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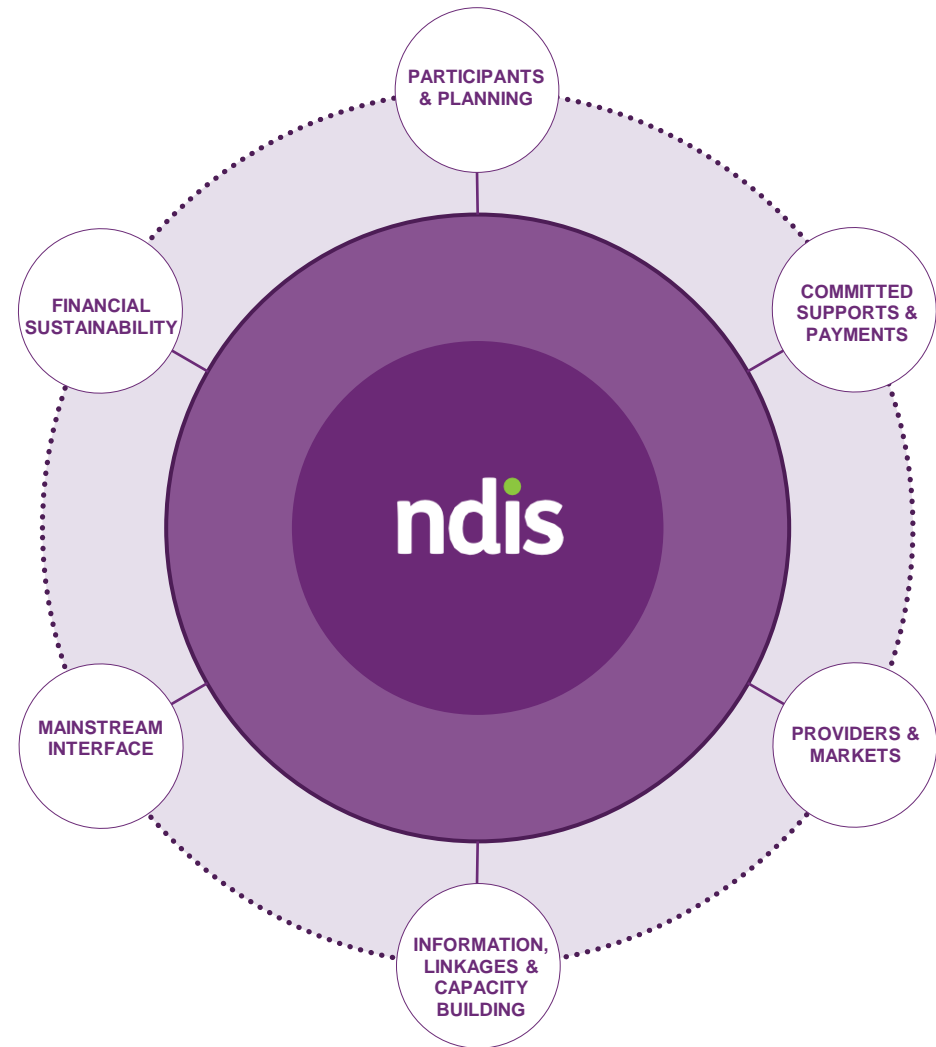
Disability Reform Council Quarterly Performance Report

New South Wales - 31 December 2017



Overview

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



Summary

Participants and Planning

8,050 additional participants with plans this quarter, with 1,368 of those previously confirmed as ECEI at 2017-18 Q1.

2,638 additional children have a confirmed referral to the ECEI gateway this quarter.

As at 31 December 2017, plans approved and ECEI referrals represent:

- 80% of year to date bilateral estimate met (1 July 2017 - 31 December 2017)
- 85% of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)
- 84% of scheme to date bilateral estimate met (1 July 2013 - 31 December 2017)

Satisfaction rating remained high with 84% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

\$2.7 billion has been paid to providers and participants since Scheme inception.

Overall,

- 73% of committed supports were utilised in 2013-14,
 - 76% in 2014-15,
 - 74% in 2015-16,
 - 66% in 2016-17.
- 2017-18 experience is still emerging.

Providers and Markets

6,172 approved providers, a 18% increase for the quarter.

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

42% of service providers are individual/sole traders.

Mainstream Interface

91% of active participants with a plan approved in 2017-18 Q2 access mainstream services.

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

Participants and Planning

As the transition phase to full scheme continues, the NDIS in New South Wales continues to grow with 8,050 additional participants with approved plans this quarter.

Summary

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

Key Statistics

9,336

ACCESS DECISIONS IN 2017-18 Q2

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

8,050

INITIAL PLANS APPROVED IN 2017-18 Q2

OF THE 8,050 INITIAL PLANS APPROVED THIS QUARTER, 1,368 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 SEPTEMBER 2017

2,638

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q2

80%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 31 DECEMBER 2017)

85%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 DECEMBER 2017)

84%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 DECEMBER 2017)

21%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 ARE CHILDREN AGED 7-14 YEARS

28%

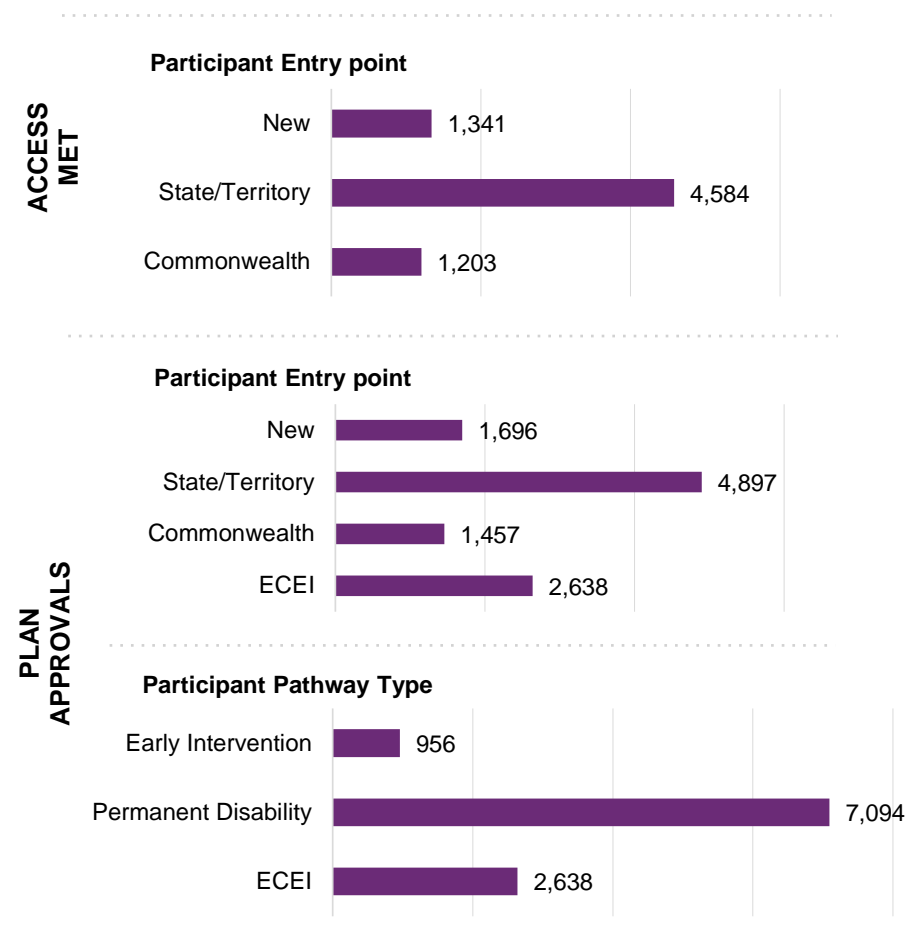
OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 HAVE A REPORTED PRIMARY DISABILITY OF AUTISM

Quarterly Intake

2017-18 Q2

Of the 7,128 participants deemed 'eligible' this quarter 64% entered from an existing State/Territory program.

Of the 8,050 plan approvals this quarter, 61% had transitioned from an existing State/Territory program, 88% entered with a permanent disability and 1,368 were previously confirmed as ECEI at 2017-18 Q1.



Quarterly Intake Detail

Plan approvals as at 31 December 2017

Plan approval numbers have increased from 58,363 at the end of 2017-18 Q1 to 66,413 by the end of 2017-18 Q2, an increase of 8,050 approvals.

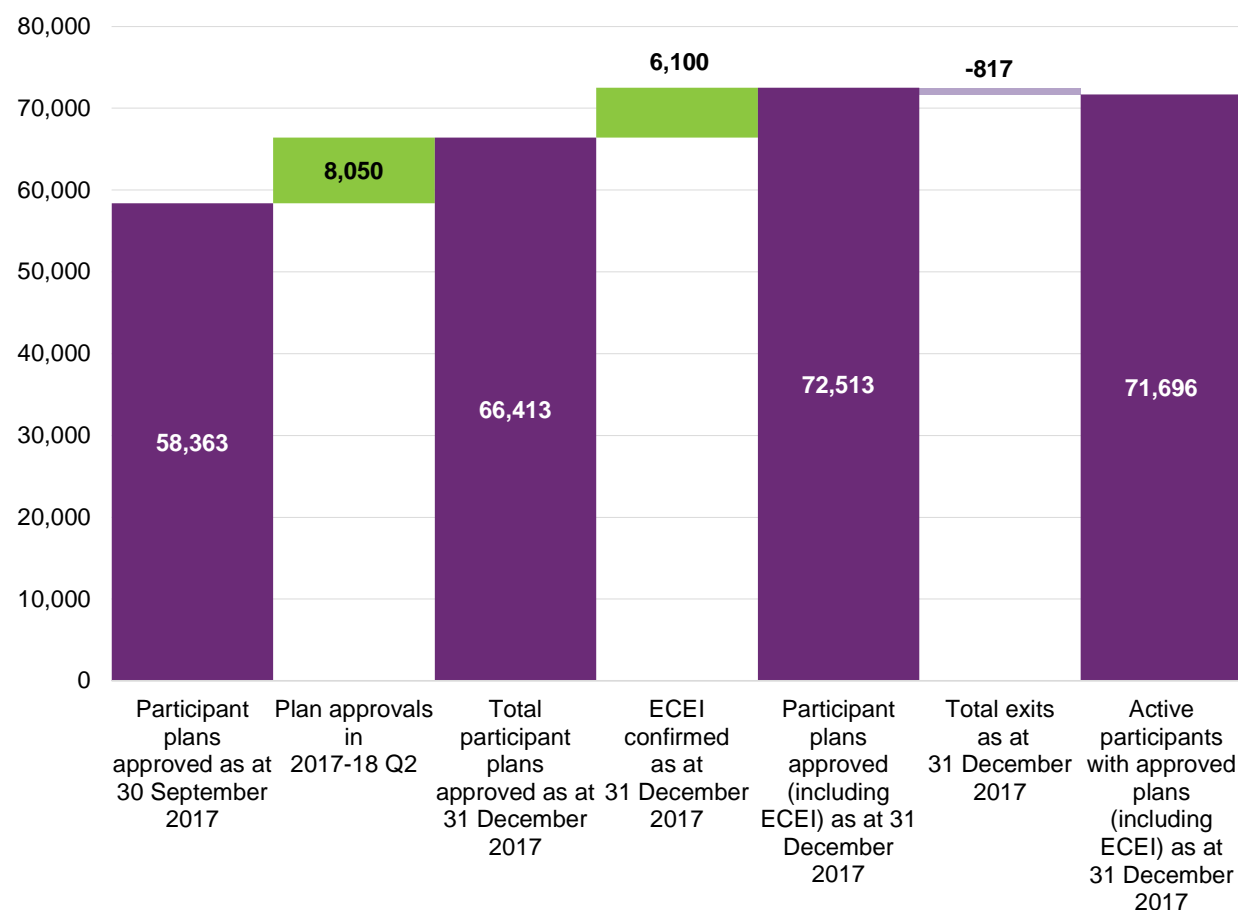
As at 31 December 2017 there were 6,100 children with a confirmed ECEI referral bringing the total number to 72,513. Overall, 817 participants with approved plans have exited the Scheme.

Of the 6,100 children with a confirmed ECEI referral as at 31 December 2017, 3,462 were previously confirmed as ECEI at 30 September 2017 and an additional 2,638 entered the gateway this quarter.

In the quarter of 2017-18 Q2 there were 16,394 plan reviews. This figure relates to all participants who have entered the scheme.

The high number of plan reviews in this quarter reflects the large intake of participants which occurred in the second quarter of 2016-17.

Change in plan approvals between 30 September 2017 and 31 December 2017



Cumulative Position

Plan approvals as at 31 December 2017

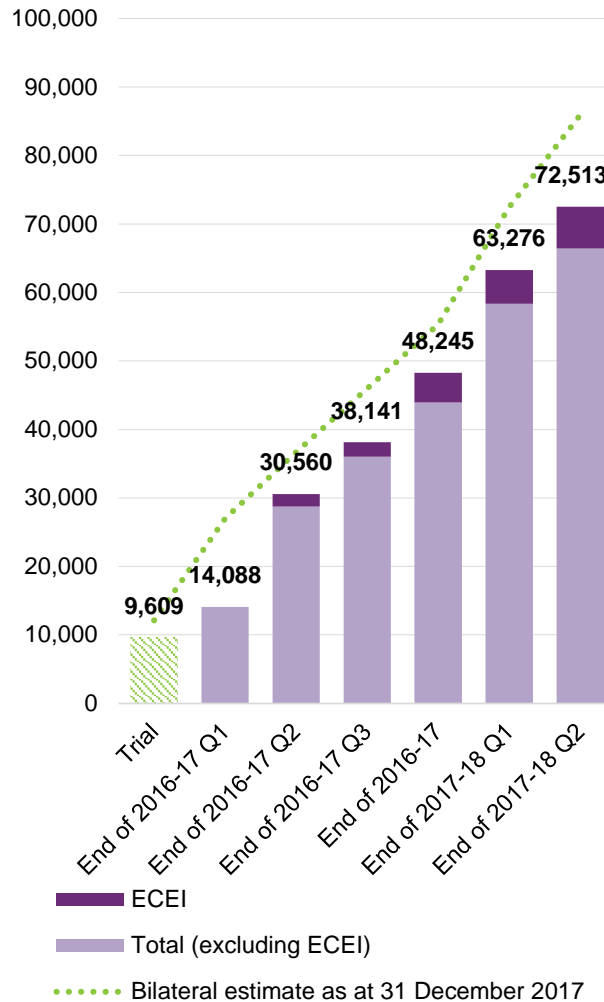
As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 72,513 (including 6,100 children supported through the ECEI gateway). Of these, 43,618 transitioned from an existing State/Territory program and 6,674 transitioned from an existing Commonwealth program.

In addition, 5,538 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 July 2013, there have been 85,950 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



80%

of year to date bilateral estimate met (1 July 2017 - 31 December 2017)

85%

of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)

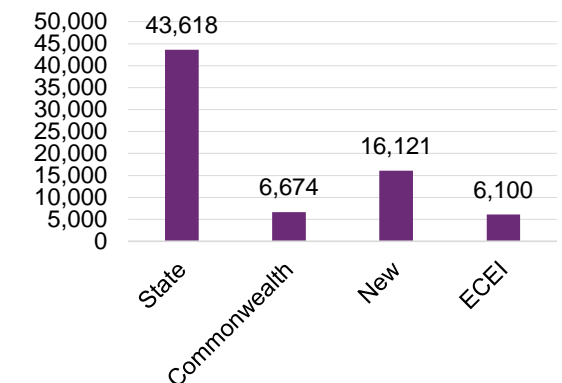
84%

of scheme to date bilateral estimate met (1 July 2013 - 31 December 2017)

66,413

plan approvals to date; 72,513 including ECEI confirmed

Plan approvals by participant referral pathway

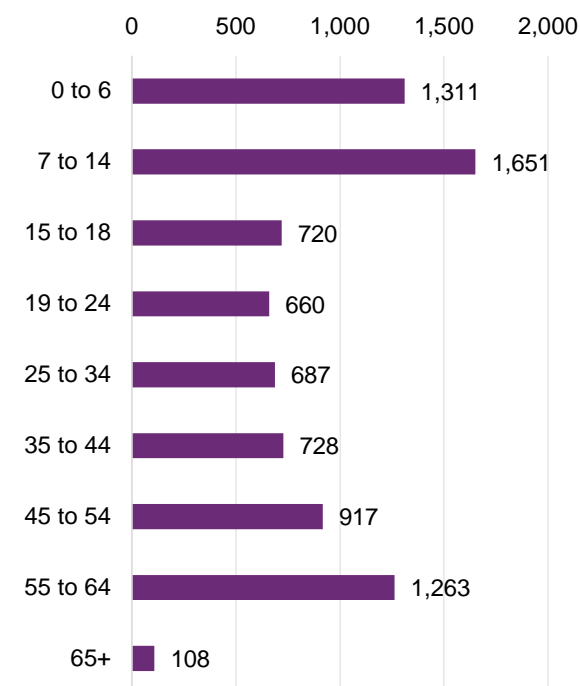


Participant Profiles by Age Group

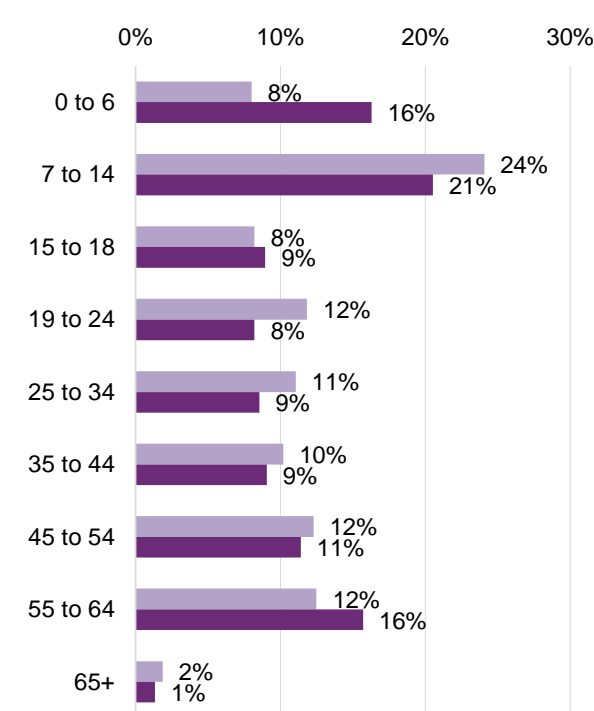
Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by age group.

The proportion of participants that entered in 2017-18 Q2 aged 0 to 6 years has increased from 8% in prior quarters to 16%. Further, 21% of participants that entered this quarter are aged 7 to 14 years, compared to 24% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q2 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 Q2

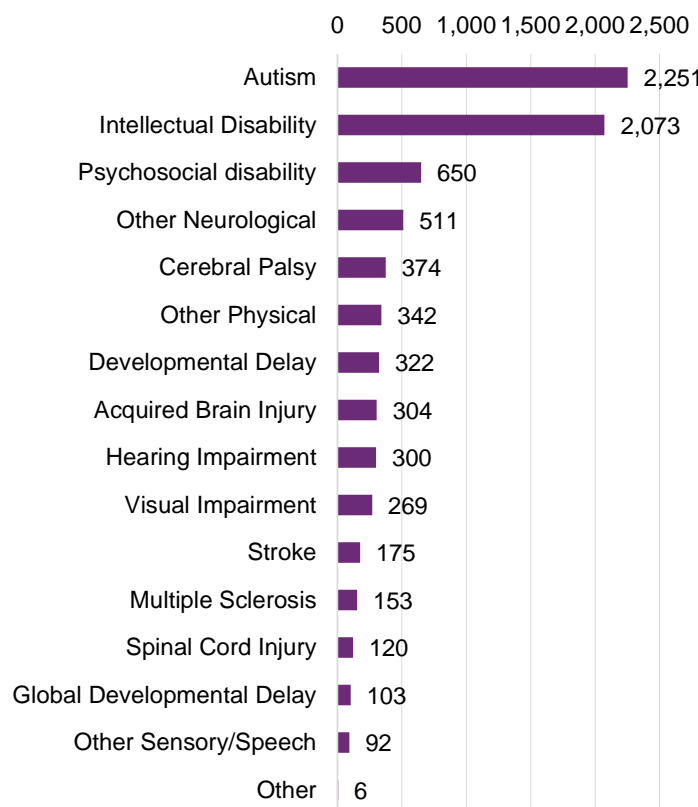
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by disability group.

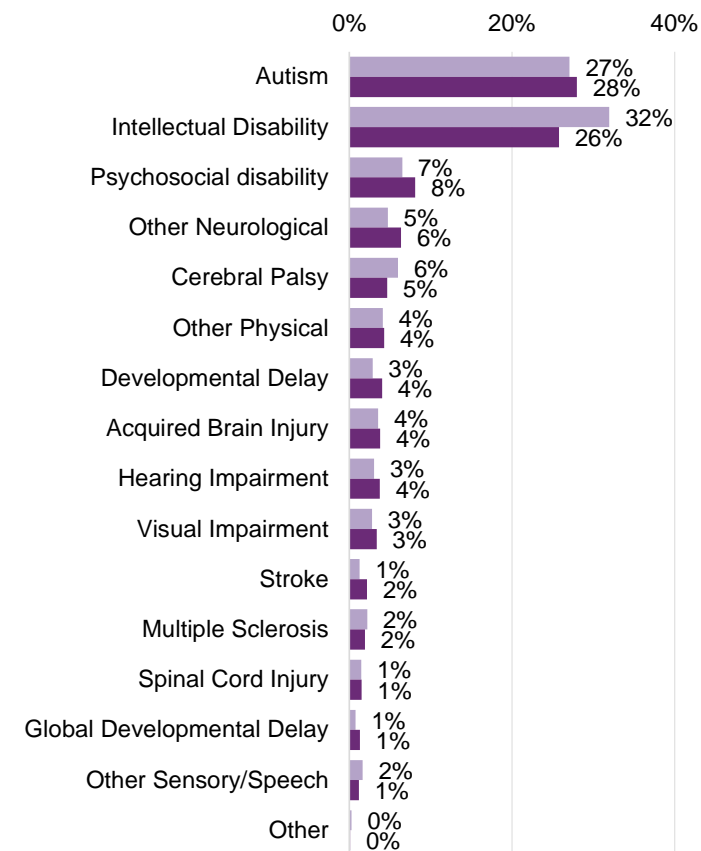
28% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Autism.

Active participants with a plan approved in the quarter of 2017-18 Q2 by disability group



Note: Of the 2,073 active participants identified as having an intellectual disability, 296 (14%), have down syndrome.

% 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 Q2

Participant Profiles by Level of Function

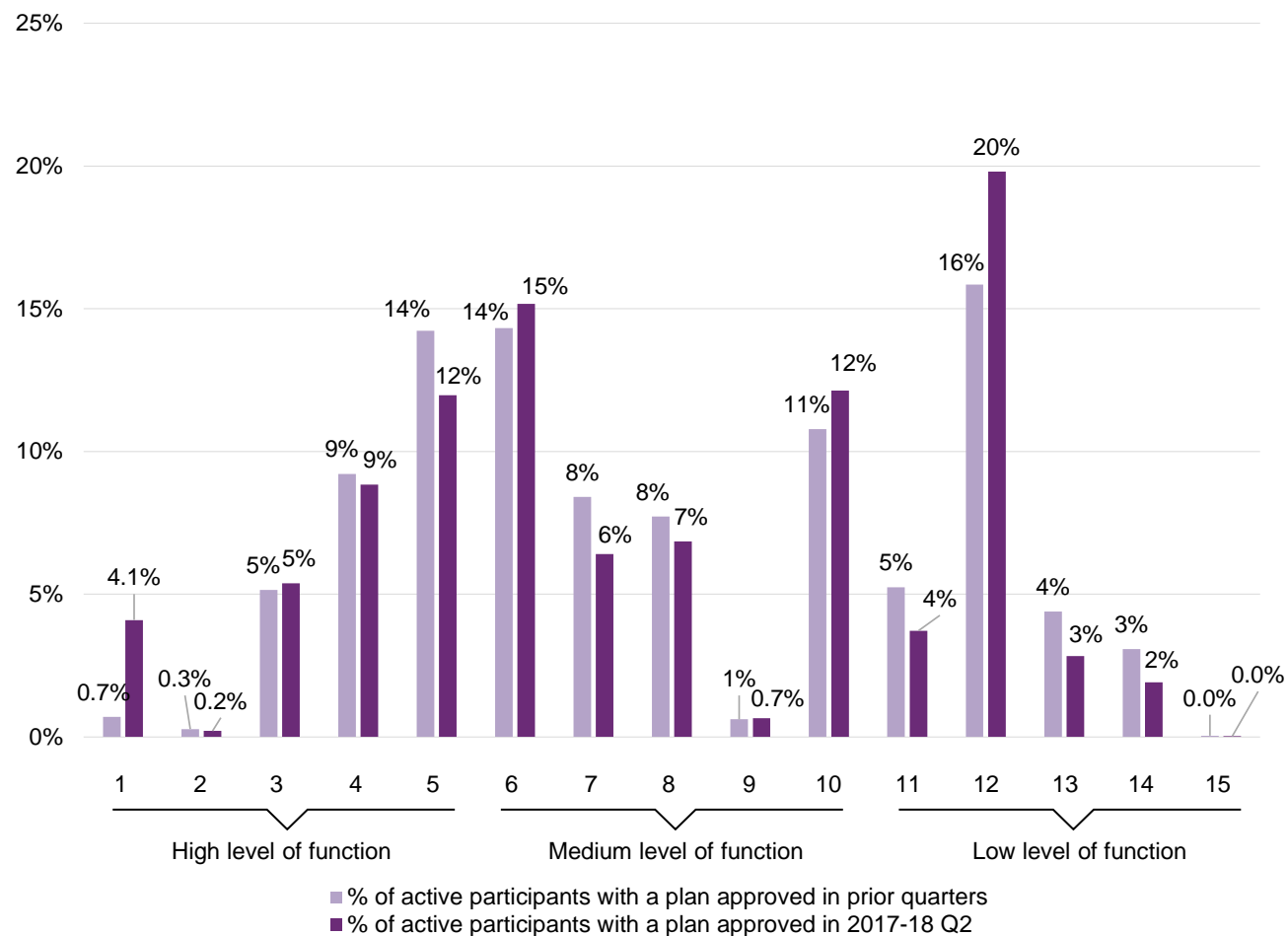
Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by level of function.

For participants with a plan approval in the current quarter:

- 30% of active participants had a relatively high level of function
- 41% of active participants had a relatively moderate level of function
- 28% had a relatively low level of function

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

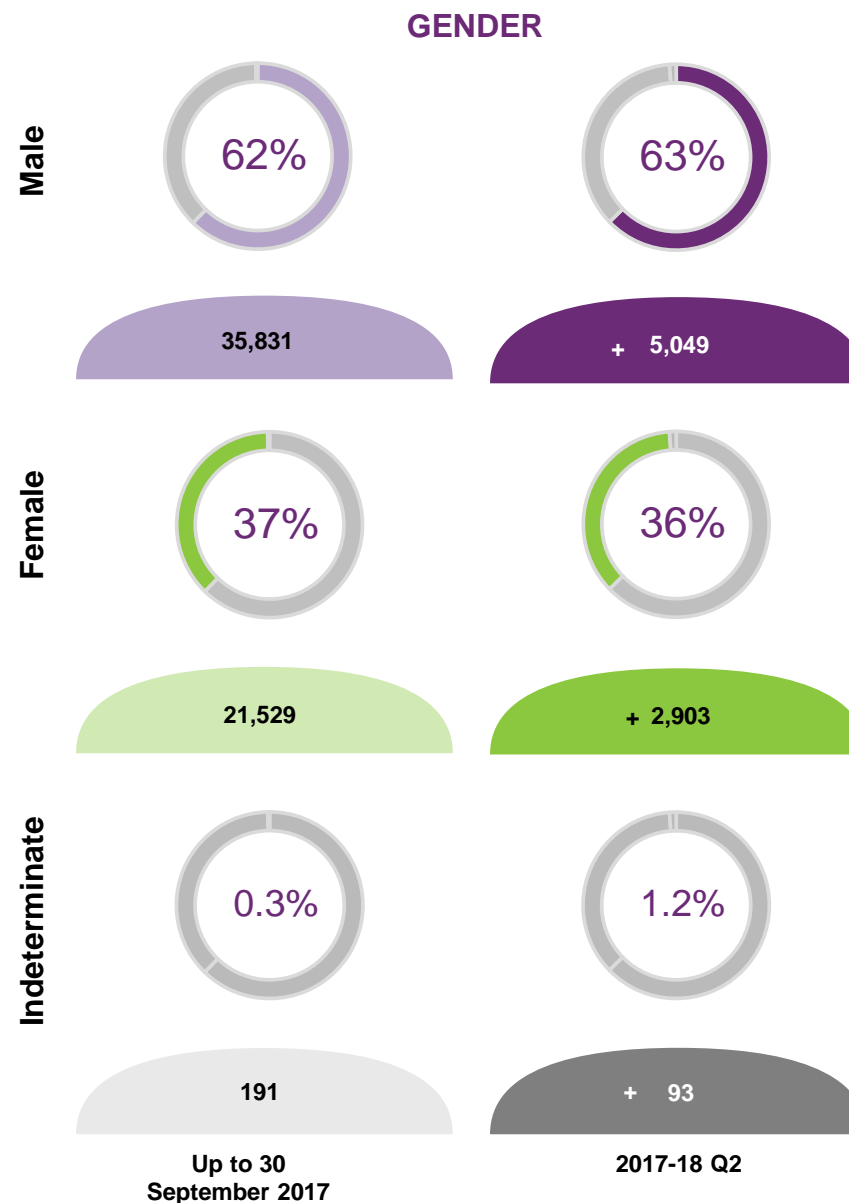
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

The majority of participants are males.





Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

Of the participants with a plan approved in 2017-18 Q2:

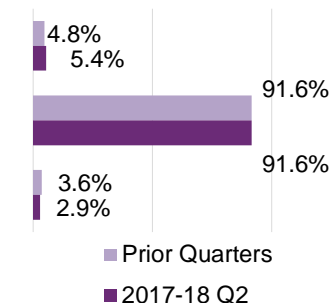
- 5.4% were Aboriginal or Torres Strait Islander, compared with 4.8% for prior periods.
- 6.5% were Young people in residential aged care, compared with 0.9% for prior periods.
- 9.0% were Culturally and linguistically diverse, compared with 8.5% for prior periods.

Aboriginal & Torres-Strait Islander status

2017-18 Q2

Aboriginal and Torres Strait Islander	438
Not Aboriginal and Torres Strait Islander	7,370
Not Stated	237

% of active participants

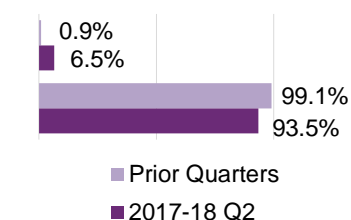


Young people in residential aged care status

2017-18 Q2

Young people in residential aged care	526
Young people not in residential aged care	7,519

% of active participants

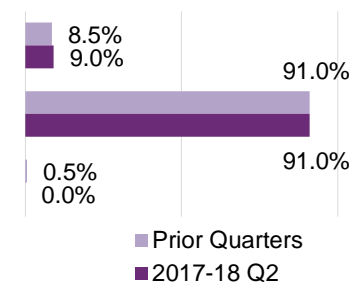


Culturally and linguistically diverse status

2017-18 Q2

Culturally and linguistically diverse	724
Not culturally and linguistically diverse	7,321
Not stated	0

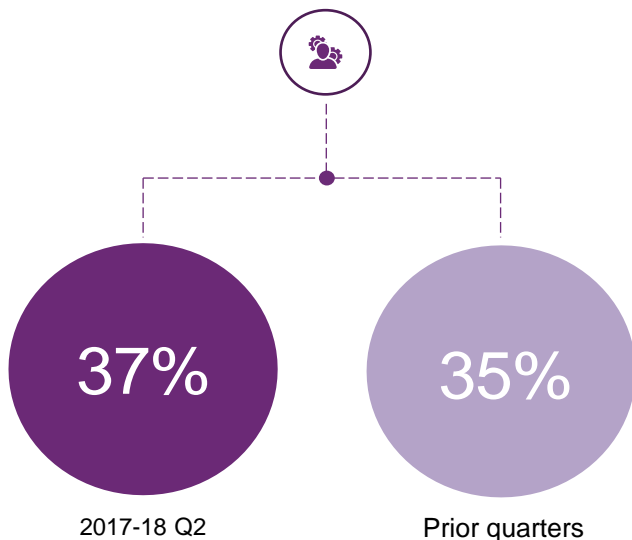
% of active participants



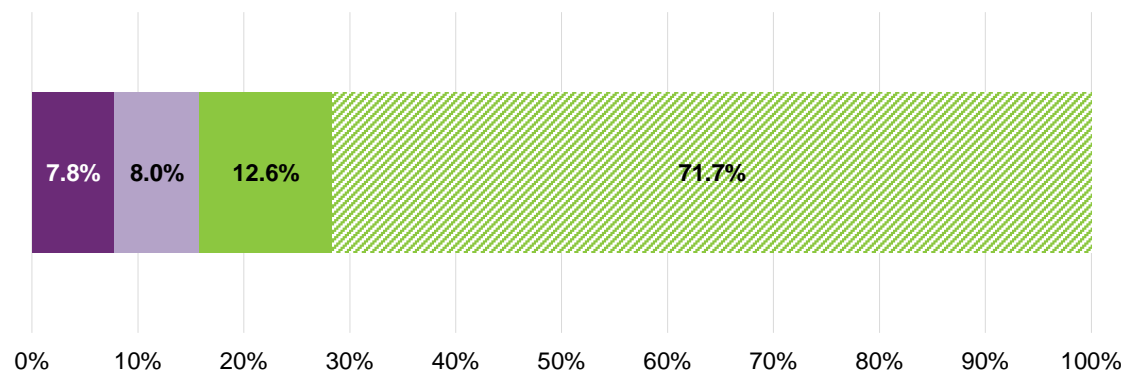
Plan Management Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was slightly higher in 2017-18 Q2 (18%) compared with the prior quarters of transition (16%), and 37% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared with 35% in prior quarters during transition.

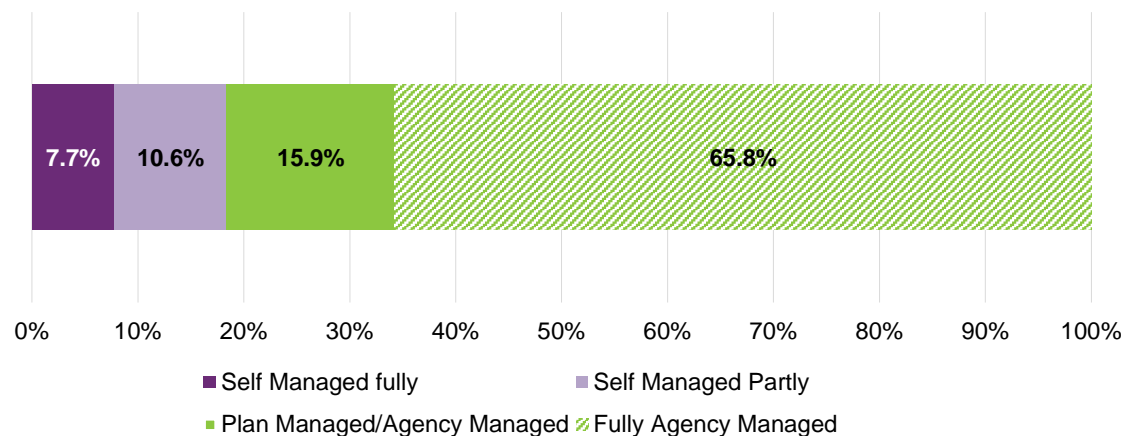
Support Co-ordination



Prior quarters (transition only)



2017-18 Q2



Plan Activation

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

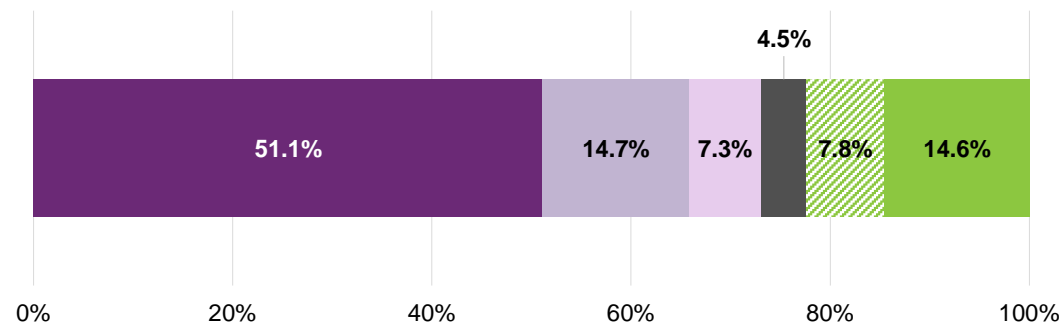
The percentage of plans activated within 90 days of approval were:

- 73% of plans approved in prior quarters
- 75% of plans approved in 2017-18 Q1.

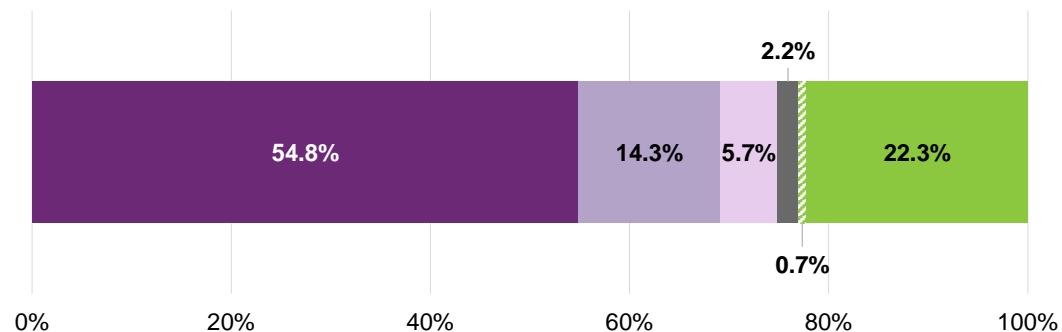
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q1



- Less than 30 days
- 30 to 59 days
- 60 to 89 days
- 90 to 119 days
- 120 days and over
- No payments

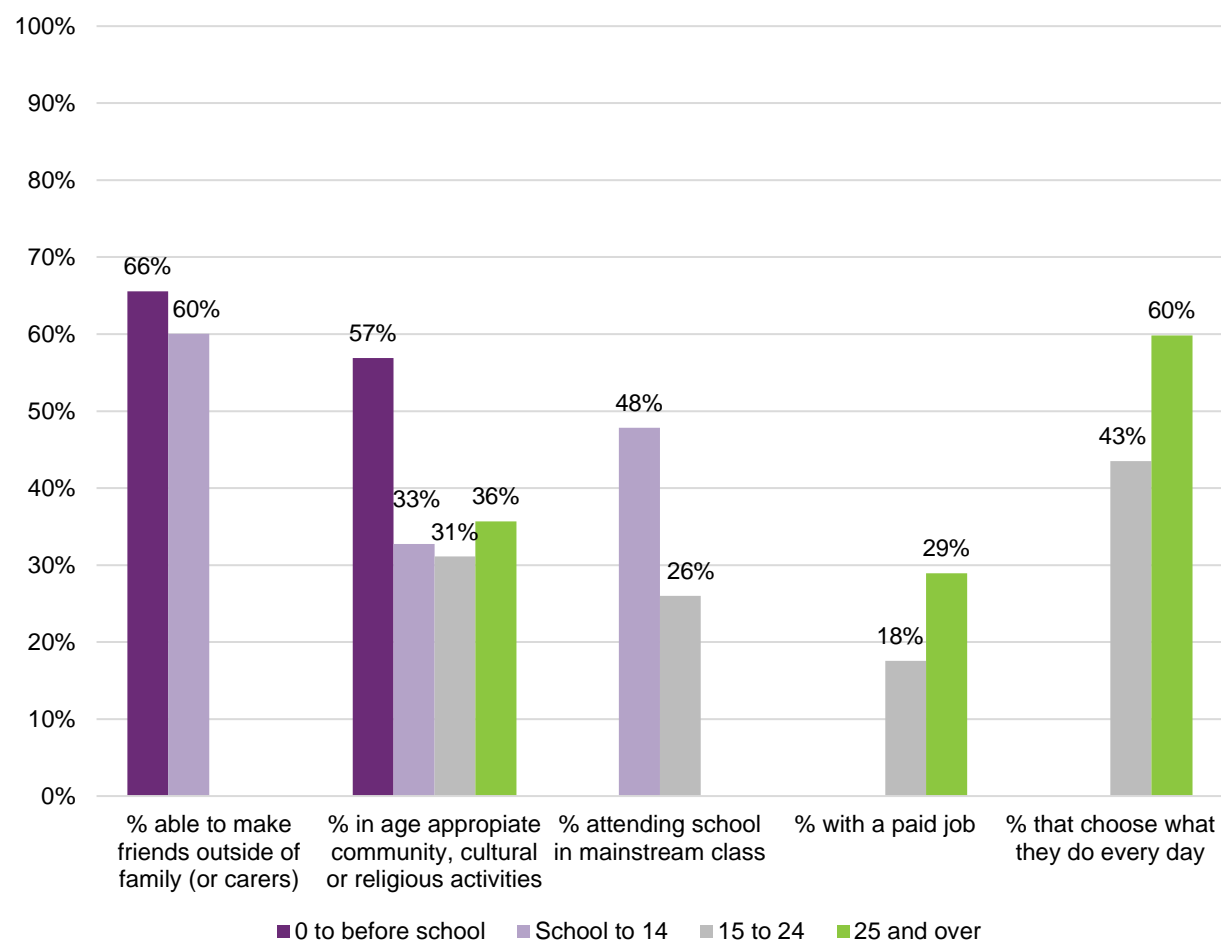
Note: Given that plans approved in 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Baseline outcome measures were collected from 98% 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 60% of participants from school age to 14
- 57% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 36% for other age groups
- 48% of participants from school age to 14 attend school in a mainstream class, compared to 26% of participants aged 15 to 24
- 29% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24
- 60% of participants aged 25 and over choose what they do every day, compared to 43% of participants aged 15 to 24

Selected key baseline indicators for participants

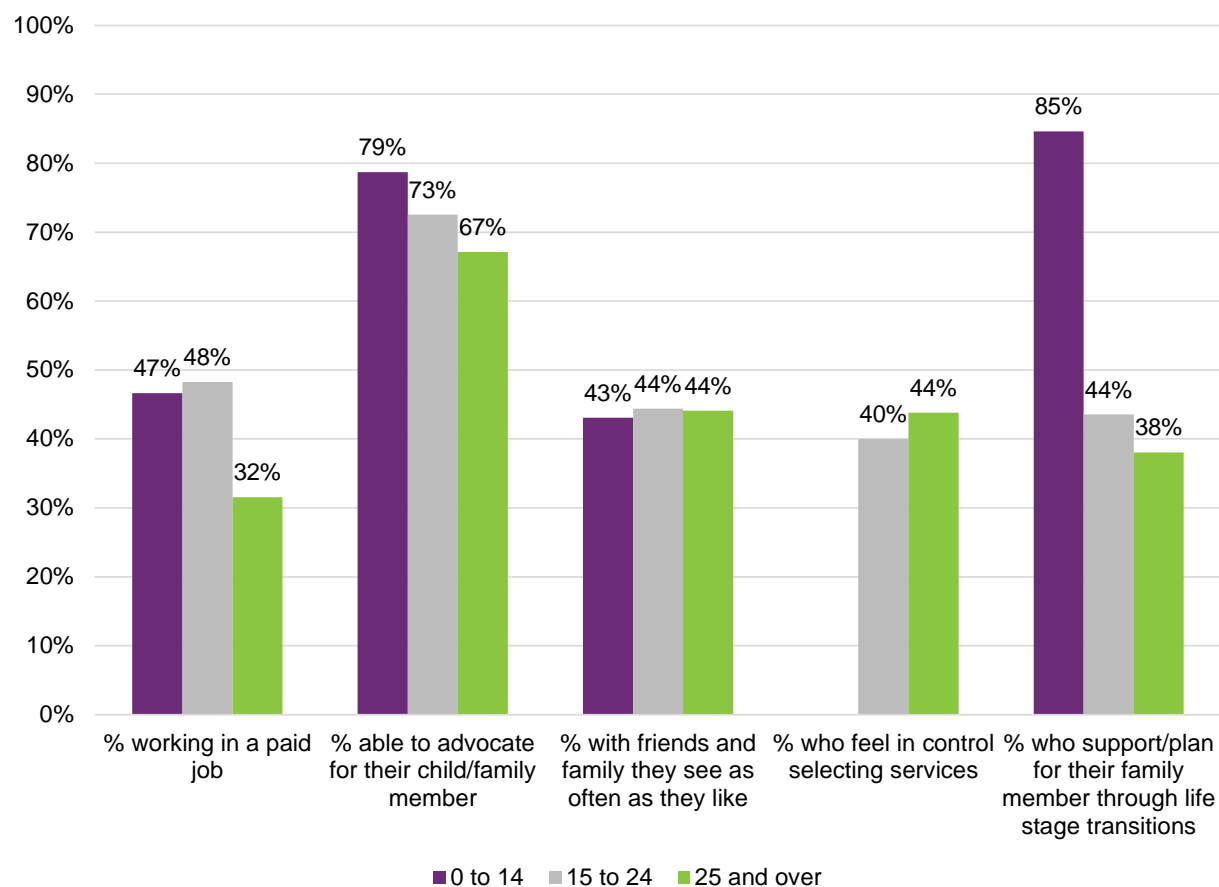


Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (48%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (79%)
- who have friends and family they can see as often as they like was highest for participants aged 15 to 24 (44%)
- who feel in control selecting services was highest for participants aged 25 and over (44%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Selected key baseline indicators for families and carers of participants



Has the NDIS helped? Participants

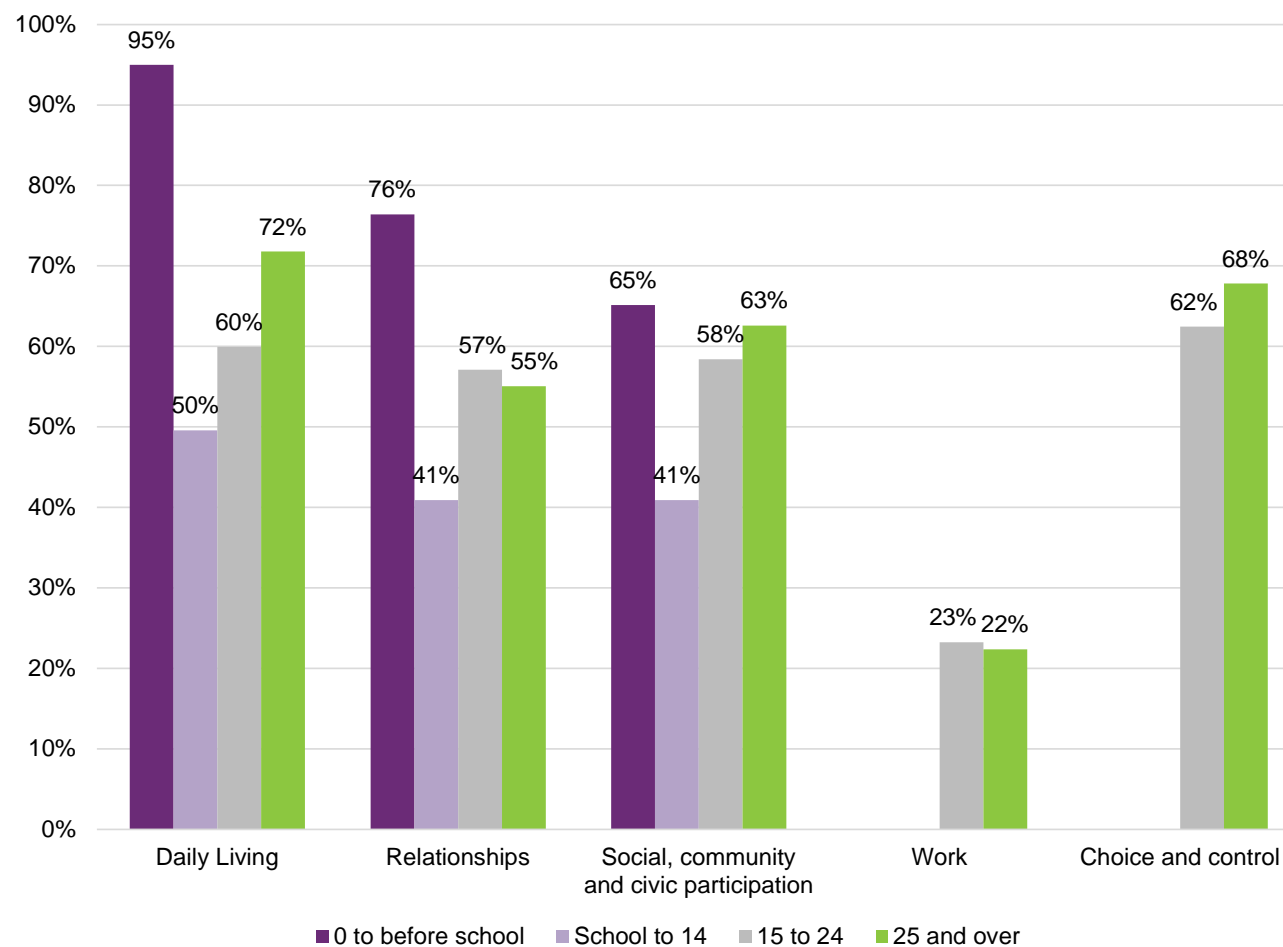
Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

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

- Daily Living (95%), for participants aged 0 to before school
- Daily Living (50%), for participants of school age to 14
- Choice and control (62%), for participants aged 15 to 24
- Daily Living (72%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



Has the NDIS helped? Family/Carers

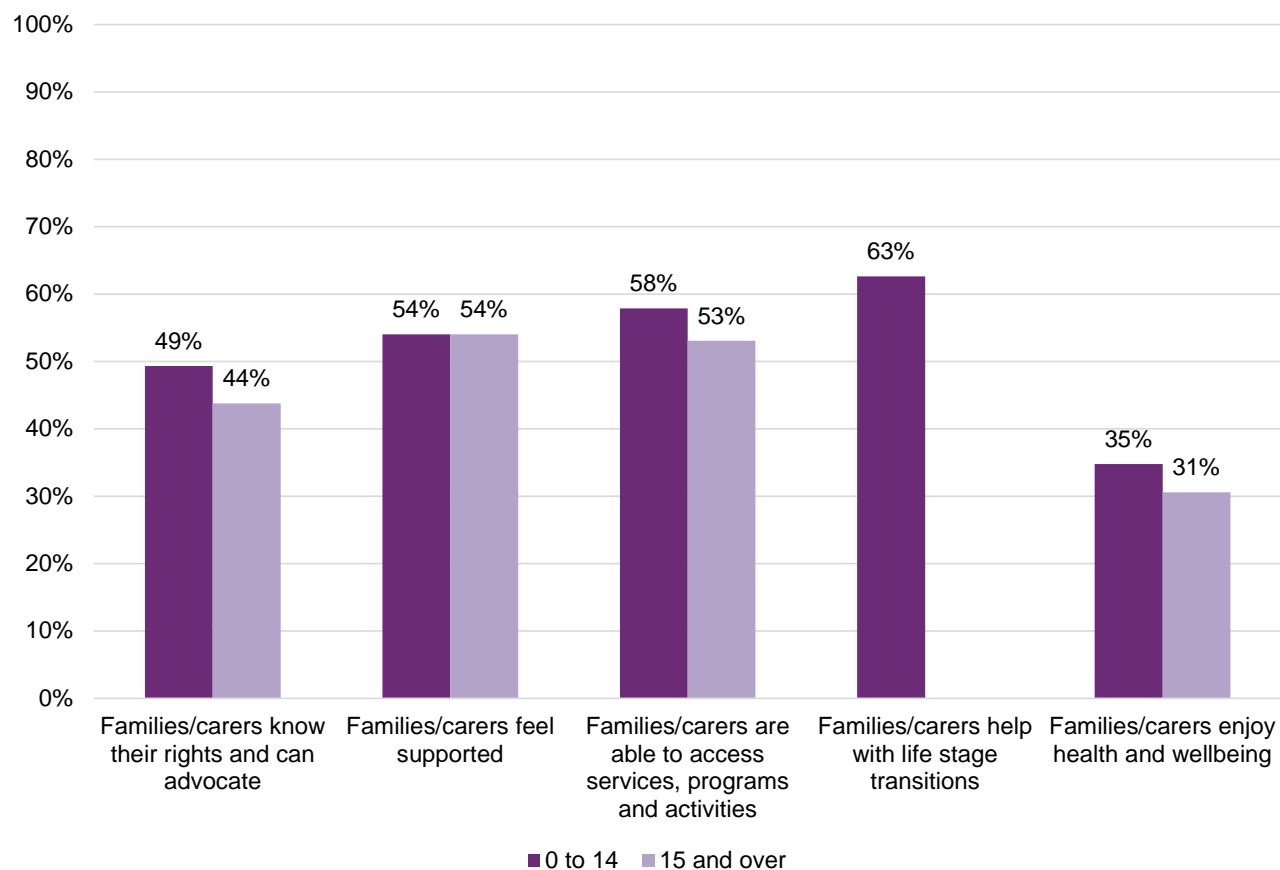
Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

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

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

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



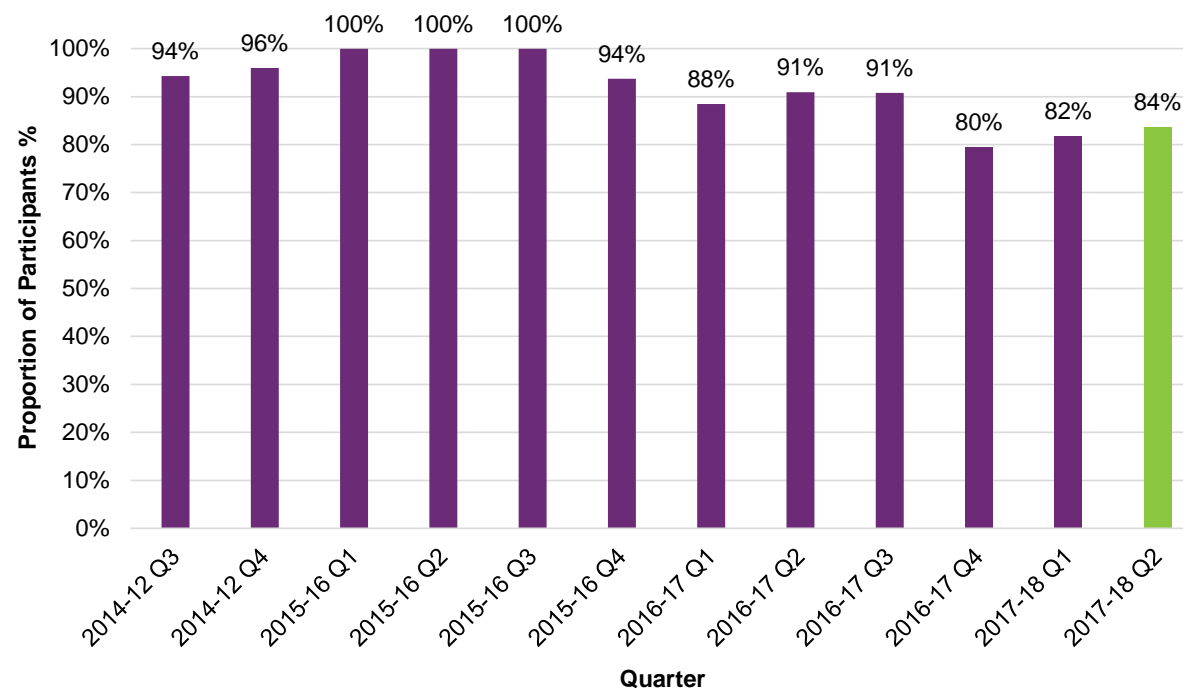
Participant Satisfaction

84% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has slightly increased since the last quarter.

The Participant Pathway Review aims to improve the participant experience.

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

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



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 \$6.6 billion (including support periods in the future), of which \$2.7 billion has been paid.

Summary

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

Key Statistics

<p>\$6.6</p> <p>BILLION OF SUPPORTS HAS BEEN COMMITTED TO 66,413 PARTICIPANTS</p>	<p>\$2.3</p> <p>BILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL</p>	<p>\$3.5</p> <p>BILLION OF SUPPORTS IN RESPECT OF 2017-18[^]</p>	<p>\$770.2</p> <p>MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*</p>
<p>\$2.7</p> <p>BILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS</p>	<p>OVERALL, 73% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 76% IN 2014-15, 74% IN 2015-16 AND 66% IN 2016-17. THE 2017-18 EXPERIENCE IS STILL EMERGING.</p>		

[^]Note: The \$3.5 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The \$770.2 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 \$6.6 billion that has been committed in participant plans, \$2.7 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$37.2m has been paid

2014-15: \$141.1m has been paid

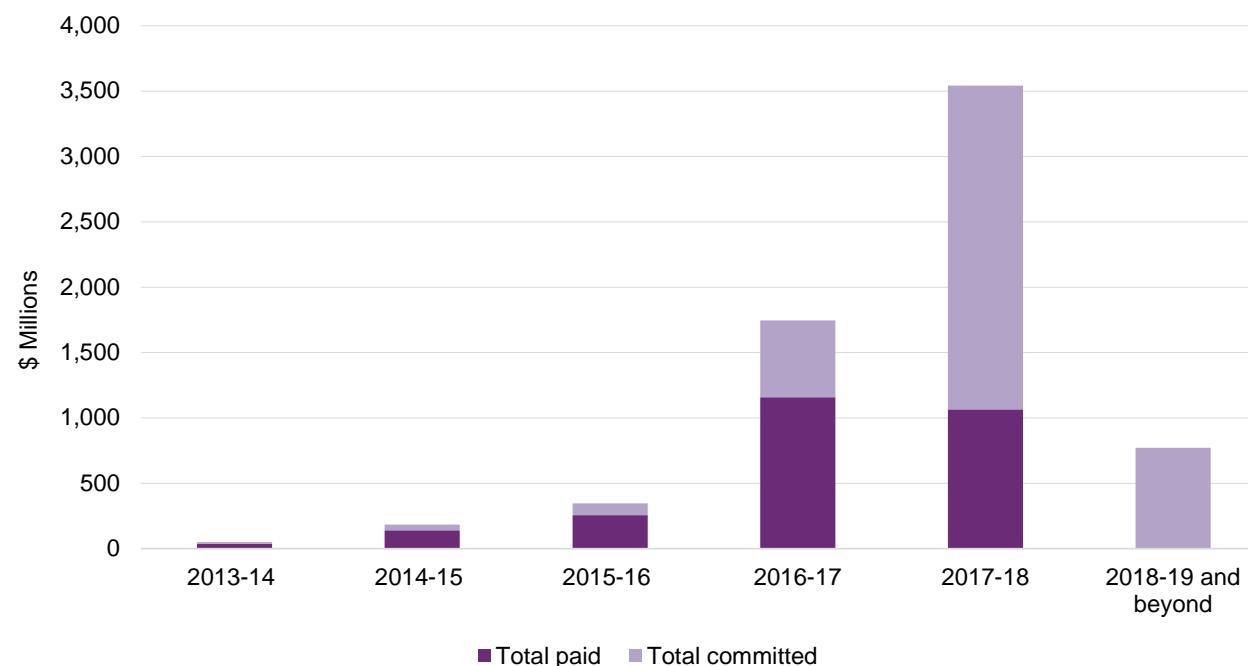
2015-16: \$256.1m has been paid

2016-17: \$1,157.7m has been paid

2017-18 to date: \$1,064.4m 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	50.6	184.5	347.3	1,744.9	3,542.5	770.2	6,640.0
Total paid	37.2	141.1	256.1	1,157.7	1,064.4	0.0	2,656.5



Committed Supports by Cost Band

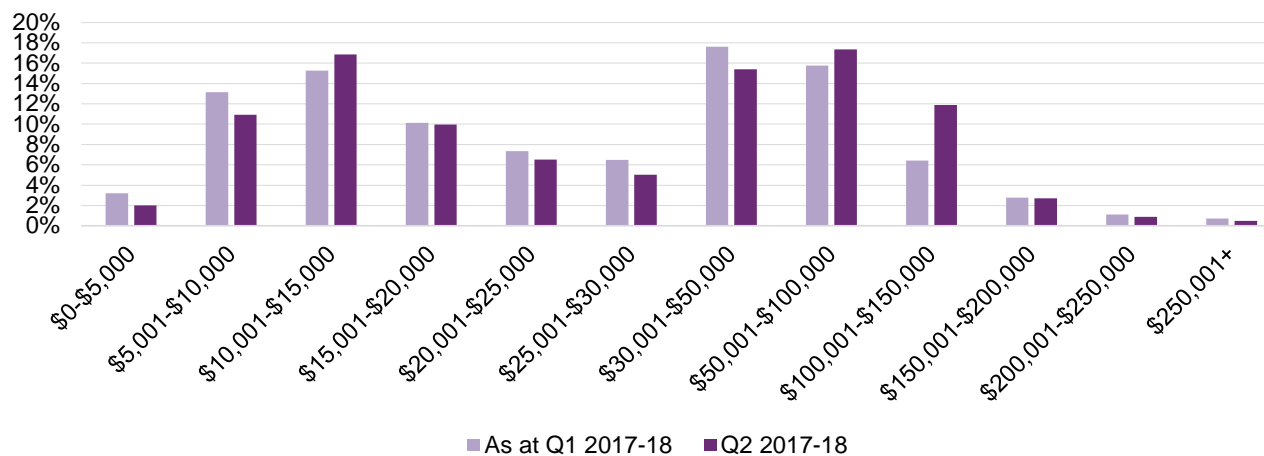
A lower proportion of initial plan approvals in 2017-18 Q2 have average annualised committed supports greater than \$150,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

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)

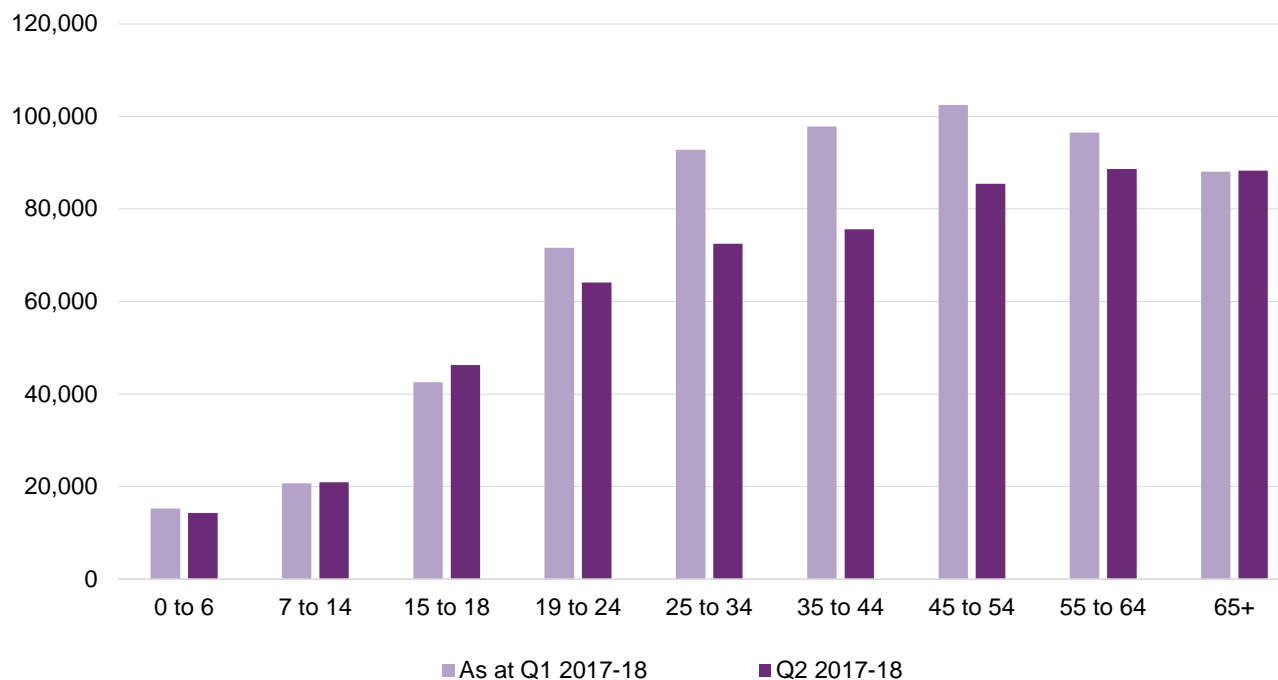


Committed Supports by Age Band

Average annualised committed supports increase at a declining rate up to age 55, and then reduces at older ages.

The average annualised committed supports has decreased in the current quarter for most participant age bands, most notably in the 25-34 and 35-44 age bands.

Average annualised committed supports by age band



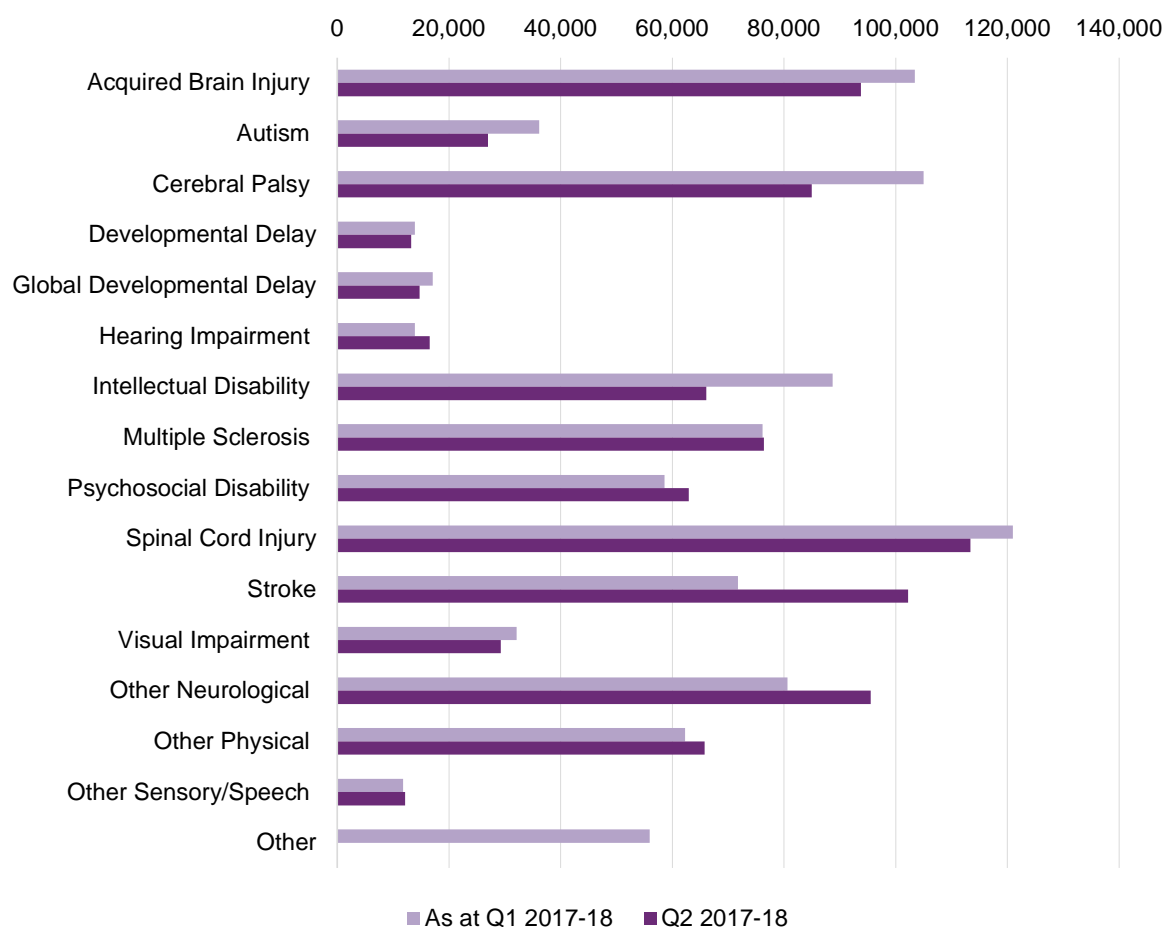
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

There was mixed experience in the most recent quarter for average annualised committed supports by disability type. Participants with Intellectual Disability, Cerebral Palsy, and Acquired Brain Injury had lower average annualised committed supports for plans approved in 2017-18 Q2 compared to plans approved in prior quarters, while there were higher average annualised cost for participants with Stroke, Psychosocial Disability and Multiple Sclerosis.

Average annualised committed supports by primary disability group



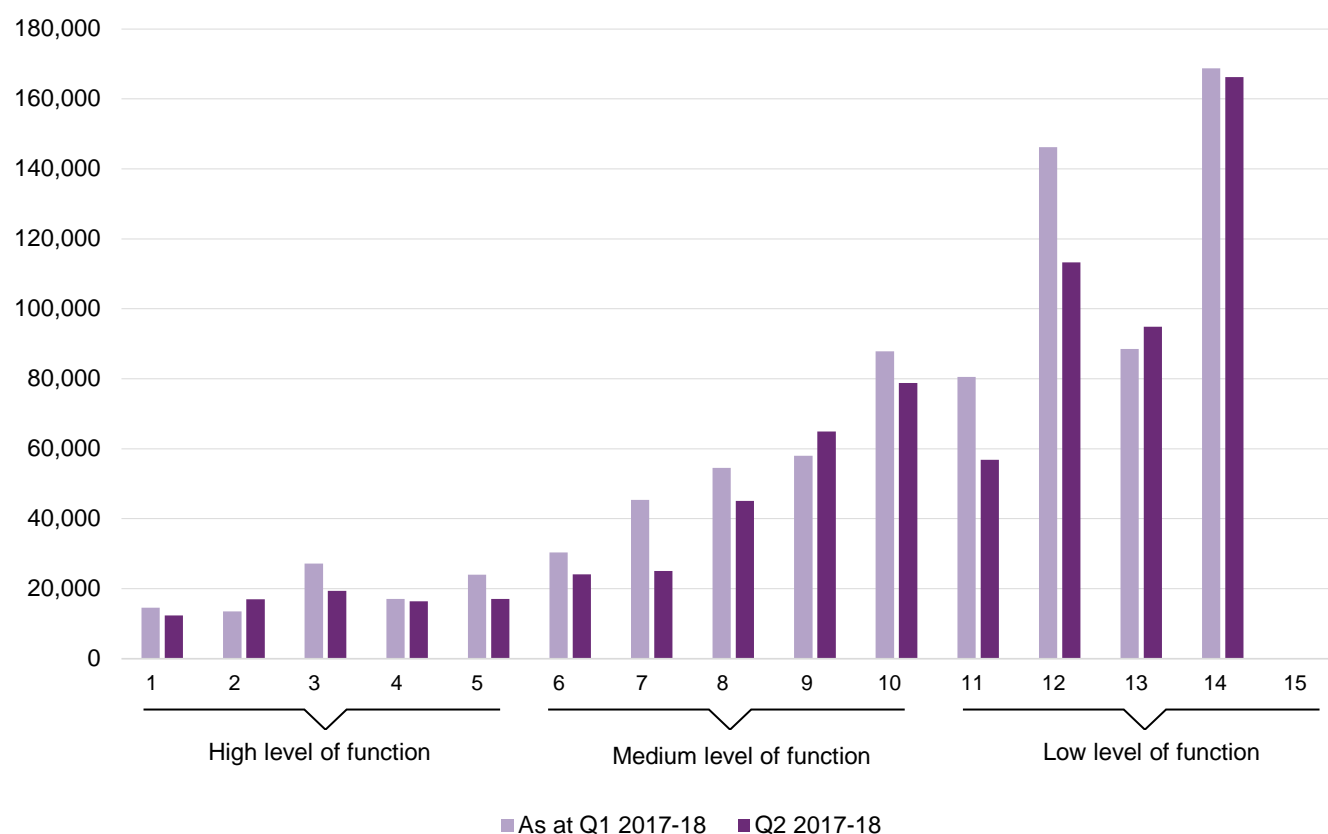
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports by Level of Function

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

The average annualised committed supports for participants with an initial plan approval in 2017-18 Q2 is lower compared with participants who entered in prior quarters for participants across low, medium and high levels of function.

Average annualised committed supports by level of function



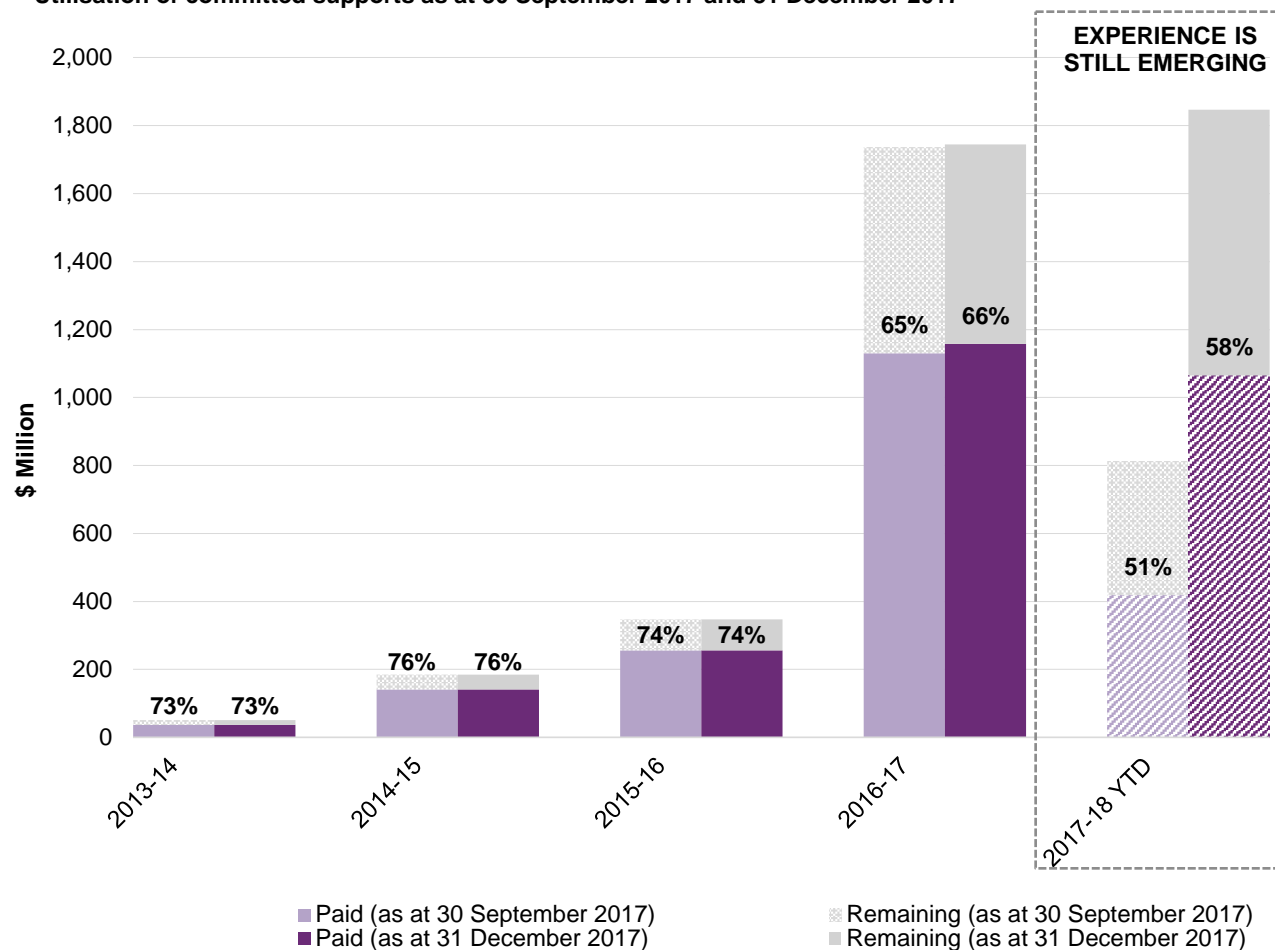
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
 Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2017, compared with 31 December 2017.

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

Utilisation of committed supports as at 30 September 2017 and 31 December 2017



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 18% increase in the number of providers during the quarter to 6,172.

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

6,172
APPROVED
PROVIDERS

80-90%
OF PAYMENTS
MADE BY THE
NDIA ARE
RECEIVED BY
25% OF
PROVIDERS

42%
OF SERVICE
PROVIDERS ARE
INDIVIDUAL/SOLE
TRADERS

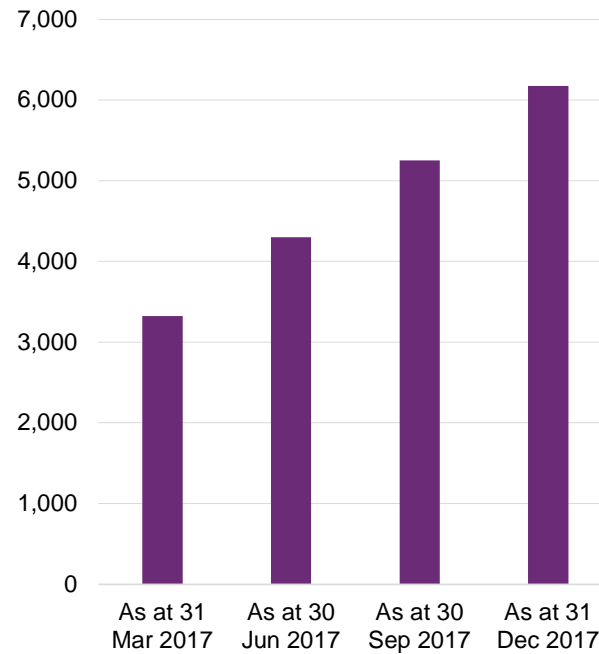
THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

Providers over time

As at 31 December 2017, there were 6,172 registered service providers of which 2,603 were individual/sole trader operated business while the remaining 3,569 providers were registered as a company or organisation.

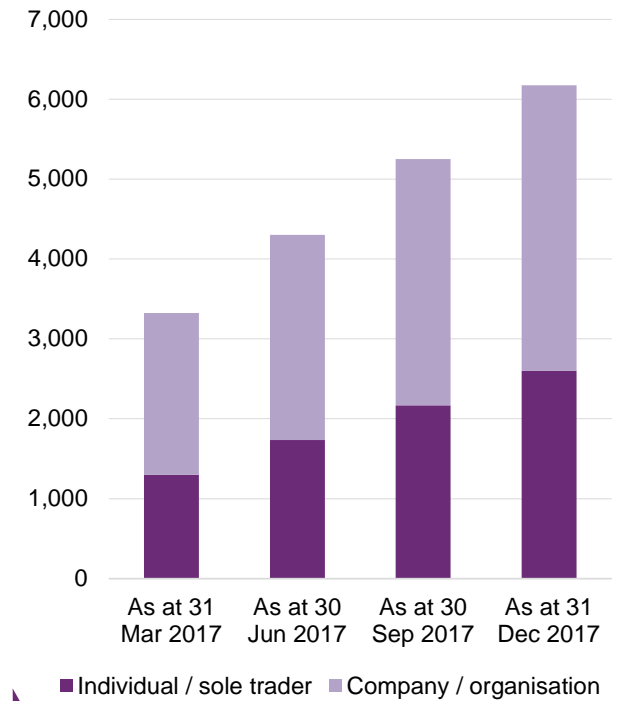
1.58
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 18% from 5,251 to 6,172 in the quarter.

Type of provider



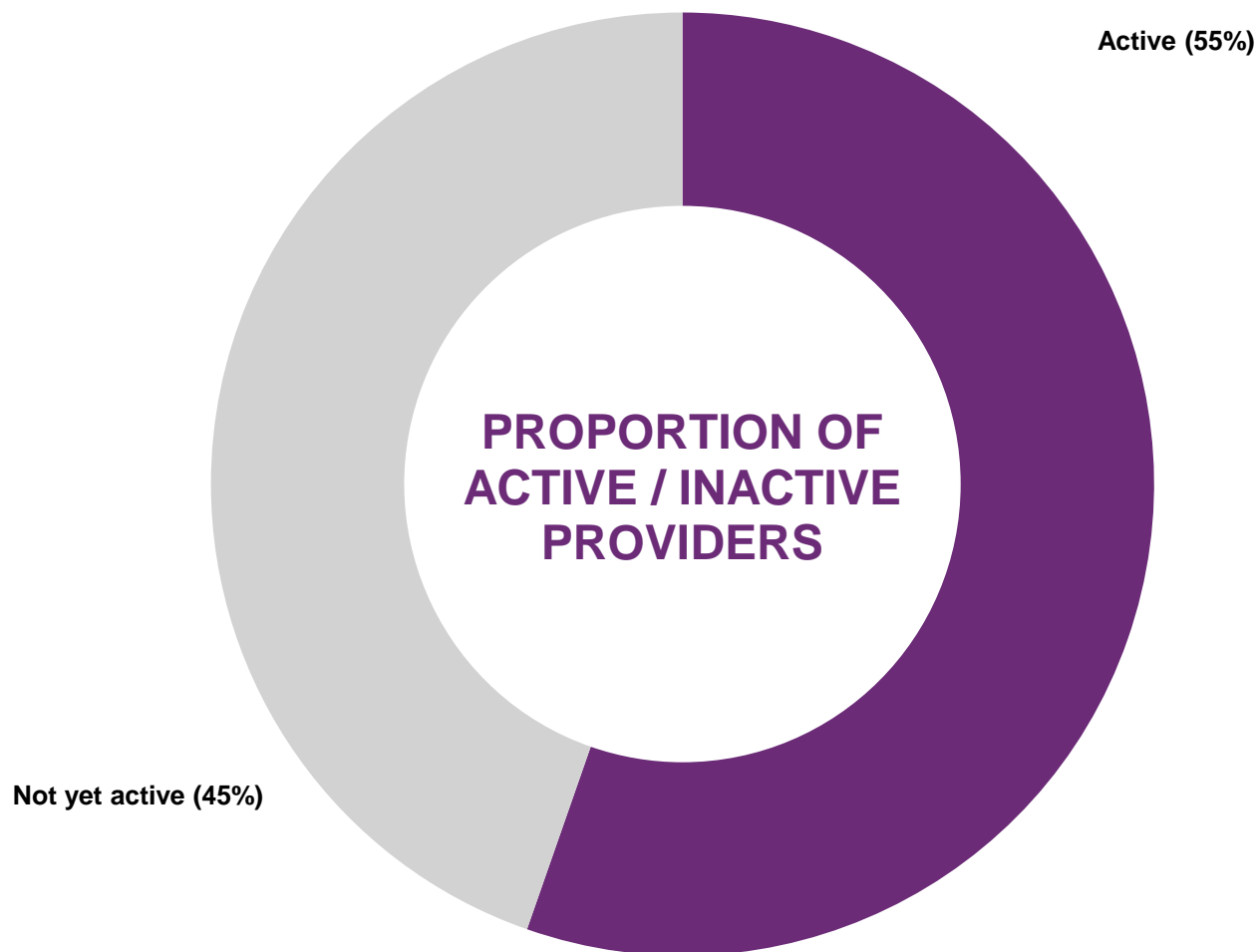
42% of approved service providers are individual/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2017, 55% of providers have been active and 45% were yet to have evidence of activity. Of the overall stock of providers, 1,276 providers began delivering new supports in the quarter.

1,276
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



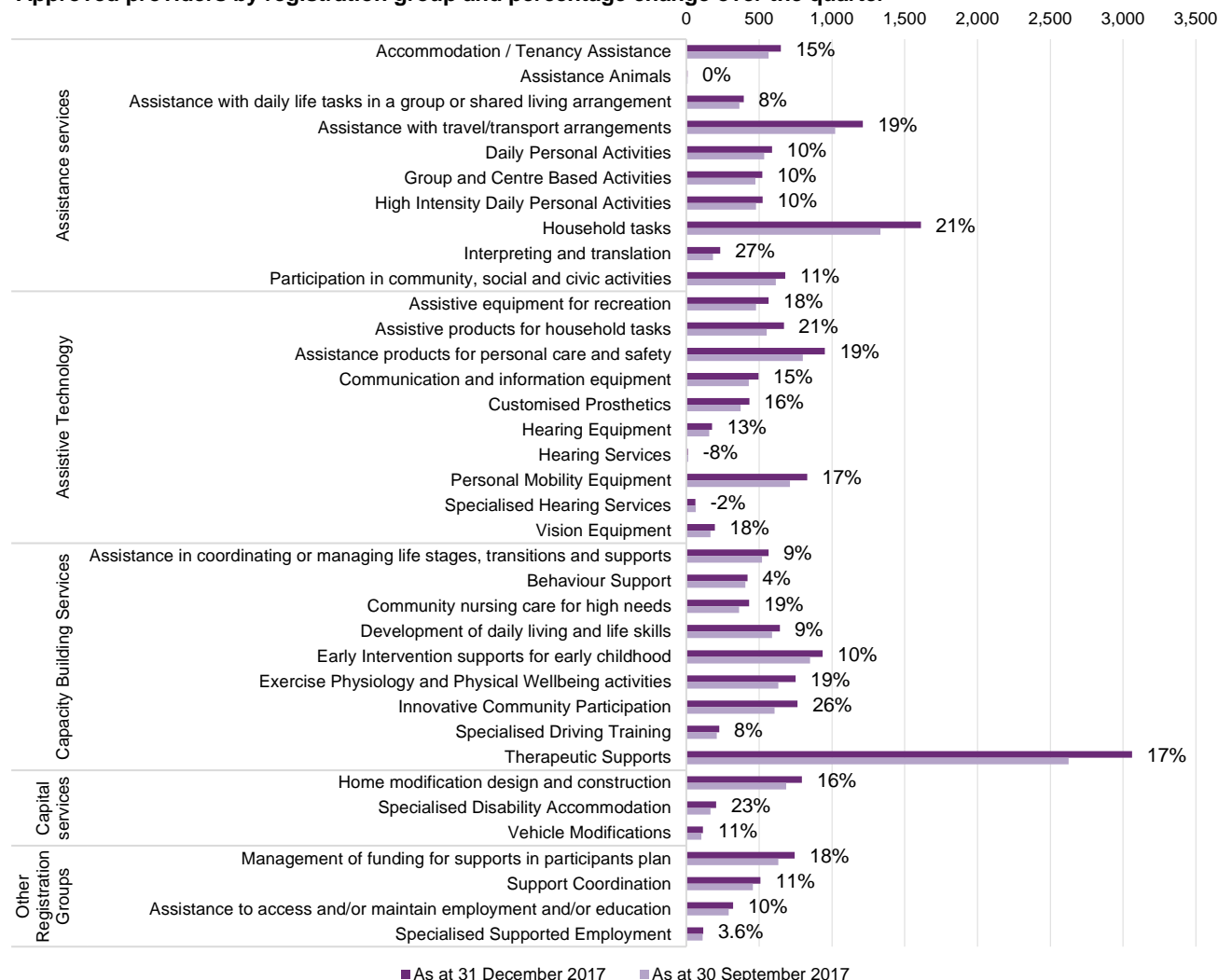
Registration groups

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

Therapeutic Supports has the highest number of approved service providers and has seen a 17% increase since the previous quarter.

The largest percentage increase in approved providers was for the Interpreting and translation registration group in the quarter, increasing from 183 as at 30 September 2017 to 233 as at 31 December 2017. This was followed by Innovative Community Participation, Specialised Disability Accommodation and Assistive products for household tasks.

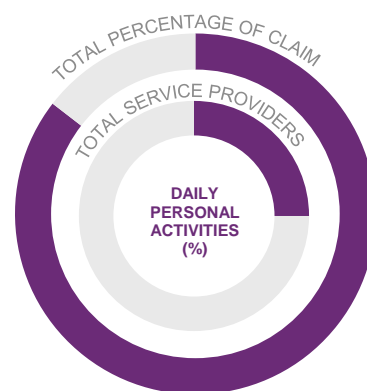
Approved providers by registration group and percentage change over the quarter



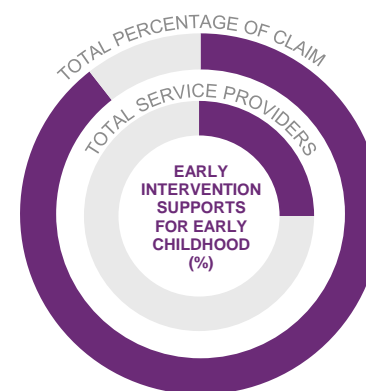
Market share of top providers

25% of service providers received 80-90% of the dollars paid for major registration groups.

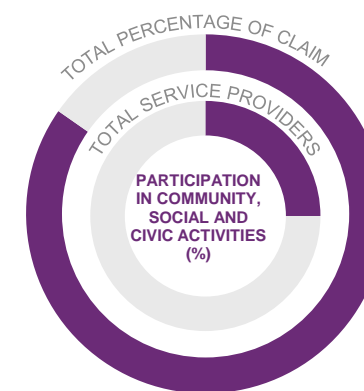
Market share of the top 25% of providers by registration group.



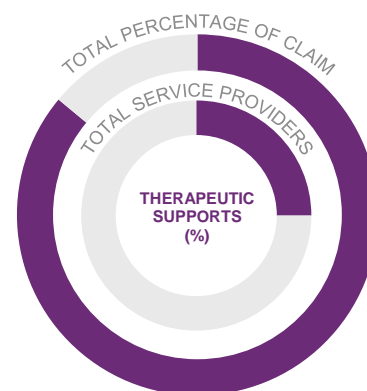
85%



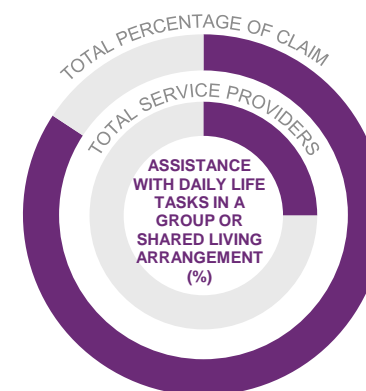
89%



85%



86%



84%

Information, Linkages and Capacity Building

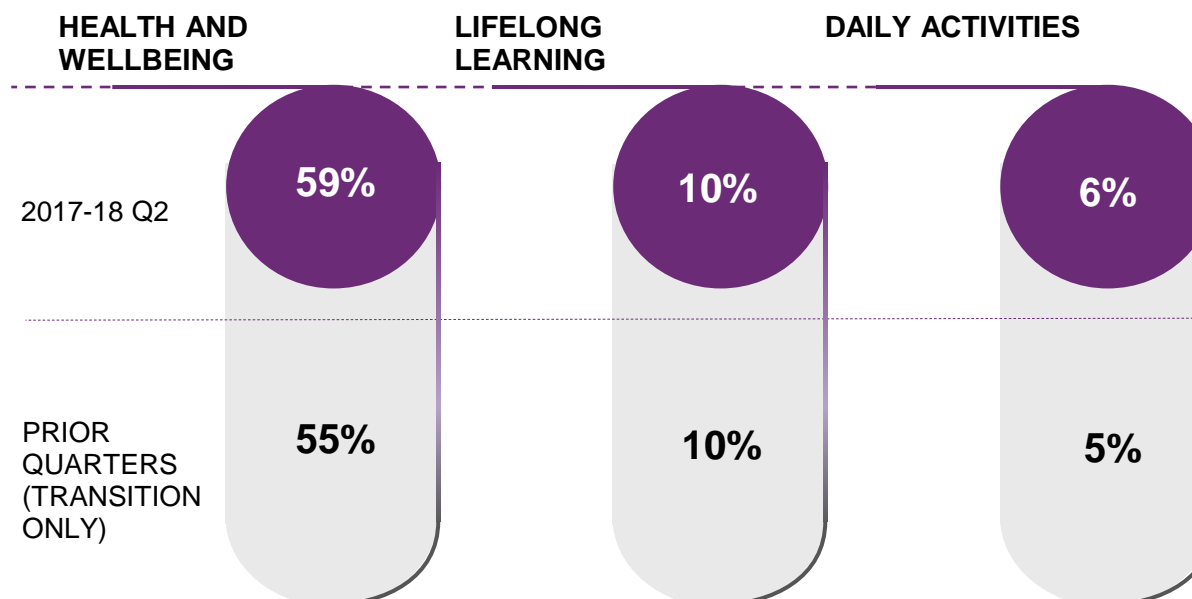
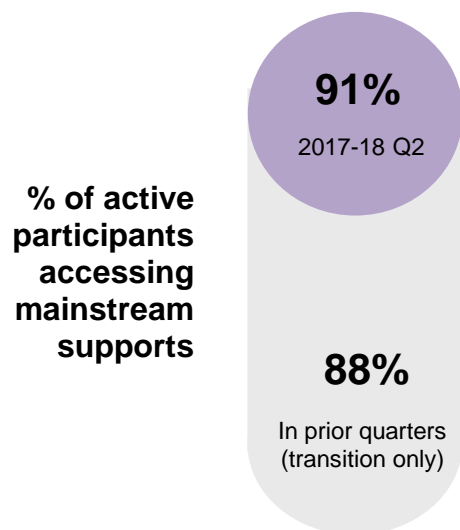
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

Mainstream Interface

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

Mainstream Interface

91% of active participants with a plan approved in 2017-18 Q2 access mainstream services, an 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.