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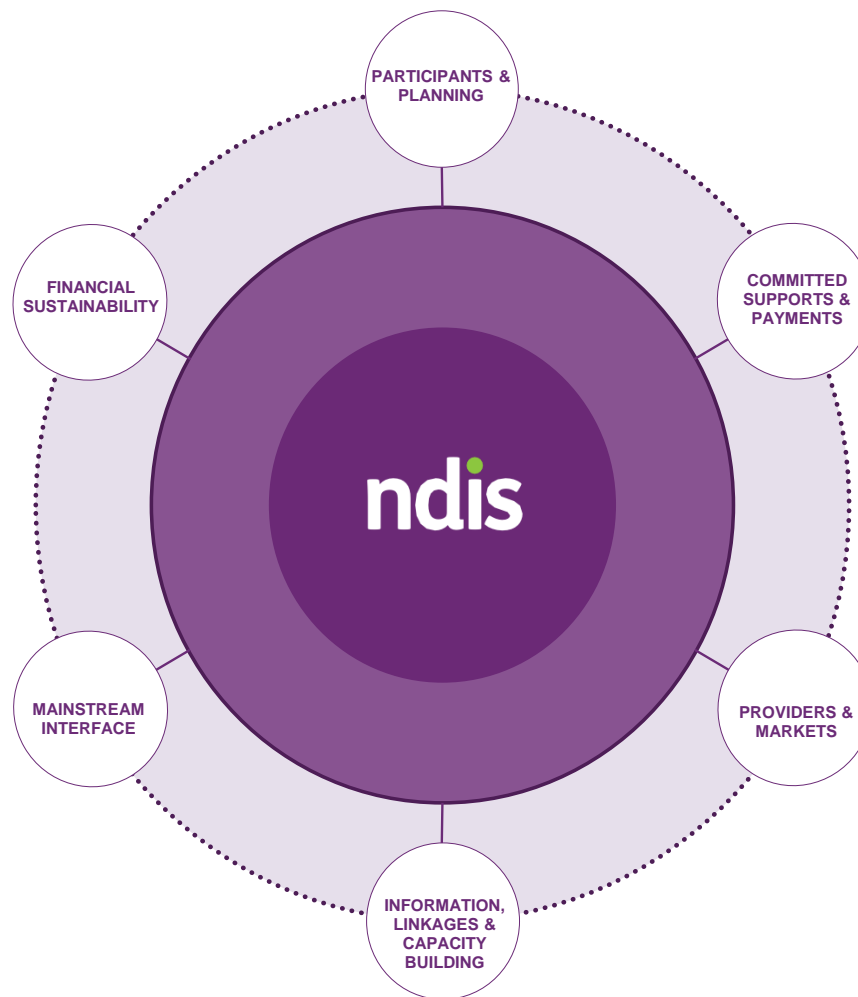
## Disability Reform Council Quarterly Performance Report

National - 30 June 2018



# Overview

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



# Summary

## Participants and Planning

24,228 additional participants with plans this quarter.

The Agency achieved 90% of the 2017-18 operational target for new plan approvals.

As at 30 June 2018, plans approved and ECEI referrals represent:

- 69% of year to date bilateral estimate met (1 July 2017 - 30 June 2018)
- 76% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2018)

Satisfaction rating has improved from 84% in the previous quarter to 88% of participants surveyed this quarter rating their satisfaction with the Agency's planning process as good or very good. This reflects the positive impact of the participant pathway reform on participant experience. As new pathway improvements continue to roll-out, and participants engage with the Scheme for longer, positive outcomes across all domains are expected to grow.

## Committed Supports and Payments

\$8.2 billion has been paid to providers and participants:

- \$86.2m in 2013-14,
- \$370.8m in 2014-15,
- \$703.2m in 2015-16,
- \$2,164.7m in 2016-17,
- \$4,912.9m in 2017-18.

Overall,

- 65% of committed supports were utilised in 2013-14,
- 75% in 2014-15,
- 75% in 2015-16,
- 67% in 2016-17,
- 64 % in 2017-18.

2017-18 experience is still emerging.

Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in this year. 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.

## Providers and Markets

16,755 approved providers, a 17% increase for the quarter.

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

44% of service providers are individual/sole traders.

## Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building policy is a commitment made by the NDIS to connect people with disability to their community.

Approximately \$14 million was allocated to 39 National Readiness grants in 2016-17, with a focus on mainstream services and community awareness. An additional \$28 million was allocated in June 2018 to 44 National Readiness grants with a focus on Information, Linkages and Referral activities across Australia.

## Mainstream Interface

90% of active participants with a plan approved in 2017-18 Q4 access mainstream services.

## Financial Sustainability

The NDIS has been within budget every year of its first five years of operations (1 July 2013 - 30 June 2018).

The NDIS Insurance approach allows pressures on the scheme to be identified early and management responses put in place to respond to these pressures. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

The participant and provider pathway review aims to help deal with pressures on sustainability, while ensuring participants receive reasonable and necessary supports. Specific strategies include: Participant and provider pathway review, Early Childhood Early Intervention (ECEI), typical support packages, goal assessment framework, plan budget protocols and a school leavers employment framework.

# Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 24,228 additional participants with approved plans this quarter.

# Summary

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

## Key Statistics

**46,991**

ACCESS DECISIONS IN 2017-18 Q4 (INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

**24,228**

INITIAL PLANS APPROVED IN 2017-18 Q4

OF THE 24,228 INITIAL PLANS APPROVED THIS QUARTER, 4,837 WERE PREVIOUSLY CONFIRMED AS ECEI AT 31 MARCH 2018

**2,813**

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q4

**90%**

OF 2017-18 OPERATIONAL TARGET MET\* (1 JULY 2017 - 30 JUNE 2018)

**76%**

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 JUNE 2018)

**69%**

OF 2017-18 BILATERAL ESTIMATE MET (1 JULY 2017 - 30 JUNE 2018)

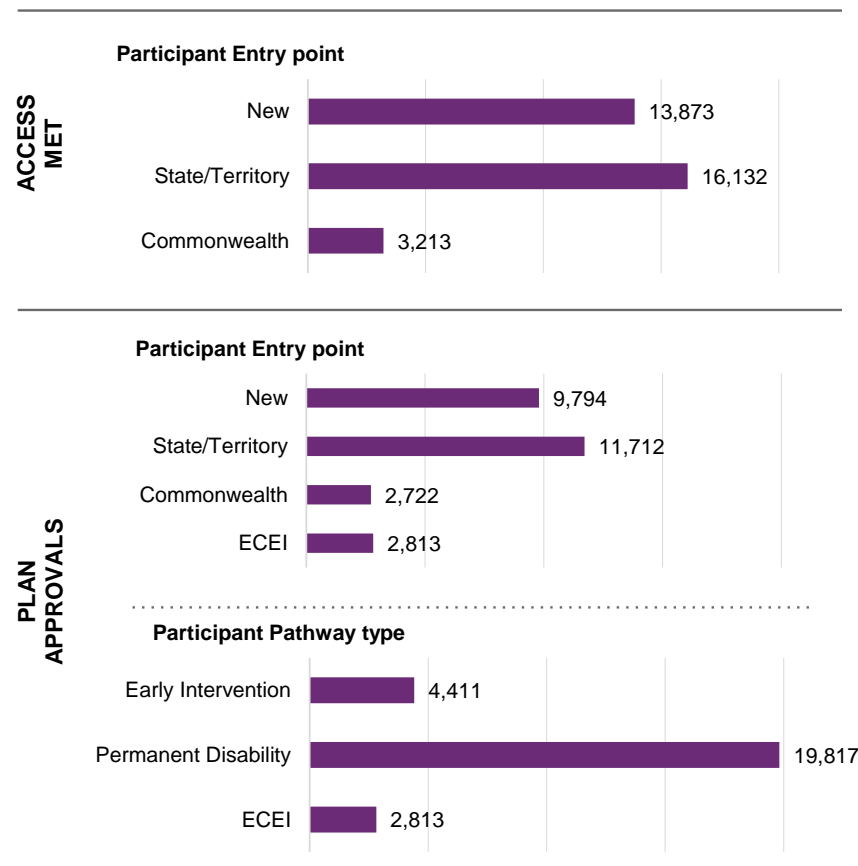
\*Note: Operational target is based on actionable records which are those that were provided to the Agency for participants who had access met or in progress, and were able to be contacted.

# Quarterly Intake

2017-18 Q4

Of the 33,218 participants deemed 'eligible' this quarter 49% entered from an existing State/Territory program.

Of the 24,228 plan approvals this quarter, 48% had transitioned from an existing State/Territory program, 82% entered with a permanent disability and 4,837 were previously confirmed as ECEI at 31 March 2018.



# Quarterly Intake Detail

## Plan approvals as at 30 June 2018

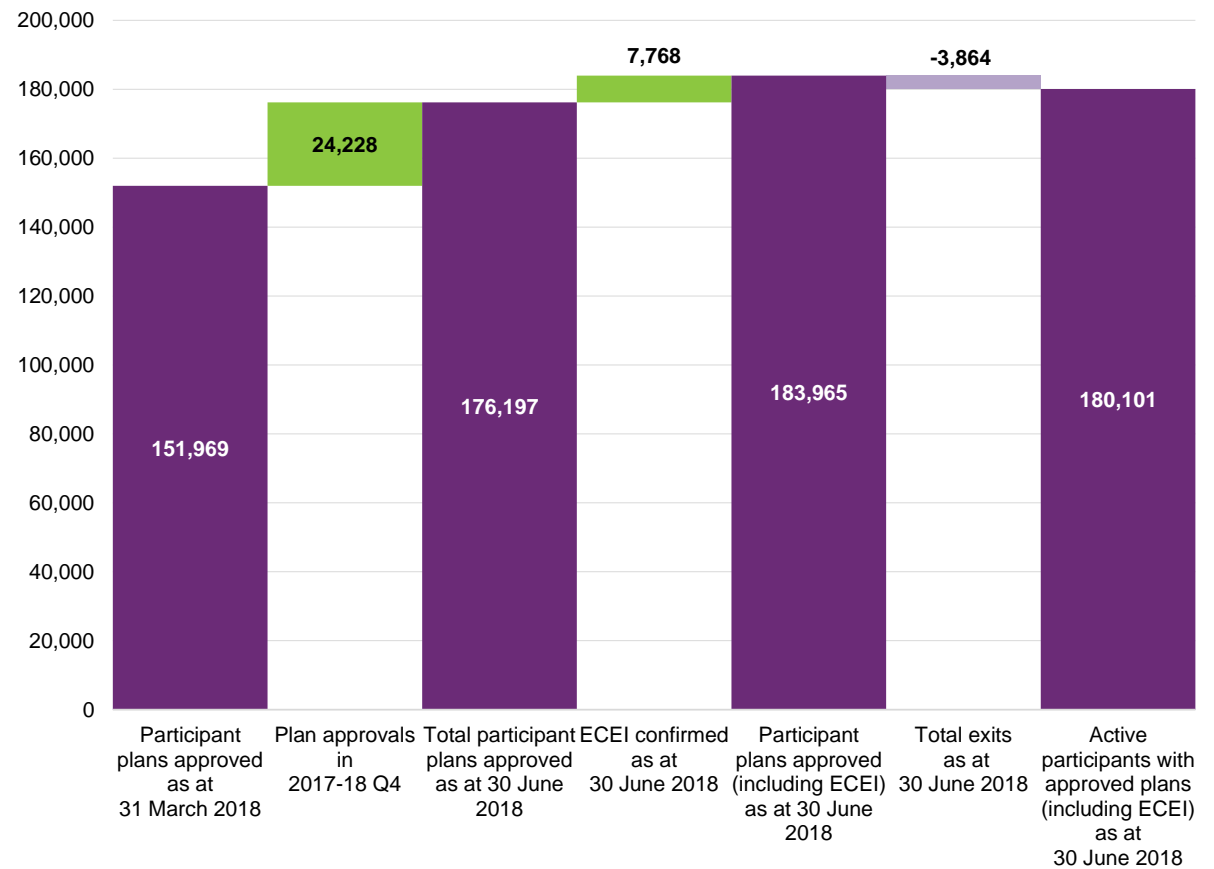
Plan approval numbers have increased from 151,969 at the end of 2017-18 Q3 to 176,197 by the end of 2017-18 Q4, an increase of 24,228 approvals.

As at 30 June 2018 there were 7,768 children with a confirmed ECEI referral bringing the total number to 183,965. Overall, 3,864 participants with approved plans have exited the Scheme.

Of the 7,768 children with a confirmed ECEI referral as at 30 June 2018, 4,955 were previously confirmed as ECEI at 31 March 2018 and an additional 2,813 entered the gateway this quarter.

In the quarter of 2017-18 Q4 there were 34,595 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 March 2018 and 30 June 2018



# Cumulative Position

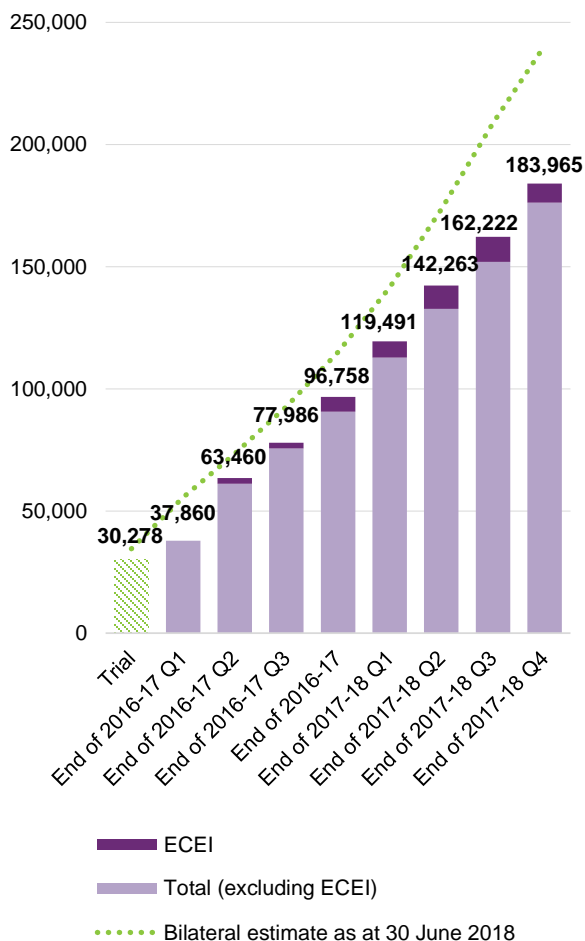
## Plan approvals as at 30 June 2018

As at the end of 2017-18 Q4, the cumulative total number of participants receiving support was 183,965 (including 7,768 children supported through the ECEI gateway). Of these, 104,619 transitioned from an existing State/Territory program and 16,776 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 263,390 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



**90%**

of 2017-18 operational target met (1 July 2017 - 30 June 2018)

**76%**

of scheme to date bilateral estimate met (1 July 2013 - 30 June 2018)

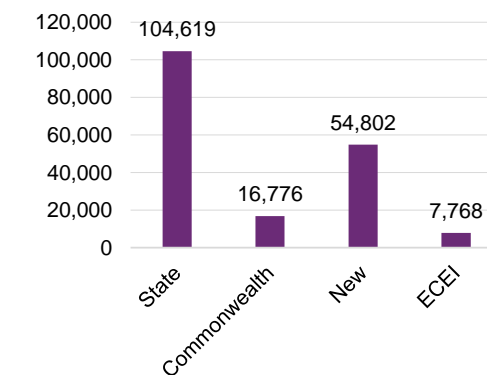
**69%**

of 2017-18 bilateral estimate met (1 July 2017 - 30 June 2018)

**176,197**

plan approvals to date; 183,965 including 7,768 ECEI confirmed

### Plan approvals by participant referral pathway





# Progress against bilateral estimates

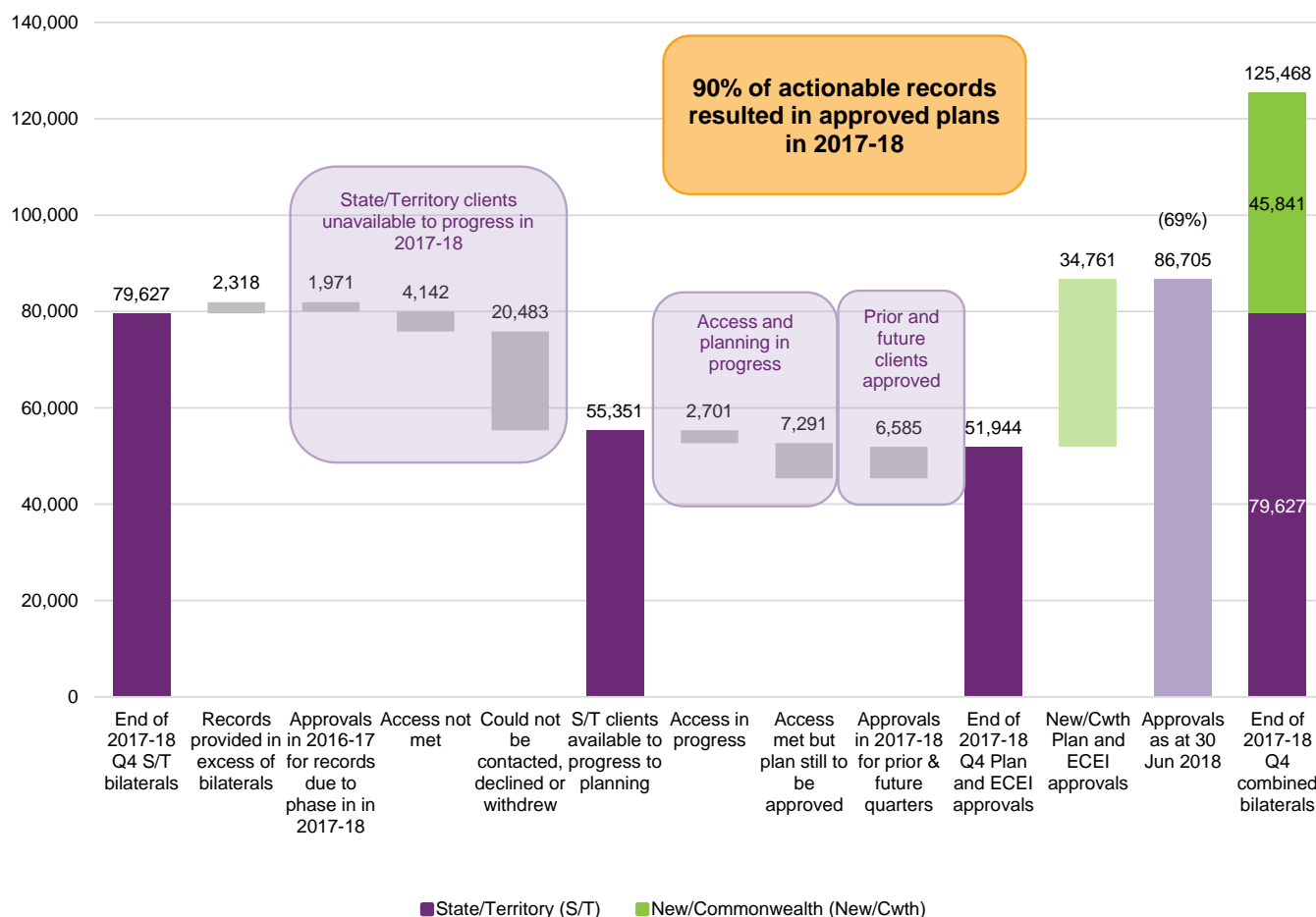
There were 86,705 plans approved in 2017-18, including ECEI. This represents 90% of the 2017-18 operational target and 69% of the 2017-18 bilateral estimate.

Of the individuals receiving existing State/Territory services, 4,142 did not meet the access criteria and 20,483 could not progress to planning for other varied reasons, such as being unable to contact. This means there were 55,351 State/Territory clients available to progress to planning.

As at 30 June 2018 there were 2,701 access decisions in progress and 7,291 participants with access met but yet to receive an approved plan. An additional 6,585 State/Territory clients who were due to receive a plan in other quarters received an approved plan during this period. Thus, there were 51,944 State/Territory clients who received an approved plan in 2017-18 to date.

Lastly there were 34,761 New and Commonwealth clients that received an approved plan during this period bringing the total plan approvals in 2017-18 to date to 86,705 (90% of the operational target for 2017-18).

Breakdown of 2017-18 bilateral progress



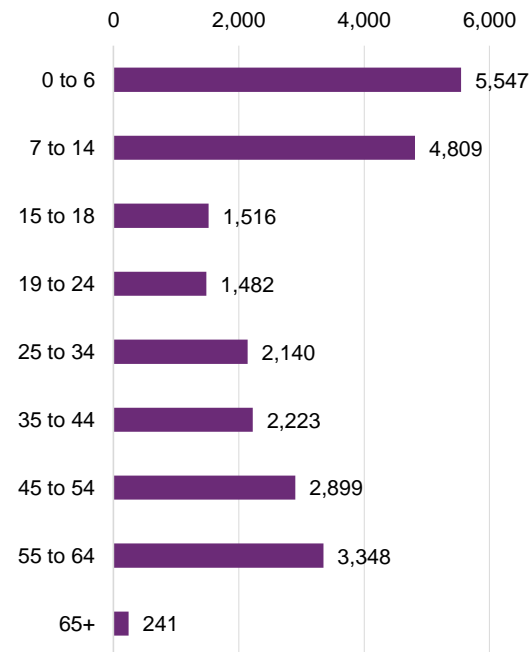
Note: Actionable records refer to those that were provided to the Agency for participants that had access met or in progress, and could be contacted.

# Participant Profiles by Age Group

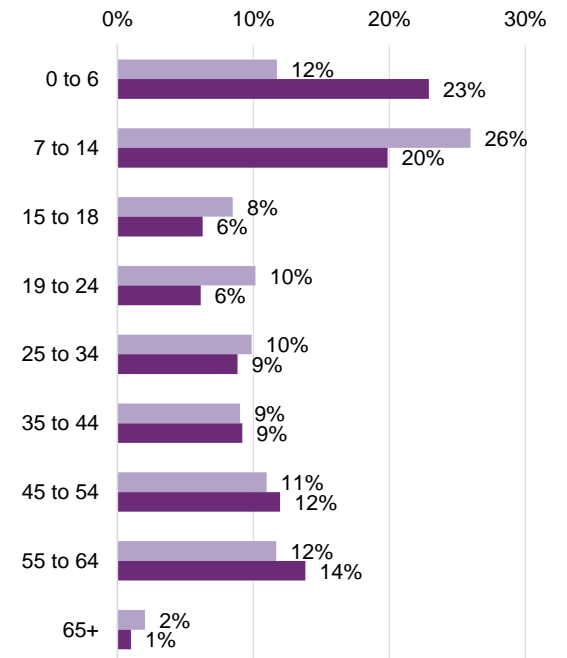
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

Around 23% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 12% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 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 2017-18 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.

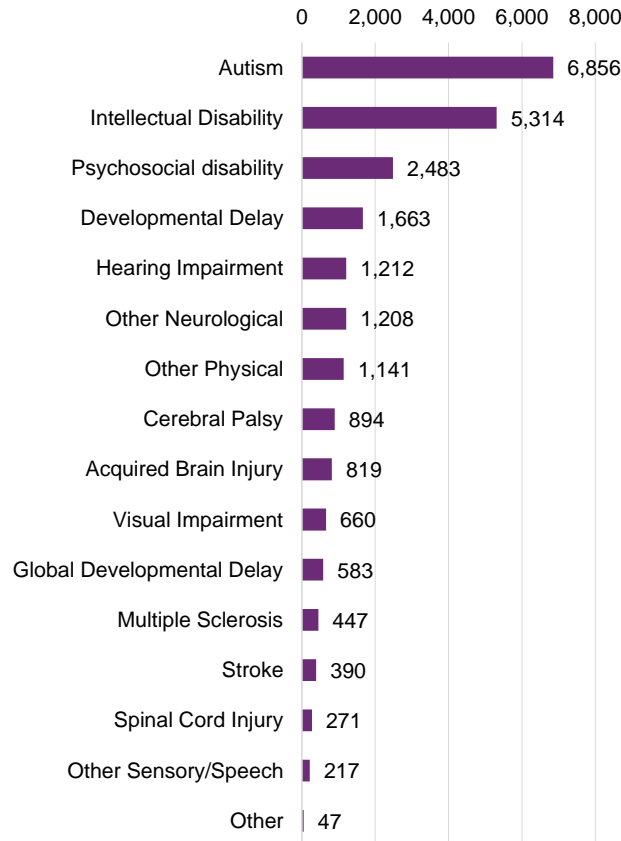
# Participant Profiles by Disability Group

**Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.**

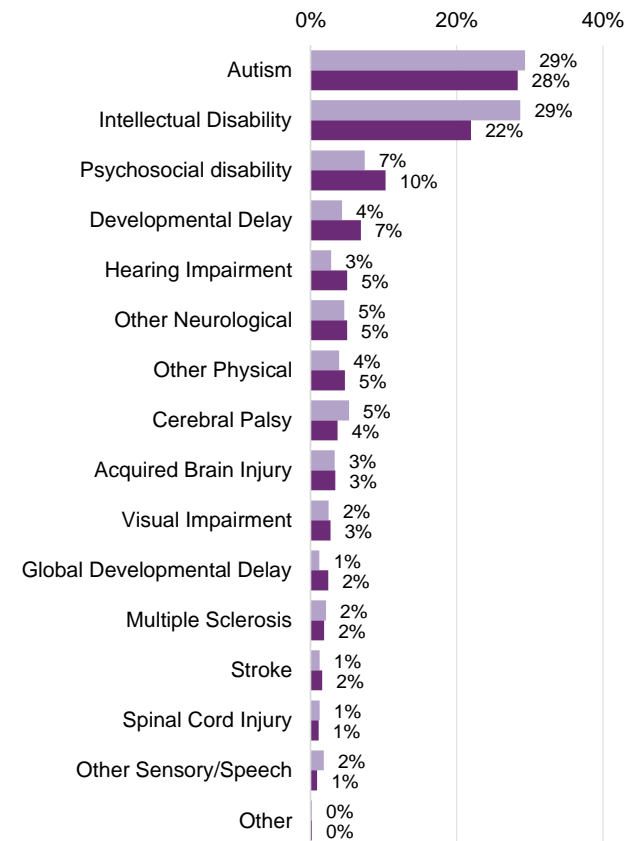
**28% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Autism.**

**22% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability, compared to 29% in previous quarters.**

Active participants with a plan approved in the quarter of 2017-18 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 2017-18 Q4

Note 1: Of the 5,314 active participants identified as having an intellectual disability, 645 (12%), 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

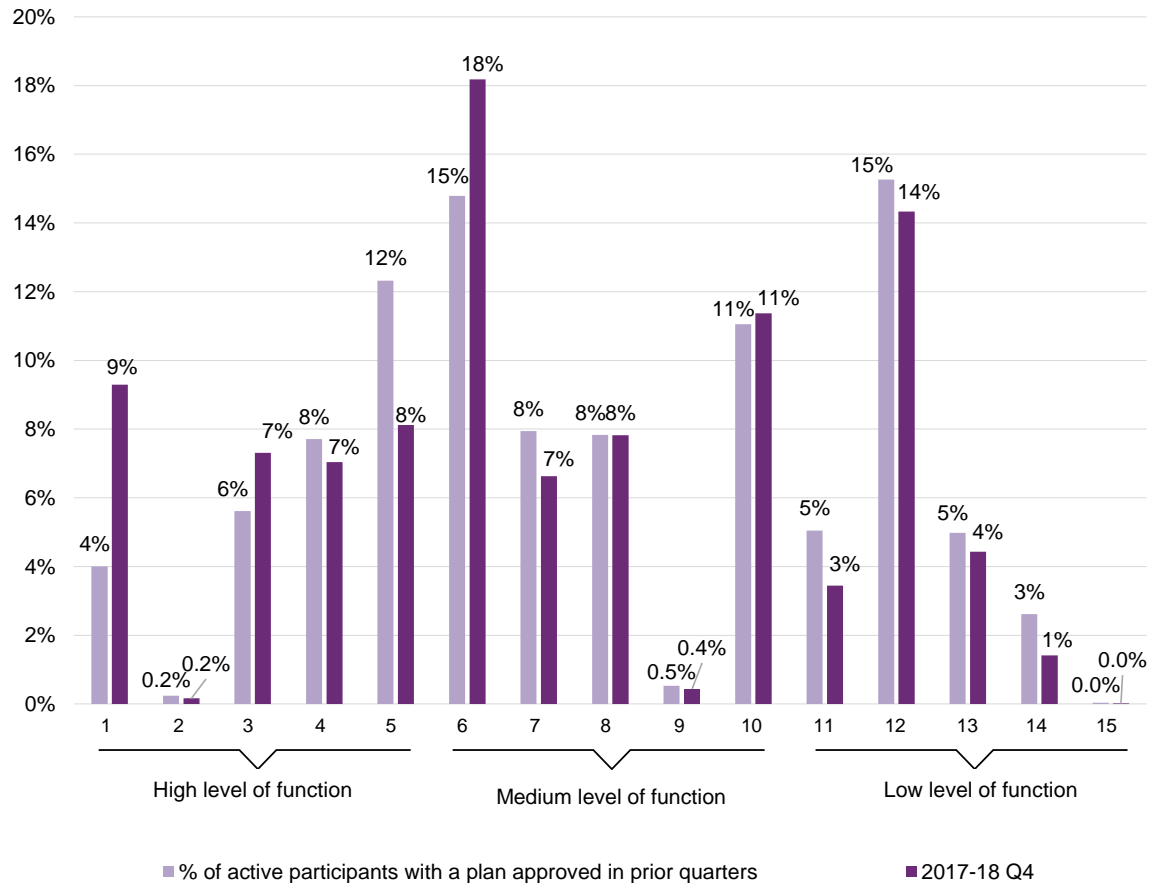
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q4, compared with plan approvals as at 31 March 2018, by level of function.

For participants with a plan approval in the current quarter:

- 32% of active participants had a relatively high level of function
- 44% of active participants had a relatively moderate level of function
- 24% had a relatively low level of function

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

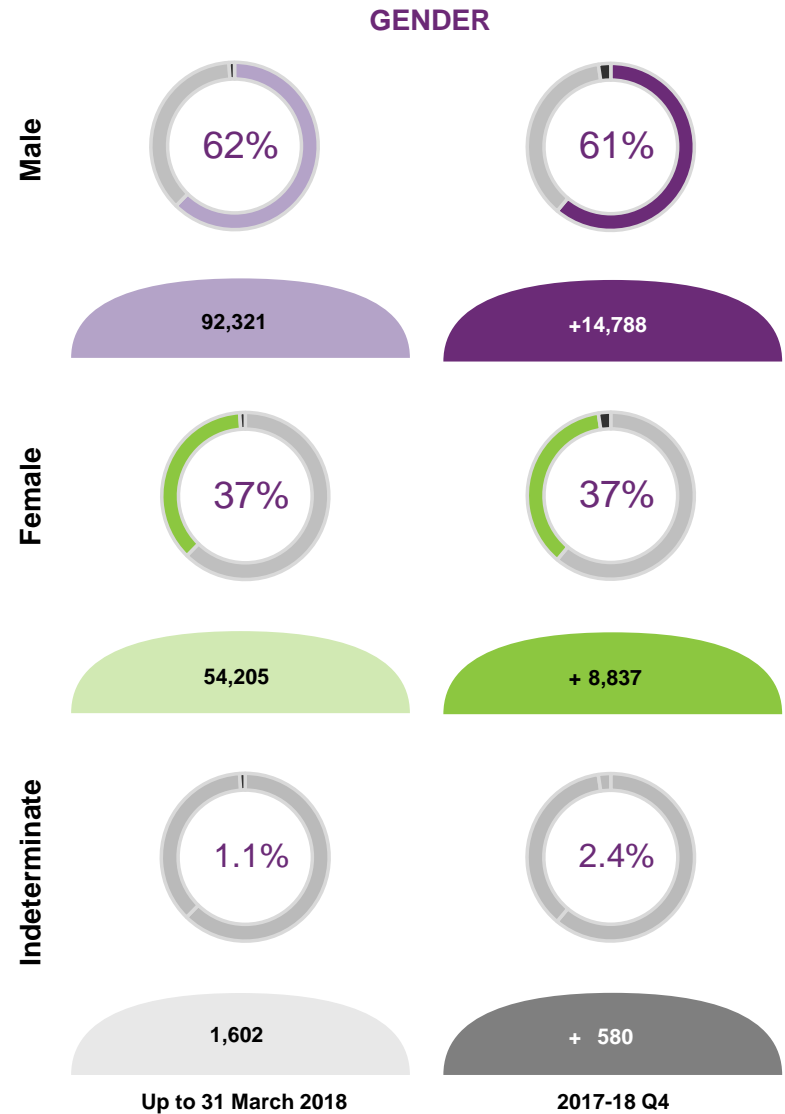
% of active participants with a plan approved by level of function



# Participant Profiles by Gender

Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q4, compared with plan approvals as at 31 March 2018, by gender.

The majority of participants are males.





# Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018.

Of the participants with a plan approved in 2017-18 Q4:

- 6.4% were Aboriginal or Torres Strait Islander, compared with 5.2% for prior periods.
- 1.6% were young people in residential aged care, compared with 1.4% for prior periods.
- 9.3% were culturally and linguistically diverse, compared with 7.2% for prior periods.

## Aboriginal & Torres-Strait Islander status

Aboriginal and Torres Strait Islander

2017-18 Q4

1,539

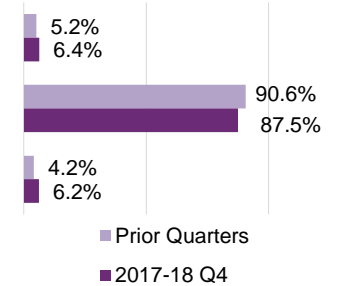
Not Aboriginal and Torres Strait Islander

21,174

Not Stated

1,492

% of active participants



## Young people in residential aged care status

Young people in residential aged care

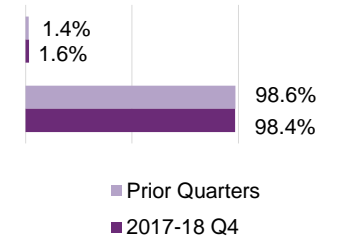
388

Young people not in residential aged care

23,817

2017-18 Q4

% of active participants



## Culturally and Linguistically Diverse Status

Culturally and Linguistically Diverse

2,248

Not Culturally and Linguistically Diverse

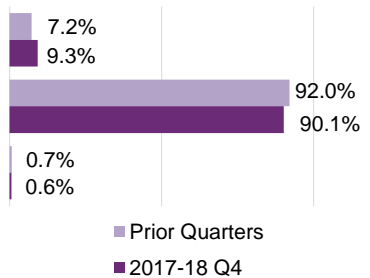
21,810

Not Stated

147

2017-18 Q4

% of active participants

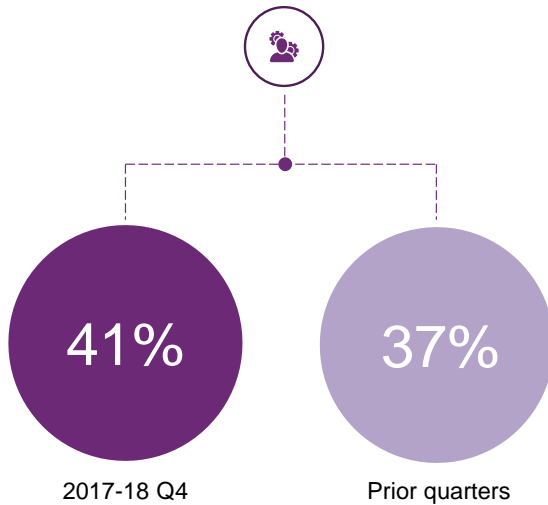


# Plan Management Support Co-ordination

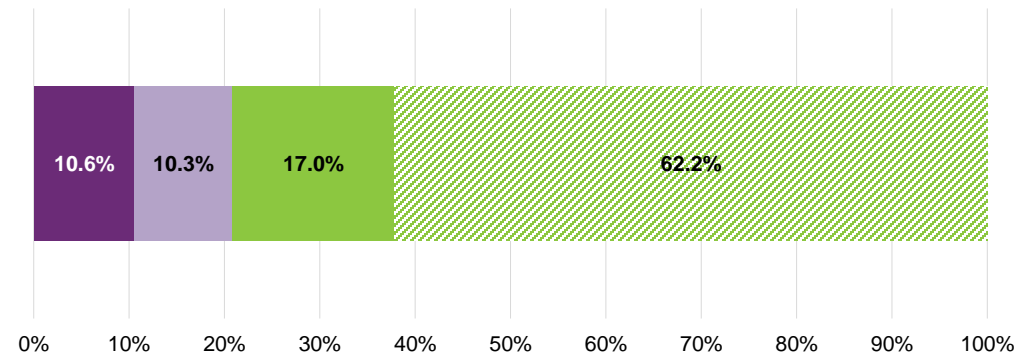
The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q4 (24%), compared with prior quarters of transition (21%).

41% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 37% in prior quarters of transition.

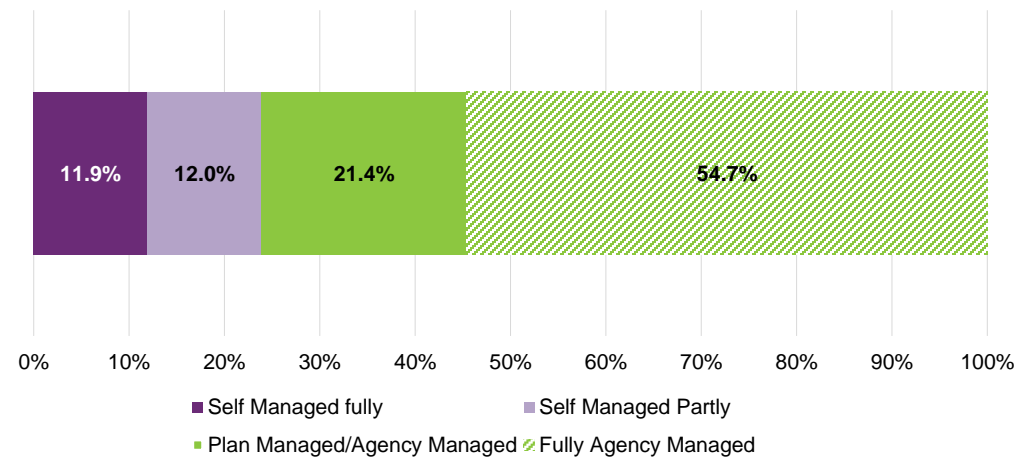
## Support Co-ordination



Prior quarters (transition only)



2017-18 Q4



# Plan Activation

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

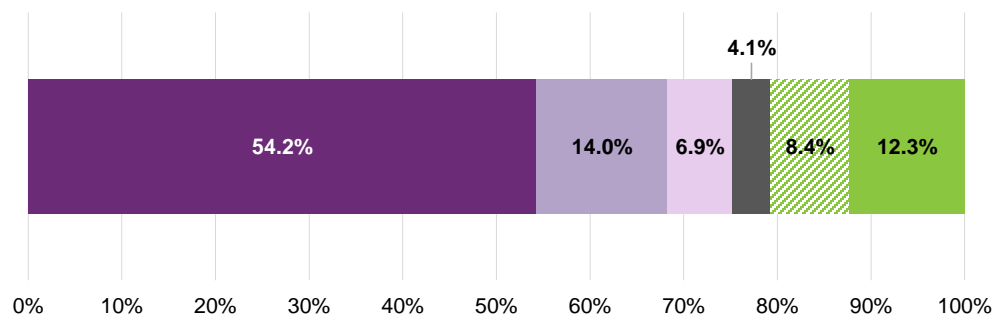
The percentage of plans activated within 90 days of approval were:

- 75% of plans approved in prior quarters
- 74% of plans approved in 2017-18 Q2.

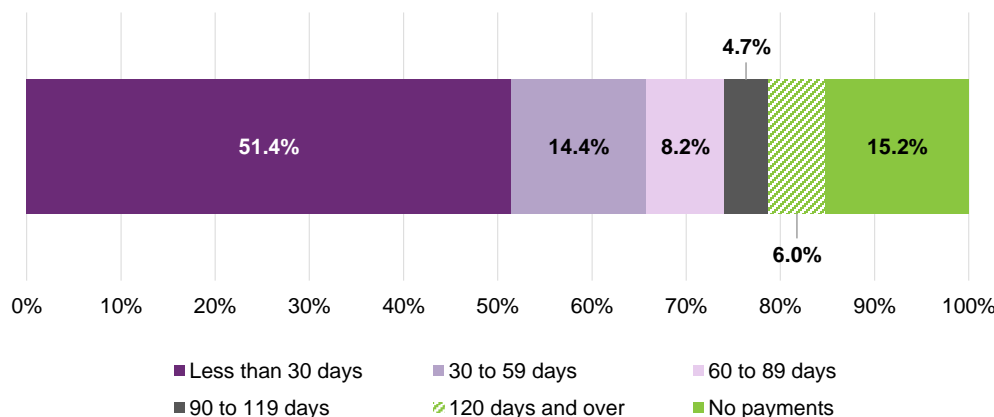
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which further contributes to the conservative figures.

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q2



Note: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

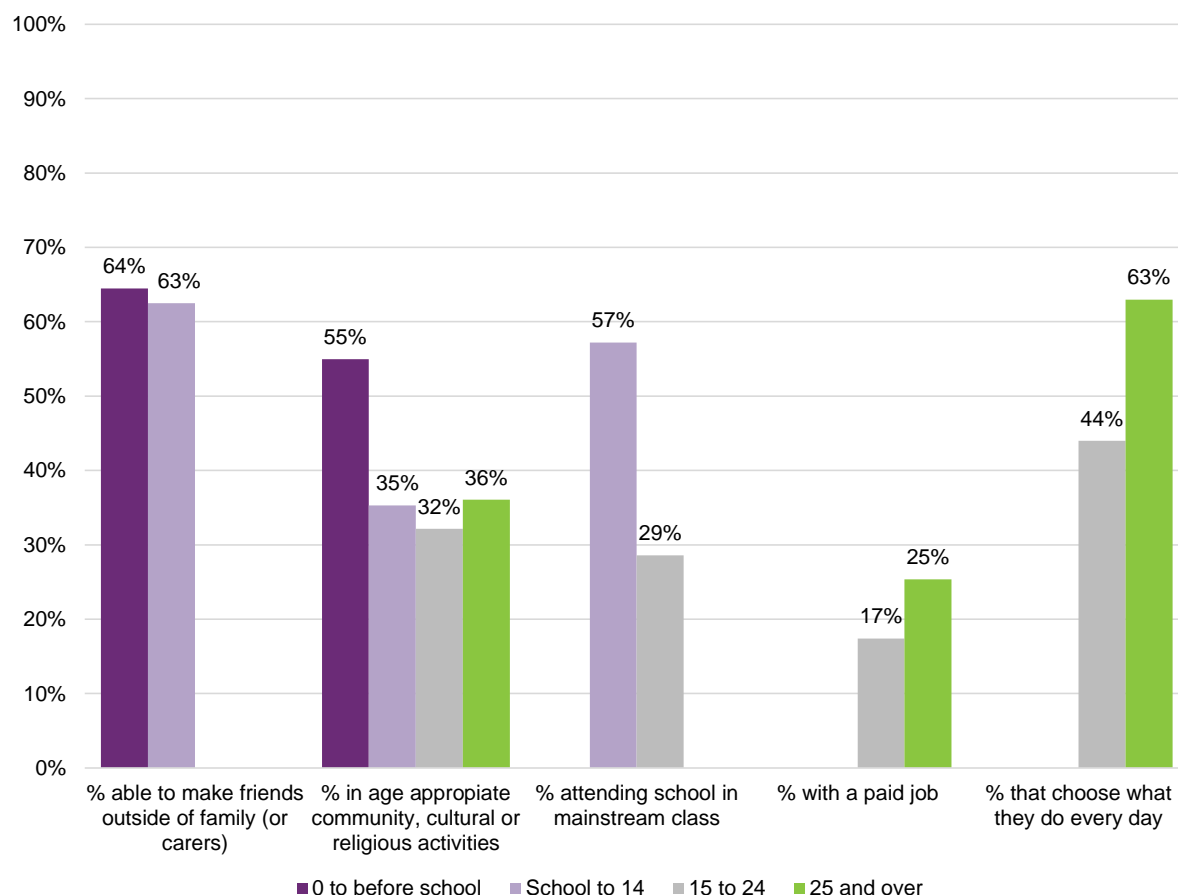


# Participant Outcomes

Baseline outcome measures were collected from 99% of participants receiving their initial plan since 1 July 2016.

- 64% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 63% of participants from school age to 14
- 55% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 32% - 36% for other age groups
- 57% of participants from school age to 14 attend school in a mainstream class, compared to 29% of participants aged 15 to 24
- 25% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 63% 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

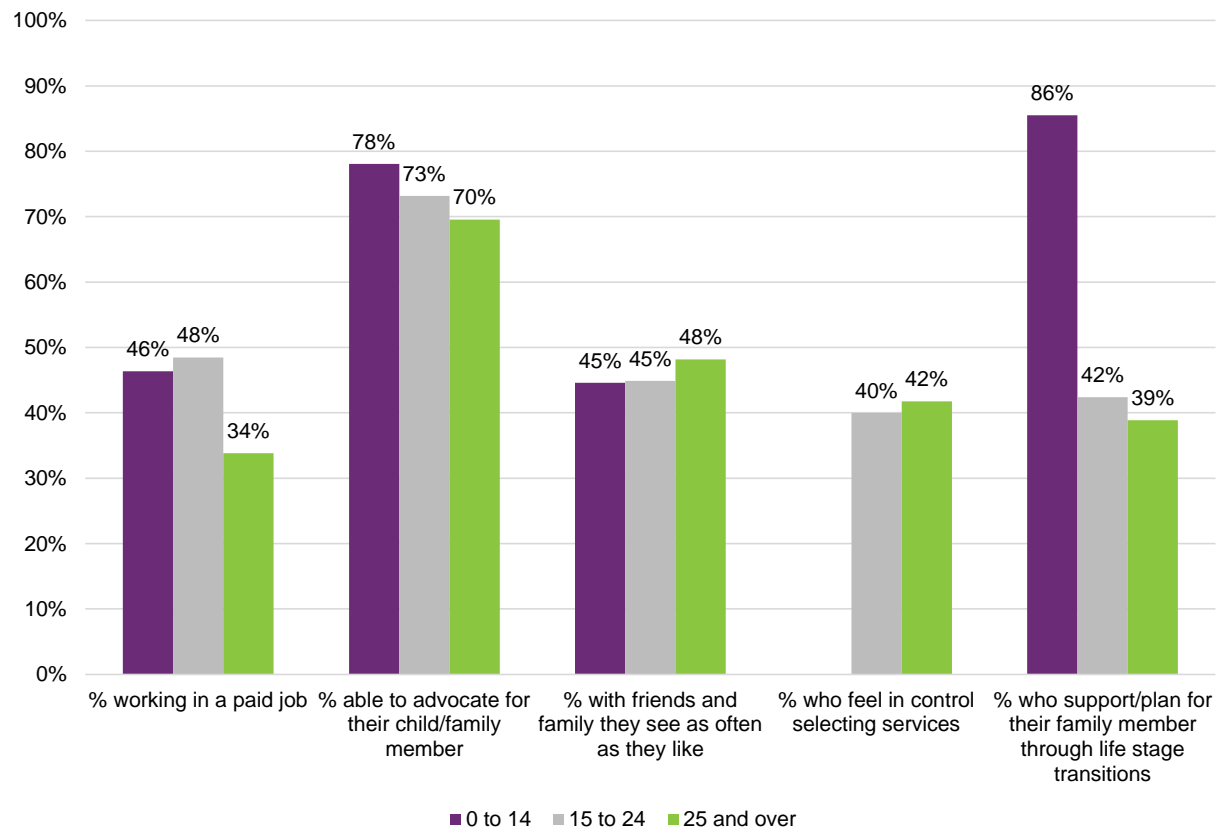


# Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (48%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (48%)
- who feel in control selecting services was highest for participants aged 25 and over (42%)
- 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

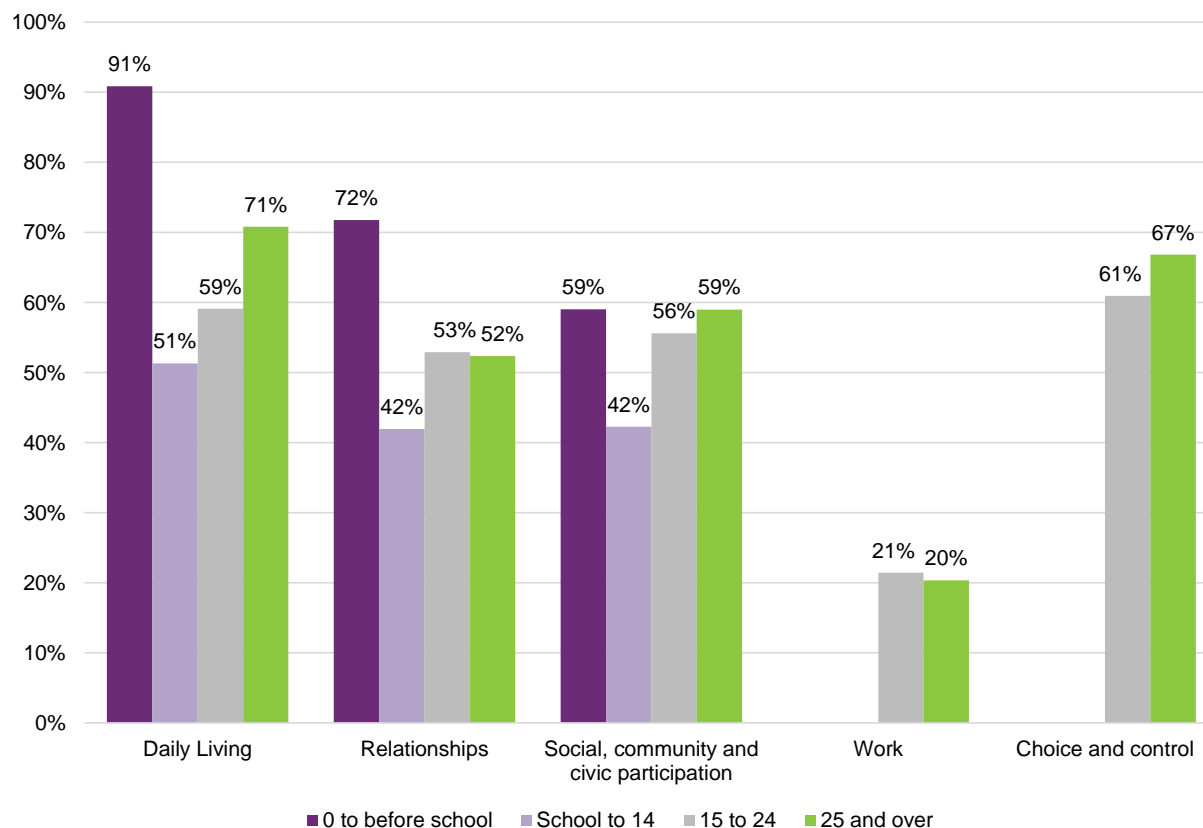
## Perceptions of whether the NDIS has helped.

Participants who entered the Scheme during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:

- Daily Living (91%), for participants aged 0 to before school
- Daily Living (51%), for participants of school age to 14
- Choice and control (61%), for participants aged 15 to 24
- Daily Living (71%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



# Has the NDIS helped? Family/Carers

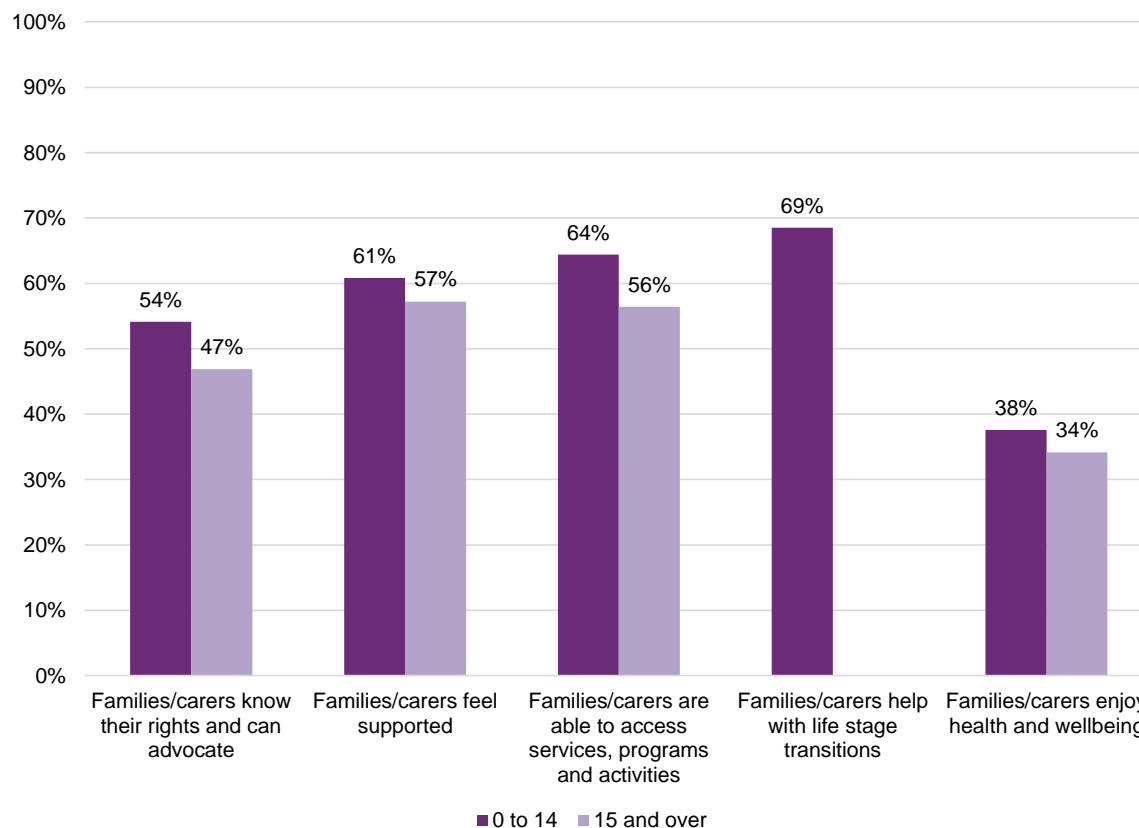
## Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was higher in all areas for family/carers of participants aged 0 to 14 than participants aged 15 and over.

The NDIS has helped families and carers of participants most with accessing services, programs and activities, and with life stage transitions.

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

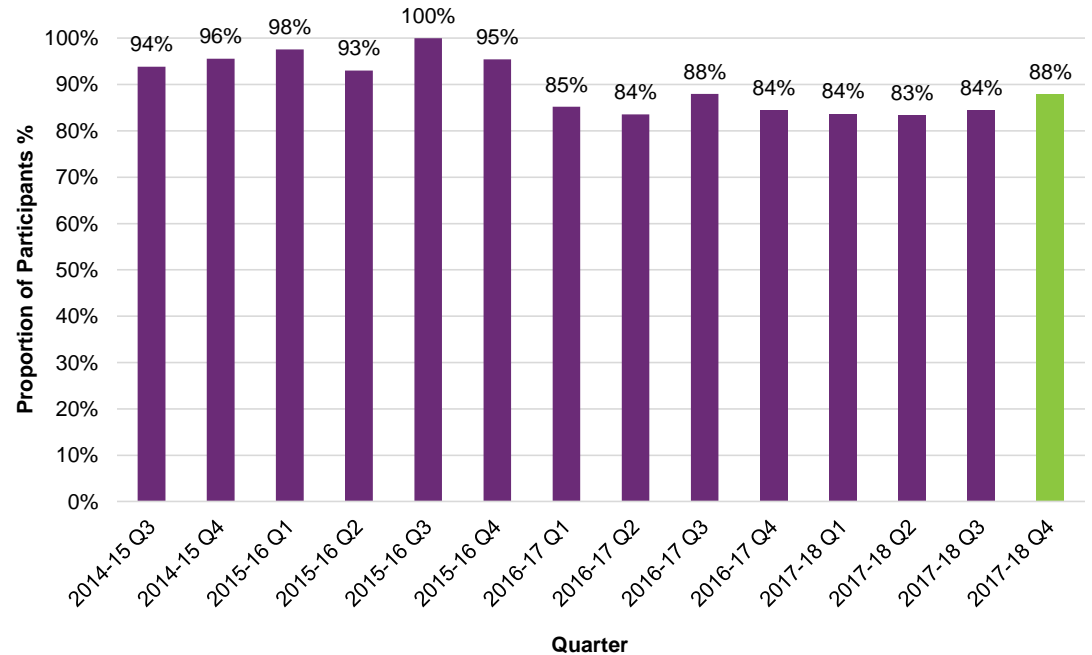


# Participant Satisfaction

88% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a four percentage point increase from last quarter.

The Participant Pathway Review aims to improve the participant experience.

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 dropped during transition, compared with trial site experience.

# Committed Supports and Payments

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

Overall, \$86.2m has been paid to providers and participants for supports provided in 2013-14, \$370.8m in 2014-15, \$703.2m in 2015-16, \$2,164.7m in 2016-17 and \$4,912.9m in 2017-18.

## Summary

This section presents information on the amount committed in plans and payments to service providers and participants.



### Key Statistics

**\$4.8**

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

**\$7.7**

BILLION OF SUPPORTS IN RESPECT OF 2017-18

**\$5.7**

BILLION OF SUPPORTS IN RESPECT OF LATER YEARS\*

\$86.2M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, \$370.8M IN 2014-15, \$703.2M IN 2015-16, \$2,164.7M IN 2016-17 AND \$4,912.9M IN 2017-18.

OVERALL, 65% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 75% IN 2014-15, 75% IN 2015-16, 67% IN 2016-17 AND 64% IN 2017-18.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

\*Note: The \$5.7 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

# Committed Supports and Payments

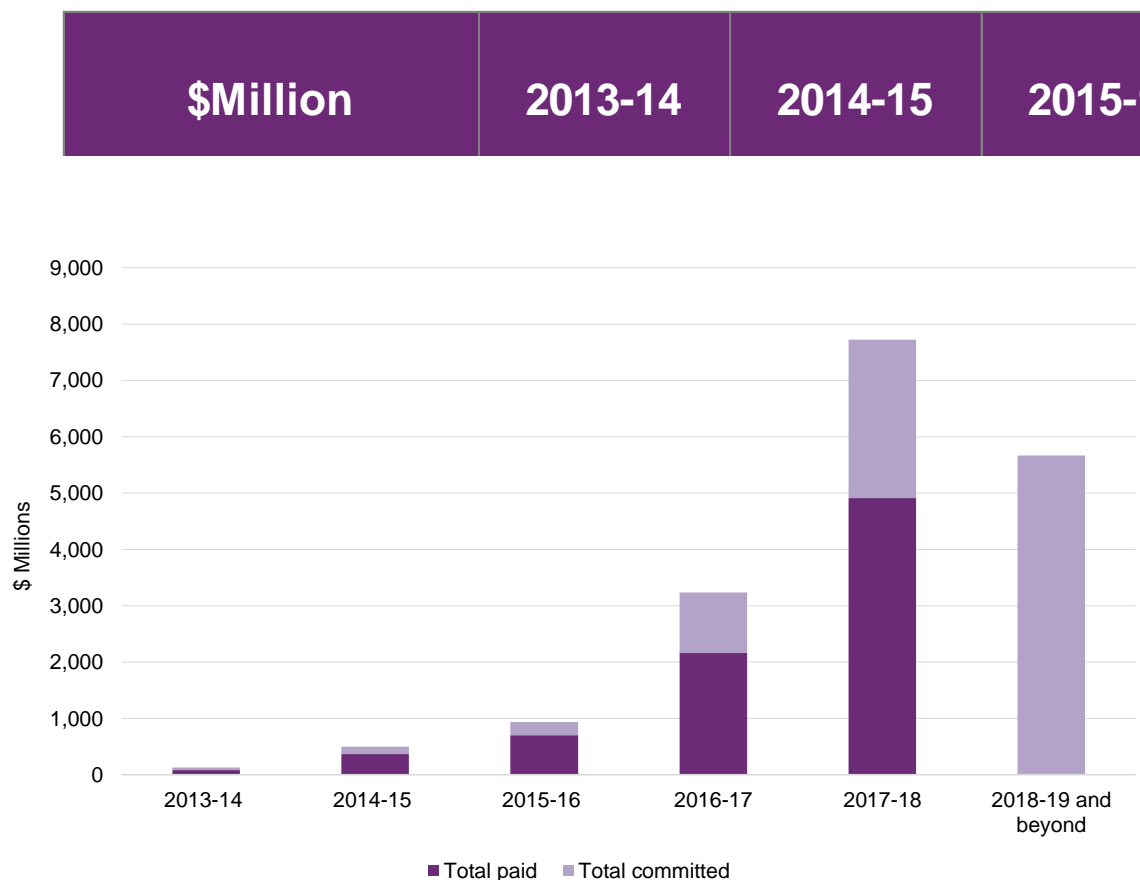
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the \$18.2 billion that has been committed in participant plans, \$8.2 billion has been paid to date.

In particular, for supports provided in:

- 2013-14: \$86.2m has been paid
- 2014-15: \$370.8m has been paid
- 2015-16: \$703.2m has been paid
- 2016-17: \$2,164.7m has been paid
- 2017-18: \$4,912.9m has been paid

Committed and paid by expected support year



Note: The \$3.0m paid in 2018-19 and beyond are payments received for supports that are to be provided in 2018-19.

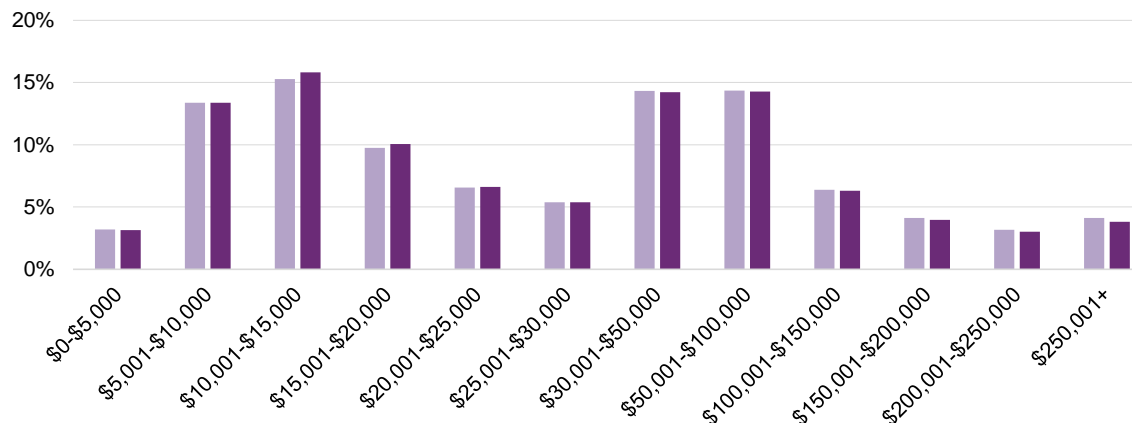


# Committed Supports by Cost Band

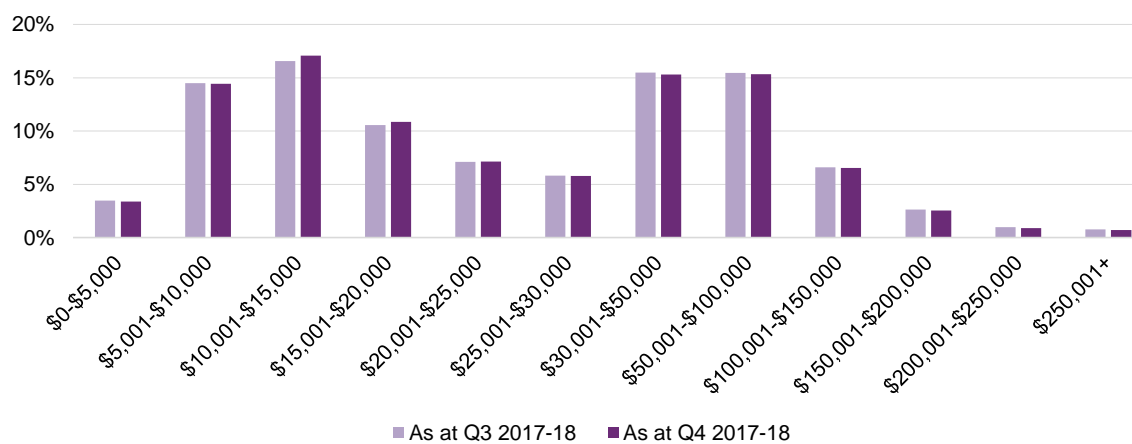
The proportion of initial plan approvals with average annualised committed supports greater than \$25,000 has slightly decreased in 2017-18 Q4 when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

Distribution of average annualised committed supports by cost band (including SSA)



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

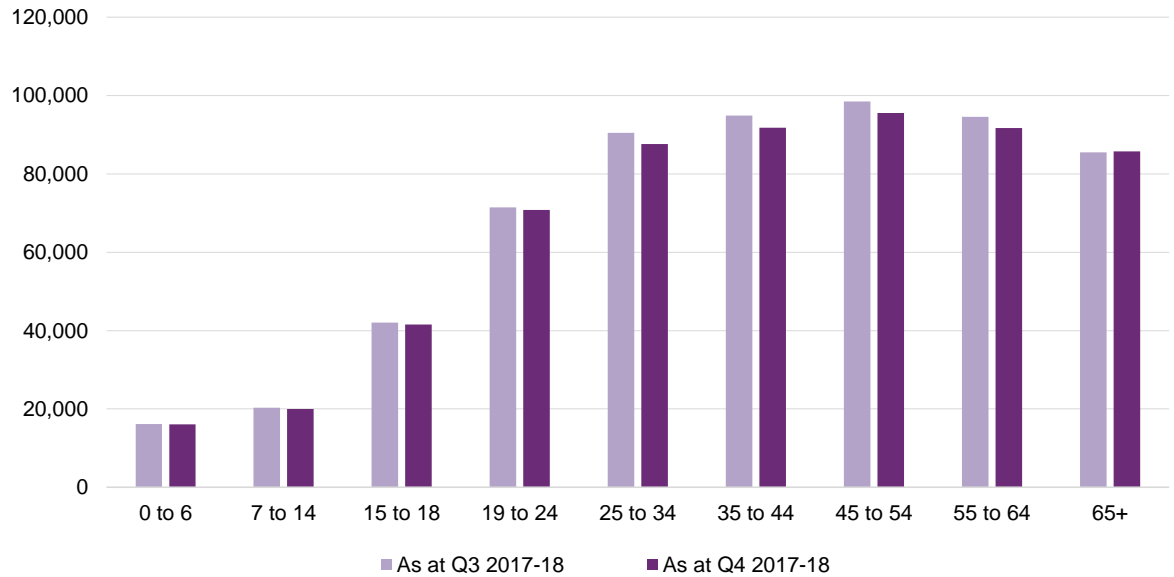


# Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 25, stabilise to age 55 and then reduce at older ages.

The average annualised committed supports as at 2017-18 Q4 have slightly decreased since the previous quarter across most age groups.

Average annualised committed supports by age band



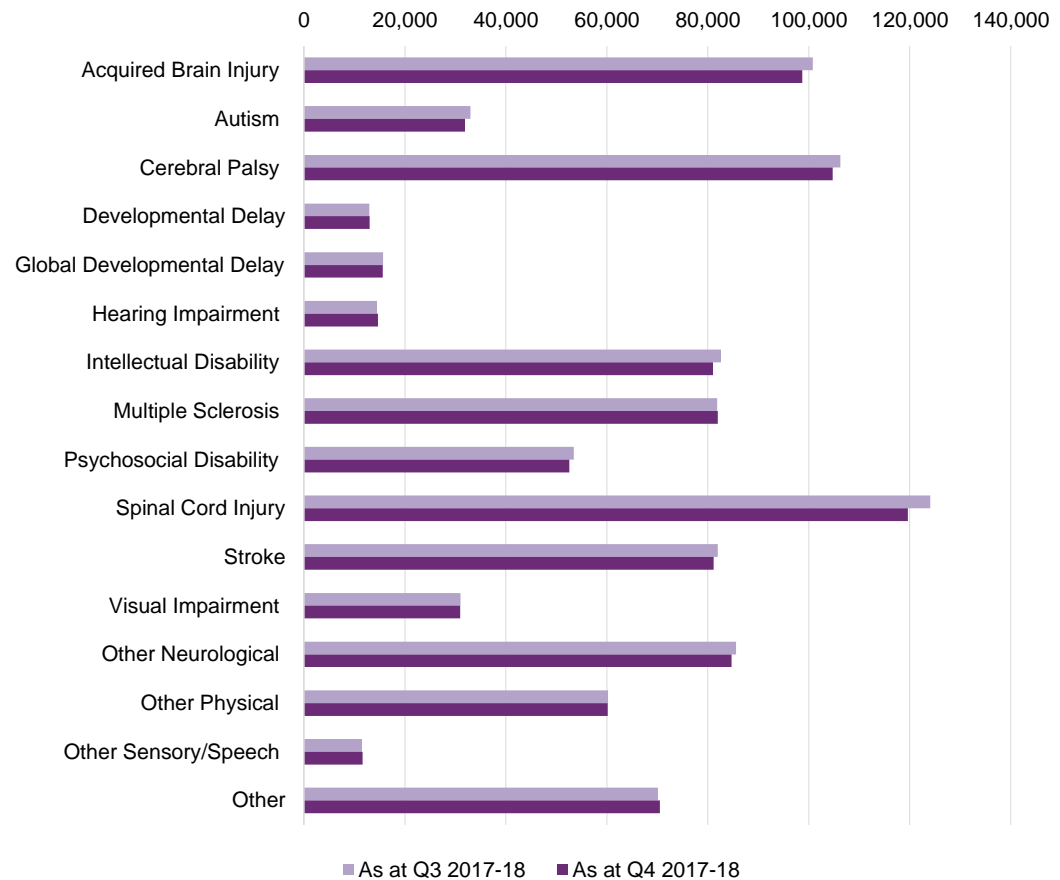
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

Participants with Spinal Cord Injury, Cerebral Palsy and Acquired Brain Injury have the highest average annualised committed supports.

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter for most disability groups.

Average annualised committed supports by primary disability group

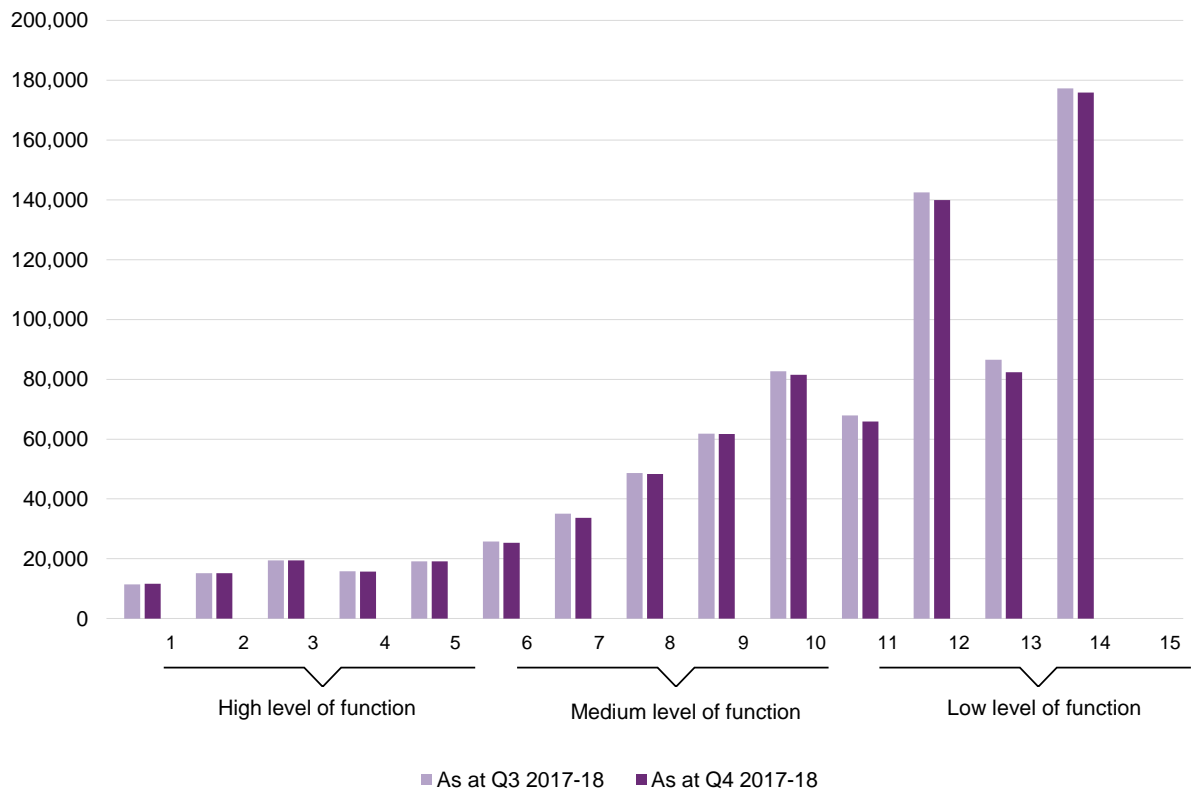


# Committed Supports by Level of Function

The average annualised committed supports generally increase with lower levels of function.

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 have decreased since the previous quarter for participants across low, medium and high levels of function.

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

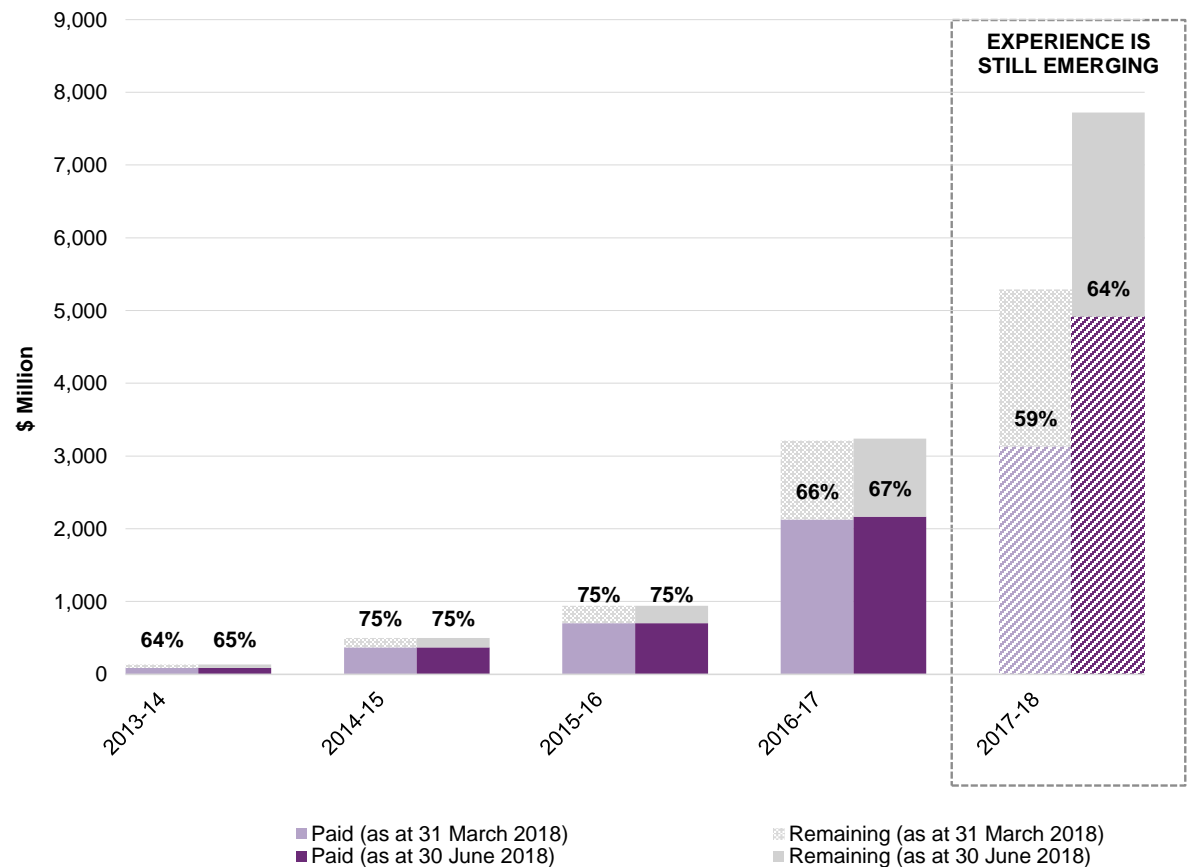
Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2018, compared with 30 June 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 will increase.

Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in this year. 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 utilisation of committed supports in 2017-18 is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

Utilisation of committed supports as at 31 March 2018 and 30 June 2018



# Providers and Markets

The scale and extent of the market continues to grow, with a 17% increase in the number of providers during the quarter to 16,755.

## 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 (registration groups) they are accredited to provide.

### How providers interact with participants

- NDIS participants have the flexibility to choose the providers who support them.
- Providers are paid for disability supports and services provided to the participants.



### Key Statistics

**16,755**

APPROVED PROVIDERS

**80-90%**

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

**44%**

OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

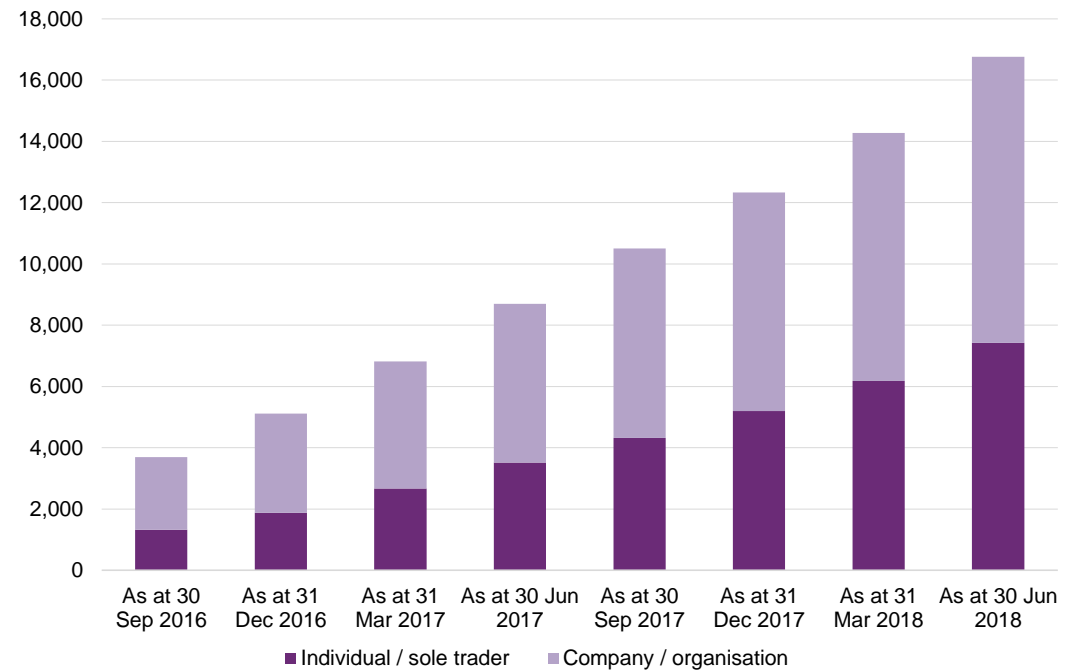
THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

# Providers over time

As at 30 June 2018, there were 16,755 registered service providers of which 7,420 were individual/sole trader operated business while the remaining 9,335 providers were registered as a company or organisation.



Approved providers over time by type of provider



The number of approved service providers increased by 17% from 14,271 to 16,755 in the quarter. Currently, 44% of approved service providers are individual/sole traders.

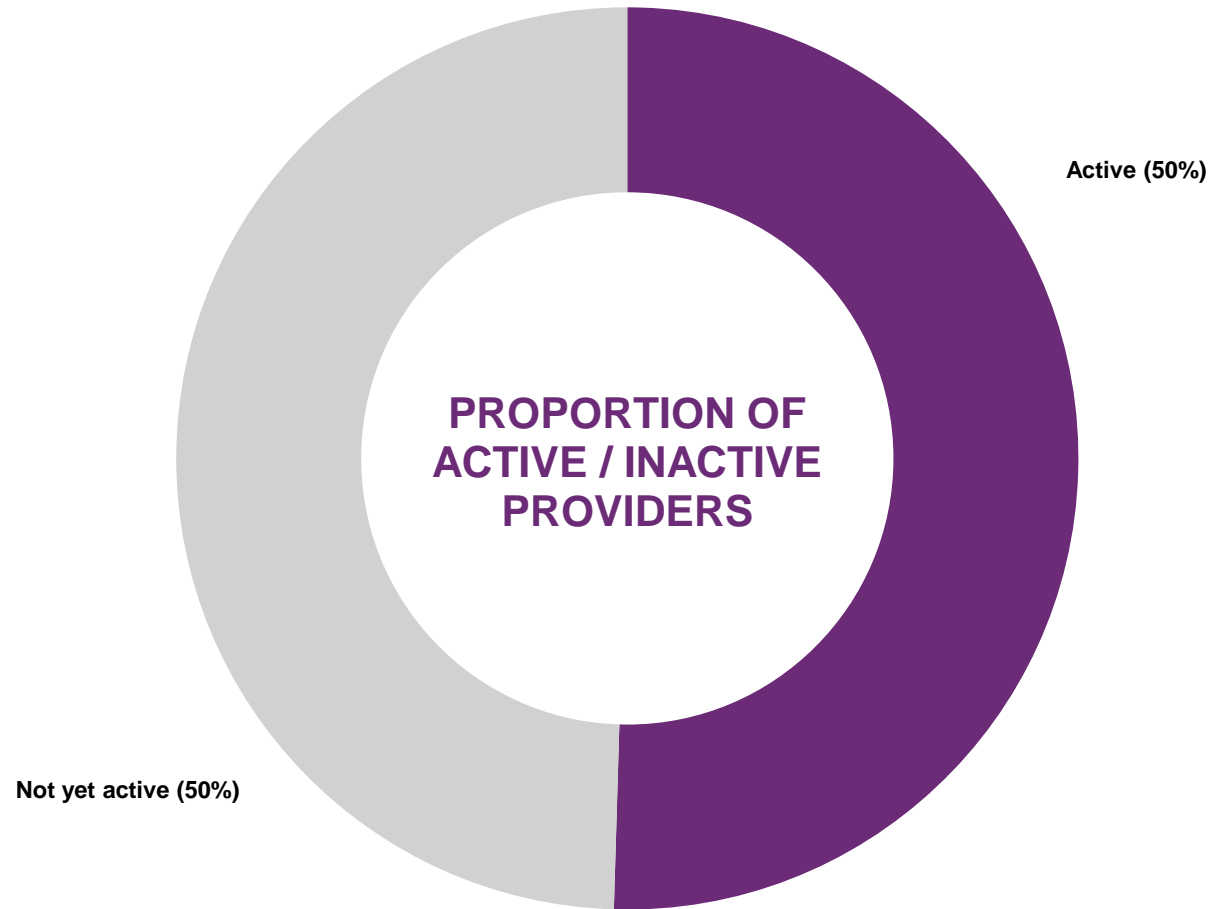


## Proportion of Active Providers

Change in the activity status of providers.

As at 30 June 2018, 50% of providers were active and 50% were yet to have evidence of activity. Of the overall stock of providers, 2,345 providers began delivering new supports in the quarter.

**2,345**  
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



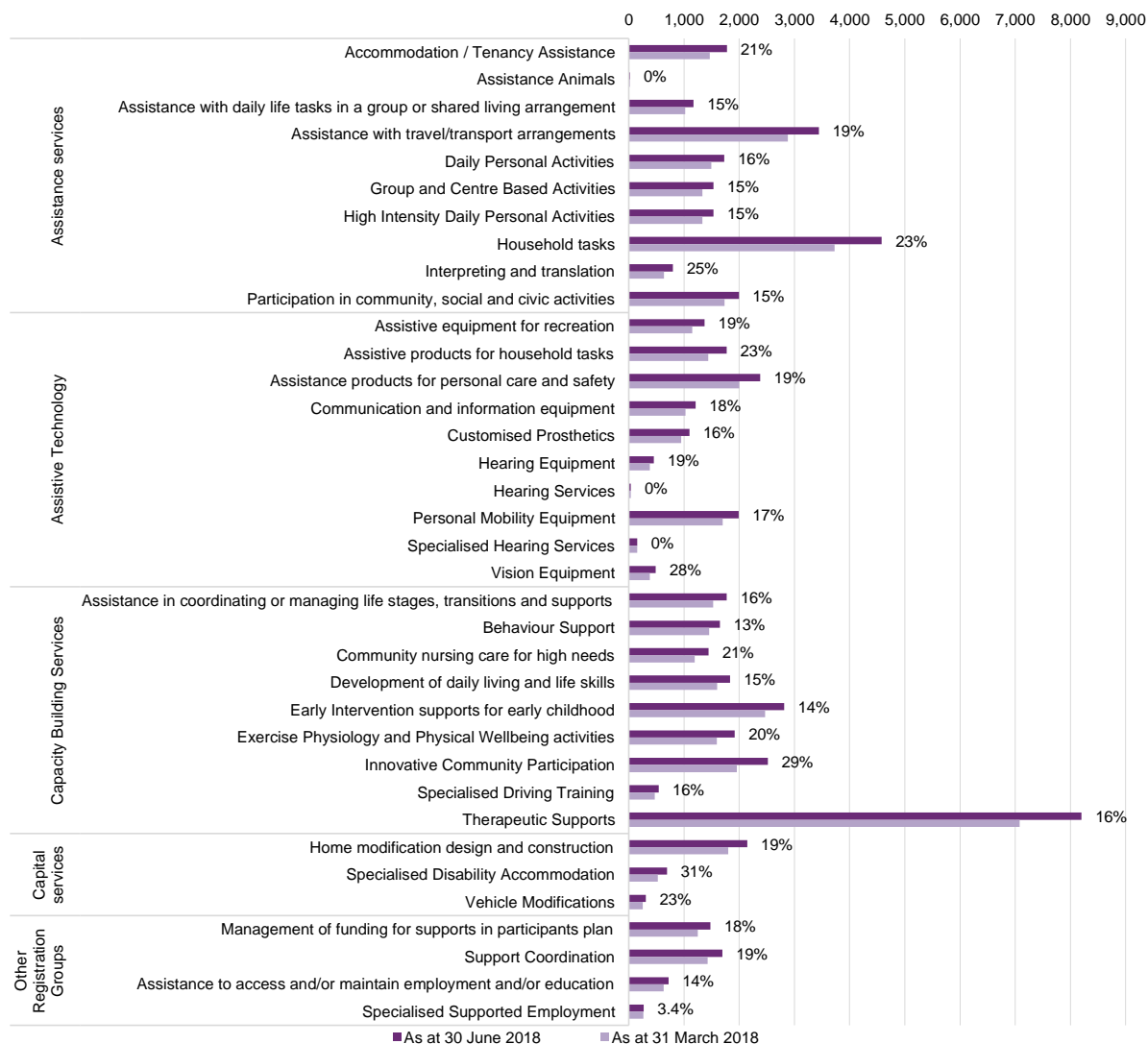
# Approved Registration Groups

The number of approved providers has increased for most registration groups over the quarter.

Therapeutic Supports has the highest number of approved service providers and has seen a 16% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 529 as at 31 March 2018 to 692 as at 30 June 2018. This was followed by Innovative Community Participation, Vision Equipment and Interpreting and translation.

Approved providers by registration group and percentage change over the quarter



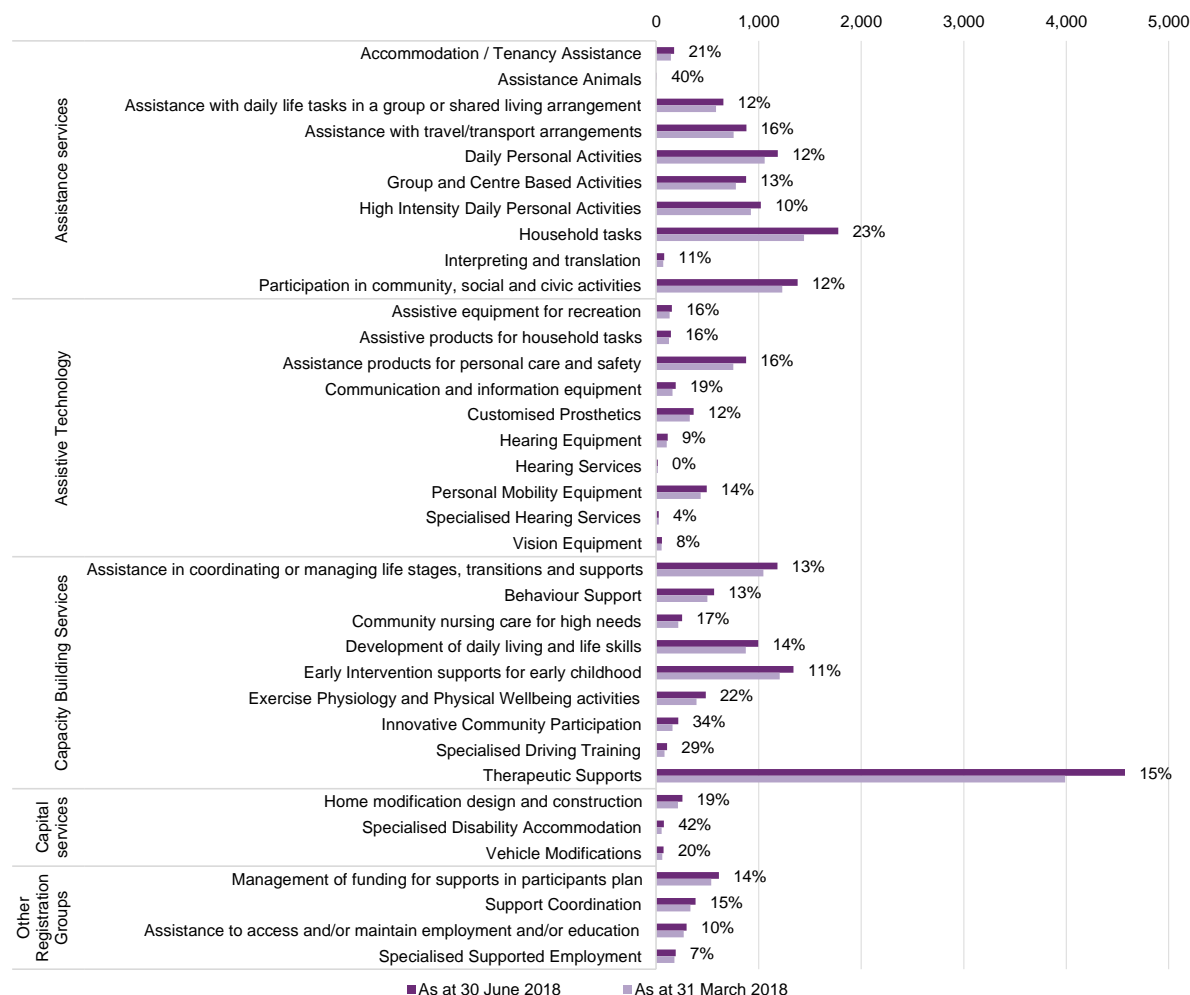
# Active Registration groups

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

Therapeutic Supports has the highest number of active service providers and has seen a 15% increase since the previous quarter.

The largest percentage increase in active providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 53 as at 31 March 2018 to 75 as at 30 June 2018. This was followed by Assistance with Animals, Innovative Community Participation and Specialised Driving Training.

Active providers by registration group and percentage change over the quarter

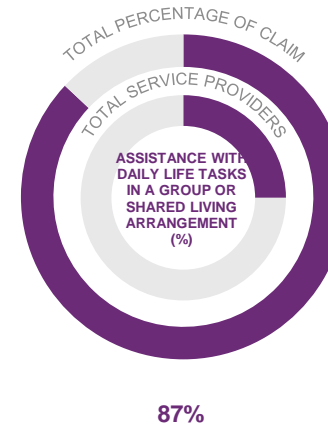
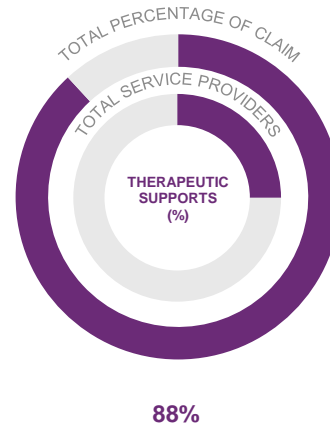
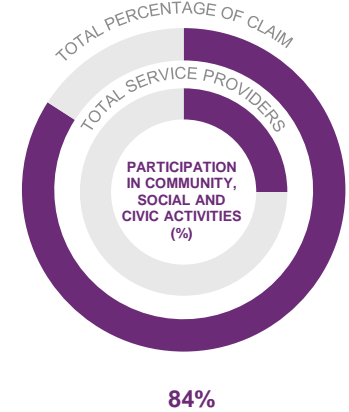
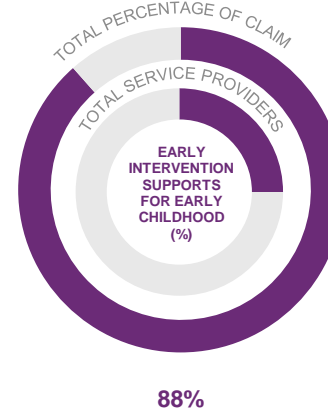
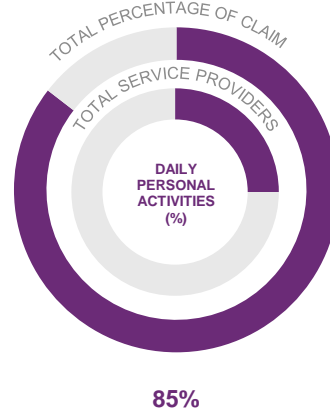


Note: Previously, providers were counted as active in a registration group if they were approved in the registration group and active in any group. This has been refined in this report to only count those providers which are active in the registration group considered.

# 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.



# Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building policy is a commitment made by the NDIS to connect people with disability to their community.

## Information, Linkages and Capacity Building (ILC)

The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIS to connect people with disability to their community. The priority is to ensure people with disability have the skills, confidence and resources to participate, contribute to and benefit from activities that everyone else in the community has access to. The other intention is to build the capacity of the community to include people with disability in mainstream services and community organisations.

Unlike the rest of the NDIS, ILC does not provide funding to NDIS participants. Instead, it provides grants to organisations to deliver activities in the community, benefiting people with disability and their families. It increases the capacity of our communities to be more inclusive and diverse, and therefore benefits society at large. The investment policy also supports the financial sustainability of the NDIS by reducing the demand for individualised packages and the need for funded supports within packages.

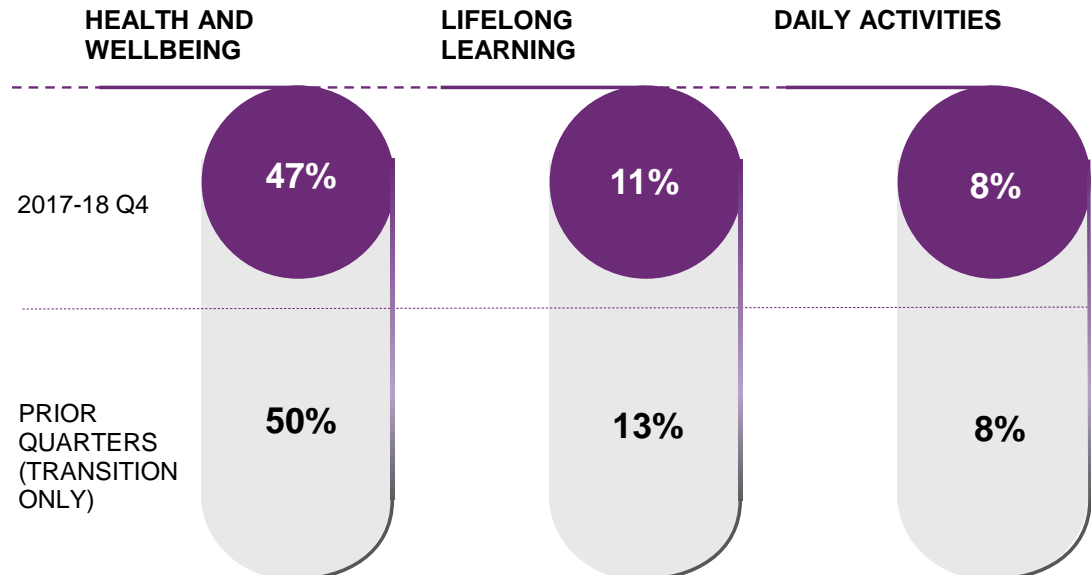
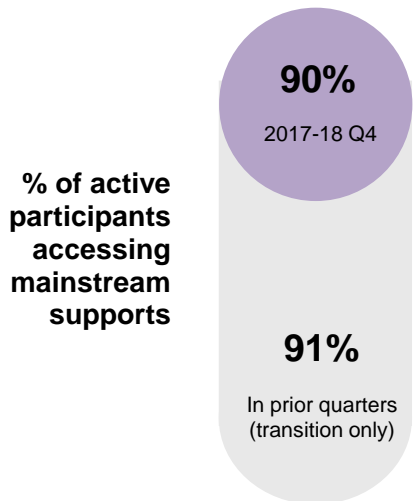
Approximately \$14 million was allocated to 39 National Readiness grants in 2016-17, with a focus on mainstream services and community awareness. An additional \$28 million was allocated in June 2018 to 44 National Readiness grants with a focus on Information, Linkages and Referral activities across Australia.

# Mainstream Interface

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

# Mainstream Interface

90% of active participants with a plan approved in 2017-18 Q4 access mainstream services, a slight decrease 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.

Currently, the best estimate of the longer-term cost of a well-managed NDIS is \$22 billion a year at full scheme. The Productivity Commission's report on NDIS Costs, released on 19 October 2017, indicates that this remains appropriate and is consistent with the Commission's own 2011 modelling after accounting for wage and population growth.

# Financial Sustainability

The NDIS has been within budget every year for its first five years of operations (1 July 2013 - 30 June 2018).

Specific strategies to address pressures on financial sustainability include:

- A comprehensive review of the participant pathway to deliver more consistent decisions, a key feature being independent assessments using standardised tools.
- Enhancements to the Early Childhood Early Intervention (ECEI) approach to ensure the right children are accessing the Scheme, with a focus on investment in innovation and capacity building, and a targeted effort to address mainstream interfaces.
- Developing a framework to track participants' progress against their goals.
- Continued work on tools to assist with typical support packages.
- Investigating the efficacy of more stringent escalation protocols for approving increases and decreases in plan budgets.
- An employment framework to support schools leavers.



## Key Drivers

ASSESSING THE SCHEME

ENSURING THE RIGHT PEOPLE MEET THE ELIGIBILITY REQUIREMENTS AND GAIN ACCESS TO THE SCHEME

EXITING THE SCHEME

FOLLOWING APPROPRIATE EARLY INTERVENTION SUPPORT, SUITABLE PARTICIPANTS ARE EXITING THE SCHEME

RECEIVING AN INITIAL PLAN

ENSURING PARTICIPANTS ARE RECEIVING THE RIGHT AMOUNT OF REASONABLE AND NECESSARY SUPPORTS IN THEIR PLAN

REVIEWING PLANS

REVIEWED PLAN BUDGETS INCLUDE THE CORRECT AMOUNT OF SUPPORT DEPENDENT ON THE PARTICIPANT'S NEEDS