31 March 2018

National Disability Insurance Scheme

COAG Disability Reform Council Quarterly Report

ndis

ndis.gov.au

Executive Summary

INTRODUCTION

The National Disability Insurance Scheme is a world leading, once in a generation reform that is for all Australians. No one can anticipate when they, their family or friends, might need to rely on the Scheme. For that reason, the Scheme enjoys bipartisan support.

The Scheme is already yielding benefits in outcomes for participants as detailed in this Report.

Notwithstanding these benefits, the speed of the ramp-up of the Scheme and the complexity of its roll-out is unprecedented. There is no road map to follow.

Not surprisingly, therefore, issues have emerged that have challenged the patience of some participants, their families and carers, as well as creating concerns for some providers.

The Board and management of the NDIA is unequivocally focussed on getting it right for participants. Against this backdrop, the focus of the NDIA Board and management has been on addressing the underlying issues that have affected the Scheme since Trial and early Transition, with the priority being to make the earliest possible meaningful impact on improving the lives of participants and the services delivered by their providers.

More specifically, this quarter, the key initiatives undertaken have been the following.

Provide a quality experience and outcomes for participants

- Progressed the Participant Pathway pilot in sites in Victoria to ensure that the revised pathway works. This has included a single point of contact, face to face joint planning meetings between the Local Area Co-ordinators and the planner with the participant being able to see the proposed plan before it is finalised; and information that is clear, consistent and available in an accessible format. As of the end of April, over 900 participants have been involved in the new pathway pilot, more than 300 have a plan, and over 100 plans have been implemented. Feedback so far has been very positive.

- Developed tailored pathways for different groups of participants with more specific needs, including: culturally and linguistically diverse, remote and very remote, Aboriginal and Torres Strait Islander, children nought to six, complex and people with a psychosocial disability. Held 37 consultation sessions with over 1,000 stakeholders to ensure that the pathways developed reflect these groups' specific needs.

- Appointed a new call centre provider to ensure wait times significantly improve and abandonment rates decrease. Service levels have been tightened to ensure improved performance, while at the same time, a commitment exists to understanding the needs of people with disability through appropriate training and employing 20 percent of people from diverse backgrounds including 15 percent of people with a disability or lived disability experience.

- Undertook detailed work with the States and Territories on the way critical supports will be maintained for participants who are in a need of a provider of last resort.

Grow a competitive and innovative market

- Released the Independent Pricing Review Report undertaken by McKinsey & Company, with the Board accepting all 25 recommendations. A timetable for implementation has been released, with an update to that schedule provided in April 2018.
- Developed a Provider Finder that is designed to provide better information to allow participants and providers to connect.
- Made changes to the NDIS *myplace* portals to give participants the option of sharing part of their plans with providers, so providers can better tailor supports to assist participants achieve their goals.
- Established a dedicated National Provider Payments Team to resolve specific provider claims while enhancements are made to the payments system. While some additional payments have been made, the key learning has been the need for improved provider education in the process and in what can be claimed.
- Released further information to the market on the way Specialist Disability Accommodation will operate, with a view to encouraging increased private investment.

Ensure the Scheme's financial sustainability

- Reviewed the operation of Early Childhood Early Intervention (ECEI) to ensure that it is operating in the best interest of children and in a financially sustainable way.
- Strengthened information on functional assessments to ensure the right people enter the Scheme and that those with the highest needs receive support at an appropriate level.
- Increased risk based quality assurance at access and plan approval.

Build a high performing NDIA

- Significantly enhanced the capability of the NDIA's executive leadership team with new appointments.
- Undertook values focussed staff workshops to reinforce the Agency's participant focus, at the same time as driving a performance culture.

OUTCOMES

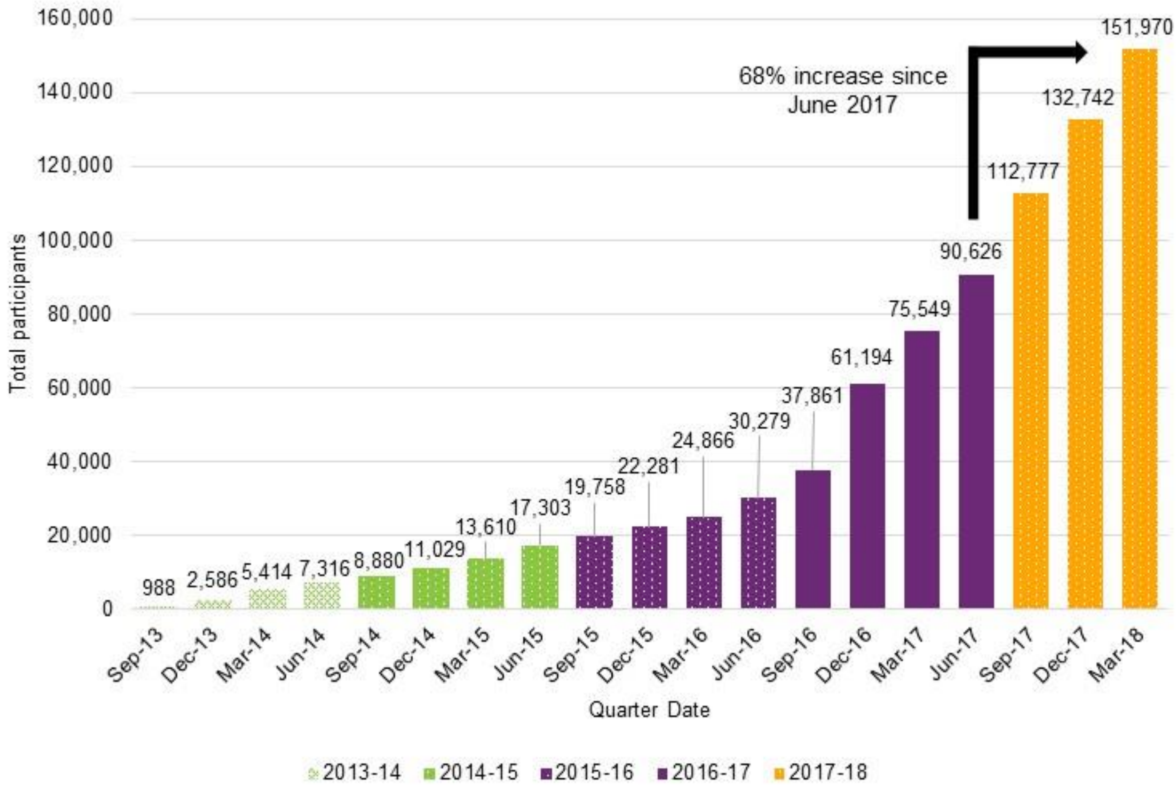
The balance of this Executive Summary outlines the key quantitative outcomes from the Quarter.

Participant numbers are growing

The number of participants in the Scheme continues to grow quickly. There were 151,970 participants with an approved plan at 31 March 2018, an increase of 19,228 (14%) from the previous quarter, and an increase of 61,344 (68%) since 30 June 2017. The number of approved plans this quarter is higher than the average number of plans approved in the previous transition quarters, which was 17,077.

A further 10,253 children have been supported in the ECEI gateway, bringing the total number of people being supported by the Scheme to 162,223. Of these 10,253 children, 6,067 were previously confirmed as ECEI at 31 December 2017 and an additional 4,186 entered the gateway this quarter.

Figure 1 Number of participants with approved plans by quarter[1]



During the 2017-18 financial year to date, there have been 65,252 plans approved (including children supported through the ECEI gateway). This represented 70% of the 2017-18 bilateral estimate to 31 March 2018. Further, an additional 28,993 people had their access met and are awaiting a plan.

Since Scheme inception, 78% of the bilateral estimates have been met. Table 1 outlines the number of participant plan approvals as at the end of 31 March 2018 by State and Territory.

Table 1 Plan approvals compared to estimates[2]

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	66,412	8,272	74,684	81,357	100,945
VIC	25,112	6,428	31,540	33,750	43,599
QLD	12,355	2,257	14,612	15,277	27,213
WA	4,058	34	4,092	4,092	5,073
SA	14,727	1,494	16,221	16,400	21,270
TAS	2,979	560	3,539	4,005	4,169
ACT	6,438	115	6,553	6,613	5,075
NT	661	68	729	729	1,381
Total	**132,742**	**19,228**	**151,970**	**162,223**	**208,726**

[1] Small adjustments to the number of participants in 2015-16 Q4, each of the 2016-17 quarters, 2017-18 Q1 and 2017-18 Q2 have been made to reflect more up-to-date data. ECEI is excluded.
[2] Note: bilateral estimates are split between State/Territory and New/Commonwealth. Appendix B includes this breakdown for each State/Territory.

The bilateral percentages reflect the challenges that exist. For transitioning State and Territory and Commonwealth clients, estimates were based on available data on existing clients. Not all clients will become participants of the Scheme for a variety of reasons. This is due to incomplete data, difficulties in contacting potential participants, people not wishing to enter the Scheme, and some being found ineligible for the Scheme or no longer requiring support. The NDIA is proactively working with the States and Territory Governments to locate as many potential participants as possible.

NDIS is helping participants

The NDIS is helping participants across different life domains and is achieving positive results.

The NDIA is tracking information on participants over time. This includes when participants enter the Scheme and when their plans are reviewed.

Looking at participants who entered the Scheme in the first three quarters of 2016-17 and had their plan reviewed in the first three quarters of 2017-18, the following positive outcomes can be observed:

- For child participants aged 0 to before starting school: over 90% of parents/carers considered that the NDIS had helped with their child's development and with access to specialist services, and 82% thought the NDIS had increased their child's ability to communicate what they want.

- For participants aged 25 and over: 72% indicated that the NDIS had helped them with their daily living activities; 68% indicated that the NDIS had helped them with choice and control, and 61% considered the NDIS had helped them with social, community and civic participation.

- For families/carers of participants aged 0 to 14: 69% felt that the NDIS had improved their ability/capacity to help their child develop and learn, 66% thought that the NDIS had improved their access to services, programs and activities in the community, and 63% considered that the NDIS had improved the level of support for their family.

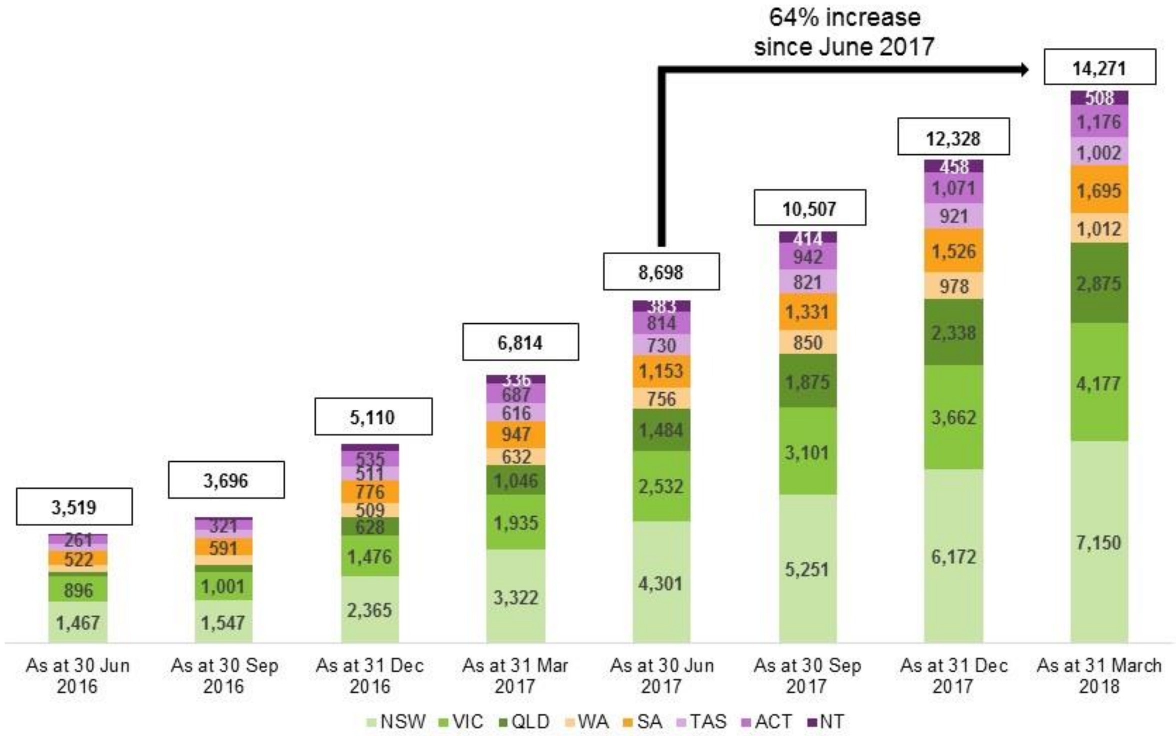
The overall satisfaction rating with the NDIS remains high with 84% of participants surveyed in the quarter rating their satisfaction with the Agency planning process as either good or very good. Further, over 90% of participants 'Agreed' or 'Strongly Agreed' that their planner listened to them and that they had enough time to tell their story. 71% said that they understood what was in their plan. The Pathway work is designed to further enhance these results.

Provider numbers are growing

The number of providers in the Scheme continues to grow quickly. At 31 March 2018, there were 14,271 service providers approved to deliver disability supports to NDIS participants in at least one registration group. This represents an increase of 1,943 (16%) from the previous quarter and an increase of 5,573 (64%) since 30 June 2017.

Figure 2 demonstrates the growth in the number of approved service providers by State and Territory since 1 July 2016. Not unexpectedly, New South Wales and Victoria have the highest number of approved service providers, with 7,150 and 4,177 service providers respectively as at 31 March 2018.[3]

Figure 2 Number of approved service providers by State/Territory



As at 31 March 2018, 52% of the 14,271 service providers were active (that is, supporting participants) compared with 51% as at 31 December 2017. This represents a 19% increase in active providers in the quarter. Many service providers have registered for the NDIS in anticipation of the Scheme's rolling-out across the country.

On average, active participants in the third quarter of 2017-18 are supported by 1.53 service providers.

The scheme is financially sustainable

The NDIS has come in under budget each year of its operation, including the past quarter and the financial year to date.

In addition, the best estimate of the longer-term cost of a well-managed NDIS remains at $22 billion a year at full Scheme. This is also consistent with the Productivity Commission's Report which was released six months ago on 19 October 2017.

At the same time, the Board recognises that pressures exist within the Scheme. In line with the Scheme's insurance approach, these pressures have been identified by management and the Board and are being proactively managed. This includes actions being taken to address higher than expected numbers of children approaching the Scheme, and, on average, plans increasing above indexation. The initiatives to address these challenges are identified in the first section of this Summary.

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[3] Given providers can be registered to provide services in more than one State/Territory, the total number of approved service providers nationally will not necessarily equal the sum of approved service providers in each State/Territory.

Key Definitions

Aboriginal and/or Torres Strait Islander	Response of: • Aboriginal but not Torres Strait Islander; or • Australian Aboriginal; or • Torres Strait Islander
Access request	A formal request by an individual for a determination of eligibility to access the Scheme.
Active participant	Those who have been determined eligible and have not exited the Scheme.
Administrative Appeals Tribunal (AAT)	An independent body that conducts reviews of administrative decisions made under Commonwealth laws.
Bilateral agreement	An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.
Culturally and Linguistically Diverse (CALD)	Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.
Committed support	The cost of supports that are contained within a participant's plan, approved to be provided to support a participant's needs. This amount is annualised to allow for like-for-like comparison in some sections of the report.
In-kind	Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.
Initial plan	A participant's first support plan, determined after a participant has been deemed eligible for the Scheme and following their initial planning meeting.
Payment	Made to providers, participants or their nominees for supports received as part of a participant's plan.
Participant	An individual whose access request has been determined 'eligible'. Note: a participant can be made eligible under the permanent disability criteria of the NDIS Act (section 24) or the early intervention criteria of the NDIS Act (section 25). Further, if a participant is in a "defined" program, they automatically meet the access criteria. This is because the program that the person is currently receiving is deemed to have eligilbity criteria in line with the access criteria in the NDIS Act.
Revenue	The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

Contents

Introduction

A legislative requirement of the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (NDIS) Act 2013 (Section 174) is:

The Board members must prepare a report on the operations of the Agency for each period of three months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within one month after the end of the period to which the report relates.

National statistics and findings are presented in the body of this report with separate appendices for each State/Territory.

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

Sections of this report

The sections of this report are as follows:

- An introduction to the NDIS and the rollout of the Scheme to date
- 31 March 2018 performance, reported at a national level, split into the following six areas:
  - Participants and plans
  - Committed supports and payments
  - Providers and markets
  - Information, linkages and capacity building
  - Mainstream interface
  - Financial sustainability
- Appendices for each State/Territory.

National Disability Insurance Scheme locations

The National Disability Insurance Scheme (NDIS) Act received Royal Assent on 28 March 2013, and the NDIS became operational on 1 July 2013 with the commencement of NDIS trial sites.

At the conclusion of trial (30 June 2016), the NDIS was operational in nine locations:

Table 2 NDIS trial sites

Trial site name	Local government areas	Age groups	Commencement date
Hunter trial site – NSW	Newcastle, Lake Macquarie, Maitland	All	1 July 2013
Tasmania trial site		15-24 year olds	1 July 2013
Barwon trial site – VIC	Greater Geelong, Surf Coast, Queenscliff, Colac-Otway	All	1 July 2013
South Australia trial site		0-14 year olds	1 July 2013
Australian Capital Territory		All	1 July 2014
Perth Hills trial site – WA	Swan, Kalamunda, Mundaring	All	1 July 2014
Barkly region – NT		All	1 July 2014
Nepean Blue Mountains site – NSW	Blue Mountains, Hawkesbury, Lithgow, Penrith	0-17 year olds	1 July 2015
North Queensland site – QLD	Townsville, Charters Towers	0-17 year olds	1 April 2016
	Palm Island	0-64 year olds	

On 1 July 2016 the NDIS commenced transitioning to full scheme. As at 31 March 2018, the NDIS was operational in the following additional locations:

Table 3 NDIS transition locations – 31 March 2018

State/Territory	Service districts	Start date
New South Wales	Central Coast, New England, North Sydney, South Western Sydney, Southern NSW, Western Sydney, and the remainder of the Hunter and Nepean Blue Mountains regions	1 July 2016
	Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney and Western NSW	1 July 2017
Victoria	North East Melbourne	1 July 2016
	Central Highlands	1 January 2017
	Loddon	1 May 2017
	Inner Gippsland, Western District, Ovens Murray	1 October 2017
	Inner Eastern Melbourne, Outer Eastern Melbourne	1 November 2017
	Hume Moreland	1 March 2018
Queensland[4]	Townsville – all ages	1 October 2016
	Mackay	1 November 2016
	Toowoomba	1 January 2017
	Ipswich	26 May 2017
	Bundaberg	1 September 2017
	Rockhampton	1 November 2017
Northern Territory	Darwin Urban (eligible clients in supported accommodation) and East Arnhem	1 January 2017
	Alice Springs LGA (eligible clients in supported accommodation), Katherine and Darwin Remote	1 July 2017
Tasmania	Expanded to include 12-24 year olds	1 July 2016
	Expanded to include 25-28 year olds	1 January 2017
	Expanded to include 4-11 year olds	1 July 2017
	Expanded to include 29-34 year olds	1 January 2018
South Australia	Expanded to include 15-17 year olds	1 January 2017
	Expanded to include 18+ year olds for Barossa, Light and Lower North; and Playford, Salisbury and Port Adelaide Enfield (East) LGAs	1 July 2017
	Expanded to include 18+ year olds for Limestone Coast, Murray and Mallee, and Tea Tree Gully LGA	1 October 2017
	Expanded to include 18+ year olds for Eyre and Western, Far North, Fleurieu and Kangaroo Island, Southern Adelaide, Yorke and Mid North	1 January 2018
Western Australia[5]	Bayswater, Bassendean, Chittering, Toodyay, York and Northam LGAs	1 January 2017

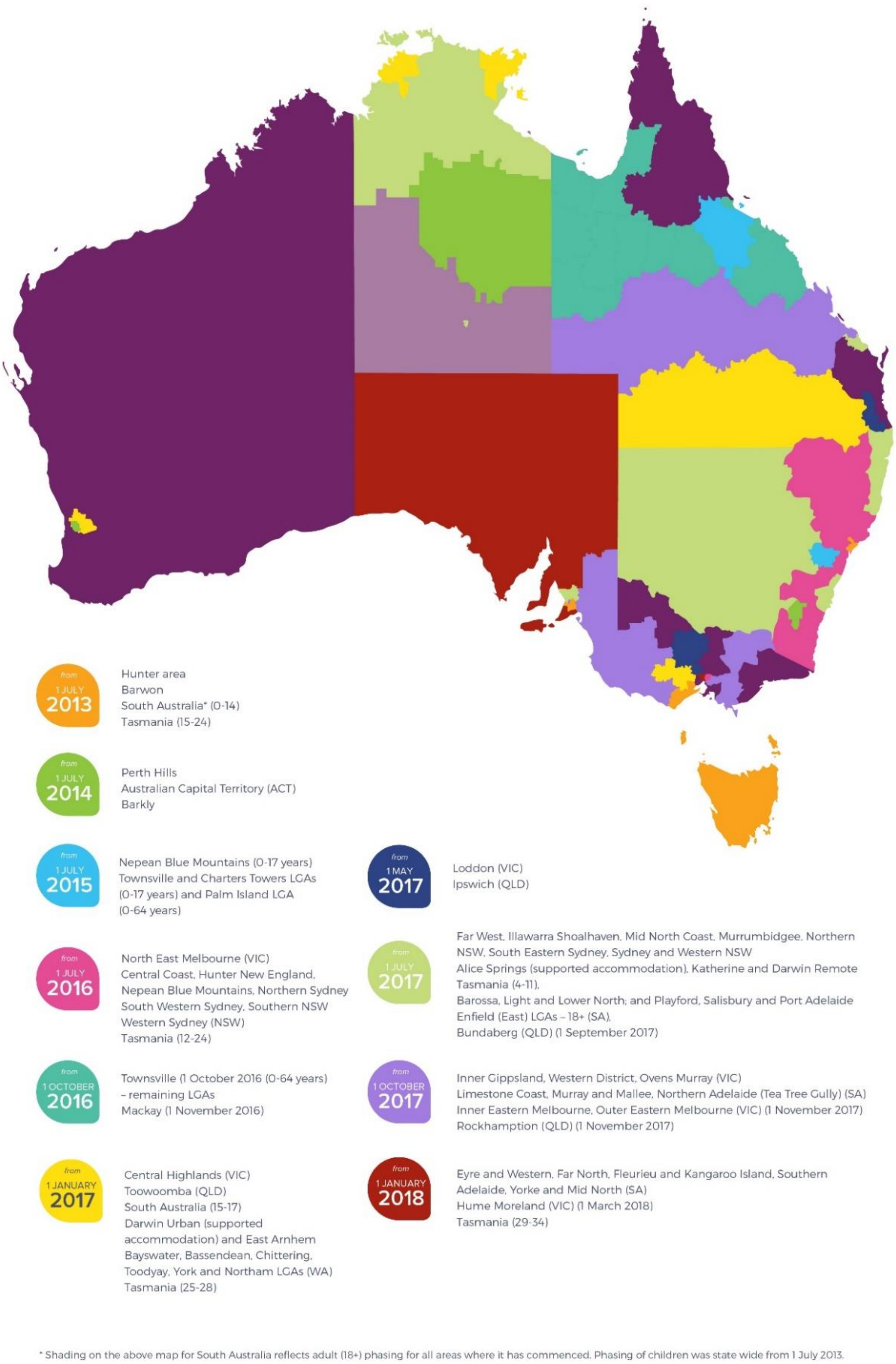
Phasing yet to commence includes most regions of Western Australia, the Cairns region as well as Brisbane and surrounding areas for Queensland, the southern regions of the Northern Territory, Adelaide in South Australia, and several regions in Victoria. In addition, infants and participants 35 years and over are yet to commence phasing in Tasmania.

Figure 3 below graphically shows the areas of roll-out.

[4] Dates shown reflect the bringing forward of transition for a number of Queensland regions, in accordance with the Joint Media Release issued by Minister Porter, Minister O'Rourke and Assistant Minister Prentice on 26 May 2017.

[5] Excludes sites currently under the NDIS My Way scheme in Western Australia.

Figure 3 NDIS locations – 31 March 2018[6]



[6] Areas that have not commenced transition are shaded in different colours from the colours included in the legend.

Improving the participant and provider experience

In October 2017 the National Disability Insurance Agency (NDIA) released details of a new National Disability Insurance Scheme (NDIS) 'pathway' designed to significantly improve the experience people and providers have with the ground-breaking NDIS.

The NDIS pathway is the result of a collaborative review the NDIA undertook in response to feedback from participants and providers that their experience was not meeting the high standards expected. The NDIA released a detailed report on the Pathways Review in February 2018, which is publicly available on the NDIS website.

Participant pathway

The participant pathway has been designed over three phases, including a total of 10 stages. The three phases are:

- Learning about the NDIS: how the NDIS fits in the broader system of supports, access and review of access decision.
- Building a plan to address goals and outcomes: understanding current supports and preparing for planning, creating a plan to achieve goals and outcomes and receiving an approved plan.
- Achieving goals and outcomes: implementing and activating the plan, using the plan to achieve outcomes, getting support using the plan and reviewing outcomes and progress.

The standard participant pathway is being progressively piloted and tested before being rolled out nationally. Specifically, from October to December the NDIA focused on pathway design and testing, the building of new reference materials, an evaluation framework and the design and delivery of LAC and planner training to support the standard participant pathway pilot.

The initial pilot tests elements of Phase 2 of the standard participant pathway, commencing in Outer East Melbourne (Local Government Areas of Knox and Maroondah) and in Hume-Moreland (Local Government Areas of Hume and Moreland) in January 2018 and in Local Government Areas in Bayside Peninsula in February 2018. The pilot is focused on improved face-to-face pre-planning and plan development, stronger connection to community and mainstream supports and initial implementation of the plan to achieve outcomes. The initial pilot is expected to run until the end of April 2018.

When the initial pilot is complete, an evaluation report will be delivered by the Australian Healthcare Associates (AHA) to the NDIA Board to inform decisions about the national rollout and scope of refinements. Initial feedback from participants, their families and staff has been very positive.

A pilot of Phase 3 of the standard pathway is under development, with likely sites in Queensland and New South Wales. Further details on this pilot will be available once arrangements are confirmed with pilot sites and relevant partners. This phase focusses on plan implementation, achieving outcomes and reviewing progress.

The initial pilot (Pilot 1 – Planning to Achieve) of the standard participant pathway at Victorian (north and east) sites is progressing well. To date, about 900 participants have experienced face-to-face planning conversations with their LAC and more than 350 joint planning meetings have been held.

Detailed design work of the new processes to be piloted for Stages 7-10 of the standard participant pathway is progressing. Discussions are underway with New South Wales and Queensland to confirm pilot sites and ensure sites are well-placed to support the pilot experience.

The NDIA is committed to ensuring people with disability, their families, carers and providers are confident to engage with and navigate the NDIS and will continue to work with participants and other stakeholders on the testing and implementation of the participant pathway.

Significant progress has been made on the tailored participant pathway program. This addresses the specific challenges that some participants gave as feedback through the review. Finalisation and validation of tailored pathways for people with psychosocial disability and complex needs, children (birth to six years), people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, people living in remote or very remote communities, and participants identifying as lesbian, gay, bisexual, transgender, queer or questioning, intersex and asexual (LGBTIQA+) is continuing.

The approach is very collaborative. Since October 2017, about 1,000 stakeholders have been engaged through 37 engagement workshops. Stakeholders have included participants, carers and families, NDIA staff, Partners, Providers, State/Territory representatives, peak organisations, industry experts and frontline practitioners and the NDIS Independent Advisory Council. Planned tailored pathways workshops with participants and other stakeholders will continue through to April 2018. Workshop attendees have driven rich, informative conversations that have directly impacted the tailored pathway designs. A workshop in Kununurra for Aboriginal and Torres Strait Islander and remote and very remote communities was particularly valuable and the NDIA will continue to engage with stakeholders across all groups to inform thinking and shape recommendations.

Design of the tailored pathways will be presented to the NDIA Board in the near future for consideration and endorsement. Once designed and validated, the tailored pathways will be piloted or tested before being rolled out nationally. States/Territories have shown strong interest in the tailored pathway work and expressed a desire to be involved in piloting and testing.

While feedback from participants from the initial pilot of the standard participant pathway has been positive, the NDIA needs to ensure the national rollout is carefully executed. Staff learning and development, as well as system and process design improvements, are required prior to full national deployment.

A Participant Reference Group has been established which is providing important input into the testing and implementation of the pathway reviews. The Participant Reference Group is structured to:

- Reflect the diverse needs of people with disability
- Represent the diversity of the Australian population, including Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds
- Work collaboratively and provide the NDIA with valuable insights and feedback on relevant resources including communication products and staff training materials.

Provider pathway

The NDIA recognises the need for a strong and vibrant provider market that contributes to improving outcomes for participants.

Provider pathway improvements are occurring across the two main areas of learning about the scheme and operating within the Scheme.

The improved, web-based, interactive and easier to navigate Provider Toolkit, launched in late 2017, continues to be well utilised by providers. The Toolkit is the primary resource to assist businesses considering entering the scheme and includes e-learning modules, self-assessment checklists and provides the latest information of relevance to providers.

A number of activities seek to improve the provider experience when operating within the Scheme, which include:

- **Provider Finder –** the Provider Finder is an online tool that assists participants find and engage providers. The existing tool does not optimise participant capacity to connect with suitable providers based on their needs and goals. The first tranche of Provider Finder enhancements, which among other things, will deliver improved search functionality and provider information, will be delivered in May 2018.

- **Provider engagement** – A series of national provider forums were held during February and March 2018. These events were delivered in Brisbane, Melbourne, Townsville, Darwin, Sydney, Hobart, Perth and Canberra with over 2,000 providers in attendance across all events. Evaluations from the events have shown overall:
    - 85% respondents said that the forums were a good format to receive information
    - 79% respondents experienced genuine and transparent communication at the event
    - 86% respondents believed there was opportunity to ask questions.

  The NDIA identified the key themes raised by attendees at these provider forums and a follow up webinar was hosted on 24 April 2018 to address these themes.

- **Provider Reference Group** – provider reference groups are being established to support greater interaction with the NDIS. The first Industry Reference Group meeting was held on 17 April 2018 in Melbourne. This reference group contains members from key peak and sector organisations.

- **Provider sentiment** – a pilot survey was undertaken on questions to measure provider sentiment towards the NDIS. The pilot was undertaken in South Australia to test the question design and survey platform. The survey is now being refined to commence national quarterly surveys in mid-2018.

- **Provider information** – The Assistive Technology Market Insight was released in December 2017. This was the first in a short series of market information products designed to assist the sector to make business decisions about how to meet the growth in the market and benefit from the opportunities the NDIS presents.

- **Provider myplace portal** – In the first week of December 2017 changes were made to the NDIS myplace portals to give participants the option of sharing parts of their plans with providers. This change enables providers to see aspects of a participant's plan to allow better tailoring of supports to assist participants achieve their goals. A number of immediate enhancements to improve the portals user experience are underway with a series of longer-term enhancements to be progressively developed, tested with Participants and Providers and implemented.

- **National Provider Payments Team** - In 2017 the NDIA established a National Payments Team to resolve provider payments claims while enhancements are being made to the payment system.

Activities identified to improve the experience of participants and providers will be implemented in a staged roll-out.

Independent Pricing Review

In June 2017, the NDIA Board commissioned McKinsey & Company to undertake an Independent Price Review. The Review was commissioned recognising the critical importance of enabling a vibrant provider market to deliver quality and timely supports to participants.

McKinsey & Company delivered the Independent Pricing Review Report to the NDIA Board in December 2017. The Report and NDIA Response were public released on 2 March 2018, including the NDIA's in principle support for all of the Report's 25 recommendations.

The NDIA is currently engaged in further consultation with providers and peak bodies to understand the implications of the best way to implement each of the recommendations.

The NDIA is working to develop a robust implementation plan for all recommendations.

In the first instance, the NDIA will prioritise implementation of the recommendations that best support providers during transition. These recommendations will be delivered by 1 July 2018 as part of the FY2018-19 Annual Price Review and include the following recommendations: 4 – regional travel; 14 – temporary support for overheads; and, 19 – therapy travel.

The NDIA recognises that some recommendations will require deeper consultation with providers and peak bodies, and further detailed work to inform a considered implementation program. These recommendations will take more time to design and may require changes to business systems. Examples of these include recommendations: 2 – outcomes based pricing; 6 – defining complexity; and, 17 – therapy price limits. Due to the complexity of these recommendations the NDIA will adopt a phased approach to implementation, rather than immediate changes, to deliver the best outcomes for participants and providers.

The NDIA remains committed to enabling a vibrant, competitive and innovative market for supports, and ensuring providers are well supported in meeting the individual needs of participants.

PART 1

Participants and Plans

Introduction

This section outlines information in relation to:

- Intake and plans
- Reviews
- Scheme exits
- Participant demographics
- Plan implementation
- Outcomes
- Scheme assurance.

Key points

The key points relating to participants and plans are as follows:

- A total of 19,228 plans were approved this quarter. This is higher than the average number of plans approved in the previous transition quarters, which was 17,077.

- The 19,228 participants with approved plans in the quarter represents an increase of 14% in the total number of participants with approved plans.

- 10,253 children were in the ECEI gateway at 31 March 2018. Of these, 6,067 were previously confirmed as ECEI at 31 December 2017 and an additional 4,186 entered the gateway this quarter.

- In addition, 30,362 plans were reviewed in the quarter. The number of plan reviews is high. This reflects the large intake of participants in the early quarters of the transition period. As the majority of participants have plans which span approximately one year, many of these participants had their first plan review this quarter.

- As at 31 March 2018, 3,017 participants with approved plans have exited the Scheme.

- During the 2017-18 financial year to date, there have been 65,252 plans approved (including children supported through the ECEI gateway). This represented 70% of the 2017-18 bilateral estimate to 31 March 2018.

- The cumulative total number of participants receiving support, at the end of the quarter, was 162,223 (including 10,253 ECEI participants). This represented 78% of the cumulative bilateral estimate. In addition, 28,993 participants had met the access requirements and were awaiting a plan as at 31 March 2018.

- The profile of participants entering the Scheme to some extent reflects the phasing of participants according to the bilateral estimates in the current quarter. Of the people who entered the Scheme in the quarter, 42% were children aged 0-14 years, with autism and intellectual disability being the most common disability groups at 28% and 23% respectively.

- The proportion of participants who were fully or partly self-managing their plan was slightly higher in the third quarter of 2017-18 (22%) compared with prior transition quarters (19%). Forty-one percent (41%) of participants who have had a plan approved in the third quarter of 2017-18 had support coordination in their plan, which is higher than prior transition quarters (37%).

- 77% of plans approved in 2017-18 Q1 have been activated within 90 days of approval compared with 74% in prior quarters.[7]

- Baseline measures (for assessing future outcomes) were collected on 99% of participants receiving their initial plan since 1 July 2016. Overall, 73% of participants aged 25 and over want more choice and control in their life, only 26% have a paid job, and 36% were actively involved in a community, cultural or religious group in the last 12 months. Baseline participation rates for mainstream education, training and skill development were low: 55% of children under 15 who attend school do so in a mainstream class; 14% of participants 25 and over participate in education, training or skill development and 48% of these do so in mainstream settings. Most participants (81% of those aged 15 to 24 and 77% of those aged 25 and over) were happy with their current home.

- Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do, with the percentages saying they were able to work as much as they want being 41%, 46% and 58% for families/carers of participants aged 0 to 14, 15 to 24 and 25 and over, respectively. Less than half (around 45%) said they had family and friends that they see as often as they like.

- The NDIS is helping participants across different life domains. The NDIA is tracking information on participants over time. This includes when participants enter the Scheme and when their plans are reviewed. Looking at participants who entered the Scheme in the first three quarters of 2016-17 and had their plan reviewed in the first three quarters of 2017-18, the following positive outcomes can be observed:

    - For child participants aged 0 to before starting school: over 90% of parents/carers thought that the NDIS had helped with their child's development and with access to specialist services, and 82% thought the NDIS had increased their child's ability to communicate what they want.

    - For participants aged 25 and over: 72% indicated that the NDIS had helped them with activities of daily living; 68% indicated that the NDIS had helped them with choice and control, and 61% indicated that the NDIS had helped them with social, community & civic participation.

    - For families/carers of participants aged 0 to 14: 69% felt that the NDIS had improved their ability/capacity to help their child develop and learn, 66% thought that the NDIS had improved their access to services, programs and activities in the community, and 63% thought that the NDIS had improved the level of support for their family.

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[7] In-kind supports have not been included. However, if in-kind supports were included more plans would be activated sooner than stated.

- 84% of participants rated their overall satisfaction with the Agency planning process as either good or very good in the current quarter. This is approximately the same as the previous quarter (83%). Since the Scheme began, 90% of participants rated their satisfaction with the Agency planning process as either good or very good.

- For the third quarter of 2017-18, participant responses to statements about the planning process suggest that satisfaction varies across the different aspects of the process. On the whole, responses of 'Agree' and 'Strongly Agree' were high, ranging between 71% and 91% across all questions about the planning process.

    - 91% of participants 'Agreed' or 'Strongly Agreed' that their planner listened to them and that they had enough time to tell their story

    - 71% 'Agreed' or 'Strongly Agreed' that they understood what was in their plan.

  This is consistent with the need identified by the NDIA to undertake the Participant Pathway Review.

- There were 189 access, planning, and plan review related AAT appeals in the current quarter, with 757 total AAT appeals since scheme inception (0.29% of all access decisions).

- The number of complaints submitted to the Agency was 4,146 in the quarter, with 17,352 total complaints made since scheme transition. Of the 17,352 complaints made, 15,002 were made by or on behalf of participants or those who have sought access (equivalent to 6.0% of all people who have sought access). During the quarter there were 3,689 complaints made about the Agency and 152 complaints made about service providers.

1.1 Quarterly intake

19,228 participants received an approved plan in the third quarter of 2017-18. In addition 10,253 children were in the ECEI gateway at 31 March 2018. Of these, 6,067 were previously confirmed as ECEI at 31 December 2017 and an additional 4,186 entered the gateway this quarter. The number of participants who received a plan in this quarter was lower than the previous quarter (19,965 participants with an approved plan).

1.1.1 Background

Between 1 July 2016 and 30 June 2019, people with disability will transition from existing State/Territory and Commonwealth funded programs to the NDIS.

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

Access requests are assessed against the criteria of s.24 of the NDIS Act 2013 to become a participant, or s.25 of the NDIS Act 2013 to be granted interim status as a participant receiving early intervention support.[8]

The intention of early intervention under s.25 of the Act is to alleviate the impact of a person's impairment upon their functional capacity by providing support at the earliest possible stage. Early intervention support is also intended to benefit a person by reducing their future needs for supports.

Through the Early Childhood Early Intervention (ECEI) approach, families of children aged 0-6 years with developmental delay or disability will be offered the support of NDIS Early Childhood Partners to access specialist early childhood supports and services. This approach is being rolled out as the Scheme is phased in across Australia.

1.1.2 Quarterly intake

Seventy-one percent (71%) of decisions determined during the third quarter of 2017-18 met the criteria of the Act (referred to as an 'eligible' decision). Fifty-four percent (54%) of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program.

Overall, since 1 July 2013, there have been 217,894 access decisions, with 190,002 participants having met the access criteria (87%) and 162,223 participants having received an approved plan (including children in the ECEI gateway).

Table 1.1 Quarterly intake (national), split by plan and entry type, since 1 July 2013

	Prior Quarters	2017-18 Q3	Total
Access decisions	**180,521**	**37,373**	**217,894**
Access Met	**163,573**	**26,429**	**190,002**
State	104,264	14,318	118,582
New	44,612	9,684	54,296
Commonwealth	14,697	2,427	17,124
Total Participant Plans	**142,265**	**29,481**	**162,223**
EI (s25) plans	26,699	2,854	29,553
PD (s24) plans	106,043	16,374	122,417
ECEI[9]	9,523	10,253	10,253

1.2 Plan reviews

30,362 plans were reviewed in the quarter compared to 31,325 in the previous quarter. The number of plan reviews has remained high this quarter. This reflects the large intake of participants which occurred in the early quarters of the transition period. As the majority of

[8] Where an individual has had to provide evidence of permanent and significant disability to access existing State/Territory or Commonwealth programs (referred to as 'defined' programs), the individual is predetermined to have met the disability criteria of the NDIS Act.
[9] The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

participants have plans which span approximately one year, many of these participants had their first plan review this quarter.

1.2.1 Background

Following successful implementation of a plan, participants will generally commence an ongoing plan review cycle, which is largely between 6 to 24 months.

1.2.2 Reviews by quarter

Table 1.2 below depicts the number of plan reviews conducted since the commencement of transition.

Table 1.2 Plan reviews (national) conducted per quarter[10]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**81,695**	**30,362**	**112,057**
Early intervention plans	20,556	5,752	26,308
Permanent disability plans	61,139	24,610	85,749

1.3 Scheme exits

The majority of participants who have exited the Scheme had a s.24 plan. Overall the percentage of people exiting the Scheme is lower than expected.

1.3.1 Background

Exits are an important part of the outcomes focus of the Scheme, as well as important to the sustainability of the Scheme by ensuring that only participants who continue to meet the access criteria of the Act receive individualised funding. Continued eligibility is reviewed periodically and when participant circumstances change. The Early Childhood Early Intervention (ECEI) approach aims to support the eligibility process for children, and in particular, assist in supporting children to exit the scheme when they no longer meet the access criteria due to the benefits of early intervention.

1.3.2 Scheme exits

Table 1.3 below depicts the total number of participants with approved plans who have exited from the Scheme for s.25 and s.24 participants.[11]

[10] Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

[11] Note: participants exit the scheme due to death, entry to residential aged care, or because they no longer meet the access early intervention requirements.

Table 1.3 Exits from the Scheme since 1 July 2013 as at 31 March 2018

	Exits
Total plan exits	**3,017**
Early Intervention plans	1,059
Permanent disability plans	1,958

Note: exits from the ECEI gateway will be reported in future reports.

1.4 Cumulative position

By the end of the quarter, the cumulative total number of participants receiving support was 162,223 (including 10,253 children supported through the ECEI gateway). In addition, 28,993 eligible participants who had received access decisions were awaiting a plan at 31 March 2018.

1.4.1 Background

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

1.4.2 Cumulative position by quarterly period

Table 1.4 below presents the cumulative number of participants with a plan by entry point (i.e. whether participants were previously receiving State/Territory or Commonwealth disability services or are new). A cumulative total of 162,223 participants have received support (including 3,017 participants who have exited the Scheme), with 28,993 participants awaiting a plan. Further, in the transition period to date alone, an additional 131,944 participants received support.

Table 1.4 Cumulative position by services previously received[12]

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	14,883	2,037	13,359		30,279	34,545	88%	
End of 2016-17	54,120	6,081	30,425	6,134	96,760	115,032	84%	
End of 2017-18 Q1	68,391	8,850	35,536	6,716	119,493	141,607	84%	
End of 2017-18 Q2	81,530	11,602	39,610	9,523	142,265	173,506	82%	
End of 2017-18 Q3	93,305	13,720	44,945	10,253	162,223	208,726	78%	28,993

Table 1.5 below presents the cumulative number of participants with a plan by scheme cohort (i.e. ECEI, EI s.25, PD s.24). A cumulative total of 162,223 participants have received support (including 3,017 participants who have exited the Scheme), with 28,993 participants awaiting a plan.

[12] Each quarter, updated lists of clients are provided by State/Territory and Commonwealth governments. This results in some participants being retrospectively reclassified from New to Existing.

Table 1.5 Cumulative position by entry into the Scheme

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	12,194	18,085		30,279	34,545	88%	
End of 2016-17	21,458	69,168	6,134	96,760	115,032	84%	
End of 2017-18 Q1	24,391	88,386	6,716	119,493	141,607	84%	
End of 2017-18 Q2	26,699	106,043	9,523	142,265	173,506	82%	
End of 2017-18 Q3	29,553	122,417	10,253	162,223	208,726	78%	28,993

As 3,017 participants with approved plans have exited the Scheme, the number of active participants with approved plans is 148,953 (excluding children supported through the ECEI gateway). Information on active participants is presented in the participant profile section below.

1.5 Progress against bilateral estimates in 2017-18

Plans approved in 2017-18 year to date (including children supported through the ECEI gateway) is 70% of the 2017-18 bilateral estimate to 31 March 2018. Not all of the individuals receiving existing State/Territory services were brought into the Scheme.

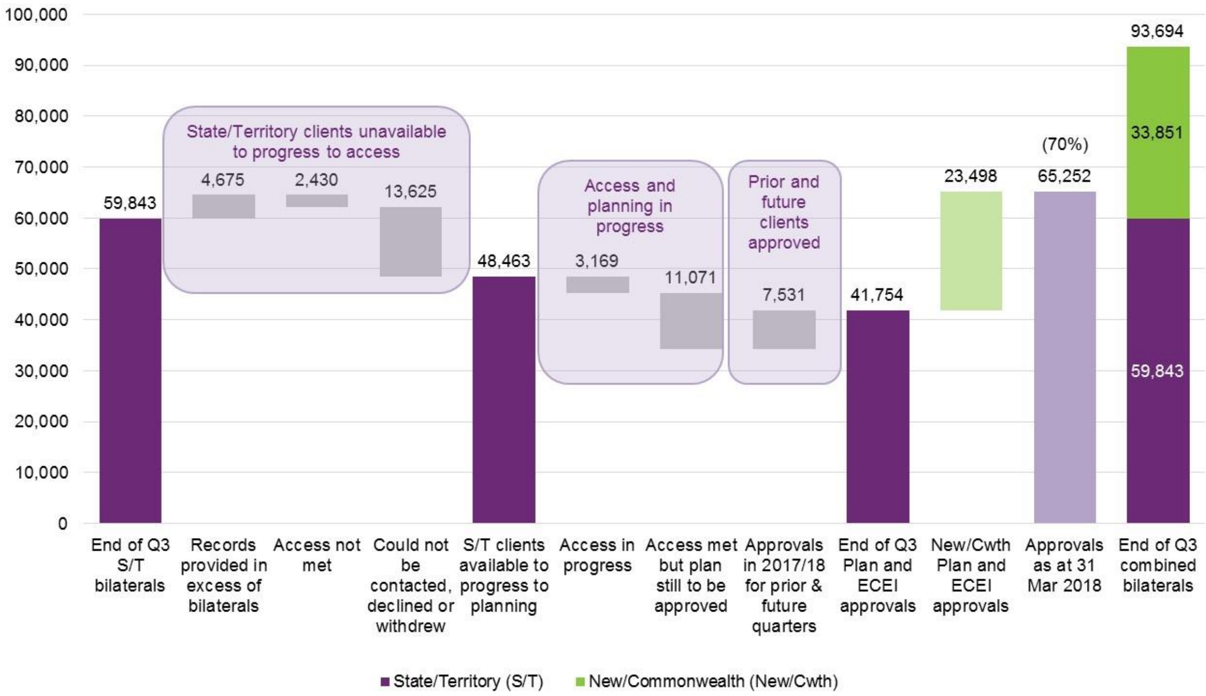
As at 31 March 2018, there have been 65,252 plans approved (including children supported through the ECEI gateway) in the 2017-18 year to date (Figure 1.1). This represented 70% of the 2017-18 bilateral estimate to 31 March 2018.

Not all of the individuals receiving existing State/Territory services were brought into the Scheme. For example, 2,430 people did not meet the access criteria, and 13,625 were unable to be contacted, declined to enter the Scheme or withdrew their access request. This means there were 48,463 State/Territory clients available to progress to planning.

As at 31 March 2018 there were 3,169 access decisions in progress and a further 11,071 participants had their access met but had not received an approved plan in 2017-18. In addition, 7,531 participants received an approved plan who were due to receive a plan in prior and future quarters. Hence, there were 41,754 State/Territory clients who received an approved plan (including children supported through the ECEI gateway) in 2017-18 to date.

Lastly, there were 23,498 New and Commonwealth clients who also received an approved plan (including children supported through the ECEI gateway) during this period, bringing the total plan approvals in 2017-18 to date to 65,252 (70% of the bilateral estimate for 2017-18).

Figure 1.1 Breakdown of cumulative 2017-18 bilateral progress[13]



1.6 Participant profile

The profile of participants entering the Scheme primarily reflects the phasing of participants according to the bilateral estimates in the current quarter. Of the people who entered the Scheme in the quarter, 42% were children aged 0-14 years, with autism and intellectual disability being the most common disability groups at 28% and 23% respectively.

1.6.1 Background

The characteristics of participants entering the Scheme each quarter can vary based on the phasing schedule in each State/Territory which is based on existing programs and age groups. Hence, the results should not be considered to be representative of full scheme.

As mentioned above, the participant profiles are shown only for active participants (i.e. excluding participants who have exited the Scheme). Over time, some participants will exit the Scheme and others will enter. This section of the report shows the profile of participants who currently meet the access criteria of the Act and have an approved plan.

1.6.2 Quarterly profile

The tables below (Table 1.6 to Table 1.12) present the number of active participants with an approved plan in the Scheme for the third quarter of 2017-18 and prior quarters by the following participant characteristics:

- Disability group
- Level of function

[13] ACT is excluded as it is operating at full scheme and there is no transition bilateral agreement in place.

- Age group
- Gender
- Aboriginal and Torres Strait Islander status
- Culturally and Linguistically Diverse (CALD) status
- Young Person in Residential Aged Care (YPIRAC) status.

Two disability groups dominate the current participant profile, with 58% of active participants having a primary disability of autism or intellectual disability. Considering quarter-on-quarter changes, the proportion of participants with autism and intellectual disability have remained consistent. The current proportion of participants in each disability group is not reflective of the full scheme proportions. This is because the phasing schedules in some bilateral agreements are based on age groups and/or prioritise people in existing State/Territory disability systems. As an example, the proportion of participants with psychosocial disability in the Hunter (New South Wales), Barwon (Victoria) and Australian Capital Territory sites are higher (13%, 14% and 13% respectively) than the current proportion across all sites (8%). These sites have completed phasing and are therefore more representative of full scheme.

Table 1.6 Active participants with approved plans per quarter by disability group

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	37,732	29%	5,398	28%	**43,130**	**29%**
Intellectual Disability[14]	38,072	29%	4,492	23%	**42,564**	**29%**
Psychosocial disability	9,000	7%	1,984	10%	**10,984**	**7%**
Cerebral Palsy	6,964	5%	752	4%	**7,716**	**5%**
Other Neurological	5,969	5%	980	5%	**6,949**	**5%**
Developmental Delay	5,524	4%	1,323	7%	**6,847**	**5%**
Other Physical	5,103	4%	839	4%	**5,942**	**4%**
Acquired Brain Injury	4,273	3%	632	3%	**4,905**	**3%**
Hearing Impairment	3,613	3%	638	3%	**4,251**	**3%**
Visual Impairment	3,104	2%	613	3%	**3,717**	**2%**
Multiple Sclerosis	2,656	2%	468	2%	**3,124**	**2%**
Other Sensory/Speech	2,658	2%	244	1%	**2,902**	**2%**
Global Developmental Delay	1,632	1%	302	2%	**1,934**	**1%**
Spinal Cord Injury	1,619	1%	233	1%	**1,852**	**1%**
Stroke	1,541	1%	281	1%	**1,822**	**1%**
Other	281	0%	33	0%	**314**	**0%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

As shown in Table 1.7, about 31% of active participants in the current quarter had a relatively high level of function, 44% of active participants had a relatively moderate level of function, and 25% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population.

[14] Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (5,875).

Table 1.7 Active participants with approved plan per quarter by level of function[15]

	Prior Quarters		2017-18 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	2,950	2%	1,650	9%	**4,600**	**3%**
2 (High Function)	308	0%	66	0%	**374**	**0%**
3 (High Function)	6,705	5%	1,369	7%	**8,074**	**5%**
4 (High Function)	10,274	8%	1,301	7%	**11,575**	**8%**
5 (High Function)	19,766	15%	1,644	9%	**21,410**	**14%**
6 (Moderate Function)	18,238	14%	3,130	16%	**21,368**	**14%**
7 (Moderate Function)	10,533	8%	1,313	7%	**11,846**	**8%**
8 (Moderate Function)	9,793	8%	1,628	8%	**11,421**	**8%**
9 (Moderate Function)	681	1%	112	1%	**793**	**1%**
10 (Moderate Function)	13,807	11%	2,251	12%	**16,058**	**11%**
11 (Low Function)	6,779	5%	670	3%	**7,449**	**5%**
12 (Low Function)	19,174	15%	2,921	15%	**22,095**	**15%**
13 (Low Function)	5,950	5%	881	5%	**6,831**	**5%**
14 (Low Function)	3,434	3%	273	1%	**3,707**	**3%**
15 (Low Function)	53	0%	3	0%	**56**	**0%**
Missing	1,296		0		**1,296**	
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

A high proportion of active participants are currently in the 0 to 6 years and 7 to 14 years age group (Table 1.8 below), with 21% of participants entering the Scheme in the current quarter within each of these age groups. These proportions can be impacted by phasing schedules.

Table 1.8 Active participant profile per quarter by age group

	Prior Quarters		2017-18 Q3		Total	
Age Group	N	%	N	%	N	%
0 to 6	15,023	12%	3,979	21%	**19,002**	**13%**
7 to 14	33,975	26%	4,098	21%	**38,073**	**26%**
15 to 18	11,305	9%	1,322	7%	**12,627**	**8%**
19 to 24	13,265	10%	1,412	7%	**14,677**	**10%**
25 to 34	12,922	10%	1,642	9%	**14,564**	**10%**
35 to 44	11,771	9%	1,637	9%	**13,408**	**9%**
45 to 54	14,199	11%	2,234	12%	**16,433**	**11%**
55 to 64	14,798	11%	2,708	14%	**17,506**	**12%**
65+	2,483	2%	180	1%	**2,663**	**2%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

The higher proportion of active male participants with a plan (61%) is consistent with prior quarters (see Table 1.9).

Table 1.9 Active participant profile per quarter by gender

	Prior Quarters		2017-18 Q3		Total	
Gender	N	%	N	%	N	%
Male	81,759	63%	11,755	61%	**93,514**	**63%**
Female	47,572	37%	7,332	38%	**54,904**	**37%**
Indeterminate	410	0%	125	1%	**535**	**0%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

As depicted in Table 1.10 below, 5.2% of active participants with an approved plan who entered in the third quarter of 2017-18 identified as Aboriginal and Torres Strait Islander.

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[15] The distributions are calculated excluding active participants with a missing level of function.

This is consistent with prior quarters (5.1%). Overall, the data is not captured for 4.2% of participants.

Table 1.10 Active participant profile per quarter by Aboriginal and Torres Strait islander status

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	6,661	5.1%	998	5.2%	**7,659**	**5.1%**
Not Aboriginal and Torres Strait Islander	118,103	91.0%	16,987	88.4%	**135,090**	**90.7%**
Not Stated	4,977	3.8%	1,227	6.4%	**6,204**	**4.2%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

As shown in Table 1.11, 7.4% of active participants with an approved plan who entered in the third quarter of 2017-18 have a culturally and linguistically diverse status. In prior quarters, 7.2% of active participants with an approved plan were culturally and linguistically diverse. Overall, the data is not captured for 0.7% of participants.

Table 1.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	9,331	7.2%	1,430	7.4%	**10,761**	**7.2%**
Not CALD	119,327	92.0%	17,778	92.5%	**137,105**	**92.0%**
Not Stated	1,083	0.8%	4	0.0%	**1,087**	**0.7%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

Young People in Residential Aged Care (YPIRAC) refers to all people who enter an aged care facility prior to age 65. In Australia, 3.4% of this cohort are aged under 45 years (with less than five people under the age of 25 years), and 80.3% are aged above 55 years. In the NDIS, at the end of the quarter, 96 participants (4.6%) were under 45 years and 1,592 (76.5%) were over 55 years.

Table 1.12 Active participant profile per quarter by Young people in Residential aged care (YPIRAC) status

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	1,700	1.3%	382	2.0%	**2,082**	**1.4%**
Not YPIRAC	128,041	98.7%	18,830	98.0%	**146,871**	**98.6%**
Total	**129,741**	**100%**	**19,212**	**100%**	**148,953**	**100%**

An additional 382 active participants in this category received an approved plan and entered the Scheme in the third quarter of 2017-18. This is relatively high compared to prior quarters, reflecting a continued planning focus on this group.

The NDIA is working closely with the Department of Health and the Department of Social Services in transitioning those defined as YPIRAC to the NDIS, in line with bilateral phasing arrangements within the relevant jurisdictions. This cohort is identified in the State and Territory working arrangements as a priority group requiring intensive support through the participant pathway.

The NDIA's priority to date has been to assist those defined as YPIRAC with gaining access to the NDIS. NDIA planners are working with each prospective participant and their aged care facility to have relevant documentation available to support access determinations prior to their first meeting.

Subsequent planning meetings are held to develop each participant's plan. These interactions are through a facilitated access and planning process in which planners attend the aged care facility.

1.7 Plan management and support coordination

The proportion of participants who are fully or partly self-managing their plan was slightly higher in the third quarter of 2017-18 (22%) compared with prior transition quarters (19%). Forty-one percent (41%) of participants who have had a plan approved in the third quarter of 2017-18 had support coordination in their plan, which is higher than prior transition quarters (37%).

1.7.1 Background

Participants can use different methods to manage their funding. More than one method can be used in any one plan.

Support co-ordination is a capacity building support in participant plans.

1.7.2 Quarterly plan management and support coordination

The tables below present the number of participants with an approved plan supported under various models of financial plan management and plan implementation methods.

Table 1.13 Distribution of active participants by method of Financial Plan Management and quarter of plan approval[16,17]

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	10%	11%	**10%**
Self-managed partly	9%	12%	**10%**
Plan managed	14%	21%	**16%**
Agency managed	67%	57%	**64%**
Total	**100%**	**100%**	**100%**

Table 1.14 Distribution of active participants by support coordination and quarter of plan approval[18]

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	37%	41%	**38%**

[16] Participants can use more than one method to manage their funding. This table is a hierarchy therefore each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.
[17] Trial participants are not included.
[18] Trial participants are not included.

1.8 Plan activation

77% of plans approved in 2017-18 Q1 have been activated within 90 days of approval compared with 74% in prior quarters.

1.8.1 Background

The period for plan activation refers to the length of time between plan approval and the commencement of support.[19]

1.8.2 Quarterly plan activation

Table 1.15 below depicts the number of days to plan activation for participants with initial plan approvals in 2017-18 Q1 and prior transition quarters. Given that plans approved in 2017-18 Q2 and Q3 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded in this table. In prior transition quarters, 74% of plans approved were activated within 90 days of approval. This is lower than for 2017-18 Q1 (77%). It is also worth noting that more plans than reported in this table will have been activated. This is because some plans include in-kind support which is not included in the analysis, and because there is a delay between when support is provided and when it is invoiced. Invoices are required to understand when support commenced being provided to the participant. As part of the Participant Pathway Review, work is being undertaken with a view to accelerating plan activations.

Table 1.15 Duration to plan activation by quarter of initial plan approval for active participants

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	30,642	52%	12,629	57%
30 to 59 days	8,501	14%	3,057	14%
60 to 89 days	4,378	7%	1,321	6%
Activated within 90 days	**43,521**	**74%**	**17,007**	**77%**
90 to 119 days	2,688	5%	686	3%
120 days and over	5,052	9%	1,092	5%
Activated between 90 and 180 days	**7,740**	**13%**	**1,778**	**8%**
No payments	7,933	13%	3,254	15%
Total plans approved	**59,194**	**100%**	**22,039**	**100%**

1.9 Plan utilisation

In the first quarter of 2017-18, 24% of plans approved have utilised over 75% of their plan.

[19] This is measured using data on payments.

1.9.1 Background

Not all committed support in a plan is used by a participant. The proportion of the plan used is referred to as the utilisation of the plan. This section presents information on the estimated utilisation of participant plans.[20]

1.9.2 Quarterly plan utilisation

Table 1.16 below shows the proportion of plans having an utilisation of 0-50%, 50-75% or above 75%, based on the ratio of payments to committed supports.[21] The table compares experience of plans approved in the first year of transition (1 July 2016 to 30 June 2017) with plans approved in Quarter 1 of 2017-18. The experience of plan approvals in Quarter 2 and 3 of 2017-18 is too immature to show at this stage.

In Quarter 1 of 2017-18, 24% of plans approved had an utilisation of above 75%, meaning that over 75% of the committed supports are expected to be provided for these plans. For plans approved in prior quarters of the transition period, a higher proportion (30%) had a plan utilisation of above 75%. However, there is a high proportion of plans with an utilisation of 0-50% in both prior quarters and Quarter 1 of 2017-18 (48% and 55% respectively).

Table 1.16 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18[22]

Plan utilisation[23]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	48%	55%	50%
50% to 75%	23%	20%	22%
> 75%	30%	24%	28%
Total	**100%**	**100%**	**100%**

[20] Note: where in-kind support is in a plan, 100% utilisation is assumed for those supports provided on an in-kind basis.
[21] Committed supports are assumed to be spread evenly across the plan. Payments are made to service providers against the committed supports within a participant's plan for supports provided. Hence there is a delay between when the support is provided and when it is paid.
[22] Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.
[23] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

1.10 Outcomes for participants and their families/carers

Baseline measures (for assessing future outcomes) were collected on 99% of participants receiving their initial plan since 1 July 2016.

Overall, 73% of participants aged 25 and over want more choice and control in their life, 26% have a paid job, and 36% were actively involved in a community, cultural or religious group in the last 12 months.

Participation rates for mainstream education, training and skill development were: 55% of children under 15 who attend school do so in a mainstream class; 14% of participants aged 25 and over participate in education, training or skill development and 48% of these do so in mainstream settings.

Most participants (81% of those aged 15 to 24 and 77% of those aged 25 and over) were happy with their current home.

Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do, with the percentages saying they were able to work as much as they want being 41%, 46% and 58% for families/carers of participants aged 0 to 14, 15 to 24 and 25 and over, respectively. Less than half (around 45%) said they had family and friends that they see as often as they like.

1.10.1 Background

The NDIS Outcomes Framework is used as the basis for this reporting, and is described below. The NDIS outcomes framework will be collected on participants over time.

The NDIS Outcomes Framework collects information from participants and families/carers on how they are progressing in different areas (domains) of their lives. Building on research undertaken by the Independent Advisory Council, the outcomes framework adopts a lifespan approach to measuring outcomes, recognising that different outcomes will be important at different stages of life. Questionnaires have been developed for four different participant age groups. There are also three different family/carer questionnaires, depending on the age of the participant.

This report includes results from the short-form outcomes framework (SFOF) questionnaires collected during 2016-17 and the first three quarters of 2017-18. Active participants with an initial plan approved during the period 1 July 2016 to 31 March 2018 are included.

1.10.2 Baseline data

Table 1.17 shows the numbers of questionnaires completed during the transition period, by SFOF version.

Table 1.17 Number of questionnaires completed by SFOF version[24]

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	8,007	2,951	2,604	2,769	16,331
Participant school to 14	14,407	4,849	4,702	5,400	29,358
Participant 15 to 24	9,701	3,516	3,409	2,597	19,223
Participant 25 and over	25,377	10,497	9,097	8,179	53,150
Total Participant	**57,492**	**21,813**	**19,812**	**18,945**	**118,062**
Family 0 to 14	21,106	7,391	7,159	8,100	43,756
Family 15 to 24	2,774	1,587	2,665	2,123	9,149
Family 25 and over	818	1,378	3,628	3,159	8,983
Total Family	**24,698**	**10,356**	**13,452**	**13,382**	**61,888**
Total	**82,190**	**32,169**	**33,264**	**32,327**	**179,950**

Table 1.18 to Table 1.21 summarise results for the key indicators, for each of the seven SFOF versions. Aggregate results for all active participants with an initial plan approved in the period 1 July 2016 to 31 March 2018 are shown in these tables. Most of the results have not changed substantially since the previous quarterly report. However, for adult participants, the percentage who want more choice and control in their life has increased slightly over the past three quarters[25]. Indicators for families/carers of adult participants have also shown some variation, although the numbers of questionnaires for this group are lower than for other groups.

[24] The numbers of questionnaires included in the analysis for 2016-17 and 2017-18 Q1 and Q2 has reduced since the previous quarterly report. The main reason for the change is a revised methodology, which excludes questionnaires completed without participant input. Small changes are also caused by time lags in receiving information in the ICT system, and some participants no longer being active.

[25] Note that these are cross-sectional, not longitudinal trends.

Table 1.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC)

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC	% who say their child is able to tell them what he/she wants	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		43%		
CC	% of children who have a genuine say in decisions about themselves		65%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			34%	53%
CC	% who choose what they do each day			44%	62%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC	% who want more choice and control in their life			78%	73%

Table 1.19 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP)

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	63%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	56%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	77%		
REL	% of children who spend time with friends without an adult present		13%		
REL	% with no friends other than family or paid staff			29%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	36%

Table 1.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW)

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		55%		
HM	% who are happy with their home			81%	77%
HM	% who feel safe or very safe in their home			86%	77%
HW	% who rate their health as good, very good or excellent			68%	49%
HW	% who did not have any difficulties accessing health services			68%	67%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				48%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			18%	26%
WK	% who volunteer			13%	13%

Table 1.21 Selected key indicators for families/carers of participants

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	28%	22%
% receiving Carer Allowance	56%	52%	33%
% working in a paid job	46%	48%	33%
Of those in a paid job, % in permanent employment	74%	74%	76%
Of those in a paid job, % working 15 hours or more	77%	84%	83%
% who say they (and their partner) are able to work as much as they want	41%	46%	58%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	89%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	33%	23%
% able to advocate for their child/family member	78%	74%	70%
% who have friends and family they see as often as they like	45%	45%	46%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		41%	43%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	72%	61%	59%

From 1 July 2017, some transition participants started to accumulate one or more years of experience with the Scheme. For active participants who entered the Scheme in the first three quarters of 2016-17, and had their plan reviewed in the first three quarters of 2017-18, questions on whether the NDIS has helped across the different outcomes domains were asked.

Table 1.22 to Table 1.25 summarise the percentages responding “Yes” (excluding those in their first plan), by questionnaire version[26]. There has been some variation in the percentages since the previous quarterly report, partly reflecting the small numbers available for analysis in the previous report.

[26] Due to small numbers for family/carers of participants ages 15 to 24, and 25 and over, results for these two versions have been combined in Table 1.25.

Table 1.22 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=2,110)

	Question	Yes
DL	Has the NDIS improved your child's development?	91%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	60%

Table 1.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=7,110)

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

Table 1.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=5,890) and 'Participant 25 and over' (n=14,518)

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	62%	68%
DL	Has the NDIS helped you with daily living activities?	60%	72%
REL	Has the NDIS helped you to meet more people?	54%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%
S/CP	Has the NDIS helped you be more involved?	57%	61%

Table 1.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=10,344); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=1,525)

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	46%
Has the NDIS improved the level of support for your family?	63%	57%
Has the NDIS improved your access to services, programs and activities in the community?	66%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	39%	34%

Table 1.22 to Table 1.25 reveal that the NDIS has helped more in some areas than others.

For participants from birth to before starting school, the highest percentages of positive responses were for "Daily living", where 91% thought that the NDIS had helped with their child's development and 90% with access to specialist services. Sixty percent (60%) thought the NDIS had helped for "Social, community and civic participation".

For participants from starting school to age 14, "Daily living" also had the highest percentage, at 52%. "Lifelong learning" had the lowest percentage, at 34%. Percentages were generally lower than for the youngest participant age group.

For the two adult age groups, percentages of positive responses were highest for the "Choice and control" and "Daily activities" domains (60% to 72%), and lowest for "Work" (21% and 20%).

For families/carers of participants aged 0 to 14, the highest percentage was for "Development and learning", where 69% thought that the NDIS had improved their capacity to help their child develop and learn. The lowest percentage was for "Health and wellbeing" (39%).

For families/carers of participants aged 15 and over, the highest percentage was for "Level of support" and "Access to community services, programs and activities" (57%). The lowest percentage was again for "Health and wellbeing" (34%).

1.11 Participant satisfaction

84% of participants rated their experience with the Agency planning process as either good or very good in the current quarter. This is approximately the same as the previous quarter (83%). Since scheme inception, 90% of participants rated their satisfaction with the Agency planning process as either good or very good.

1.11.1 Background

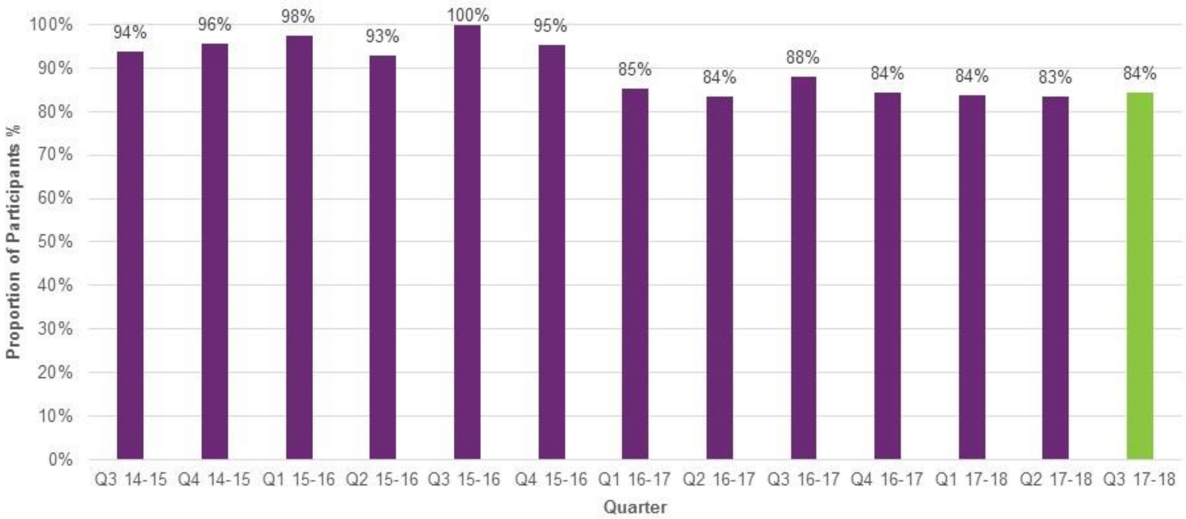
The Agency conducts participant surveys at a site level. Participants are asked to rate their agreement with eight statements (see Table 1.26) as well as being asked to rate their overall experience with the planning process. The overall Agency satisfaction rating is calculated as an average of the overall experience ratings of each participant surveyed. Participants are contacted by a member of the engagement team, after their plan is agreed with their planner. Not all participants choose to complete and submit their survey, and the participant responses remain anonymous to the NDIA.

As mentioned above, the NDIA is also currently working to improve the participant and provider pathways, with a view to improve the participant experience. Part of this review is considering quality and compliance. In the interim, data is presented on the participant's experience in the planning process.

1.11.2 Quarter

Participant satisfaction continues to be high. The NDIA has acknowledged issues with the participant pathway through the Scheme, including planning meetings held by telephone, which has contributed to a decline in satisfaction. This is being addressed through the pathway redesign, described in the report's introduction.

Figure 1.2 Proportion of participants describing experience with the Agency planning process as good or very good – by quarter



For the third quarter of 2017-18, participant responses to statements about the planning process suggest that satisfaction varies across the different aspects of the process. On the whole, responses of 'Agree' and 'Strongly Agree' were high, ranging between 71% and 91% across all questions about the planning process. Specifically, over 90% of participants 'Agreed' or 'Strongly Agreed' that their planner listened to them and that they had enough time to tell their story, compared with 71% who ‘Agreed’ or ‘Strongly Agreed’ that they understood what was in their plan.

Table 1.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process

	Agree / Strongly Agree	Neutral	Disagree / Strongly Disagree
The planner listened to me	91%	5%	4%
I had enough time to tell my story and say what support I need	91%	5%	4%
The planner knows what I can do well	82%	10%	7%
The planner had some good ideas for my plan	82%	9%	9%
I know what is in my plan	71%	19%	10%
The planner helped me think about my future	75%	14%	11%
I think my plan will make my life better	81%	13%	7%
The planning meeting went well	90%	4%	6%

The NDIA is implementing a new survey for measuring participant satisfaction, to be progressively rolled out in coming quarters. The survey will include participant interactions with the NDIA throughout the Scheme access and plan review processes, as well as the initial planning process.

1.12 Scheme assurance

There have been 757 AAT appeals (0.29% of all access decisions) since inception, and 17,352 complaints made since transition. Of the 17,352 complaints made, 15,002 were made by or on behalf of people who have submitted an access request (equivalent to 6.0% of all access requests) and 1,351 were made by or on behalf of providers who have submitted a registration request (equivalent to 6.3% of all registration requests).

1.12.1 Background

This section summaries the following:

- Complaints made to the Agency during the quarter
- Scheduled and unscheduled plan reviews
- Appeals to the AAT.

1.12.2 Complaints

The number of complaints submitted to the Agency was 4,146 in the current quarter, with 17,352 total complaints made since Scheme transition. Of the 17,352 complaints made, 15,002 were made by or on behalf of participants or those who have sought access (equivalent to 6.0% of all people who have sought access). During the quarter there were 3,689 complaints made about the Agency. In addition, 152 complaints were received about service providers.

Table 1.27 Complaints by quarter[27]

Complaints made by or on behalf of	Prior Quarters (Transition only)	2017-18 Q3	Transition Total	Number of unique complainants[28]
Participants or those who have sought access				
Complaints about service providers	540	152	692	626
Complaints about the Agency	9,723	3,500	13,223	9,413
Unclassified	894	193	1,087	993
Total	**11,157**	**3,845**	**15,002**	**10,445**
% of all people who have sought access[29]	*5.9%*	*6.2%*	*6.0%*	
Registered providers				
Complaints about the Agency	978	137	1,115	1,028
Unclassified	191	45	236	197
Total	**1,169**	**182**	**1,351**	**1,194**
% of all registered providers[30]	*7.1%*	*3.7%*	*6.3%*	
Other				
Complaints about the Agency	677	52	729	727
Unclassified	203	67	270	235
Total	**880**	**119**	**999**	**959**
Total	**13,206**	**4,146**	**17,352**	**12,598**

The NDIA is concerned about the level of complaints it has received. The challenges experienced in implementing the Scheme are recognised and work is proceeding on the Participant and Provider Pathway Review to address the issues that underlie the complaints. In addition, the NDIA's complaints management approach is under review.

Table 1.28 shows the complaints by type. Of the 692 total complaints about service providers made by or on behalf of people who have submitted an access request since transition, 24% were about supports being provided, 15% service delivery, 14% staff conduct, and 14% provider process. Of the 13,223 total complaints about the Agency made by or on behalf of people who have submitted an access request since transition, 31% concerned timeliness, 19% individual needs, 8% reasonable and necessary supports, and 6% unclear information.

[27] The structure of this table has changed from the previous report, so that the focus is on who made the complaints.
[28] Note that 78% of all complainants made only one complaint, 15% made two complaints and 8% made three or more complaints.
[29] This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought. .
[30] This is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

For those complaints made by or on behalf of providers who have submitted a registration request, 1,115 were about the Agency. Of these, 23% concerned individual needs, 23% timeliness, 14% the Provider Portal, and 10% unclear information.

Table 1.28 Complaints by type[31]

Complaints made by or on behalf of	Prior Quarters (Transition only)		2017-18 Q3		Transition Total	
Participants						
Complaints about service providers						
Supports being provided	126	(23%)	42	(28%)	168	(24%)
Service delivery	79	(15%)	22	(14%)	101	(15%)
Staff conduct	76	(14%)	23	(15%)	99	(14%)
Provider process	77	(14%)	18	(12%)	95	(14%)
Provider costs	69	(13%)	13	(9%)	82	(12%)
Other	113	(21%)	34	(22%)	147	(21%)
Total	**540**		**152**		**692**	
Complaints about the Agency						
Timeliness	2,771	(28%)	1,293	(37%)	4,064	(31%)
Individual needs	1,791	(18%)	680	(19%)	2,471	(19%)
Reasonable and necessary supports	725	(7%)	312	(9%)	1,037	(8%)
Information unclear	624	(6%)	148	(4%)	772	(6%)
The way the NDIA carried out its decision making	478	(5%)	161	(5%)	639	(5%)
Other	3,334	(34%)	906	(26%)	4,240	(32%)
Total	**9,723**		**3,500**		**13,223**	
Unclassified	**894**		**193**		**1,087**	
Providers						
Complaints about the Agency						
Individual needs	238	(24%)	13	(9%)	251	(23%)
Timeliness	209	(21%)	42	(31%)	251	(23%)
Provider Portal	148	(15%)	13	(9%)	161	(14%)
Information unclear	98	(10%)	9	(7%)	107	(10%)
Participation, engagement and inclusion	40	(4%)	0	(0%)	40	(4%)
Other	245	(25%)	60	(44%)	305	(27%)
Total	**978**		**137**		**1,115**	
Unclassified	**191**		**45**		**236**	
Other						
Complaints about the Agency						
Individual needs	234	(35%)	16	(31%)	250	(34%)
Timeliness	178	(26%)	5	(10%)	183	(25%)
Information unclear	73	(11%)	5	(10%)	78	(11%)
Participation, engagement and inclusion	23	(3%)	1	(2%)	24	(3%)
Staff conduct - Agency	17	(3%)	4	(8%)	21	(3%)
Other	152	(22%)	21	(40%)	173	(24%)
Total	**677**		**52**		**729**	
Unclassified	**203**		**67**		**270**	

[31] The structure of this table has changed from the previous report, so that the focus is on who made the complaints.

1.12.3 Scheduled and unscheduled reviews

Plan reviews can be categorised as scheduled or unscheduled. Scheduled reviews are those which occur as a part of the scheduled planning cycle. Unscheduled reviews can be initiated by the Agency outside of the planning cycle, or requested by the participant, nominee or child representative due to changes in circumstance.[32]

Scheduled reviews

There were 70,162 plan reviews estimated to be scheduled during the transition period to date. Of these, 32,033 (46%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 38,129 (54%) were for participants who entered the scheme from 1 July 2016 (transition participants).

Table 1.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**47,035**	**23,127**	**70,162**
Trial participants	25,407	6,626	32,033
Transition participants	21,628	16,501	38,129

Unscheduled reviews

There were 41,895 plan reviews estimated to be unscheduled during the transition period to date. Of these, 14,461 (35%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 27,434 (65%) were for participants who entered the scheme from 1 July 2016 (transition participants). Part of the reason for the high rate of unscheduled reviews is the requirements for quotes for assistive technology and supported independent living, which accounts for around 30% of the unscheduled reviews. This is being fixed as part of the Participant and Provider Pathway Review.

Table 1.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**34,660**	**7,235**	**41,895**
Trial participants	13,465	996	14,461
Transition participants	21,195	6,239	27,434

The estimated rate of unscheduled plan reviews was 30.2% as at 31 December 2017 and has since reduced to 27.8% as at 31 March 2018.

[32] A plan was considered to be unscheduled if the review occurred more than three months before the scheduled review date.

Table 1.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days[33]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**30.2%**	**20.3%**	**27.8%**

1.12.4 Administrative Appeals Tribunal

To date there have been 757 appeals to the AAT relating to access and plans (0.29% of access decisions). Of the 757 appeals, 267 have been regarding access issues, 325 regarding planning issues, and 127 regarding plan reviews (Table 1.32).

Table 1.32 AAT cases by category and quarter

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**568**	**189**	**757**
Access	193	74	267
Plan	292	33	325
Plan Review	68	59	127
Other	15	23	38
% of all access decisions[34]	***0.27%***	***0.38%***	***0.29%***

Of the 757 applications received, 375 were resolved before or at hearing at 31 March 2018. Fifty-eight percent (58%) of the resolved applications confirmed the Agency's decision and 42% did not confirm the Agency's decision.

Table 1.33 AAT cases by open/closed and decision

	N	%
AAT Cases	**757**	
Open AAT Cases	**382**	
Closed AAT Cases	**375**	
Confirmed the Agency's decision	217	58%
Did not confirm the Agency's decision	158	42%

[33] This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
[34] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

PART 2

Committed supports and payments

Introduction

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

This section also compares committed support with revenue received for each participant. The revenue received for participants is outlined in the bilateral agreements.

Also included in this section is reporting on the assurance of payments.

Key points

The key points relating to committed supports and payments are as follows:

- $6.4 billion of support has been paid to providers and participants.
- As at 31 March 2018, $7.2 billion of support has been committed in 2017-18 and $3.0 billion for later years.[35]
- Utilisation of committed support is 64% in 2013-14, 75% in 2014-15, 75% in 2015-16 and 66% in 2016-17. Experience is still emerging 2017-18.
- 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 best suit their needs and goals. As a result, lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in the year (approximately two-thirds of participants in 2016-17 received their first plan).

2.1 Committed supports

Committed supports are growing in line with the number of participants in the Scheme. On average, revenue received for the Scheme is below the amount of committed support in plans. However, revenue is more in line with the amount of support being utilised by participants, noting that not all support in plans is being utilised. The Scheme has been within budget in its first four years, and remains on track to be within budget in 2017-18.

[35] Note: The $3.0 billion committed in future years is due to current plans in place that have an end date past 30 June 2018 and the $7.2 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

2.1.1 Background

Committed support is the amount allocated to specific plans, noting that service providers invoice for support provided against this plan amount, and participants who are self-managing, also draw down against this amount. Not all committed support in a plan is used by a participant.

2.1.2 Committed support by financial year

Table 2.1 below presents the committed amount of support by year that is expected to be provided, compared with committed supports that have been used (paid). $15.0 billion of support has been committed to 151,970 participants.

Table 2.1 Committed supports by financial year ($m)

	2013-14	2014-15	2015-16	2016-17	2017-18[36]	2018-19 and beyond[37]	Total
Total Committed	132.8	496.8	939.4	3,210.3	7,243.3	2,968.7	14,991.6

2.1.3 Distribution of committed support by annualised cost band

A higher proportion of active participants with initial plan approvals in the third quarter of 2017-18 have average annualised committed supports between $10,001 and $20,000, compared with active participants who entered in prior quarters. On the other hand, a lower proportion of active participants with initial plan approvals in the current quarter have average annualised committed supports greater than $150,000 compared to prior quarters. The participants who entered the scheme in the most recent quarter reflect the phasing schedules in the bilateral agreements. Hence, variation in the distribution of committed support in each quarter is expected.

[36] Note: The $7.2 billion in respect of 2017-18 only includes approved plans to date.
[37] Note: The $3.0 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure 2.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) − active participants with initial plan approvals in 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters

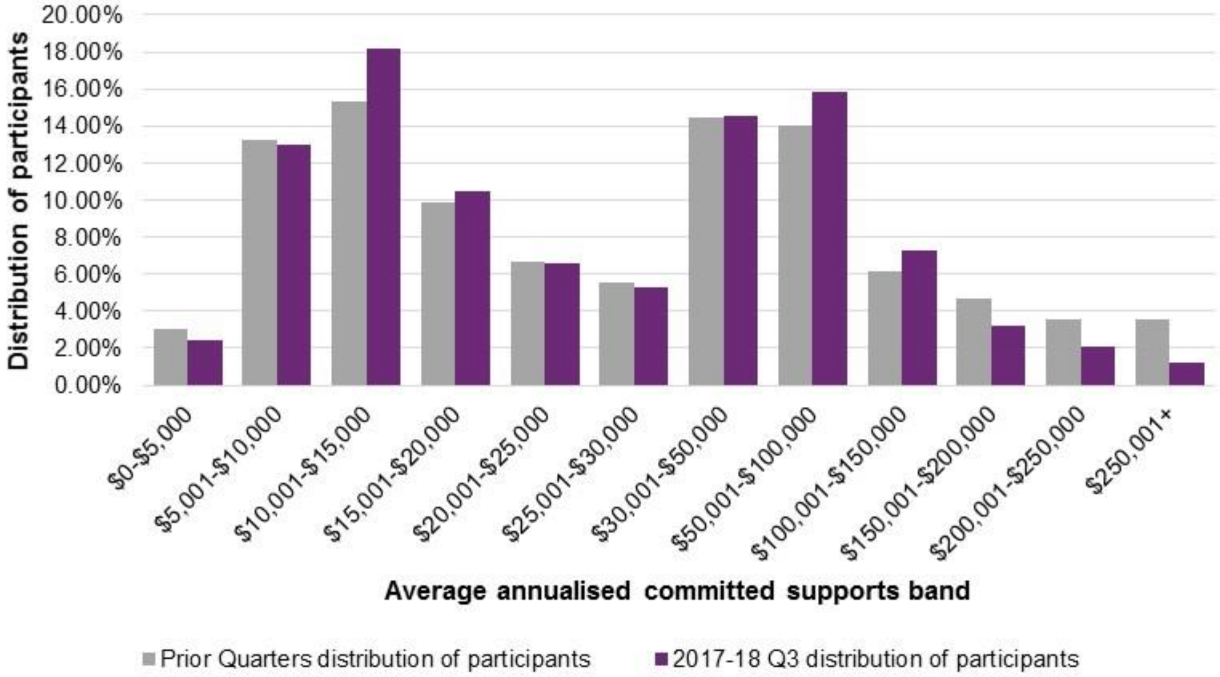
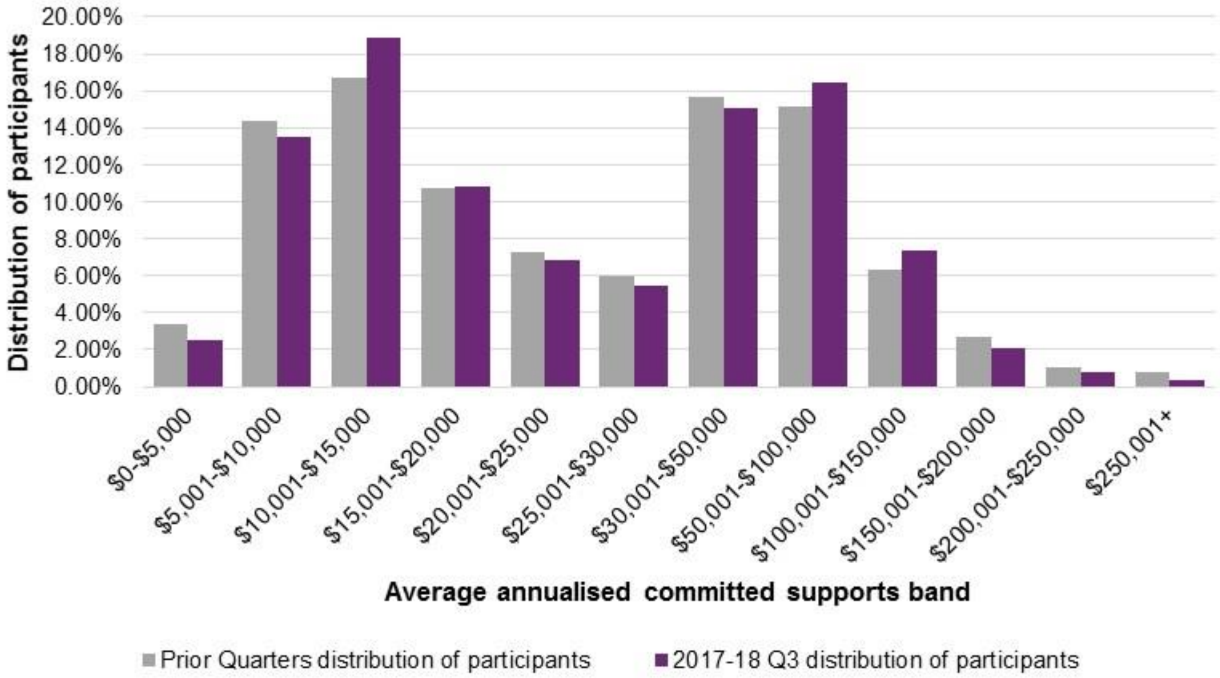


Figure 2.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) − active participants with initial plan approvals in 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters



The remaining figures in this section compare the following:

- Average annualised committed support in current plans for participants who entered the Scheme prior to the commencement of Quarter 3 of 2017-18 (that is, prior to 1 September 2017).

- Average annualised committed support in plans for participants who entered the Scheme in Quarter 3 of 2017-18.

- The amount of revenue received for participants in prior quarters and the current quarter. Revenue is the amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

These comparisons are by age group, primary disability group, and level of function. Revenue received under the bilateral agreements is not linked to age group, primary disability group, and level of function, so it is not appropriate to make comparisons between revenue and plan budgets in these charts.

2.1.4 Average annualised committed supports by age

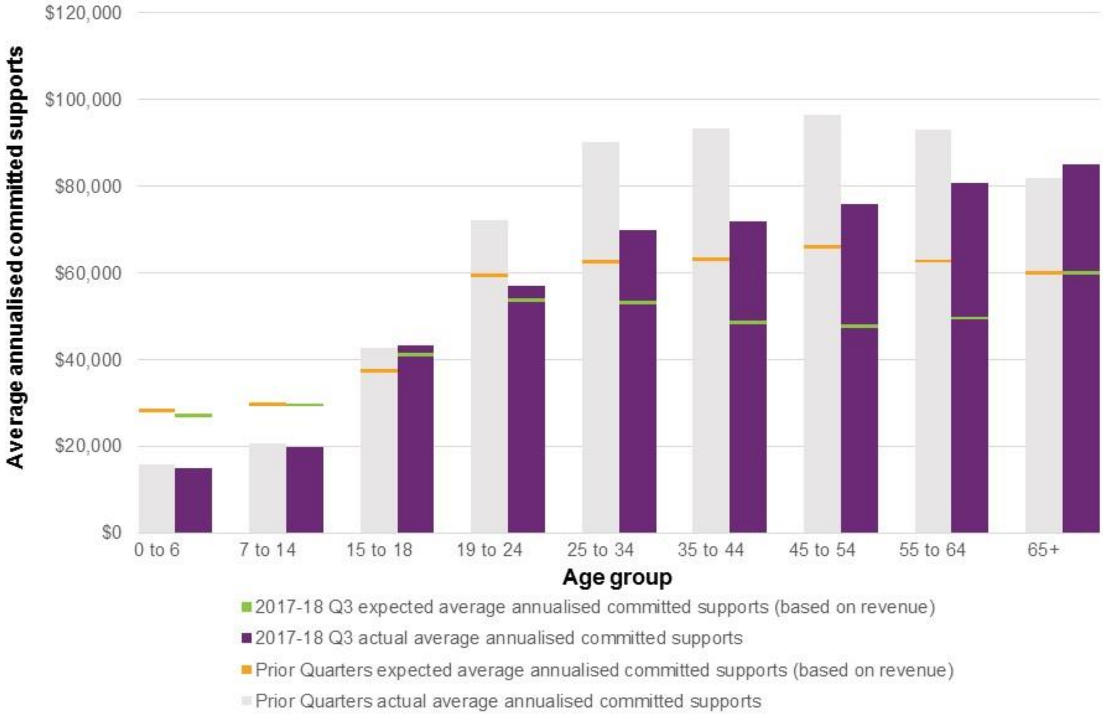
For the purposes of interpreting Figure 2.3, Figure 2.4 and Figure 2.5, an example is provided for children aged 0-6 years in Figure 2.3.

The average annualised committed support in the relevant participants' latest plans is compared between participants who entered the Scheme prior to the commencement of Quarter 3 of 2017-18 ($15,900) and participants who entered the Scheme during Quarter 3 of 2017-18 ($15,000). A further comparison is made between the revenue received for participants who entered the Scheme prior to the commencement of Quarter 3 of 2017-18 ($27,800) and participants who entered the Scheme during Quarter 3 of 2017-18 ($26,700).

For active participants with initial plan approvals in the third quarter of 2017-18, average annualised committed supports are lower for all participants with the exception of participants aged 15 to 18 years and 65 years and over, compared with active participants with an initial plan approval in prior quarters.

Actual average annualised committed supports are higher than revenue received for participants aged 15 years and over and less than revenue received for 0-14 year olds. This is consistent with participants who received an initial plan in prior quarters. The revenue received is based on the bilateral agreements. Revenue is not based on a participant's age and hence differences between committed support and revenue are expected.

Figure 2.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters

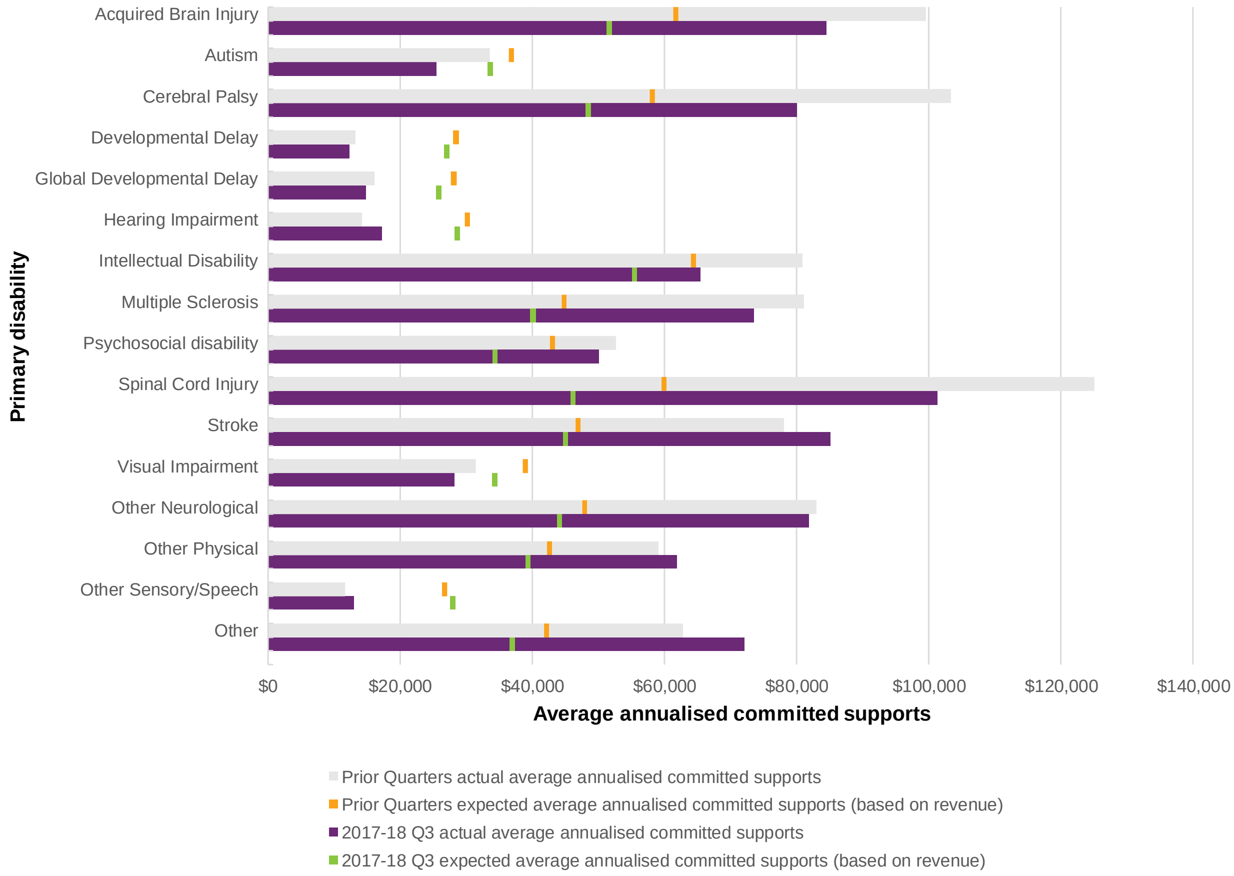


2.1.5 Average annualised committed supports by disability

Average annualised committed supports are lower in the third quarter of 2017-18 compared with the active participants in prior quarters across a range of disability groups. Differences in costs will likely reflect the varying phasing cohorts each quarter.

For active participants with autism related disorders, developmental delay, global developmental delay and sensory/speech disabilities (including hearing and visual impairment), actual average annualised committed supports were lower than average revenue received. This is consistent with participants who have entered in prior quarters. Revenue is not based on a participant's disability and hence differences between committed support and revenue are expected.

Figure 2.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[38]

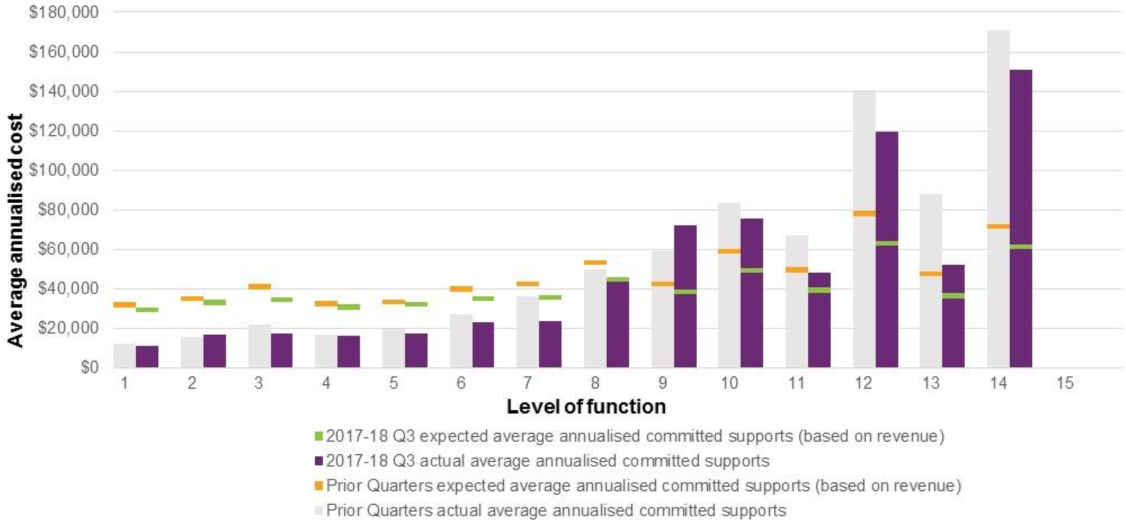


2.1.6 Average annualised committed supports by level of function

Average annualised committed supports are lower in the third quarter of 2017-18 compared with prior quarters for most high levels of function (i.e. 1 and 3 to 5). Actual average annualised committed supports are higher than average revenue received for participants with moderate to lower levels of function (9 to 14) and less than revenue received for participants with high to moderate level of function (1 to 8). Revenue is not based on a participant's level of function and hence differences between committed support and revenue are expected.

[38] Average annualised committed supports are not shown where there is insufficient data in the group.

Figure 2.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[39]



2.2 Payments

Since Scheme inception $6.4 billion of support has been paid to providers and participants. Utilisation of committed support is 64% in 2013-14, 75% in 2014-15, 75% in 2015-16 and 66% in 2016-17. Utilisation in 2016-17 is trending at a lower level than 2014-15 and 2015-16. Experience is still emerging in 2017-18. Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in the year (approximately two-thirds of participants in 2016-17 received their first plan). 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.

2.2.1 Background

Payments made to providers and participants represent the amount of committed support which is used. The proportion of the plan used is referred to as the utilisation of the plan.

2.2.2 Payments

Of the $15.0 billion that has been committed in participant plans, $6.4 billion has been paid to date (Table 2.2). In particular, for supports provided in:

- 2013-14 – $85.3m has been paid
- 2014-15 – $370.4m has been paid
- 2015-16 – $702.2m has been paid
- 2016-17 – $2,125.1m has been paid

[39] Level of function 15 does not have sufficient data to show an average cost.

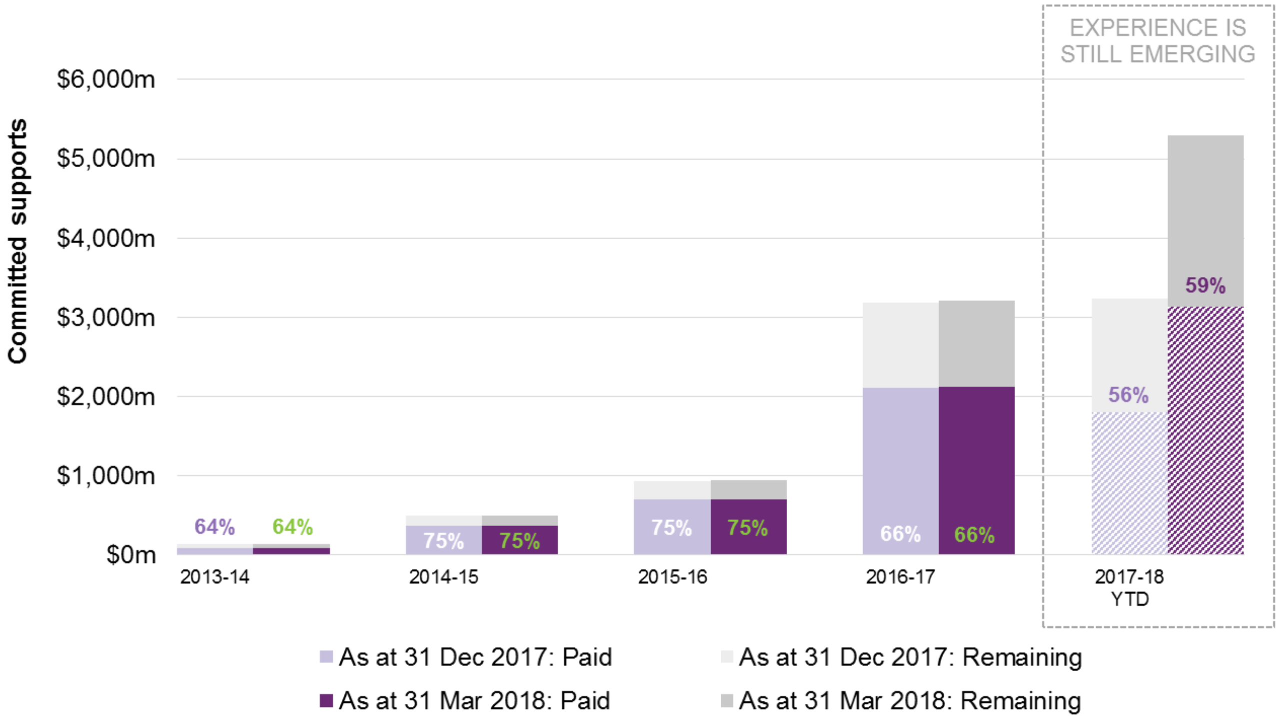
- 2017-18 – $3,129.0m has been paid.

Table 2.2 Payments by financial year, compared to committed supports ($m)

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	132.8	496.8	939.4	3,210.3	7,243.6	2,968.7	14.991.6
Total Paid	85.3	370.4	702.2	2,125.1	3,129.0	-	6,412.0
% utilised to date	64%	75%	75%	66%	-	-	64%[40]

The utilisation of committed supports expected to be provided in 2013-14, 2014-15, 2015-16 and 2016-17 remains similar to the previous quarter. As there is a lag between when support is provided and when it is paid, the 59% utilisation in 2017-18 will increase.

Figure 2.6 Utilisation of committed supports as at 31 December 2017 and 31 March 2018

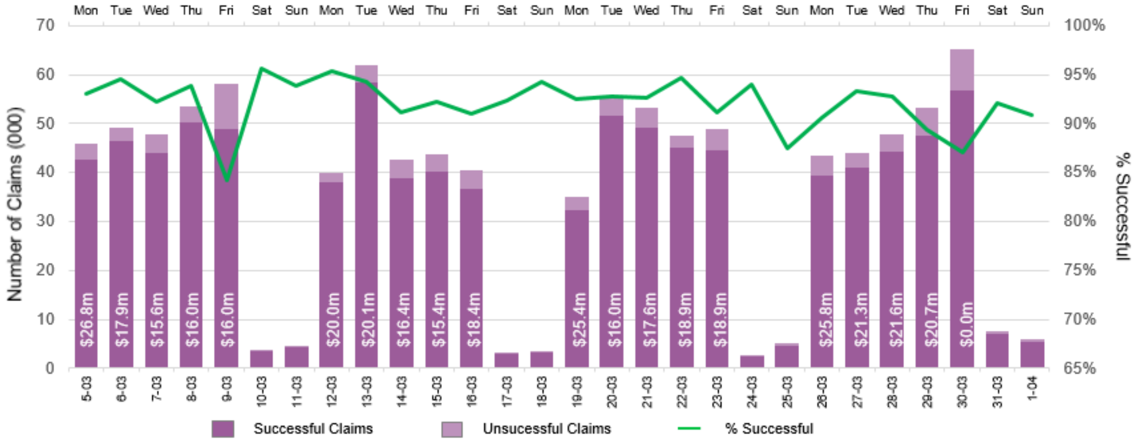


2.2.3 Payment assurance compliance

As mentioned above, the NDIA is currently reviewing the participant and provider pathways. This review will include the derivation of metrics to monitor payment assurance. Currently the Agency tracks the rate of successful payments each day. On average, approximately 92% of payments are successful each day, with the volume of claims showing considerable intraday variation.

[40] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure 2.7 Rate of successful payments per day during March 2018



PART 3

Providers and markets

Introduction

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

Key points

- As at the current quarter (2017-18 Q3) there were 14,271 registered providers, which represents a 16% increase in the number of registered service providers since the previous quarter (2017-18 Q2).
- 43% of service providers are individual/sole traders.
- Therapeutic supports has the highest number of registered service providers and has seen a 16% increase in the number of registered providers since the previous quarter.
- On average, participants are utilising the services of 1.53 providers.
- 52% of providers have been active as at 31 March 2018, compared with 51% as at 31 December 2017.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports.
- The number of providers that have been active increased by 19% since the previous quarter, with Innovative Community Participation experiencing the highest percentage increase (23%).

Providers and Markets

As at the current quarter (2017-18 Q3) there were 14,271 registered providers, which is a 16% increase in the number of registered service providers since the previous quarter (2017-18 Q2).

3.1.1 Background

Provider registration operates under the following parameters:

- A service provider is required to register and be approved by the NDIA in order to provide supports to NDIS participants who do not self-manage. Quality and Safeguards certification remains the responsibility of States/Territories during the transition to full scheme and this certification is required for registration for some registration groups. A participant who is self-managing can choose to use registered or unregistered providers.
- Providers register with the NDIS by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

Further, NDIS participants have the flexibility to choose the providers, and providers are paid for disability supports and services provided to the participants.

3.1.2 Providers

As at the current quarter there were 14,271 registered providers – 6,175 individual/ sole trader operated businesses, and 8,096 providers registered as a company/ organisation (Table 3.1).

Table 3.1 Key national provider indicators by quarter[41]

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*5,199*	*1,019*	*6,175*
Company/ organisation	*7,129*	*1,008*	*8,096*
Total	*12,328*	*2,027*	*14,271*
b) Registration revoked	84		

Table 3.2 below shows the number of providers by registration group. Therapeutic Supports has the highest number of registered service providers and has seen a 16% increase in the number of registered providers since last quarter. The largest percentage increase in approved providers was for the Innovative Community Participation registration group in the quarter, increasing from 1,607 to 1,982 (23%).

[41] The total number of providers as at 31 March 2018 (14,271) is not the sum of the number of providers as at 31 December 2017 (12,328) and the providers registered in the third quarter of 2017-18 (2,027). This is due to 84 providers whose registration ended during the third quarter of 2017-18.

Table 3.2 Cumulative number of approved providers by registration group[42]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	1,324	181	1,505	14%
Assistance Animals	21	0	21	0%
Assistance with daily life tasks in a group or shared living arrangement	952	86	1,038	9%
Assistance with travel/transport arrangements	2,569	366	2,935	14%
Daily Personal Activities	1,376	147	1,523	11%
Group and Centre Based Activities	1,239	125	1,364	10%
High Intensity Daily Personal Activities	1,252	114	1,366	9%
Household tasks	3,190	592	3,782	19%
Interpreting and translation	547	104	651	19%
Participation in community, social and civic activities	1,622	144	1,766	9%
Assistive Technology				
Assistive equipment for recreation	1,005	159	1,164	16%
Assistive products for household tasks	1,273	192	1,465	15%
Assistance products for personal care and safety	1,788	248	2,036	14%
Communication and information equipment	910	129	1,039	14%
Customised Prosthetics	856	113	969	13%
Hearing Equipment	360	32	392	9%
Hearing Services	40	0	40	0%
Personal Mobility Equipment	1,521	215	1,736	14%
Specialised Hearing Services	163	0	163	0%
Vision Equipment	343	51	394	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,398	165	1,563	12%
Behaviour Support	1,367	161	1,528	12%
Community nursing care for high needs	1,042	169	1,211	16%
Development of daily living and life skills	1,505	127	1,632	8%
Early Intervention supports for early childhood	2,194	319	2,513	15%
Exercise Physiology and Physical Wellbeing activities	1,411	210	1,621	15%
Innovative Community Participation	1,607	375	1,982	23%
Specialised Driving Training	455	41	496	9%
Therapeutic Supports	6,167	994	7,161	16%
Capital services				
Home modification design and construction	1,587	242	1,829	15%
Specialised Disability Accommodation	447	88	535	20%
Vehicle Modifications	214	40	254	19%
Choice and control support services				
Management of funding for supports in participants plan	1,141	145	1,286	13%
Support Coordination	1,289	179	1,468	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	623	32	655	5%
Specialised Supported Employment	262	7	269	3%
Total approved providers[43]	**12,244**	**2,027**	**14,271**	**17%**

[42] The 84 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.
[43] Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

3.1.3 Market

Table 3.3 below presents key national markets' indicators by quarter:

- On average, participants are supported by 1.53 providers.
- 45% of providers were active during 2017-18 Q3 and 7% were previously active but did not receive payments during the quarter. Overall, 52% of providers have been active as at 31 March 2018, compared with 51% as at 31 December 2017.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports. This is consistent with the previous report.

Table 3.3 Key national markets indicators by quarter

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant[44]	1.54	1.53
b) Number of providers delivering new supports	2,250	2,258
c) Change in the number of active/inactive providers:[45]		
Active (%)	*46%*	*45%*
Not yet active (%)	*49%*	*48%*
Inactive (%)	*5%*	*7%*
d) Share of payments by support type - top 25%[46]		
Daily Tasks/Shared Living (%)	*84%*	*86%*
Therapeutic Supports (%)	*87%*	*88%*
Participate Community (%)	*83%*	*83%*
Early Childhood Supports (%)	*88%*	*88%*
Assist Personal Activities (%)	*85%*	*85%*

Table 3.4 shows the number of providers that have been active by registration group. As at 31 December 2017, 6,223 providers had been active (51% of approved providers). An additional 1,156 providers were active in the quarter. This increased the total number of active providers to 7,379 as at 31 March 2018 (52% of approved providers), resulting in a 19% increase in the number of providers that have been active. Therapeutic Supports has the highest number of active providers and has seen an 18% increase since the previous quarter. The registration group with the highest percentage increase in active providers was Innovative Community Participation (23% increase).

[44] In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.
[45] 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.
[46] Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table 3.4 Cumulative number of providers that have been active by registration group

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	779	100	879	13%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	850	74	924	9%
Assistance with travel/transport arrangements	1,357	177	1,534	13%
Daily Personal Activities	1,183	132	1,315	11%
Group and Centre Based Activities	1,072	103	1,175	10%
High Intensity Daily Personal Activities	1,086	111	1,197	10%
Household tasks	1,699	289	1,988	17%
Interpreting and translation	184	43	227	23%
Participation in community, social and civic activities	1,380	129	1,509	9%
Assistive Technology				
Assistive equipment for recreation	636	112	748	18%
Assistive products for household tasks	709	144	853	20%
Assistance products for personal care and safety	1,186	204	1,390	17%
Communication and information equipment	636	100	736	16%
Customised Prosthetics	614	94	708	15%
Hearing Equipment	234	19	253	8%
Hearing Services	38	0	38	0%
Personal Mobility Equipment	1,046	154	1,200	15%
Specialised Hearing Services	124	3	127	2%
Vision Equipment	236	29	265	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,205	147	1,352	12%
Behaviour Support	1,066	116	1,182	11%
Community nursing care for high needs	444	87	531	20%
Development of daily living and life skills	1,273	114	1,387	9%
Early Intervention supports for early childhood	1,660	259	1,919	16%
Exercise Physiology and Physical Wellbeing activities	681	129	810	19%
Innovative Community Participation	771	181	952	23%
Specialised Driving Training	328	30	358	9%
Therapeutic Supports	3,795	683	4,478	18%
Capital services				
Home modification design and construction	857	159	1,016	19%
Specialised Disability Accommodation	250	48	298	19%
Vehicle Modifications	116	16	132	14%
Choice and control support services				
Management of funding for supports in participants plan	823	113	936	14%
Support Coordination	1,078	146	1,224	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	578	33	611	6%
Specialised Supported Employment	251	10	261	4%
Total approved active providers[47]	**6,223**	**1,156**	**7,379**	**19%**

[47] Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

Information, linkages and capacity building

The role of these community partners will be complemented by the implementation of the ILC policy agreed by all governments. This policy can be summarised as a commitment to connect people with disability, their families and carers to the wider community by:

1. Capacity Building - making sure people with disability have the skills, confidence and information they need to get involved in the community
2. Community Inclusion - building the capacity of the community to include people with disability.

Consistent with the ILC Policy, the focus of effort in ILC will be to ensure that people with disability:

- Have the information they need to make decisions and choices
- Are connected to appropriate disability, community and mainstream supports
- Have the skills and confidence to participate and contribute to the community and protect their rights
- Use and benefit from the same mainstream services as everyone else
- Use and benefit from the same community activities as everyone else.

ILC has been implemented to date through a combination of open and direct grants processes and through supporting jurisdictions as they maintain existing ILC effort, as agreed in ILC Transition Plans.

The NDIA is developing an ILC Investment Strategy which will guide ILC investment from full scheme in 2019-20. The Investment Strategy will be aimed at ensuring ILC funds are used most effectively in supporting people with disability in the community and supporting scheme sustainability.

A range of stakeholders will have input into the ILC Investment Strategy, including State and Territory governments. The NDIA is exploring several implementation options, including direct procurement, targeted procurement (e.g. for thin markets) and open or targeted grants rounds. All funding will be outcomes focused and funded organisations will be required to report against the relevant NDIS and ILC Outcomes.

A second national readiness grants round and a grant round for the delivery of ILC activities in NSW, SA and the ACT from 1 July 2018 was run in late 2017, with announcements due by the end of May 2018.

PART 5

Mainstream interface

Introduction

This section provides information on the extent to which people with a disability are receiving mainstream services.

Key points

Table 5.1 shows that 90% of active participants with an initial plan approved from 1 July 2016 have accessed mainstream supports. The proportion of participants entering in the current quarter accessing mainstream supports is slightly higher compared with prior quarters. Overall participants are predominantly accessing supports for health and wellbeing, lifelong learning, and daily activities.

This information should be treated with caution as work is underway to ensure consistency in the information collected on participants using mainstream services.

Further work is required to understand the level of engagement participants in the NDIS have with mainstream services.

Table 5.1 Proportion of active participants with approved plans accessing mainstream supports[48,49]

	Prior Quarters	2017-18 Q3	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	50%	49%	50%
Lifelong Learning	13%	12%	12%
Other	12%	11%	11%
Non-categorised	28%	31%	29%
Any mainstream service	90%	91%	90%

[48] Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
[49] This table lists the key areas where participants are accessing mainstream supports.

PART 6

Financial sustainability

Introduction

The cost of the NDIS is dependent on the number of people who enter the Scheme, the amount of reasonable and necessary support allocated in plans, how the amount in plans changes over time, the utilisation of the support in each plan, and when participants exit the Scheme.

The NDIS insurance approach allows pressures on the Scheme to be identified early and management responses put in place to respond to these pressures. Specifically, data is collected on participants (including the characteristics of the participants, costs and outcomes), and this actual experience is compared with the baseline projection. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

Key points

The NDIS has come in under budget each year of its operation, including the past quarter and the financial year to date.

In addition, the best estimate of the longer-term cost of a well-managed NDIS remains at $22 billion a year at full Scheme. This is also consistent with the Productivity Commission's Report which was released six months ago on 19 October 2017.

In line with the Scheme's insurance approach, pressures have been identified by management and the Board and are being proactively managed. Specifically the pressures identified include:

- Higher than expected numbers of children entering the Scheme, both for 0-6 year olds and 7-14 year olds. Prevalence pressure has also emerged in some sites for 15-18 and 19-24 year olds, and increases in prevalence were also observed for these age groups, albeit more slowly than for children. The reasons for the higher prevalence include lower than expected numbers of child participants exiting the Scheme, along with child participants continuing to approach the scheme.

- Increasing package costs over and above the impacts of inflation and ageing. There has been a reduction in inflation in the March 2018 quarter compared with December 2017.

- A mismatch between benchmark package costs and actual committed support, noting that this has improved since June 2016.

Specific strategies to address these pressures include:

  - The introduction of the Early Childhood Early Intervention (ECEI) gateway which aims to support children within mainstream services and the community, with only the children requiring an individual support package gaining entry to the scheme.

- The introduction of typical support packages which establish a benchmark amount of support for participants with specific characteristics. This includes strengthening the information collected on functional assessments, and continued work with stakeholders on verifying and validating functional assessment tools.
- Increased risk-based quality assurance at access and plan approval.
- Increased staff training.
- Redesign of the participant pathway, which will provide a stronger focus on participant outcomes and goals, and sustainability.

Outcomes Framework Population Benchmarks

Table A.1 Outcomes framework population benchmarks (participants 25 years and over)

Indicator	Transition period	Comparator	Source
% who choose what they do each day	62%	52%	NCI 2014-15
% who had been given the opportunity to participate in a self-advocacy group meeting, conference, or event	29%	32%	NCI 2014-15
% who want more choice and control in their life	73%	35% of people with disability don't think they have choice and control over their lives, compared to 21% of people without disability	UK Fulfilling Potential 2014
% with no friends other than family or paid staff	26%	26%	NCI 2014-15
% who are happy with their home	77%	90% (satisfied with where they live - a further 5% said "in between")	NCI 2014-15
% who feel safe or very safe in their home	77%	83% (rarely afraid in their home - 13% said they were sometimes afraid and 5% said they were afraid most of the time)	NCI 2014-15
% who rate their health as good, very good or excellent	49%	GSS 2014: 86%; NHS 2014-15: 87.1%	GSS 2014, NHS 2014-15
% who did not have any difficulties accessing health services	67%	94.4% overall (88.6% for people with disability, 97.2% for people without disability)	GSS 2014
% unable to do a course or training they wanted to do in the last 12 months	35%	28% (% of 18-64 who said there was either an educational qualification or a work-related training course they wanted to do or couldn't - 18% for education and 15% for work)	GSS 2014
% who have a paid job	26%	77% (employment to population ratio)	ABS Labour Force statistics Feb 2018
% who volunteer	13%	19% (Census 2016), 31% (GSS 2014)	Census 2016, GSS 2014
% who have been actively involved in a community, cultural or religious group in the last 12 months	36%	Overall 51.4% (Social groups), 32.9% (Community support groups), 13.5% (Civic and political groups), being (49.1%,32.6%,13.7%) for people with disability and (52.5%,33.1%,13.3%) for people without disability	GSS 2014

Comparison of plan approvals to bilateral estimates

Progress against bilateral estimates

The following tables compare plan approvals (including ECEI) against bilateral estimates.

The comparison is made on two different bases:

- Table B.1 compares plan approvals in 2017-18 against bilateral estimates as at 31 March 2018, split by Existing and New or Commonwealth participants.
- Table B.2 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

The transition bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of ACT where there is no transition bilateral agreement in place. The relative mix of State/Territory and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

Plan approvals relative to bilateral estimates have been relatively lower in 2017-18 than in 2016-17. For New South Wales, Queensland and Northern Territory, plan approvals for existing State/Territory participants is relatively higher than for New and Commonwealth participants.

Table B.1 Plan approvals in 2017-18 (including confirmed ECEI referrals) compared to estimates

	2017-18 plans approved (incl. ECEI) as at 31 March 2018			2017-18 Bilateral estimates as at 31 March 2018			Comparison for 2017-18 plan approvals (incl. ECEI) as at 31 March 2018 with 31 March 2018 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	21,284	12,005	33,289	26,962	18,650	45,612	79%	64%	73%
VIC	12,334	5,038	17,372	18,025	5,369	23,394	68%	94%	74%
QLD	4,552	3,307	7,859	6,370	5,877	12,247	71%	56%	64%
WA	66	244	310	756	539	1,295	9%	45%	24%
SA	2,569	1,754	4,323	6,544	1,840	8,384	39%	95%	52%
TAS	707	1,051	1,758	834	1,092	1,927	85%	96%	91%
ACT	13	549	562						
NT	242	99	341	352	483	835	69%	20%	41%
Total (excluding ACT)	**41,754**	**23,498**	**65,252**	**59,843**	**33,851**	**93,694**	**70%**	**69%**	**70%**
Total	**41,767**	**24,047**	**65,814**						

Table B.2 Plan approvals to date (including confirmed ECEI referrals) compared to estimates

	All plans approved (incl. ECEI) as at 31 March 2018			Total Bilateral estimates as at 31 March 2018			Comparison for all plan approvals (incl. ECEI) as at 31 March 2018 with 31 March 2018 bilateral estimates		
State/Territory	**Trial**	**Transition**	**Total**	**Trial**	**Transition**	**Total**	**Trial**	**Transition**	**Total**
NSW	9,609	71,748	81,357	12,111	88,834	100,945	79%	81%	81%
VIC	5,283	28,467	33,750	5,289	38,310	43,599	100%	74%	77%
QLD	361	14,916	15,277	600	26,613	27,213	60%	56%	56%
WA	2,494	1,598	4,092	2,493	2,580	5,073	100%	62%	81%
SA	7,117	9,283	16,400	8,500	12,770	21,270	84%	73%	77%
TAS	1,162	2,843	4,005	1,125	3,044	4,169	103%	93%	96%
ACT	4,098	2,515	6,613	4,278	797	5,075	96%	316%	130%
NT	155	574	729	149	1,232	1,381	104%	47%	53%
Total	**30,279**	**131,944**	**162,223**	**34,545**	**174,181**	**208,726**	**88%**	**76%**	**78%**

New South Wales

The tables below replicate the tables in the main parts of this report for NSW only where the data is available.

Participants and Plans

Table C.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	66,412	8,272	74,684	81,357	100,945

Table C.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW

	Prior Quarters	2017-18 Q3	Total
Access decisions	**85,395**	**14,740**	**100,135**
Access Met	**77,650**	**8,540**	**86,190**
State	51,604	2,688	54,292
New	17,654	5,025	22,679
Commonwealth	8,392	827	9,219
Total Participant Plans	**72,512**	**14,945**	**81,357**
EI (s25) plans	9,129	1,137	10,266
PD (s24) plans	57,283	7,135	64,418
ECEI	6,100	6,673	6,673

Table C.3 Plan reviews conducted per quarter – NSW

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**35,828**	**15,471**	**51,299**
Early intervention plans	5,262	2,034	7,296
Permanent disability plans	30,566	13,437	44,003

Table C.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – NSW

Exits	
Total plan exits	**1,098**
Early Intervention plans	104
Permanent disability plans	994

Table C.5 Cumulative position by services previously received – NSW

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	4,164	958	4,487		9,609	12,111	79%	
End of 2016-17	28,863	3,501	11,564	4,330	48,258	55,333	87%	
End of 2017-18 Q1	38,825	5,344	14,192	4,926	63,287	72,483	87%	
End of 2017-18 Q2	43,738	6,819	15,855	6,100	72,512	85,931	84%	
End of 2017-18 Q3	48,496	8,034	18,154	6,673	81,357	100,945	81%	5,214

Table C.6 Cumulative position by entry into the Scheme – NSW

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	3,509	6,100		9,609	12,111	79%	
End of 2016-17	6,790	37,138	4,330	48,258	55,333	87%	
End of 2017-18 Q1	8,173	50,188	4,926	63,287	72,483	87%	
End of 2017-18 Q2	9,129	57,283	6,100	72,512	85,931	84%	
End of 2017-18 Q3	10,266	64,418	6,673	81,357	100,945	81%	5,214

Table C.7 Active participants with approved plans per quarter by disability group - NSW[50]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	17,945	27%	2,684	32%	**20,629**	**28%**
Intellectual Disability	20,417	31%	1,721	21%	**22,138**	**30%**
Psychosocial disability	4,406	7%	790	10%	**5,196**	**7%**
Cerebral Palsy	3,871	6%	333	4%	**4,204**	**6%**
Other Neurological	3,171	5%	463	6%	**3,634**	**5%**
Developmental Delay	1,843	3%	384	5%	**2,227**	**3%**
Other Physical	2,564	4%	373	5%	**2,937**	**4%**
Acquired Brain Injury	2,331	4%	247	3%	**2,578**	**4%**
Hearing Impairment	2,024	3%	330	4%	**2,354**	**3%**
Visual Impairment	1,841	3%	232	3%	**2,073**	**3%**
Multiple Sclerosis	1,427	2%	166	2%	**1,593**	**2%**
Other Sensory/Speech	994	2%	109	1%	**1,103**	**1%**
Global Developmental Delay	507	1%	145	2%	**652**	**1%**
Spinal Cord Injury	976	1%	115	1%	**1,091**	**1%**
Stroke	890	1%	155	2%	**1,045**	**1%**
Other	117	0%	15	0%	**132**	**0%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.8 Active participants with approved plan per quarter by level of function – NSW

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	1,064	2%	631	8%	**1,695**	**2%**
2 (High Function)	177	0%	25	0%	**202**	**0%**
3 (High Function)	3,208	5%	554	7%	**3,762**	**5%**
4 (High Function)	5,772	9%	735	9%	**6,507**	**9%**
5 (High Function)	8,054	12%	730	9%	**8,784**	**12%**
6 (Moderate Function)	9,331	14%	1,338	16%	**10,669**	**15%**
7 (Moderate Function)	5,204	8%	642	8%	**5,846**	**8%**
8 (Moderate Function)	5,050	8%	597	7%	**5,647**	**8%**
9 (Moderate Function)	403	1%	51	1%	**454**	**1%**
10 (Moderate Function)	7,246	11%	905	11%	**8,151**	**11%**
11 (Low Function)	3,258	5%	321	4%	**3,579**	**5%**
12 (Low Function)	10,947	17%	1,190	14%	**12,137**	**17%**
13 (Low Function)	2,954	5%	441	5%	**3,395**	**5%**
14 (Low Function)	1,991	3%	100	1%	**2,091**	**3%**
15 (Low Function)	39	0%	2	0%	**41**	**0%**
Missing	626		0		**626**	
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

50 Table order based on national proportions (highest to lowest)

Table C.9 Participant profile per quarter by Age group – NSW

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	5,432	8%	1,794	22%	**7,226**	**10%**
7 to 14	15,604	24%	2,051	25%	**17,655**	**24%**
15 to 18	5,322	8%	637	8%	**5,959**	**8%**
19 to 24	7,648	12%	634	8%	**8,282**	**11%**
25 to 34	7,106	11%	533	6%	**7,639**	**10%**
35 to 44	6,565	10%	596	7%	**7,161**	**10%**
45 to 54	7,898	12%	778	9%	**8,676**	**12%**
55 to 64	8,369	13%	1,137	14%	**9,506**	**13%**
65+	1,380	2%	102	1%	**1,482**	**2%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.10 Participant profile per quarter by Gender – NSW

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	40,785	62%	5,233	63%	**46,018**	**63%**
Female	24,332	37%	2,962	36%	**27,294**	**37%**
Indeterminate	207	0%	67	1%	**274**	**0%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	3,194	4.9%	522	6.3%	**3,716**	**5.0%**
Not Aboriginal and Torres Strait Islander	59,817	91.6%	7,420	89.8%	**67,237**	**91.4%**
Not Stated	2,313	3.5%	320	3.9%	**2,633**	**3.6%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	5,597	8.6%	759	9.2%	**6,356**	**8.6%**
Not CALD	59,437	91.0%	7,501	90.8%	**66,938**	**91.0%**
Not Stated	290	0.4%	2	0.0%	**292**	**0.4%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	1,100	1.7%	263	3.2%	**1,363**	**1.9%**
Not YPIRAC	64,224	98.3%	7,999	96.8%	**72,223**	**98.1%**
Total	**65,324**	**100%**	**8,262**	**100%**	**73,586**	**100%**

Table C.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	9%	11%	**9%**
Self-managed partly	8%	11%	**9%**
Plan managed	15%	22%	**17%**
Agency managed	68%	57%	**65%**
Total	**100%**	**100%**	**100%**

Table C.15 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	34%	38%	**35%**

Table C.16 Duration to plan activation by quarter of initial plan approval for active participants – NSW

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	17,520	52%	8,580	60%
30 to 59 days	4,901	15%	1,972	14%
60 to 89 days	2,433	7%	809	6%
Activated within 90 days	**24,854**	**74%**	**11,361**	**79%**
90 to 119 days	1,502	4%	422	3%
120 days and over	2,899	9%	665	5%
Activated between 90 and 180 days	**4,401**	**13%**	**1,087**	**8%**
No payments	4,493	13%	1,913	13%
Total plans approved	**33,748**	**100%**	**14,361**	**100%**

Table C.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – NSW

Plan utilisation[51]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	48%	54%	49%
50% to 75%	22%	21%	21%
> 75%	31%	26%	29%
Total	**100%**	**100%**	**100%**

Table C.18 Number of questionnaires completed by SFOF version - NSW

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	3,064	1,471	1,050	1,289	6,874
Participant school to 14	7,927	3,165	1,984	2,590	15,666
Participant 15 to 24	6,270	2,455	1,322	1,197	11,244
Participant 25 and over	15,516	7,112	3,640	3,073	29,341
Total Participant	**32,777**	**14,203**	**7,996**	**8,149**	**63,125**
Family 0 to 14	10,263	4,396	3,016	3,877	21,552
Family 15 to 24	1,481	1,061	1,023	999	4,564
Family 25 and over	411	948	1,444	1,206	4,009
Total Family	**12,155**	**6,405**	**5,483**	**6,082**	**30,125**
Total	**44,932**	**20,608**	**13,479**	**14,231**	**93,250**

[51] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table C.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	71%			
CC	% who say their child is able to tell them what he/she wants	74%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		62%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			34%	51%
CC	% who choose what they do each day			44%	61%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC	% who want more choice and control in their life			78%	72%

Table C.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	65%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	56%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		34%		
REL	Of these, % who are welcomed or actively included	61%	76%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			28%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	36%

Table C.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		50%		
HM	% who are happy with their home			82%	77%
HM	% who feel safe or very safe in their home			86%	77%
HW	% who rate their health as good, very good or excellent			69%	49%
HW	% who did not have any difficulties accessing health services			66%	66%
LL	% who currently attend or previously attended school in a mainstream class			27%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				52%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			17%	28%
WK	% who volunteer			13%	12%

Table C.22 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	27%	26%	20%
% receiving Carer Allowance	60%	50%	30%
% working in a paid job	48%	50%	33%
Of those in a paid job, % in permanent employment	73%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	86%	85%
% who say they (and their partner) are able to work as much as they want	39%	47%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	90%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	41%	35%	24%
% able to advocate for their child/family member	78%	72%	67%
% who have friends and family they see as often as they like	43%	45%	45%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		39%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	71%	61%	59%

Table C.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=453) – NSW

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL	Has the NDIS improved how your child fits into family life?	75%
S/CP	Has the NDIS improved how your child fits into community life?	60%

Table C.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=4,130) – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

Table C.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=4,085) and 'Participant 25 and over' (n=9,486) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	67%
DL	Has the NDIS helped you with daily living activities?	59%	71%
REL	Has the NDIS helped you to meet more people?	56%	54%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	43%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%
S/CP	Has the NDIS helped you be more involved?	57%	60%

Table C.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=4,871); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=884) – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	49%	44%
Has the NDIS improved the level of support for your family?	55%	56%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	54%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	
Has the NDIS improved your health and wellbeing?	35%	31%

Figure C.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (NSW)

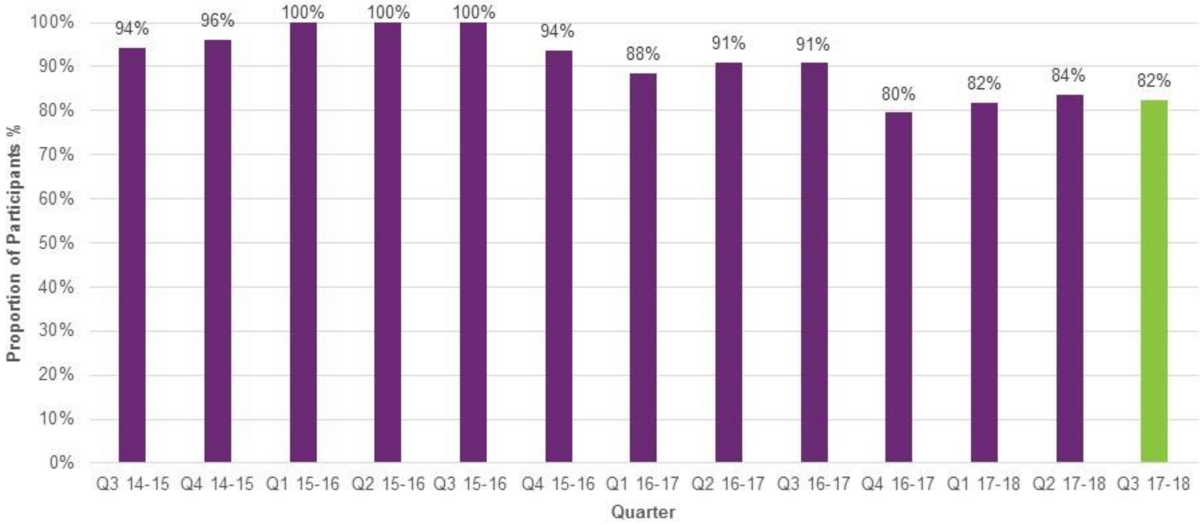


Table C.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – NSW

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	91%	6%	4%
I had enough time to tell my story and say what support I need	96%	3%	1%
The planner knows what I can do well	84%	10%	6%
The planner had some good ideas for my plan	83%	10%	7%
I know what is in my plan	65%	23%	13%
The planner helped me think about my future	79%	13%	8%
I think my plan will make my life better	78%	15%	8%
The planning meeting went well	92%	4%	4%

Table C.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**19,508**	**11,681**	**31,189**
Trial participants	6,758	2,434	9,192
Transition participants	12,750	9,247	21,997

Table C.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**16,320**	**3,790**	**20,110**
Trial participants	3,559	275	3,834
Transition participants	12,761	3,515	16,276

Table C.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW[52]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**29.8%**	**21.5%**	**27.8%**

Table C.31 AAT Cases by category – NSW

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**264**	**85**	**349**
Access	93	37	130
Plan	132	19	151
Plan Review	31	25	56
Other	8	4	12
% of all access decisions[53]	***0.29%***	***0.37%***	***0.30%***

Table C.32 AAT cases by open/closed and decision – NSW

	N	%
AAT Cases	**349**	
Open AAT Cases	**180**	
Closed AAT Cases	**169**	
Confirmed the Agency's decision	94	56%
Did not confirm the Agency's decision	75	44%

Committed supports and payments

Table C.33 Committed supports by financial year ($m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18[54]	2018-19 and beyond[55]	Total
Total Committed	50.6	184.5	349.4	1,759.2	4,021.7	1,531.9	7,897.3

[52] This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
[53] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
[54] Note: The $4.0 billion in respect of 2017-18 only includes approved plans to date.
[55] Note: The $1.5 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure C.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (NSW)

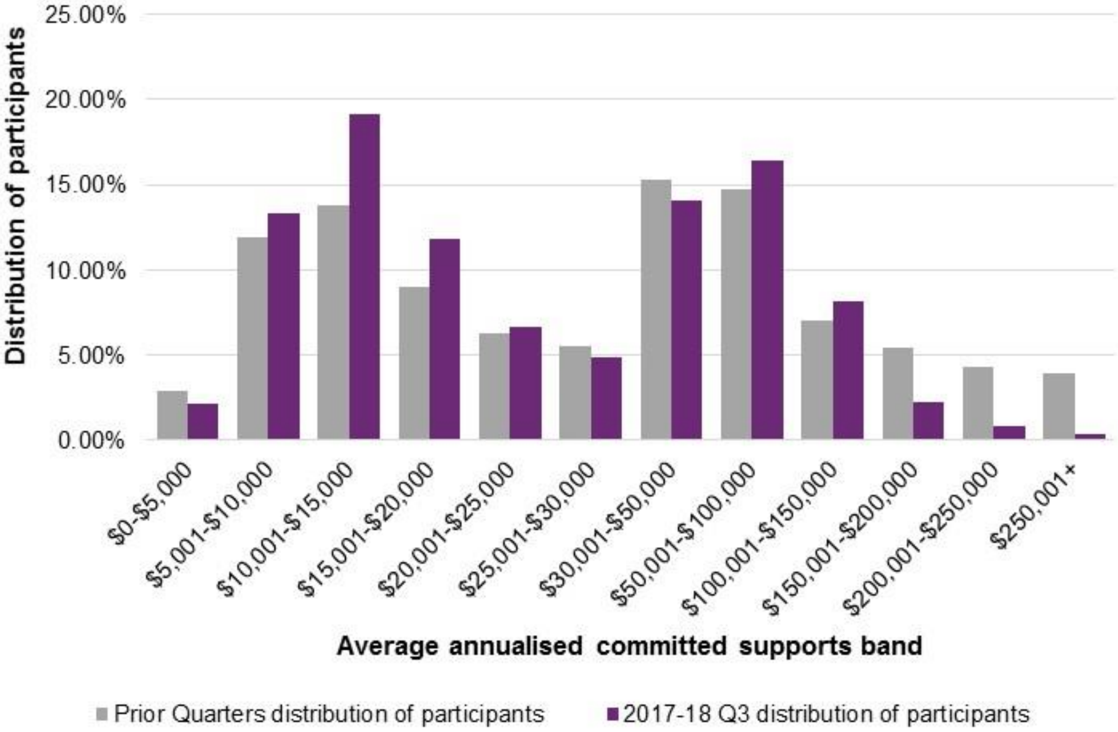


Figure C.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (NSW)

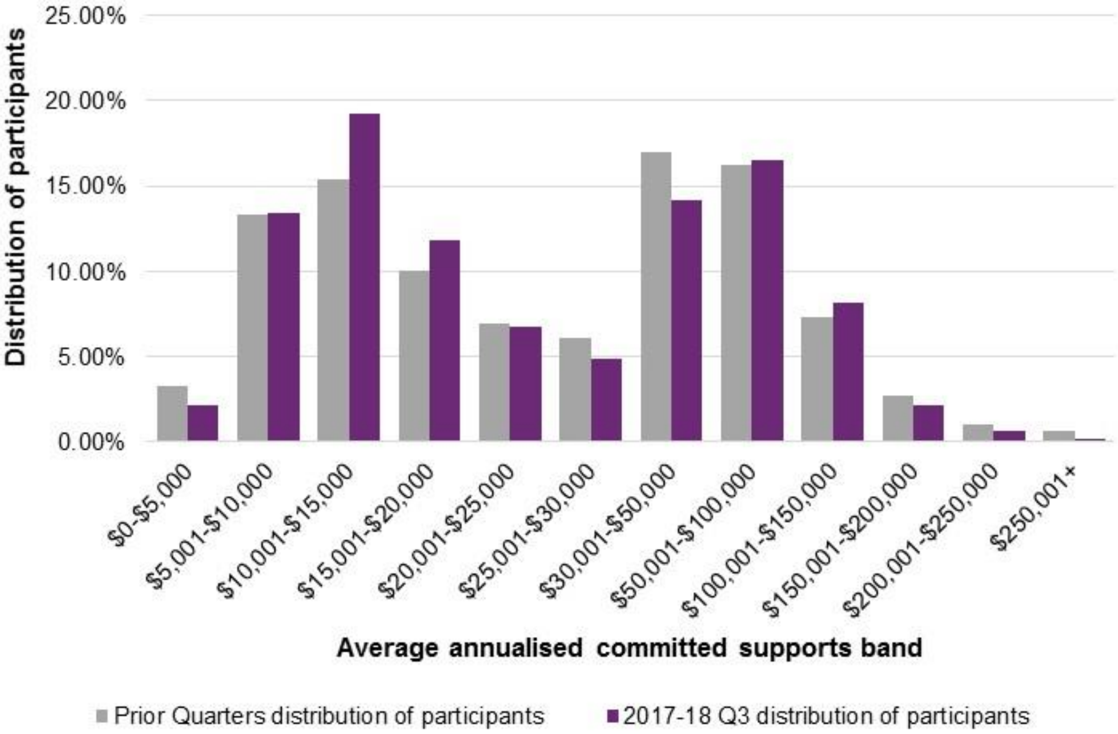


Figure C.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (NSW)

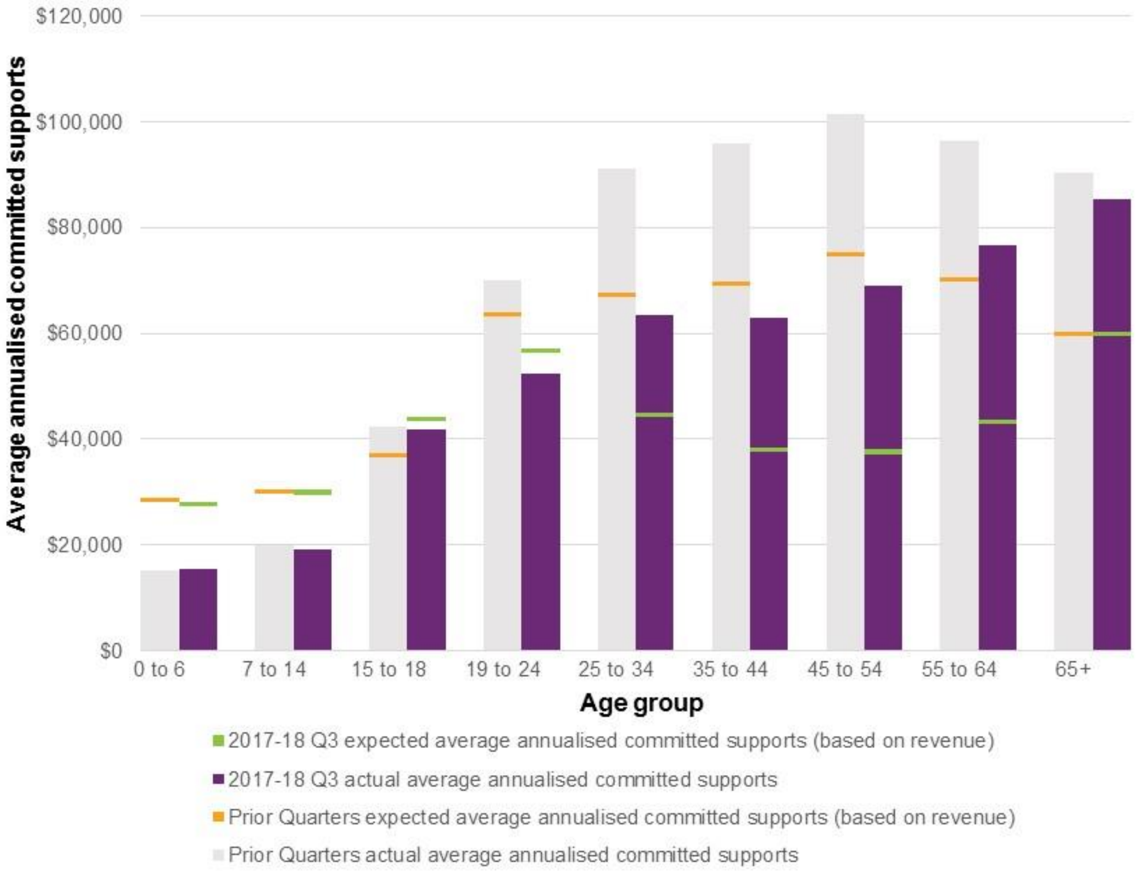


Figure C.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (NSW)

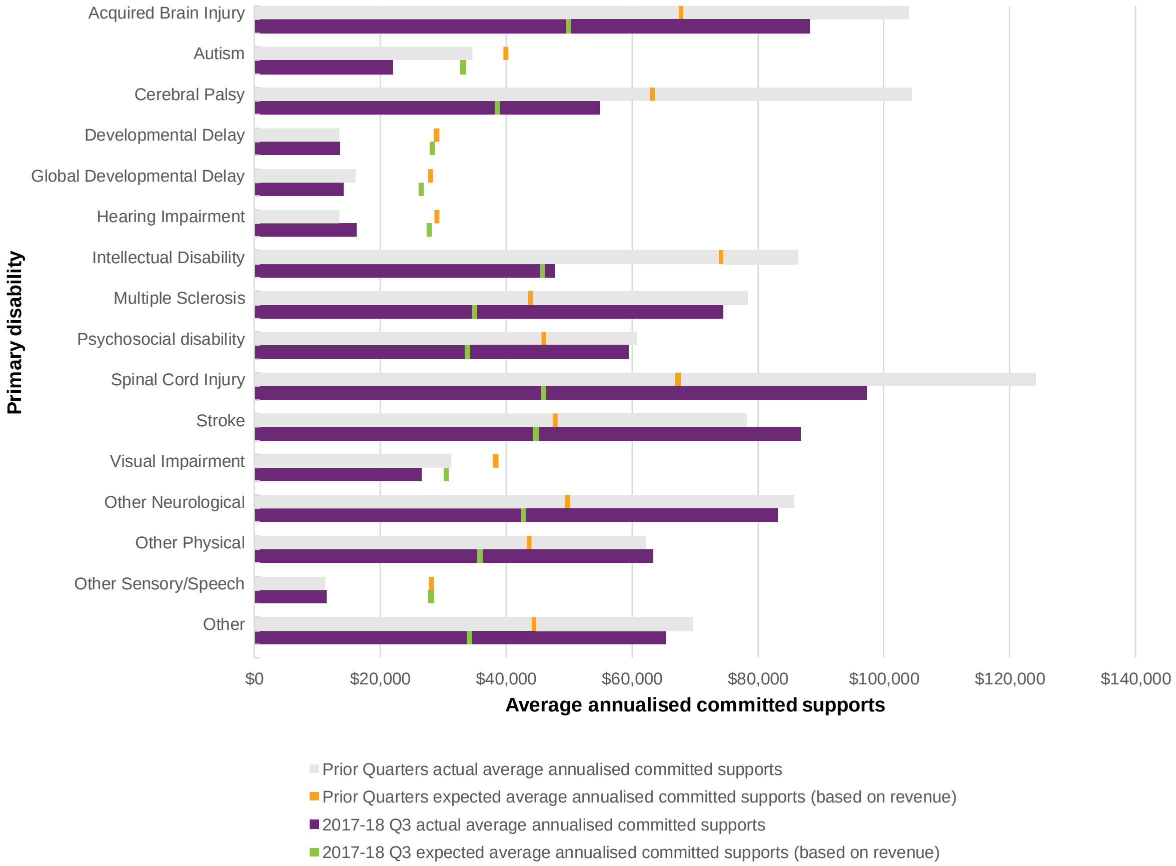
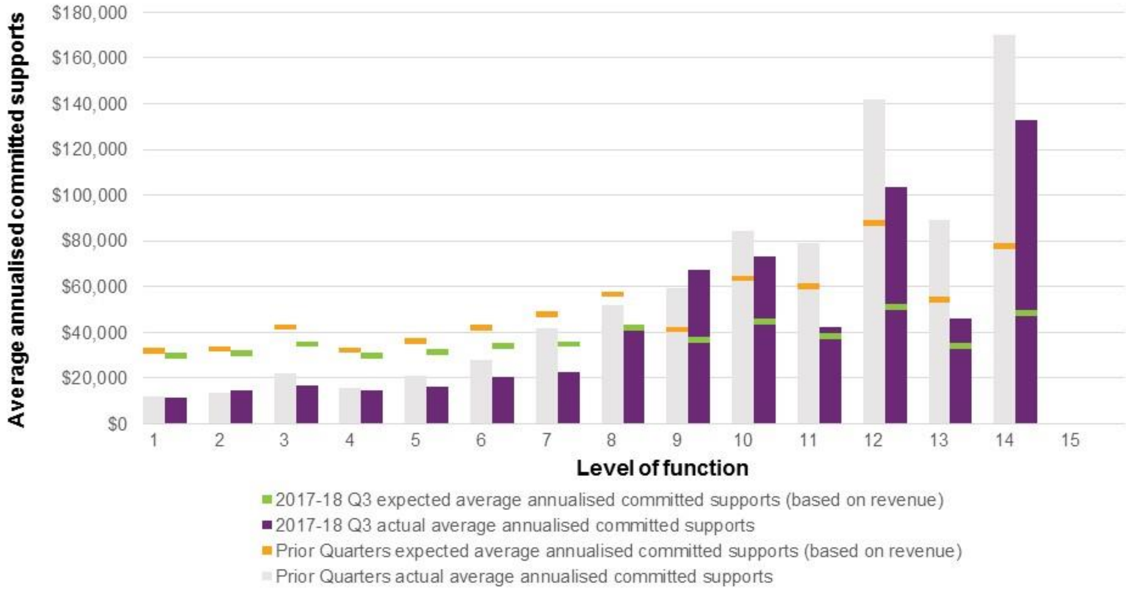


Figure C.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[56] (NSW)

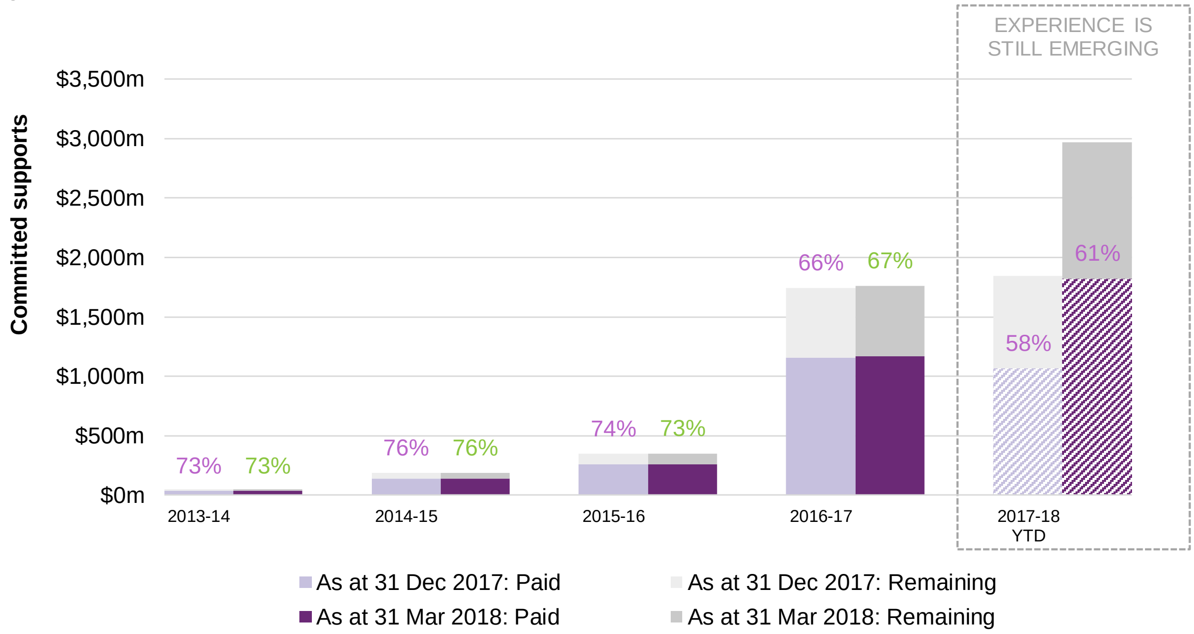


[56] Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table C.34 Payments by financial year, compared to committed supports ($m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.5	349.4	1,759.2	4,021.7	1,531.9	7,897.3
Total Paid	37.2	141.1	256.6	1,170.6	1,821.3	-	3,426.9
% utilised to date	73%	76%	73%	67%	-	-	64%[57]

Figure C.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (NSW)



Providers and markets

Table C.35 Key provider indicators by quarter - NSW

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*2,603*	*491*	*3,074*
Company/ organisation	*3,569*	*524*	*4,076*
Total	*6,172*	*1,015*	*7,150*
b) Registration revoked	37		

[57] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Table C.36 Number of approved providers by registration group - NSW[58]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	643	85	728	13%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	392	32	424	8%
Assistance with travel/transport arrangements	1,200	183	1,383	15%
Daily Personal Activities	585	41	626	7%
Group and Centre Based Activities	518	33	551	6%
High Intensity Daily Personal Activities	519	36	555	7%
Household tasks	1,599	286	1,885	18%
Interpreting and translation	226	48	274	21%
Participation in community, social and civic activities	675	43	718	6%
Assistive Technology				
Assistive equipment for recreation	558	81	639	15%
Assistive products for household tasks	662	104	766	16%
Assistance products for personal care and safety	941	140	1,081	15%
Communication and information equipment	489	60	549	12%
Customised Prosthetics	426	64	490	15%
Hearing Equipment	170	15	185	9%
Hearing Services	11	0	11	0%
Personal Mobility Equipment	813	123	936	15%
Specialised Hearing Services	62	0	62	0%
Vision Equipment	192	26	218	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	560	43	603	8%
Behaviour Support	411	17	428	4%
Community nursing care for high needs	426	72	498	17%
Development of daily living and life skills	636	34	670	5%
Early Intervention supports for early childhood	921	132	1,053	14%
Exercise Physiology and Physical Wellbeing activities	746	112	858	15%
Innovative Community Participation	760	176	936	23%
Specialised Driving Training	221	19	240	9%
Therapeutic Supports	3,026	482	3,508	16%
Capital services				
Home modification design and construction	781	95	876	12%
Specialised Disability Accommodation	205	39	244	19%
Vehicle Modifications	112	16	128	14%
Choice and control support services				
Management of funding for supports in participants plan	733	102	835	14%
Support Coordination	504	49	553	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	318	21	339	7%
Specialised Supported Employment	114	4	118	4%
Total approved providers	**6,135**	**1,015**	**7,150**	**17%**

[58] The 37 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table C.37 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.58	1.61
b) Number of providers delivering new supports	1,276	1,255
c) Change in the number of active/inactive providers:		
Active (%)	*50%*	*50%*
Not yet active (%)	*45%*	*44%*
Inactive (%)	*5%*	*7%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*84%*	*87%*
Therapeutic Supports (%)	*86%*	*87%*
Participate Community (%)	*85%*	*85%*
Early Childhood Supports (%)	*89%*	*89%*
Assist Personal Activities (%)	*85%*	*86%*

Table C.38 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	424	54	478	13%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	380	27	407	7%
Assistance with travel/transport arrangements	684	86	770	13%
Daily Personal Activities	546	40	586	7%
Group and Centre Based Activities	484	32	516	7%
High Intensity Daily Personal Activities	489	37	526	8%
Household tasks	957	158	1,115	17%
Interpreting and translation	103	29	132	28%
Participation in community, social and civic activities	622	39	661	6%
Assistive Technology				
Assistive equipment for recreation	371	65	436	18%
Assistive products for household tasks	408	84	492	21%
Assistance products for personal care and safety	662	124	786	19%
Communication and information equipment	350	60	410	17%
Customised Prosthetics	316	61	377	19%
Hearing Equipment	110	13	123	12%
Hearing Services	10	0	10	0%
Personal Mobility Equipment	580	88	668	15%
Specialised Hearing Services	48	2	50	4%
Vision Equipment	125	19	144	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	521	43	564	8%
Behaviour Support	375	19	394	5%
Community nursing care for high needs	233	40	273	17%
Development of daily living and life skills	586	32	618	5%
Early Intervention supports for early childhood	731	135	866	18%
Exercise Physiology and Physical Wellbeing activities	384	71	455	18%
Innovative Community Participation	396	95	491	24%
Specialised Driving Training	158	20	178	13%
Therapeutic Supports	1,961	366	2,327	19%
Capital services				
Home modification design and construction	465	85	550	18%
Specialised Disability Accommodation	125	26	151	21%
Vehicle Modifications	66	13	79	20%
Choice and control support services				
Management of funding for supports in participants plan	495	63	558	13%
Support Coordination	483	39	522	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	309	18	327	6%
Specialised Supported Employment	113	3	116	3%
Total approved active providers	**3,384**	**635**	**4,019**	**19%**

Table C.39 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2017-18 Q3	Total
Daily Activities	6%	6%	6%
Health & Wellbeing	56%	55%	56%
Lifelong Learning	10%	10%	10%
Other	10%	10%	10%
Non-categorised	26%	29%	27%
Any mainstream service	91%	92%	91%

Appendix D

Victoria

The tables below replicate the tables in the main parts of this report for VIC only where the data is available.

Participants and Plans

Table D.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	25,112	6,428	31,540	33,750	43,599

Table D.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC

	Prior Quarters	2017-18 Q3	Total
Access decisions	**39,120**	**9,140**	**48,260**
Access Met	**36,023**	**7,242**	**43,265**
State	25,792	4,754	30,546
New	7,082	1,684	8,766
Commonwealth	3,149	804	3,953
Total Participant Plans	**27,041**	**8,638**	**33,750**
EI (s25) plans	3,693	550	4,243
PD (s24) plans	21,419	5,878	27,297
ECEI	1,929	2,210	2,210

Table D.3 Plan reviews conducted per quarter – VIC

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**13,539**	**5,205**	**18,744**
Early intervention plans	2,779	751	3,530
Permanent disability plans	10,760	4,454	15,214

Table D.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – VIC

Exits	
Total plan exits	**468**
Early Intervention plans	61
Permanent disability plans	407

Table D.5 Cumulative position by services previously received – VIC

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	**Commonwealth**	**New**	**ECEI**	**Total**			
Trial	2,900	386	1,997		5,283	5,289	100%	
End of 2016-17	9,831	1,240	4,362	1,050	16,483	20,205	82%	
End of 2017-18 Q1	11,843	1,772	5,210	680	19,505	23,686	82%	
End of 2017-18 Q2	16,564	2,479	6,069	1,929	27,041	33,639	80%	
End of 2017-18 Q3	21,584	2,959	6,997	2,210	33,750	43,599	77%	10,018

Table D.6 Cumulative position by entry into the Scheme – VIC

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,423	3,860		5,283	5,289	100%	
End of 2016-17	2,700	12,733	1,050	16,483	20,205	82%	
End of 2017-18 Q1	3,182	15,643	680	19,505	23,686	82%	
End of 2017-18 Q2	3,693	21,419	1,929	27,041	33,639	80%	
End of 2017-18 Q3	4,243	27,297	2,210	33,750	43,599	77%	10,018

Table D.7 Active participants with approved plans per quarter by disability group - VIC[59]

	Prior Quarters		2017-18 Q3		Total	
Disability	N	%	N	%	N	%
Autism	6,158	25%	1,415	22%	**7,573**	**24%**
Intellectual Disability	7,627	31%	1,714	27%	**9,341**	**30%**
Psychosocial disability	2,468	10%	877	14%	**3,345**	**11%**
Cerebral Palsy	1,067	4%	279	4%	**1,346**	**4%**
Other Neurological	1,249	5%	300	5%	**1,549**	**5%**
Developmental Delay	1,682	7%	527	8%	**2,209**	**7%**
Other Physical	776	3%	198	3%	**974**	**3%**
Acquired Brain Injury	808	3%	206	3%	**1,014**	**3%**
Hearing Impairment	487	2%	145	2%	**632**	**2%**
Visual Impairment	592	2%	287	4%	**879**	**3%**
Multiple Sclerosis	642	3%	212	3%	**854**	**3%**
Other Sensory/Speech	265	1%	69	1%	**334**	**1%**
Global Developmental Delay	306	1%	75	1%	**381**	**1%**
Spinal Cord Injury	208	1%	50	1%	**258**	**1%**
Stroke	258	1%	61	1%	**319**	**1%**
Other	55	0%	9	0%	**64**	**0%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.8 Active participants with approved plan per quarter by level of function – VIC

	Prior Quarters		2017-18 Q3		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	813	3%	621	10%	**1,434**	**5%**
2 (High Function)	76	0%	36	1%	**112**	**0%**
3 (High Function)	1,518	6%	467	7%	**1,985**	**6%**
4 (High Function)	1,604	7%	288	4%	**1,892**	**6%**
5 (High Function)	4,013	16%	512	8%	**4,525**	**15%**
6 (Moderate Function)	3,163	13%	869	14%	**4,032**	**13%**
7 (Moderate Function)	1,832	8%	382	6%	**2,214**	**7%**
8 (Moderate Function)	2,090	9%	642	10%	**2,732**	**9%**
9 (Moderate Function)	113	0%	38	1%	**151**	**0%**
10 (Moderate Function)	2,830	12%	813	13%	**3,643**	**12%**
11 (Low Function)	1,064	4%	222	3%	**1,286**	**4%**
12 (Low Function)	3,744	15%	1,164	18%	**4,908**	**16%**
13 (Low Function)	923	4%	245	4%	**1,168**	**4%**
14 (Low Function)	532	2%	125	2%	**657**	**2%**
15 (Low Function)	8	0%	0	0%	**8**	**0%**
Missing	325		0		**325**	
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

[59] Table order based on national proportions (highest to lowest)

Table D.9 Participant profile per quarter by Age group – VIC

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	3,877	16%	1,181	18%	**5,058**	**16%**
7 to 14	5,038	20%	1,059	16%	**6,097**	**20%**
15 to 18	1,784	7%	382	6%	**2,166**	**7%**
19 to 24	2,170	9%	516	8%	**2,686**	**9%**
25 to 34	2,649	11%	697	11%	**3,346**	**11%**
35 to 44	2,608	11%	692	11%	**3,300**	**11%**
45 to 54	3,053	12%	955	15%	**4,008**	**13%**
55 to 64	2,944	12%	902	14%	**3,846**	**12%**
65+	525	2%	40	1%	**565**	**2%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.10 Participant profile per quarter by Gender – VIC

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	15,169	62%	3,750	58%	**18,919**	**61%**
Female	9,410	38%	2,654	41%	**12,064**	**39%**
Indeterminate	69	0%	20	0%	**89**	**0%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	547	2.2%	148	2.3%	**695**	**2.2%**
Not Aboriginal and Torres Strait Islander	22,859	92.7%	5,590	87.0%	**28,449**	**91.6%**
Not Stated	1,242	5.0%	686	10.7%	**1,928**	**6.2%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	1,418	5.8%	435	6.8%	**1,853**	**6.0%**
Not CALD	22,935	93.1%	5,987	93.2%	**28,922**	**93.1%**
Not Stated	295	1.2%	2	0.0%	**297**	**1.0%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	339	1.4%	60	0.9%	**399**	**1.3%**
Not YPIRAC	24,309	98.6%	6,364	99.1%	**30,673**	**98.7%**
Total	**24,648**	**100%**	**6,424**	**100%**	**31,072**	**100%**

Table D.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	10%	11%	**10%**
Self-managed partly	13%	14%	**13%**
Plan managed	15%	23%	**18%**
Agency managed	63%	51%	**58%**
Total	**100%**	**100%**	**100%**

Table D.15 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	44%	50%	**46%**

Table D.16 Duration to plan activation by quarter of initial plan approval for active participants – VIC

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	5,300	53%	1,744	52%
30 to 59 days	1,624	16%	497	15%
60 to 89 days	843	8%	251	7%
Activated within 90 days	**7,767**	**78%**	**2,492**	**74%**
90 to 119 days	466	5%	140	4%
120 days and over	680	7%	192	6%
Activated between 90 and 180 days	**1,146**	**11%**	**332**	**10%**
No payments	1,095	11%	545	16%
Total plans approved	**10,008**	**100%**	**3,369**	**100%**

Table D.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – VIC

Plan utilisation[60]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	47%	60%	50%
50% to 75%	24%	19%	23%
> 75%	29%	21%	27%
Total	**100%**	**100%**	**100%**

Table D.18 Number of questionnaires completed by SFOF version – VIC

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	1,983	719	1,064	829	4,595
Participant school to 14	1,907	642	1,369	1,449	5,367
Participant 15 to 24	1,237	415	1,074	871	3,597
Participant 25 and over	4,704	1,568	2,732	3,219	12,223
Total Participant	**9,831**	**3,344**	**6,239**	**6,368**	**25,782**
Family 0 to 14	3,743	1,309	2,381	2,229	9,662
Family 15 to 24	316	212	899	695	2,122
Family 25 and over	154	192	1,220	1,218	2,784
Total Family	**4,213**	**1,713**	**4,500**	**4,142**	**14,568**
Total	**14,044**	**5,057**	**10,739**	**10,510**	**40,350**

[60] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table D.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	63%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		41%		
CC	% of children who have a genuine say in decisions about themselves		61%		
CC	% who are happy with the level of independence/control they have now			36%	
CC	% who choose who supports them			32%	53%
CC	% who choose what they do each day			39%	64%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	32%
CC	% who want more choice and control in their life			78%	74%

Table D.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	65%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	55%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		31%		
REL	Of these, % who are welcomed or actively included	66%	75%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			30%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	36%

Table D.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		55%		
HM	% who are happy with their home			79%	75%
HM	% who feel safe or very safe in their home			84%	77%
HW	% who rate their health as good, very good or excellent			66%	48%
HW	% who did not have any difficulties accessing health services			71%	69%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				18%
LL	Of those who participate, % who do so in mainstream settings				34%
LL	% unable to do a course or training they wanted to do in the last 12 months				37%
WK	% who have a paid job			16%	24%
WK	% who volunteer			13%	14%

Table D.22 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	30%	23%
% receiving Carer Allowance	52%	55%	36%
% working in a paid job	44%	47%	35%
Of those in a paid job, % in permanent employment	78%	76%	75%
Of those in a paid job, % working 15 hours or more	74%	82%	80%
% who say they (and their partner) are able to work as much as they want	38%	41%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	91%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	29%	19%
% able to advocate for their child/family member	76%	72%	70%
% who have friends and family they see as often as they like	42%	39%	45%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		40%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	72%	59%	60%

Table D.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=715) – VIC

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	70%
S/CP	Has the NDIS improved how your child fits into community life?	55%

Table D.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=845) – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	29%
REL	Has the NDIS improved your child's relationships with family and friends?	44%
S/CP	Has the NDIS improved your child's social and recreational life?	50%

Table D.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=601) and 'Participant 25 and over' (n=2,132) – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	65%
DL	Has the NDIS helped you with daily living activities?	62%	70%
REL	Has the NDIS helped you to meet more people?	51%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	48%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	44%	33%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	16%
S/CP	Has the NDIS helped you be more involved?	56%	59%

Table D.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=1,976); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=121) – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	51%
Has the NDIS improved the level of support for your family?	70%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	38%	30%

Figure D.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (VIC)[61]

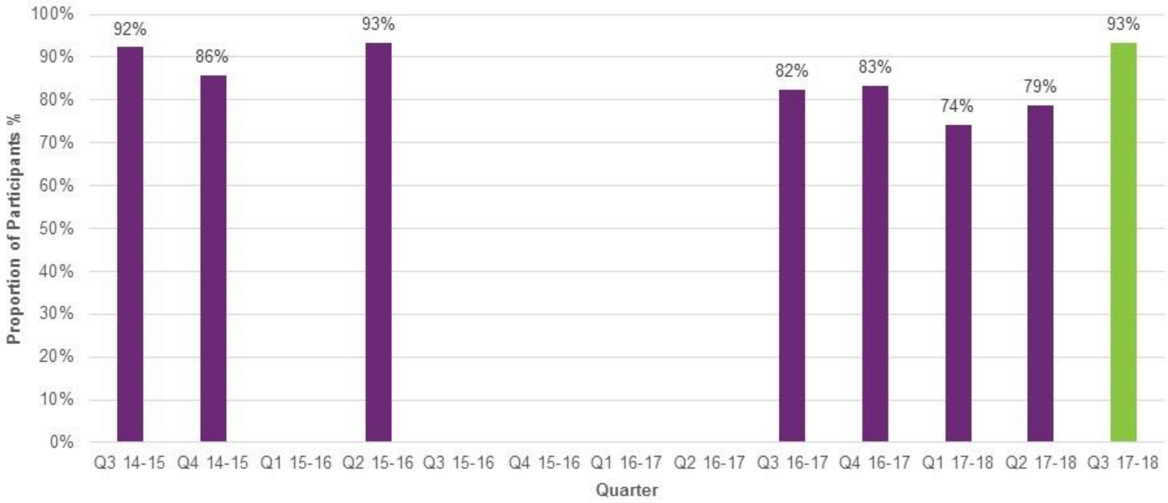


Table D.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – VIC

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	98%	0%	2%
I had enough time to tell my story and say what support I need	98%	0%	2%
The planner knows what I can do well	89%	7%	4%
The planner had some good ideas for my plan	91%	4%	4%
I know what is in my plan	93%	2%	4%
The planner helped me think about my future	78%	13%	9%
I think my plan will make my life better	87%	9%	4%
The planning meeting went well	96%	0%	4%

Table D.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**7,538**	**3,735**	**11,273**
Trial participants	4,719	1,114	5,833
Transition participants	2,819	2,621	5,440

Table D.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**6,001**	**1,470**	**7,471**
Trial participants	2,617	228	2,845
Transition participants	3,384	1,242	4,626

[61] Participant satisfaction results are not shown if there is insufficient data in the group.

Table D.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC[62]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**31.3%**	**20.8%**	**28.5%**

Table D.31 AAT cases by category – VIC

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**89**	**35**	**124**
Access	30	10	40
Plan	49	2	51
Plan Review	9	8	17
Other	1	15	16
% of all access decisions[63]	***0.22%***	***0.32%***	***0.24%***

Table D.32 AAT cases by open/closed and decision – VIC

	N	%
AAT Cases	**124**	
Open AAT Cases	**55**	
Closed AAT Cases	**69**	
Confirmed the Agency's decision	40	58%
Did not confirm the Agency's decision	29	42%

Committed supports and payments

Table D.33 Committed supports by financial year ($m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18[64]	2018-19 and beyond[65]	Total
Total Committed	53.1	162.6	203.0	492.9	1,343.3	666.7	2,921.6

62 This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
63 This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
64 Note: The $1.3 billion in respect of 2017-18 only includes approved plans to date.
65 Note: The $0.7 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure D.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (VIC)

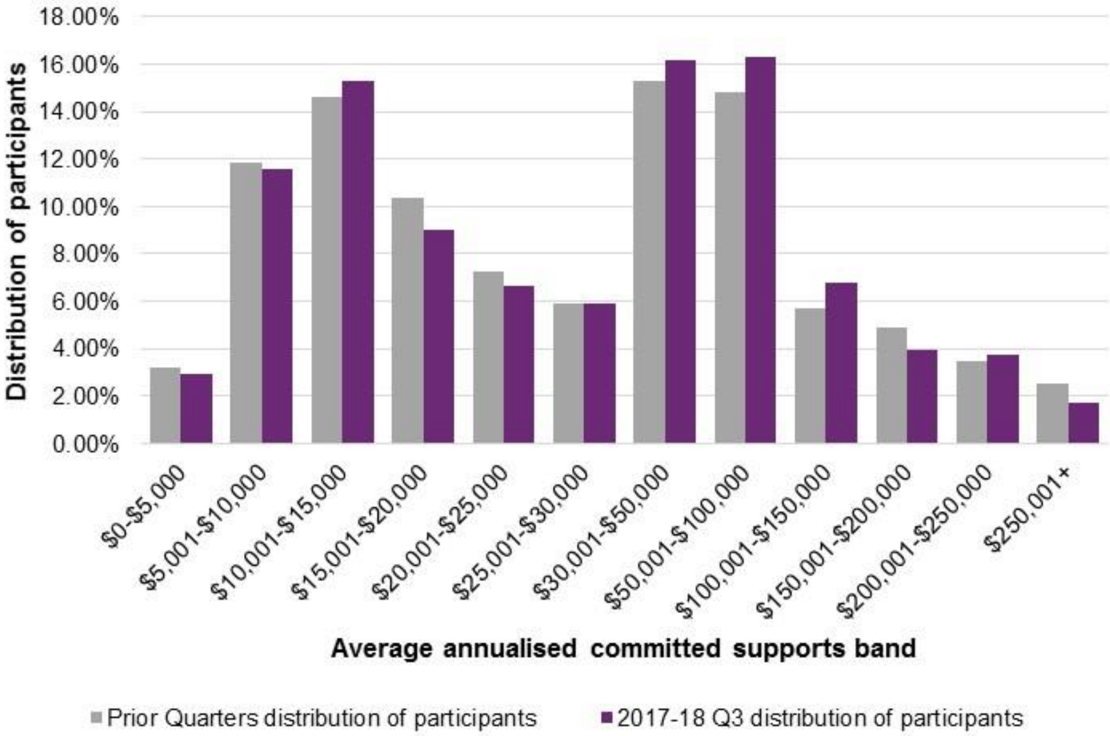


Figure D.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (VIC)

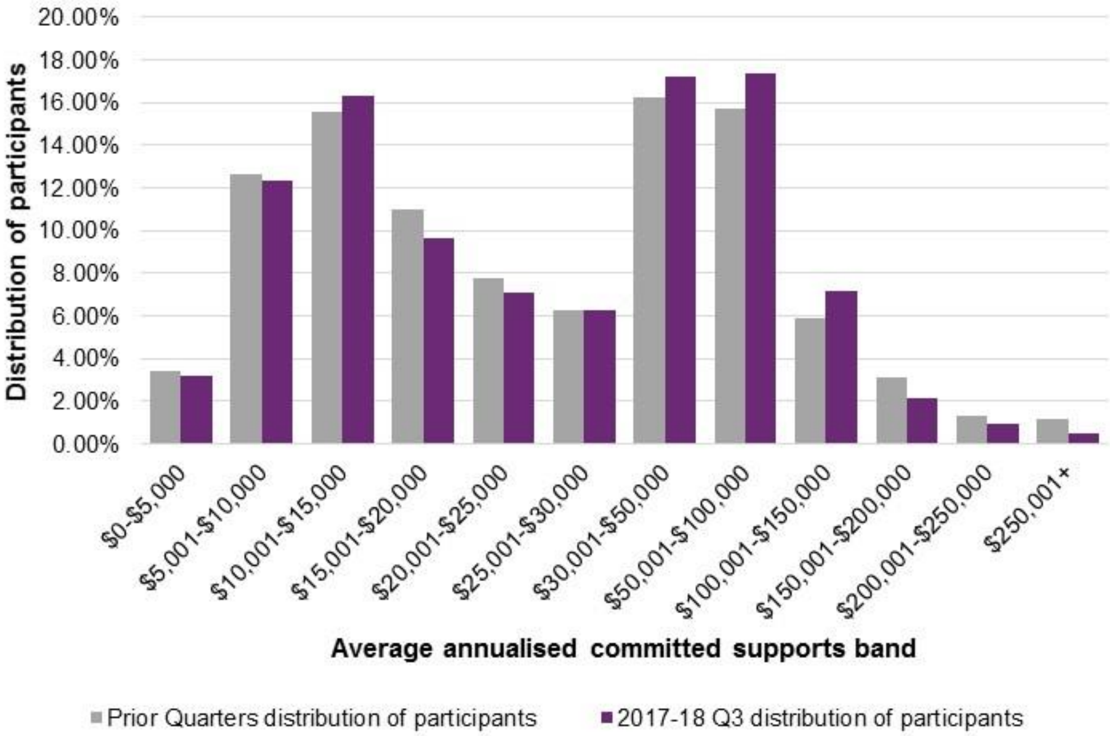


Figure D.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (VIC)

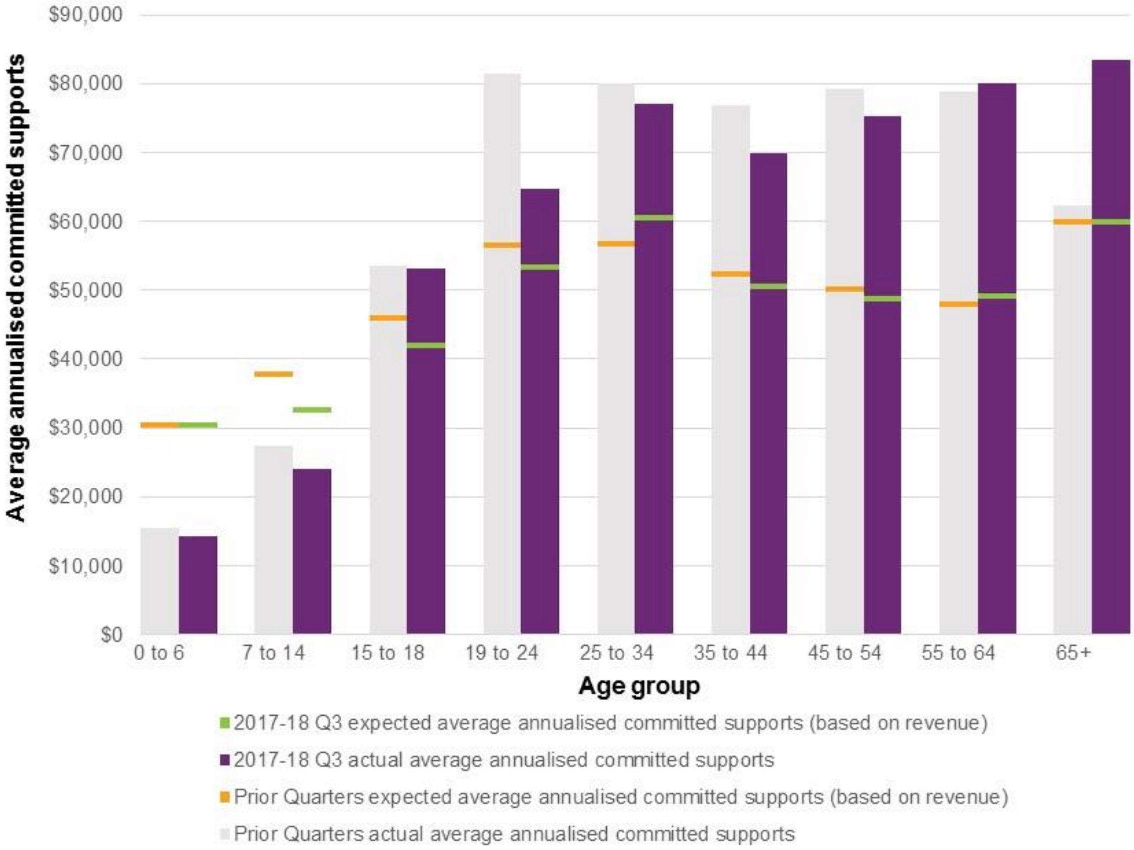


Figure D.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[66] (VIC)

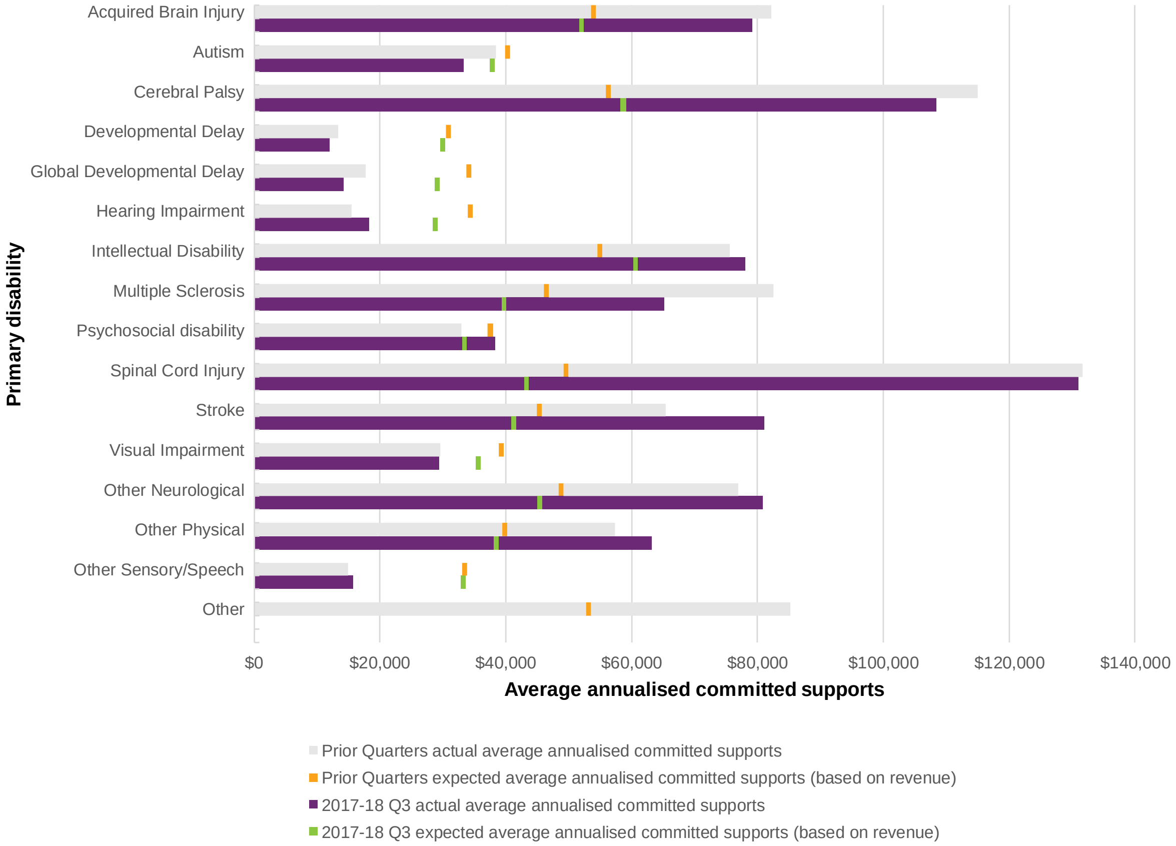
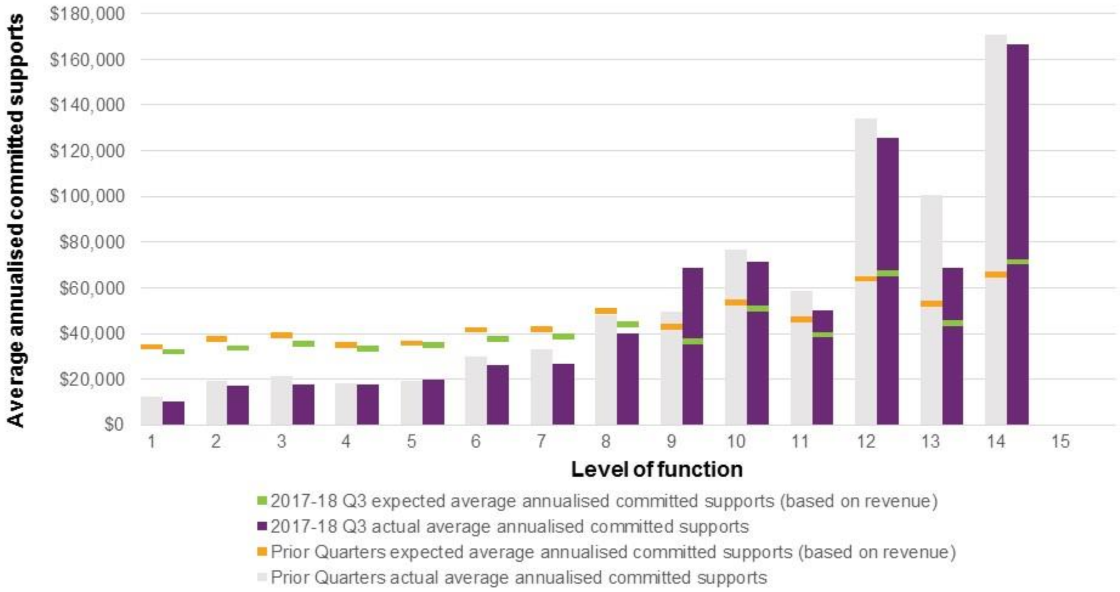


Figure D.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[67] (VIC)

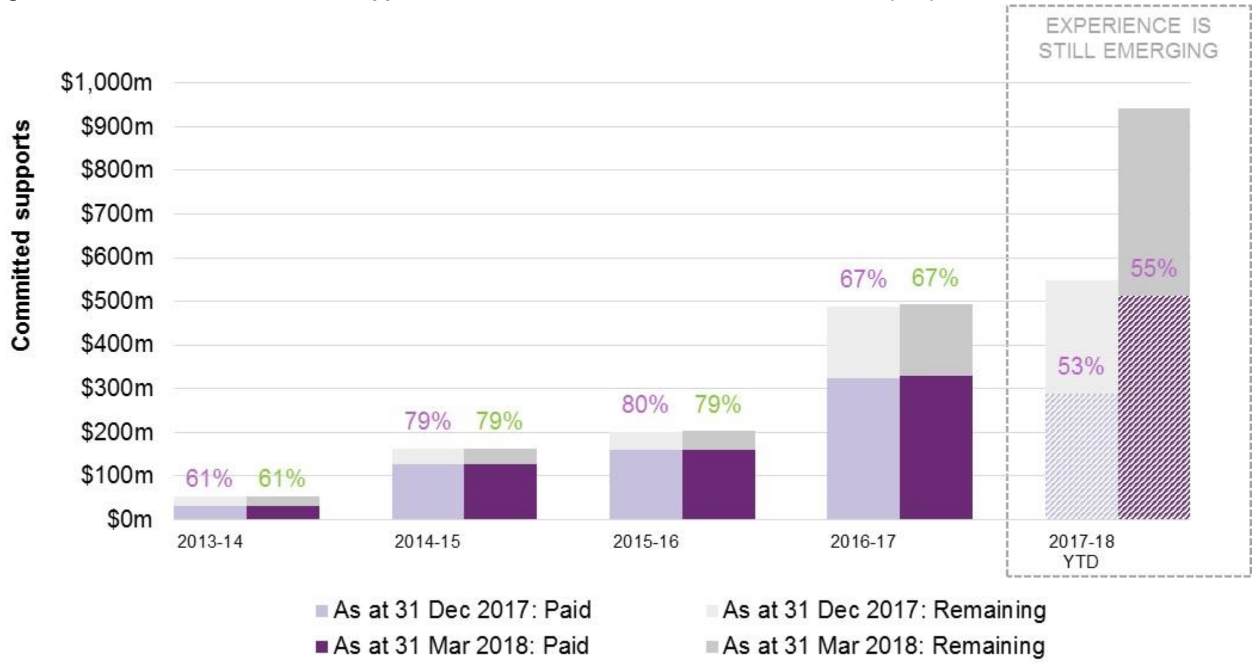


66 Average annualised committed supports are not shown where there is insufficient data in the group.
67 Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table D.34 Payments by financial year, compared to committed supports ($m) – VIC

	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	1,343.3	666.7	2,921.6
Total Paid	32.3	128.3	160.7	329.0	514.0	-	1,164.3
% utilised to date	61%	79%	79%	67%	-	-	63%[68]

Figure D.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (VIC)



Providers and markets

Table D.35 Key provider indicators by quarter - VIC

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*1,368*	*249*	*1,600*
Company/ organisation	*2,294*	*301*	*2,577*
Total	*3,662*	*550*	*4,177*
b) Registration revoked	35		

[68] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Table D.36 Number of approved providers by registration group - VIC[69]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	382	51	433	13%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	146	17	163	12%
Assistance with travel/transport arrangements	800	115	915	14%
Daily Personal Activities	313	34	347	11%
Group and Centre Based Activities	312	29	341	9%
High Intensity Daily Personal Activities	303	29	332	10%
Household tasks	944	171	1,115	18%
Interpreting and translation	270	48	318	18%
Participation in community, social and civic activities	366	30	396	8%
Assistive Technology				
Assistive equipment for recreation	342	50	392	15%
Assistive products for household tasks	422	55	477	13%
Assistance products for personal care and safety	630	78	708	12%
Communication and information equipment	285	40	325	14%
Customised Prosthetics	236	24	260	10%
Hearing Equipment	121	14	135	12%
Hearing Services	15	0	15	0%
Personal Mobility Equipment	499	51	550	10%
Specialised Hearing Services	53	0	53	0%
Vision Equipment	109	15	124	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	321	28	349	9%
Behaviour Support	262	17	279	6%
Community nursing care for high needs	456	79	535	17%
Development of daily living and life skills	337	30	367	9%
Early Intervention supports for early childhood	306	17	323	6%
Exercise Physiology and Physical Wellbeing activities	338	54	392	16%
Innovative Community Participation	477	96	573	20%
Specialised Driving Training	117	17	134	15%
Therapeutic Supports	1,777	247	2,024	14%
Capital services				
Home modification design and construction	487	70	557	14%
Specialised Disability Accommodation	131	29	160	22%
Vehicle Modifications	88	16	104	18%
Choice and control support services				
Management of funding for supports in participants plan	200	23	223	12%
Support Coordination	255	31	286	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	114	5	119	4%
Specialised Supported Employment	74	3	77	4%
Total approved providers	**3,627**	**550**	**4,177**	**15%**

[69] The 35 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table D.37 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.78	1.64
b) Number of providers delivering new supports	538	616
c) Change in the number of active/inactive providers:		
Active (%)	*40%*	*42%*
Not yet active (%)	*54%*	*52%*
Inactive (%)	*5%*	*6%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*78%*	*82%*
Therapeutic Supports (%)	*89%*	*88%*
Participate Community (%)	*85%*	*85%*
Early Childhood Supports (%)	*87%*	*90%*
Assist Personal Activities (%)	*89%*	*90%*

Table D.38 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	176	23	199	13%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	133	17	150	13%
Assistance with travel/transport arrangements	329	57	386	17%
Daily Personal Activities	265	38	303	14%
Group and Centre Based Activities	265	34	299	13%
High Intensity Daily Personal Activities	256	38	294	15%
Household tasks	405	83	488	20%
Interpreting and translation	57	14	71	25%
Participation in community, social and civic activities	306	40	346	13%
Assistive Technology				
Assistive equipment for recreation	202	32	234	16%
Assistive products for household tasks	196	46	242	23%
Assistance products for personal care and safety	372	64	436	17%
Communication and information equipment	175	32	207	18%
Customised Prosthetics	154	22	176	14%
Hearing Equipment	69	4	73	6%
Hearing Services	14	0	14	0%
Personal Mobility Equipment	311	46	357	15%
Specialised Hearing Services	36	1	37	3%
Vision Equipment	70	5	75	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	278	33	311	12%
Behaviour Support	224	19	243	8%
Community nursing care for high needs	137	32	169	23%
Development of daily living and life skills	280	38	318	14%
Early Intervention supports for early childhood	236	38	274	16%
Exercise Physiology and Physical Wellbeing activities	152	28	180	18%
Innovative Community Participation	190	51	241	27%
Specialised Driving Training	81	5	86	6%
Therapeutic Supports	936	200	1,136	21%
Capital services				
Home modification design and construction	260	33	293	13%
Specialised Disability Accommodation	67	11	78	16%
Vehicle Modifications	45	3	48	7%
Choice and control support services				
Management of funding for supports in participants plan	164	27	191	16%
Support Coordination	220	35	255	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	103	4	107	4%
Specialised Supported Employment	67	6	73	9%
Total approved active providers	**1,660**	**347**	**2,007**	**21%**

Table D.39 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2017-18 Q3	Total
Daily Activities	10%	8%	9%
Health & Wellbeing	44%	41%	43%
Lifelong Learning	12%	9%	11%
Other	14%	12%	13%
Non-categorised	27%	33%	29%
Any mainstream service	87%	87%	87%

Appendix E

Queensland

The tables below replicate the tables in the main parts of this report for QLD only where the data is available.

Participants and Plans

Table E.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	12,355	2,257	14,612	15,277	27,213

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD

	Prior Quarters	2017-18 Q3	Total
Access decisions	**17,042**	**8,609**	**25,651**
Access Met	**14,366**	**6,895**	**21,261**
State	9,648	5,008	14,656
New	3,574	1,536	5,110
Commonwealth	1,144	351	1,495
Total Participant Plans	**12,939**	**2,922**	**15,277**
EI (s25) plans	2,168	722	2,890
PD (s24) plans	10,187	1,535	11,722
ECEI	584	665	665

Table E.3 Plan reviews conducted per quarter – QLD

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**4,895**	**3,009**	**7,904**
Early intervention plans	845	474	1,319
Permanent disability plans	4,050	2,535	6,585

Table E.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – QLD

Exits	
Total plan exits	**202**
Early Intervention plans	33
Permanent disability plans	169

Table E.5 Cumulative position by services previously received – QLD

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	255	40	66		361	600	60%	
End of 2016-17	5,124	462	1,601	254	7,441	14,966	50%	
End of 2017-18 Q1	6,298	668	2,271	496	9,733	18,463	53%	
End of 2017-18 Q2	8,439	929	2,987	584	12,939	23,271	56%	
End of 2017-18 Q3	9,334	1,148	4,130	665	15,277	27,213	56%	6,246

Table E.6 Cumulative position by entry into the Scheme – QLD

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	165	196		361	600	60%	
End of 2016-17	1,337	5,850	254	7,441	14,966	50%	
End of 2017-18 Q1	1,803	7,434	496	9,733	18,463	53%	
End of 2017-18 Q2	2,168	10,187	584	12,939	23,271	56%	
End of 2017-18 Q3	2,890	11,722	665	15,277	27,213	56%	6,246

Table E.7 Active participants with approved plans per quarter by disability group – QLD[70]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	3,168	26%	640	28%	**3,808**	**26%**
Intellectual Disability	3,594	30%	447	20%	**4,041**	**28%**
Psychosocial disability	908	7%	211	9%	**1,119**	**8%**
Cerebral Palsy	756	6%	59	3%	**815**	**6%**
Other Neurological	648	5%	103	5%	**751**	**5%**
Developmental Delay	380	3%	305	14%	**685**	**5%**
Other Physical	714	6%	127	6%	**841**	**6%**
Acquired Brain Injury	526	4%	68	3%	**594**	**4%**
Hearing Impairment	345	3%	93	4%	**438**	**3%**
Visual Impairment	201	2%	36	2%	**237**	**2%**
Multiple Sclerosis	233	2%	27	1%	**260**	**2%**
Other Sensory/Speech	124	1%	35	2%	**159**	**1%**
Global Developmental Delay	93	1%	33	1%	**126**	**1%**
Spinal Cord Injury	264	2%	32	1%	**296**	**2%**
Stroke	185	2%	36	2%	**221**	**2%**
Other	15	0%	4	0%	**19**	**0%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.8 Active participants with approved plan per quarter by level of function – QLD

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	245	2%	288	13%	**533**	**4%**
2 (High Function)	22	0%	4	0%	**26**	**0%**
3 (High Function)	579	5%	196	9%	**775**	**5%**
4 (High Function)	716	6%	149	7%	**865**	**6%**
5 (High Function)	1,583	13%	207	9%	**1,790**	**12%**
6 (Moderate Function)	1,428	12%	410	18%	**1,838**	**13%**
7 (Moderate Function)	822	7%	158	7%	**980**	**7%**
8 (Moderate Function)	1,167	10%	184	8%	**1,351**	**9%**
9 (Moderate Function)	77	1%	9	0%	**86**	**1%**
10 (Moderate Function)	1,861	15%	265	12%	**2,126**	**15%**
11 (Low Function)	622	5%	73	3%	**695**	**5%**
12 (Low Function)	2,200	18%	219	10%	**2,419**	**17%**
13 (Low Function)	432	4%	69	3%	**501**	**3%**
14 (Low Function)	393	3%	24	1%	**417**	**3%**
15 (Low Function)	6	0%	1	0%	**7**	**0%**
Missing	1		0		**1**	
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

70 Table order based on national proportions (highest to lowest)

Table E.9 Participant profile per quarter by Age group – QLD

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	1,269	10%	644	29%	**1,913**	**13%**
7 to 14	2,529	21%	477	21%	**3,006**	**21%**
15 to 18	1,017	8%	137	6%	**1,154**	**8%**
19 to 24	1,252	10%	128	6%	**1,380**	**10%**
25 to 34	1,301	11%	165	7%	**1,466**	**10%**
35 to 44	1,256	10%	165	7%	**1,421**	**10%**
45 to 54	1,563	13%	220	10%	**1,783**	**12%**
55 to 64	1,764	15%	308	14%	**2,072**	**14%**
65+	203	2%	12	1%	**215**	**1%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.10 Participant profile per quarter by Gender – QLD

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	7,577	62%	1,435	64%	**9,012**	**63%**
Female	4,527	37%	804	36%	**5,331**	**37%**
Indeterminate	50	0%	17	1%	**67**	**0%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	1,127	9.3%	182	8.1%	**1,309**	**9.1%**
Not Aboriginal and Torres Strait Islander	10,805	88.9%	1,955	86.7%	**12,760**	**88.5%**
Not Stated	222	1.8%	119	5.3%	**341**	**2.4%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	297	2.4%	67	3.0%	**364**	**2.5%**
Not CALD	11,829	97.3%	2,189	97.0%	**14,018**	**97.3%**
Not Stated	28	0.2%	0	0.0%	**28**	**0.2%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	193	1.6%	38	1.7%	**231**	**1.6%**
Not YPIRAC	11,961	98.4%	2,218	98.3%	**14,179**	**98.4%**
Total	**12,154**	**100%**	**2,256**	**100%**	**14,410**	**100%**

Table E.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	10%	8%	**9%**
Self-managed partly	7%	8%	**7%**
Plan managed	12%	17%	**14%**
Agency managed	71%	67%	**70%**
Total	**100%**	**100%**	**100%**

Table E.15 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	31%	32%	**31%**

Table E.16 Duration to plan activation by quarter of initial plan approval for active participants – QLD

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	3,890	58%	1,114	55%
30 to 59 days	807	12%	279	14%
60 to 89 days	403	6%	136	7%
Activated within 90 days	**5,100**	**77%**	**1,529**	**75%**
90 to 119 days	274	4%	54	3%
120 days and over	438	7%	117	6%
Activated between 90 and 180 days	**712**	**11%**	**171**	**8%**
No payments	843	13%	340	17%
Total plans approved	**6,655**	**100%**	**2,040**	**100%**

Table E.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – QLD

Plan utilisation[71]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	55%	63%	57%
50% to 75%	22%	20%	22%
> 75%	23%	18%	21%
Total	**100%**	**100%**	**100%**

Table E.18 Number of questionnaires completed by SFOF version – QLD

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	799	316	249	424	1,788
Participant school to 14	1,330	473	733	716	3,252
Participant 15 to 24	1,021	306	608	254	2,189
Participant 25 and over	3,424	928	1,497	840	6,689
Total Participant	**6,574**	**2,023**	**3,087**	**2,234**	**13,918**
Family 0 to 14	1,984	752	923	1,109	4,768
Family 15 to 24	252	132	441	196	1,021
Family 25 and over	183	130	499	339	1,151
Total Family	**2,419**	**1,014**	**1,863**	**1,644**	**6,940**
Total	**8,993**	**3,037**	**4,950**	**3,878**	**20,858**

[71] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table E.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	64%			
CC	% who say their child is able to tell them what he/she wants	74%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		68%		
CC	% who are happy with the level of independence/control they have now			42%	
CC	% who choose who supports them			35%	55%
CC	% who choose what they do each day			47%	64%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC	% who want more choice and control in their life			82%	76%

Table E.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	72%	64%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	56%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	62%	76%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			30%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	36%

Table E.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		55%		
HM	% who are happy with their home			79%	77%
HM	% who feel safe or very safe in their home			84%	76%
HW	% who rate their health as good, very good or excellent			67%	48%
HW	% who did not have any difficulties accessing health services			66%	66%
LL	% who currently attend or previously attended school in a mainstream class			23%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			20%	19%
WK	% who volunteer			16%	16%

Table E.22 Selected key indicators for families/carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	32%	26%
% receiving Carer Allowance	56%	57%	34%
% working in a paid job	41%	43%	32%
Of those in a paid job, % in permanent employment	71%	68%	73%
Of those in a paid job, % working 15 hours or more	79%	82%	81%
% who say they (and their partner) are able to work as much as they want	46%	48%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	86%	81%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	44%	39%	28%
% able to advocate for their child/family member	82%	79%	75%
% who have friends and family they see as often as they like	47%	46%	45%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		50%	
% who feel in control selecting services		47%	47%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	62%	56%

Table E.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=187) - QLD

	Question	% Yes
DL	Has the NDIS improved your child's development?	89%
DL	Has the NDIS improved your child's access to specialist services?	87%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	77%
REL	Has the NDIS improved how your child fits into family life?	67%
S/CP	Has the NDIS improved how your child fits into community life?	59%

Table E.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=578) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	29%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	45%

Table E.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=518) and 'Participant 25 and over' (n=1,776) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	67%	71%
DL	Has the NDIS helped you with daily living activities?	70%	78%
REL	Has the NDIS helped you to meet more people?	56%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	33%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	55%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	18%
S/CP	Has the NDIS helped you be more involved?	63%	65%

Table E.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=915); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=133) - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	56%	48%
Has the NDIS improved the level of support for your family?	61%	64%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	39%	44%

Figure E.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (QLD)[72]

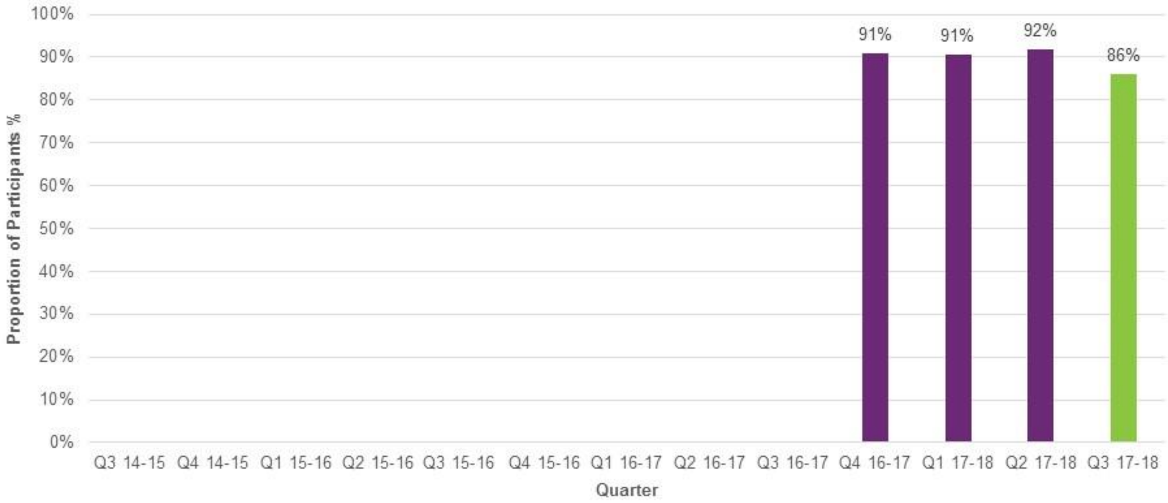


Table E.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – QLD

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	88%	6%	6%
I had enough time to tell my story and say what support I need	86%	7%	7%
The planner knows what I can do well	78%	13%	10%
The planner had some good ideas for my plan	77%	10%	13%
I know what is in my plan	67%	22%	11%
The planner helped me think about my future	72%	13%	15%
I think my plan will make my life better	81%	14%	5%
The planning meeting went well	88%	6%	7%

Table E.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**1,999**	**2,145**	**4,144**
Trial participants	280	46	326
Transition participants	1,719	2,099	3,818

Table E.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**2,896**	**864**	**3,760**
Trial participants	285	24	309
Transition participants	2,611	840	3,451

[72] Participant satisfaction results are not shown if there is insufficient data in the group.

Table E.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD[73]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**37.2%**	**25.6%**	**33.7%**

Table E.31 AAT cases by category – QLD

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**48**	**22**	**70**
Access	15	8	23
Plan	20	5	25
Plan Review	11	7	18
Other	2	2	4
% of all access decisions[74]	***0.41%***	***0.41%***	***0.41%***

Table E.32 AAT cases by open/closed and decision – QLD

	N	%
AAT Cases	**70**	
Open AAT Cases	**38**	
Closed AAT Cases	**32**	
Confirmed the Agency's decision	21	66%
Did not confirm the Agency's decision	11	34%

Committed supports and payments

Table E.33 Committed supports by financial year ($m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18[75]	2018-19 and beyond[76]	Total
Total Committed	-	-	1.0	198.2	764.2	348.9	1,312.3

[73] This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
[74] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
[75] Note: The $764 million in respect of 2017-18 only includes approved plans to date.
[76] Note: The $349 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure E.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (QLD)

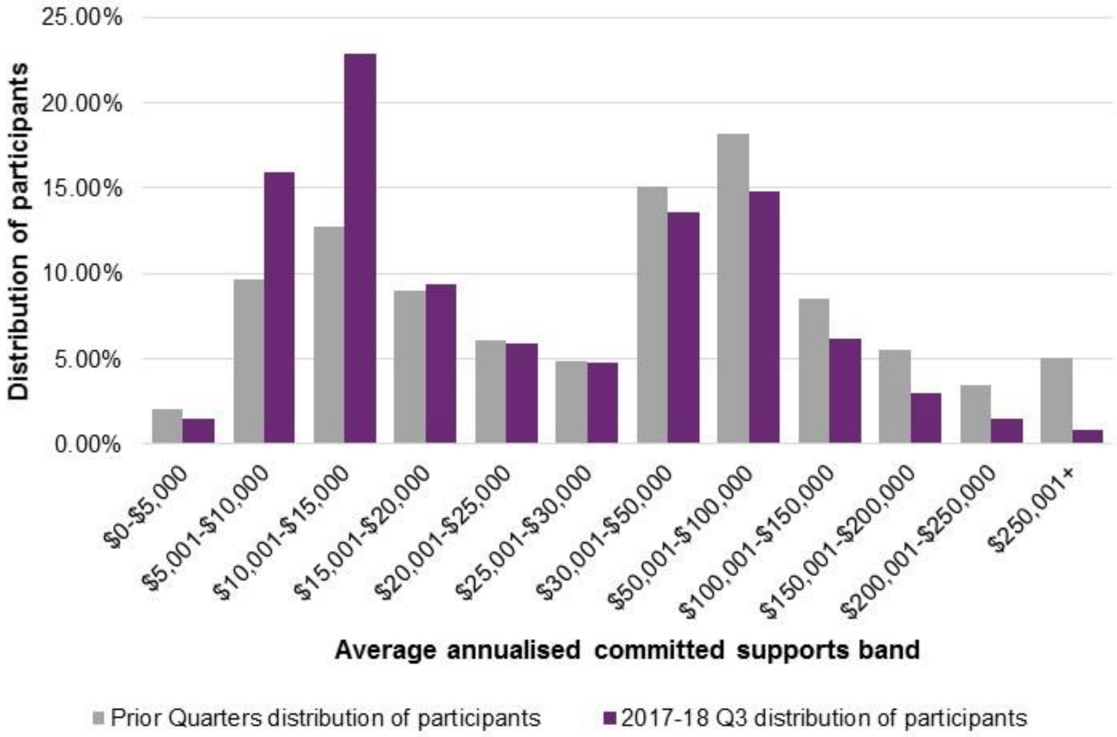


Figure E.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (QLD)

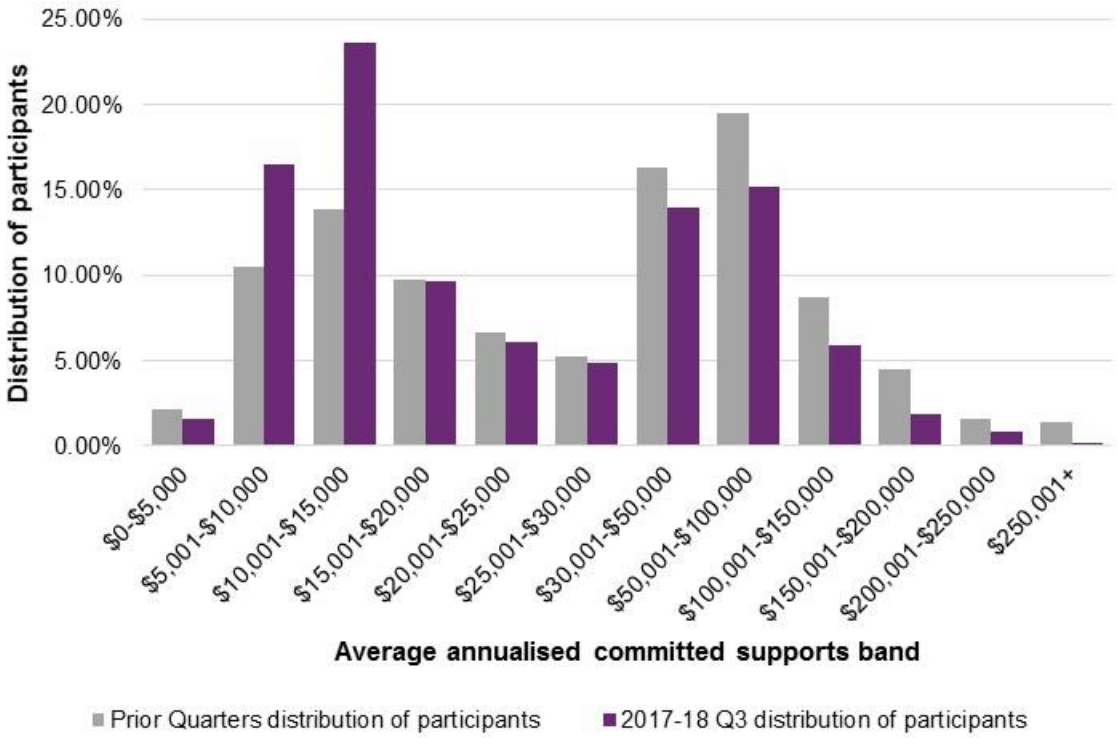


Figure E.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (QLD)

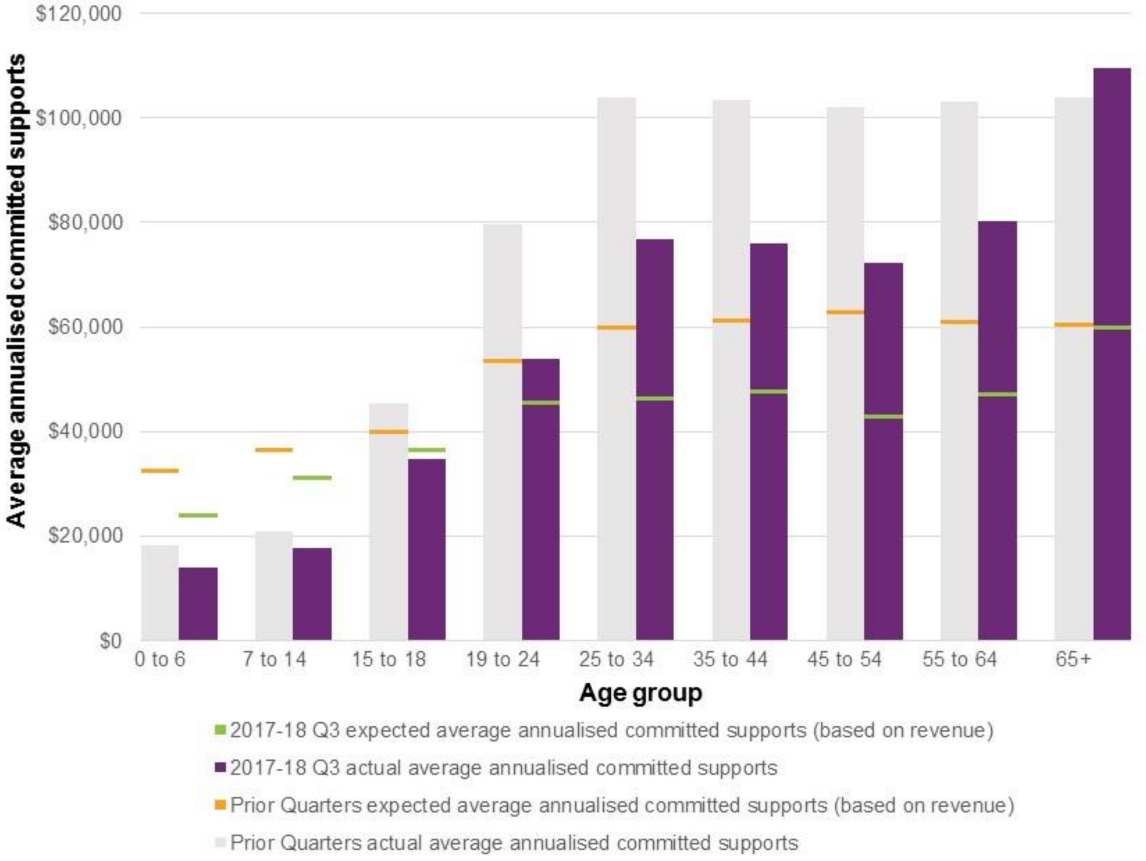


Figure E.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[77] (QLD)

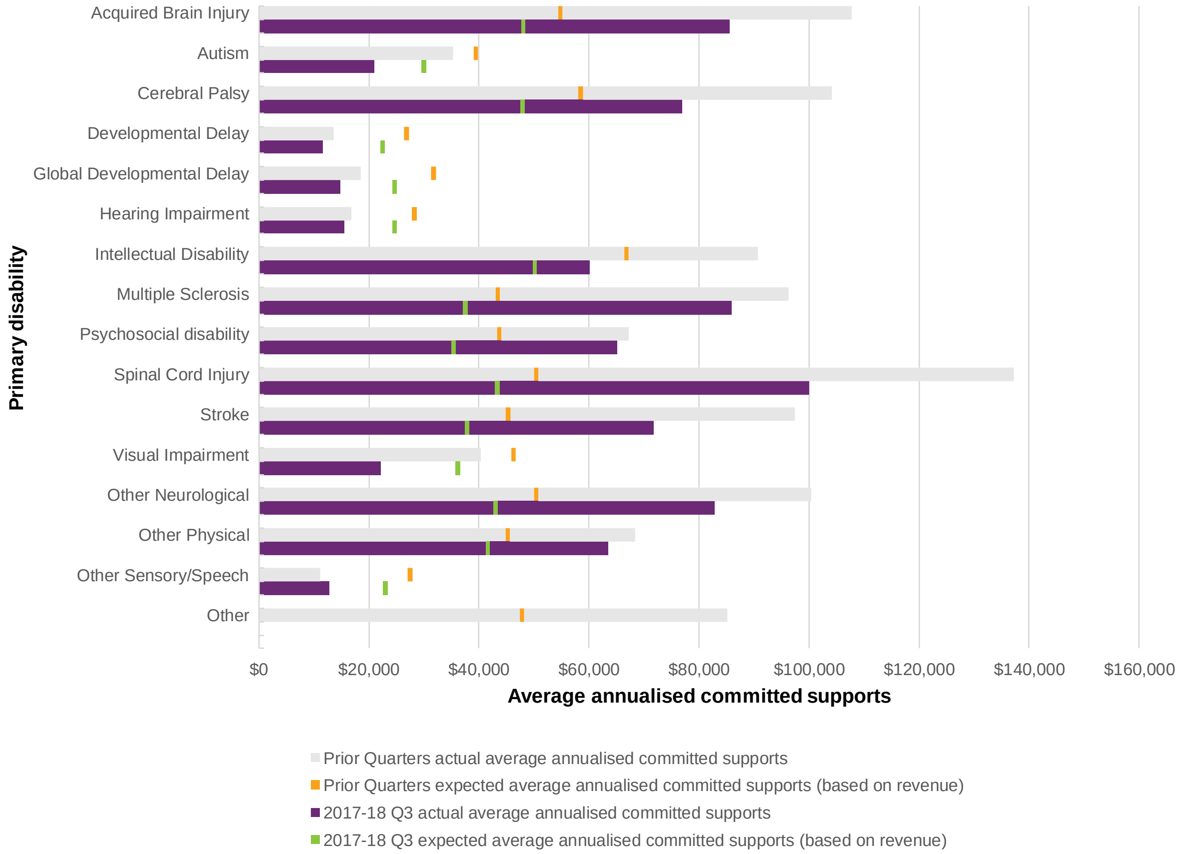
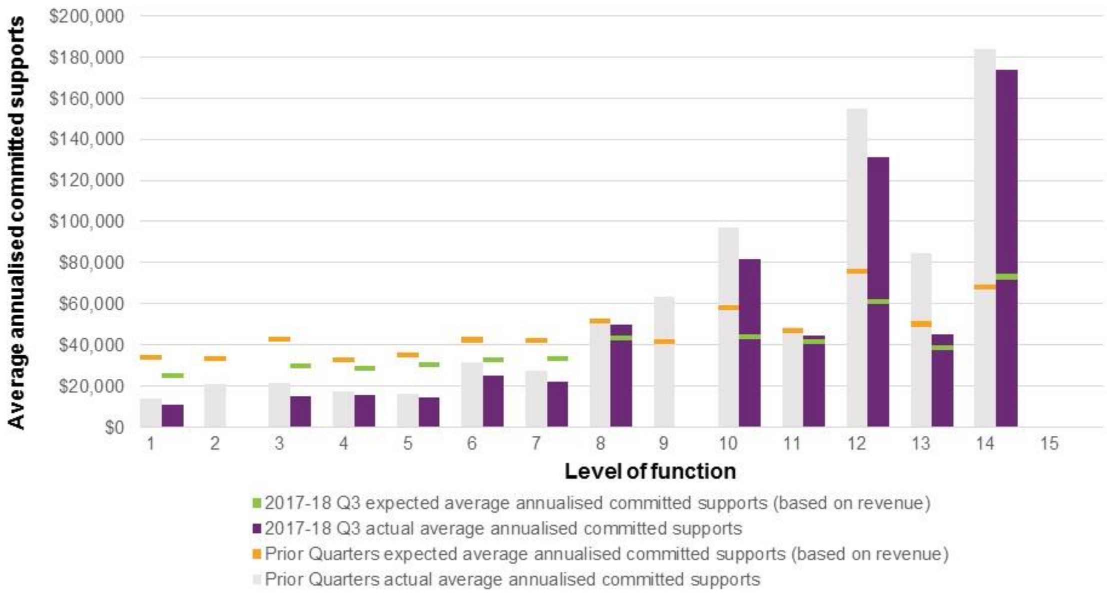


Figure E.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[78] (QLD)



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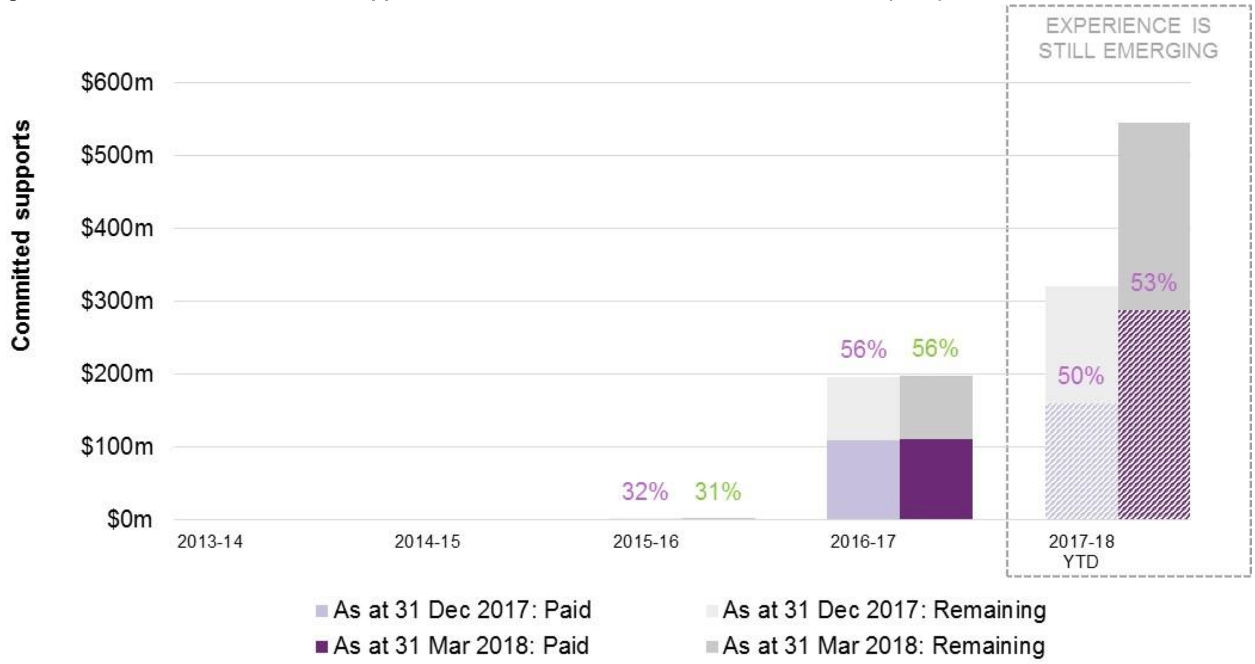
[77] Average annualised committed supports are not shown where there is insufficient data in the group.
[78] Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table E.34 Payments by financial year, compared to committed supports ($m) – QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	198.2	764.2	348.9	1,312.3
Total Paid	-	-	0.3	110.1	288.1	-	398.5
% utilised to date	-	-	31%	56%	-	-	54%[79]

Figure E.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (QLD)



Providers and markets

Table E.35 Key provider indicators by quarter - QLD

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*756*	*257*	*1,008*
Company/ organisation	*1,582*	*292*	*1,867*
Total	*2,338*	*549*	*2,875*
b) Registration revoked	12		

[79] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Table E.36 Number of approved providers by registration group - QLD[80]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	262	43	305	16%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	221	15	236	7%
Assistance with travel/transport arrangements	448	80	528	18%
Daily Personal Activities	252	27	279	11%
Group and Centre Based Activities	192	25	217	13%
High Intensity Daily Personal Activities	203	18	221	9%
Household tasks	520	132	652	25%
Interpreting and translation	76	17	93	22%
Participation in community, social and civic activities	278	31	309	11%
Assistive Technology				
Assistive equipment for recreation	270	56	326	21%
Assistive products for household tasks	270	54	324	20%
Assistance products for personal care and safety	459	91	550	20%
Communication and information equipment	216	45	261	21%
Customised Prosthetics	134	31	165	23%
Hearing Equipment	66	12	78	18%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	363	59	422	16%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	75	15	90	20%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	268	41	309	15%
Behaviour Support	351	82	433	23%
Community nursing care for high needs	159	33	192	21%
Development of daily living and life skills	268	23	291	9%
Early Intervention supports for early childhood	464	123	587	27%
Exercise Physiology and Physical Wellbeing activities	264	47	311	18%
Innovative Community Participation	337	87	424	26%
Specialised Driving Training	60	10	70	17%
Therapeutic Supports	779	229	1,008	29%
Capital services				
Home modification design and construction	324	70	394	22%
Specialised Disability Accommodation	96	21	117	22%
Vehicle Modifications	50	8	58	16%
Choice and control support services				
Management of funding for supports in participants plan	167	24	191	14%
Support Coordination	358	55	413	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	54	7	61	13%
Specialised Supported Employment	23	1	24	4%
Total approved providers	**2,326**	**549**	**2,875**	**24%**

[80] The 12 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table E.37 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.47	1.52
b) Number of providers delivering new supports	386	444
c) Change in the number of active/inactive providers:		
Active (%)	*43%*	*43%*
Not yet active (%)	*54%*	*53%*
Inactive (%)	*4%*	*4%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*85%*	*84%*
Therapeutic Supports (%)	*82%*	*81%*
Participate Community (%)	*82%*	*81%*
Early Childhood Supports (%)	*87%*	*89%*
Assist Personal Activities (%)	*84%*	*80%*

Table E.38 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	156	21	177	13%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	175	16	191	9%
Assistance with travel/transport arrangements	255	37	292	15%
Daily Personal Activities	197	25	222	13%
Group and Centre Based Activities	148	17	165	11%
High Intensity Daily Personal Activities	155	16	171	10%
Household tasks	278	62	340	22%
Interpreting and translation	24	10	34	42%
Participation in community, social and civic activities	218	24	242	11%
Assistive Technology				
Assistive equipment for recreation	175	32	207	18%
Assistive products for household tasks	165	36	201	22%
Assistance products for personal care and safety	294	71	365	24%
Communication and information equipment	140	21	161	15%
Customised Prosthetics	79	25	104	32%
Hearing Equipment	37	4	41	11%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	224	42	266	19%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	49	6	55	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	204	34	238	17%
Behaviour Support	211	46	257	22%
Community nursing care for high needs	71	17	88	24%
Development of daily living and life skills	204	18	222	9%
Early Intervention supports for early childhood	272	65	337	24%
Exercise Physiology and Physical Wellbeing activities	116	34	150	29%
Innovative Community Participation	182	35	217	19%
Specialised Driving Training	37	5	42	14%
Therapeutic Supports	423	115	538	27%
Capital services				
Home modification design and construction	150	38	188	25%
Specialised Disability Accommodation	49	7	56	14%
Vehicle Modifications	30	4	34	13%
Choice and control support services				
Management of funding for supports in participants plan	136	22	158	16%
Support Coordination	245	35	280	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	51	2	53	4%
Specialised Supported Employment	23	1	24	4%
Total approved active providers	**1,070**	**279**	**1,349**	**26%**

Table E.39 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2017-18 Q3	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	44%	47%	45%
Lifelong Learning	9%	8%	9%
Other	13%	13%	13%
Non-categorised	33%	35%	34%
Any mainstream service	90%	94%	92%

Western Australia

The tables below replicate the tables in the main parts of this report for WA only where the data is available.

Participants and Plans

Table F.1 Plan approvals compared to estimates – WA

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	4,058	34	4,092	4,092	5,073

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA

	Prior Quarters	2017-18 Q3	Total
Access decisions	**4,923**	**288**	**5,211**
Access Met	**4,284**	**186**	**4,470**
State	2,318	19	2,337
New	1,861	157	2,018
Commonwealth	105	10	115
Total Participant Plans	**4,058**	**34**	**4,092**
EI (s25) plans	756	7	763
PD (s24) plans	3,302	27	3,329
ECEI	0	0	0

Table F.3 Plan reviews conducted per quarter – WA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**4,009**	**1,069**	**5,078**
Early intervention plans	633	142	775
Permanent disability plans	3,376	927	4,303

Table F.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – WA

Exits	
Total plan exits	**84**
Early Intervention plans	14
Permanent disability plans	70

Table F.5 Cumulative position by services previously received – WA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	1,603	50	841		2,494	2,493	100%	
End of 2016-17	2,122	85	1,575	0	3,782	3,778	100%	
End of 2017-18 Q1	2,171	95	1,716	0	3,982	4,179	95%	
End of 2017-18 Q2	2,184	99	1,775	0	4,058	4,579	89%	
End of 2017-18 Q3	2,188	100	1,804	0	4,092	5,073	81%	333

Table F.6 Cumulative position by entry into the Scheme – WA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	363	2,131		2,494	2,493	100%	
End of 2016-17	667	3,115	0	3,782	3,778	100%	
End of 2017-18 Q1	739	3,243	0	3,982	4,179	95%	
End of 2017-18 Q2	756	3,302	0	4,058	4,579	89%	
End of 2017-18 Q3	763	3,329	0	4,092	5,073	81%	333

Table F.7 Active participants with approved plans per quarter by disability group - WA[81]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	1,311	33%	7	21%	**1,318**	**33%**
Intellectual Disability	979	25%	6	18%	**985**	**25%**
Psychosocial disability	303	8%	8	24%	**311**	**8%**
Cerebral Palsy	214	5%	2	6%	**216**	**5%**
Other Neurological	171	4%	1	3%	**172**	**4%**
Developmental Delay	131	3%	2	6%	**133**	**3%**
Other Physical	162	4%	1	3%	**163**	**4%**
Acquired Brain Injury	114	3%	3	9%	**117**	**3%**
Hearing Impairment	76	2%	0	0%	**76**	**2%**
Visual Impairment	75	2%	0	0%	**75**	**2%**
Multiple Sclerosis	107	3%	2	6%	**109**	**3%**
Other Sensory/Speech	80	2%	1	3%	**81**	**2%**
Global Developmental Delay	143	4%	0	0%	**143**	**4%**
Spinal Cord Injury	51	1%	0	0%	**51**	**1%**
Stroke	53	1%	1	3%	**54**	**1%**
Other	4	0%	0	0%	**4**	**0%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.8 Active participants with approved plan per quarter by level of function – WA

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	107	3%	0	0%	**107**	**3%**
2 (High Function)	19	0%	0	0%	**19**	**0%**
3 (High Function)	227	6%	2	6%	**229**	**6%**
4 (High Function)	216	6%	1	3%	**217**	**6%**
5 (High Function)	745	19%	6	18%	**751**	**19%**
6 (Moderate Function)	517	13%	11	32%	**528**	**13%**
7 (Moderate Function)	326	8%	1	3%	**327**	**8%**
8 (Moderate Function)	306	8%	3	9%	**309**	**8%**
9 (Moderate Function)	29	1%	0	0%	**29**	**1%**
10 (Moderate Function)	407	10%	4	12%	**411**	**10%**
11 (Low Function)	227	6%	0	0%	**227**	**6%**
12 (Low Function)	432	11%	6	18%	**438**	**11%**
13 (Low Function)	259	7%	0	0%	**259**	**7%**
14 (Low Function)	92	2%	0	0%	**92**	**2%**
15 (Low Function)	0	0%	0	0%	**0**	**0%**
Missing	65		0		**65**	
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

[81] Table order based on national proportions (highest to lowest)

Table F.9 Participant profile per quarter by Age group – WA

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	503	13%	6	18%	**509**	**13%**
7 to 14	1,059	27%	5	15%	**1,064**	**27%**
15 to 18	350	9%	1	3%	**351**	**9%**
19 to 24	351	9%	1	3%	**352**	**9%**
25 to 34	412	10%	5	15%	**417**	**10%**
35 to 44	322	8%	8	24%	**330**	**8%**
45 to 54	425	11%	4	12%	**429**	**11%**
55 to 64	454	11%	4	12%	**458**	**11%**
65+	98	2%	0	0%	**98**	**2%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.10 Participant profile per quarter by Gender – WA

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	2,592	65%	21	62%	**2,613**	**65%**
Female	1,369	34%	13	38%	**1,382**	**34%**
Indeterminate	13	0%	0	0%	**13**	**0%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	169	4.3%	0	0.0%	**169**	**4.2%**
Not Aboriginal and Torres Strait Islander	3,741	94.1%	32	94.1%	**3,773**	**94.1%**
Not Stated	64	1.6%	2	5.9%	**66**	**1.6%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	288	7.2%	2	5.9%	**290**	**7.2%**
Not CALD	3,597	90.5%	32	94.1%	**3,629**	**90.5%**
Not Stated	89	2.2%	0	0.0%	**89**	**2.2%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	20	0.5%	0	0.0%	**20**	**0.5%**
Not YPIRAC	3,954	99.5%	34	100.0%	**3,988**	**99.5%**
Total	**3,974**	**100%**	**34**	**100%**	**4,008**	**100%**

Table F.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	12%	10%	**11%**
Self-managed partly	14%	25%	**18%**
Plan managed	7%	7%	**7%**
Agency managed	67%	58%	**64%**
Total	**100%**	**100%**	**100%**

Table F.15 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	78%	74%	**76%**

Table F.16 Duration to plan activation by quarter of initial plan approval for active participants – WA

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	768	60%	118	60%
30 to 59 days	144	11%	29	15%
60 to 89 days	87	7%	10	5%
Activated within 90 days	**999**	**78%**	**157**	**79%**
90 to 119 days	59	5%	6	3%
120 days and over	99	8%	6	3%
Activated between 90 and 180 days	**158**	**12%**	**12**	**6%**
No payments	121	9%	29	15%
Total plans approved	**1,278**	**100%**	**198**	**100%**

Table F.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – WA

Plan utilisation[82]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	42%	47%	43%
50% to 75%	27%	22%	26%
> 75%	31%	31%	31%
Total	**100%**	**100%**	**100%**

Table F.18 Number of questionnaires completed by SFOF version – WA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	307	65	11	5	388
Participant school to 14	286	46	20	5	357
Participant 15 to 24	147	12	8	2	169
Participant 25 and over	513	73	37	19	642
Total Participant	**1,253**	**196**	**76**	**31**	**1,556**
Family 0 to 14	573	107	30	11	721
Family 15 to 24	41	7	5	1	54
Family 25 and over	23	10	17	6	56
Total Family	**637**	**124**	**52**	**18**	**831**
Total	**1,890**	**320**	**128**	**49**	**2,387**

[82] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table F.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	59%			
CC	% who say their child is able to tell them what he/she wants	75%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL	% who say their child is becoming more independent		56%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			53%	
CC	% who choose who supports them			33%	54%
CC	% who choose what they do each day			51%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			29%	33%
CC	% who want more choice and control in their life			67%	55%

Table F.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	71%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	44%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		47%		
REL	Of these, % who are welcomed or actively included	70%	75%		
REL	% of children who spend time with friends without an adult present		21%		
REL	% with no friends other than family or paid staff			34%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	39%

Table F.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		69%		
HM	% who are happy with their home			83%	77%
HM	% who feel safe or very safe in their home			87%	78%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			69%	77%
LL	% who currently attend or previously attended school in a mainstream class			39%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				36%
WK	% who have a paid job			17%	26%
WK	% who volunteer			18%	13%

Table F.22 Selected key indicators for families/carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	15%	7%	21%
% receiving Carer Allowance	43%	30%	21%
% working in a paid job	46%	57%	28%
Of those in a paid job, % in permanent employment	77%	73%	Numbers are too small
Of those in a paid job, % working 15 hours or more	79%	73%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	43%	58%	61%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	82%	Numbers are too small
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	5%	Numbers are too small
% able to advocate for their child/family member	82%	72%	84%
% who have friends and family they see as often as they like	54%	63%	67%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		30%	
% who feel in control selecting services		38%	53%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	75%	64%	72%

Table F.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=69) – WA

	Question	% Yes
DL	Has the NDIS improved your child's development?	95%
DL	Has the NDIS improved your child's access to specialist services?	97%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	57%

Table F.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=158) – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	48%
REL	Has the NDIS improved your child's relationships with family and friends?	52%
S/CP	Has the NDIS improved your child's social and recreational life?	60%

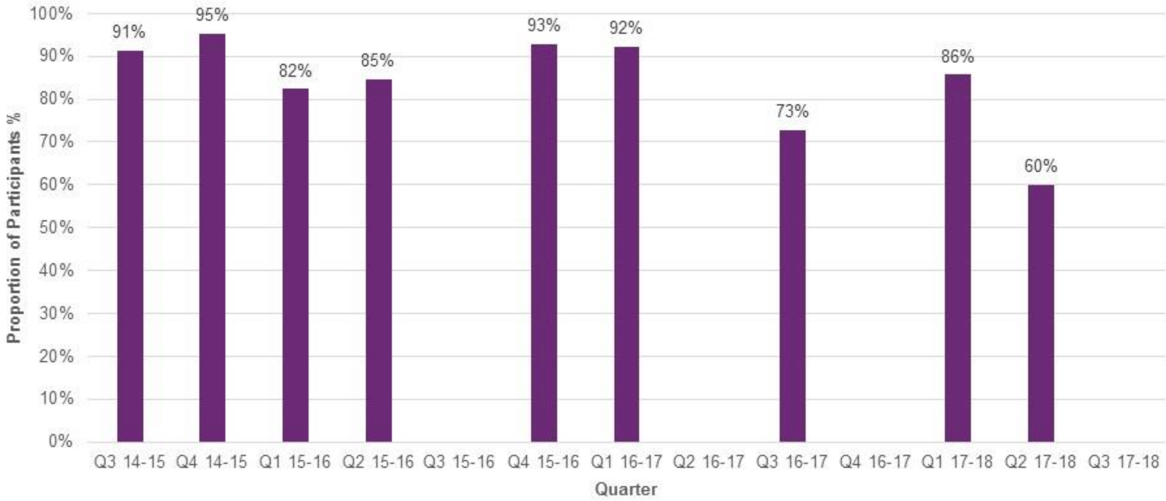
Table F.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=76) and 'Participant 25 and over' (n=312) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	71%	73%
DL	Has the NDIS helped you with daily living activities?	69%	79%
REL	Has the NDIS helped you to meet more people?	52%	56%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	36%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	26%	24%
S/CP	Has the NDIS helped you be more involved?	66%	69%

Table F.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=334); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=16) – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	Numbers are too small
Has the NDIS improved the level of support for your family?	74%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	78%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	54%	Numbers are too small

Figure F.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (WA)[83]



There is insufficient data to present information on participant satisfaction in WA this quarter.

Table F.27 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**2,721**	**975**	**3,696**
Trial participants	2,324	547	2,871
Transition participants	397	428	825

Table F.28 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**1,288**	**94**	**1,382**
Trial participants	1,120	48	1,168
Transition participants	168	46	214

Table F.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA[84]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**25.7%**	**9.2%**	**22.9%**

83 Participant satisfaction results are not shown if there is insufficient data in the group.
84 This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table F.30 AAT cases by category – WA

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**19**	**6**	**25**
Access	8	0	8
Plan	10	0	10
Plan Review	1	6	7
Other	0	0	0
***% of all access decisions*[85]**	***0.21%***	***0.47%***	***0.24%***

Table F.31 AAT cases by open/closed and decision – WA

	N	%
AAT Cases	**25**	
Open AAT Cases	**16**	
Closed AAT Cases	**9**	
Confirmed the Agency's decision	3	33%
Did not confirm the Agency's decision	6	67%

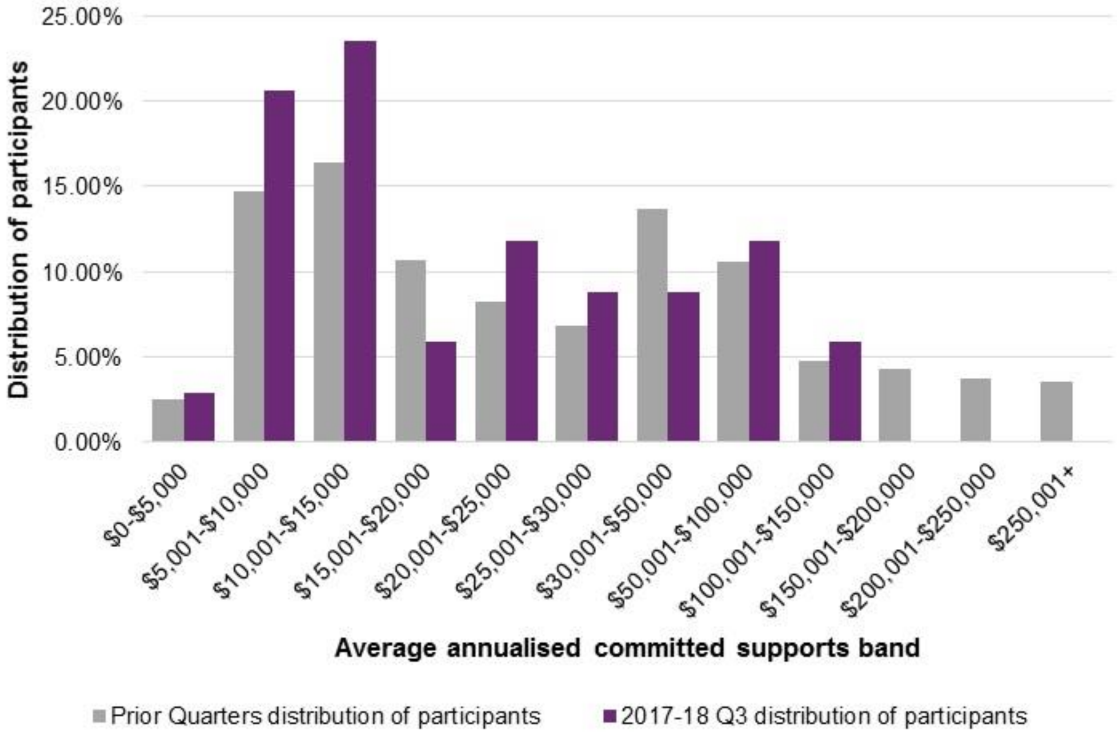
Committed supports and payments

Table F.32 Committed supports by financial year ($m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18[86]	2018-19 and beyond[87]	Total
Total Committed	-	18.9	69.6	168.1	201.7	55.2	513.4

[85] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
[86] Note: The $202 million in respect of 2017-18 only includes approved plans to date.
[87] Note: The $55 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure F.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[88] (WA)



88 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure F.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[89] (WA)

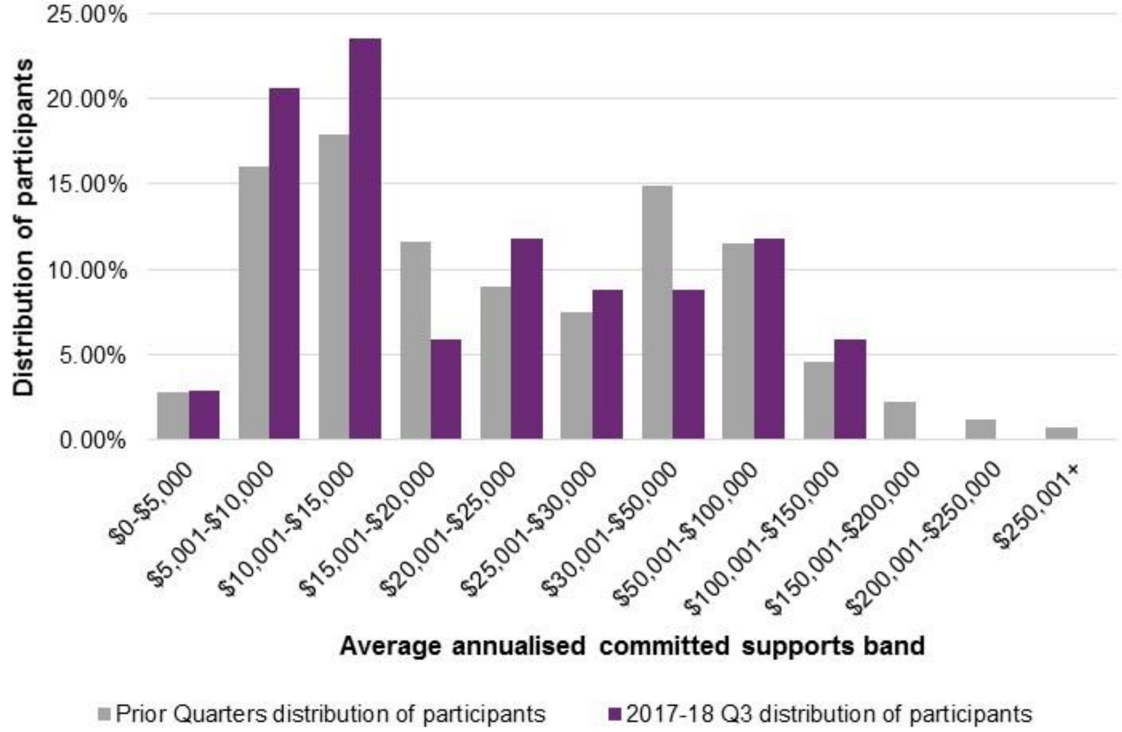


Figure F.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[90] (WA)

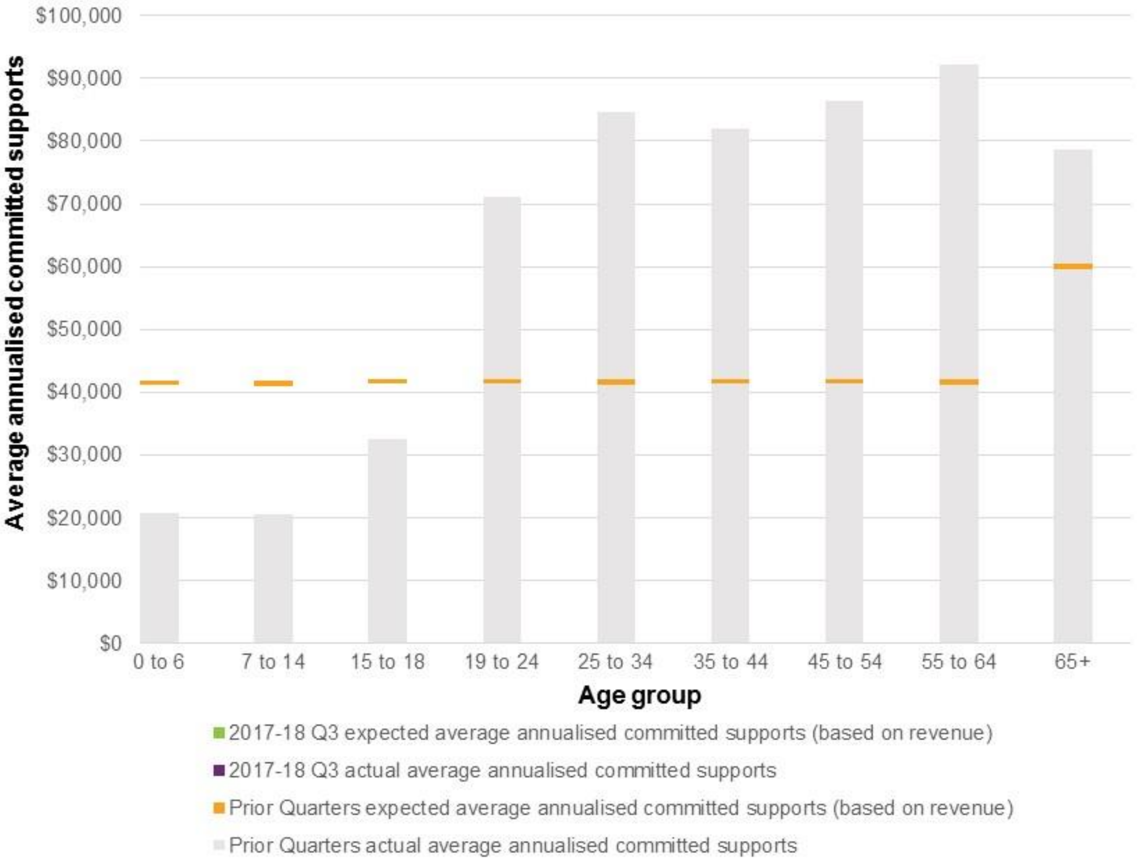
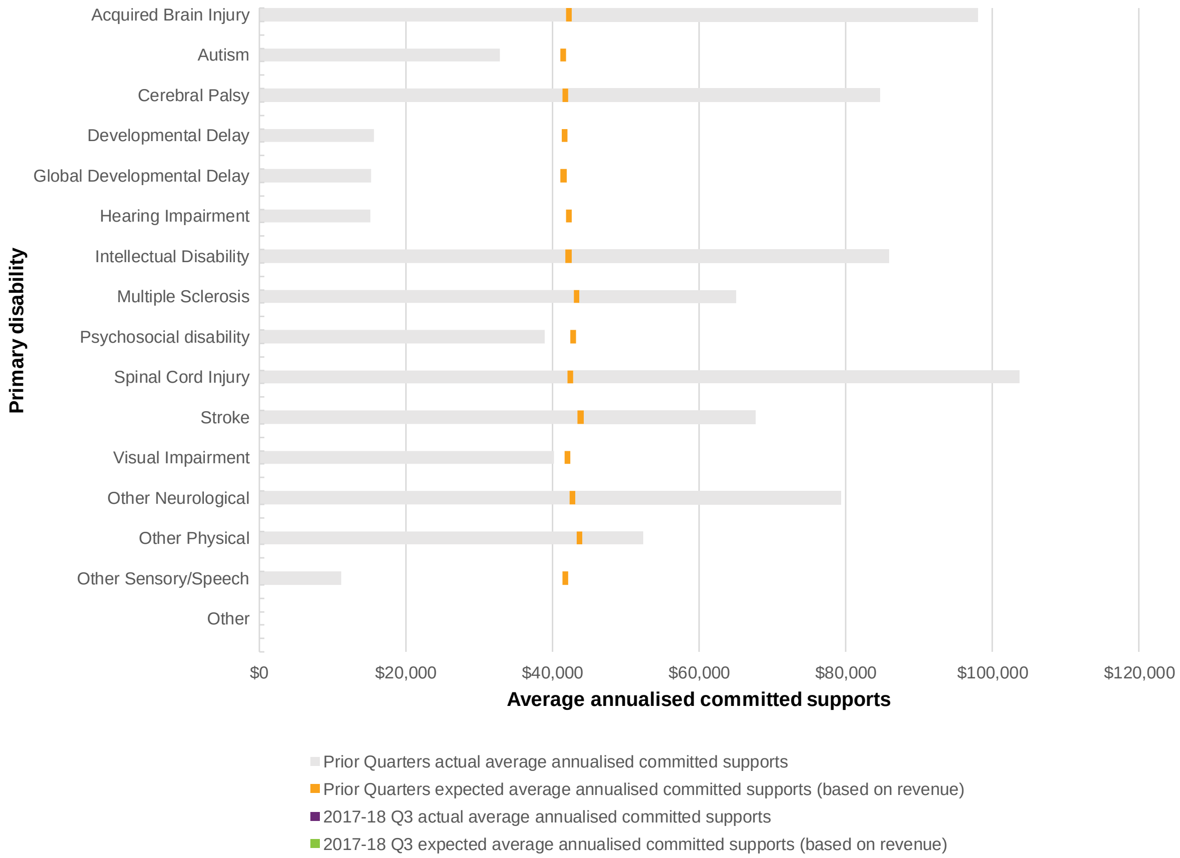


Figure F.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[91] (WA)



89 Average annualised committed supports are not shown where there is insufficient data in the group.
90 Average annualised committed supports are not shown where there is insufficient data in the group.
91 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure F.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[92] (WA)

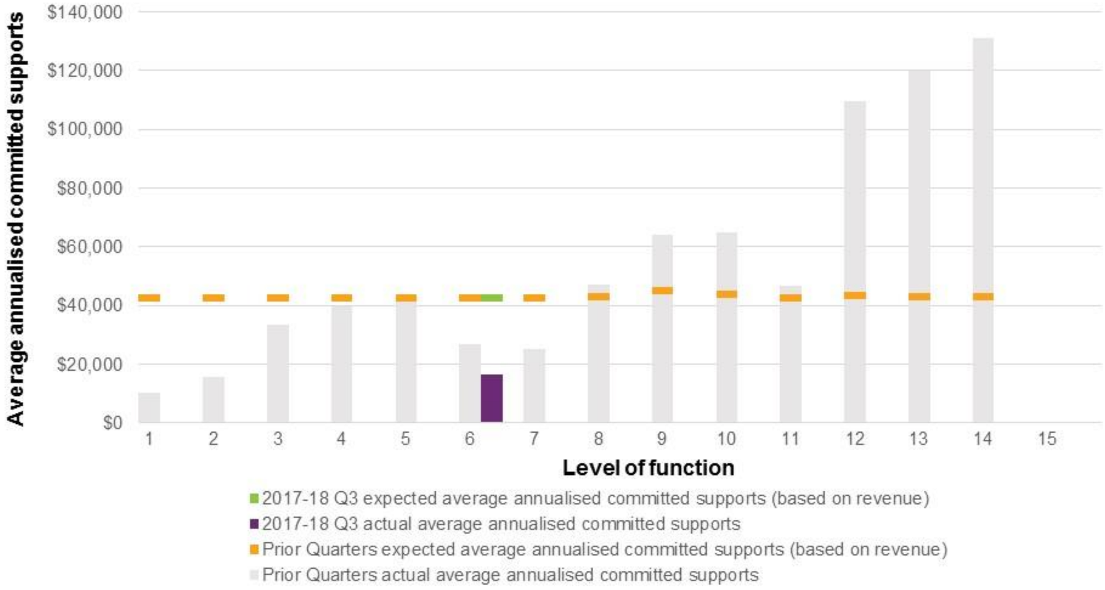
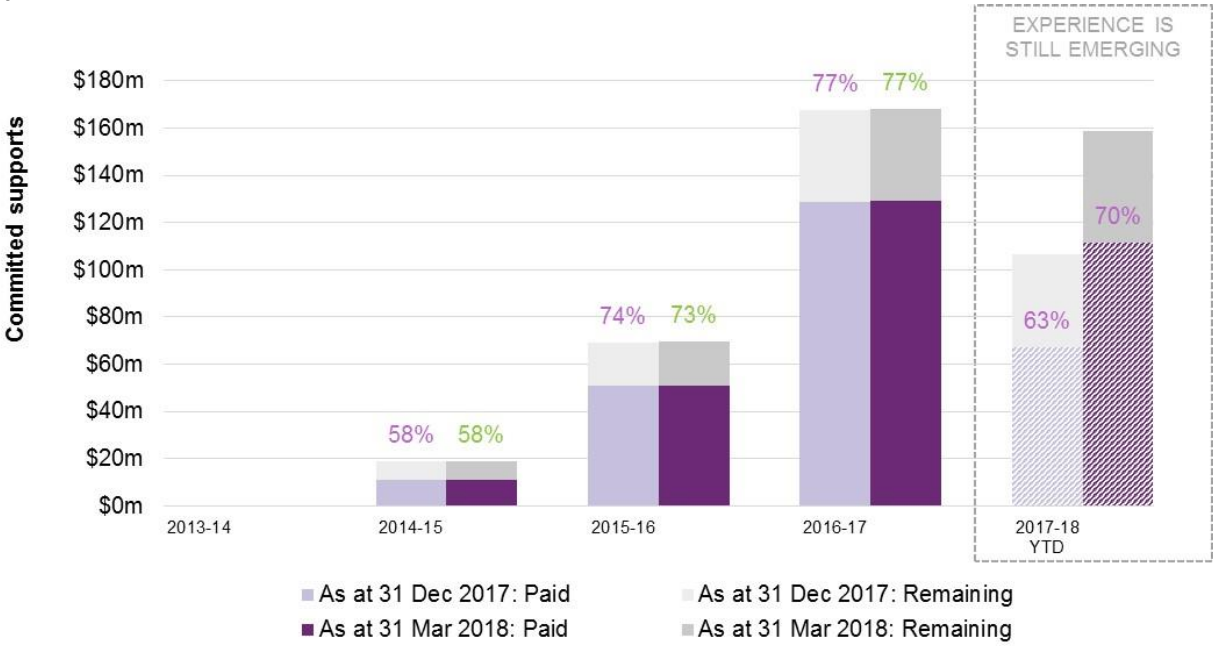


Table F.33 Payments by financial year, compared to committed supports ($m) – WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.6	168.1	201.7	55.2	513.4
Total Paid	-	10.9	51.0	129.4	111.7	-	302.9
% utilised to date	-	58%	73%	77%	-	-	73%[93]

[92] Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.
[93] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure F.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (WA)



Providers and markets

Table F.34 Key provider indicators by quarter - WA

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*200*	*8*	*205*
Company/ organisation	*778*	*39*	*807*
Total	*978*	*47*	*1,012*
b) Registration revoked	13		

Table F.35 Number of approved providers by registration group - WA[94]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	89	6	95	7%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	64	10	74	16%
Assistance with travel/transport arrangements	150	13	163	9%
Daily Personal Activities	73	17	90	23%
Group and Centre Based Activities	57	15	72	26%
High Intensity Daily Personal Activities	73	13	86	18%
Household tasks	153	14	167	9%
Interpreting and translation	51	1	52	2%
Participation in community, social and civic activities	94	17	111	18%
Assistive Technology				
Assistive equipment for recreation	163	4	167	2%
Assistive products for household tasks	131	-1	130	-1%
Assistance products for personal care and safety	302	8	310	3%
Communication and information equipment	112	7	119	6%
Customised Prosthetics	80	6	86	8%
Hearing Equipment	48	1	49	2%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	231	3	234	1%
Specialised Hearing Services	17	0	17	0%
Vision Equipment	50	0	50	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	82	14	96	17%
Behaviour Support	88	5	93	6%
Community nursing care for high needs	66	2	68	3%
Development of daily living and life skills	87	14	101	16%
Early Intervention supports for early childhood	85	13	98	15%
Exercise Physiology and Physical Wellbeing activities	78	3	81	4%
Innovative Community Participation	98	9	107	9%
Specialised Driving Training	56	0	56	0%
Therapeutic Supports	214	18	232	8%
Capital services				
Home modification design and construction	119	4	123	3%
Specialised Disability Accommodation	19	3	22	16%
Vehicle Modifications	33	0	33	0%
Choice and control support services				
Management of funding for supports in participants plan	36	4	40	11%
Support Coordination	52	11	63	21%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	50	11	61	22%
Specialised Supported Employment	22	0	22	0%
Total approved providers	**965**	**47**	**1,012**	**5%**

[94] The 13 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table F.36 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.59	1.59
b) Number of providers delivering new supports	89	90
c) Change in the number of active/inactive providers:		
Active (%)	*48%*	*50%*
Not yet active (%)	*45%*	*42%*
Inactive (%)	*7%*	*8%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*78%*	*84%*
Therapeutic Supports (%)	*91%*	*92%*
Participate Community (%)	*72%*	*75%*
Early Childhood Supports (%)	*91%*	*93%*
Assist Personal Activities (%)	*78%*	*80%*

Table F.37 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	50	4	54	8%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	58	4	62	7%
Assistance with travel/transport arrangements	90	8	98	9%
Daily Personal Activities	66	9	75	14%
Group and Centre Based Activities	55	4	59	7%
High Intensity Daily Personal Activities	66	6	72	9%
Household tasks	85	9	94	11%
Interpreting and translation	21	1	22	5%
Participation in community, social and civic activities	85	6	91	7%
Assistive Technology				
Assistive equipment for recreation	107	9	116	8%
Assistive products for household tasks	80	5	85	6%
Assistance products for personal care and safety	201	23	224	11%
Communication and information equipment	73	7	80	10%
Customised Prosthetics	61	7	68	11%
Hearing Equipment	32	1	33	3%
Hearing Services	8	0	8	0%
Personal Mobility Equipment	163	14	177	9%
Specialised Hearing Services	16	0	16	0%
Vision Equipment	34	0	34	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	69	8	77	12%
Behaviour Support	68	4	72	6%
Community nursing care for high needs	29	2	31	7%
Development of daily living and life skills	79	6	85	8%
Early Intervention supports for early childhood	61	3	64	5%
Exercise Physiology and Physical Wellbeing activities	40	3	43	8%
Innovative Community Participation	35	4	39	11%
Specialised Driving Training	45	1	46	2%
Therapeutic Supports	148	8	156	5%
Capital services				
Home modification design and construction	76	4	80	5%
Specialised Disability Accommodation	8	3	11	38%
Vehicle Modifications	22	1	23	5%
Choice and control support services				
Management of funding for supports in participants plan	32	4	36	13%
Support Coordination	47	8	55	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	45	7	52	16%
Specialised Supported Employment	21	0	21	0%
Total approved active providers	**525**	**55**	**580**	**10%**

Table F.38 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2017-18 Q3	Total
Daily Activities	9%	6%	8%
Health & Wellbeing	47%	41%	45%
Lifelong Learning	25%	18%	23%
Other	23%	18%	22%
Non-categorised	27%	39%	31%
Any mainstream service	94%	94%	94%

Appendix G

South Australia

The tables below replicate the tables in the main parts of this report for SA only where the data is available.

Participants and Plans

Table G.1 Plan approvals compared to estimates – SA

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	14,727	1,494	16,221	16,400	21,270

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA

	Prior Quarters	2017-18 Q3	Total
Access decisions	**21,672**	**3,294**	**24,966**
Access Met	**20,307**	**2,607**	**22,914**
State	9,529	1,525	11,054
New	9,347	795	10,142
Commonwealth	1,431	287	1,718
Total Participant Plans	**15,076**	**1,673**	**16,400**
EI (s25) plans	8,227	277	8,504
PD (s24) plans	6,500	1,217	7,717
ECEI	349	179	179

Table G.3 Plan reviews conducted per quarter – SA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**12,832**	**3,072**	**15,904**
Early intervention plans	8,553	1,766	10,319
Permanent disability plans	4,279	1,306	5,585

Table G.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – SA

Exits	
Total plan exits	**526**
Early Intervention plans	471
Permanent disability plans	55

Table G.5 Cumulative position by services previously received – SA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,470	515	4,132		7,117	8,500	84%	
End of 2016-17	3,827	541	7,263	482	12,113	12,887	94%	
End of 2017-18 Q1	4,551	676	7,765	232	13,224	13,969	95%	
End of 2017-18 Q2	5,590	893	8,244	349	15,076	16,406	92%	
End of 2017-18 Q3	6,408	990	8,823	179	16,400	21,270	77%	6,408

Table G.6 Cumulative position by entry into the Scheme – SA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	5,113	2,004		7,117	8,500	84%	
End of 2016-17	7,587	4,044	482	12,113	12,887	94%	
End of 2017-18 Q1	7,937	5,055	232	13,224	13,969	95%	
End of 2017-18 Q2	8,227	6,500	349	15,076	16,406	92%	
End of 2017-18 Q3	8,504	7,717	179	16,400	21,270	77%	6,408

Table G.7 Active participants with approved plans per quarter by disability group - SA[95]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	6,601	46%	388	26%	**6,989**	**45%**
Intellectual Disability	2,692	19%	404	27%	**3,096**	**20%**
Psychosocial disability	72	1%	52	3%	**124**	**1%**
Cerebral Palsy	548	4%	32	2%	**580**	**4%**
Other Neurological	356	3%	91	6%	**447**	**3%**
Developmental Delay	1,059	7%	80	5%	**1,139**	**7%**
Other Physical	373	3%	111	7%	**484**	**3%**
Acquired Brain Injury	232	2%	82	5%	**314**	**2%**
Hearing Impairment	384	3%	39	3%	**423**	**3%**
Visual Impairment	215	2%	46	3%	**261**	**2%**
Multiple Sclerosis	88	1%	53	4%	**141**	**1%**
Other Sensory/Speech	947	7%	24	2%	**971**	**6%**
Global Developmental Delay	491	3%	38	3%	**529**	**3%**
Spinal Cord Injury	45	0%	29	2%	**74**	**0%**
Stroke	50	0%	20	1%	**70**	**0%**
Other	49	0%	4	0%	**53**	**0%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.8 Active participants with approved plan per quarter by level of function – SA

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	486	3%	62	4%	**548**	**4%**
2 (High Function)	1	0%	0	0%	**1**	**0%**
3 (High Function)	606	4%	99	7%	**705**	**5%**
4 (High Function)	1,232	9%	80	5%	**1,312**	**8%**
5 (High Function)	4,021	29%	109	7%	**4,130**	**27%**
6 (Moderate Function)	2,444	17%	339	23%	**2,783**	**18%**
7 (Moderate Function)	1,499	11%	55	4%	**1,554**	**10%**
8 (Moderate Function)	402	3%	151	10%	**553**	**4%**
9 (Moderate Function)	23	0%	9	1%	**32**	**0%**
10 (Moderate Function)	510	4%	221	15%	**731**	**5%**
11 (Low Function)	1,050	8%	32	2%	**1,082**	**7%**
12 (Low Function)	622	4%	265	18%	**887**	**6%**
13 (Low Function)	924	7%	60	4%	**984**	**6%**
14 (Low Function)	170	1%	11	1%	**181**	**1%**
15 (Low Function)	0	0%	0	0%	**0**	**0%**
Missing	212		0		**212**	
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

[95] Table order based on national proportions (highest to lowest)

Table G.9 Participant profile per quarter by Age group – SA

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	3,032	21%	232	16%	**3,264**	**21%**
7 to 14	7,411	52%	229	15%	**7,640**	**49%**
15 to 18	1,730	12%	108	7%	**1,838**	**12%**
19 to 24	461	3%	108	7%	**569**	**4%**
25 to 34	416	3%	134	9%	**550**	**4%**
35 to 44	301	2%	121	8%	**422**	**3%**
45 to 54	394	3%	225	15%	**619**	**4%**
55 to 64	412	3%	314	21%	**726**	**5%**
65+	45	0%	22	1%	**67**	**0%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.10 Participant profile per quarter by Gender – SA

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	9,829	69%	871	58%	**10,700**	**68%**
Female	4,320	30%	608	41%	**4,928**	**31%**
Indeterminate	53	0%	14	1%	**67**	**0%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	643	4.5%	49	3.3%	**692**	**4.4%**
Not Aboriginal and Torres Strait Islander	12,751	89.8%	1,390	93.1%	**14,141**	**90.1%**
Not Stated	808	5.7%	54	3.6%	**862**	**5.5%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	856	6.0%	115	7.7%	**971**	**6.2%**
Not CALD	13,118	92.4%	1,378	92.3%	**14,496**	**92.4%**
Not Stated	228	1.6%	0	0.0%	**228**	**1.5%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	6	0.0%	18	1.2%	**24**	**0.2%**
Not YPIRAC	14,196	100.0%	1,475	98.8%	**15,671**	**99.8%**
Total	**14,202**	**100%**	**1,493**	**100%**	**15,695**	**100%**

Table G.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	11%	12%	**12%**
Self-managed partly	11%	12%	**11%**
Plan managed	11%	16%	**13%**
Agency managed	66%	60%	**64%**
Total	**100%**	**100%**	**100%**

Table G.15 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	42%	43%	**42%**

Table G.16 Duration to plan activation by quarter of initial plan approval for active participants – SA

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	1,690	39%	732	54%
30 to 59 days	637	15%	199	15%
60 to 89 days	412	9%	75	6%
Activated within 90 days	**2,739**	**63%**	**1,006**	**74%**
90 to 119 days	250	6%	35	3%
120 days and over	603	14%	68	5%
Activated between 90 and 180 days	**853**	**20%**	**103**	**8%**
No payments	782	18%	249	18%
Total plans approved	**4,374**	**100%**	**1,358**	**100%**

Table G.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – SA

Plan utilisation[96]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	46%	53%	48%
50% to 75%	26%	22%	25%
> 75%	27%	25%	27%
Total	**100%**	**100%**	**100%**

Table G.18 Number of questionnaires completed by SFOF version – SA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	1,570	299	158	170	2,197
Participant school to 14	2,137	267	274	298	2,976
Participant 15 to 24	529	259	319	200	1,307
Participant 25 and over	29	525	973	775	2,302
Total Participant	**4,265**	**1,350**	**1,724**	**1,443**	**8,782**
Family 0 to 14	3,562	515	427	470	4,974
Family 15 to 24	482	131	243	168	1,024
Family 25 and over	1	53	370	280	704
Total Family	**4,045**	**699**	**1,040**	**918**	**6,702**
Total	**8,310**	**2,049**	**2,764**	**2,361**	**15,484**

[96] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table G.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	53%			
CC	% who say their child is able to tell them what he/she wants	79%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		79%		
CC	% who are happy with the level of independence/control they have now			46%	
CC	% who choose who supports them			35%	64%
CC	% who choose what they do each day			46%	70%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	26%
CC	% who want more choice and control in their life			75%	71%

Table G.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	64%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	62%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	63%	79%		
REL	% of children who spend time with friends without an adult present		20%		
REL	% with no friends other than family or paid staff			29%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	40%

Table G.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		71%		
HM	% who are happy with their home			87%	83%
HM	% who feel safe or very safe in their home			89%	81%
HW	% who rate their health as good, very good or excellent			73%	55%
HW	% who did not have any difficulties accessing health services			76%	77%
LL	% who currently attend or previously attended school in a mainstream class			33%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				64%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			18%	32%
WK	% who volunteer			12%	12%

Table G.22 Selected key indicators for families/carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	31%	30%
% receiving Carer Allowance	48%	55%	39%
% working in a paid job	47%	45%	32%
Of those in a paid job, % in permanent employment	73%	69%	75%
Of those in a paid job, % working 15 hours or more	78%	84%	86%
% who say they (and their partner) are able to work as much as they want	47%	52%	69%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	81%	85%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	30%	20%
% able to advocate for their child/family member	78%	77%	74%
% who have friends and family they see as often as they like	53%	51%	56%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		47%	
% who feel in control selecting services		45%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	73%	62%	63%

Table G.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=542) – SA

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	94%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL	Has the NDIS improved how your child fits into family life?	81%
S/CP	Has the NDIS improved how your child fits into community life?	69%

Table G.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=1,072) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	61%
LL	Has the NDIS improved your child's access to education?	43%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

Table G.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=279) and 'Participant 25 and over' (n=2) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	Numbers are too small
DL	Has the NDIS helped you with daily living activities?	58%	Numbers are too small
REL	Has the NDIS helped you to meet more people?	48%	Numbers are too small
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	Numbers are too small
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	Numbers are too small
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	Numbers are too small
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	Numbers are too small
S/CP	Has the NDIS helped you be more involved?	51%	Numbers are too small

Table G.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=1,794); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=232) – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	49%
Has the NDIS improved the level of support for your family?	74%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	50%	42%

Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (SA)[97]

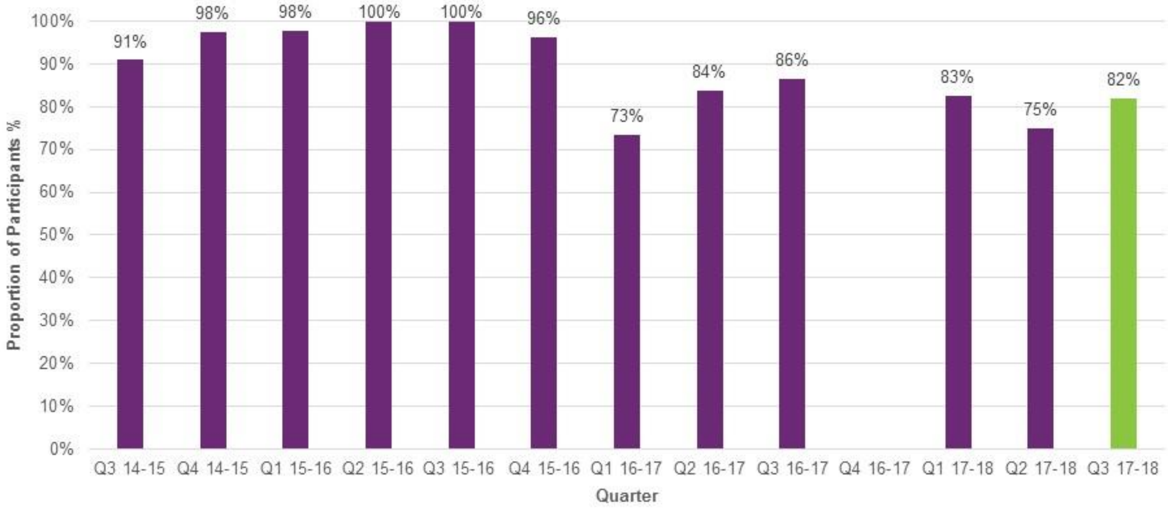


Table G.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – SA

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	90%	3%	7%
I had enough time to tell my story and say what support I need	82%	10%	8%
The planner knows what I can do well	84%	8%	8%
The planner had some good ideas for my plan	80%	5%	15%
I know what is in my plan	87%	11%	2%
The planner helped me think about my future	67%	16%	16%
I think my plan will make my life better	85%	5%	10%
The planning meeting went well	82%	8%	10%

Table G.28 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**8,859**	**2,610**	**11,469**
Trial participants	6,337	1,237	7,574
Transition participants	2,522	1,373	3,895

Table G.29 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**3,973**	**462**	**4,435**
Trial participants	2,970	182	3,152
Transition participants	1,003	280	1,283

[97] Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA[98]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**24.6%**	**11.9%**	**22.1%**

Table G.31 AAT cases by category – SA

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**56**	**14**	**70**
Access	7	3	10
Plan	38	2	40
Plan Review	7	8	15
Other	4	1	5
% of all access decisions[99]	***0.17%***	***0.24%***	***0.18%***

Table G.32 AAT cases by open/closed and decision – SA

	N	%
AAT Cases	**70**	
Open AAT Cases	**26**	
Closed AAT Cases	**44**	
Confirmed the Agency's decision	28	64%
Did not confirm the Agency's decision	16	36%

Committed supports and payments

Table G.33 Committed supports by financial year ($m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18[100]	2018-19 and beyond[101]	Total
Total Committed	11.0	50.7	106.3	190.3	332.7	142.8	833.8

98 This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
99 This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
100 Note: The $333 million in respect of 2017-18 only includes approved plans to date.
101 Note: The $143 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure G.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (SA)

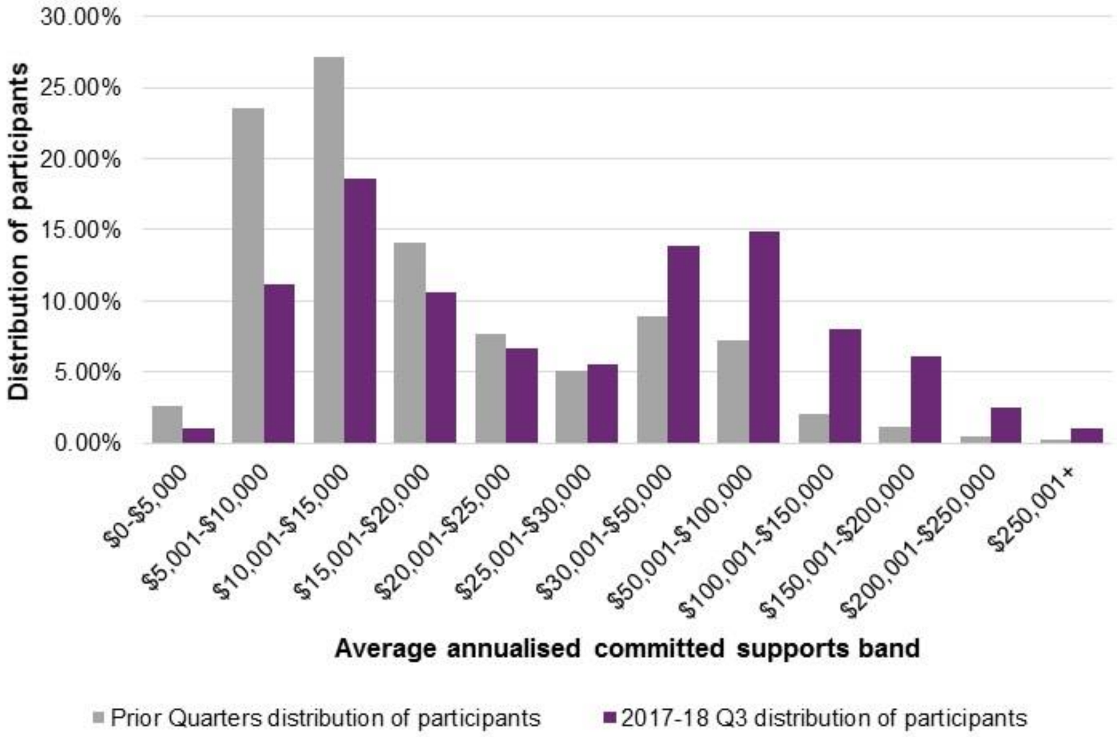


Figure G.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (SA)

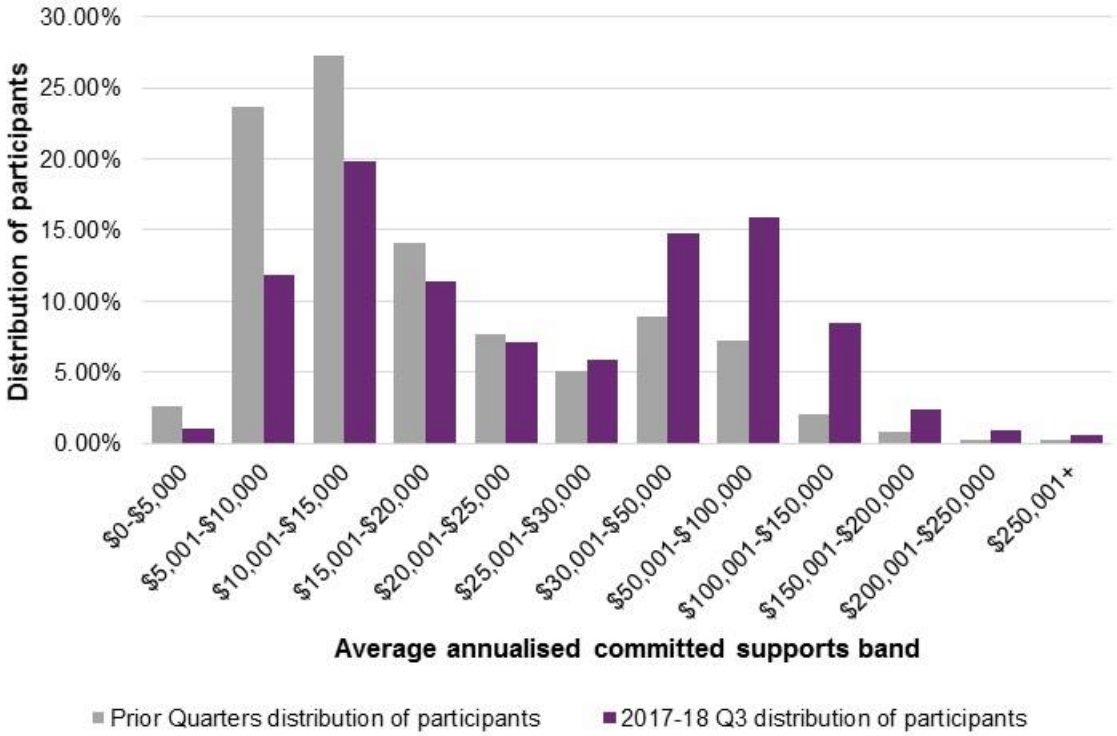


Figure G.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (SA)

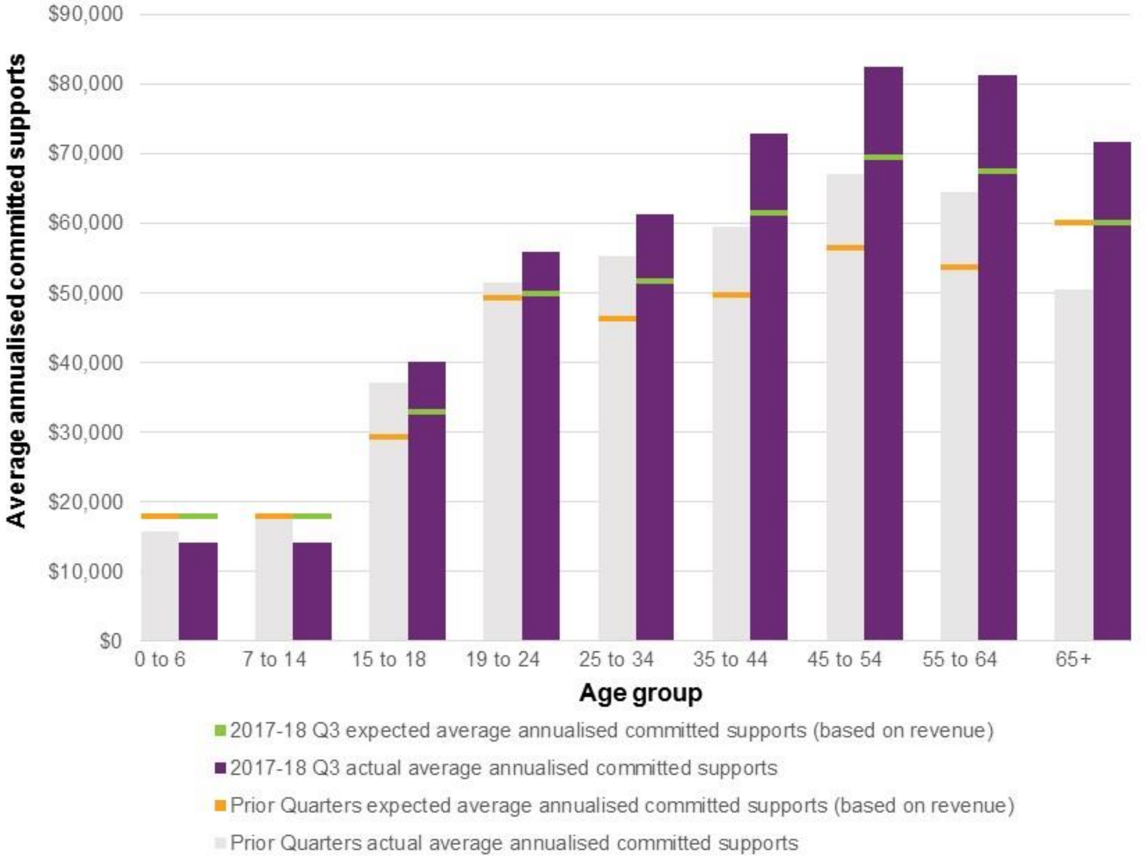
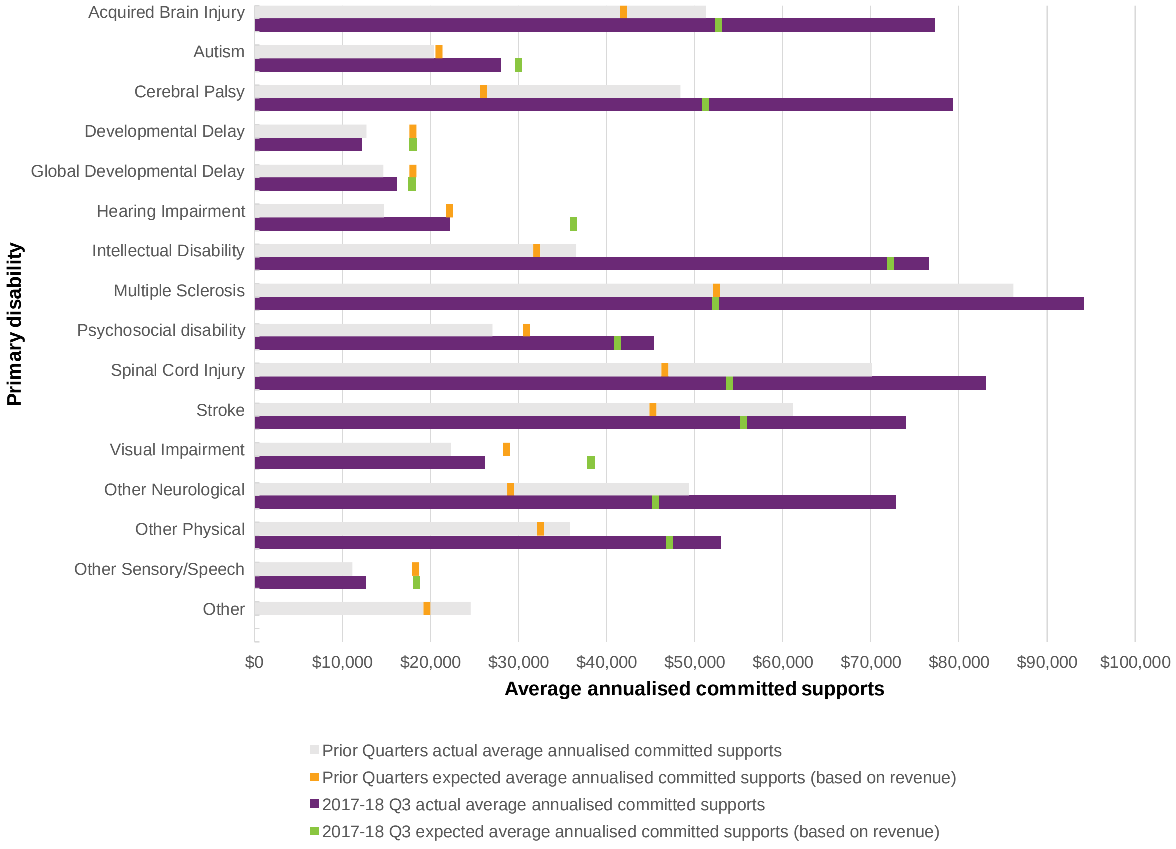


Figure G.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[102] (SA)



102 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure G.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[103] (SA)

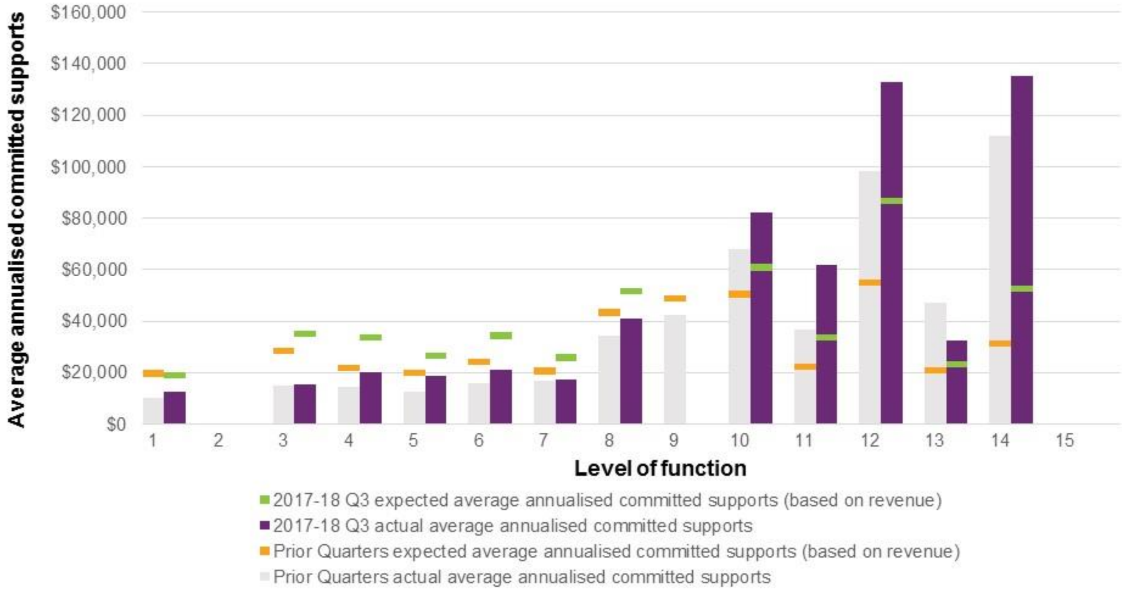
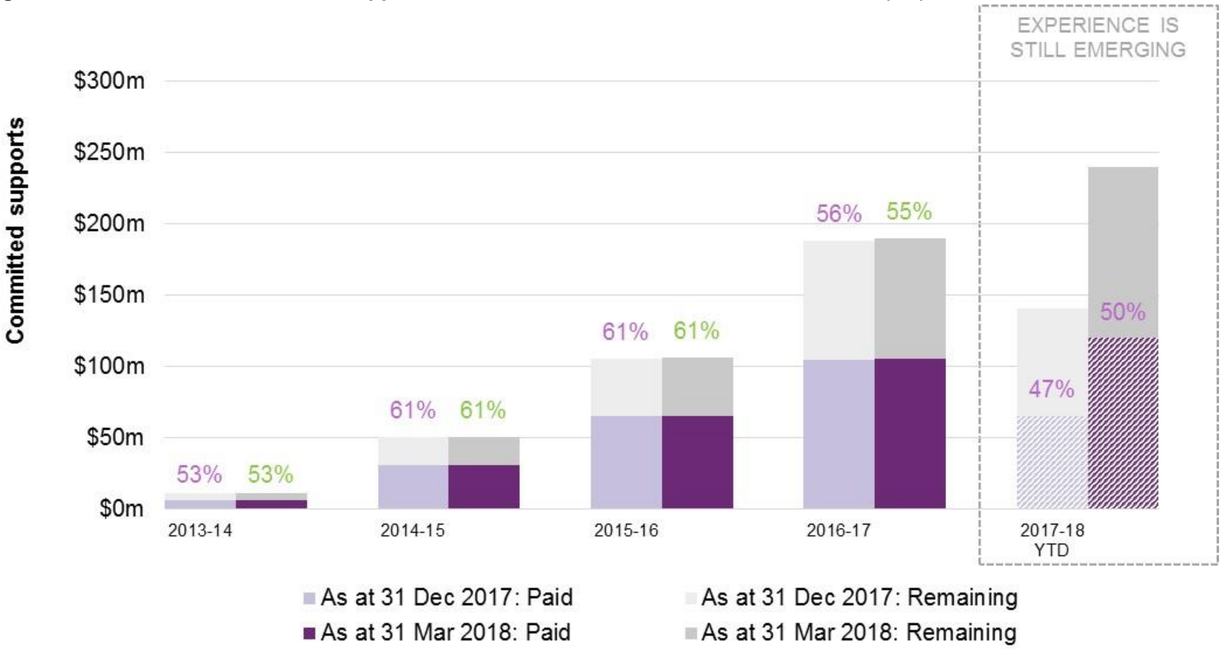


Table G.34 Payments by financial year, compared to committed supports ($m) – SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.7	106.3	190.3	332.7	142.8	833.8
Total Paid	5.8	30.7	65.0	105.4	119.9	-	326.9
% utilised to date	53%	61%	61%	55%	-	-	55%[104]

[103] Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.
[104] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure G.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (SA)



Providers and markets

Table G.35 Key provider indicators by quarter - SA

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*514*	*77*	*586*
Company/ organisation	*1,012*	*109*	*1,109*
Total	*1,526*	*186*	*1,695*
b) Registration revoked	17		

Table G.36 Number of approved providers by registration group - SA[105]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	103	12	115	12%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	86	10	96	12%
Assistance with travel/transport arrangements	203	15	218	7%
Daily Personal Activities	111	18	129	16%
Group and Centre Based Activities	112	19	131	17%
High Intensity Daily Personal Activities	115	15	130	13%
Household tasks	236	45	281	19%
Interpreting and translation	54	12	66	22%
Participation in community, social and civic activities	147	21	168	14%
Assistive Technology				
Assistive equipment for recreation	197	26	223	13%
Assistive products for household tasks	159	22	181	14%
Assistance products for personal care and safety	338	48	386	14%
Communication and information equipment	149	20	169	13%
Customised Prosthetics	109	10	119	9%
Hearing Equipment	70	5	75	7%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	283	22	305	8%
Specialised Hearing Services	21	0	21	0%
Vision Equipment	55	4	59	7%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	123	25	148	20%
Behaviour Support	217	34	251	16%
Community nursing care for high needs	90	17	107	19%
Development of daily living and life skills	148	20	168	14%
Early Intervention supports for early childhood	405	32	437	8%
Exercise Physiology and Physical Wellbeing activities	98	4	102	4%
Innovative Community Participation	180	27	207	15%
Specialised Driving Training	35	0	35	0%
Therapeutic Supports	550	64	614	12%
Capital services				
Home modification design and construction	130	20	150	15%
Specialised Disability Accommodation	52	14	66	27%
Vehicle Modifications	33	2	35	6%
Choice and control support services				
Management of funding for supports in participants plan	55	15	70	27%
Support Coordination	131	31	162	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	80	2	82	3%
Specialised Supported Employment	17	0	17	0%
Total approved providers	**1,509**	**186**	**1,695**	**12%**

[105] The 17 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table G.37 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.24	1.19
b) Number of providers delivering new supports	204	212
c) Change in the number of active/inactive providers:		
Active (%)	*51%*	*50%*
Not yet active (%)	*42%*	*42%*
Inactive (%)	*7%*	*7%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*84%*	*88%*
Therapeutic Supports (%)	*93%*	*93%*
Participate Community (%)	*78%*	*82%*
Early Childhood Supports (%)	*87%*	*86%*
Assist Personal Activities (%)	*81%*	*85%*

Table G.38 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	68	7	75	10%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	74	4	78	5%
Assistance with travel/transport arrangements	145	9	154	6%
Daily Personal Activities	93	11	104	12%
Group and Centre Based Activities	95	13	108	14%
High Intensity Daily Personal Activities	101	12	113	12%
Household tasks	137	19	156	14%
Interpreting and translation	28	5	33	18%
Participation in community, social and civic activities	120	12	132	10%
Assistive Technology				
Assistive equipment for recreation	118	18	136	15%
Assistive products for household tasks	93	17	110	18%
Assistance products for personal care and safety	223	36	259	16%
Communication and information equipment	100	7	107	7%
Customised Prosthetics	88	6	94	7%
Hearing Equipment	51	2	53	4%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	186	21	207	11%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	36	2	38	6%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	107	16	123	15%
Behaviour Support	174	19	193	11%
Community nursing care for high needs	44	6	50	14%
Development of daily living and life skills	115	14	129	12%
Early Intervention supports for early childhood	343	19	362	6%
Exercise Physiology and Physical Wellbeing activities	58	5	63	9%
Innovative Community Participation	87	12	99	14%
Specialised Driving Training	28	0	28	0%
Therapeutic Supports	422	35	457	8%
Capital services				
Home modification design and construction	78	7	85	9%
Specialised Disability Accommodation	22	5	27	23%
Vehicle Modifications	23	1	24	4%
Choice and control support services				
Management of funding for supports in participants plan	51	6	57	12%
Support Coordination	101	19	120	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	71	3	74	4%
Specialised Supported Employment	17	0	17	0%
Total approved active providers	**875**	**99**	**974**	**11%**

Table G.39 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2017-18 Q3	Total
Daily Activities	7%	7%	7%
Health & Wellbeing	31%	35%	33%
Lifelong Learning	33%	32%	32%
Other	9%	8%	9%
Non-categorised	31%	32%	31%
Any mainstream service	90%	91%	90%

Appendix H

Tasmania

The tables below replicate the tables in the main parts of this report for TAS only where the data is available.

Participants and Plans

Table H.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	2,979	560	3,539	4,005	4,169

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS

	Prior Quarters	2017-18 Q3	Total
Access decisions	**3,688**	**762**	**4,450**
Access Met	**3,436**	**567**	**4,003**
State	1,964	174	2,138
New	1,238	277	1,515
Commonwealth	234	116	350
Total Participant Plans	**3,519**	**1,026**	**4,005**
EI (s25) plans	334	106	440
PD (s24) plans	2,645	454	3,099
ECEI	540	466	466

Table H.3 Plan reviews conducted per quarter – TAS

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**2,652**	**793**	**3,445**
Early intervention plans	139	74	213
Permanent disability plans	2,513	719	3,232

Table H.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – TAS

Exits	
Total plan exits	**44**
Early Intervention plans	6
Permanent disability plans	38

Table H.5 Cumulative position by services previously received – TAS

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	701	33	428		1,162	1,125	103%	
End of 2016-17	1,231	63	935	18	2,247	2,242	100%	
End of 2017-18 Q1	1,431	90	1,013	381	2,915	2,853	102%	
End of 2017-18 Q2	1,669	163	1,147	540	3,519	3,464	102%	
End of 2017-18 Q3	1,919	257	1,363	466	4,005	4,169	96%	314

Table H.6 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	25	1,137		1,162	1,125	103%	
End of 2016-17	190	2,039	18	2,247	2,242	100%	
End of 2017-18 Q1	249	2,285	381	2,915	2,853	102%	
End of 2017-18 Q2	334	2,645	540	3,519	3,464	102%	
End of 2017-18 Q3	440	3,099	466	4,005	4,169	96%	314

Table H.7 Active participants with approved plans per quarter by disability group – TAS[106]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	1,094	37%	219	39%	**1,313**	**38%**
Intellectual Disability	1,292	44%	183	33%	**1,475**	**42%**
Psychosocial disability	62	2%	17	3%	**79**	**2%**
Cerebral Palsy	174	6%	40	7%	**214**	**6%**
Other Neurological	73	2%	11	2%	**84**	**2%**
Developmental Delay	12	0%	11	2%	**23**	**1%**
Other Physical	57	2%	16	3%	**73**	**2%**
Acquired Brain Injury	53	2%	14	3%	**67**	**2%**
Hearing Impairment	47	2%	19	3%	**66**	**2%**
Visual Impairment	34	1%	8	1%	**42**	**1%**
Multiple Sclerosis	5	0%	5	1%	**10**	**0%**
Other Sensory/Speech	9	0%	2	0%	**11**	**0%**
Global Developmental Delay	7	0%	7	1%	**14**	**0%**
Spinal Cord Injury	6	0%	5	1%	**11**	**0%**
Stroke	2	0%	2	0%	**4**	**0%**
Other	8	0%	1	0%	**9**	**0%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.8 Active participants with approved plan per quarter by level of function – TAS

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	23	1%	27	5%	**50**	**1%**
2 (High Function)	1	0%	1	0%	**2**	**0%**
3 (High Function)	237	8%	41	7%	**278**	**8%**
4 (High Function)	182	6%	30	5%	**212**	**6%**
5 (High Function)	316	11%	62	11%	**378**	**11%**
6 (Moderate Function)	581	20%	131	23%	**712**	**20%**
7 (Moderate Function)	364	12%	66	12%	**430**	**12%**
8 (Moderate Function)	237	8%	38	7%	**275**	**8%**
9 (Moderate Function)	1	0%	2	0%	**3**	**0%**
10 (Moderate Function)	221	8%	19	3%	**240**	**7%**
11 (Low Function)	214	7%	19	3%	**233**	**7%**
12 (Low Function)	295	10%	54	10%	**349**	**10%**
13 (Low Function)	165	6%	61	11%	**226**	**7%**
14 (Low Function)	78	3%	9	2%	**87**	**3%**
15 (Low Function)	0	0%	0	0%	**0**	**0%**
Missing	20		0		**20**	
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

[106] Table order based on national proportions (highest to lowest)

Table H.9 Participant profile per quarter by Age group – TAS

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	27	1%	82	15%	**109**	**3%**
7 to 14	774	26%	244	44%	**1,018**	**29%**
15 to 18	572	19%	43	8%	**615**	**18%**
19 to 24	860	29%	17	3%	**877**	**25%**
25 to 34	474	16%	90	16%	**564**	**16%**
35 to 44	63	2%	33	6%	**96**	**3%**
45 to 54	72	2%	27	5%	**99**	**3%**
55 to 64	90	3%	23	4%	**113**	**3%**
65+	3	0%	1	0%	**4**	**0%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.10 Participant profile per quarter by Gender – TAS

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	1,895	65%	325	58%	**2,220**	**64%**
Female	1,034	35%	232	41%	**1,266**	**36%**
Indeterminate	6	0%	3	1%	**9**	**0%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	235	8.0%	38	6.8%	**273**	**7.8%**
Not Aboriginal and Torres Strait Islander	2,596	88.4%	480	85.7%	**3,076**	**88.0%**
Not Stated	104	3.5%	42	7.5%	**146**	**4.2%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	60	2.0%	9	1.6%	**69**	**2.0%**
Not CALD	2,861	97.5%	551	98.4%	**3,412**	**97.6%**
Not Stated	14	0.5%	0	0.0%	**14**	**0.4%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	0	0.0%	0	0.0%	**0**	**0.0%**
Not YPIRAC	2,935	100.0%	560	100.0%	**3,495**	**100.0%**
Total	**2,935**	**100%**	**560**	**100%**	**3,495**	**100%**

Table H.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	9%	8%	**9%**
Self-managed partly	10%	10%	**10%**
Plan managed	2%	2%	**2%**
Agency managed	80%	80%	**80%**
Total	**100%**	**100%**	**100%**

Table H.15 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	35%	42%	**38%**

Table H.16 Duration to plan activation by quarter of initial plan approval for active participants – TAS

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	348	33%	164	54%
30 to 59 days	129	12%	32	11%
60 to 89 days	77	7%	17	6%
Activated within 90 days	**554**	**52%**	**213**	**70%**
90 to 119 days	67	6%	6	2%
120 days and over	123	12%	17	6%
Activated between 90 and 180 days	**190**	**18%**	**23**	**8%**
No payments	312	30%	68	22%
Total plans approved	**1,056**	**100%**	**304**	**100%**

Table H.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – TAS

Plan utilisation[107]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	39%	39%	39%
50% to 75%	14%	16%	14%
> 75%	48%	45%	47%
Total	**100%**	**100%**	**100%**

Table H.18 Number of questionnaires completed by SFOF version – TAS

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	6	11	15	28	60
Participant school to 14	571	170	270	292	1,303
Participant 15 to 24	308	25	48	54	435
Participant 25 and over	163	98	111	170	542
Total Participant	**1,048**	**304**	**444**	**544**	**2,340**
Family 0 to 14	526	171	284	330	1,311
Family 15 to 24	163	25	39	47	274
Family 25 and over	5	23	56	78	162
Total Family	**694**	**219**	**379**	**455**	**1,747**
Total	**1,742**	**523**	**823**	**999**	**4,087**

[107] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table H.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		37%		
DL	% who say their child is becoming more independent		47%		
CC	% of children who have a genuine say in decisions about themselves		72%		
CC	% who are happy with the level of independence/control they have now			46%	
CC	% who choose who supports them			46%	32%
CC	% who choose what they do each day			54%	47%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	44%
CC	% who want more choice and control in their life			78%	76%

Table H.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	71%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	47%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	70%	83%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			31%	24%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	36%

Table H.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		76%		
HM	% who are happy with their home			79%	80%
HM	% who feel safe or very safe in their home			86%	85%
HW	% who rate their health as good, very good or excellent			74%	55%
HW	% who did not have any difficulties accessing health services			75%	79%
LL	% who currently attend or previously attended school in a mainstream class			66%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				55%
LL	% unable to do a course or training they wanted to do in the last 12 months				22%
WK	% who have a paid job			9%	20%
WK	% who volunteer			11%	9%

Table H.22 Selected key indicators for families/carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	46%	32%	21%
% receiving Carer Allowance	70%	42%	27%
% working in a paid job	43%	39%	34%
Of those in a paid job, % in permanent employment	71%	69%	77%
Of those in a paid job, % working 15 hours or more	71%	79%	86%
% who say they (and their partner) are able to work as much as they want	42%	44%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	91%	83%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%	28%	17%
% able to advocate for their child/family member	80%	77%	73%
% who have friends and family they see as often as they like	39%	52%	47%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		40%	53%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			59%
% who rate their health as good, very good or excellent	68%	64%	67%

Table H.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=0) – TAS

	Question	% Yes
DL	Has the NDIS improved your child's development?	Numbers are too small
DL	Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC	Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL	Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP	Has the NDIS improved how your child fits into community life?	Numbers are too small

Table H.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=153) – TAS

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	44%
LL	Has the NDIS improved your child's access to education?	20%
REL	Has the NDIS improved your child's relationships with family and friends?	26%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

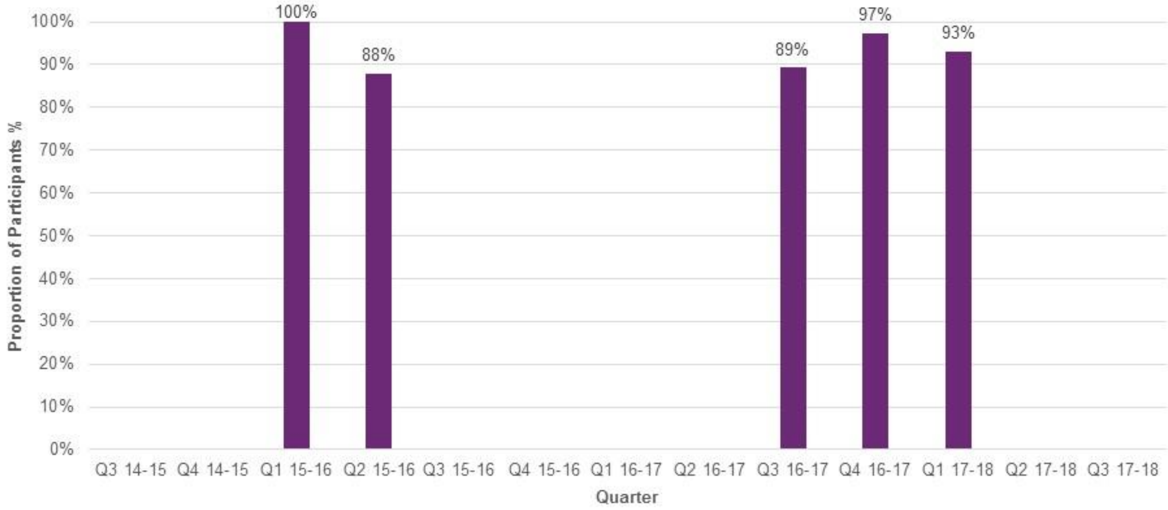
Table H.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=196) and 'Participant 25 and over' (n=66) – TAS

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	74%
DL	Has the NDIS helped you with daily living activities?	49%	69%
REL	Has the NDIS helped you to meet more people?	47%	51%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	28%	46%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	31%	24%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	15%
S/CP	Has the NDIS helped you be more involved?	43%	58%

Table H.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=142); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=94) – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	28%	52%
Has the NDIS improved the level of support for your family?	52%	51%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	52%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	43%	
Has the NDIS improved your health and wellbeing?	23%	31%

Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (TAS)[108]



There is insufficient data to present information on participant satisfaction in TAS this quarter.

Table H.27 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**1,391**	**548**	**1,939**
Trial participants	1,029	324	1,353
Transition participants	362	224	586

Table H.28 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**1,261**	**245**	**1,506**
Trial participants	888	87	975
Transition participants	373	158	531

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

Table H.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS[109]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**43.2%**	**30.1%**	**40.4%**

Table H.30 AAT cases by category – TAS

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**7**	**3**	**10**
Access	1	1	2
Plan	5	0	5
Plan Review	1	2	3
Other	0	0	0
% of all access decisions[110]	***0.11%***	***0.29%***	***0.14%***

Table H.31 AAT cases by open/closed and decision – TAS

	N	%
AAT Cases	**10**	
Open AAT Cases	**3**	
Closed AAT Cases	**7**	
Confirmed the Agency's decision	3	43%
Did not confirm the Agency's decision	4	57%

Committed supports and payments

Table H.32 Committed supports by financial year ($m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18[111]	2018-19 and beyond[112]	Total
Total Committed	18.0	51.6	65.9	99.5	178.2	85.7	499.0

[109] This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

[110] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.

[111] Note: The $178 million in respect of 2017-18 only includes approved plans to date.

[112] Note: The $86 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure H.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters (TAS)

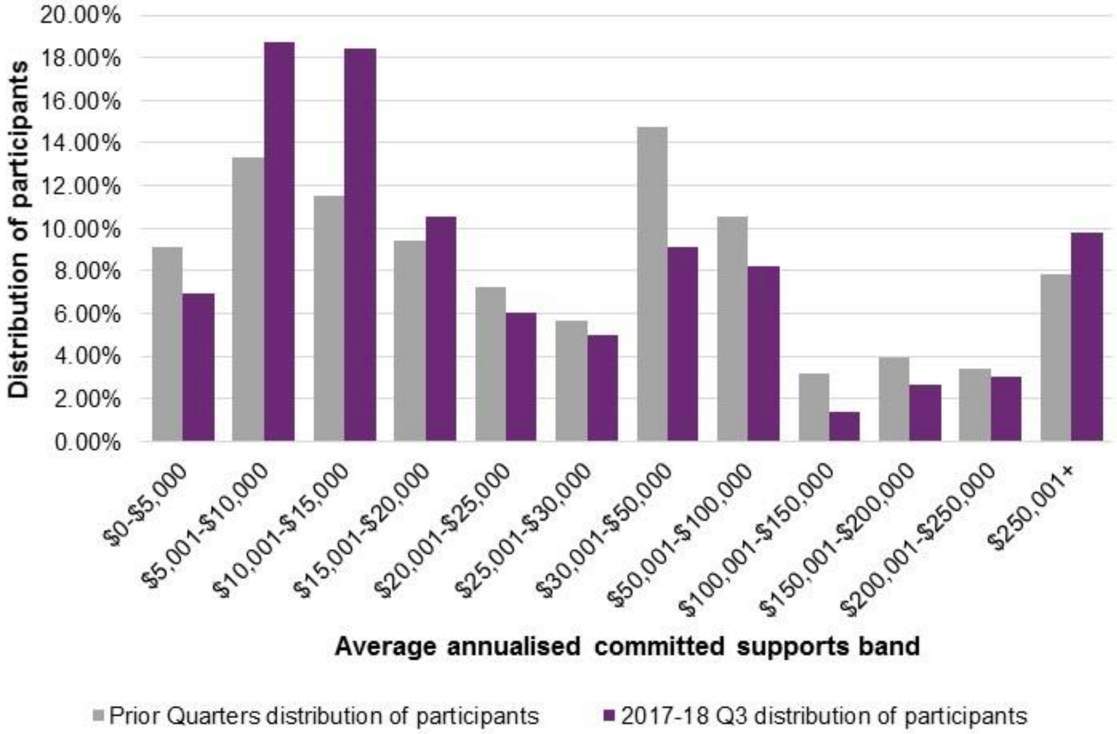


Figure H.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[113] (TAS)

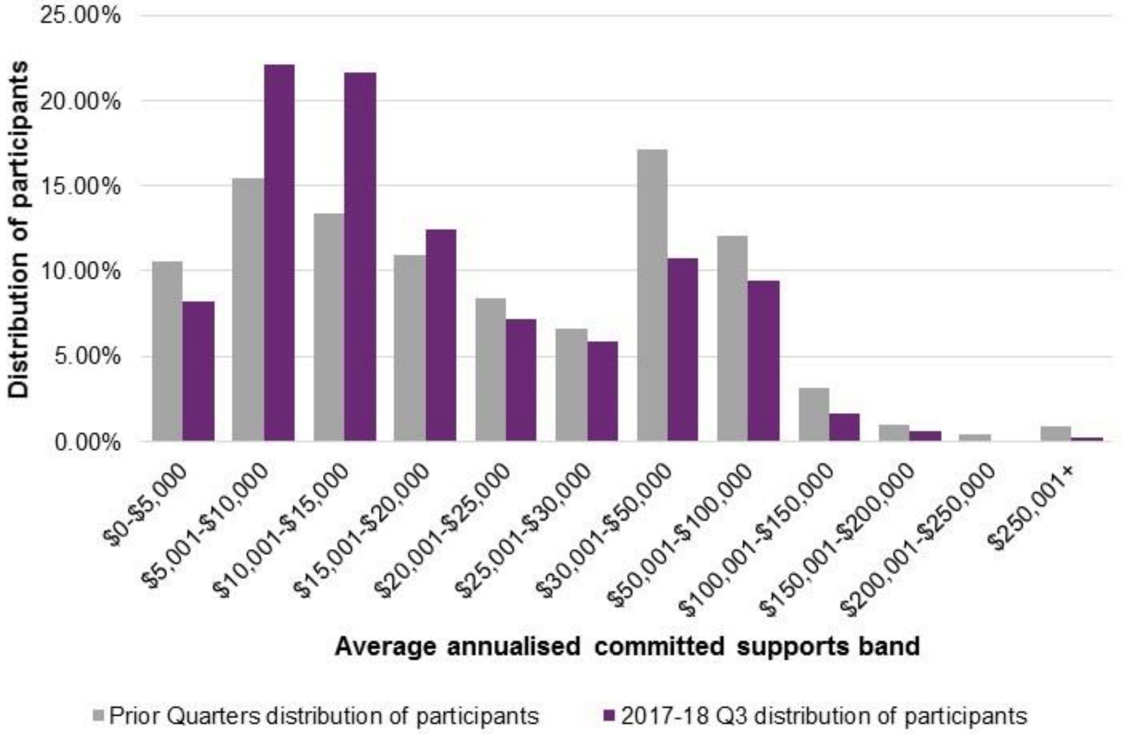


Figure H.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[114] (TAS)

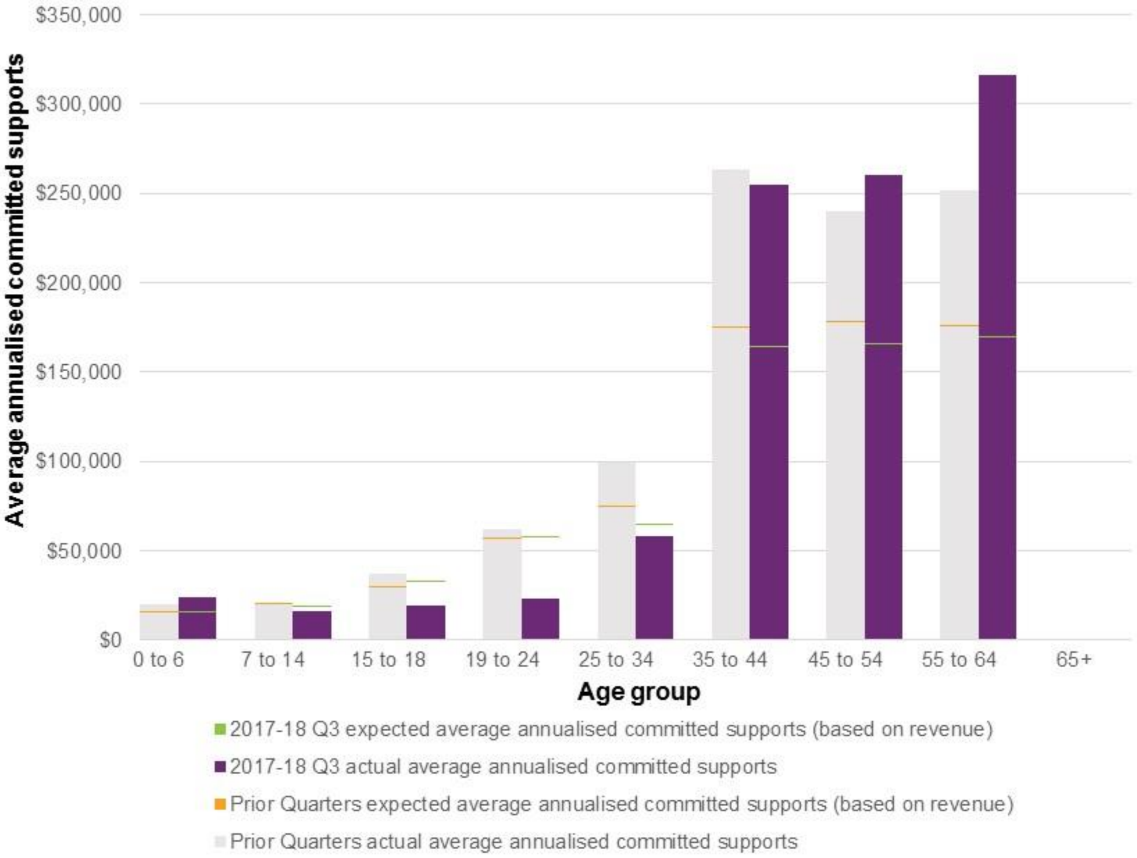
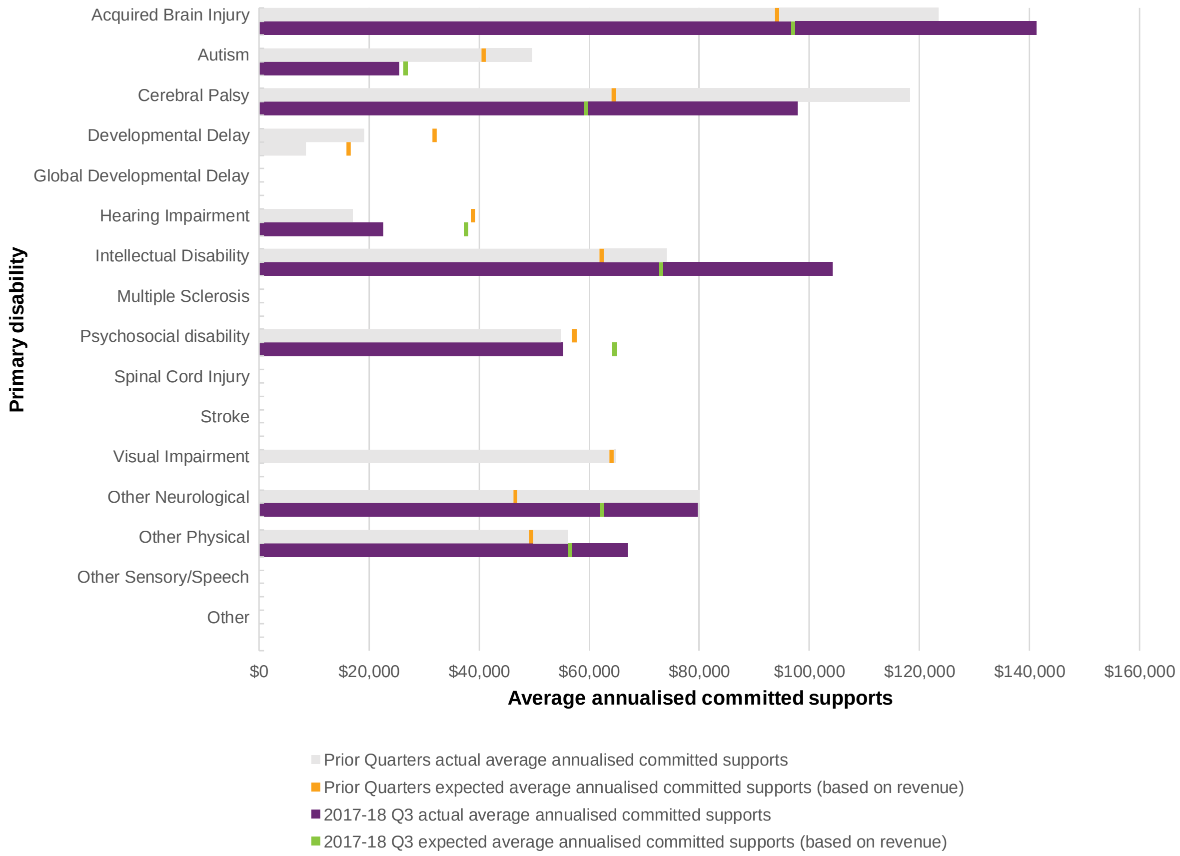


Figure H.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[115] (TAS)



113 Average annualised committed supports are not shown where there is insufficient data in the group.
114 Average annualised committed supports are not shown where there is insufficient data in the group.
115 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure H.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[116] (TAS)

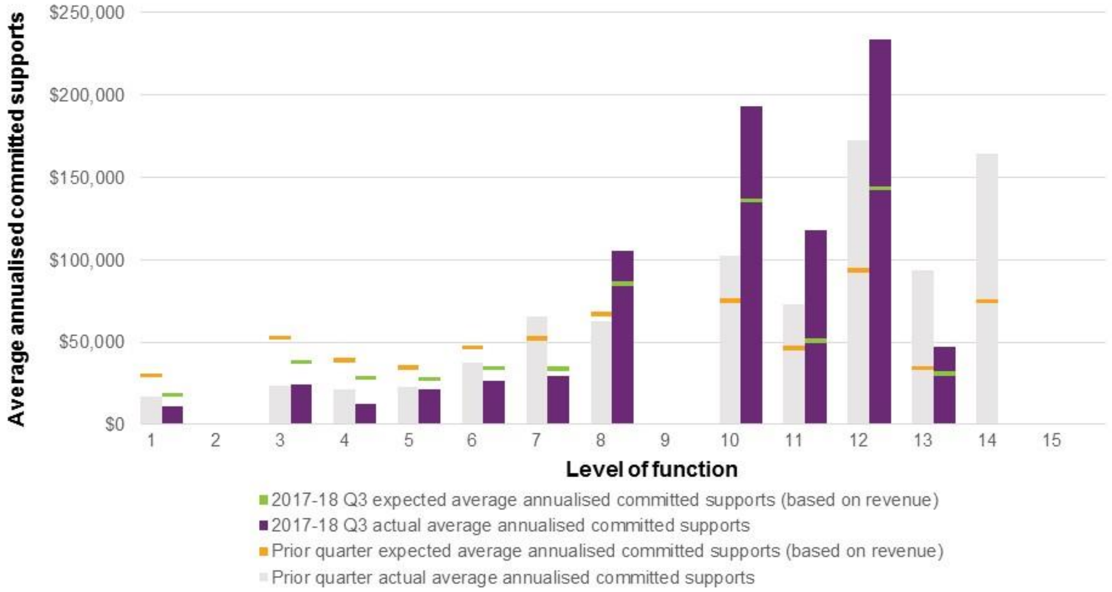
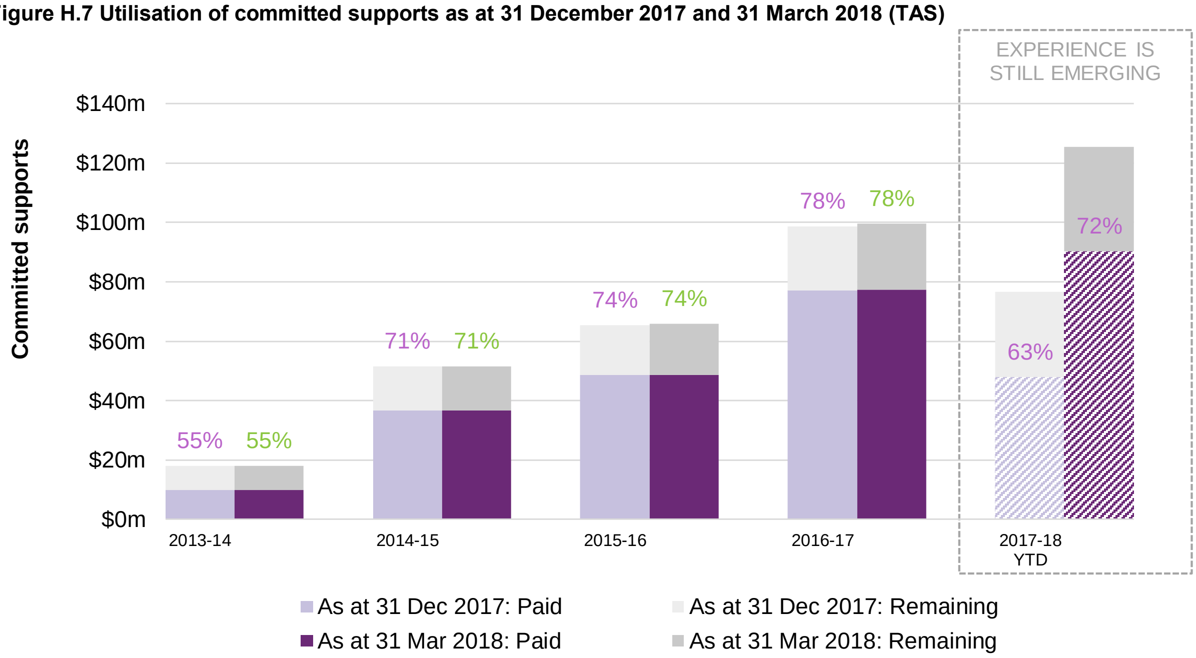


Table H.33 Payments by financial year, compared to committed supports ($m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.6	65.9	99.5	178.2	85.7	499.0
Total Paid	10.0	36.6	48.6	77.4	90.3	-	262.9
% utilised to date	55%	71%	74%	78%	-	-	73%[117]

Figure H.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (TAS)



[116] Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.
[117] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Providers and markets

Table H.34 Key provider indicators by quarter - TAS

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*220*	*24*	*238*
Company/ organisation	*701*	*68*	*764*
Total	*921*	*92*	*1,002*
b) Registration revoked	11		

Table H.35 Number of approved providers by registration group - TAS[118]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	66	3	69	5%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	65	1	66	2%
Assistance with travel/transport arrangements	130	9	139	7%
Daily Personal Activities	88	4	92	5%
Group and Centre Based Activities	77	1	78	1%
High Intensity Daily Personal Activities	87	3	90	3%
Household tasks	111	15	126	14%
Interpreting and translation	31	5	36	16%
Participation in community, social and civic activities	114	3	117	3%
Assistive Technology				
Assistive equipment for recreation	141	21	162	15%
Assistive products for household tasks	102	15	117	15%
Assistance products for personal care and safety	257	40	297	16%
Communication and information equipment	105	19	124	18%
Customised Prosthetics	62	5	67	8%
Hearing Equipment	57	4	61	7%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	200	15	215	8%
Specialised Hearing Services	9	0	9	0%
Vision Equipment	44	7	51	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	107	7	114	7%
Behaviour Support	66	2	68	3%
Community nursing care for high needs	36	3	39	8%
Development of daily living and life skills	97	3	100	3%
Early Intervention supports for early childhood	62	3	65	5%
Exercise Physiology and Physical Wellbeing activities	66	6	72	9%
Innovative Community Participation	79	9	88	11%
Specialised Driving Training	40	0	40	0%
Therapeutic Supports	220	16	236	7%
Capital services				
Home modification design and construction	86	11	97	13%
Specialised Disability Accommodation	36	5	41	14%
Vehicle Modifications	31	2	33	6%
Choice and control support services				
Management of funding for supports in participants plan	33	3	36	9%
Support Coordination	58	3	61	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	1	48	2%
Specialised Supported Employment	26	1	27	4%
Total approved providers	**910**	**92**	**1,002**	**10%**

118 The 11 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table H.36 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.44	1.41
b) Number of providers delivering new supports	83	95
c) Change in the number of active/inactive providers:		
Active (%)	*50%*	*50%*
Not yet active (%)	*41%*	*40%*
Inactive (%)	*8%*	*10%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*73%*	*75%*
Therapeutic Supports (%)	*75%*	*76%*
Participate Community (%)	*77%*	*77%*
Early Childhood Supports (%)	*81%*	*75%*
Assist Personal Activities (%)	*83%*	*81%*

Table H.37 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	47	0	47	0%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	57	2	59	4%
Assistance with travel/transport arrangements	99	5	104	5%
Daily Personal Activities	76	2	78	3%
Group and Centre Based Activities	64	1	65	2%
High Intensity Daily Personal Activities	76	1	77	1%
Household tasks	85	6	91	7%
Interpreting and translation	19	3	22	16%
Participation in community, social and civic activities	99	2	101	2%
Assistive Technology				
Assistive equipment for recreation	92	13	105	14%
Assistive products for household tasks	70	13	83	19%
Assistance products for personal care and safety	176	33	209	19%
Communication and information equipment	73	9	82	12%
Customised Prosthetics	50	5	55	10%
Hearing Equipment	45	0	45	0%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	144	15	159	10%
Specialised Hearing Services	9	0	9	0%
Vision Equipment	30	1	31	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	92	5	97	5%
Behaviour Support	51	1	52	2%
Community nursing care for high needs	21	0	21	0%
Development of daily living and life skills	84	2	86	2%
Early Intervention supports for early childhood	56	0	56	0%
Exercise Physiology and Physical Wellbeing activities	40	6	46	15%
Innovative Community Participation	46	5	51	11%
Specialised Driving Training	29	0	29	0%
Therapeutic Supports	154	13	167	8%
Capital services				
Home modification design and construction	62	6	68	10%
Specialised Disability Accommodation	18	3	21	17%
Vehicle Modifications	23	3	26	13%
Choice and control support services				
Management of funding for supports in participants plan	27	3	30	11%
Support Coordination	50	2	52	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	44	0	44	0%
Specialised Supported Employment	26	1	27	4%
Total approved active providers	**532**	**66**	**598**	**12%**

Table H.38 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2017-18 Q3	Total
Daily Activities	9%	7%	8%
Health & Wellbeing	59%	59%	59%
Lifelong Learning	39%	28%	34%
Other	16%	13%	15%
Non-categorised	21%	24%	23%
Any mainstream service	93%	95%	94%

Appendix I

Australian Capital Territory

The tables below replicate the tables in the main parts of this report for ACT only where the data is available.

Participants and Plans

Table I.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	6,438	115	6,553	6,613	5,075

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT

	Prior Quarters	2017-18 Q3	Total
Access decisions	**7,793**	**282**	**8,075**
Access Met	**6,740**	**183**	**6,923**
State	2,899	3	2,902
New	3,614	168	3,782
Commonwealth	227	12	239
Total Participant Plans	**6,459**	**175**	**6,613**
EI (s25) plans	2,303	38	2,341
PD (s24) plans	4,135	77	4,212
ECEI	21	60	60

Table I.3 Plan reviews conducted per quarter – ACT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**7,249**	**1,612**	**8,861**
Early intervention plans	2,262	490	2,752
Permanent disability plans	4,987	1,122	6,109

Table I.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – ACT

Exits	
Total plan exits	**575**
Early Intervention plans	367
Permanent disability plans	208

Table I.5 Cumulative position by services previously received – ACT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,712	52	1,334		4,098	4,278	96%	
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%	
End of 2017-18 Q1	2,863	199	3,237	0	6,299	5,075	124%	
End of 2017-18 Q2	2,864	208	3,366	21	6,459	5,075	127%	
End of 2017-18 Q3	2,869	216	3,468	60	6,613	5,075	130%	227

Table I.6 Cumulative position by entry into the Scheme – ACT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,558	2,540		4,098	4,278	96%	
End of 2016-17	2,118	3,930	0	6,048	5,075	119%	
End of 2017-18 Q1	2,231	4,068	0	6,299	5,075	124%	
End of 2017-18 Q2	2,303	4,135	21	6,459	5,075	127%	
End of 2017-18 Q3	2,341	4,212	60	6,613	5,075	130%	227

Table I.7 Active participants with approved plans per quarter by disability group – ACT[119]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	1,398	24%	34	30%	**1,432**	**24%**
Intellectual Disability	1,263	22%	8	7%	**1,271**	**21%**
Psychosocial disability	753	13%	17	15%	**770**	**13%**
Cerebral Palsy	255	4%	3	3%	**258**	**4%**
Other Neurological	253	4%	4	3%	**257**	**4%**
Developmental Delay	406	7%	13	11%	**419**	**7%**
Other Physical	400	7%	9	8%	**409**	**7%**
Acquired Brain Injury	145	2%	3	3%	**148**	**2%**
Hearing Impairment	234	4%	11	10%	**245**	**4%**
Visual Impairment	134	2%	4	3%	**138**	**2%**
Multiple Sclerosis	152	3%	2	2%	**154**	**3%**
Other Sensory/Speech	232	4%	2	2%	**234**	**4%**
Global Developmental Delay	77	1%	3	3%	**80**	**1%**
Spinal Cord Injury	53	1%	2	2%	**55**	**1%**
Stroke	78	1%	0	0%	**78**	**1%**
Other	30	1%	0	0%	**30**	**1%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.8 Active participants with approved plan per quarter by level of function – ACT

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	206	4%	11	10%	**217**	**4%**
2 (High Function)	12	0%	0	0%	**12**	**0%**
3 (High Function)	311	5%	9	8%	**320**	**5%**
4 (High Function)	530	9%	17	15%	**547**	**9%**
5 (High Function)	985	17%	12	10%	**997**	**17%**
6 (Moderate Function)	728	13%	29	25%	**757**	**13%**
7 (Moderate Function)	432	7%	5	4%	**437**	**7%**
8 (Moderate Function)	493	8%	7	6%	**500**	**8%**
9 (Moderate Function)	30	1%	2	2%	**32**	**1%**
10 (Moderate Function)	650	11%	6	5%	**656**	**11%**
11 (Low Function)	293	5%	1	1%	**294**	**5%**
12 (Low Function)	776	13%	11	10%	**787**	**13%**
13 (Low Function)	247	4%	3	3%	**250**	**4%**
14 (Low Function)	125	2%	2	2%	**127**	**2%**
15 (Low Function)	0	0%	0	0%	**0**	**0%**
Missing	45		0		**45**	
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

[119] Table order based on national proportions (highest to lowest)

Table I.9 Participant profile per quarter by Age group – ACT

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	830	14%	28	24%	**858**	**14%**
7 to 14	1,468	25%	21	18%	**1,489**	**25%**
15 to 18	501	9%	12	10%	**513**	**9%**
19 to 24	473	8%	4	3%	**477**	**8%**
25 to 34	467	8%	13	11%	**480**	**8%**
35 to 44	543	9%	11	10%	**554**	**9%**
45 to 54	662	11%	11	10%	**673**	**11%**
55 to 64	697	12%	12	10%	**709**	**12%**
65+	222	4%	3	3%	**225**	**4%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.10 Participant profile per quarter by Gender – ACT

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	3,521	60%	72	63%	**3,593**	**60%**
Female	2,330	40%	39	34%	**2,369**	**40%**
Indeterminate	12	0%	4	3%	**16**	**0%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	247	4.2%	5	4.3%	**252**	**4.2%**
Not Aboriginal and Torres Strait Islander	5,405	92.2%	106	92.2%	**5,511**	**92.2%**
Not Stated	211	3.6%	4	3.5%	**215**	**3.6%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	575	9.8%	16	13.9%	**591**	**9.9%**
Not CALD	5,149	87.8%	99	86.1%	**5,248**	**87.8%**
Not Stated	139	2.4%	0	0.0%	**139**	**2.3%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	37	0.6%	1	0.9%	**38**	**0.6%**
Not YPIRAC	5,826	99.4%	114	99.1%	**5,940**	**99.4%**
Total	**5,863**	**100%**	**115**	**100%**	**5,978**	**100%**

Table I.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	22%	23%	**23%**
Self-managed partly	12%	19%	**14%**
Plan managed	30%	29%	**30%**
Agency managed	36%	29%	**34%**
Total	**100%**	**100%**	**100%**

Table I.15 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	34%	42%	**36%**

Table I.16 Duration to plan activation by quarter of initial plan approval for active participants – ACT

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	1,014	55%	110	44%
30 to 59 days	239	13%	39	16%
60 to 89 days	117	6%	11	4%
Activated within 90 days	**1,370**	**74%**	**160**	**64%**
90 to 119 days	49	3%	11	4%
120 days and over	191	10%	14	6%
Activated between 90 and 180 days	**240**	**13%**	**25**	**10%**
No payments	237	13%	66	26%
Total plans approved	**1,847**	**100%**	**251**	**100%**

Table I.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – ACT

Plan utilisation[120]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	49%	54%	50%
50% to 75%	21%	18%	20%
> 75%	30%	27%	29%
Total	**100%**	**100%**	**100%**

Table I.18 Number of questionnaires completed by SFOF version – ACT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	262	56	44	22	384
Participant school to 14	222	69	34	28	353
Participant 15 to 24	164	24	12	12	212
Participant 25 and over	870	95	45	46	1,056
Total Participant	**1,518**	**244**	**135**	**108**	**2,005**
Family 0 to 14	414	113	69	52	648
Family 15 to 24	36	16	5	11	68
Family 25 and over	24	14	10	13	61
Total Family	**474**	**143**	**84**	**76**	**777**
Total	**1,992**	**387**	**219**	**184**	**2,782**

120 This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	44%			
CC	% who say their child is able to tell them what he/she wants	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		51%		
CC	% of children who have a genuine say in decisions about themselves		84%		
CC	% who are happy with the level of independence/control they have now			38%	
CC	% who choose who supports them			51%	68%
CC	% who choose what they do each day			61%	79%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	25%
CC	% who want more choice and control in their life			74%	71%

Table I.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	70%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	61%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	63%	80%		
REL	% of children who spend time with friends without an adult present		22%		
REL	% with no friends other than family or paid staff			23%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	37%

Table I.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			78%	71%
HM	% who feel safe or very safe in their home			83%	68%
HW	% who rate their health as good, very good or excellent			61%	42%
HW	% who did not have any difficulties accessing health services			73%	61%
LL	% who currently attend or previously attended school in a mainstream class			60%	
LL	% who participate in education, training or skill development				17%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				45%
WK	% who have a paid job			27%	31%
WK	% who volunteer			14%	16%

Table I.22 Selected key indicators for families/carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	12%	22%	20%
% receiving Carer Allowance	22%	32%	25%
% working in a paid job	54%	60%	49%
Of those in a paid job, % in permanent employment	87%	80%	88%
Of those in a paid job, % working 15 hours or more	85%	79%	80%
% who say they (and their partner) are able to work as much as they want	50%	63%	52%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	95%	91%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	27%	41%	13%
% able to advocate for their child/family member	88%	86%	91%
% who have friends and family they see as often as they like	50%	51%	55%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		62%	
% who feel in control selecting services		63%	40%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			35%
% who rate their health as good, very good or excellent	77%	67%	70%

Table I.23 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=142) – ACT

	Question	% Yes
DL	Has the NDIS improved your child's development?	94%
DL	Has the NDIS improved your child's access to specialist services?	91%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	69%
S/CP	Has the NDIS improved how your child fits into community life?	63%

Table I.24 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant school to 14' (n=168) – ACT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	53%
LL	Has the NDIS improved your child's access to education?	32%
REL	Has the NDIS improved your child's relationships with family and friends?	49%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

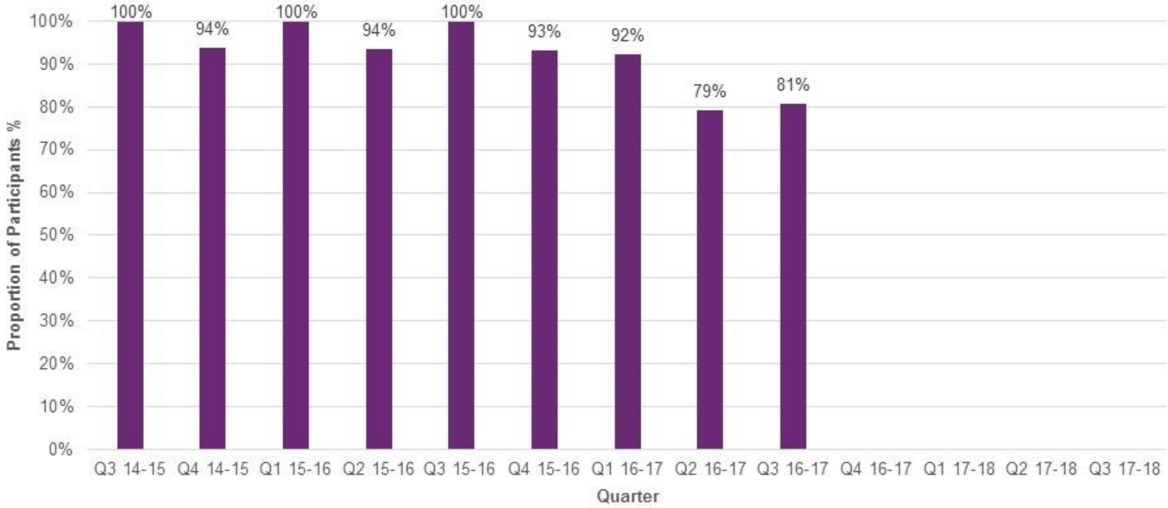
Table I.25 Results for "Has the NDIS helped?" questions answered at review, for SFOF versions 'Participant 15 to 24' (n=132) and 'Participant 25 and over' (n=726) – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	74%
DL	Has the NDIS helped you with daily living activities?	51%	76%
REL	Has the NDIS helped you to meet more people?	40%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	21%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	59%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	16%
S/CP	Has the NDIS helped you be more involved?	42%	57%

Table I.26 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Family 0 to 14' (n=303); and for SFOF versions 'Family 15 to 24' and 'Family 25 and over' combined (n=44) – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	24%
Has the NDIS improved the level of support for your family?	67%	43%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	43%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	44%	42%

Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (ACT)[121]



There is insufficient data to present information on participant satisfaction in ACT this quarter.

Table I.27 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**4,897**	**1,366**	**6,263**
Trial participants	3,842	896	4,738
Transition participants	1,055	470	1,525

Table I.28 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**2,352**	**246**	**2,598**
Trial participants	1,871	148	2,019
Transition participants	481	98	579

Table I.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT[122]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**27.5%**	**15.1%**	**25.5%**

121 Participant satisfaction results are not shown if there is insufficient data in the group.
122 This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table I.30 AAT cases by category – ACT

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**82**	**22**	**104**
Access	38	15	53
Plan	36	3	39
Plan Review	8	3	11
Other	0	1	1
% of all access decisions[123]	***0.55%***	***1.11%***	***0.61%***

Table I.31 AAT cases by open/closed and decision – ACT

	N	%
AAT Cases	**104**	
Open AAT Cases	**61**	
Closed AAT Cases	**43**	
Confirmed the Agency's decision	26	60%
Did not confirm the Agency's decision	17	40%

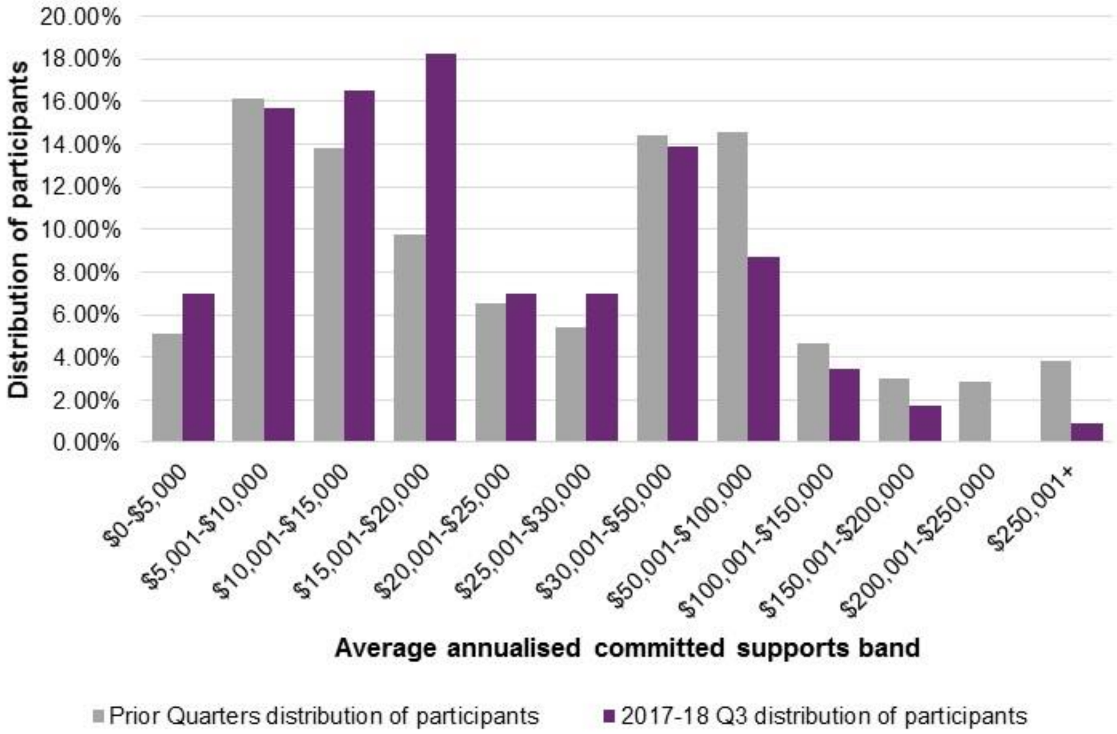
Committed supports and payments

Table I.32 Committed supports by financial year ($m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18[124]	2018-19 and beyond[125]	Total
Total Committed	-	26.6	138.6	282.2	310.1	110.5	868.0

[123] This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
[124] Note: The $310 million in respect of 2017-18 only includes approved plans to date.
[125] Note: The $110 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure I.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[126] (ACT)



[126] Average annualised committed supports are not shown where there is insufficient data in the group.

Figure I.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[127] (ACT)

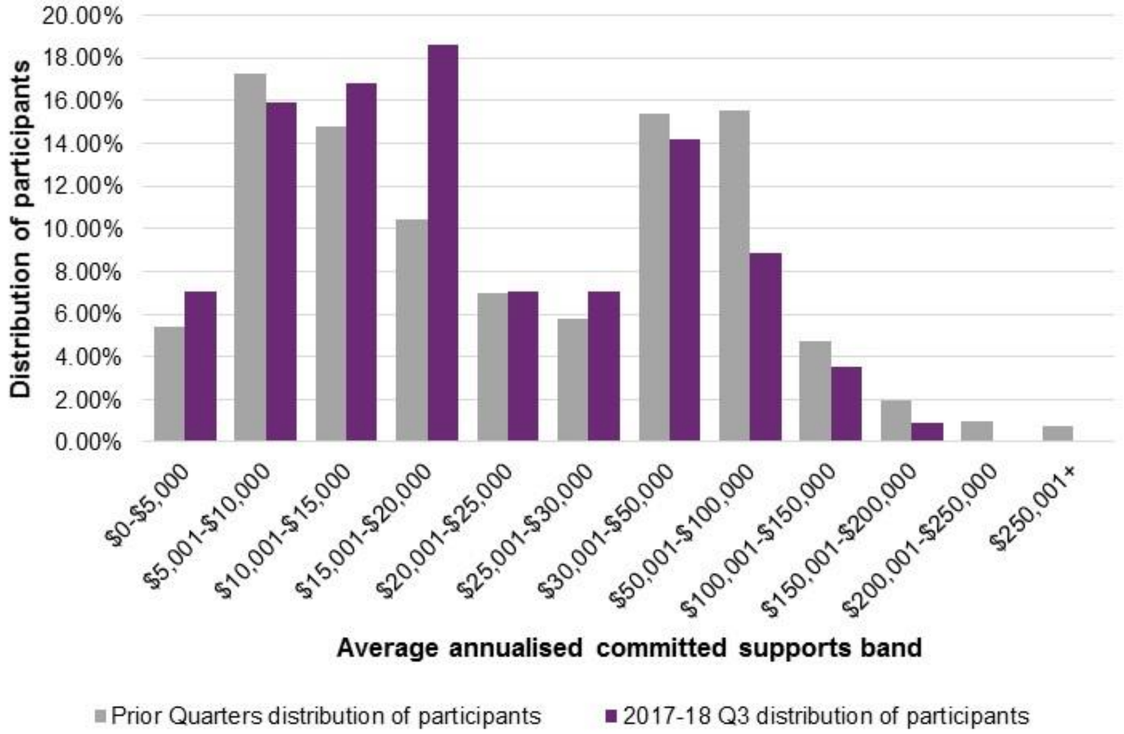


Figure I.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[128] (ACT)

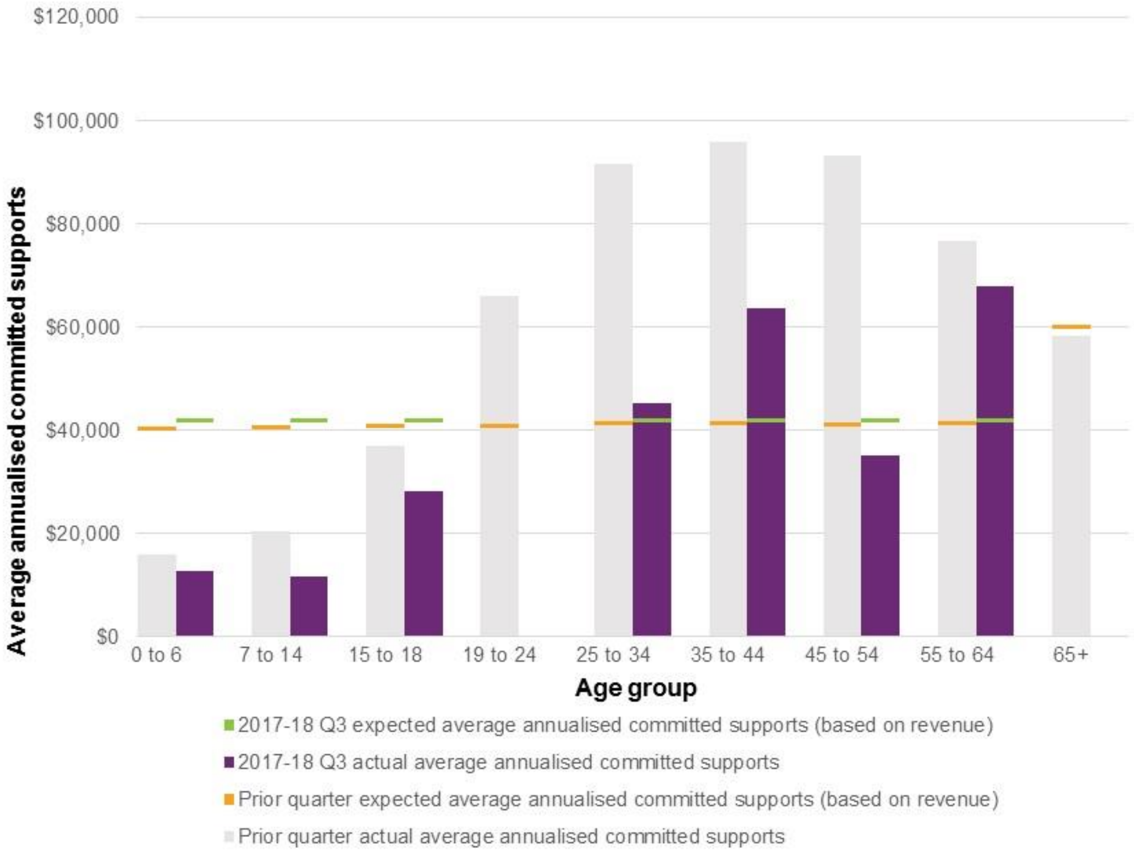
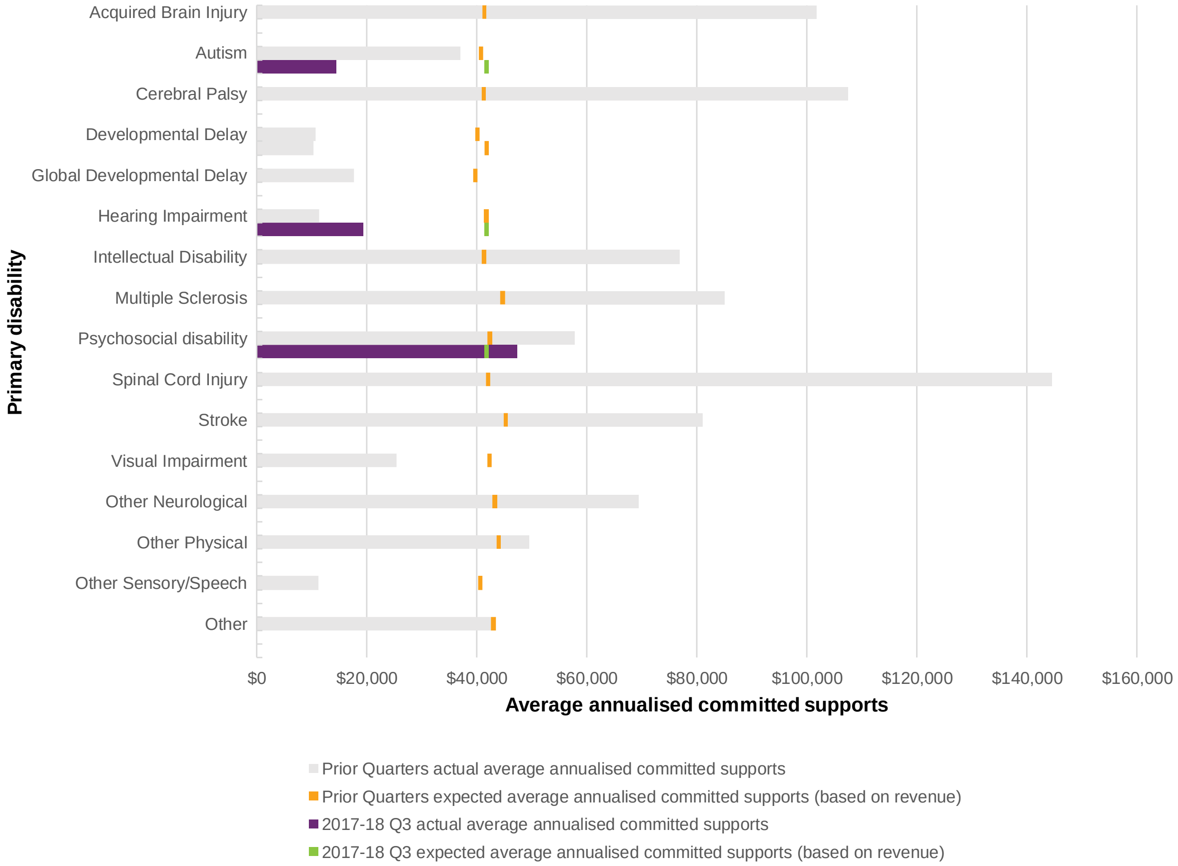


Figure I.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[129] (ACT)



127 Average annualised committed supports are not shown where there is insufficient data in the group.
128 Average annualised committed supports are not shown where there is insufficient data in the group.
129 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure I.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[130] (ACT)

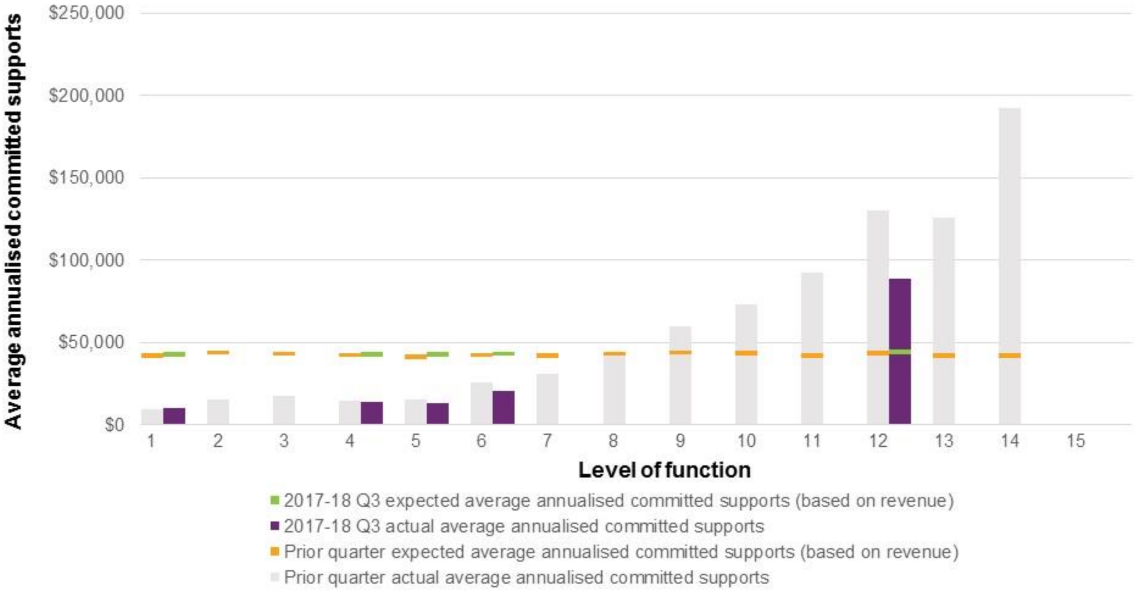
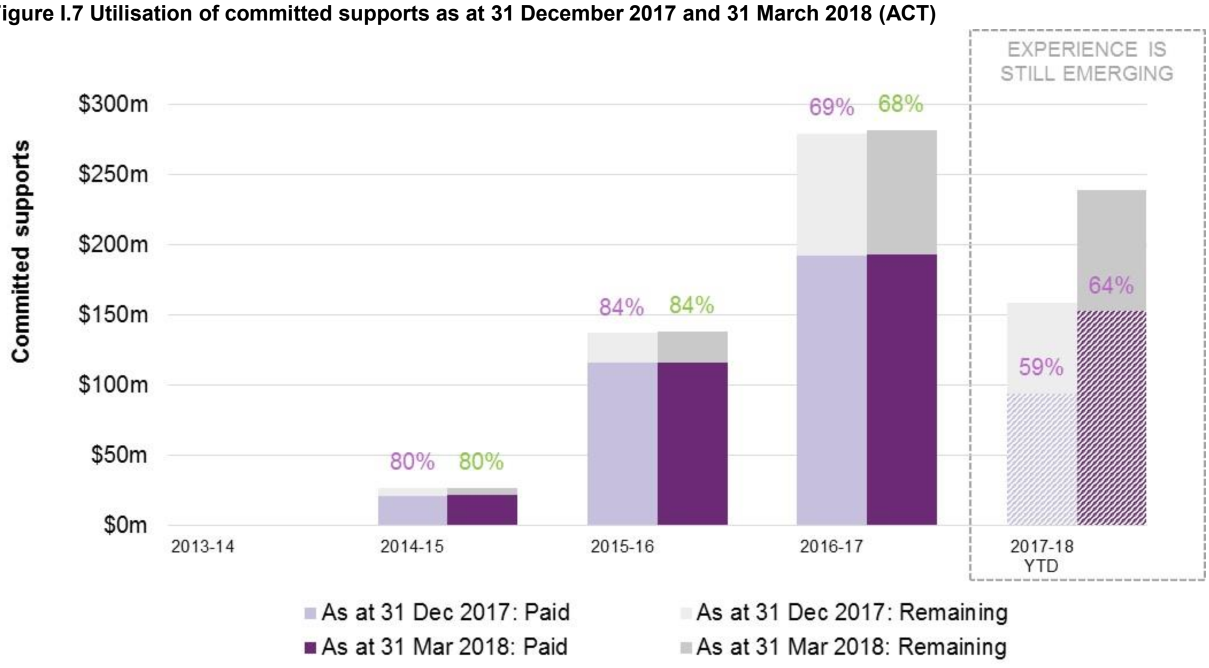


Table I.33 Payments by financial year, compared to committed supports ($m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	138.6	282.2	310.1	110.5	868.0
Total Paid	-	21.3	115.9	193.0	152.9	-	483.1
% utilised to date	-	80%	84%	68%	-	-	70%[131]

130 Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.
131 Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure I.7 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (ACT)



Providers and markets

Table I.34 Key provider indicators by quarter – ACT

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*254*	*36*	*286*
Company/ organisation	*817*	*80*	*890*
Total	*1,071*	*116*	*1,176*
b) Registration revoked	11		

Table I.35 Number of approved providers by registration group - ACT[132]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	43	1	44	2%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	61	3	64	5%
Assistance with travel/transport arrangements	162	14	176	9%
Daily Personal Activities	76	5	81	7%
Group and Centre Based Activities	60	4	64	7%
High Intensity Daily Personal Activities	69	3	72	4%
Household tasks	192	26	218	14%
Interpreting and translation	43	6	49	14%
Participation in community, social and civic activities	95	5	100	5%
Assistive Technology				
Assistive equipment for recreation	165	25	190	15%
Assistive products for household tasks	131	20	151	15%
Assistance products for personal care and safety	296	39	335	13%
Communication and information equipment	119	18	137	15%
Customised Prosthetics	93	7	100	8%
Hearing Equipment	50	5	55	10%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	243	19	262	8%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	52	5	57	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	93	7	100	8%
Behaviour Support	70	8	78	11%
Community nursing care for high needs	74	9	83	12%
Development of daily living and life skills	95	4	99	4%
Early Intervention supports for early childhood	102	16	118	16%
Exercise Physiology and Physical Wellbeing activities	113	8	121	7%
Innovative Community Participation	105	15	120	14%
Specialised Driving Training	47	3	50	6%
Therapeutic Supports	240	22	262	9%
Capital services				
Home modification design and construction	128	12	140	9%
Specialised Disability Accommodation	33	6	39	18%
Vehicle Modifications	30	1	31	3%
Choice and control support services				
Management of funding for supports in participants plan	41	2	43	5%
Support Coordination	61	6	67	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	60	1	61	2%
Specialised Supported Employment	20	0	20	0%
Total approved providers	**1,060**	**116**	**1,176**	**11%**

132 The 11 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table I.36 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.14	1.08
b) Number of providers delivering new supports	131	140
c) Change in the number of active/inactive providers:		
Active (%)	*55%*	*55%*
Not yet active (%)	*39%*	*37%*
Inactive (%)	*6%*	*8%*
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*82%*	*79%*
Therapeutic Supports (%)	*86%*	*88%*
Participate Community (%)	*83%*	*85%*
Early Childhood Supports (%)	*86%*	*88%*
Assist Personal Activities (%)	*83%*	*85%*

Table I.37 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	36	1	37	3%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	58	2	60	3%
Assistance with travel/transport arrangements	110	9	119	8%
Daily Personal Activities	69	5	74	7%
Group and Centre Based Activities	58	1	59	2%
High Intensity Daily Personal Activities	66	2	68	3%
Household tasks	128	16	144	13%
Interpreting and translation	22	7	29	32%
Participation in community, social and civic activities	89	5	94	6%
Assistive Technology				
Assistive equipment for recreation	111	15	126	14%
Assistive products for household tasks	85	16	101	19%
Assistance products for personal care and safety	204	34	238	17%
Communication and information equipment	79	8	87	10%
Customised Prosthetics	74	9	83	12%
Hearing Equipment	38	1	39	3%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	175	17	192	10%
Specialised Hearing Services	14	0	14	0%
Vision Equipment	35	1	36	3%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	86	5	91	6%
Behaviour Support	62	6	68	10%
Community nursing care for high needs	40	4	44	10%
Development of daily living and life skills	87	4	91	5%
Early Intervention supports for early childhood	90	11	101	12%
Exercise Physiology and Physical Wellbeing activities	81	6	87	7%
Innovative Community Participation	52	11	63	21%
Specialised Driving Training	35	1	36	3%
Therapeutic Supports	198	21	219	11%
Capital services				
Home modification design and construction	87	4	91	5%
Specialised Disability Accommodation	18	2	20	11%
Vehicle Modifications	20	2	22	10%
Choice and control support services				
Management of funding for supports in participants plan	40	2	42	5%
Support Coordination	57	5	62	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	55	0	55	0%
Specialised Supported Employment	18	0	18	0%
Total approved active providers	**646**	**88**	**734**	**14%**

Table I.38 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2017-18 Q3	Total
Daily Activities	5%	9%	6%
Health & Wellbeing	44%	50%	45%
Lifelong Learning	14%	16%	14%
Other	16%	15%	16%
Non-categorised	27%	22%	25%
Any mainstream service	86%	87%	87%

Appendix J

Northern Territory

The tables below replicate the tables in the main parts of this report for NT only where the data is available.

Participants and Plans

Table J.1 Plan approvals compared to estimates – NT

	Prior Quarters	2017-18 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	661	68	729	729	1,381

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT

	Prior Quarters	2017-18 Q3	Total
Access decisions	**854**	**258**	**1,112**
Access Met	**766**	**209**	**975**
State	510	147	657
New	242	42	284
Commonwealth	14	20	34
Total Participant Plans	**661**	**68**	**729**
EI (s25) plans	89	17	106
PD (s24) plans	572	51	623
ECEI	0	0	0

Table J.3 Plan reviews conducted per quarter – NT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total plan reviews	**691**	**131**	**822**
Early intervention plans	83	21	104
Permanent disability plans	608	110	718

Table J.4 Exits from the Scheme since 1 July 2013 as at 31 March 2018 – NT

Exits	
Total plan exits	**20**
Early Intervention plans	3
Permanent disability plans	17

Table J.5 Cumulative position by services previously received – NT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	78	3	74		155	149	104%	
End of 2016-17	265	6	117	0	388	546	71%	
End of 2017-18 Q1	409	6	132	0	547	898	61%	
End of 2017-18 Q2	482	12	167	0	661	1,140	58%	
End of 2017-18 Q3	507	16	206	0	729	1,381	53%	232

Table J.6 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	38	117		155	149	104%	
End of 2016-17	69	319	0	388	546	71%	
End of 2017-18 Q1	77	470	0	547	898	61%	
End of 2017-18 Q2	89	572	0	661	1,140	58%	
End of 2017-18 Q3	106	623	0	729	1,381	53%	232

Table J.7 Active participants with approved plans per quarter by disability group - NT[133]

	Prior Quarters		2017-18 Q3		Total	
Disability	**N**	**%**	**N**	**%**	**N**	**%**
Autism	57	9%	11	16%	**68**	**10%**
Intellectual Disability	208	32%	9	13%	**217**	**31%**
Psychosocial disability	28	4%	12	18%	**40**	**6%**
Cerebral Palsy	79	12%	4	6%	**83**	**12%**
Other Neurological	48	7%	7	10%	**55**	**8%**
Developmental Delay	11	2%	1	1%	**12**	**2%**
Other Physical	57	9%	4	6%	**61**	**9%**
Acquired Brain Injury	64	10%	9	13%	**73**	**10%**
Hearing Impairment	16	2%	1	1%	**17**	**2%**
Visual Impairment	12	2%	0	0%	**12**	**2%**
Multiple Sclerosis	2	0%	1	1%	**3**	**0%**
Other Sensory/Speech	7	1%	2	3%	**9**	**1%**
Global Developmental Delay	8	1%	1	1%	**9**	**1%**
Spinal Cord Injury	16	2%	0	0%	**16**	**2%**
Stroke	25	4%	6	9%	**31**	**4%**
Other	3	0%	0	0%	**3**	**0%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.8 Active participants with approved plan per quarter by level of function – NT

	Prior Quarters		2017-18 Q3		Total	
Level of Function	**N**	**%**	**N**	**%**	**N**	**%**
1 (High Function)	6	1%	10	15%	**16**	**2%**
2 (High Function)	0	0%	0	0%	**0**	**0%**
3 (High Function)	19	3%	1	1%	**20**	**3%**
4 (High Function)	22	3%	1	1%	**23**	**3%**
5 (High Function)	49	8%	6	9%	**55**	**8%**
6 (Moderate Function)	46	7%	3	4%	**49**	**7%**
7 (Moderate Function)	54	8%	4	6%	**58**	**8%**
8 (Moderate Function)	48	8%	6	9%	**54**	**8%**
9 (Moderate Function)	5	1%	1	1%	**6**	**1%**
10 (Moderate Function)	82	13%	18	26%	**100**	**14%**
11 (Low Function)	51	8%	2	3%	**53**	**7%**
12 (Low Function)	158	25%	12	18%	**170**	**24%**
13 (Low Function)	46	7%	2	3%	**48**	**7%**
14 (Low Function)	53	8%	2	3%	**55**	**8%**
15 (Low Function)	0	0%	0	0%	**0**	**0%**
Missing	2		0		**2**	
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

133 Table order based on national proportions (highest to lowest)

Table J.9 Participant profile per quarter by Age group – NT

	Prior Quarters		2017-18 Q3		Total	
Age Group	**N**	**%**	**N**	**%**	**N**	**%**
0 to 6	53	8%	12	18%	**65**	**9%**
7 to 14	92	14%	12	18%	**104**	**15%**
15 to 18	29	5%	2	3%	**31**	**4%**
19 to 24	50	8%	4	6%	**54**	**8%**
25 to 34	97	15%	5	7%	**102**	**14%**
35 to 44	113	18%	11	16%	**124**	**17%**
45 to 54	132	21%	14	21%	**146**	**21%**
55 to 64	68	11%	8	12%	**76**	**11%**
65+	7	1%	0	0%	**7**	**1%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.10 Participant profile per quarter by Gender – NT

	Prior Quarters		2017-18 Q3		Total	
Gender	**N**	**%**	**N**	**%**	**N**	**%**
Male	391	61%	48	71%	**439**	**62%**
Female	250	39%	20	29%	**270**	**38%**
Indeterminate	0	0%	0	0%	**0**	**0%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
Aboriginal and Torres Strait Islander	499	77.8%	54	79.4%	**553**	**78.0%**
Not Aboriginal and Torres Strait Islander	129	20.1%	14	20.6%	**143**	**20.2%**
Not Stated	13	2.0%	0	0.0%	**13**	**1.8%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
CALD	240	37.4%	27	39.7%	**267**	**37.7%**
Not CALD	401	62.6%	41	60.3%	**442**	**62.3%**
Not Stated	0	0.0%	0	0.0%	**0**	**0.0%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

	Prior Quarters		2017-18 Q3		Total	
Participant profile	**N**	**%**	**N**	**%**	**N**	**%**
YPIRAC	5	0.8%	2	2.9%	**7**	**1.0%**
Not YPIRAC	636	99.2%	66	97.1%	**702**	**99.0%**
Total	**641**	**100%**	**68**	**100%**	**709**	**100%**

Table J.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q3	Total
Self-managed fully	1%	2%	**1%**
Self-managed partly	3%	5%	**4%**
Plan managed	18%	13%	**16%**
Agency managed	78%	81%	**79%**
Total	**100%**	**100%**	**100%**

Table J.15 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q3	Total
Support coordination	99%	95%	**98%**

Table J.16 Duration to plan activation by quarter of initial plan approval for active participants – NT

	Prior Quarters (Transition Only)		2017-18 Q1	
Plan activation	**N**	**%**	**N**	**%**
Less than 30 days	112	49%	67	42%
30 to 59 days	20	9%	10	6%
60 to 89 days	6	3%	12	8%
Activated within 90 days	**138**	**61%**	**89**	**56%**
90 to 119 days	21	9%	12	8%
120 days and over	19	8%	13	8%
Activated between 90 and 180 days	**40**	**18%**	**25**	**16%**
No payments	50	22%	44	28%
Total plans approved	**228**	**100%**	**158**	**100%**

Table J.17 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarter 1 of 2017-18 – NT

Plan utilisation[134]	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	70%	62%	67%
50% to 75%	19%	29%	23%
> 75%	12%	9%	11%
Total	**100%**	**100%**	**100%**

Table J.18 Number of questionnaires completed by SFOF version – NT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires
Participant 0 to school	16	14	13	2	45
Participant school to 14	27	17	18	22	84
Participant 15 to 24	25	20	18	7	70
Participant 25 and over	158	98	62	37	355
Total Participant	**226**	**149**	**111**	**68**	**554**
Family 0 to 14	41	28	29	22	120
Family 15 to 24	3	3	10	6	22
Family 25 and over	17	8	12	19	56
Total Family	**61**	**39**	**51**	**47**	**198**
Total	**287**	**188**	**162**	**115**	**752**

[134] This table only considers committed supports and payments for supports provided to 31 December 2017. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.19 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC	% who say their child is able to tell them what he/she wants	62%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		49%		
CC	% who are happy with the level of independence/control they have now			31%	
CC	% who choose who supports them			14%	20%
CC	% who choose what they do each day			23%	31%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			23%	16%
CC	% who want more choice and control in their life			80%	83%

Table J.20 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	71%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	77%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	58%	61%		
REL	% of children who spend time with friends without an adult present		33%		
REL	% with no friends other than family or paid staff			24%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			60%	48%

Table J.21 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		56%		
HM	% who are happy with their home			70%	55%
HM	% who feel safe or very safe in their home			72%	55%
HW	% who rate their health as good, very good or excellent			52%	34%
HW	% who did not have any difficulties accessing health services			32%	32%
LL	% who currently attend or previously attended school in a mainstream class			18%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				Numbers are too small
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			6%	9%
WK	% who volunteer			9%	8%

Table J.22 Selected key indicators for families/carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	14%	2%
% receiving Carer Allowance	23%	9%	7%
% working in a paid job	33%	41%	30%
Of those in a paid job, % in permanent employment	80%	Numbers are too small	Numbers are too small
Of those in a paid job, % working 15 hours or more	81%	Numbers are too small	Numbers are too small
% who say they (and their partner) are able to work as much as they want	47%	Numbers are too small	26%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	79%	Numbers are too small	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	48%	Numbers are too small	61%
% able to advocate for their child/family member	44%	45%	28%
% who have friends and family they see as often as they like	47%	55%	36%
% who feel very confident or somewhat confident in supporting their child's development	61%		
% who know what their family can do to enable their family member with disability to become as independent as possible		0%	
% who feel in control selecting services		5%	16%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			18%
% who rate their health as good, very good or excellent	69%	50%	43%

There is insufficient data to present information on "Has the NDIS helped?" questions as well as participant satisfaction in NT.

Table J.23 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total scheduled plan reviews	**122**	**67**	**189**
Trial participants	118	28	146
Transition participants	4	39	43

Table J.24 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
Total unscheduled plan reviews	**569**	**64**	**633**
Trial participants	155	4	159
Transition participants	414	60	474

Table J.25 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT[135]

	Prior Quarters (Transition only)	2017-18 Q3	Transition Total
% unscheduled reviews	**116.2%**	**36.8%**	**95.4%**

Table J.26 AAT cases by category – NT

	Prior Quarters	2017-18 Q3	Total
AAT Cases	**3**	**2**	**5**
Access	1	0	1
Plan	2	2	4
Plan Review	0	0	0
Other	0	0	0
% of all access decisions[136]	***0.38%***	***0.81%***	***0.48%***

Table J.27 AAT cases by open/closed and decision – NT

	N	%
AAT Cases	**5**	
Open AAT Cases	**3**	
Closed AAT Cases	**2**	
Confirmed the Agency's decision	2	100%
Did not confirm the Agency's decision	0	0%

Committed supports and payments

Table J.28 Committed supports by financial year ($m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18[137]	2018-19 and beyond[138]	Total
Total Committed	-	1.9	5.6	19.8	91.7	27.1	146.2

135 This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.
136 This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decision has been made.
137 Note: The $92 million in respect of 2017-18 only includes approved plans to date.
138 Note: The $27 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure J.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[139] (NT)

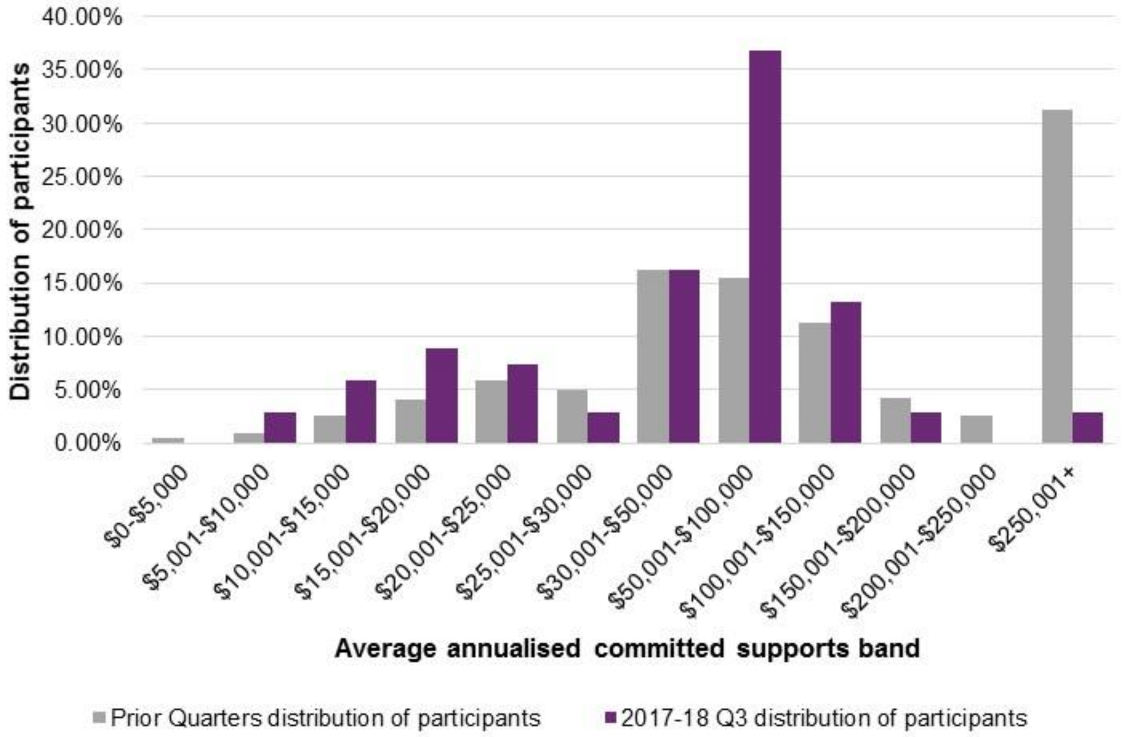


Figure J.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[140] (NT)

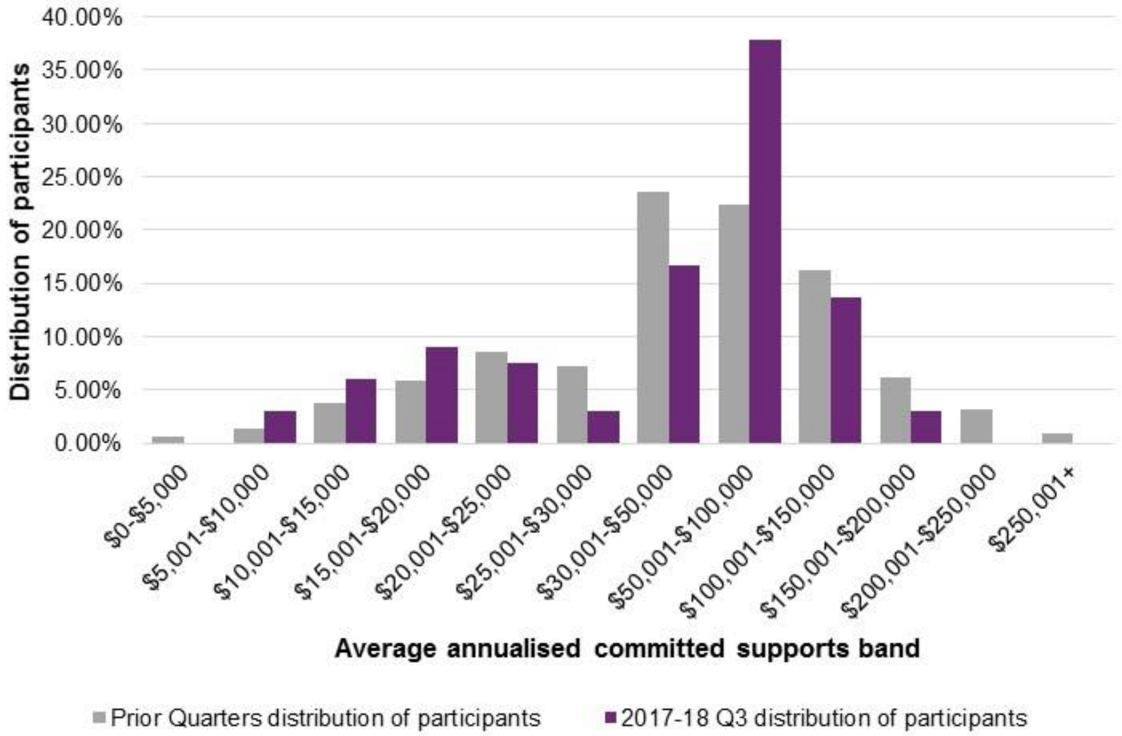
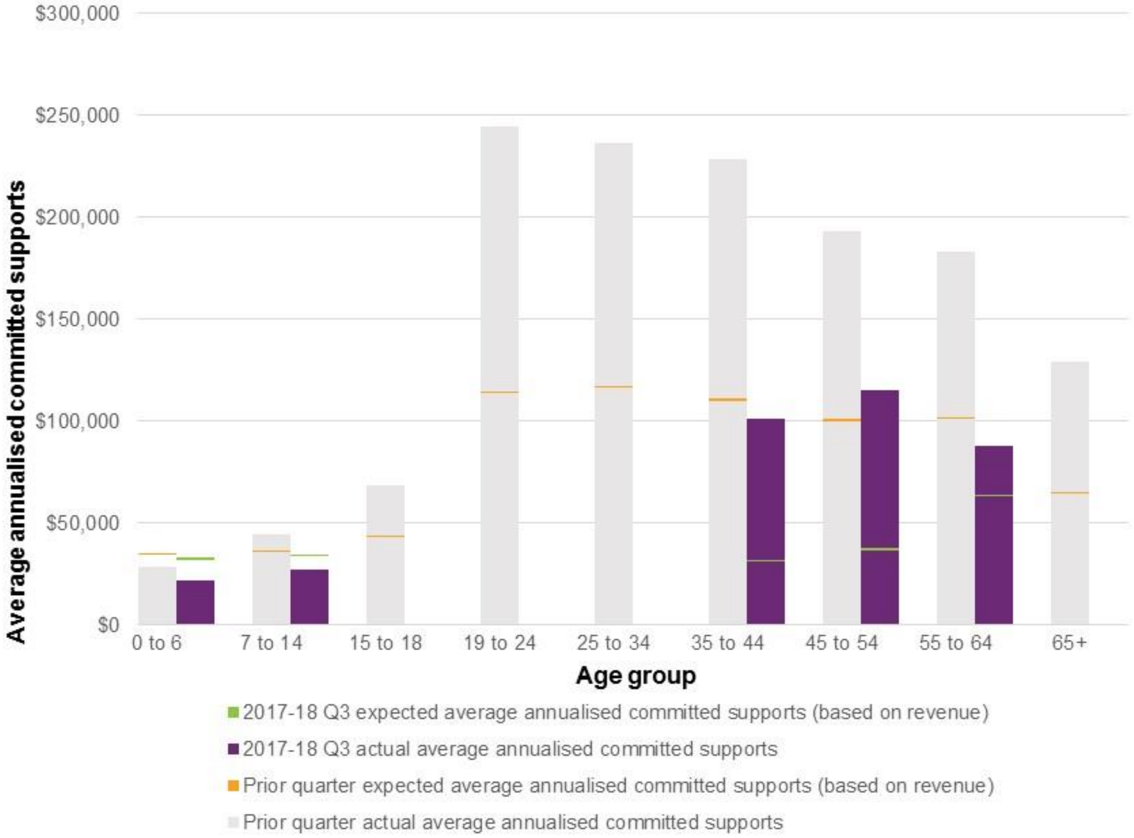


Figure J.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[141] (NT)



139 Average annualised committed supports are not shown where there is insufficient data in the group.
140 Average annualised committed supports are not shown where there is insufficient data in the group.
141 Average annualised committed supports are not shown where there is insufficient data in the group.

Figure J.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[142] (NT)

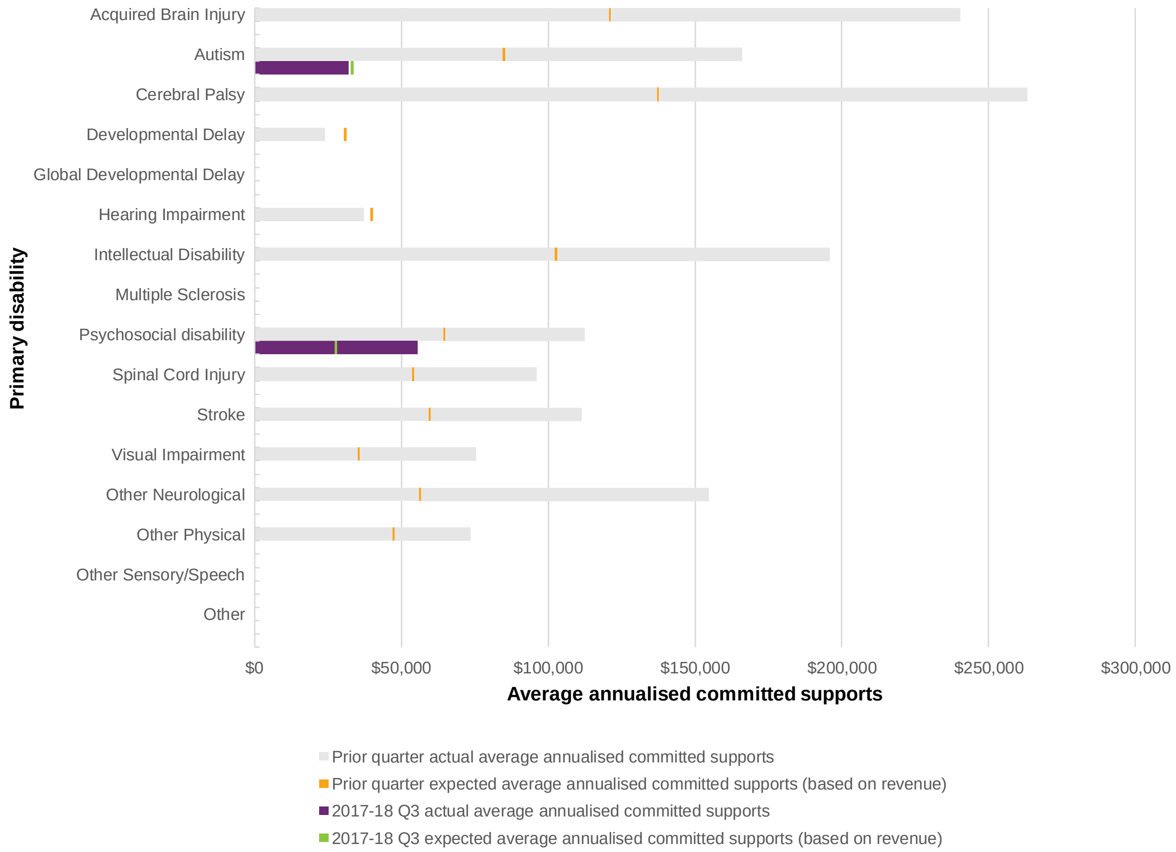
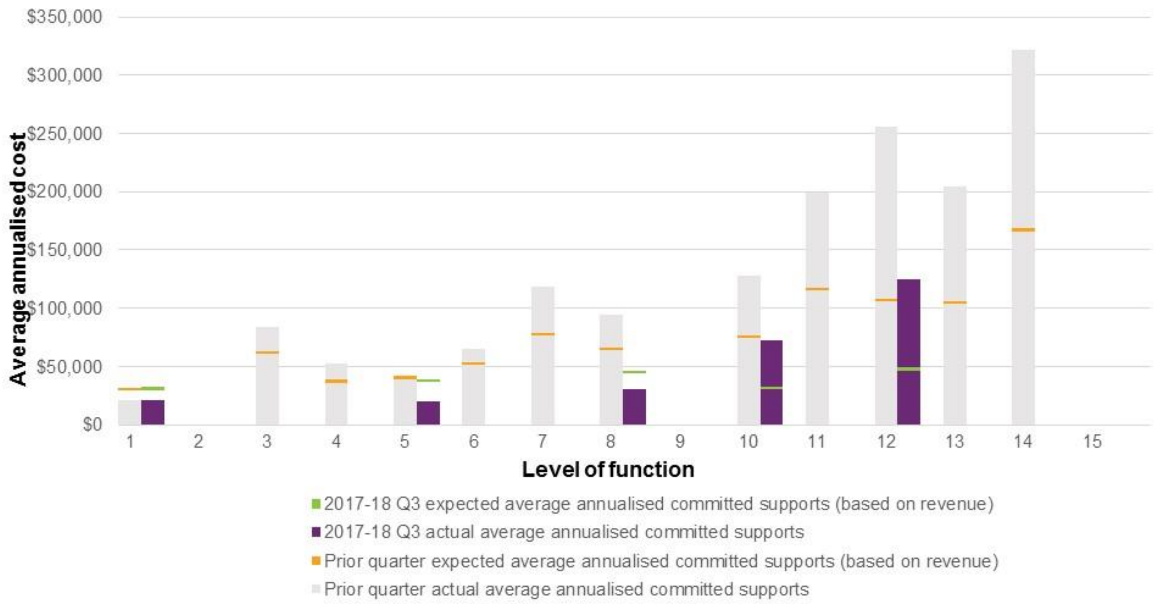


Figure J.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q3 compared with active participants with initial plan approvals in prior quarters[143] (NT)



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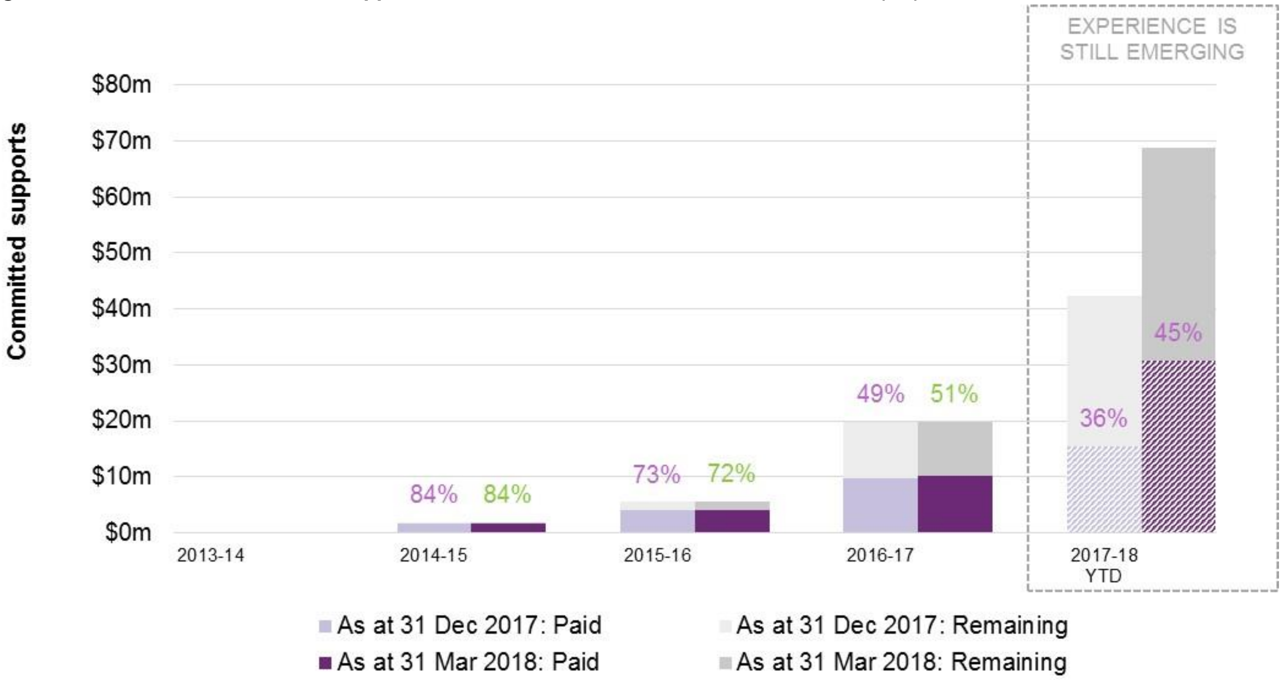
142 Average annualised committed supports are not shown where there is insufficient data in the group.

143 Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

Table J.29 Payments by financial year, compared to committed supports ($m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.6	19.8	91.7	27.1	146.2
Total Paid	-	1.6	4.1	10.1	30.7	-	46.5
% utilised to date	-	84%	72%	51%	-	-	48%[144]

Figure J.6 Utilisation of committed supports as at 31 December 2017 and 31 March 2018 (NT)



Providers and markets

Table J.30 Key provider indicators by quarter – NT

	Prior Quarters	2017-18 Q3	Total
Provider indicators			
a) Registrations by profile			
Individual/ sole trader	*73*	*16*	*87*
Company/ organisation	*385*	*43*	*421*
Total	*458*	*59*	*508*
b) Registration revoked	9		

[144] Note: Only committed supports expected to be used to 31 March 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Table J.31 Number of approved providers by registration group – NT[145]

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	53	8	61	15%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	30	5	35	17%
Assistance with travel/transport arrangements	58	8	66	14%
Daily Personal Activities	32	9	41	28%
Group and Centre Based Activities	28	6	34	21%
High Intensity Daily Personal Activities	29	5	34	17%
Household tasks	40	10	50	25%
Interpreting and translation	40	8	48	20%
Participation in community, social and civic activities	45	5	50	11%
Assistive Technology				
Assistive equipment for recreation	60	3	63	5%
Assistive products for household tasks	50	3	53	6%
Assistance products for personal care and safety	88	5	93	6%
Communication and information equipment	95	14	109	15%
Customised Prosthetics	29	1	30	3%
Hearing Equipment	35	3	38	9%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	78	2	80	3%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	39	4	43	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	38	10	48	26%
Behaviour Support	16	3	19	19%
Community nursing care for high needs	18	2	20	11%
Development of daily living and life skills	33	7	40	21%
Early Intervention supports for early childhood	18	7	25	39%
Exercise Physiology and Physical Wellbeing activities	29	2	31	7%
Innovative Community Participation	77	20	97	26%
Specialised Driving Training	17	2	19	12%
Therapeutic Supports	45	8	53	18%
Capital services				
Home modification design and construction	40	6	46	15%
Specialised Disability Accommodation	20	5	25	25%
Vehicle Modifications	32	4	36	13%
Choice and control support services				
Management of funding for supports in participants plan	19	6	25	32%
Support Coordination	26	5	31	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	23	1	24	4%
Specialised Supported Employment	4	1	5	25%
Total approved providers	**449**	**59**	**508**	**13%**

[145] The 9 providers whose registration ended during the third quarter of 2017-18 are not included in the 2017-18 Q2 and prior numbers in this table.

Table J.32 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2017-18 Q3
a) Average number of providers per participant	1.24	1.55
b) Number of providers delivering new supports	32	53
c) Change in the number of active/inactive providers:		
Active (%)	*57%*	*55%*
Not yet active (%)	*37%*	*38%*
Inactive (%)	*6%*	*7%*
e) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	*78%*	*90%*
Therapeutic Supports (%)	*87%*	*91%*
Participate Community (%)	*91%*	*82%*
Early Childhood Supports (%)	*94%*	*53%*
Assist Personal Activities (%)	*95%*	*78%*

Table J.33 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2017-18 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	32	4	36	13%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	25	3	28	12%
Assistance with travel/transport arrangements	48	5	53	10%
Daily Personal Activities	27	6	33	22%
Group and Centre Based Activities	24	2	26	8%
High Intensity Daily Personal Activities	26	2	28	8%
Household tasks	32	5	37	16%
Interpreting and translation	16	4	20	25%
Participation in community, social and civic activities	39	3	42	8%
Assistive Technology				
Assistive equipment for recreation	49	3	52	6%
Assistive products for household tasks	38	6	44	16%
Assistance products for personal care and safety	71	9	80	13%
Communication and information equipment	64	8	72	13%
Customised Prosthetics	24	1	25	4%
Hearing Equipment	25	0	25	0%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	65	6	71	9%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	27	1	28	4%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	32	5	37	16%
Behaviour Support	16	2	18	13%
Community nursing care for high needs	10	2	12	20%
Development of daily living and life skills	29	1	30	3%
Early Intervention supports for early childhood	16	5	21	31%
Exercise Physiology and Physical Wellbeing activities	20	4	24	20%
Innovative Community Participation	35	8	43	23%
Specialised Driving Training	9	1	10	11%
Therapeutic Supports	37	5	42	14%
Capital services				
Home modification design and construction	31	3	34	10%
Specialised Disability Accommodation	10	2	12	20%
Vehicle Modifications	22	1	23	5%
Choice and control support services				
Management of funding for supports in participants plan	17	5	22	29%
Support Coordination	22	5	27	23%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	19	2	21	11%
Specialised Supported Employment	3	1	4	33%
Total approved active providers	**281**	**35**	**316**	**12%**

Table J.34 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2017-18 Q3	Total
Daily Activities	11%	12%	12%
Health & Wellbeing	53%	51%	53%
Lifelong Learning	6%	7%	6%
Other	15%	15%	15%
Non-categorised	25%	27%	26%
Any mainstream service	95%	94%	95%