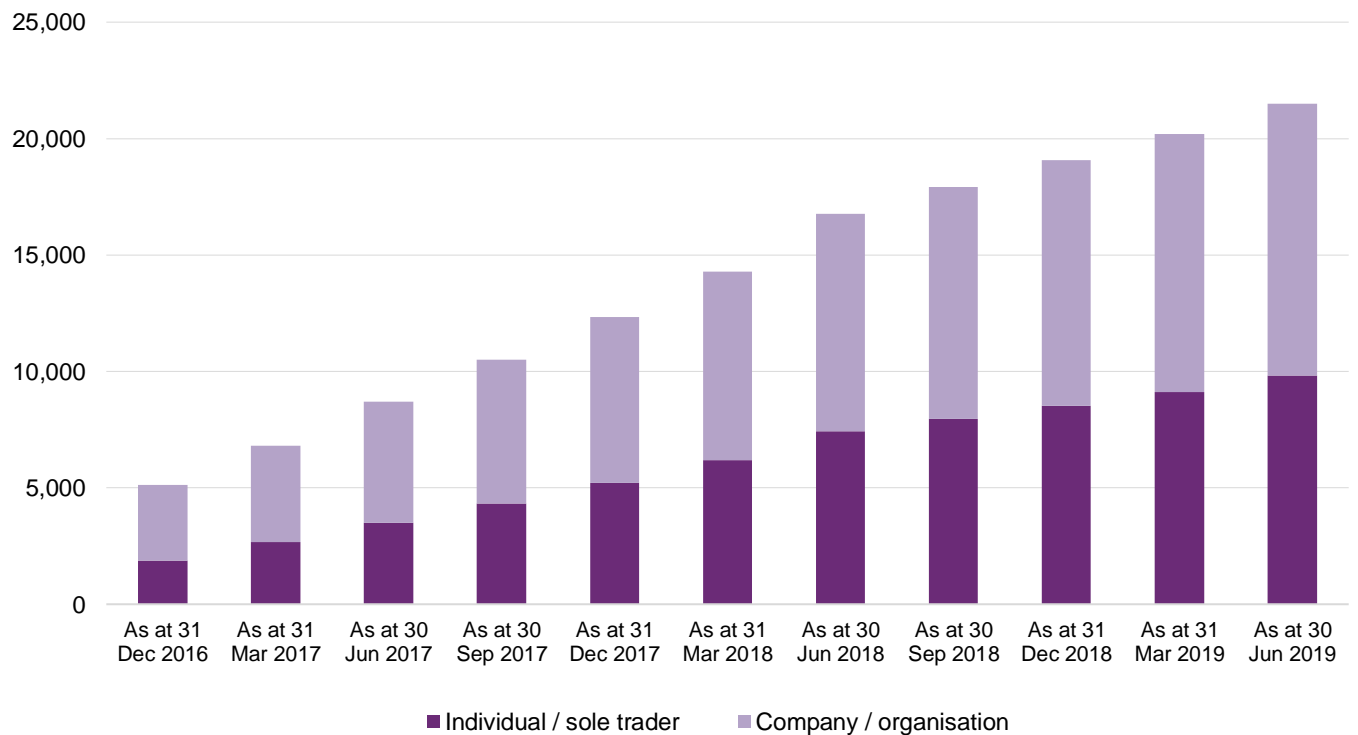
Providers over time

As at 30 June 2019, there were 21,510 registered service providers, of which 9,824 were individual/sole trader operated businesses and 11,686 were companies or organisations.

1.52
AVERAGE PROVIDERS PER PARTICIPANT

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

Approved providers over time by type of provider

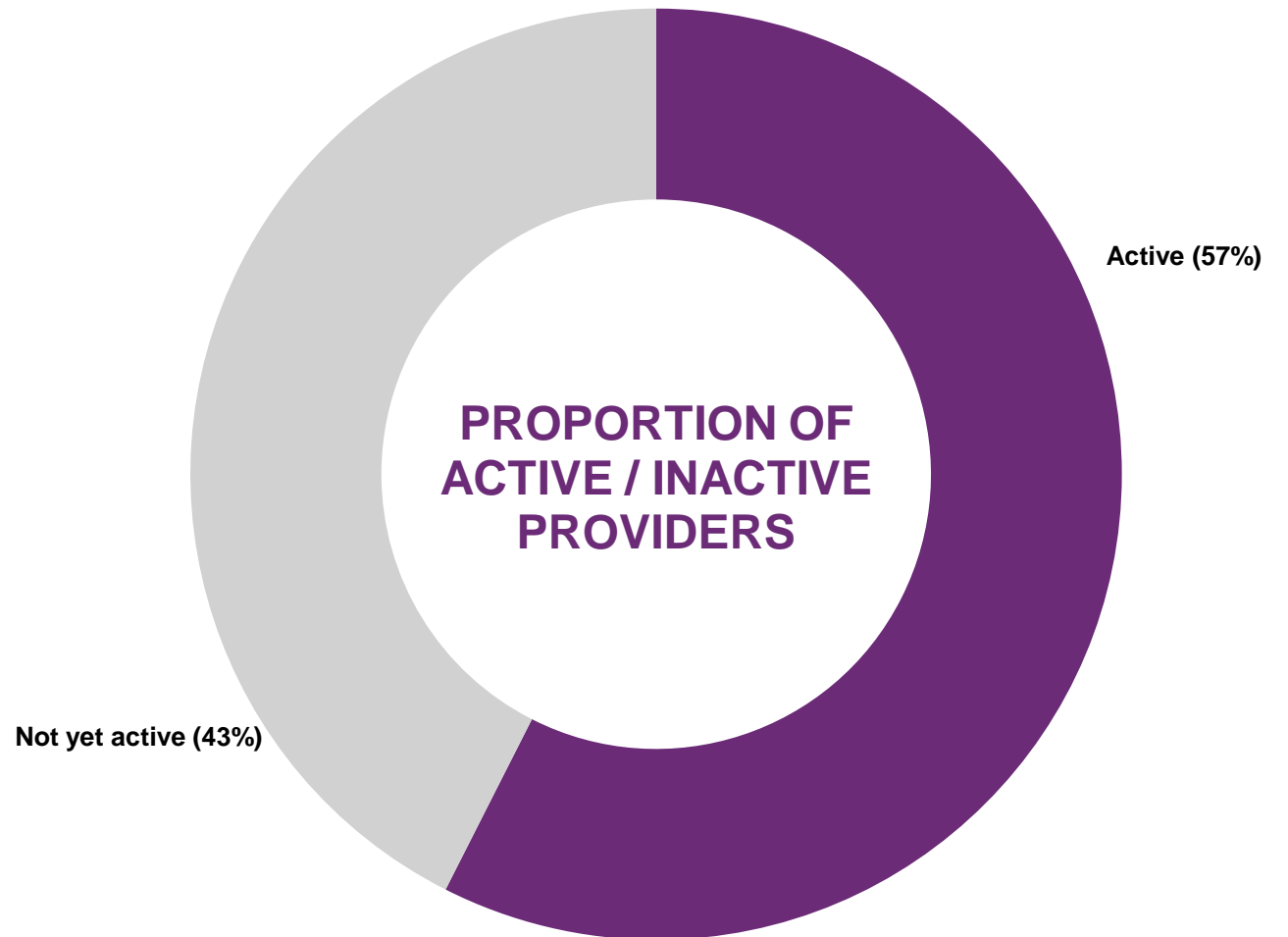


The number of approved service providers increased by 6% from 20,208 to 21,510 in the quarter. Currently, 46% of approved service providers are individuals/sole traders.

Proportion of Active Providers

As at 30 June 2019, 57% of providers were active and 43% were inactive.

Of the total providers, 2,334 began delivering new supports in the quarter.



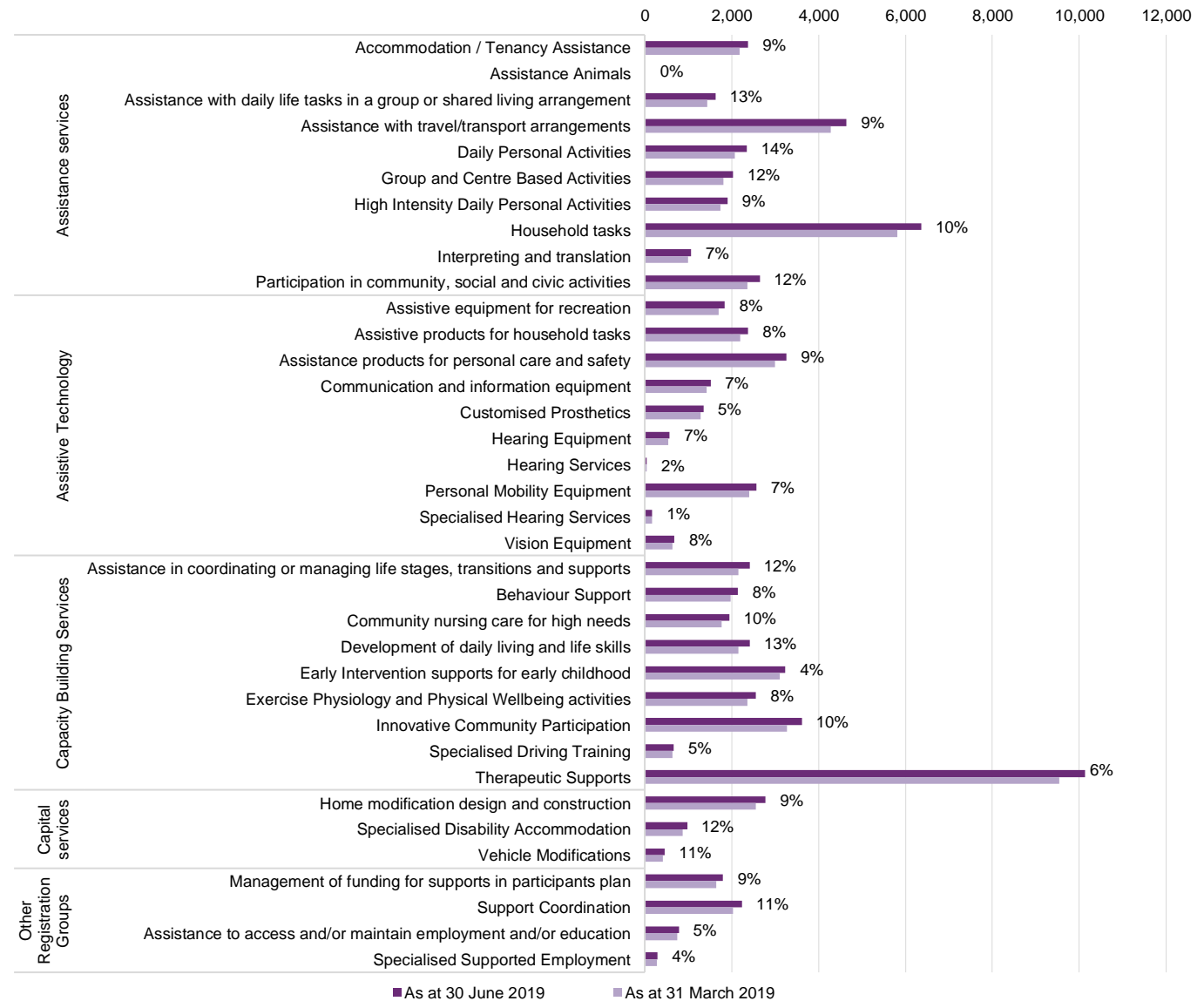
Approved Registration Groups

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 9,539 to 10,132 (6% increase)
- **Household Tasks:** from 5,813 to 6,368 (10% increase)
- **Assistance with travel/transport arrangements:** from 4,279 to 4,644 (9% increase)
- **Innovative Community Participation:** from 3,273 to 3,616 (10% increase)
- **Assistance products for personal care and safety:** from 2,992 to 3,261 (9% increase)

Approved providers by registration group and percentage change over the quarter



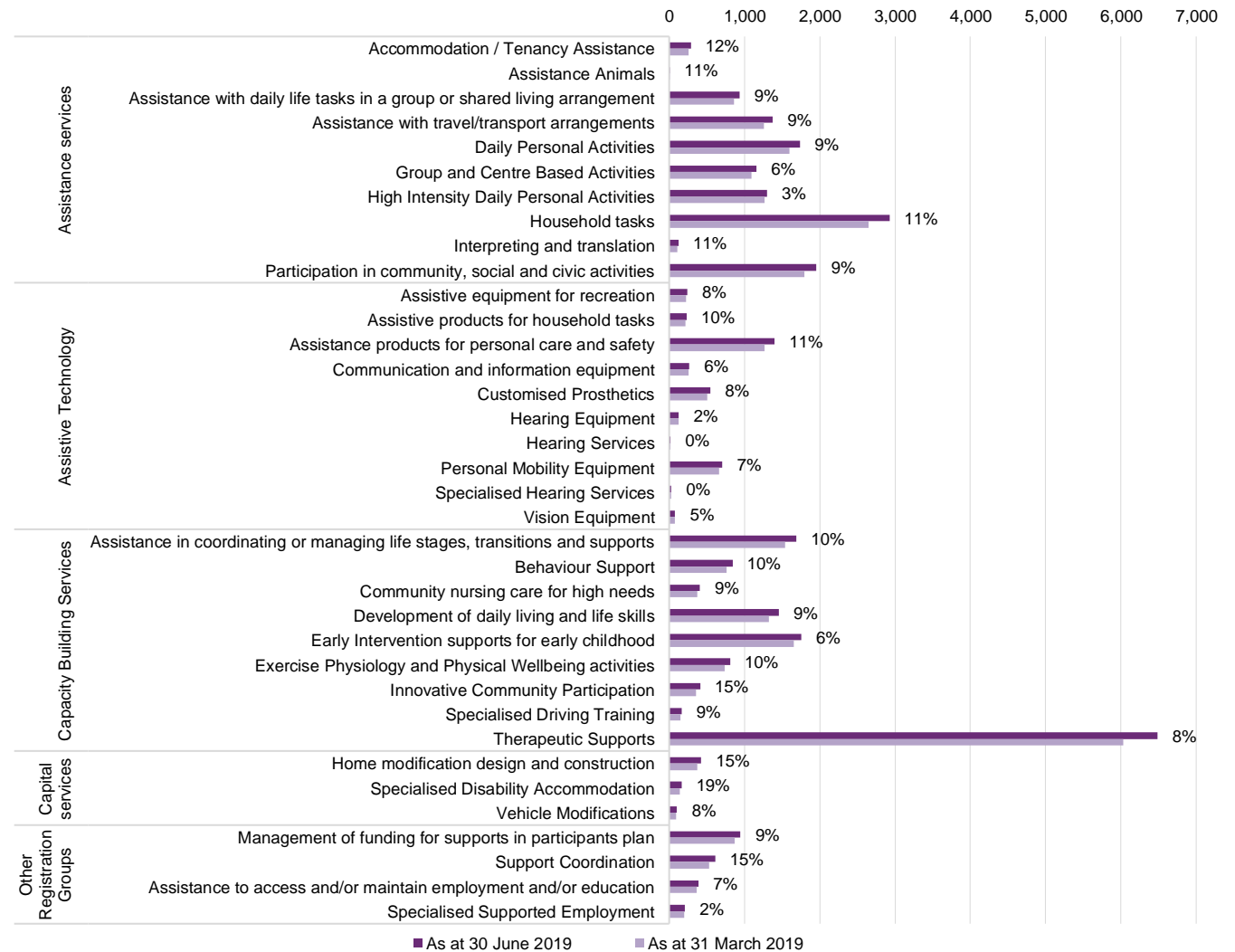
Active Registration groups

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

The registration groups with the largest numbers of active providers continue to grow:

- **Therapeutic Supports:** from 6,028 to 6,484 (8% increase)
- **Household tasks:** from 2,645 to 2,929 (11% increase)
- **Participation in community, social and civic activities:** from 1,792 to 1,953 (9% increase)
- **Early Intervention supports for early childhood:** from 1,658 to 1,753 (6% increase)
- **Daily Personal Activities:** from 1,594 to 1,736 (9% increase)

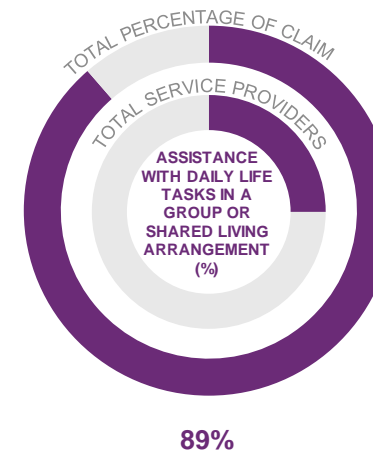
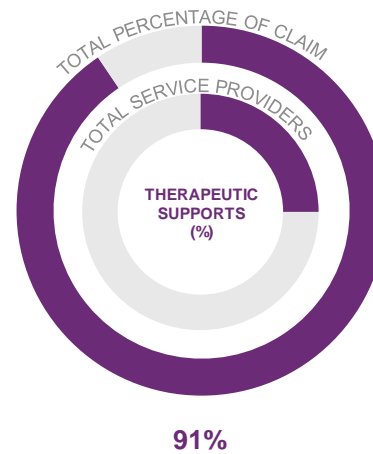
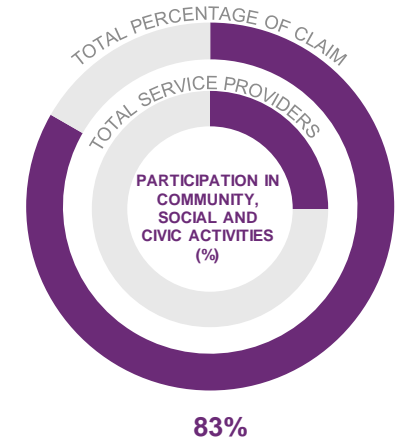
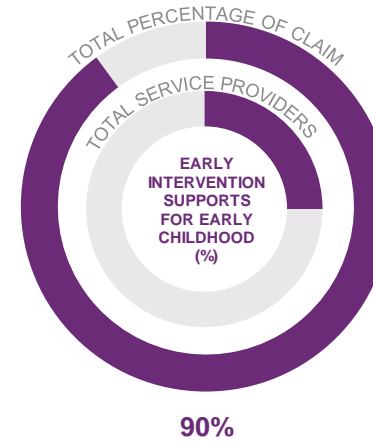
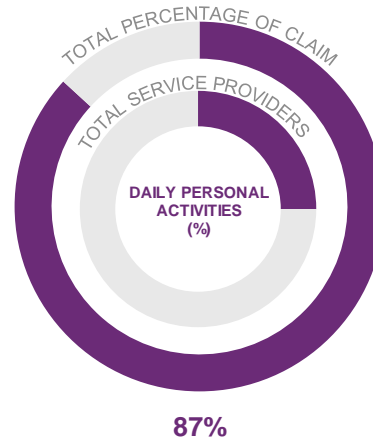
Active providers by registration group and percentage change over the quarter



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.



Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

Information, Linkages and Capacity Building (ILC)

Information, Linkages and Capacity Building Investment Strategy

The NDIA has invested \$65.9 million during 2019 through a combination of interim grant rounds and additional bridging support funding to States and Territories Governments to help ensure an orderly transition to the new ILC Investment Strategy, prior to the commissioning of new programs during 2019-20.

There were two national interim grant rounds administered by the NDIA that lay the foundations for the introduction of the ILC investment strategy:

- The Disability People and Families Organisation (DPFO) grant round allocated \$15.5 million to 114 organisations and 13 priority cohort group organisations across Australia to deliver one-year projects from July 2019
- The Economic Participation grant round will allocate up to \$19.9 million to support organisations to build the capacity of people with disability, and for employers to improve employment outcomes for people with disability.¹

Both of these enabled the testing of components of the ILC investment strategy.

As part of the ILC Investment Strategy the NDIA will continue the progressive roll-out of funding programs throughout 2019 and 2020.

- The first program is the National Information Program (NIP) opened on Friday 5 April 2019, which aims to increase the accessibility, quality and consistency of confirmation about disability types, current services and support options available to people with disability, carers and families throughout Australia.²

- The second program to be released will be the Individual Capacity Building Program (ICBP), which builds on the extensive evidence base for the use of peer support in building skills for people with disability.
- The third program to be released will be Mainstream Capacity Building Program, which aims to ensure the equity of access to and increase inclusions of people with disability in mainstream services.
- The fourth program to be released will be Economic and Community Participation Program, which aims to increase the social and economic participation, including employment outcomes, of people with disability. The third and fourth programs also aim to build the capacity of the community to create opportunities for people with disability to contribute to community prosperity and participate in community life.

ILC Strategy Towards 2022

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22.

Through the strategy, the NDIA provides grants to organisations to deliver ILC projects in the community that enable all people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia.

The ILC Strategy Towards 2022 will see ILC administered through these four discrete, but complementary programs.

Note 1: This grant supports the objectives of the NDIS Participant Employment Taskforce, and while currently under assessment, results are expected to be announced shortly.

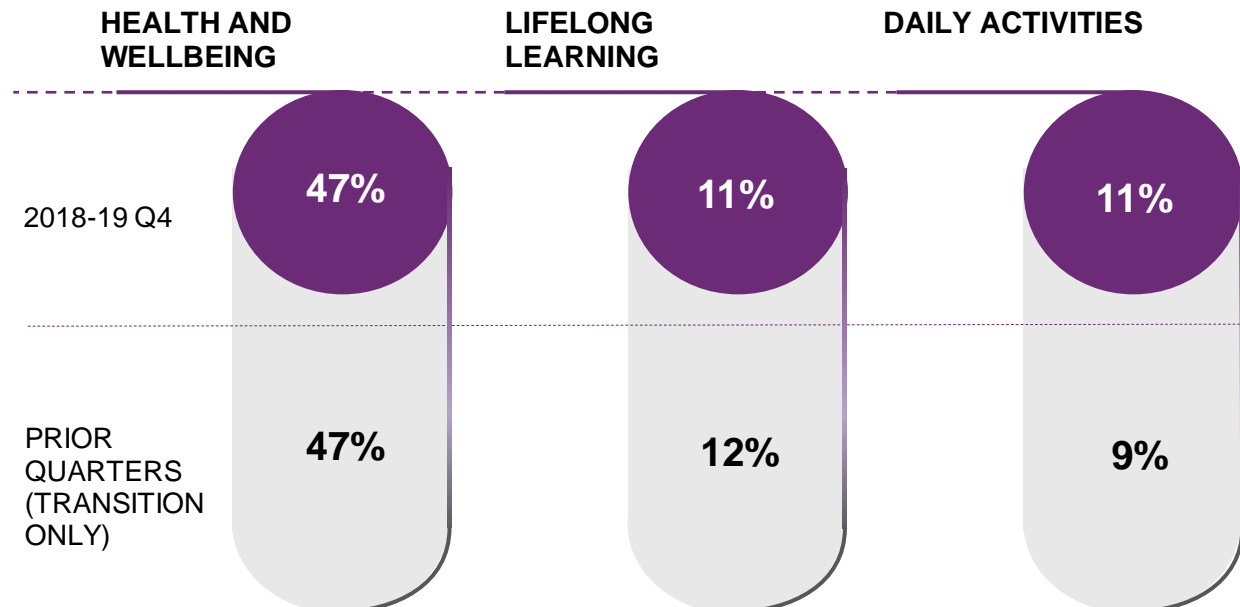
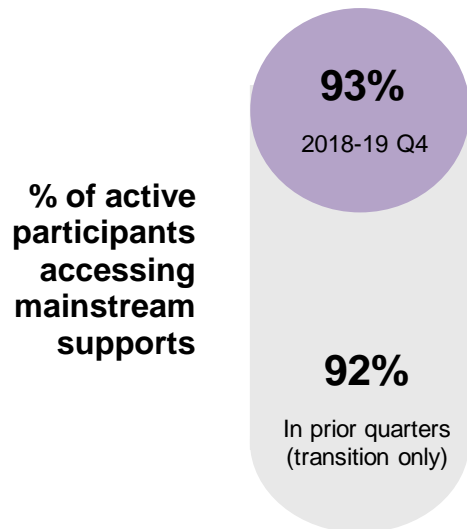
Note 2: This grant round is currently under assessment with results to be announced shortly.

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 Q4, 93% access mainstream services, a slight increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



Financial Sustainability

The NDIS insurance approach allows pressures on the scheme to be identified early and management responses put in place to respond to these pressures.

The NDIS has been within budget each year of its operation. The NDIS remains within budget for 2018-19.

Financial Sustainability

The NDIS has been within budget each year of its operation. The NDIS remains within budget for 2018-19.

Specific strategies to address pressures on financial sustainability include:

- **Participant Pathway Review –** The NDIA is working on strengthening the 'outcomes focus' of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decisions.
- **Independent Assessment Pilot (IAP) -** The NDIA's IAP commenced in November 2018 and closed in April 2019. Its purpose was to better understand and assess the impact of disability for people accessing the NDIS, to improve the consistency, accuracy and reliability of access and planning decisions. People with autism spectrum disorder, intellectual disability and psychosocial disability volunteered to take part, undertaking a functional assessment with an independent assessor using standardised assessment tools. The NDIA plans to further test the independent sourcing of function assessments, with additional cohorts of participants across a wider range of disabilities in 2019-2020.
- **Reference package and guided planning process –** To better align a participant's support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools are being used to inform plan decisions. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.
- **Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) –** The NDIA is working on consistent and equitable decisions for those seeking access to SIL and SDA, which constitutes a large proportion of NDIS cost.



Key Drivers

ACCESSING THE SCHEME	EXITING THE SCHEME	RECEIVING AN INITIAL PLAN	REVIEWING PLANS
ENSURING THE RIGHT PEOPLE MEET THE ELIGIBILITY REQUIREMENTS AND GAIN ACCESS TO THE SCHEME	FOLLOWING APPROPRIATE EARLY INTERVENTION SUPPORT, SUITABLE PARTICIPANTS ARE EXITING THE SCHEME	ENSURING PARTICIPANTS ARE RECEIVING THE RIGHT AMOUNT OF REASONABLE AND NECESSARY SUPPORTS IN THEIR PLAN	REVIEWED PLAN BUDGETS INCLUDE THE CORRECT AMOUNT OF SUPPORT DEPENDENT ON THE PARTICIPANT'S NEEDS