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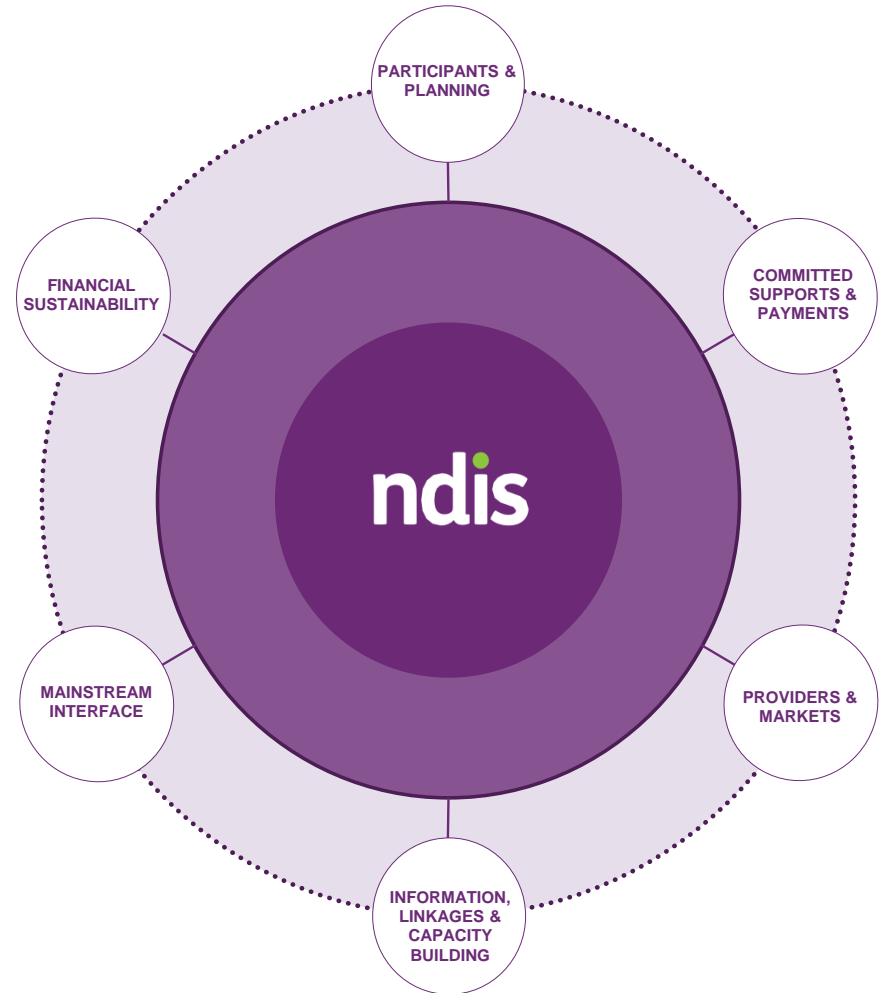
Disability Reform Council Quarterly Performance Report

Australian Capital Territory - 31 March 2018



Overview

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



Summary

Participants and Planning

115 additional participants with plans this quarter.

As at 31 March 2018, plans approved and ECEI referrals represent 130% of scheme to date bilateral estimate met (1 July 2014 - 31 March 2018).

Committed Supports and Payments

\$483.1 million has been paid to providers and participants since Scheme inception.

Overall,
• 80% of committed supports were utilised in 2014-15,
• 84% in 2015-16,
• 68% in 2016-17.
2017-18 experience is still emerging.

Providers and Markets

1,176 approved providers, a 10% increase for the quarter.

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

24% of service providers are individual/sole traders.

Mainstream Interface

87% of active participants with a plan approved in 2017-18 Q3 access mainstream services.

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Australian Capital Territory continues to grow with 115 additional participants with approved plans this quarter.

Summary

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



Key Statistics

282

ACCESS DECISIONS
IN 2017-18 Q3

(INCLUDING BOTH
ACCESS MET AND
ACCESS NOT MET)

115

INITIAL PLANS APPROVED
IN 2017-18 Q3

NOTE: OF THE 115 INITIAL
PLANS APPROVED THIS
QUARTER, 10 WERE
PREVIOUSLY CONFIRMED
AS ECEI AT 31 DECEMBER
2017

46

ADDITIONAL CHILDREN
WITH A CONFIRMED ECEI
GATEWAY REFERRAL IN
2017-18 Q3

130%

OF SCHEME TO DATE
BILATERAL ESTIMATE
MET
(1 JULY 2014 - 31
MARCH 2018)

24%

OF PARTICIPANTS
WITH AN INITIAL
PLAN APPROVED IN
2017-18 Q3 ARE
CHILDREN AGED 0-6
YEARS

30%

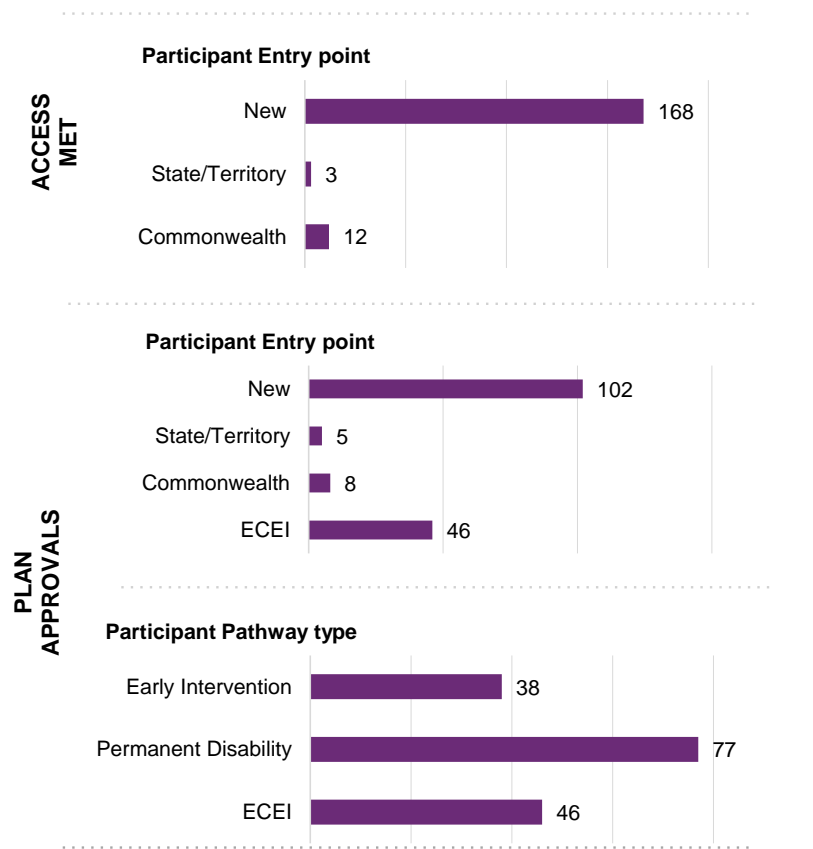
OF PARTICIPANTS WITH
AN INITIAL PLAN
APPROVED IN 2017-18 Q3
HAVE A REPORTED
PRIMARY DISABILITY OF
AUTISM

Quarterly Intake

2017-18 Q3

Of the 183 participants deemed 'eligible' this quarter 92% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 115 plan approvals this quarter, 89% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 67% entered with a permanent disability and 10 were previously confirmed as ECEI at 2017-18 Q2.



Quarterly Intake Detail

Plan approvals as at 31 March 2018

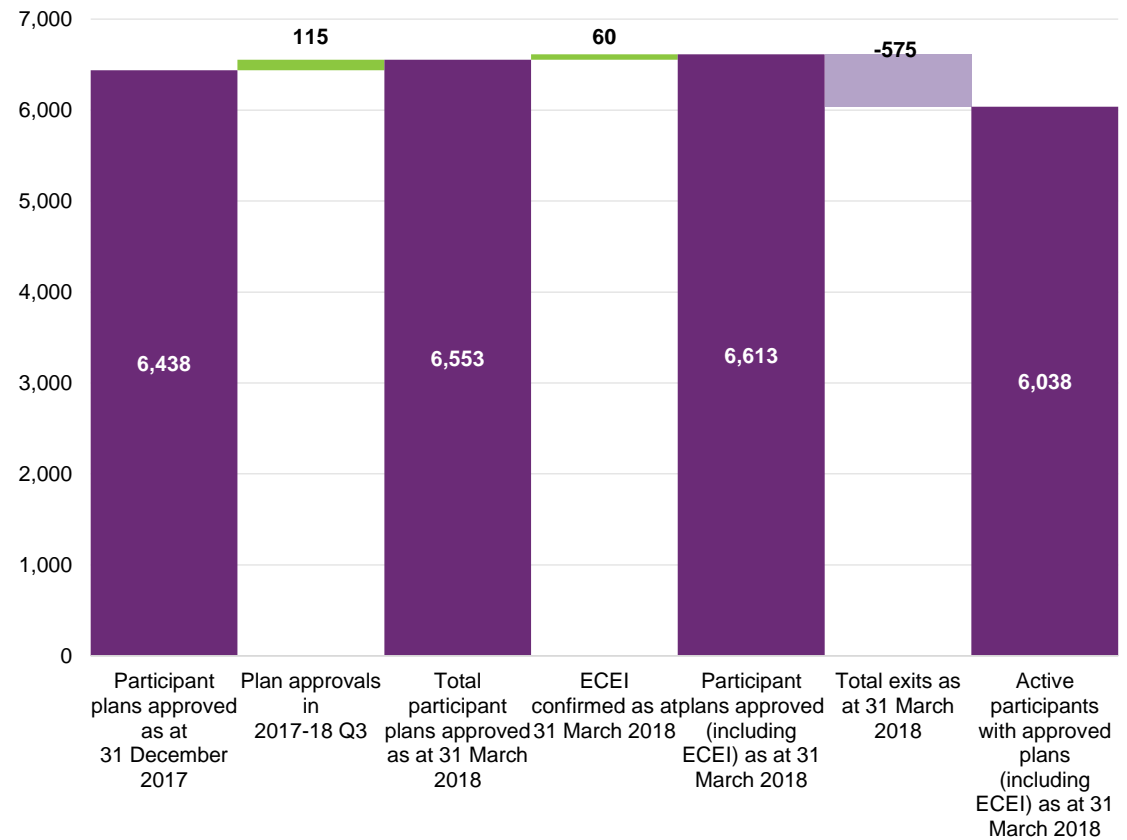
Plan approval numbers have increased from 6,438 at the end of 2017-18 Q2 to 6,553 by the end of 2017-18 Q3, an increase of 115 approvals.

As at 31 March 2018 there were 60 children with a confirmed ECEI referral bringing the total number to 6,613. Overall, 575 participants with approved plans have exited the Scheme.

The ACT has undertaken a review of participants with Early Intervention access type to determine potential to exit, and as a result a high number of children were exited from the Scheme.

In the quarter of 2017-18 Q3 there were 1,612 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 December 2017 and 31 March 2018



Cumulative Position

Plan approvals as at 31 March 2018

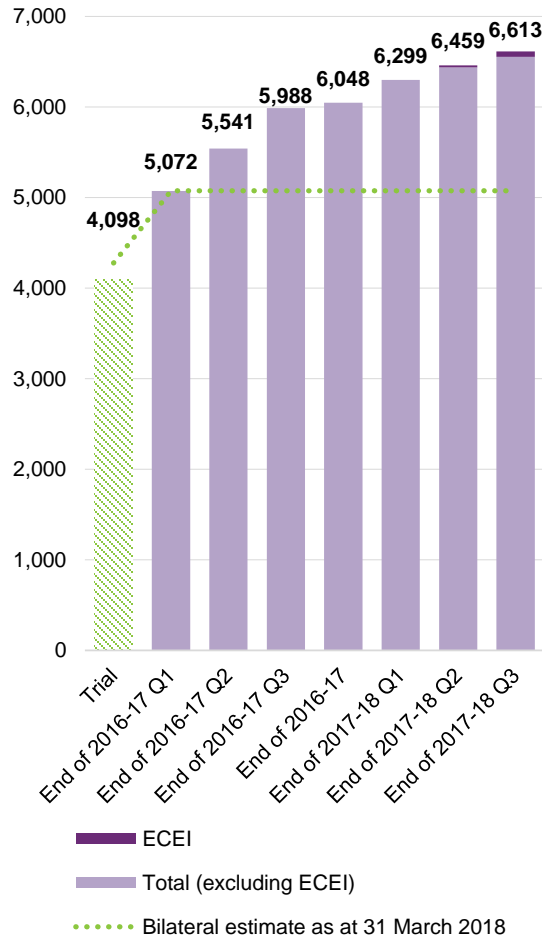
As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 6,613 (including 60 children supported through the ECEI gateway). Of these, 2,869 transitioned from an existing State/Territory program and 216 transitioned from an existing Commonwealth program.

In addition, 227 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 July 2014, there have been 8,075 people with access decisions.

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

Cumulative plan approvals compared with bilateral estimate



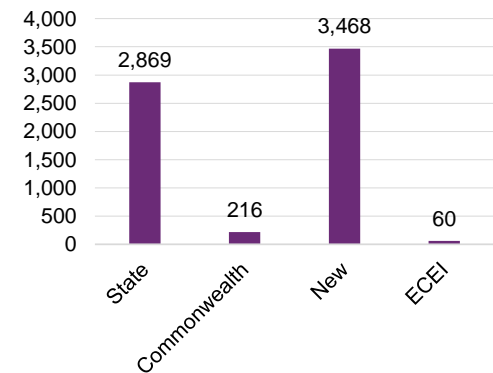
130%

of scheme to date bilateral estimate met (1 July 2014 - 31 March 2018)

6,553

plan approvals to date; 6,613 including ECEI confirmed

Plan approvals by participant referral pathway



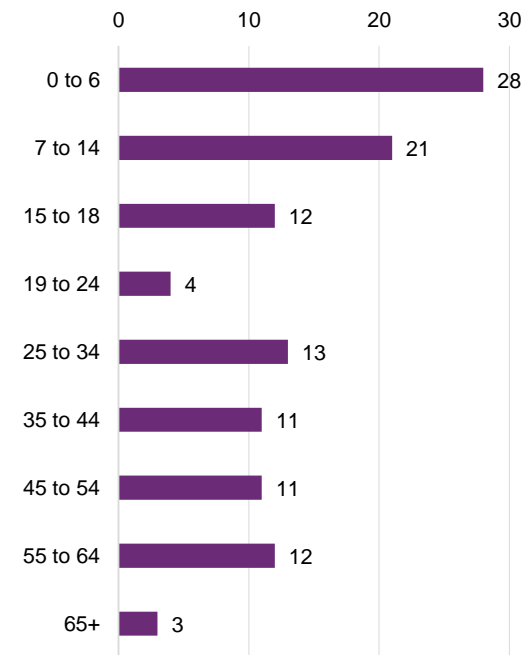
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by age group.

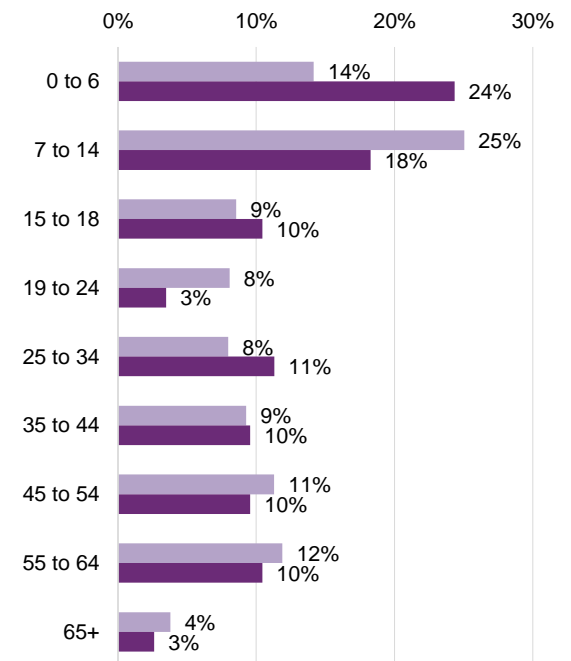
Around 24% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to prior quarters.

3% of participants entering in this quarter are aged 19 to 24 years, compared to 8% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q3 by age group



% of active participants with a plan approved by age group



■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2017-18 Q3

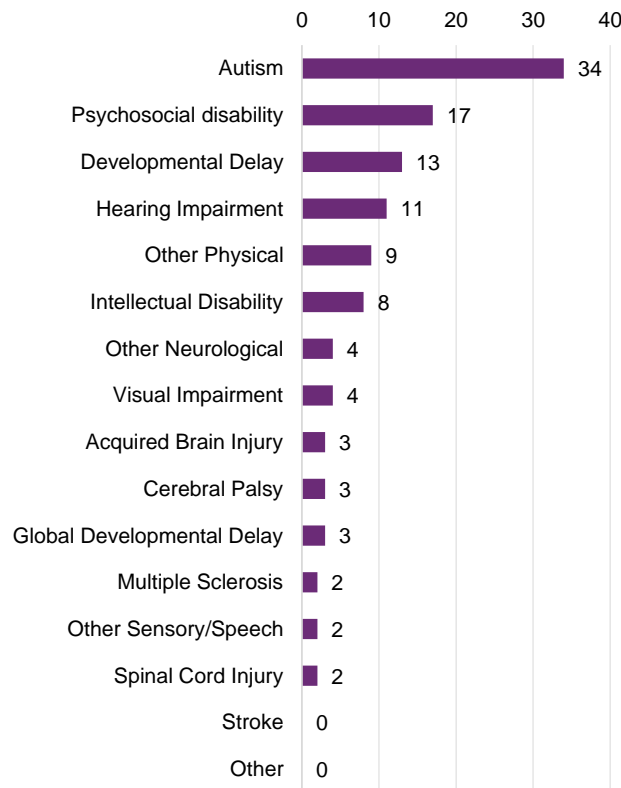
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

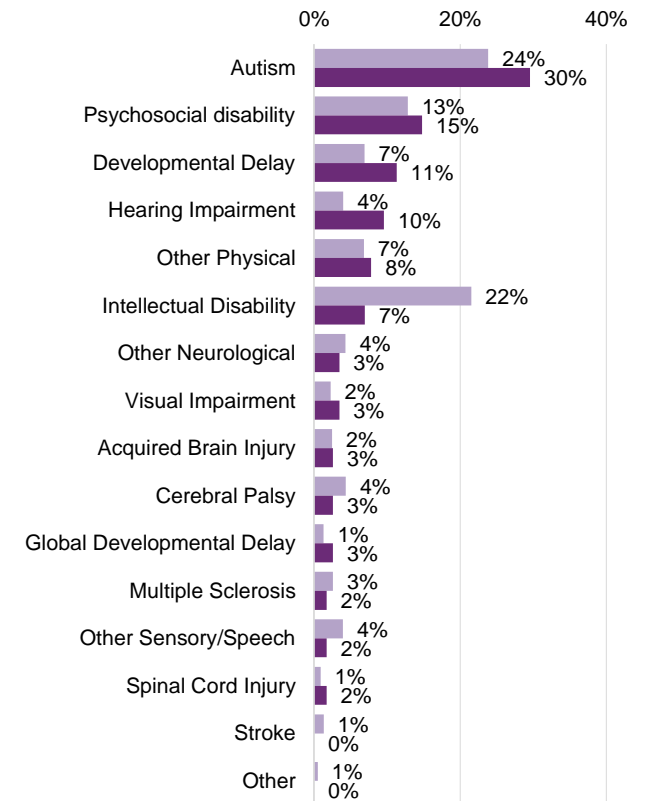
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by disability group.

30% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Autism, compared to 24% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q3 by disability group



% of active participants with a plan approved by disability group



■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2017-18 Q3

Participant Profiles by Level of Function

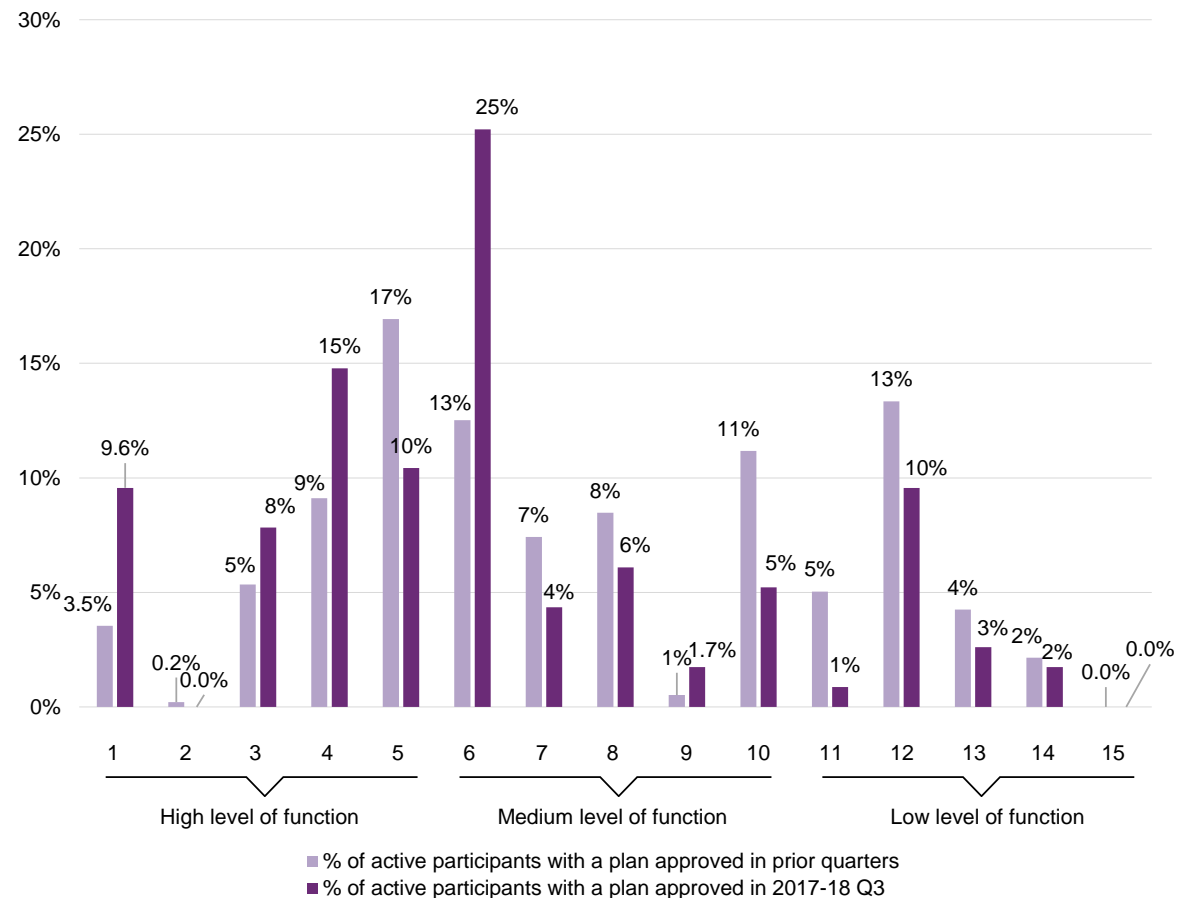
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by level of function.

For participants with a plan approval in the current quarter:

- 43% of active participants had a relatively high level of function
- 43% of active participants had a relatively moderate level of function
- 15% had a relatively low level of function

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

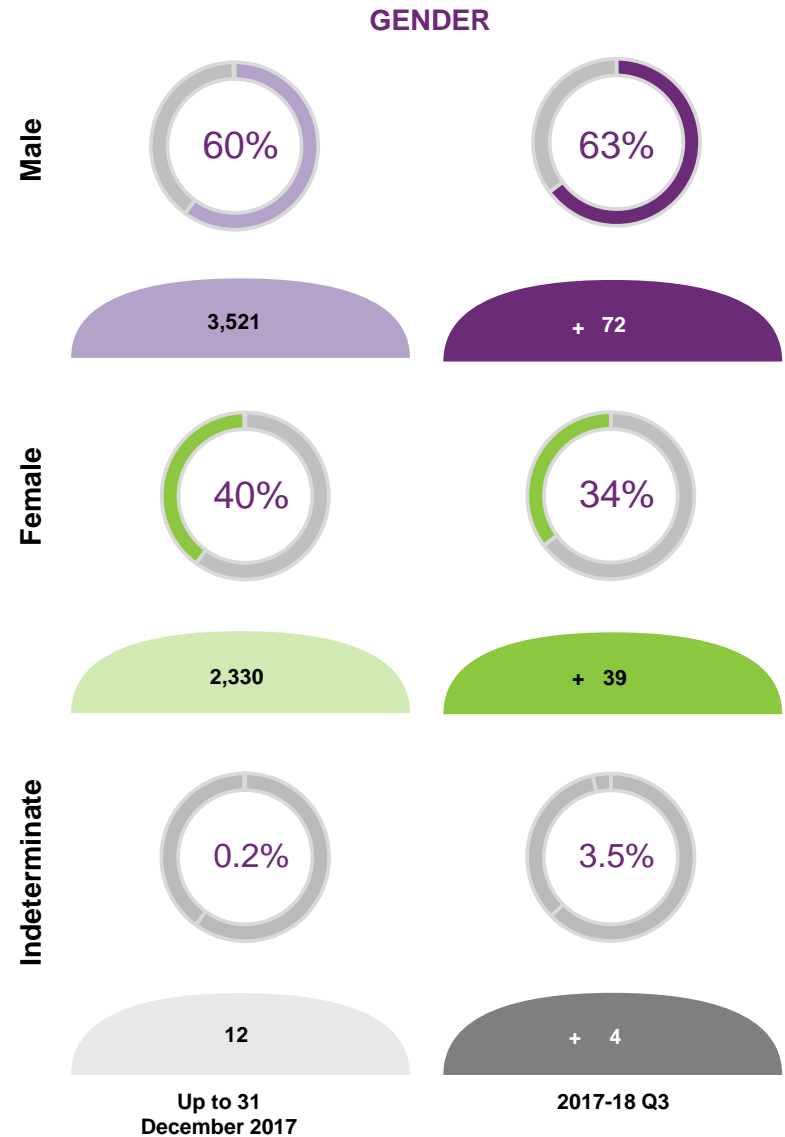
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by gender.

The majority of participants are males.





Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017.

Of the participants with a plan approved in 2017-18 Q3:

- 4.3% were Aboriginal or Torres Strait Islander, compared with 4.2% for prior periods.
- 0.9% were young people in residential aged care, compared with 0.6% for prior periods.
- 13.9% were culturally and linguistically diverse, compared with 9.8% for prior periods.

Aboriginal & Torres-Strait Islander status

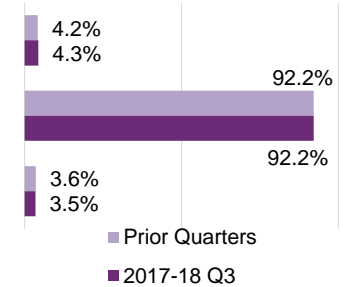
Aboriginal and Torres Strait Islander

Not Aboriginal and Torres Strait Islander

Not Stated

2017-18 Q3

% of active participants



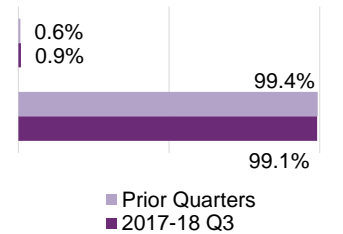
Young people in residential aged care status

Young people in residential aged care

Young people not in residential aged care

2017-18 Q3

% of active participants



Culturally and linguistically diverse status

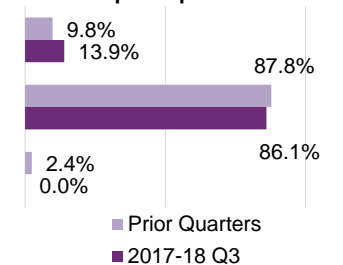
Culturally and linguistically diverse

Not culturally and linguistically diverse

Not stated

2017-18 Q3

% of active participants

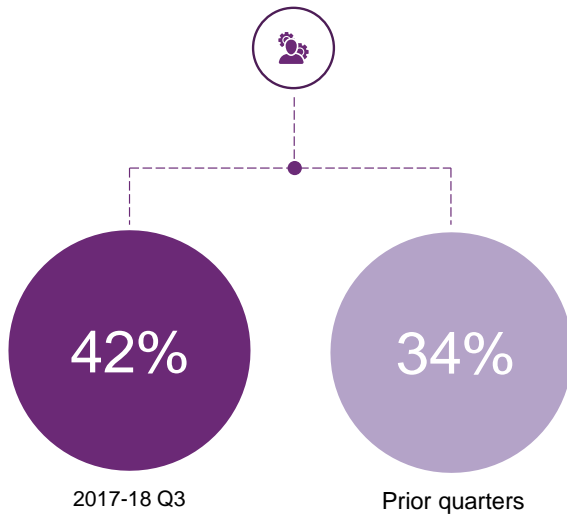


Plan Management Support Co-ordination

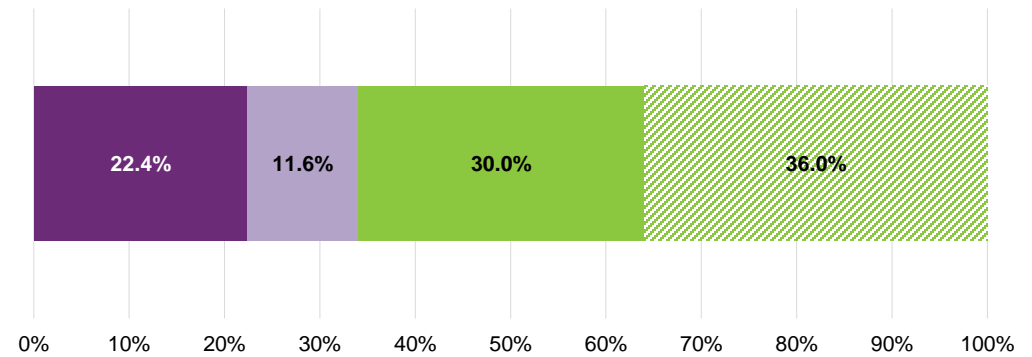
The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q3 (42%) compared with prior quarters of transition (34%).

42% of participants who have had a plan approved in 2017-18 Q3 have support coordination in their plan, compared to 34% in prior quarters.

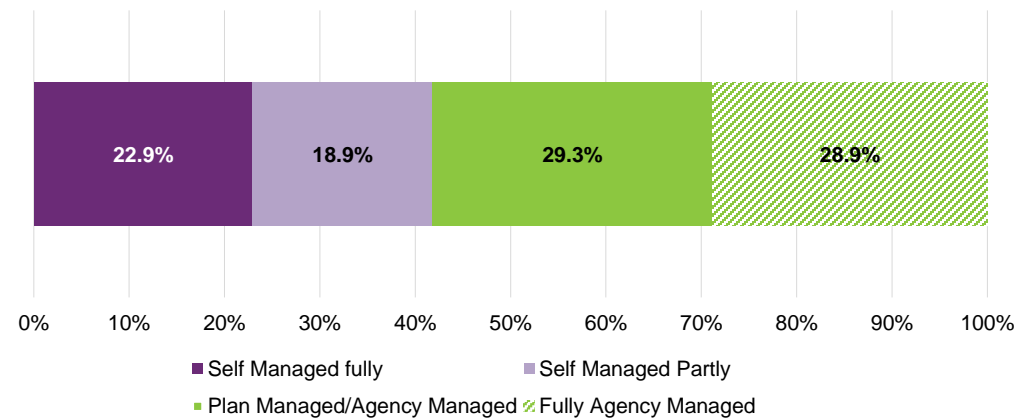
Support Co-ordination



Prior quarters (transition only)



2017-18 Q3



Plan Activation

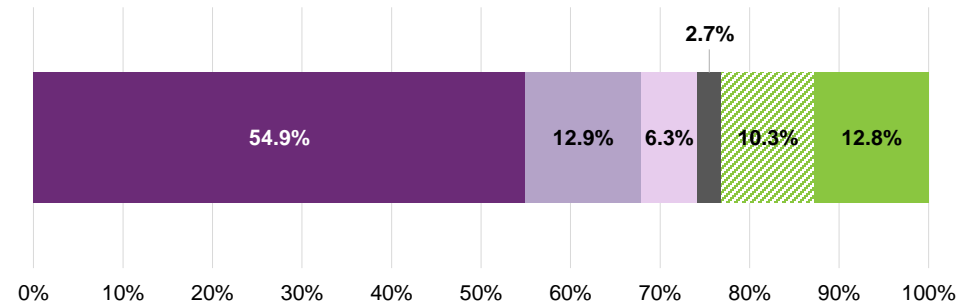
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

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

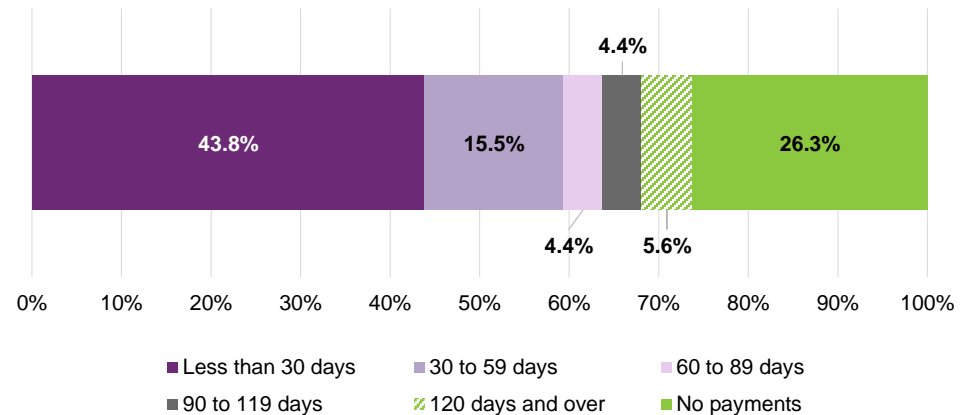
- 74% of plans approved in prior quarters
- 64% of plans approved in 2017-18 Q1.

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q1



Note: Given that plans approved since 2017-18 Q1 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

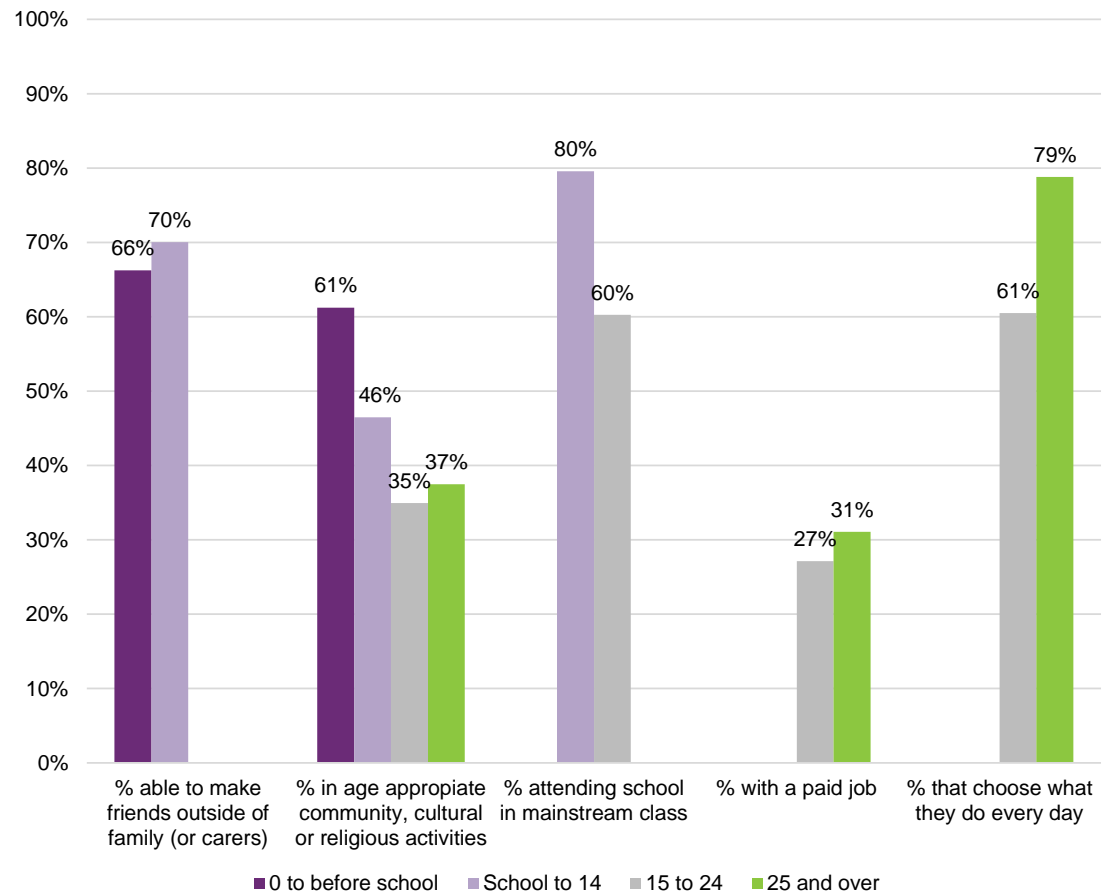
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Participant Outcomes

Baseline outcome measures were collected from 86% of participants receiving their initial plan since 1 July 2016.

- 66% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 70% of participants from school age to 14
- 61% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 35% - 46% for other age groups
- 80% of participants from school age to 14 attend school in a mainstream class, compared to 60% of participants aged 15 to 24
- 31% of participants aged 25 and over have a paid job, compared to 27% of participants aged 15 to 24
- 79% of participants aged 25 and over choose what they do every day, compared to 61% of participants aged 15 to 24

Selected key baseline indicators for participants

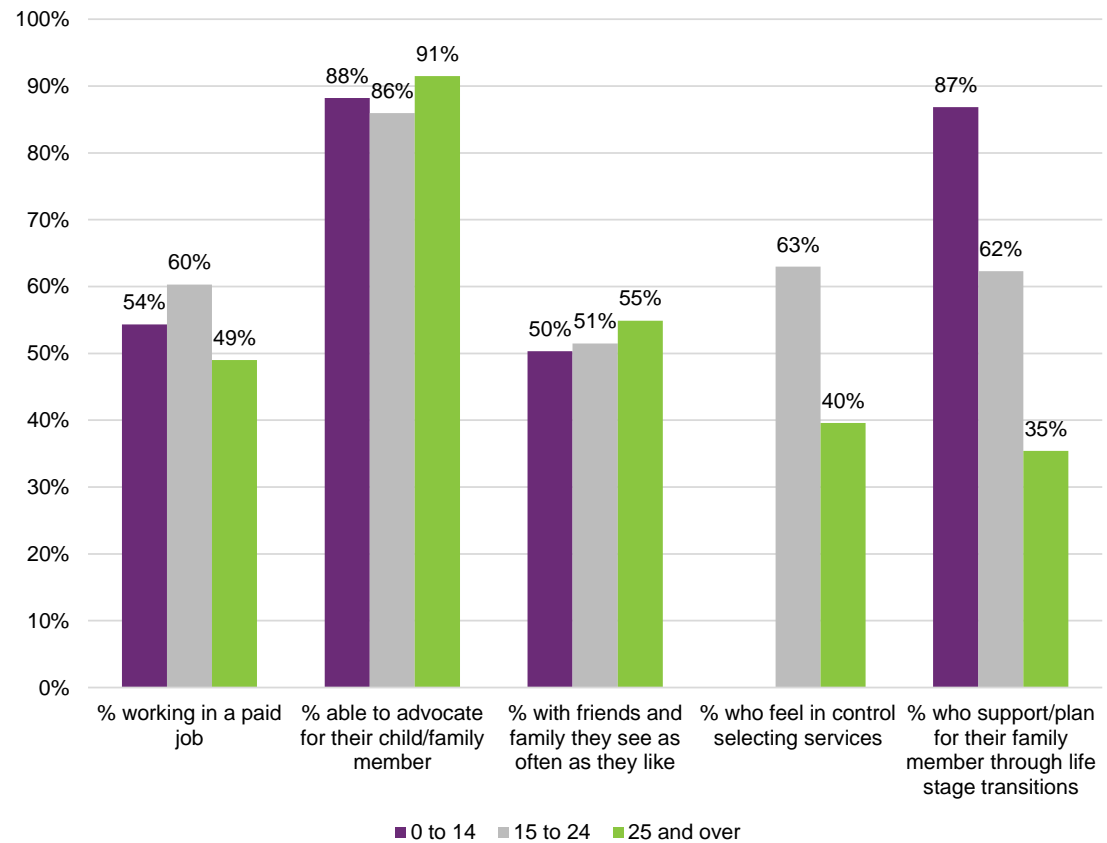


Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (60%)
- able to advocate for their child/family member was highest for participants aged 25 and over (91%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (55%)
- who feel in control selecting services was highest for participants aged 15 to 24 (63%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)

Selected key baseline indicators for families and carers of participants



Has the NDIS helped? Participants

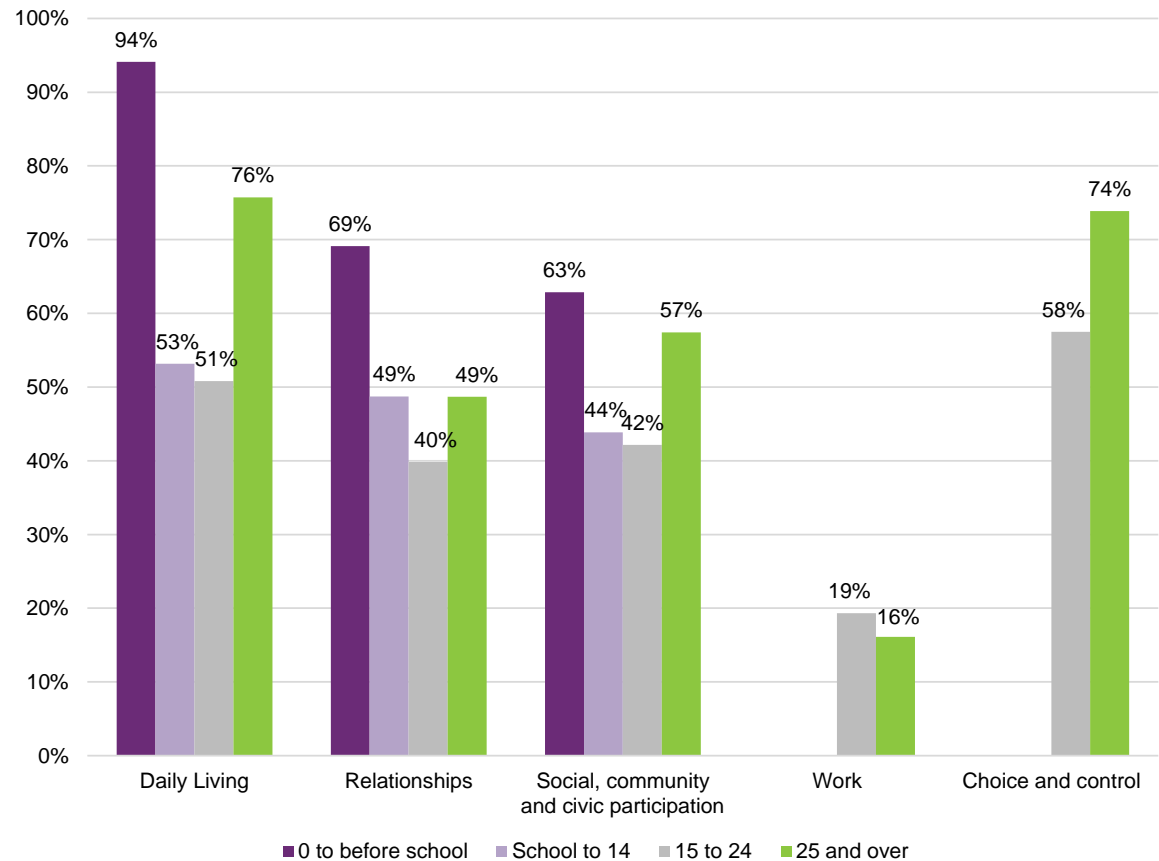
Perceptions of whether the NDIS has helped.

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

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

- Daily Living (94%), for participants aged 0 to before school
- Daily Living (53%), for participants of school age to 14
- Choice and control (58%), for participants aged 15 to 24
- Daily Living (76%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



Has the NDIS helped? Family/Carers

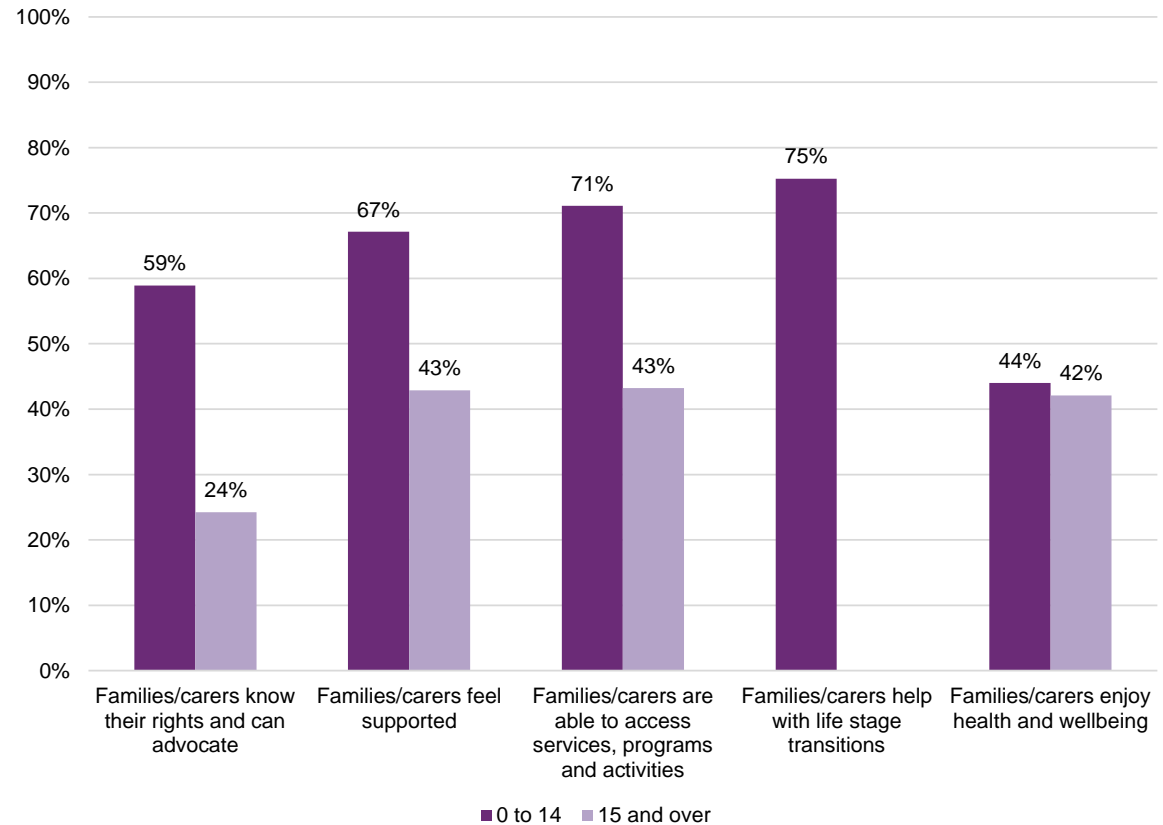
Perceptions of whether the NDIS has helped.

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

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

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

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

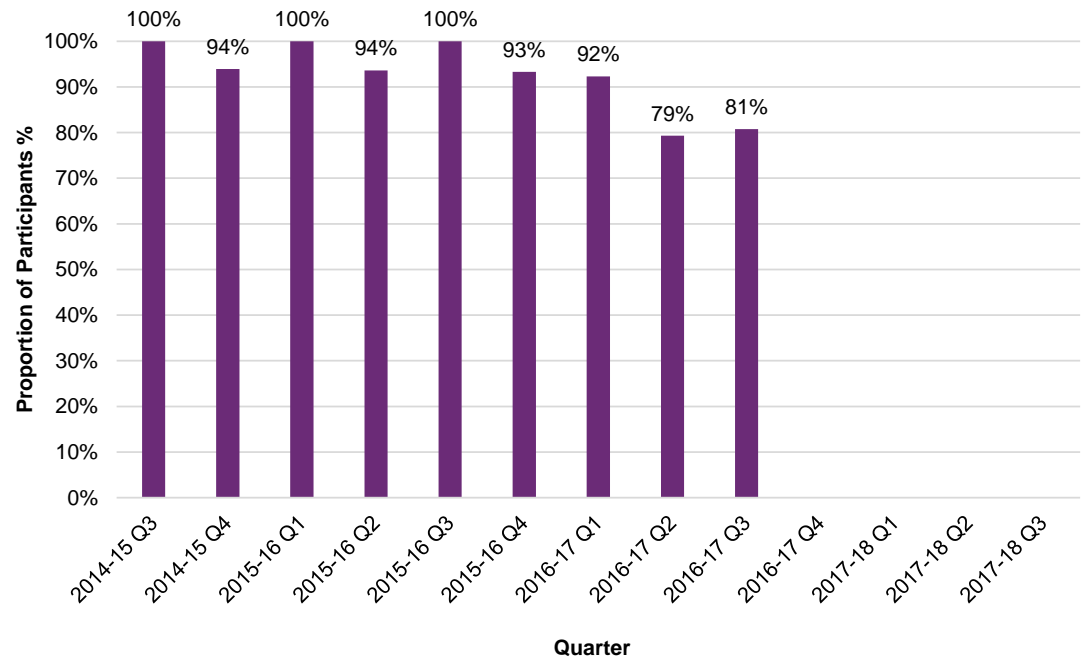


Participant Satisfaction

Due to low number of participant survey responses in 2017-18 Q3, participant satisfaction is not shown for this quarter.

The Participant Pathway Review aims to improve the participant experience.

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



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

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to \$868.0 million (including support periods in the future), of which \$483.1 million has been paid.

Summary

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

Key Statistics

\$868.0

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 6,553 PARTICIPANTS

\$447.4

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

\$310.1

MILLION OF SUPPORTS IN RESPECT OF 2017-18[^]

\$110.5

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

\$483.1

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 80% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15, 84% IN 2015-16, AND 68% IN 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

[^]Note: The \$310.1 million in respect of 2017-18 only includes approved plans to date.

*Note: The \$110.5 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

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

Of the \$868.0 million that has been committed in participant plans, \$483.1 million has been paid to date.

In particular, for supports provided in:
2014-15: \$21.3m has been paid
2015-16: \$115.9m has been paid
2016-17: \$193.0m has been paid
2017-18 to date: \$152.9m has been paid

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	N/A	26.6	138.6	282.2	310.1	110.5	868.0
Total paid	N/A	21.3	115.9	193.0	152.9	0.0	483.1

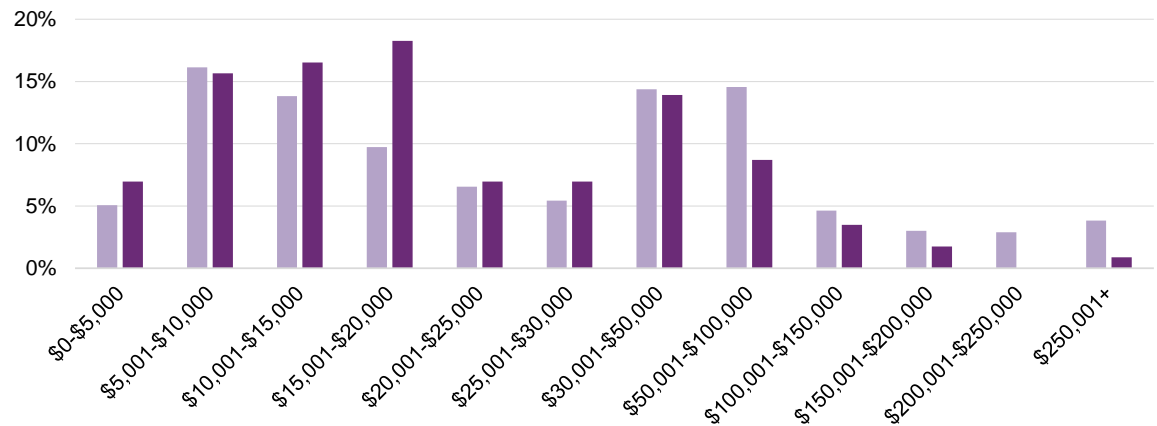


Committed Supports by Cost Band

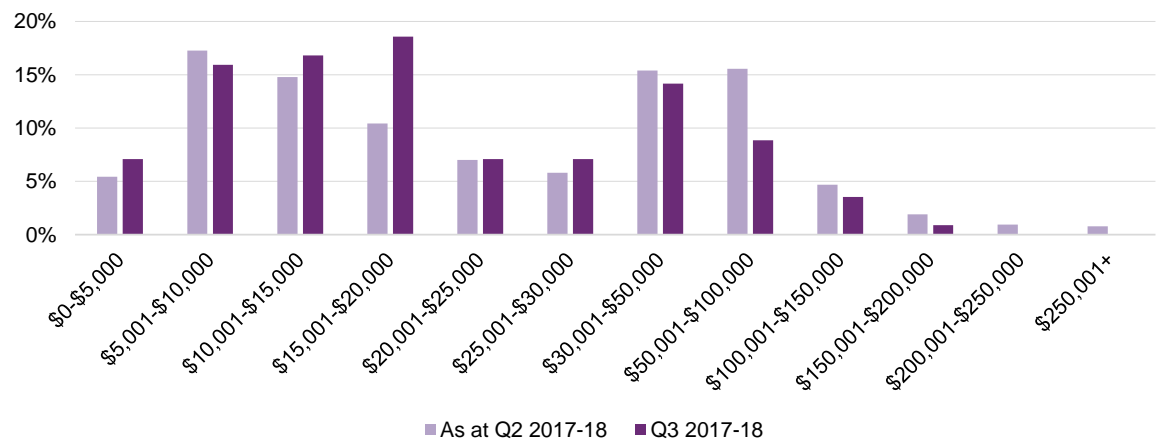
A lower proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports greater than \$30,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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



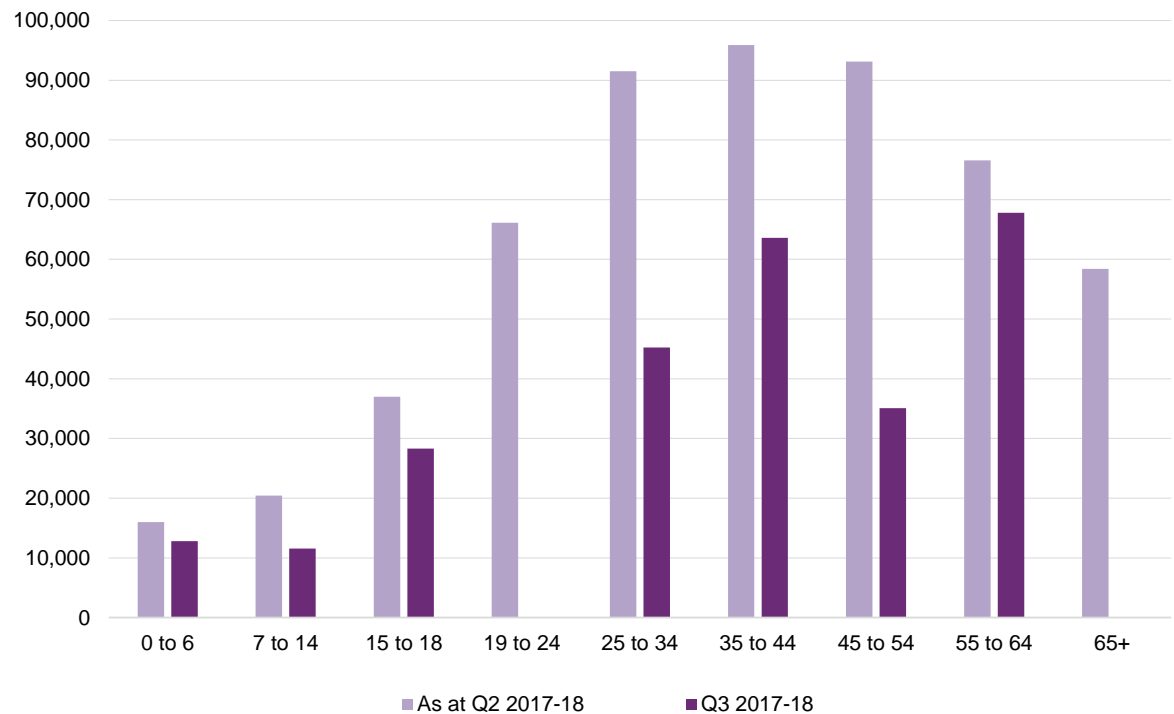
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Age Band

Average annualised committed supports increase steeply to age 25, stabilises to age 55 and then reduces at older ages.

The average annualised committed supports for participants with an initial plan approved in 2017-18 Q3 is generally lower compared to participants who entered in prior quarters.

Average annualised committed supports by age band



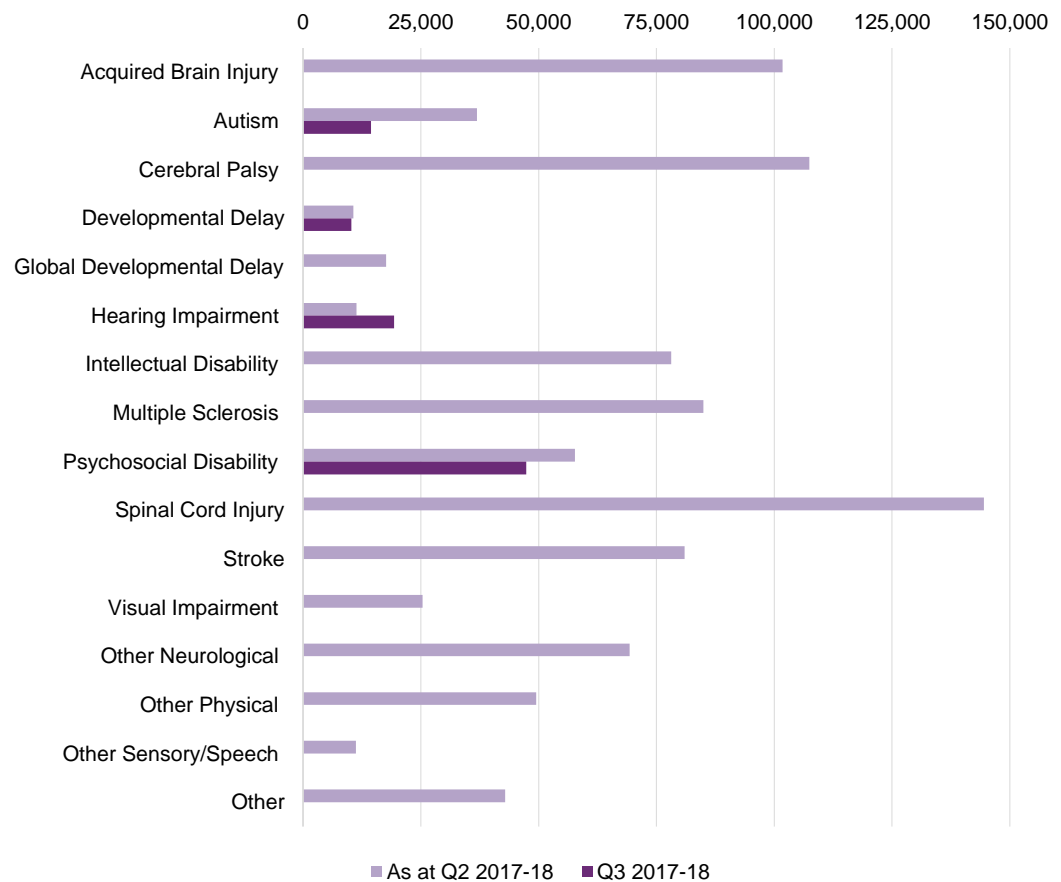
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

Note 2: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

Average annualised committed supports by primary disability group

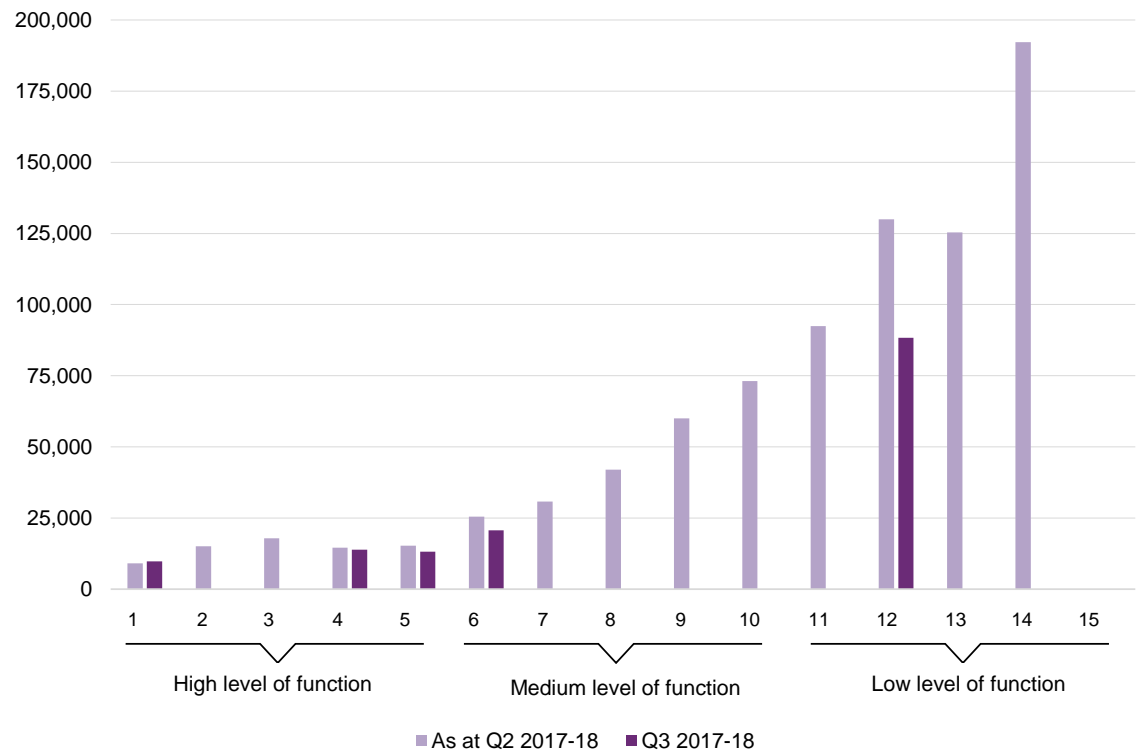


Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Level of Function

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

Average annualised committed supports by level of function



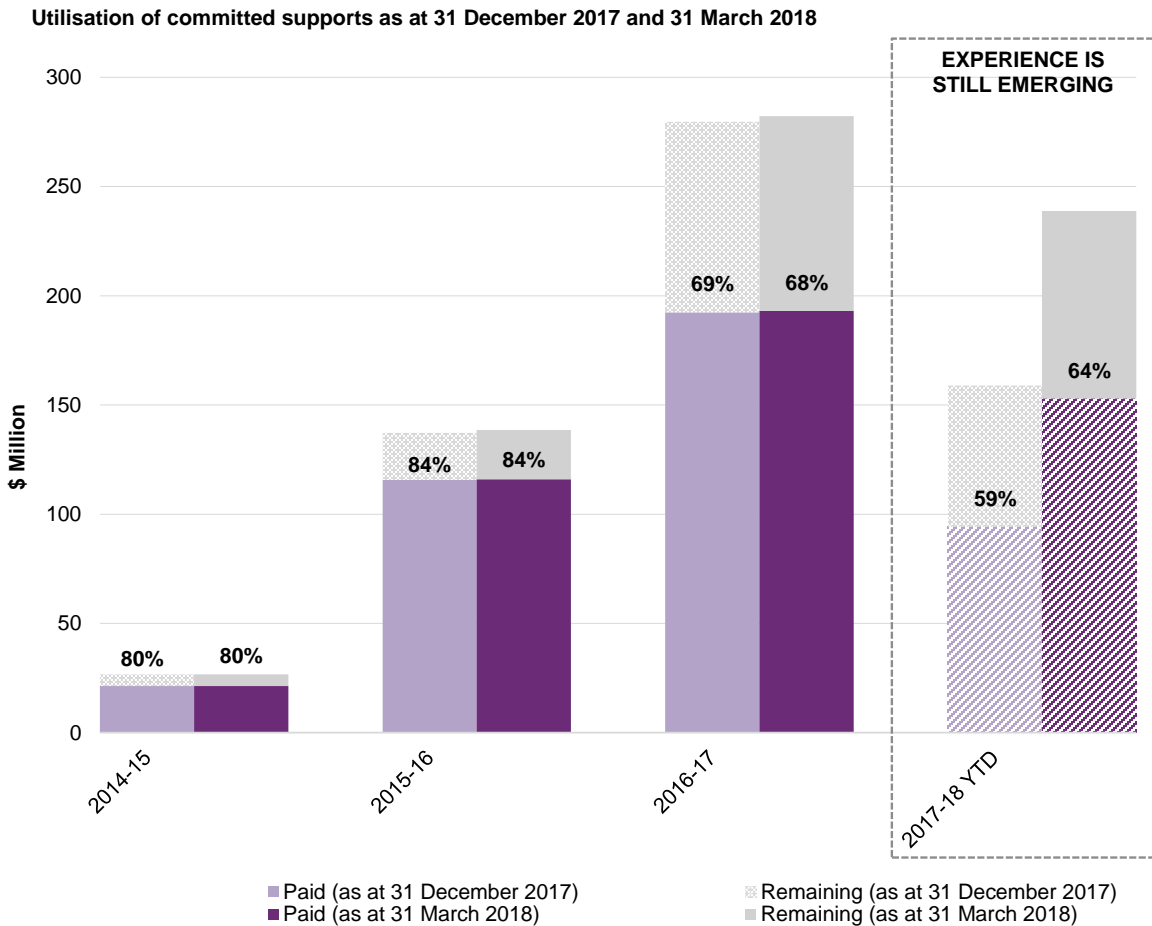
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
 Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 31 December 2017, compared with 31 March 2018.

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

The utilisation of committed supports in 2017-18 YTD is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.



Providers and Markets

The scale and extent of the market continues to grow, with a 10% increase in the number of providers during the quarter to 1,176.

Summary

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

Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.
- Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

How providers interact with participants

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

Key Statistics

1,176
APPROVED
PROVIDERS

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

24%
OF SERVICE
PROVIDERS ARE
INDIVIDUAL/SOLE
TRADERS

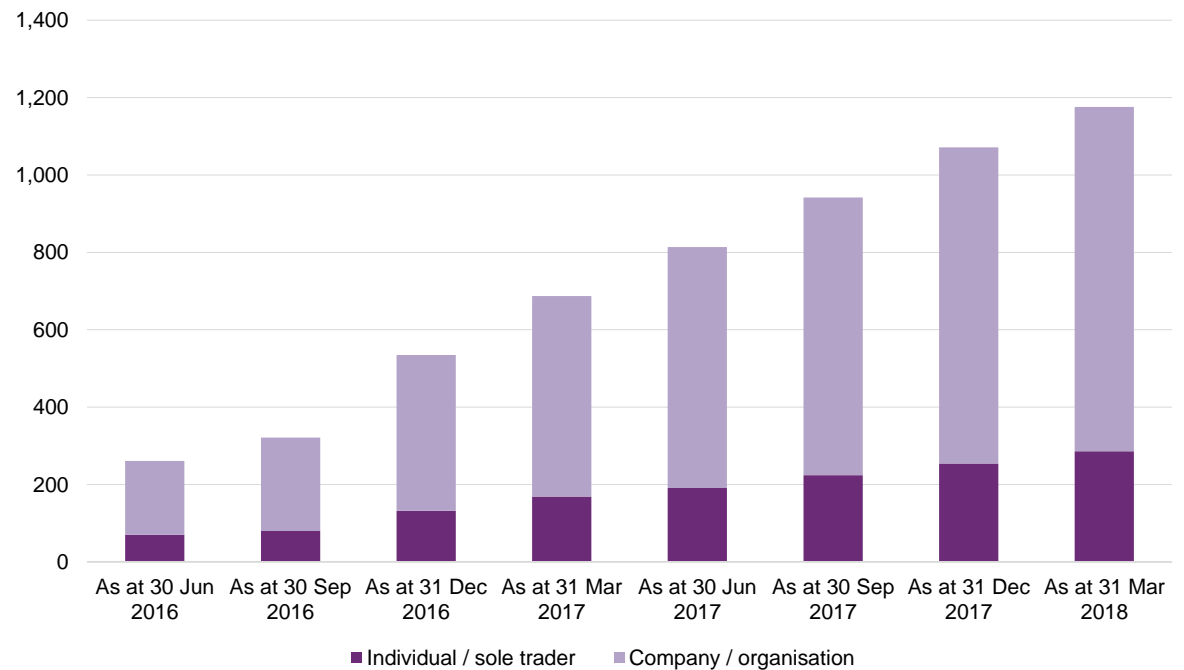
ASSISTANCE
PRODUCTS FOR
PERSONAL CARE AND
SAFETY HAS THE
HIGHEST NUMBER OF
APPROVED SERVICE
PROVIDERS,
FOLLOWED BY
PERSONAL MOBILITY
EQUIPMENT AND
THERAPEUTIC
SUPPORTS

Providers over time

As at 31 March 2018, there were 1,176 registered service providers of which 286 were individual/sole trader operated business while the remaining 890 providers were registered as a company or organisation.

1.08
 AVERAGE NUMBER
 OF PROVIDERS PER
 PARTICIPANT

Approved providers over time by type of provider



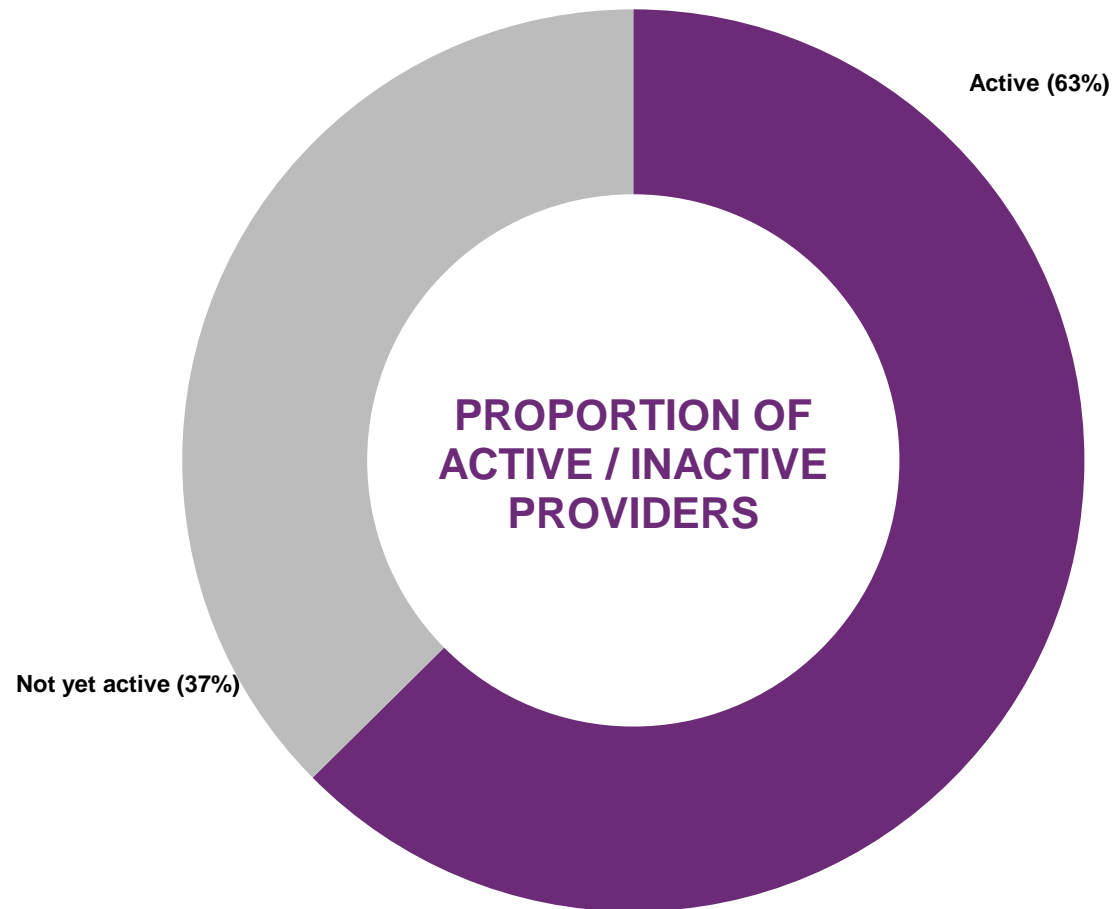
24% of approved service providers are individual/sole traders.
 The number of approved service providers increased by 10% from 1,071 to 1,176 in the quarter.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 March 2018, 63% of providers have been active and 37% were yet to have evidence of activity. Of the overall stock of providers, 140 providers began delivering new supports in the quarter.

140
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



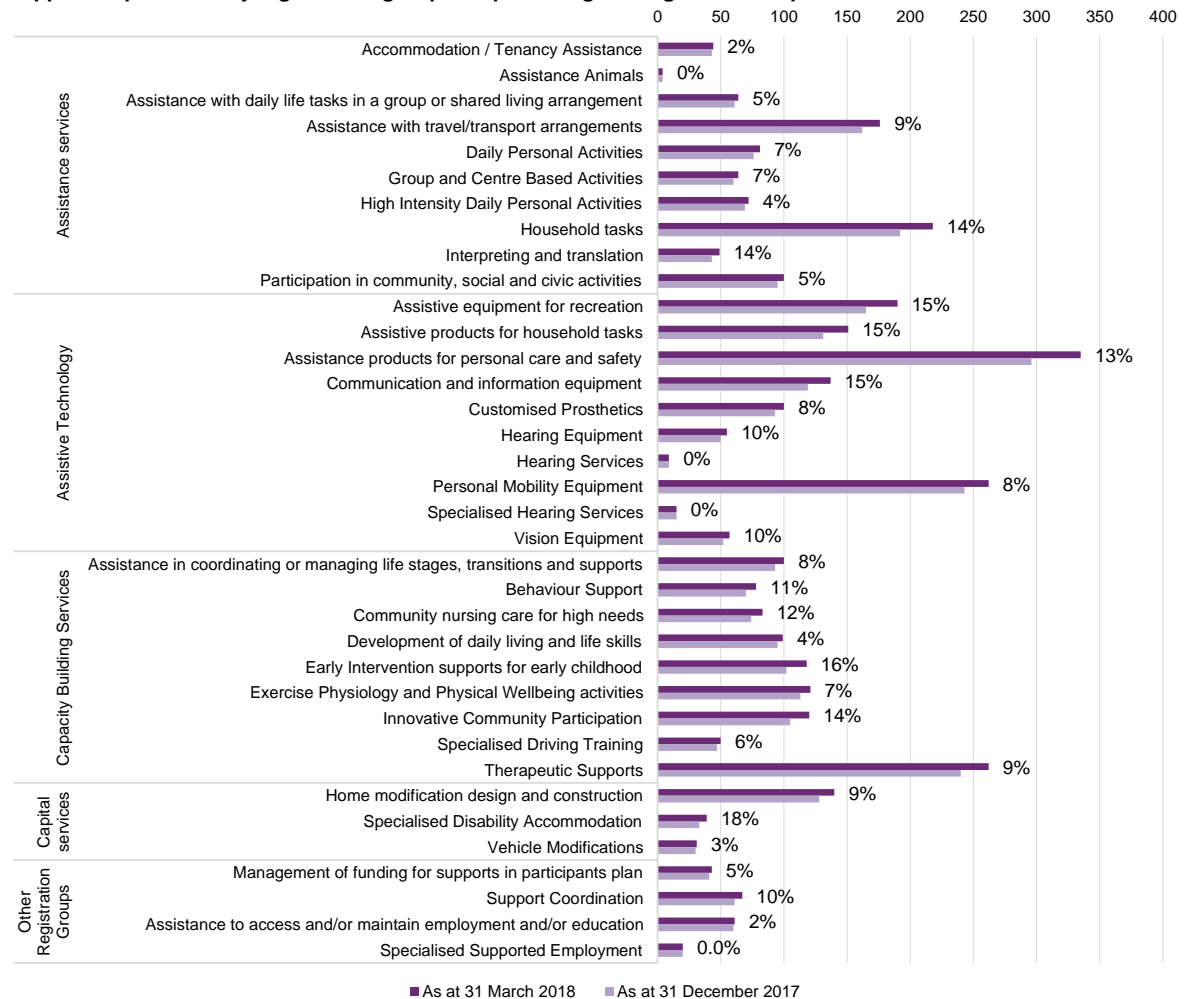
Approved Registration Groups

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

Assistance products for personal care and safety has the highest number of approved service providers and has seen a 13% increase since the previous quarter.

The largest percentage increase in approved providers in the quarter was for the Specialised Disability Accommodation registration group. This was followed by Early Intervention supports for early childhood, Assistive products for household tasks and Assistive equipment for recreation.

Approved providers by registration group and percentage change over the quarter



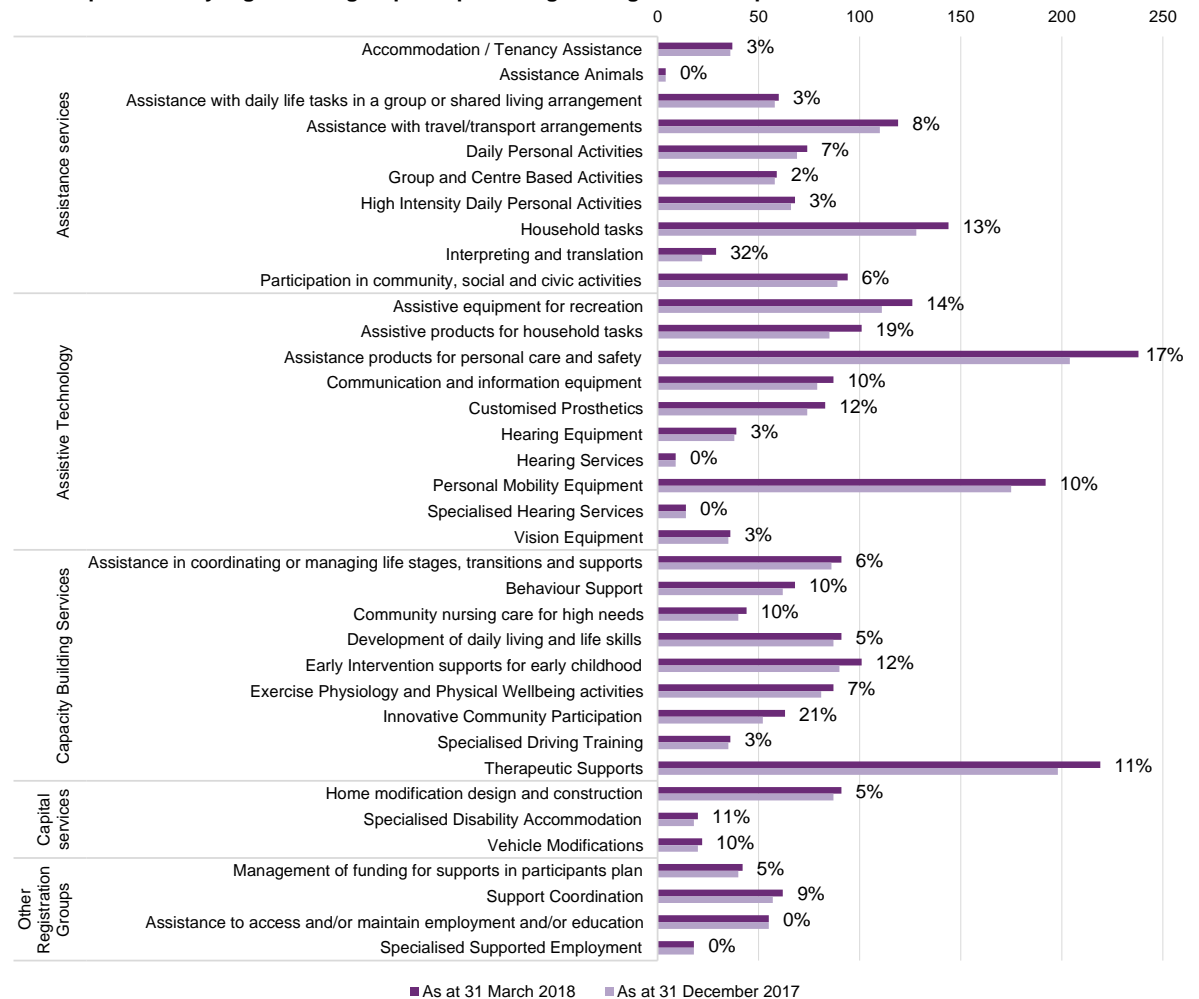
Active Registration Groups

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

Assistance products for personal care and safety has the highest number of active service providers and has seen a 17% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Interpreting and translation registration group. This was followed by Innovative Community Participation, Assistive products for household tasks and Assistance products for personal care and safety.

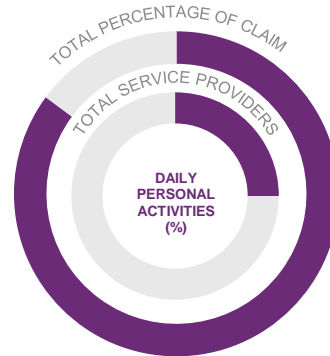
Active providers by registration group and percentage change over the quarter



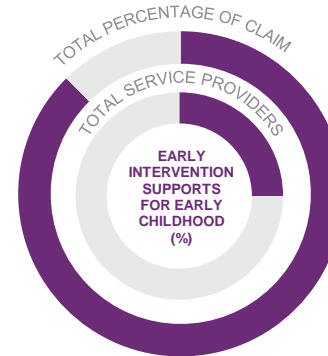
Market share of top providers

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

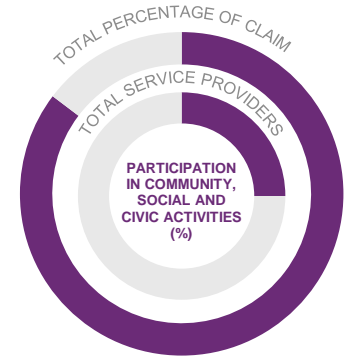
Market share of the top 25% of providers by registration group.



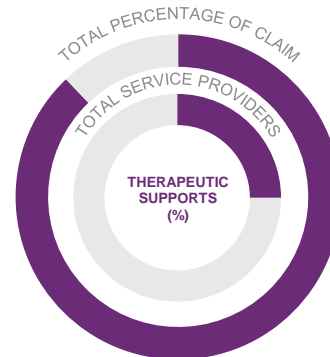
85%



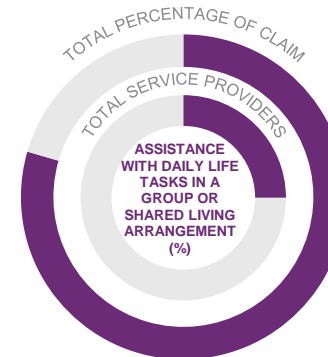
88%



85%



88%



79%

Information, Linkages and Capacity Building

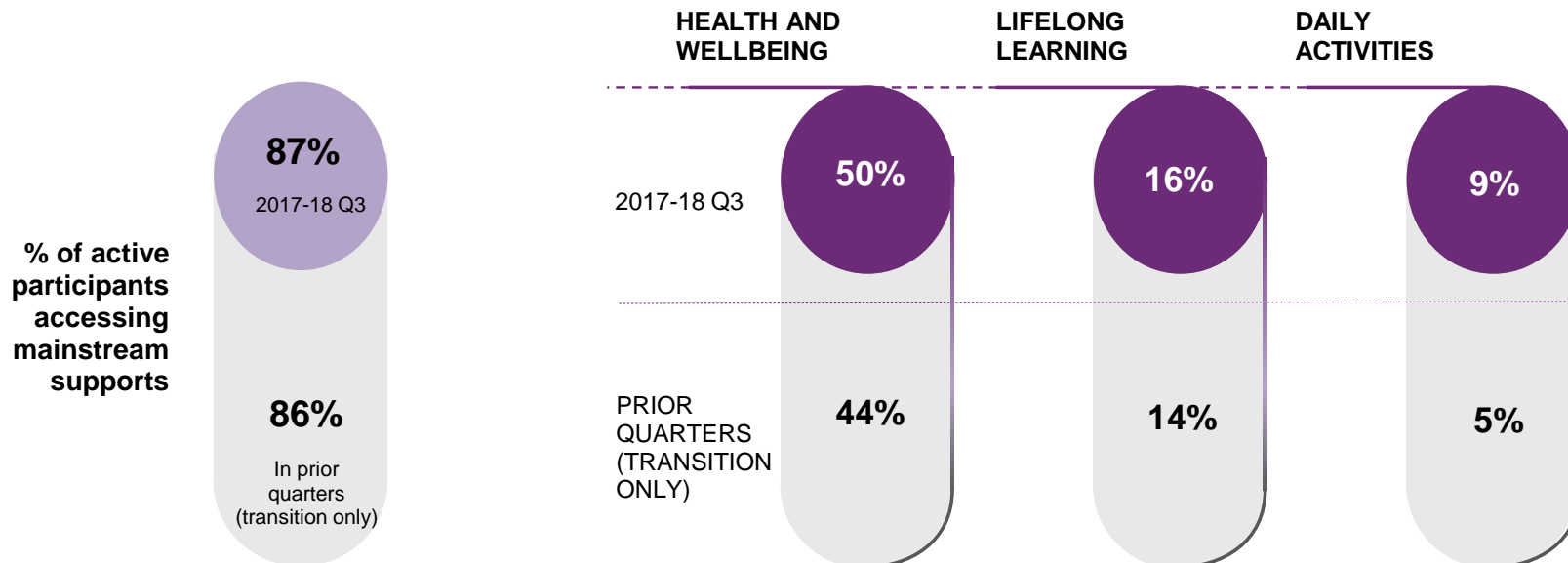
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

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

Mainstream Interface

87% of active participants with a plan approved in 2017-18 Q3 access mainstream services, a slight increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



Financial Sustainability

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