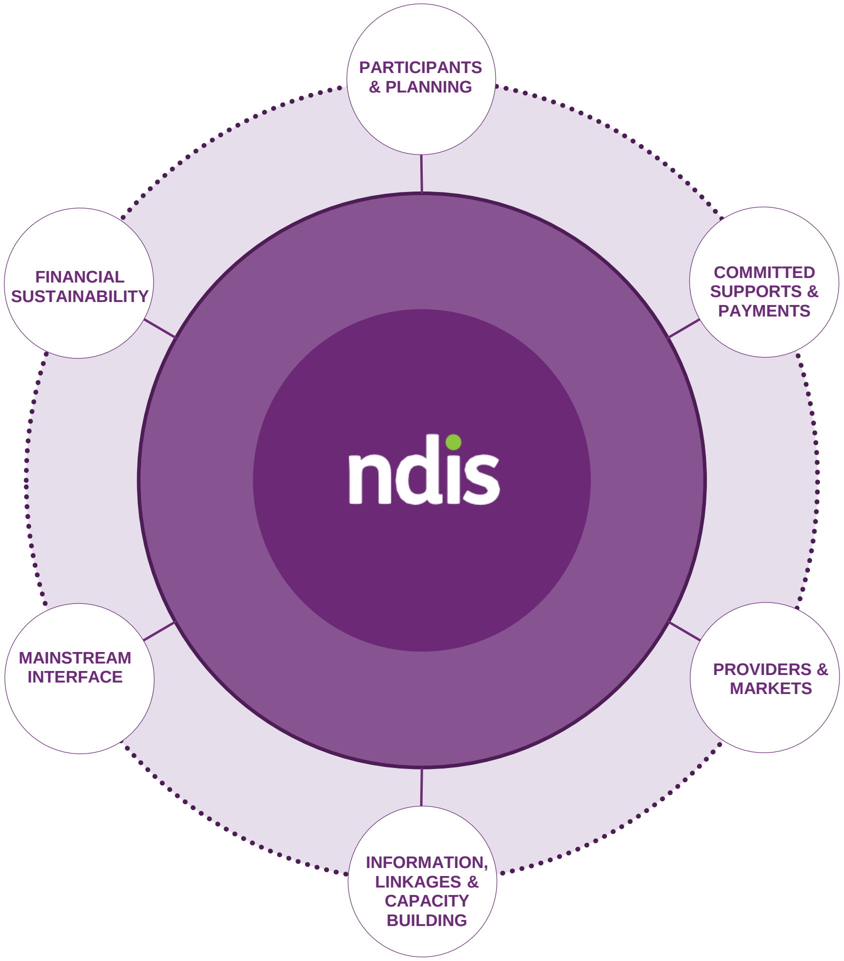
COAG

Disability Reform Council
Quarterly Performance Report

Victoria - 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

7,641 additional participants with plans this quarter.

As at 30 June 2018, plans approved and ECEI referrals represent:
- **85% of year to date bilateral estimate met (1 July 2017 - 30 June 2018)**
- **83% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2018)**

Committed Supports and Payments

$1.5 billion has been paid to providers and participants:
- **$32.9m in 2013-14,**
- **$128.3m in 2014-15,**
- **$160.8m in 2015-16,**
- **$330.4m in 2016-17,**
- **$835.6m in 2017-18.**

Overall,
- **62% of committed supports were utilised in 2013-14,**
- **79% in 2014-15,**
- **79% in 2015-16,**
- **67% in 2016-17,**
- **58% 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

4,923 approved providers, a 18% increase for the quarter.

75-90% of payments made by the NDIA are received by 25% of providers.

39% of service providers are individual/sole traders.

Mainstream Interface

88% of active participants with a plan approved in 2017-18 Q4 access mainstream services.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 7,641 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

12,687

ACCESS DECISIONS IN 2017-18 Q4

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

7,641

INITIAL PLANS APPROVED IN 2017-18 Q4

OF THE 7,641 INITIAL PLANS APPROVED THIS QUARTER, 1,060 WERE PREVIOUSLY CONFIRMED AS ECEI AT 2017-18 Q3

1,879

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

85%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 30 JUNE 2018)

81%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 30 JUNE 2018)

83%

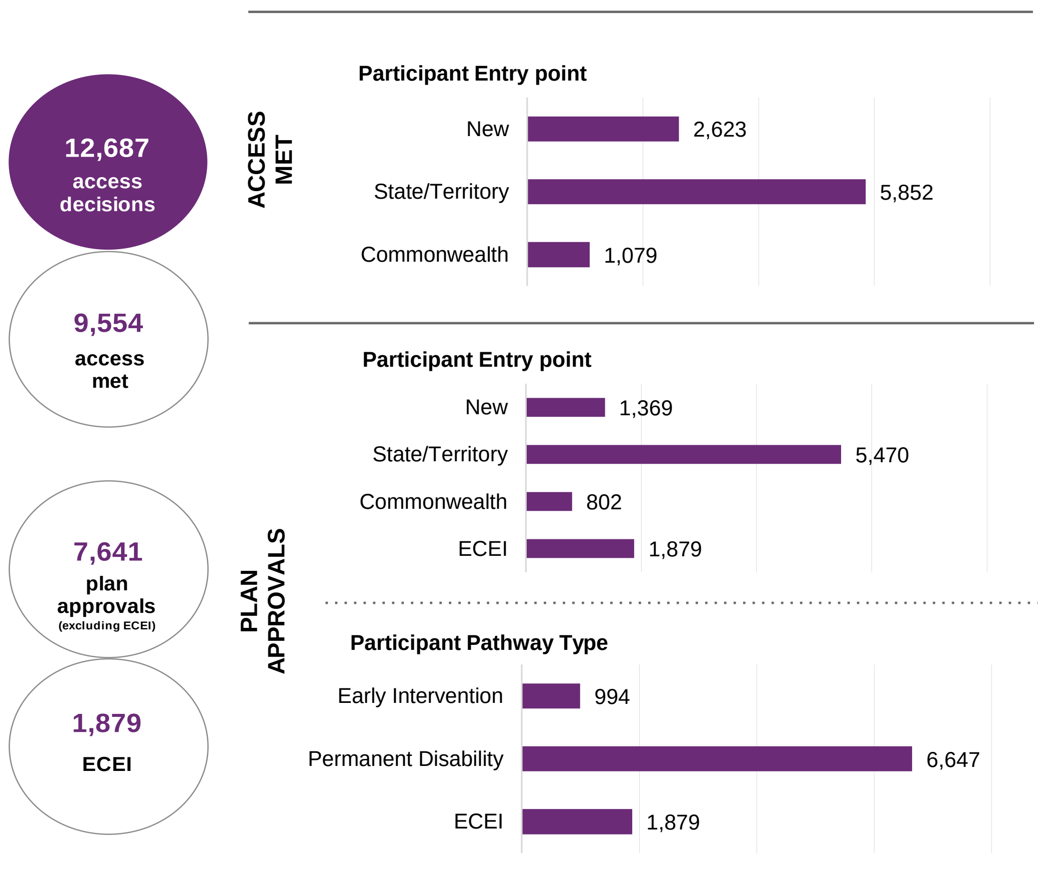
OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 JUNE 2018)

Quarterly Intake

2017-18 Q4

Of the 9,554 participants deemed 'eligible' this quarter 61% entered from an existing State/Territory program.

Of the 7,641 plan approvals this quarter, 72% had transitioned from an existing State/Territory program, 87% entered with a permanent disability and 1,060 were previously confirmed as ECEI at 2017-18 Q3.



Quarterly Intake Detail

Plan approvals as at 30 June 2018

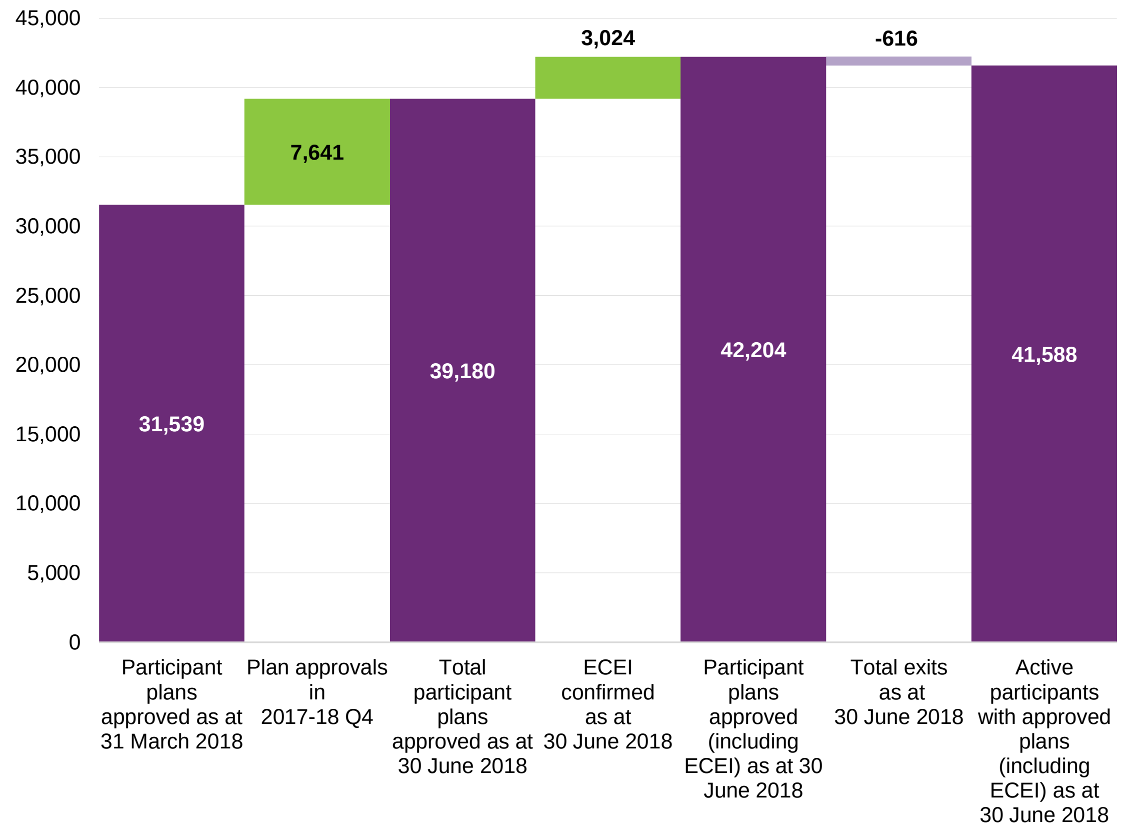
Plan approval numbers have increased from 31,539 at the end of 2017-18 Q3 to 39,180 by the end of 2017-18 Q4, an increase of 7,641 approvals.

As at 30 June 2018 there were 3,024 children with a confirmed ECEI referral bringing the total number to 42,204. Overall, 616 participants with approved plans have exited the Scheme.

Of the 3,024 children with a confirmed ECEI referral as at 30 June 2018, 1,145 were previously confirmed as ECEI at 31 March 2018 and an additional 1,879 entered the gateway this quarter.

In the quarter of 2017-18 Q4 there were 6,903 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

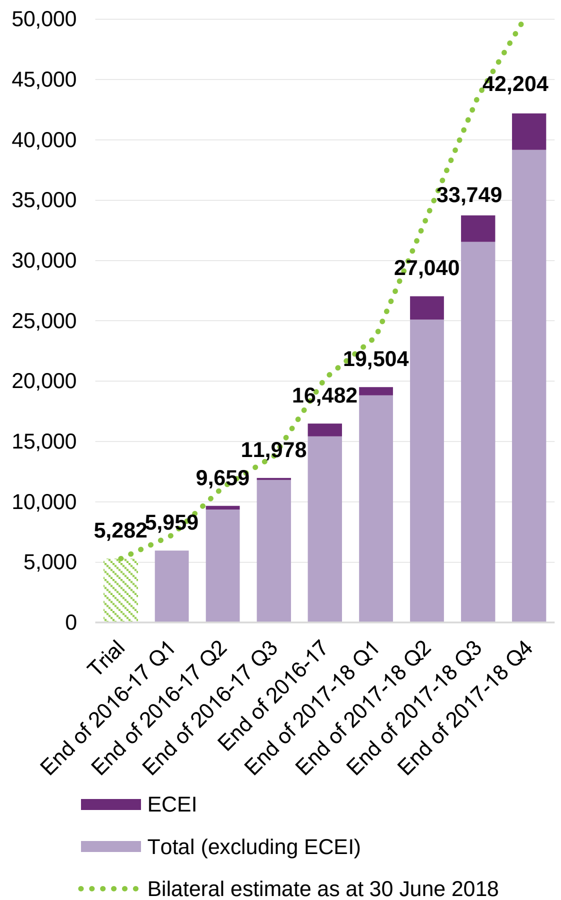
Plan approvals as at 30 June 2018

As at the end of 2017-18 Q4, the cumulative total number of participants receiving support was 42,204 (including 3,024 children supported through the ECEI gateway). Of these, 27,174 transitioned from an existing State/Territory program and 3,831 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 60,613 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



85%

of year to date bilateral estimate met (1 July 2017 - 30 June 2018)

81%

of transition to date bilateral estimate met (1 July 2016 - 30 June 2018)

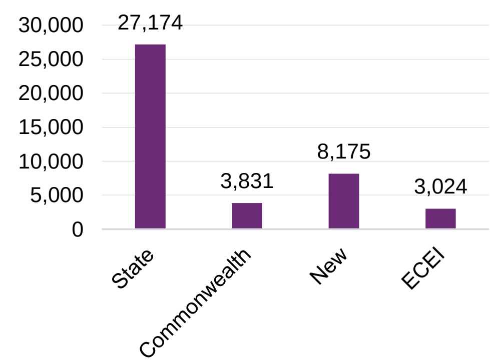
83%

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

39,180

plan approvals to date; 42,204 including ECEI confirmed

Plan approvals by participant referral pathway

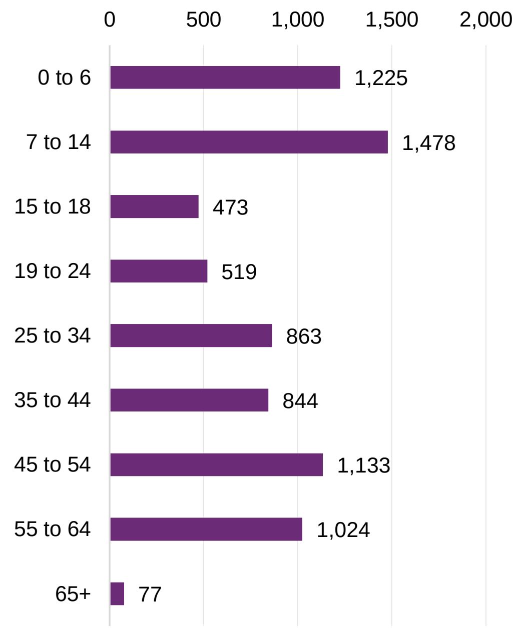


Participant Profiles by Age Group

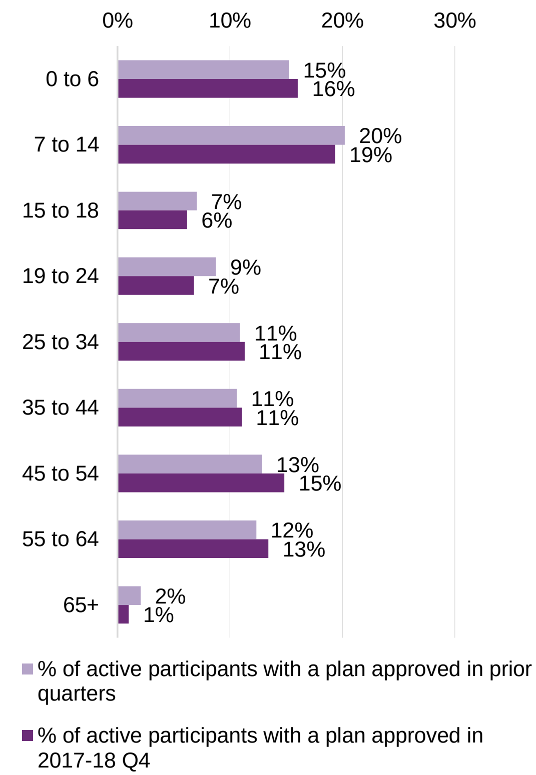
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

The age distibution of participants that entered in the recent quarter is consistent with previous quarters. 35% of participants that entered in this quarter are aged 14 and under.

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



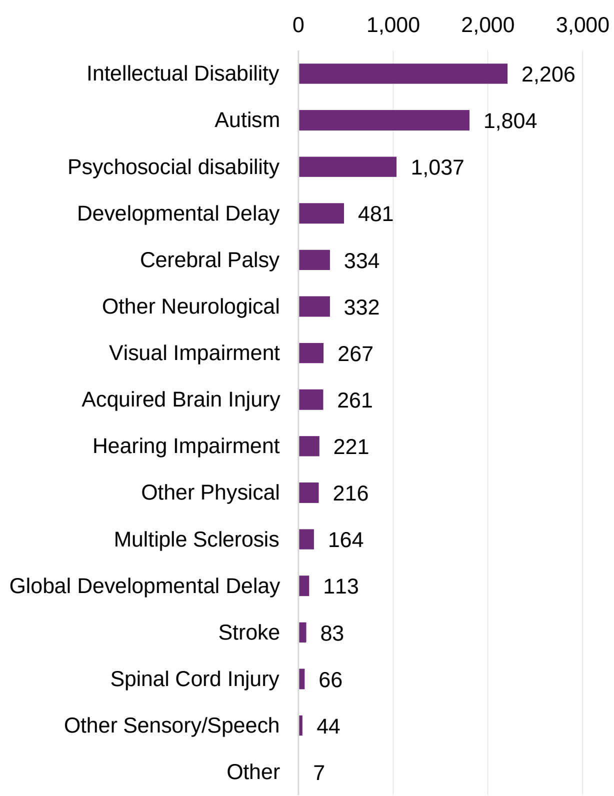
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

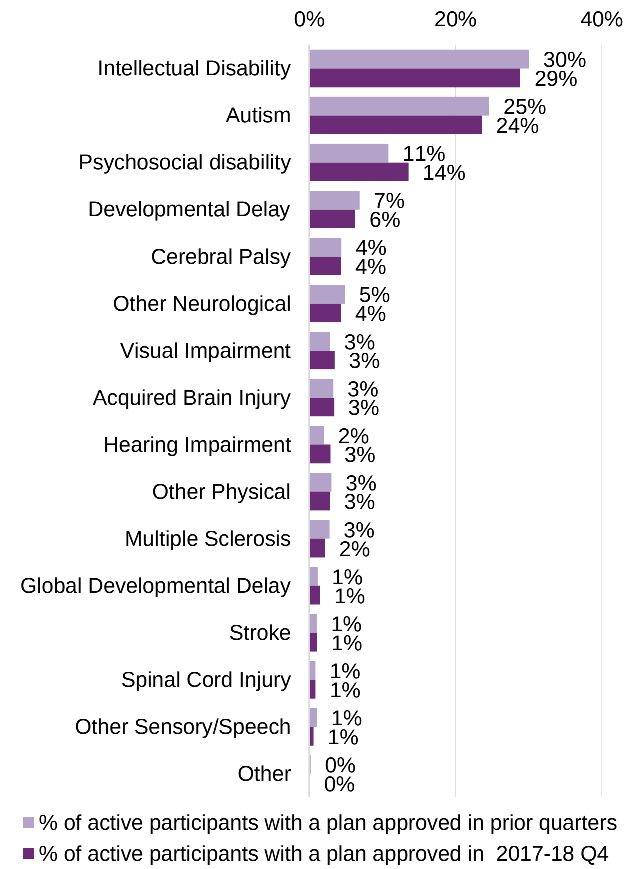
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.

29% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability.

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



Note 1: Of the 2206 active participants identified as having an intellectual disability, 305 (14%), have down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

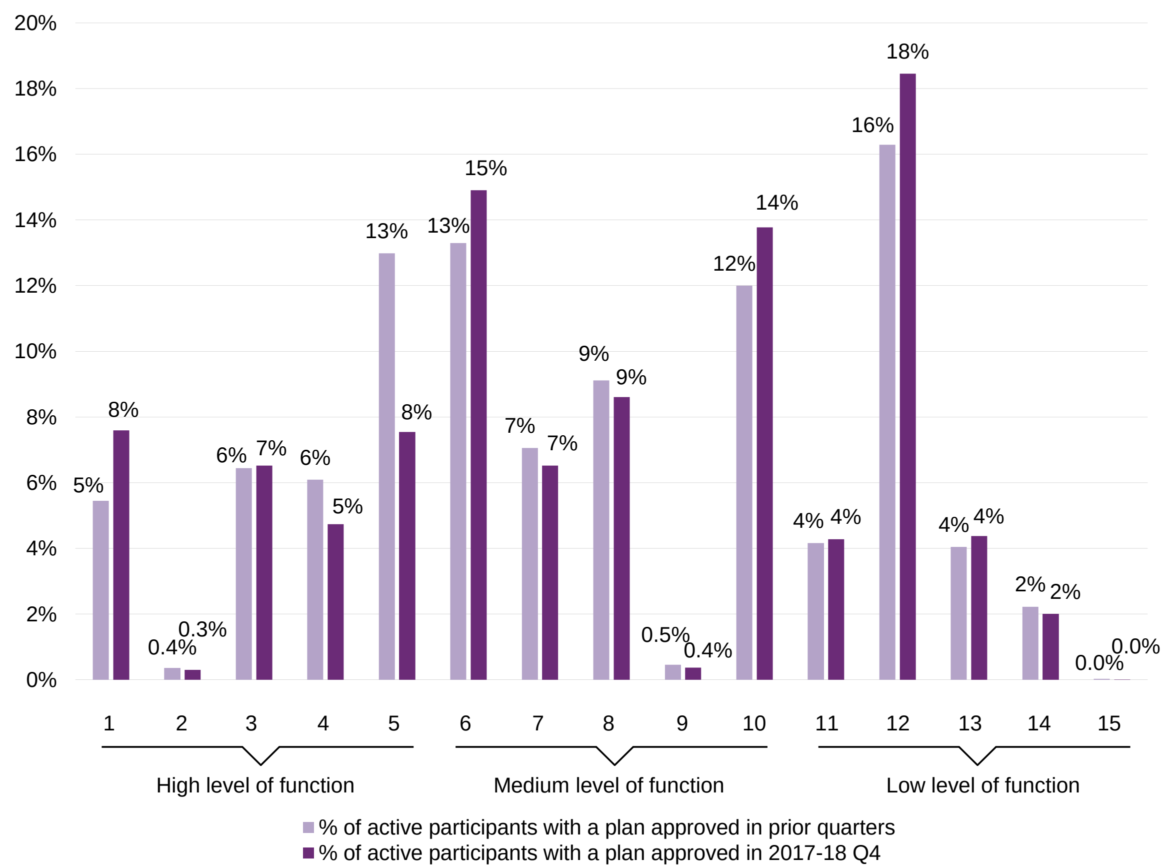
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 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:
• 27% of active participants had a relatively high level of function
• 44% of active participants had a relatively moderate level of function
• 29% had a relatively low level of function

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

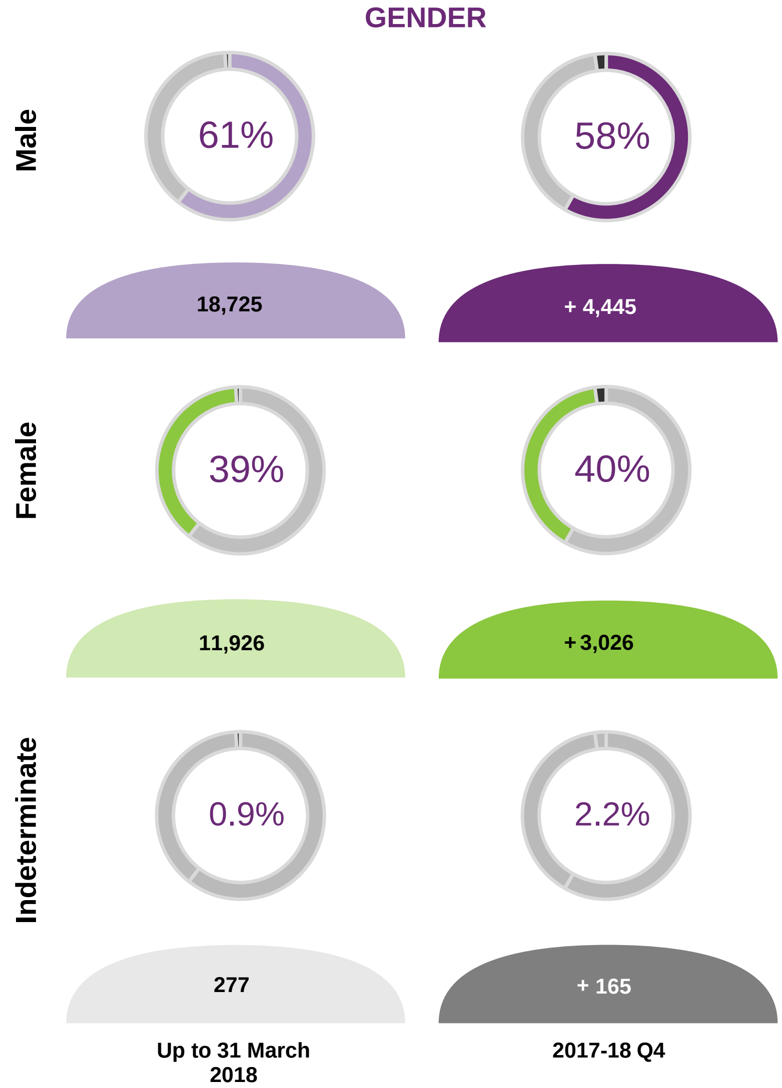
% of active participants with a plan approved by level of function



Participant Profiles by Gender

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

The majority of participants are males.



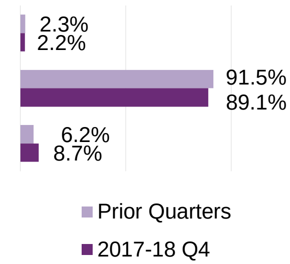
Participant Profiles

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

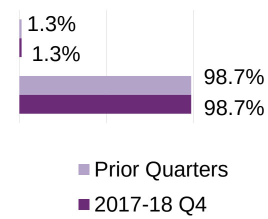
Of the participants with a plan approved in 2017-18 Q4:

- **2.2% were Aboriginal or Torres Strait Islander, compared with 2.3% for prior periods.**
- **1.3% were young people in residential aged care, compared with 1.3% for prior periods.**
- **9.8% were culturally and linguistically diverse, compared with 6.0% for prior periods.**

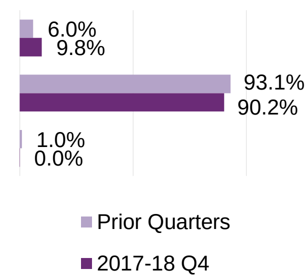
Aboriginal & Torres-Strait Islander status	2017-18 Q4	% of active participants
Aboriginal and Torres Strait Islander	165	
Not Aboriginal and Torres Strait Islander	6,805	
Not Stated	666	



Young people in residential aged care status	2017-18 Q4	% of active participants
Young people in residential aged care	102	
Young people not in residential aged care	7,534	



Culturally and linguistically diverse status	2017-18 Q4	% of active participants
Culturally and linguistically diverse	745	
Not culturally and linguistically diverse	6,889	
Not stated	2	

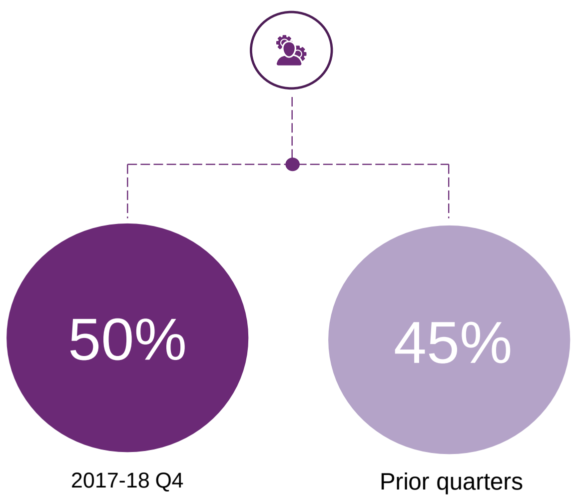


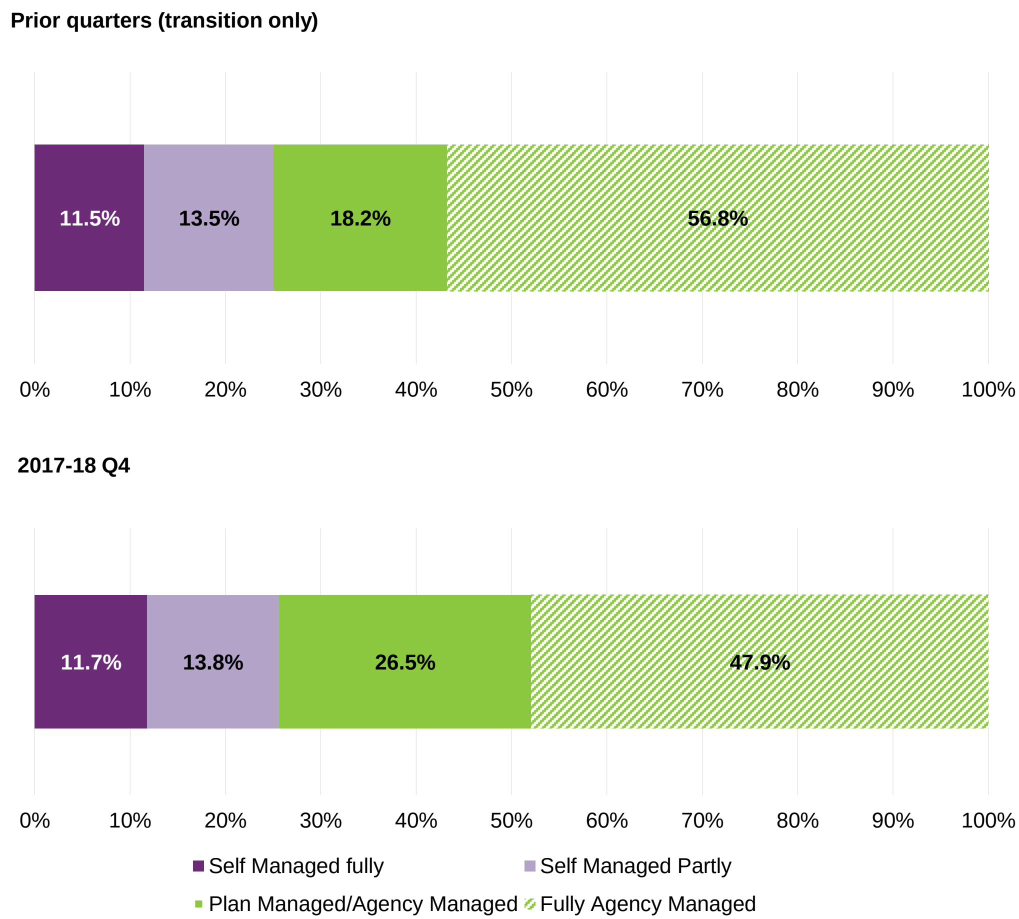
Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q4 (26%), compared with prior quarters of transition (25%).

50% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 45% in prior quarters of transition.

Support Co-ordination





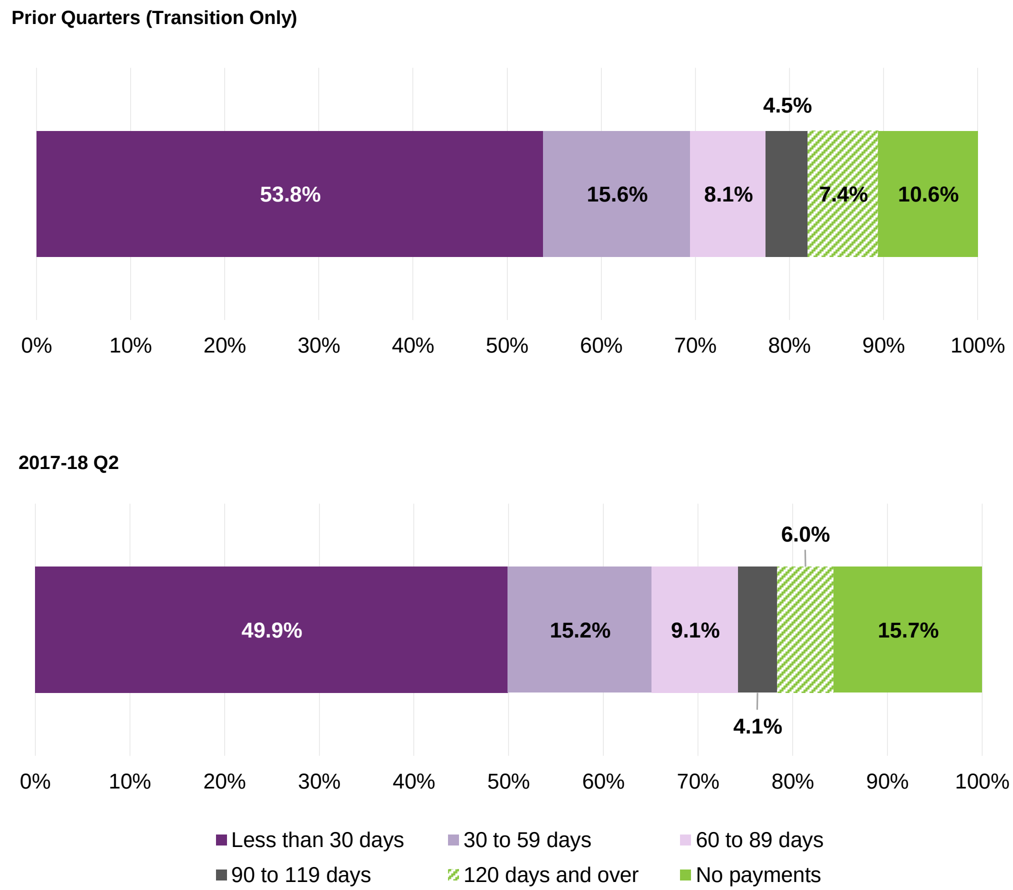
Plan Activation

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:
- **78% 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

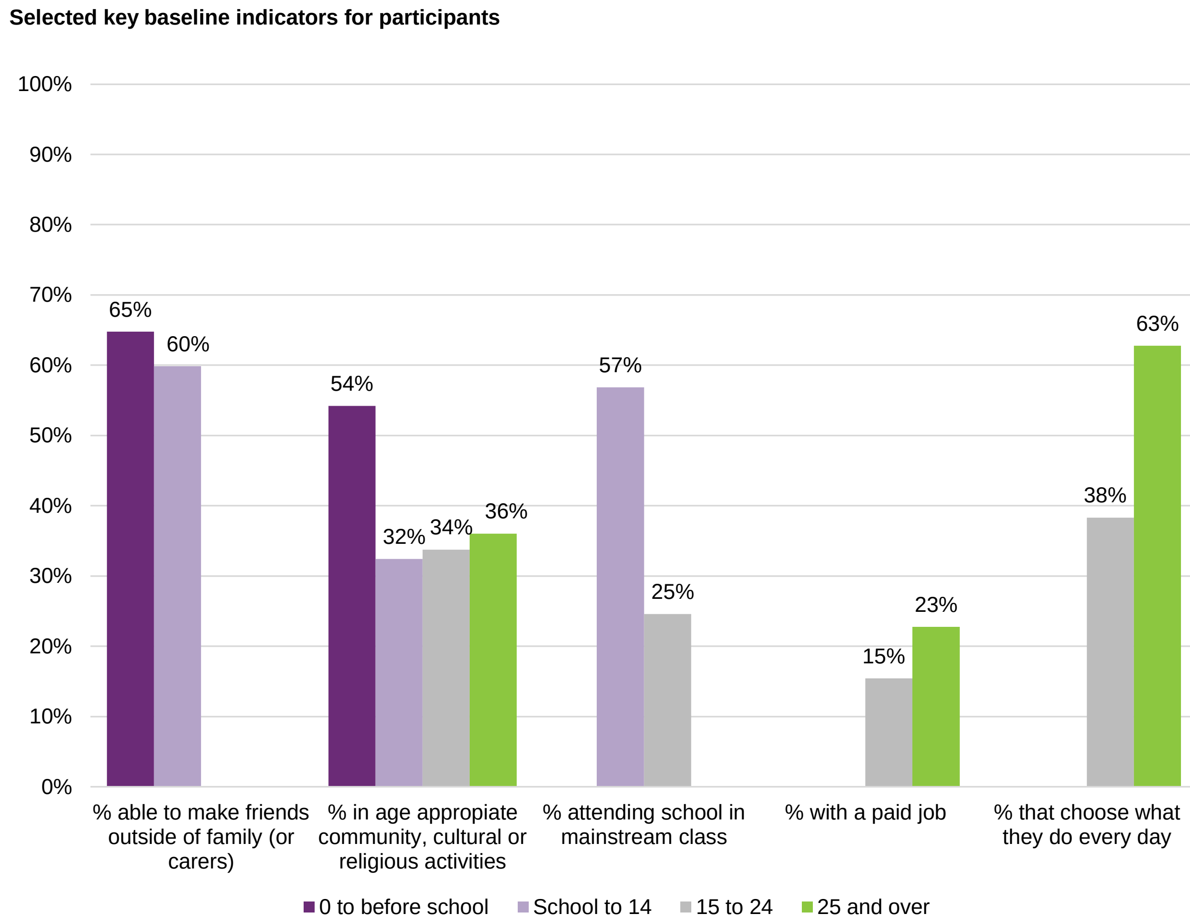


Note: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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

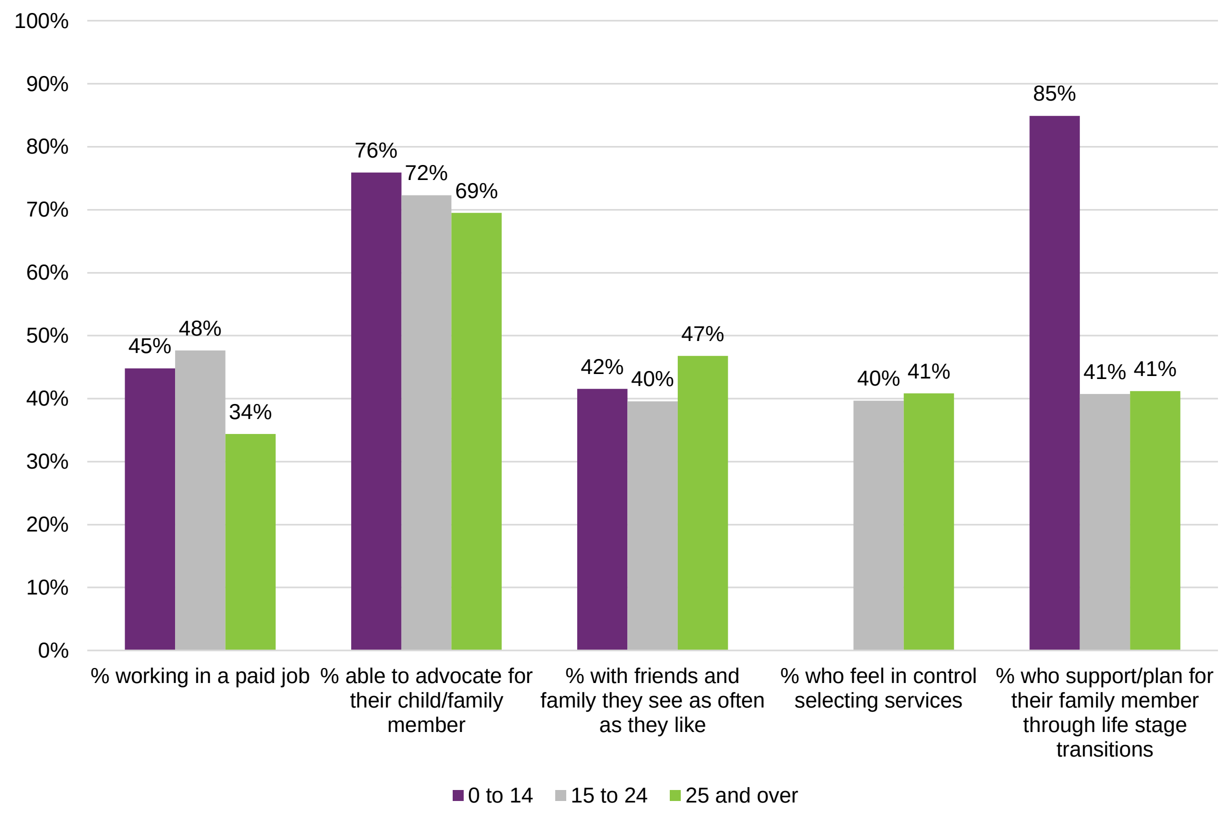
- **65% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 60% of participants from school age to 14**
- **54% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 32% - 36% for other age groups**
- **57% of participants from school age to 14 attend school in a mainstream class, compared to 25% of participants aged 15 to 24**
- **23% of participants aged 25 and over have a paid job, compared to 15% of participants aged 15 to 24**
- **63% of participants aged 25 and over choose what they do every day, compared to 38% of participants aged 15 to 24**



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 (76%)
• 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 highest for participants aged 25 and over (41%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Selected key baseline indicators for families and carers of participants



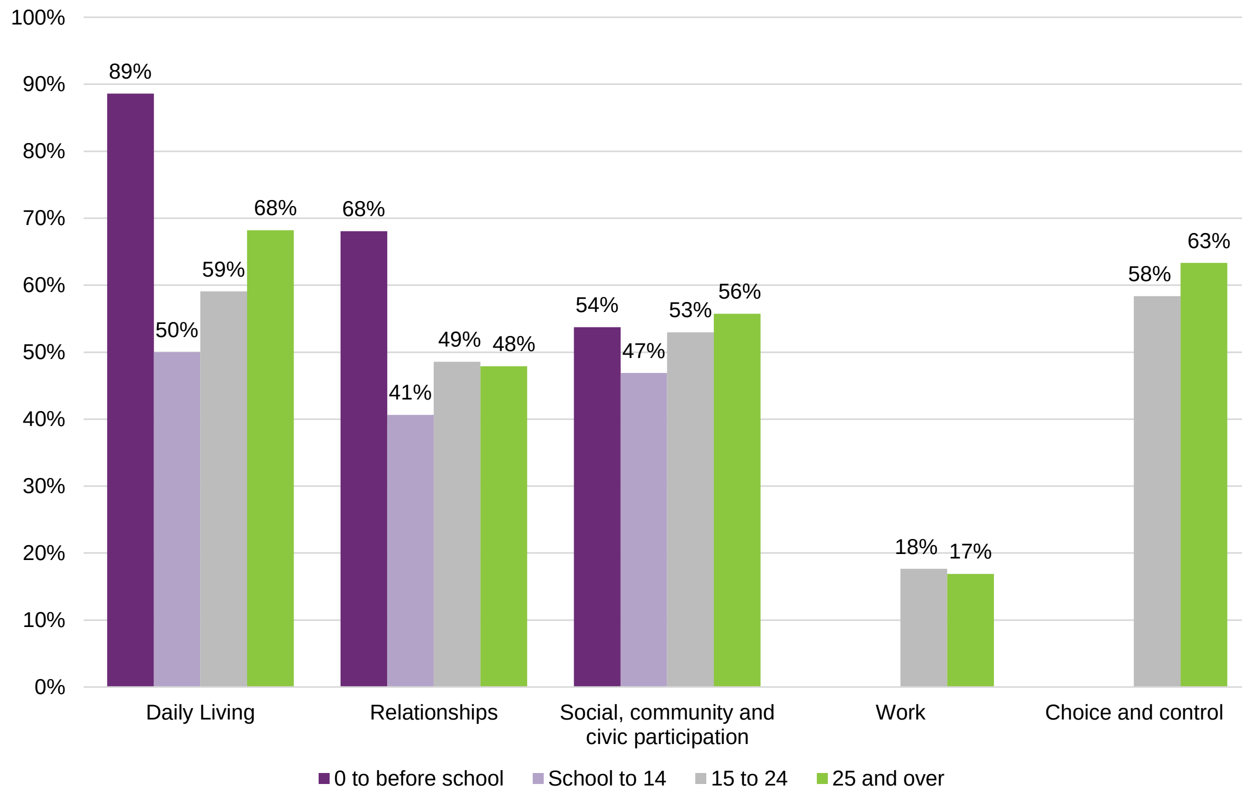
Has the NDIS helped? Participants

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.

For each age category, the percentage responding 'Yes' was highest for the domain of Daily Living.

"Has the NDIS helped?" questions for participants



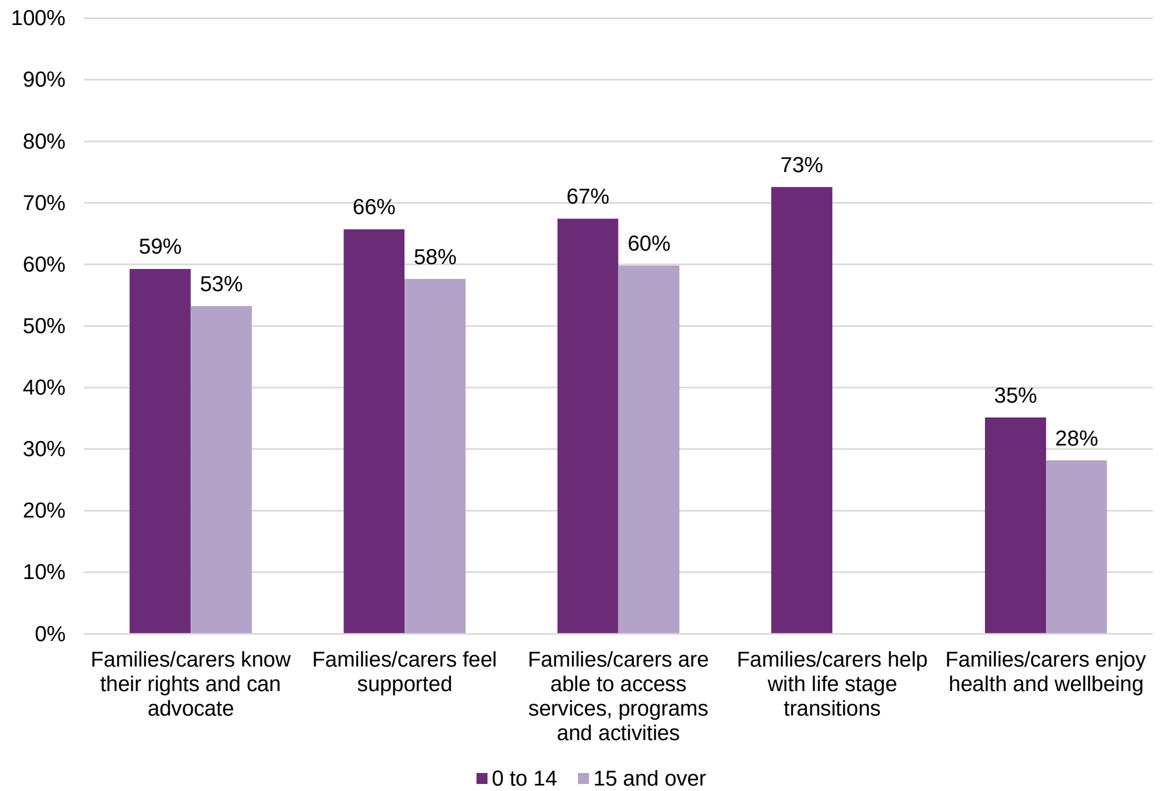
Has the NDIS helped? Family/Carers

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

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



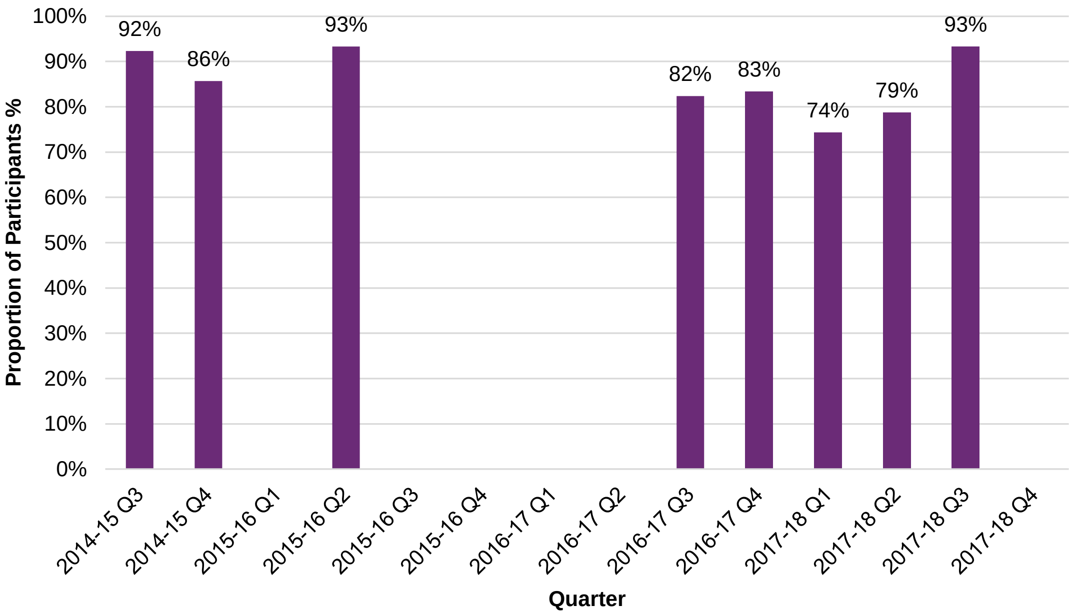
Participant Satisfaction

Due to a low number of participant survey responses in 2017-18 Q4, participant satisfaction is not shown for this quarter.

The Participant Pathway Review aims to improve the participant experience.

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

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



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

PART 2

Committed Supports and Payments

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

Overall, $32.9m has been paid to providers and participants for supports provided in 2013-14, $128.3m in 2014-15, $160.8m in 2015-16, $330.4m in 2016-17 and $835.6m in 2017-18.

Summary

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

Key Statistics

$911.6
MILLION OF COMMITTED SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$1.4
BILLION OF SUPPORTS IN RESPECT OF 2017-18

$1.3
BILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$32.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, $128.3M IN 2014-15, $160.8M IN 2015-16, $330.4M IN 2016-17 AND $835.6M IN 2017-18.

OVERALL, 62% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 79% IN 2014-15, 79% IN 2015-16, 67% IN 2016-17 AND 58% IN 2017-18.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

*Note: The $1.3 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 $3.7 billion that has been committed in participant plans, $1.5 billion has been paid to date.

In particular, for supports provided in:
2013-14: $32.9m has been paid
2014-15: $128.3m has been paid
2015-16: $160.8m has been paid
2016-17: $330.4m has been paid
2017-18: $835.6m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	53.1	162.6	203.0	492.9	1,439.4	1,339.2	3,690.2
Total paid	32.9	128.3	160.8	330.4	835.6	0.6	1,488.7

Note: The 0.6m paid in 2018-19 and beyond are payments received for supports that are to be provided in 2018-19.

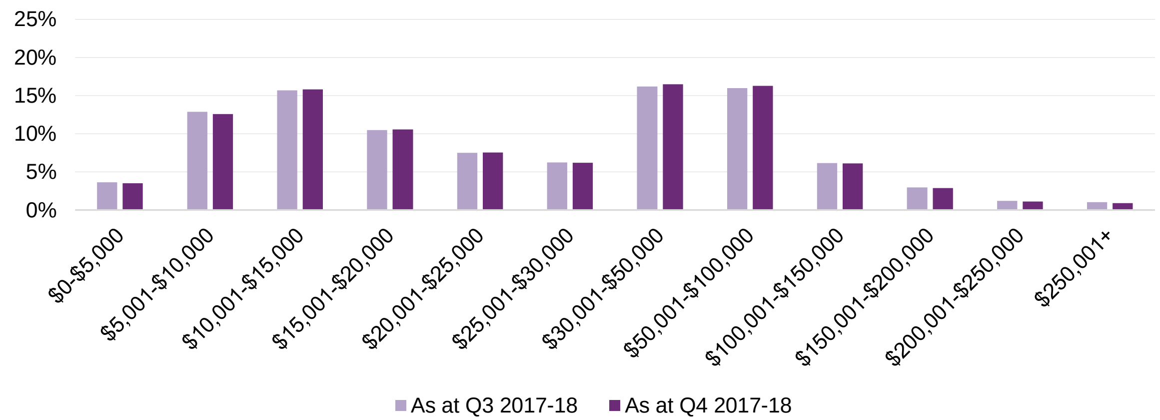
Committed Supports by Cost Band

As at 2017-18 Q4 the proportion of initial plan approvals with average annualised committed supports between $30,001 and $100,000 has slightly increased since the last quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

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

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

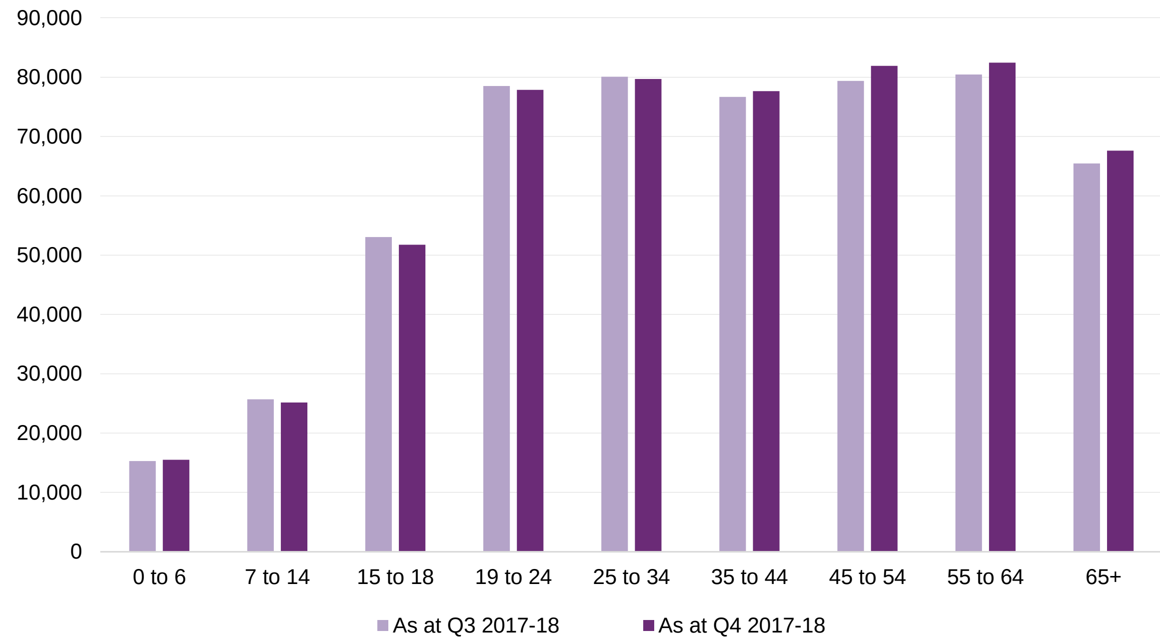


Committed Supports by Age Band

The average annualised committed supports increase steeply up to age 19, stabilise to age 64 and then reduce at older ages.

The average annualised committed supports as at 2017-18 Q4 have increased since the previous quarter for participants aged 35 and over.

Average annualised committed supports by age band



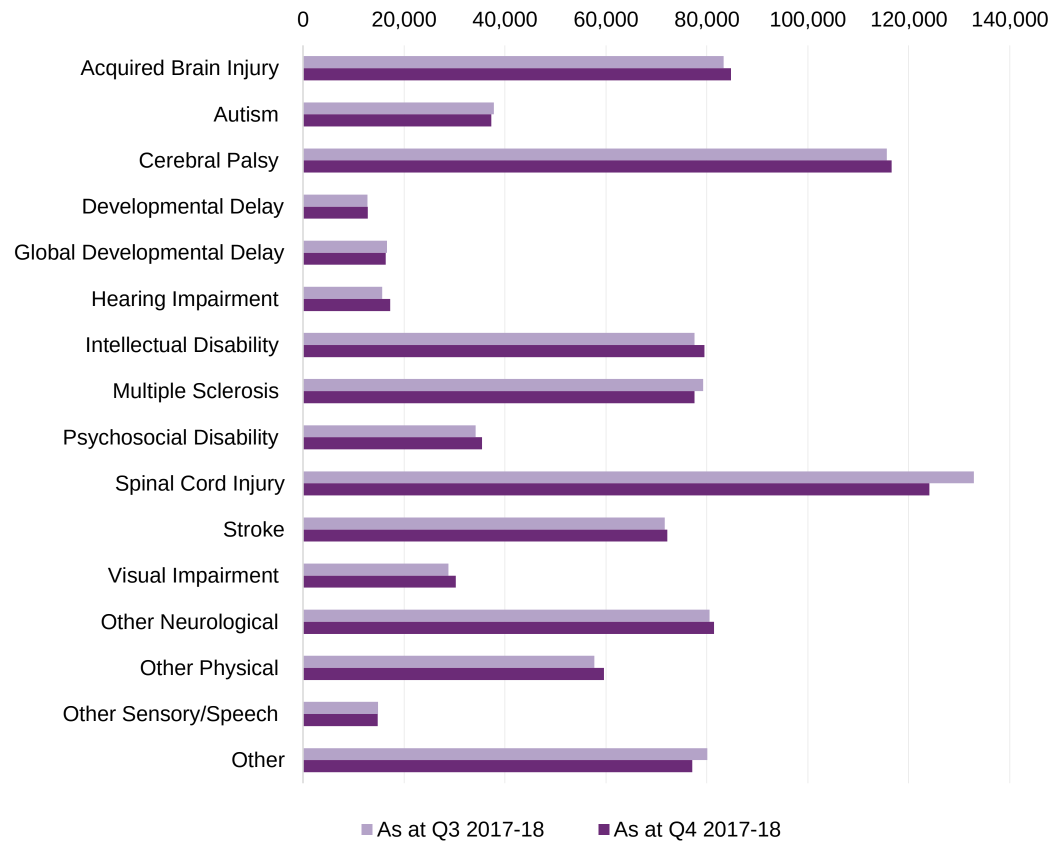
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

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 increased since the previous quarter for most disability groups, though Spinal Cord Injury has notably decreased.

Average annualised committed supports by primary disability group

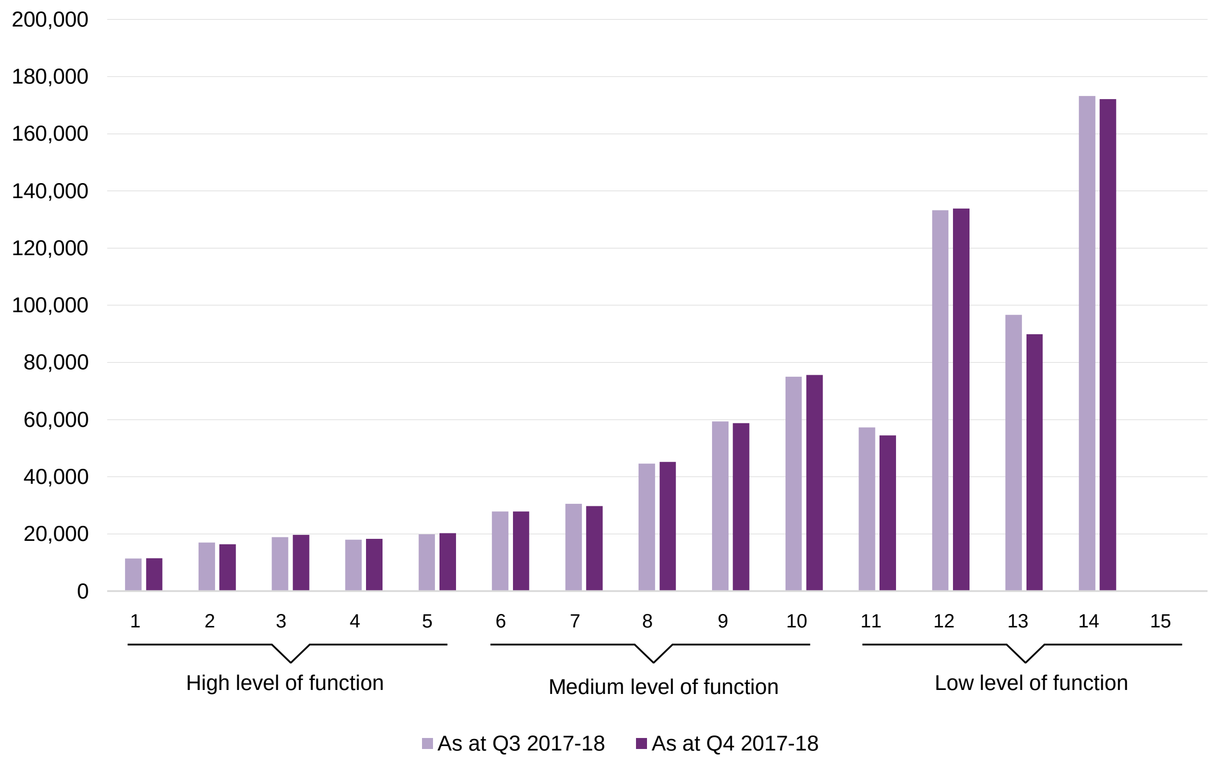


Committed Supports by Level of Function

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

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 were consistent with the previous quarter for participants with a high and medium level of function and have decreased for participants with a low level 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

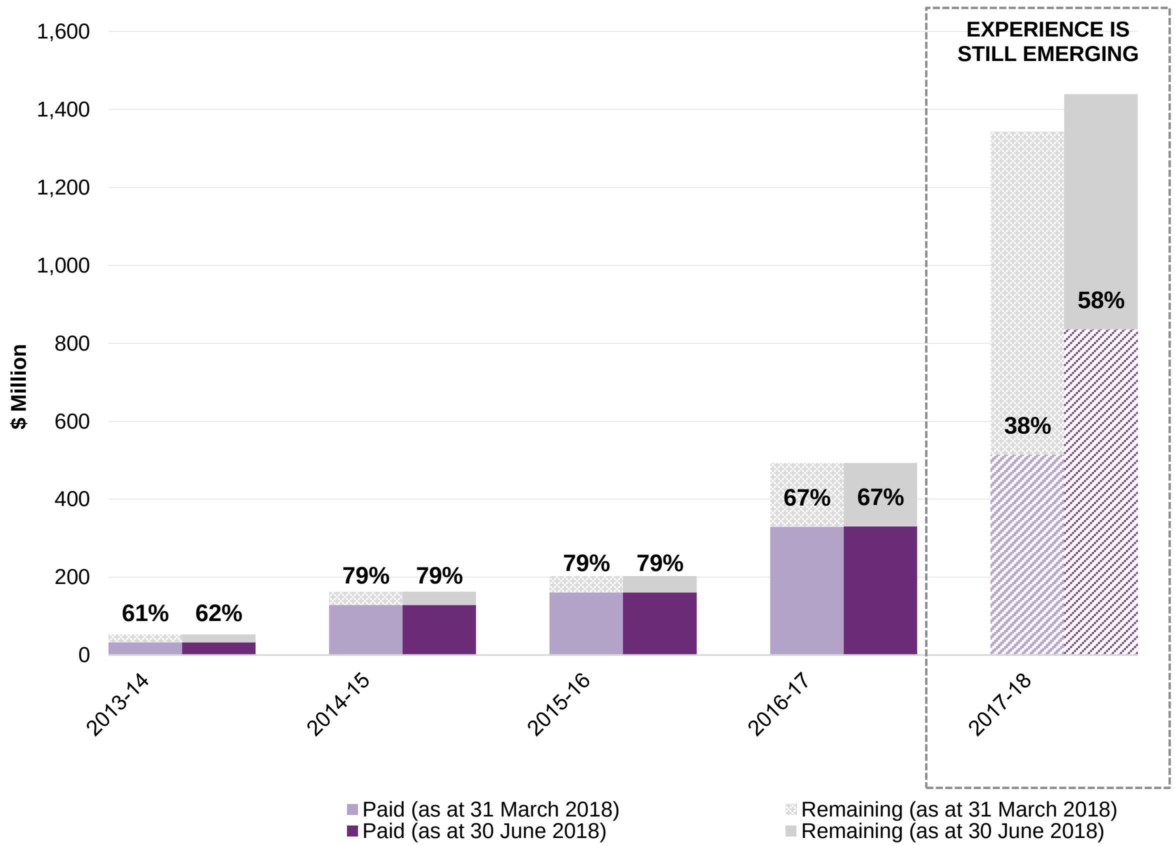
Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2018, compared with 30 June 2018.

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



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 18% increase in the number of providers during the quarter to 4,923.

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

4,923
APPROVED PROVIDERS

75-90%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

39%
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

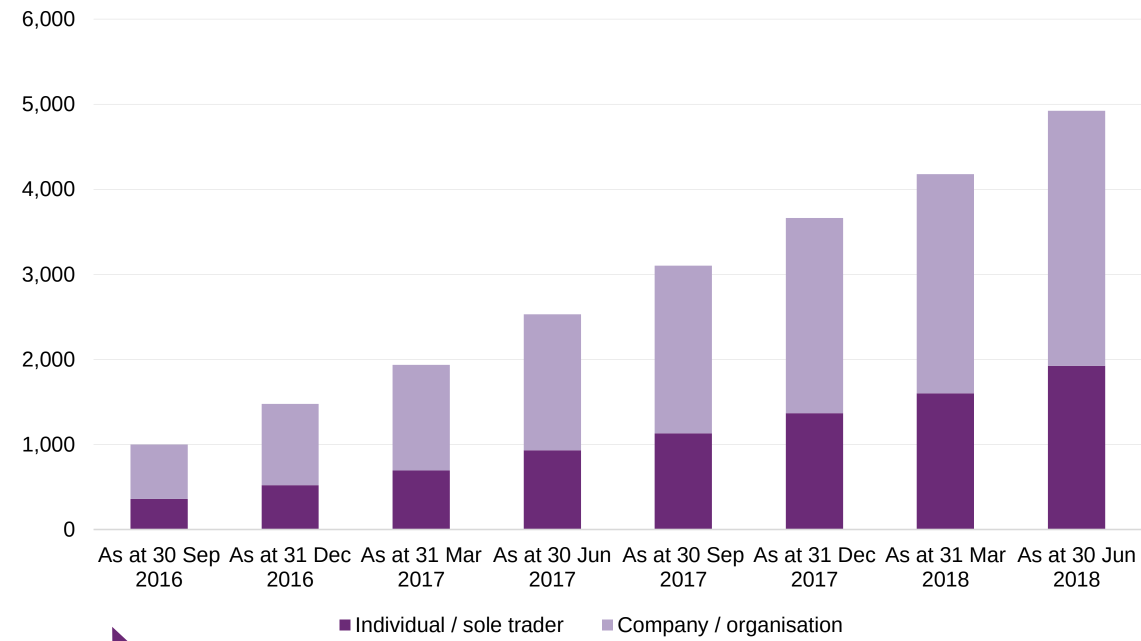
Providers over time

As at 30 June 2018, there were 4,923 registered service providers of which 1,926 were individual/sole trader operated business while the remaining 2,997 providers were registered as a company or organisation.

1.66

AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



39% of approved service providers are individual/sole traders.

The number of approved service providers increased by 18% from 4,177 to 4,923 in the quarter.

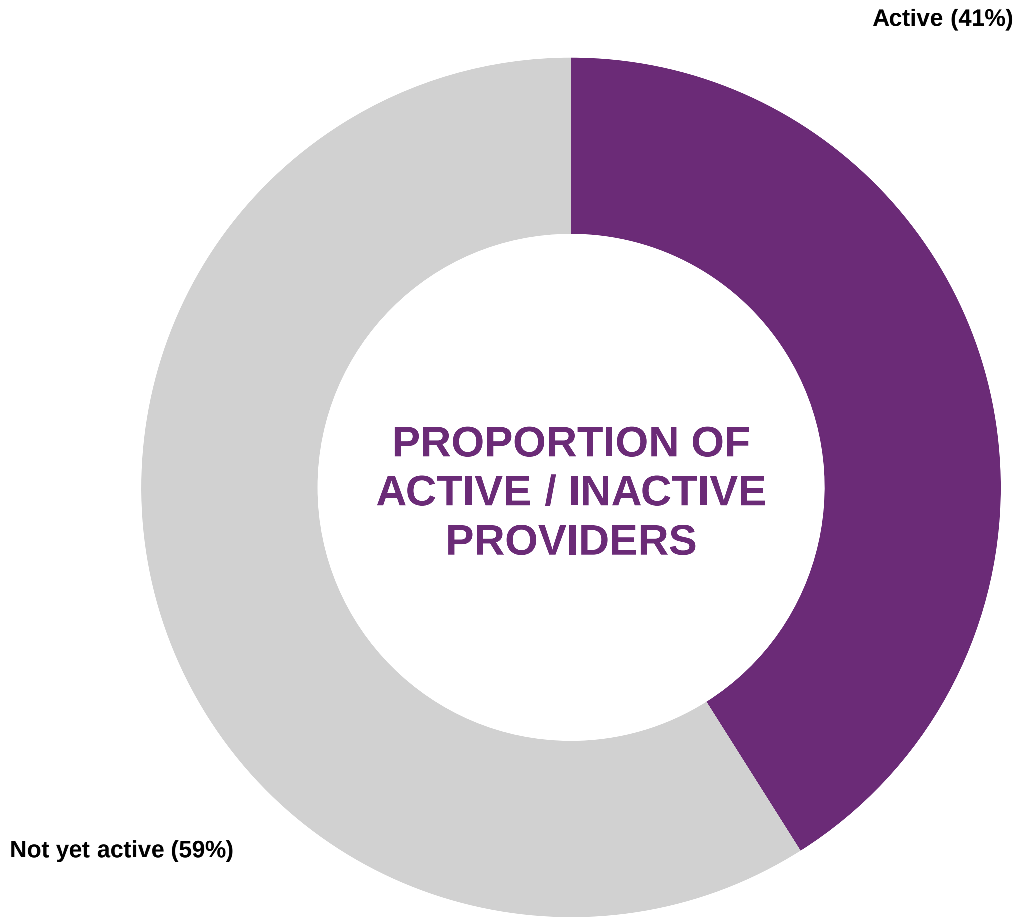
Proportion of Active Providers

Change in the activity status of providers.

As at 30 June 2018, 41% of providers have been active and 59% were yet to have evidence of activity. Of the overall stock of providers, 682 providers began delivering new supports in the quarter.

682

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



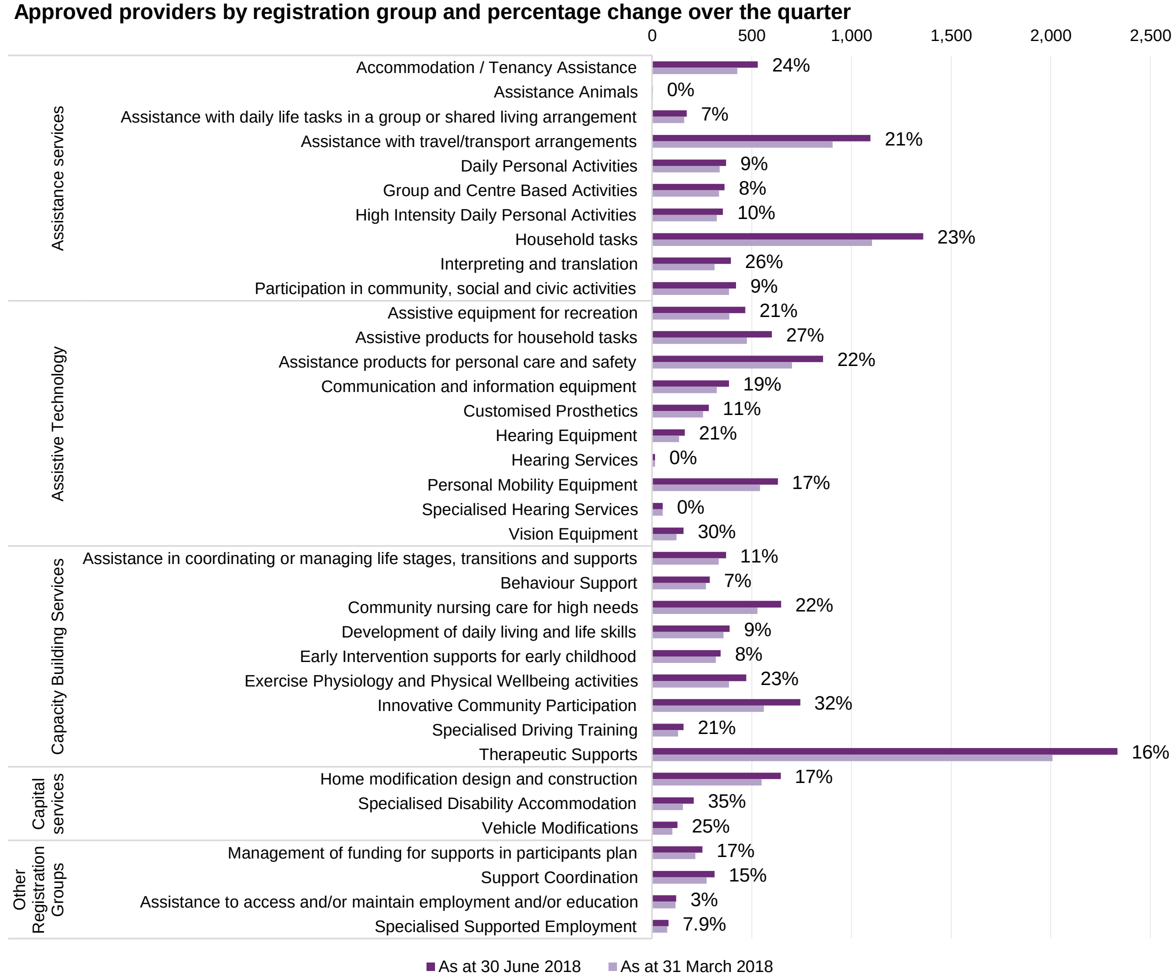
Approved Registration groups

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 155 as at 31 March 2018 to 209 as at 30 June 2018. This was followed by Innovative Community Participation, Vision Equipment and Assistive products for household tasks.

Approved providers by registration group and percentage change over the quarter

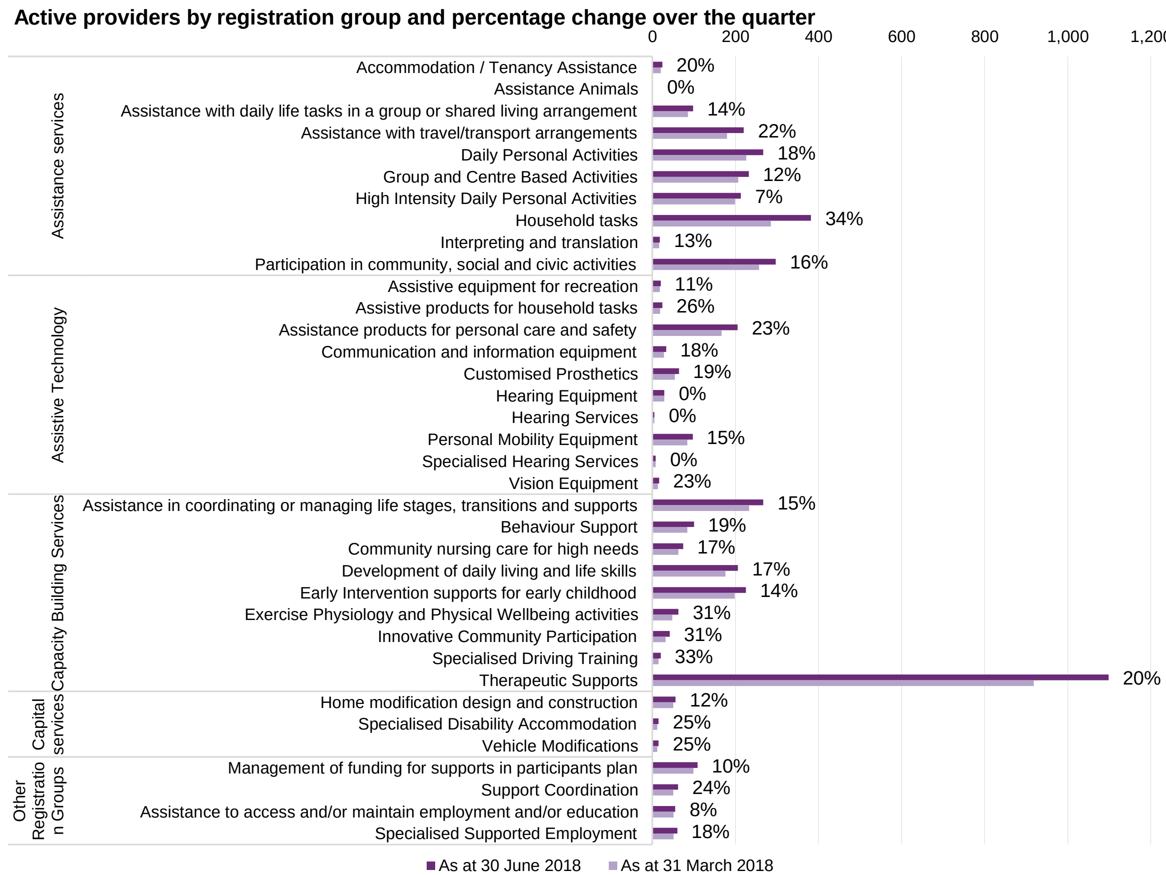


Active Registration groups

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

Therapeutic Supports has the highest number of active service providers and has seen a 20% increase since the previous quarter.

The largest percentage increase in active providers was for the Household tasks registration group in the quarter, increasing from 285 as at 31 March 2018 to 382 as at 30 June 2018. This was followed by Specialised Driving Training, Exercise Physiology and Physical Wellbeing activities and Innovative Community Participation.



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

Market share of top providers

25% of service providers received 75-90% of the dollars paid for major registration groups.

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

PART 4

Information, Linkages and Capacity Building

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

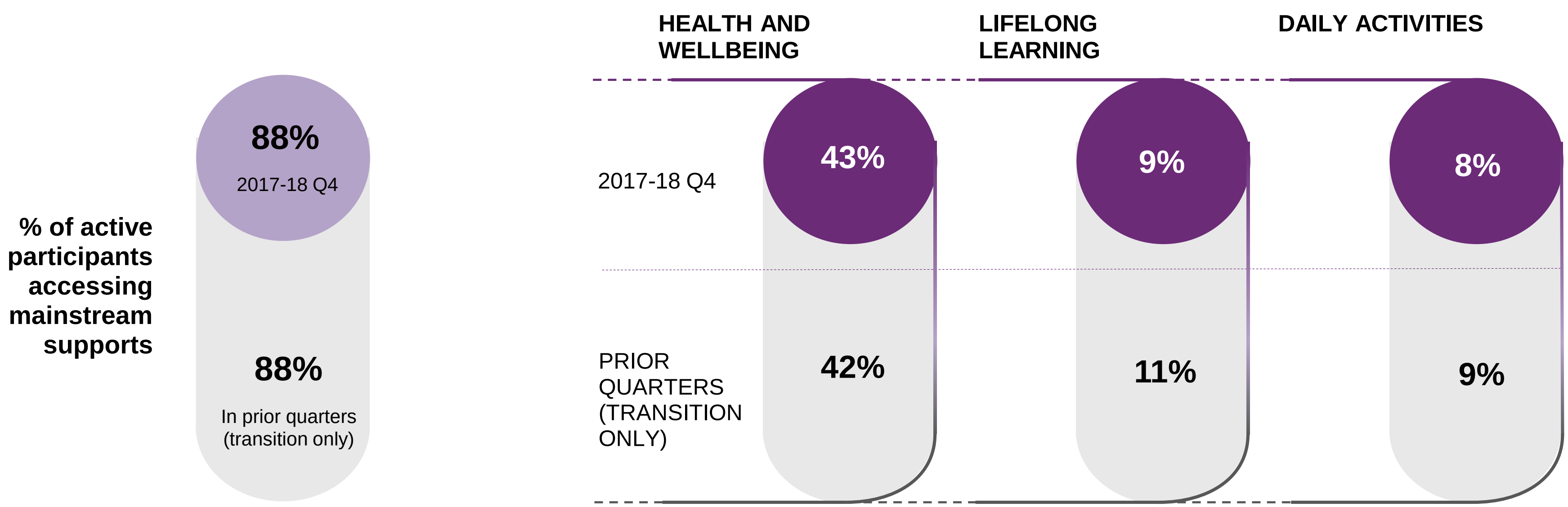
PART 5

Mainstream Interface

The proportion of participants entering in the current quarter accessing mainstream services is consistent with prior quarters.

Mainstream Interface

88% of active participants with a plan approved in 2017-18 Q4 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

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