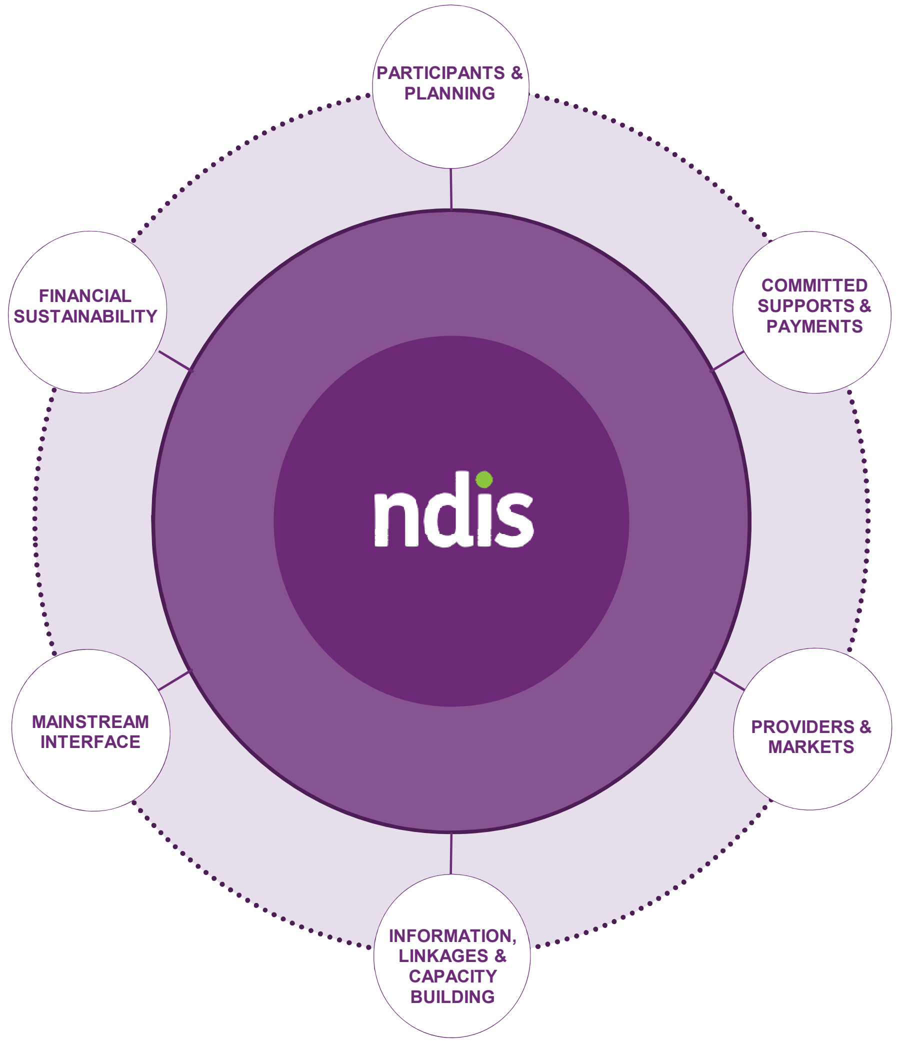
COAG

Disability Reform Council
Quarterly Performance Report

Australian Capital Territory - 30 September 2017

Overview

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



Summary

Participants and Planning

As at 30 September 2017, there were 6,301 participants with approved plans.

As at 30 September 2017, plans approved represent 124% of scheme to date bilateral estimate met (1 July 2014 - 30 September 2017).

Committed Supports and Payments

$667.3 million of supports has been committed to 6,301 participants. This includes $443.0 million of supports in respect of prior financial years including trial, $212.8 million of supports in respect of 2017-18^ and $11.4 million of supports in respect of later years*.

$367.9 million has been paid to providers and participants.

Overall, 79% of committed supports were utilised in 2014-15, 84% in 2015-16. Currently utilisation is 68% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

Providers and Markets

942 approved providers, a 16% increase during the quarter.

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

24% of services providers are individual/sole traders.

Mainstream Interface

85% of active participants with a plan approved in 2017-18 Q1 access mainstream services.

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

^Note: The $212.8 million 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 $11.4 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Australian Capital Territory continues to grow with 253 additional participants with approved plans this quarter.

Participants and Planning

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

Key Statistics

230

ACCESS DECISIONS IN 2017-18 Q1

253

INITIAL PLANS APPROVED IN 2017-18 Q1

124%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2014 - 30 SEPTEMBER 2017)

26%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q1 ARE CHILDREN AGED 0-6 YEARS

29%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q1 HAVE A REPORTED PRIMARY DISABILITY OF AUTISM

Quarterly Intake

2017-18 Q1

Of the 115 participants deemed 'eligible' this quarter, 93% were 'new' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

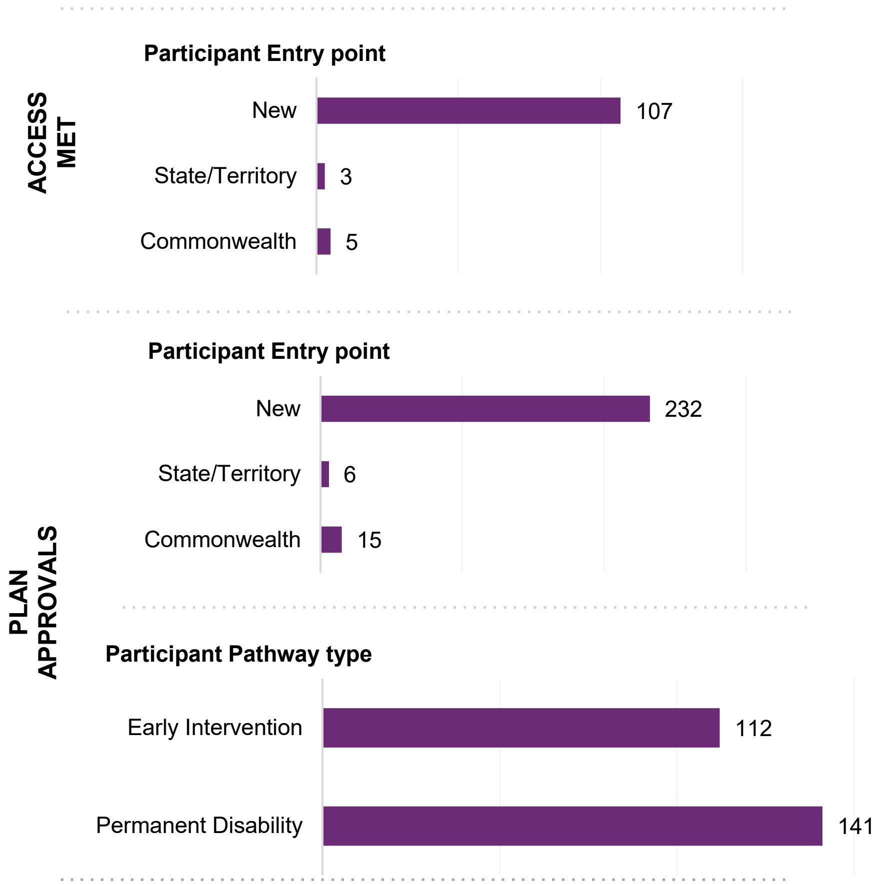
Of the 253 plan approvals this quarter, 92% were 'new' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program) and 56% entered with a permanent disability.

Overall, since 1 July 2014, there have been 7,752 people with access decisions, and 6,301 participants with an approved plan.

230 access decisions

115 access met

253 plan approvals



Quarterly Intake Detail

Plan approvals as at 30 September 2017

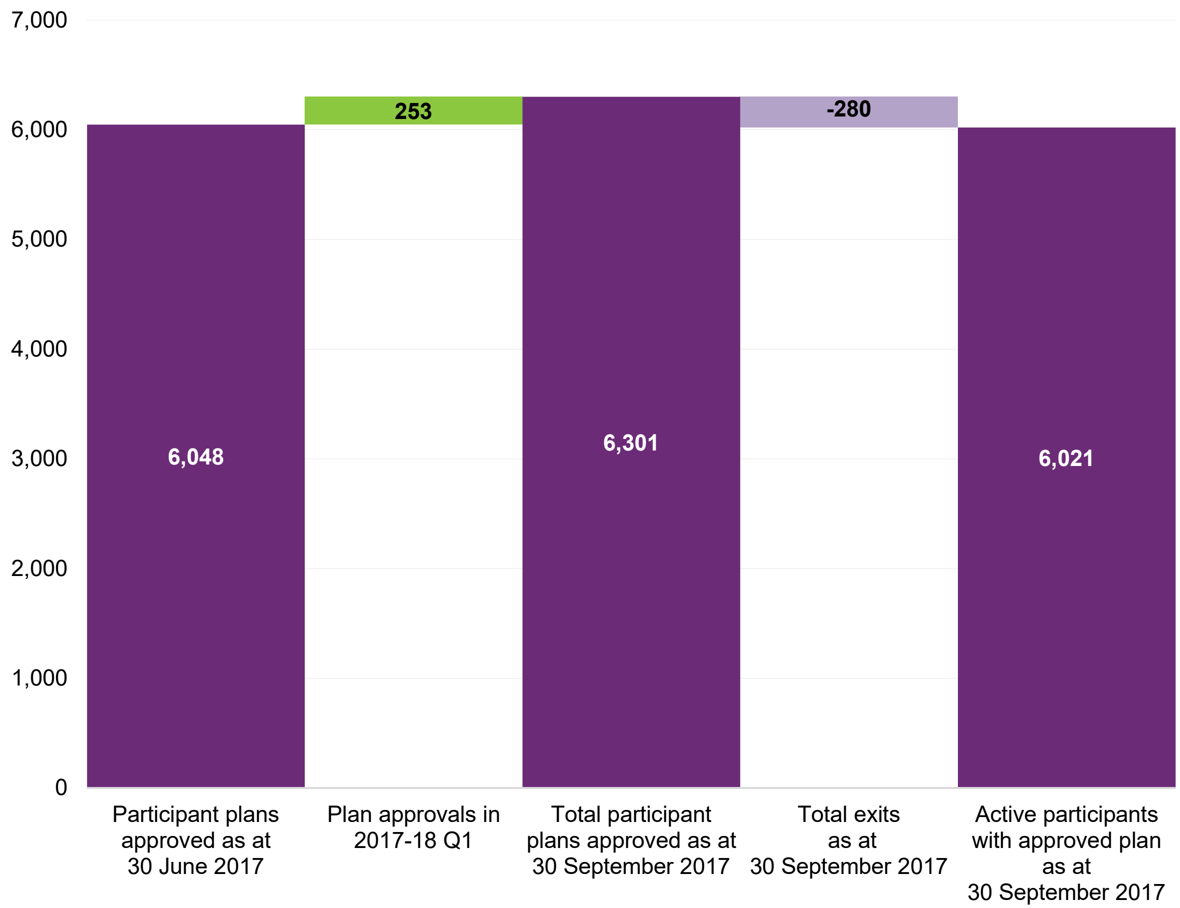
Plan approval numbers have increased from 6,048 at the end of 2016-17 Q4 to 6,301 by the end of 2017-18 Q1, an increase of 253 approvals.

As at 30 September 2017 there were 280 exits bringing the overall number to 6,021.

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 recent months.

In the quarter of 2017-18 Q1 there were 1,413 plan reviews. This figure relates to all participants who have entered the scheme (including transition).

Change in plan approvals between 30 June 2017 and 30 September 2017



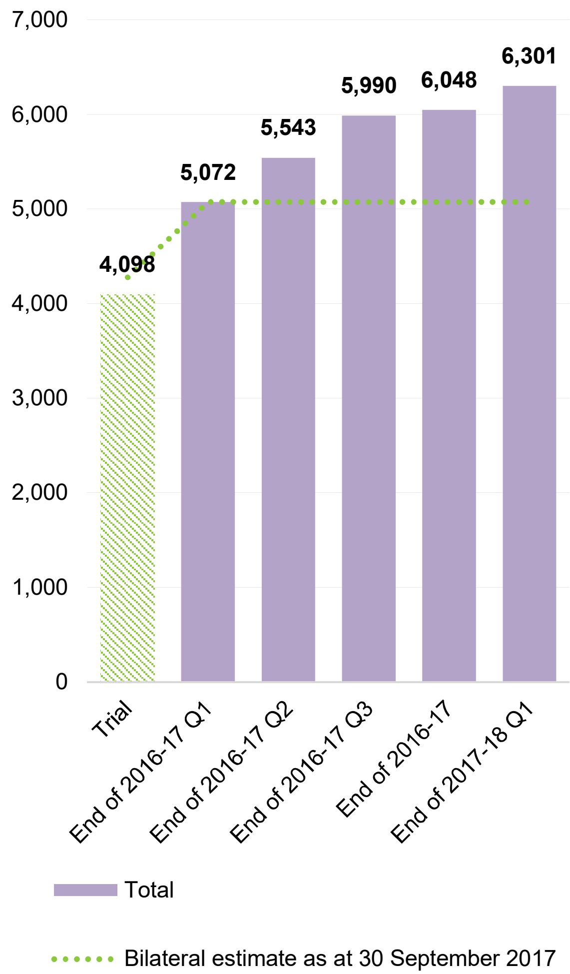
Cumulative Position

Plan approvals as at 30 September 2017

As at the end of 2017-18 Q1, the cumulative total number of participants receiving support was 6,301. In addition, 288 participants were awaiting a plan as at 30 September 2017.

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



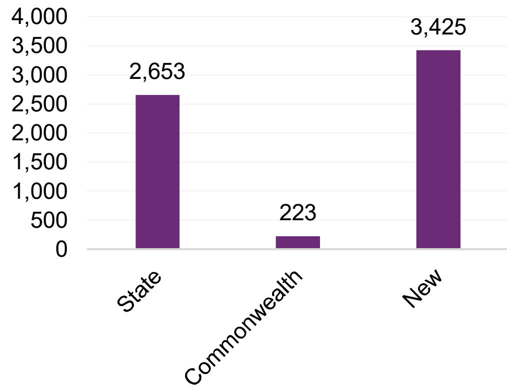
124%

of scheme to date bilateral estimate met (1 July 2014 - 30 September 2017)

6,301

plan approvals to date

Plan approvals by participant referral pathway

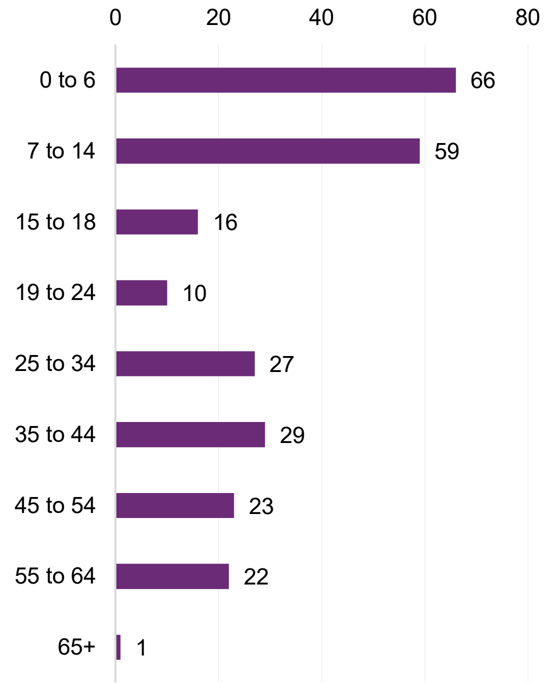


Participant Profiles

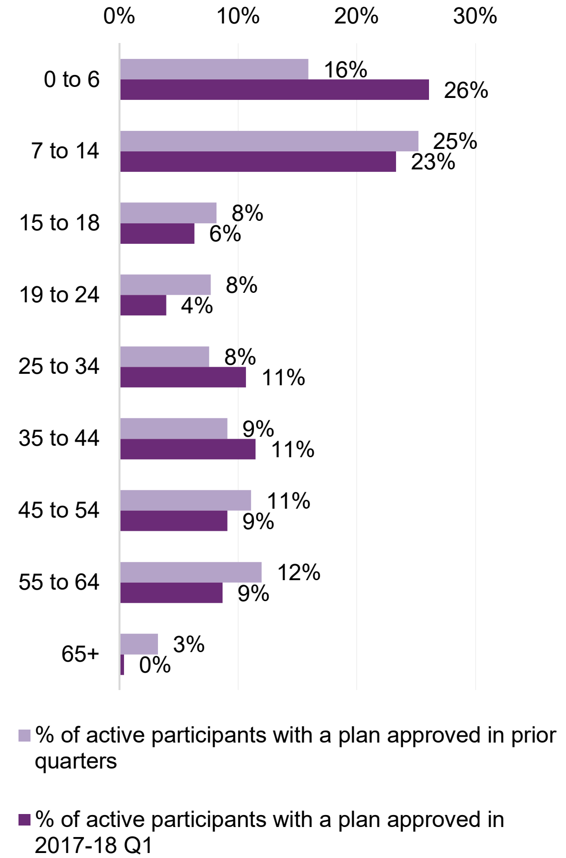
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

Around 26% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q1 by age group



% of active participants with a plan approved by age group

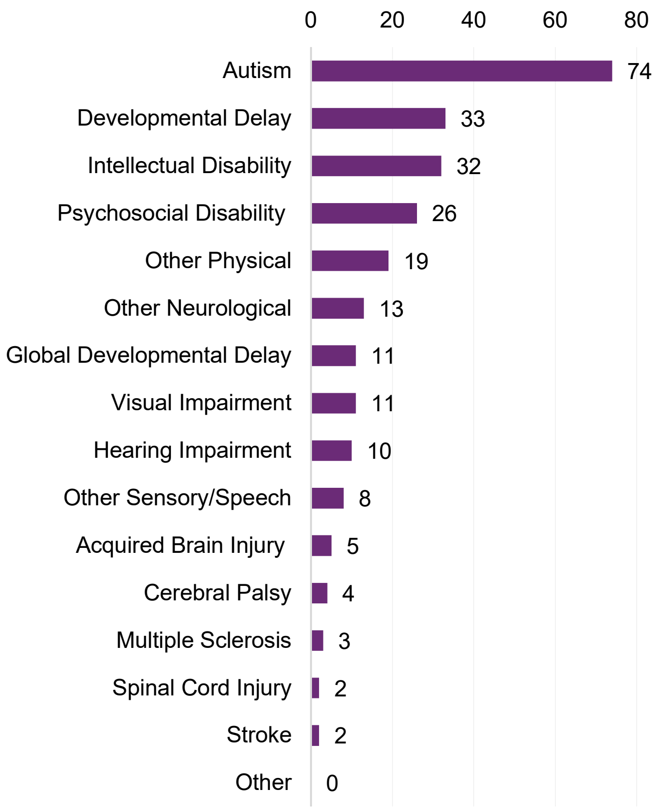


Participant Profiles

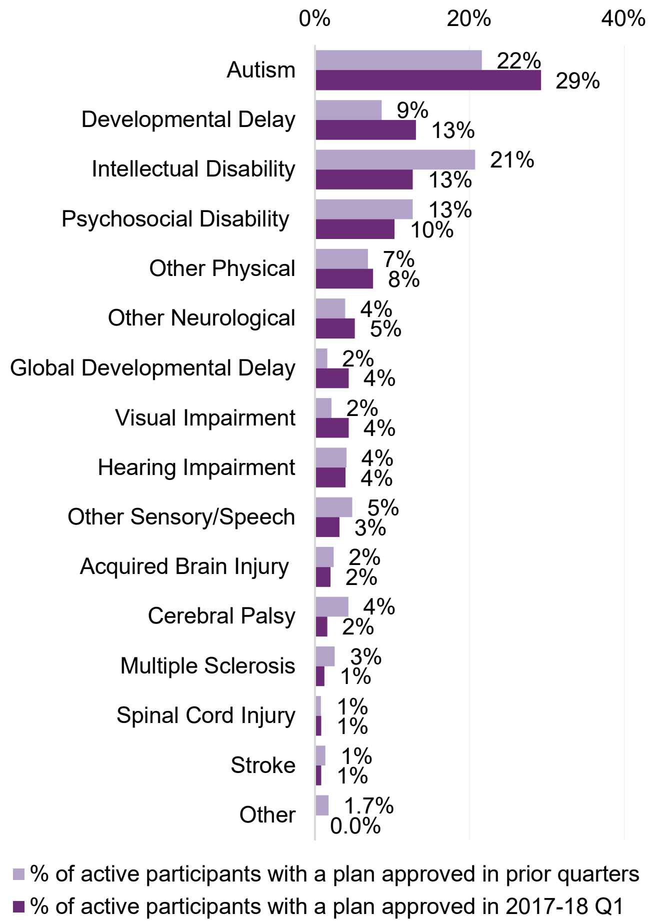
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

29% of participants entering in the quarter of 2017-18 Q1 have a primary disability group of Autism.

Active participants with a plan approved in the quarter of 2017-18 Q1 by disability group



% of active participants with a plan approved by disability group



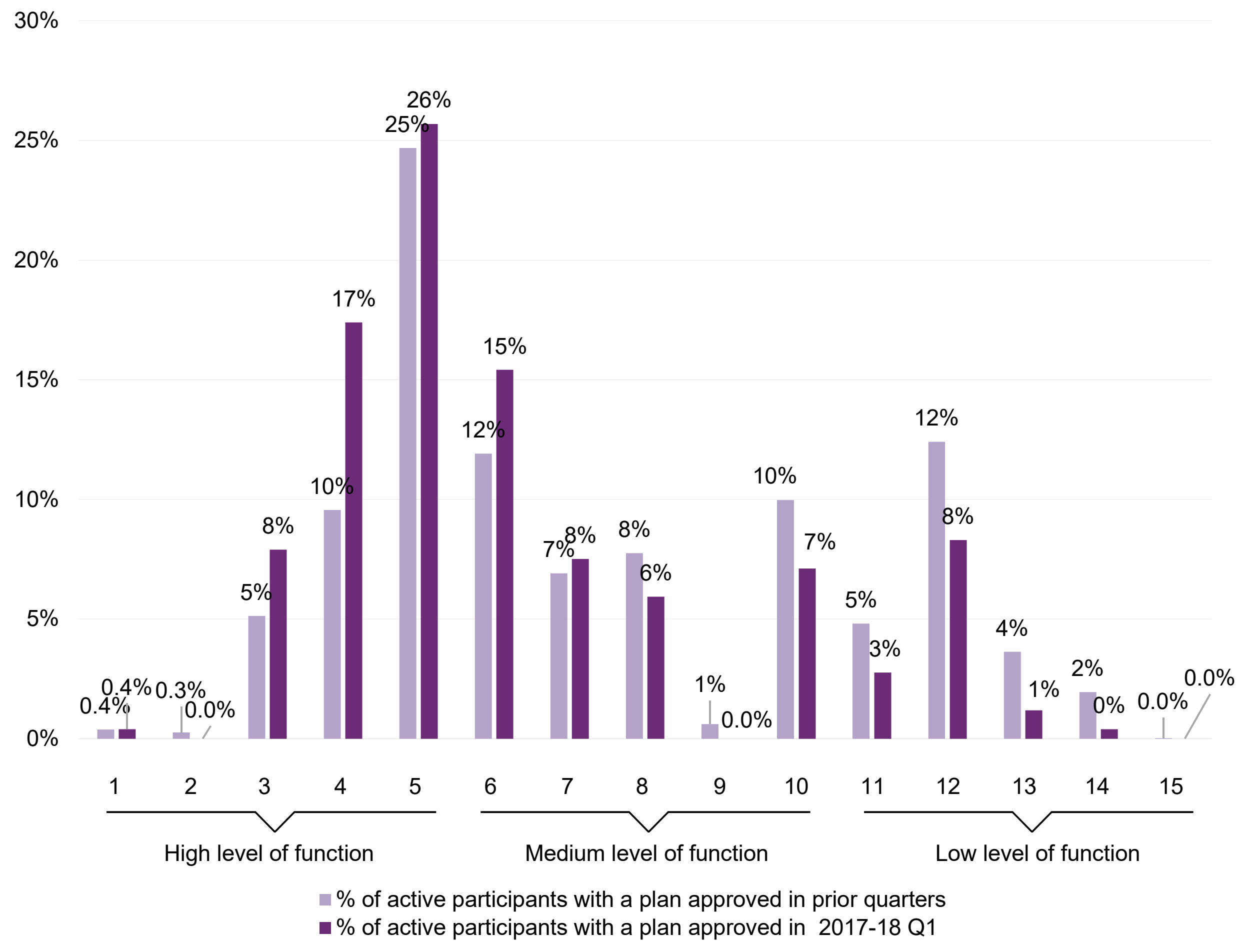
Participant Profiles

Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

For participants with a plan approval in the current period:
- **51% of active participants had a relatively high level of function**
- **36% of active participants had a relatively moderate level of function**
- **13% had a relatively low level of function**

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

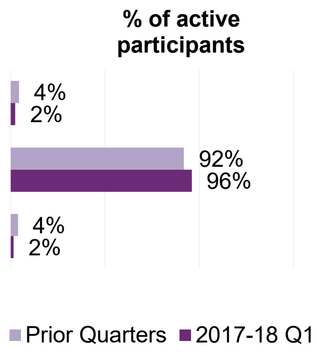
% of active participants with a plan approved by level of function



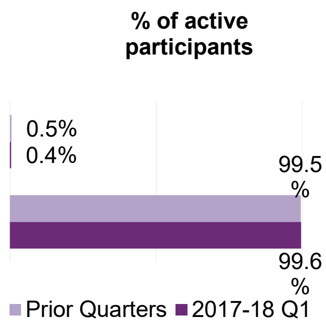
Participant Profiles

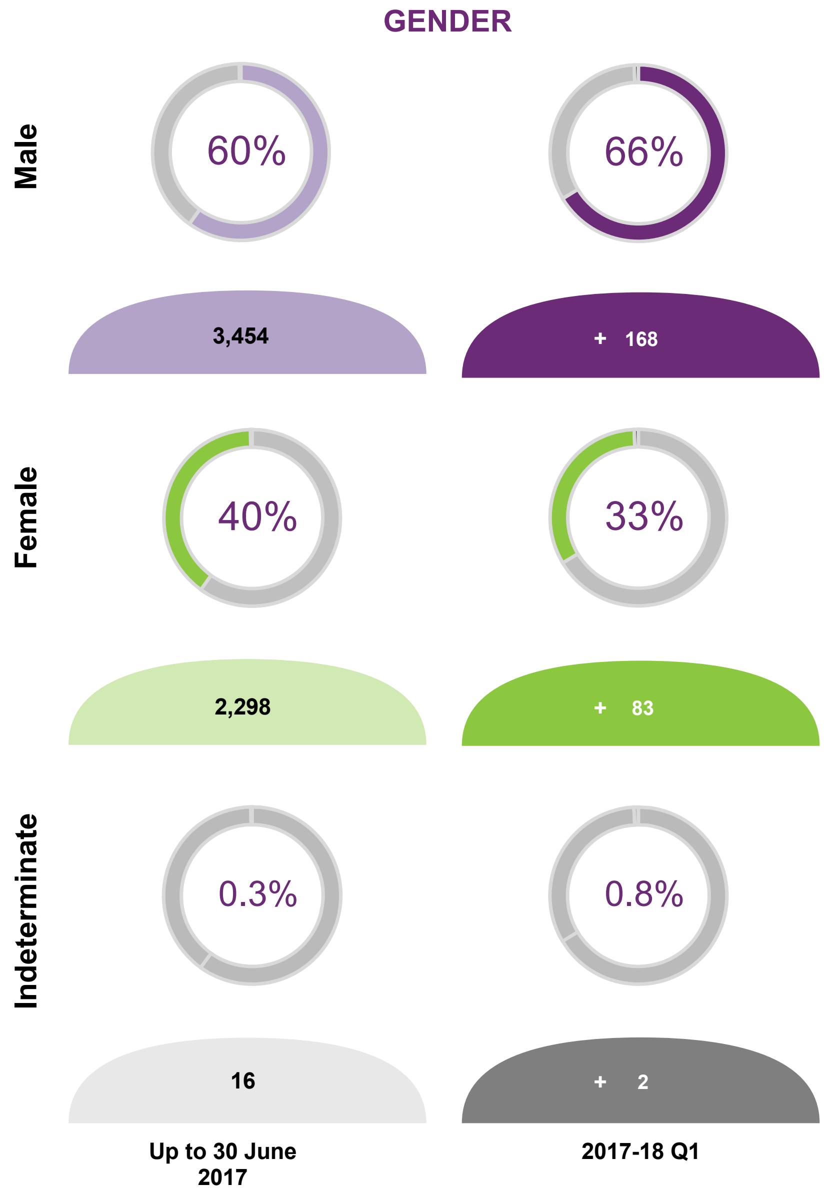
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

Aboriginal & Torres-Strait Islander Status	2017-18 Q1
Aboriginal and Torres Strait Islander	6
Not Aboriginal and Torres Strait Islander	243
Not Stated	4



Young people in residential aged care status	2017-18 Q1
Young people in residential aged care	1
Young people not in residential aged care	252

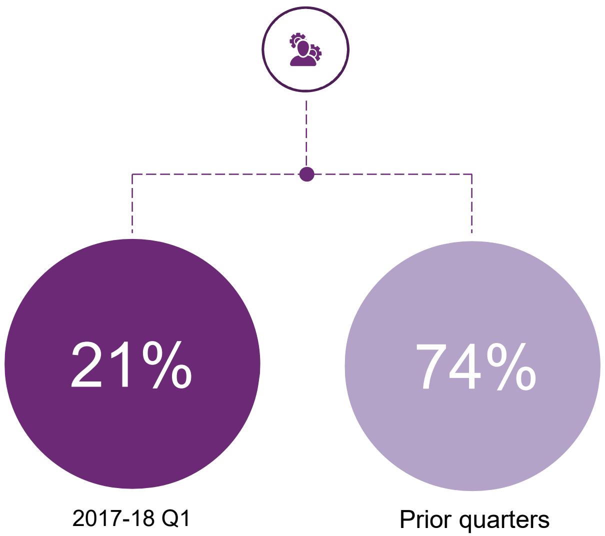




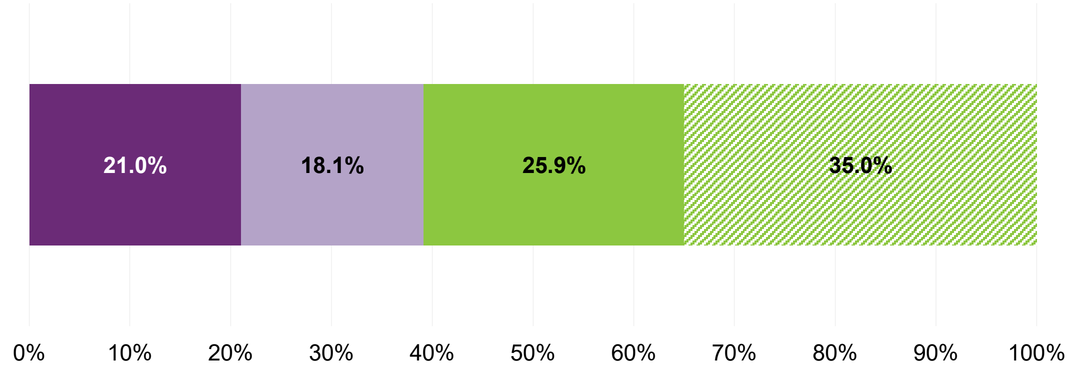
Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was lower in 2017-18 Q1 (32%) compared with the prior quarters of 2016-17 (39%), and 21% of participants who have had a plan approved in 2017-18 Q1 have support coordination in their plan, compared with 74% in prior quarters of 2016-17.

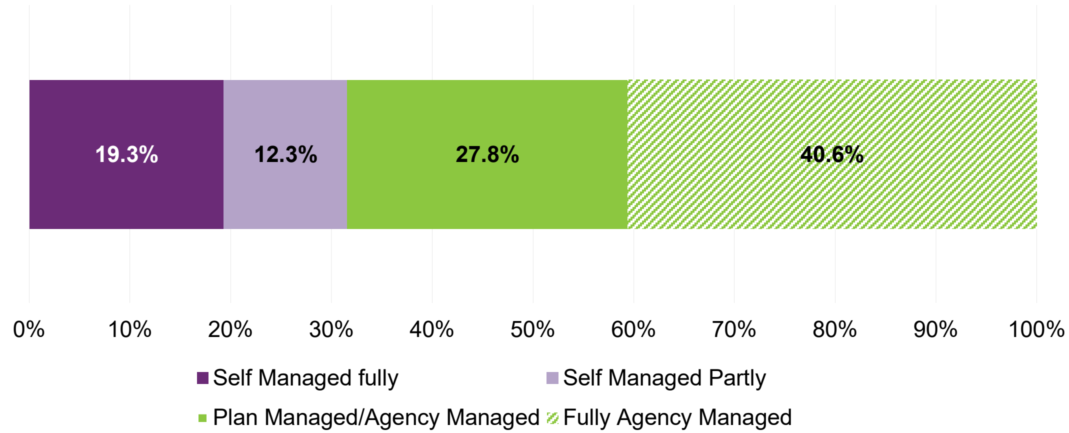
Support Co-ordination



Prior quarters (transition only)



2017-18 Q1



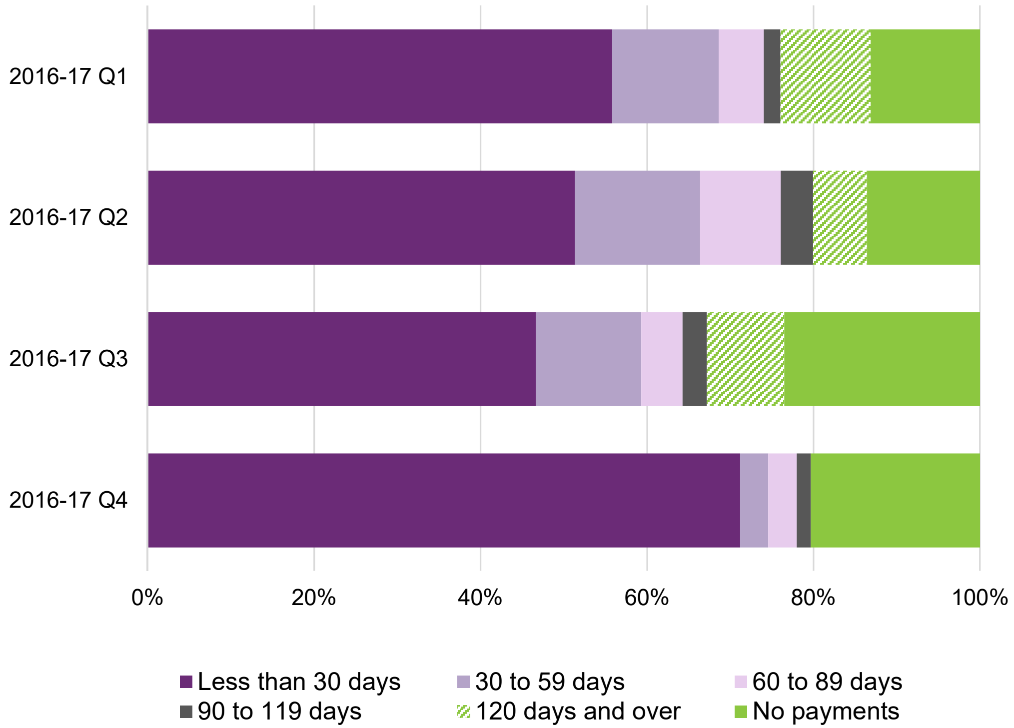
Plan Activation

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 2016-17 Q1**
- **76% of plans approved in 2016-17 Q2**
- **64% of plans approved in 2016-17 Q3**
- **78% of plans approved in 2016-17 Q4**

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 approved by quarter



Note: Given that plans approved in 2017-18 Quarter 1 are relatively new, it would be 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 84% of participants receiving their initial plan since 1 July 2016.

Of participants aged 25 and over:
- **67% choose who supports them**
- **70% want more choice and control in their life**
- **71% are happy with their home and feel safe or very safe there**
- **37% were actively involved in a community group in the past year**

For family/carers of children aged 0 to 14:
- **54% have a paid job**
- **53% say they are able to work as much as they want**
- **53% say they are able to see family and friends as much as they want**

Number of questionnaires completed from 1 July 2016 to 30 September 2017 by Short Form Outcomes Framework (SFOF) version

Version	Number of questionnaires		Total
	2016-17	Q1 2017-18	
Participant 0 to school	292	43	335
Participant school to 14	238	33	271
Participant 15 to 24	166	16	182
Participant 25 and over	888	79	967
Total Participant	**1,584**	**171**	**1,755**
Family 0 to 14	456	112	568
Family 15 to 24	36	17	53
Family 25 and over	25	15	40
Total Family	**517**	**144**	**661**
Total	**2,101**	**315**	**2,416**

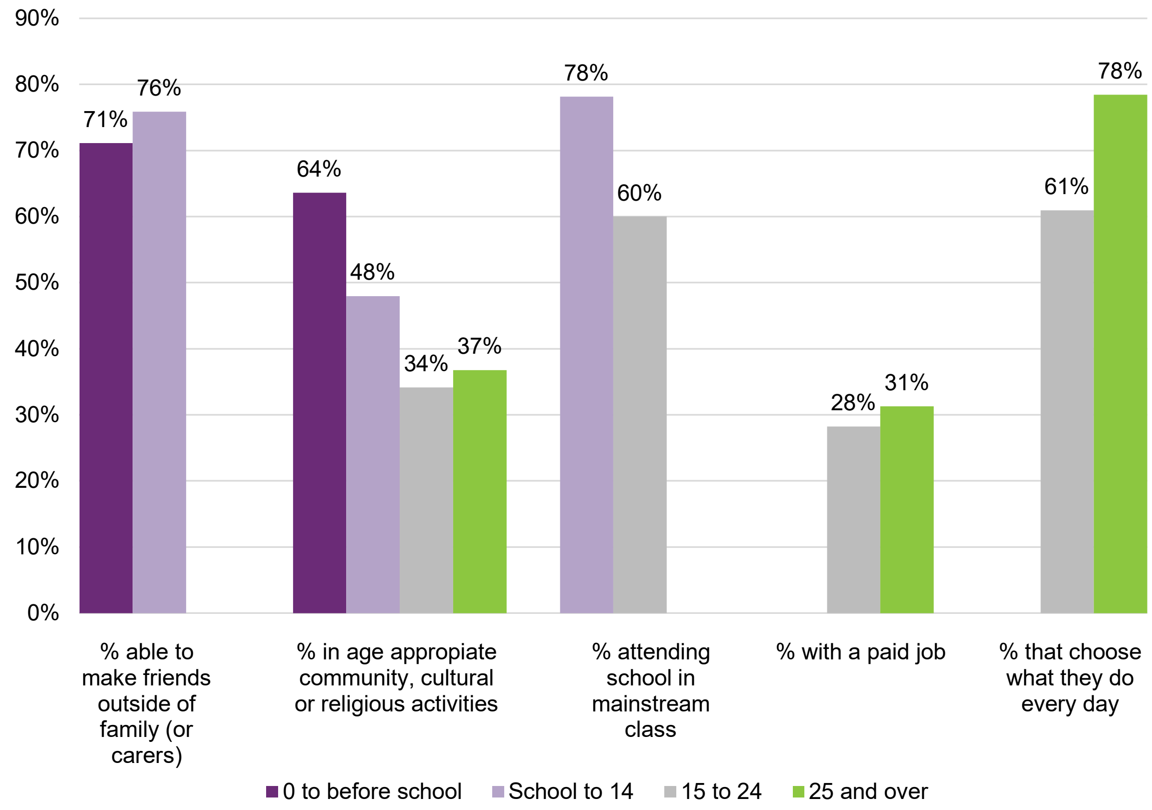
Participant Outcomes

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

Participants aged 0 to before school:
• 71% were able to make friends outside of family/carers
• 64% involved in age appropriate community, cultural or religious activities (highest compared with other age groups)

Participants aged 25 and over:
• 31% had a paid job
• 78% choose what they do every day

Selected key baseline indicators for participants



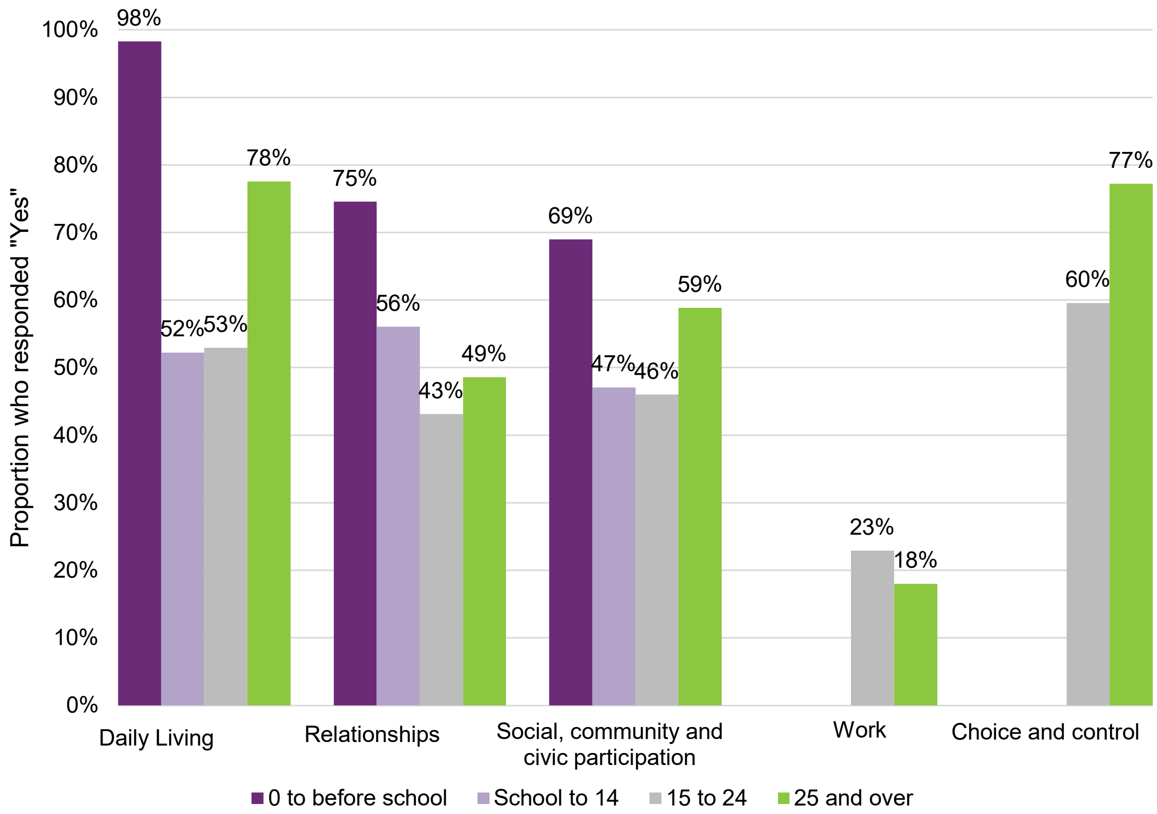
Participant Outcomes

Responses to the "Has the NDIS helped?" questions.

Participants who entered the Scheme in 2016-17 Q1 and had their plan reviewed in 2017-18 Q1 were asked questions about whether the NDIS had helped them.

Percentage of participants responding "Yes" were:
- **Higher for 0 to school age participants, particularly for daily living (98%)**
- **Lower for the school to 14 age group**
- **Higher for older adult age group than for the younger adult age group**

"Has the NDIS helped?" questions



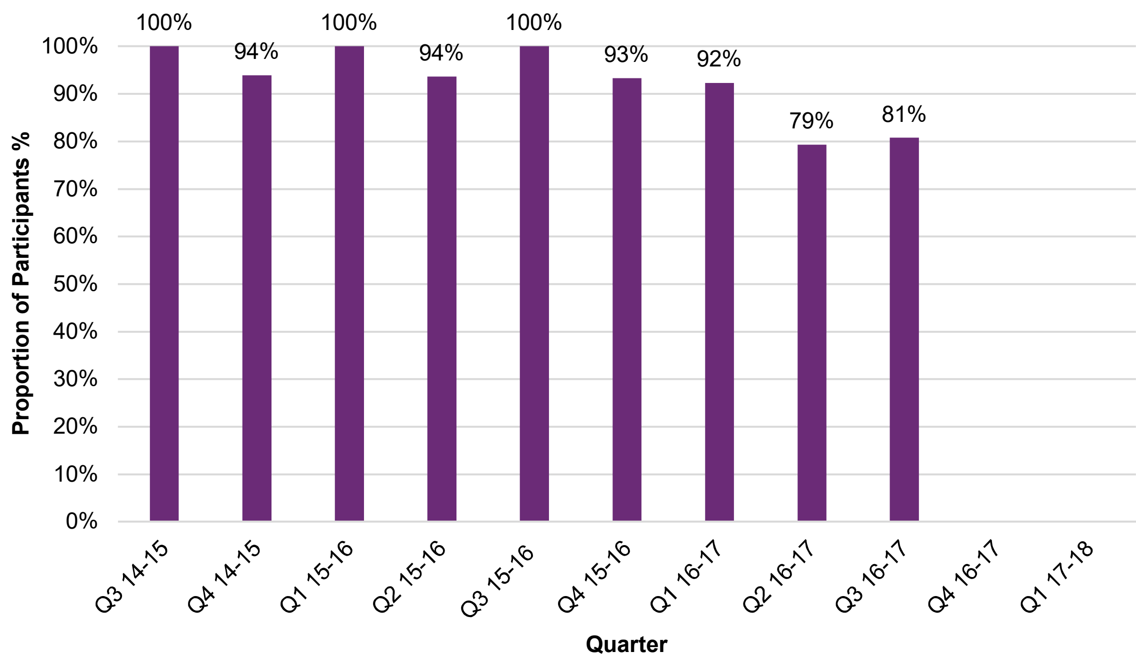
Participant Satisfaction

Due to low number of participant survey responses in 2017-18 Q1, participant satisfaction is not shown for this quarter.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction continues to be high, but has 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



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

PART 2

Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to $667.3 million (including support periods in the future), of which $367.9 million has been paid.

The $667.3 million committed support includes $443.0 million of supports in respect of prior financial years including trial, $212.8 million of supports in respect of 2017-18^ and $11.4 million of supports in respect of later years*.

^Note: The $212.8 million 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 $11.4 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

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

Key Statistics

$667.3

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 6,301 PARTICIPANTS

$443.0

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$212.8

MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$11.4

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$367.9

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 79% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15 AND 84% IN 2015-16. CURRENTLY UTILISATION IS 68% IN 2016-17, ALTHOUGH THIS WILL LIKELY INCREASE AS THERE IS A LAG BETWEEN WHEN SUPPORT IS PROVIDED AND WHEN IT IS PAID.

THE 2016-17 AND 2017-18 EXPERIENCE IS STILL EMERGING

^Note: The $212.8 million 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 $11.4 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 $667.3 million that has been committed in participant plans, $367.9 million has been paid to date.

In particular, for supports provided in:
2014-15: $21.1m has been paid
2015-16: $115.1m has been paid
2016-17: $189.4m has been paid
2017-18 to date: $42.3m 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	0.0	26.6	137.1	279.3	212.8	11.4	667.3
Total paid	0.0	21.1	115.1	189.4	42.3	0.0	367.9

Committed Supports and Payments

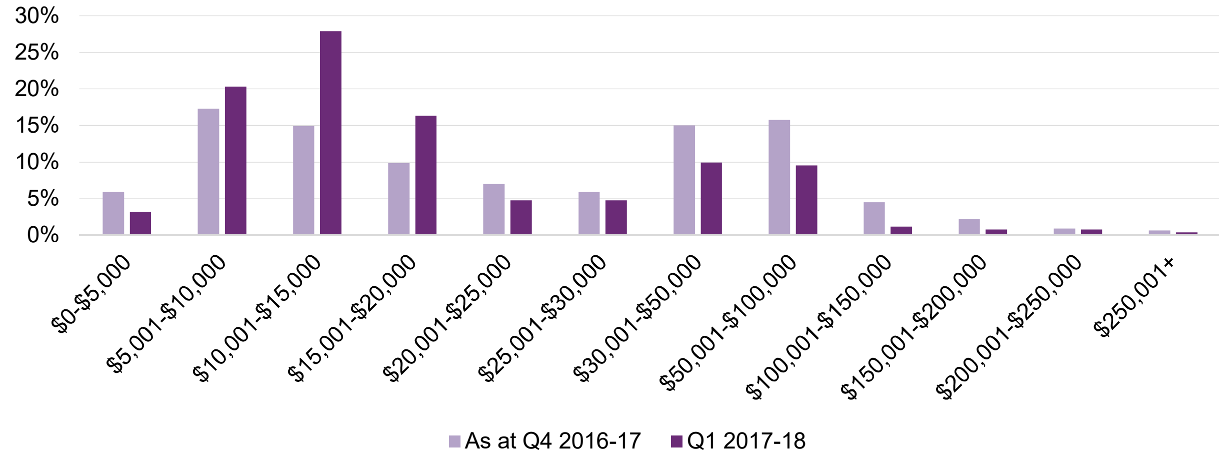
A higher proportion of initial plan approvals in 2017-18 Q1 have average annualised committed supports lower than $20,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

The lower committed support this quarter is likely due to the high number of new participants who entered in the quarter, compared with existing Territory high-cost participants who phased in previously.

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

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

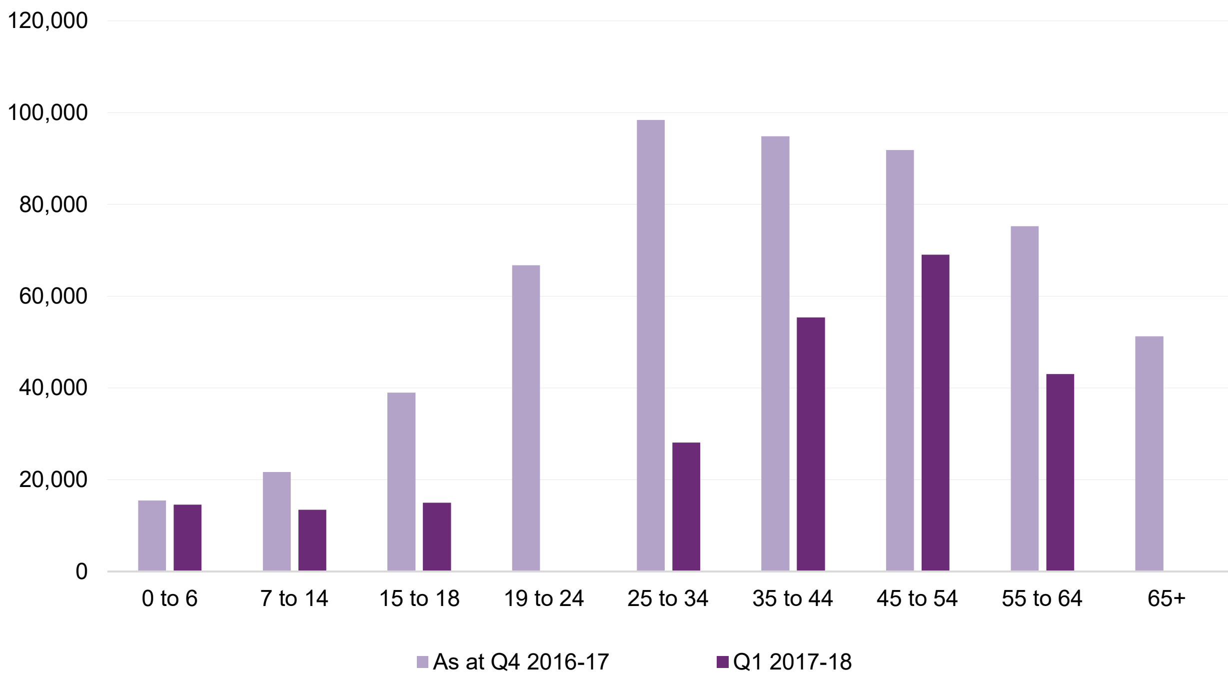


Committed Supports and Payments

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

All age bands with an initial plan approval in 2017-18 Q1 had lower average annualised committed supports when compared to participants who entered in prior quarters, due to the high number of new participants who entered compared with participants phased in from existing Territory programs.

Average annualised committed supports by age band



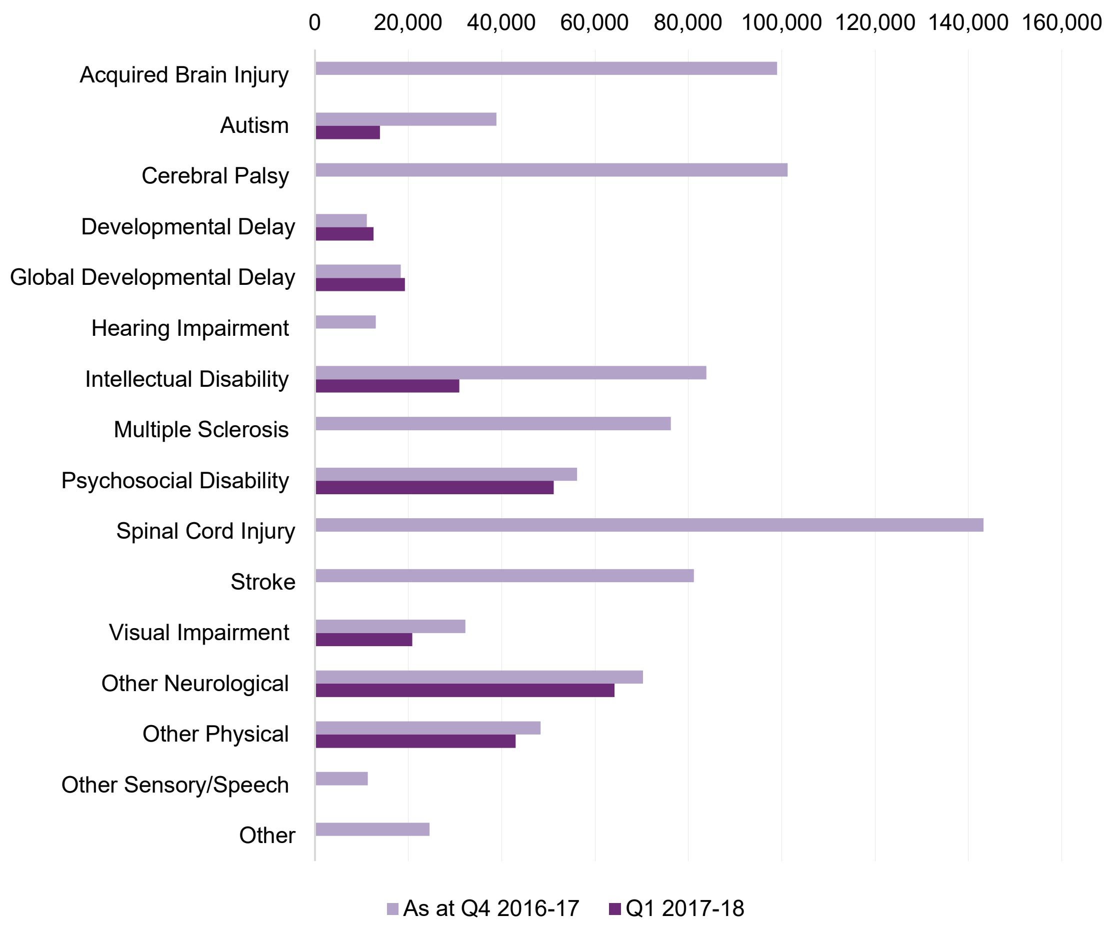
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

Participants with Spinal Cord Injury, Cerebral Palsy and Acquired Brain Injury have the highest average annualised committed supports while participants with Developmental Delay, Other Sensory/Speech and Hearing Impairment have the lowest average annualised committed supports.

Participants with an initial plan approval in 2017-18 Q1 had lower average annualised committed supports across a range of disability types when compared with participants who entered in prior quarters.

Average annualised committed supports by primary disability group



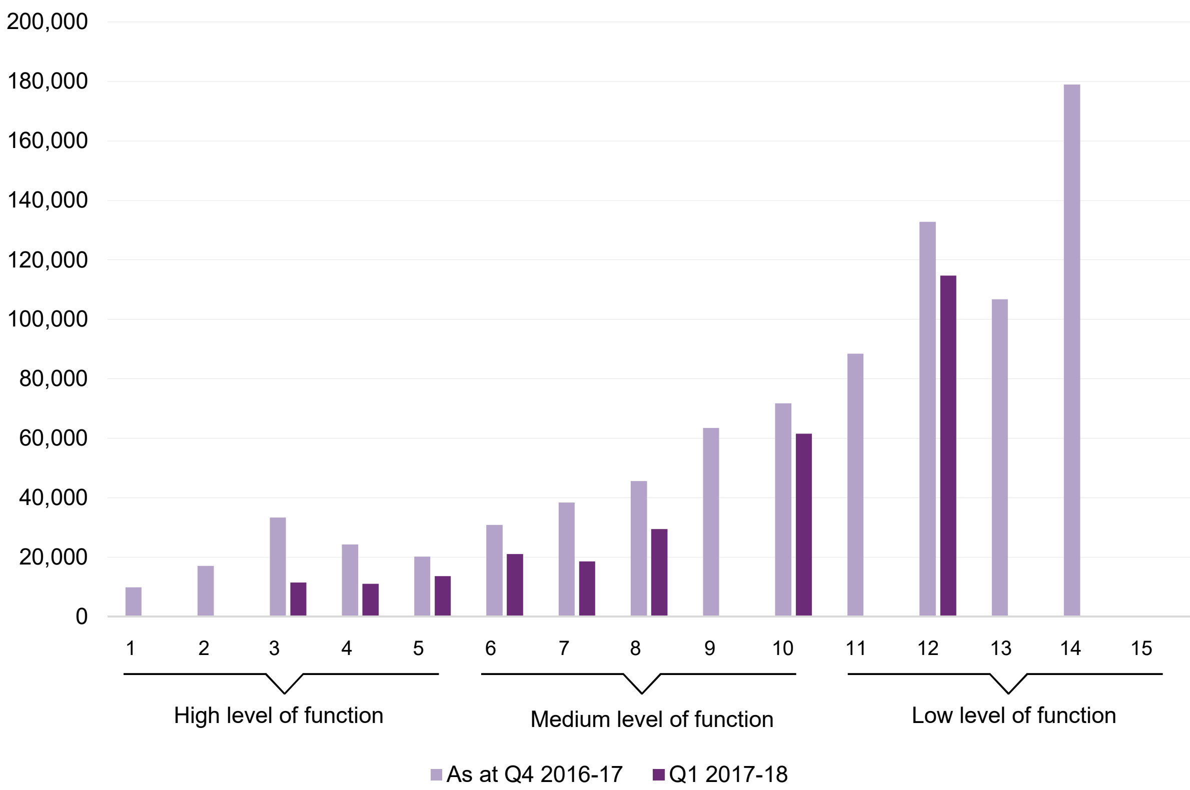
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

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

The average annualised committed supports for participants with an initial plan approval in 2017-18 Q1 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



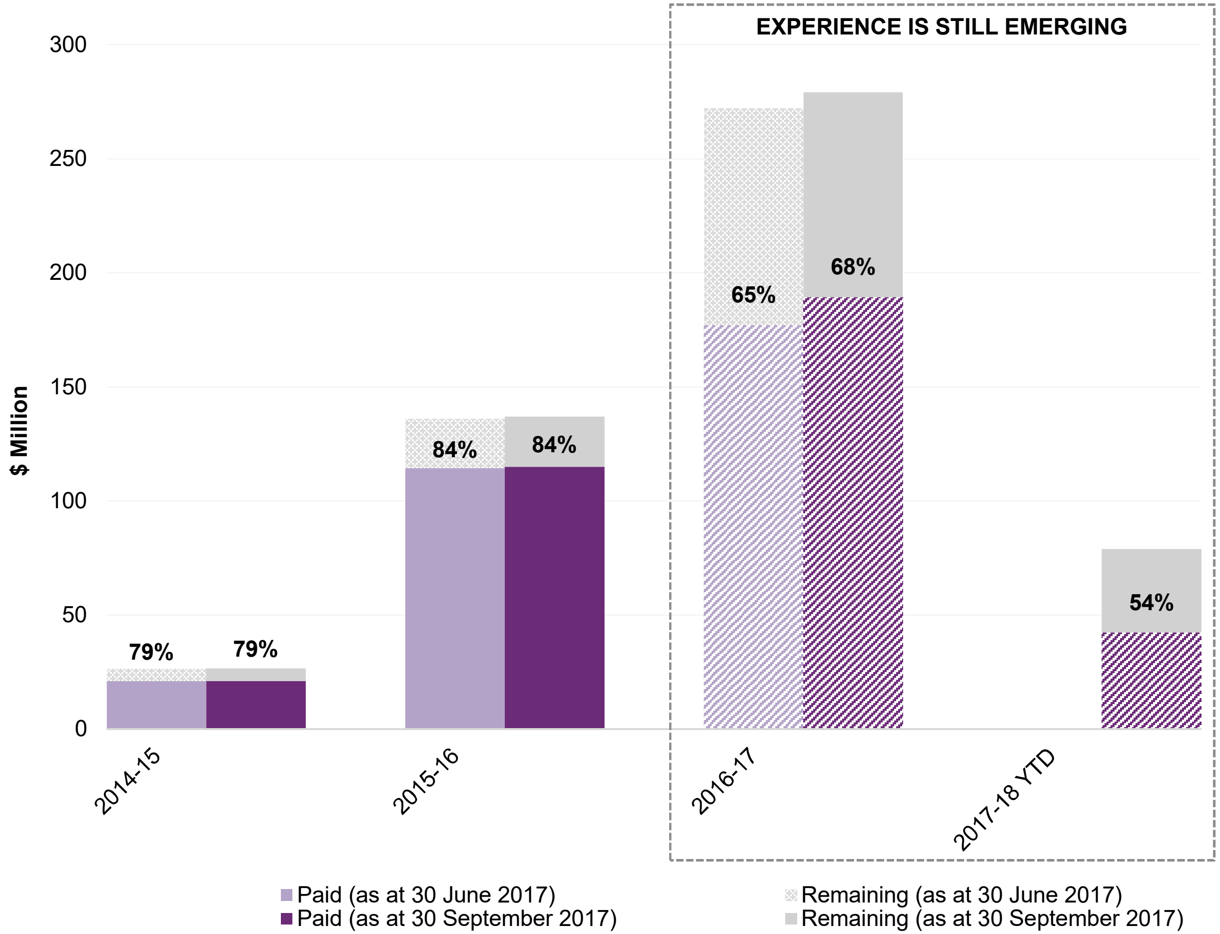
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Committed Supports and Payments

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

As there is a lag between when support is provided and when it is paid, the utilisation in 2016-17 and 2017-18 will increase, the latter significantly so. Utilisation for 2016-17 and 2017-18 is emerging at lower levels than in 2014-15 and 2015-16.

Utilisation of committed supports as at 30 June 2017 and 30 September 2017



The utilisation of committed supports has increased for supports provided in 2016-17. This is due to payments in 2017-18 Q1 for supports which were provided during 2016-17.

PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 16% increase in the number of providers during the quarter to 942.

Providers and Markets

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.
- Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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

942
APPROVED PROVIDERS

80-90%
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 and Markets

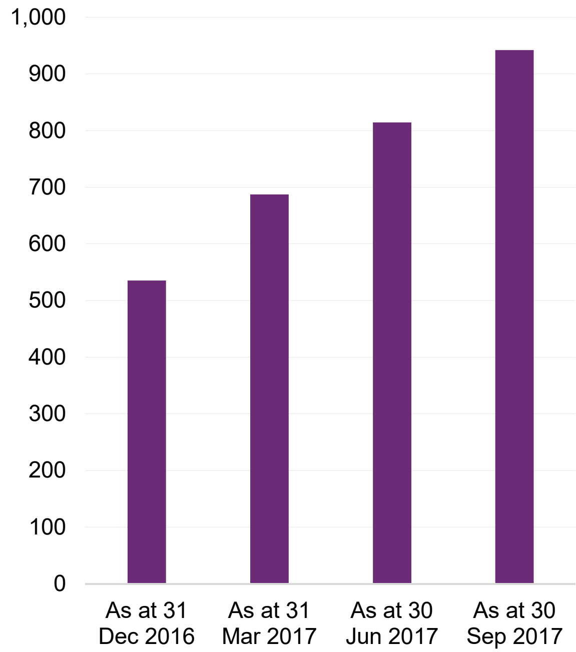
Increase in number of providers over time.

As at 30 September 2017, there were 942 registered service providers of which 224 were individual/sole trader operated business while the remaining 718 providers were registered as a company or organisation.

1.16

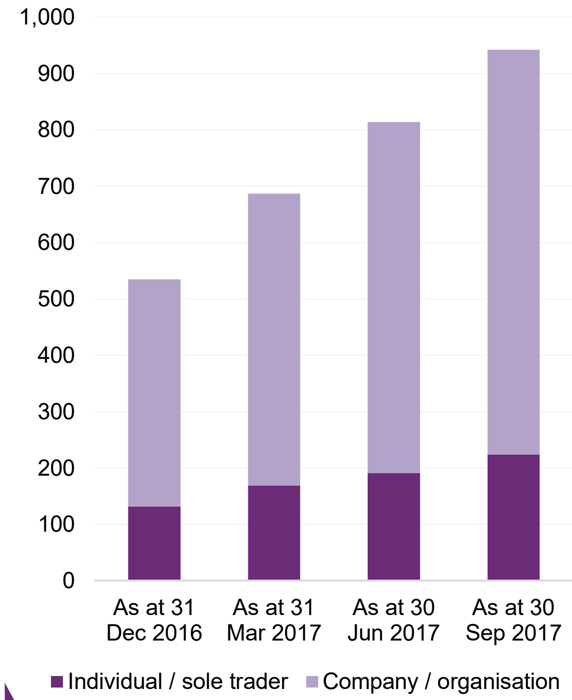
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 16% from 814 to 942 in the quarter.

Type of provider

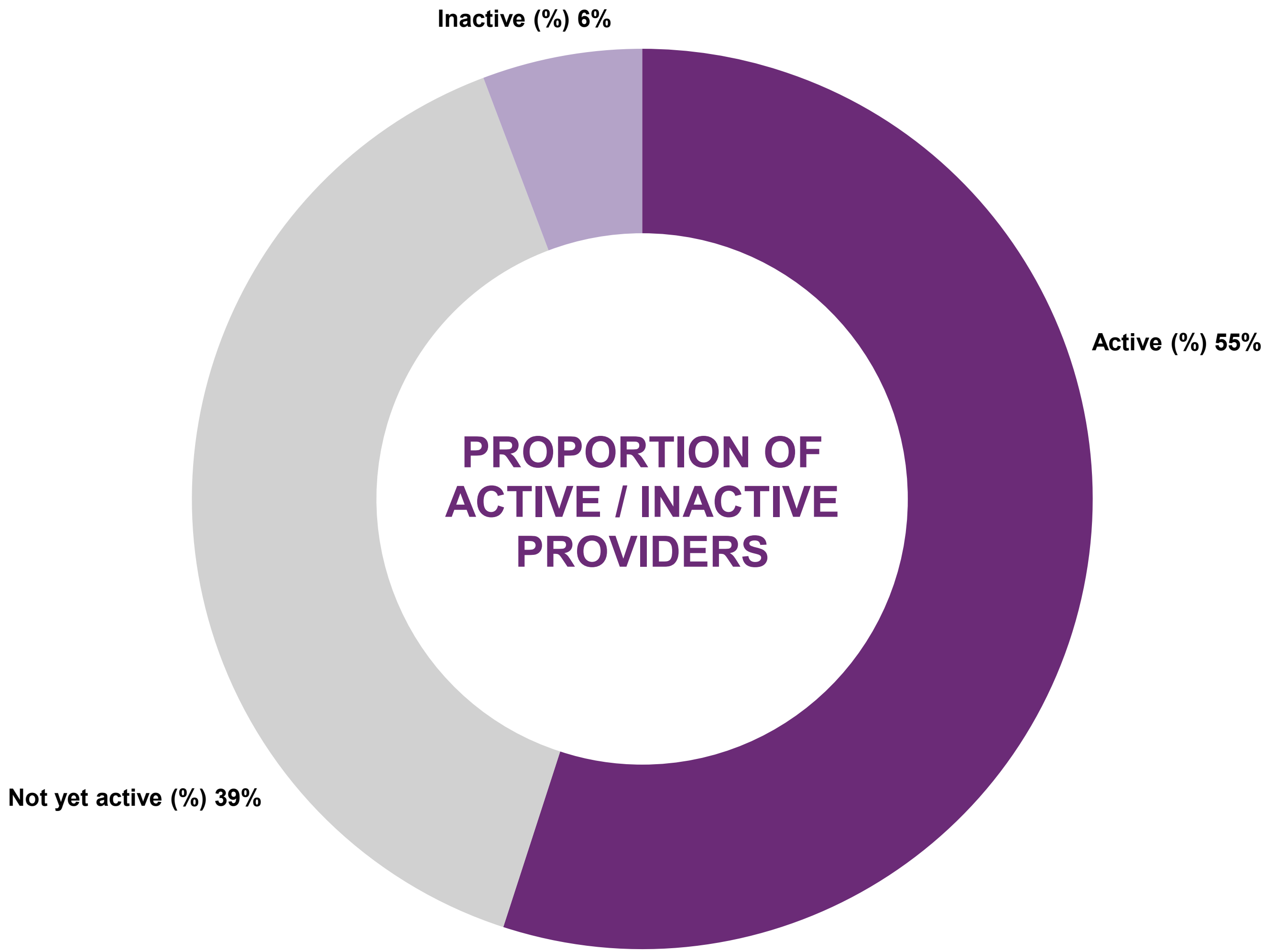


24% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers.

As at 30 September 2017, 55% of providers were active in the last quarter, 39% were yet to have evidence of activity and 6% were inactive. Of the overall stock of providers, 151 providers began delivering new supports in the quarter.



151

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

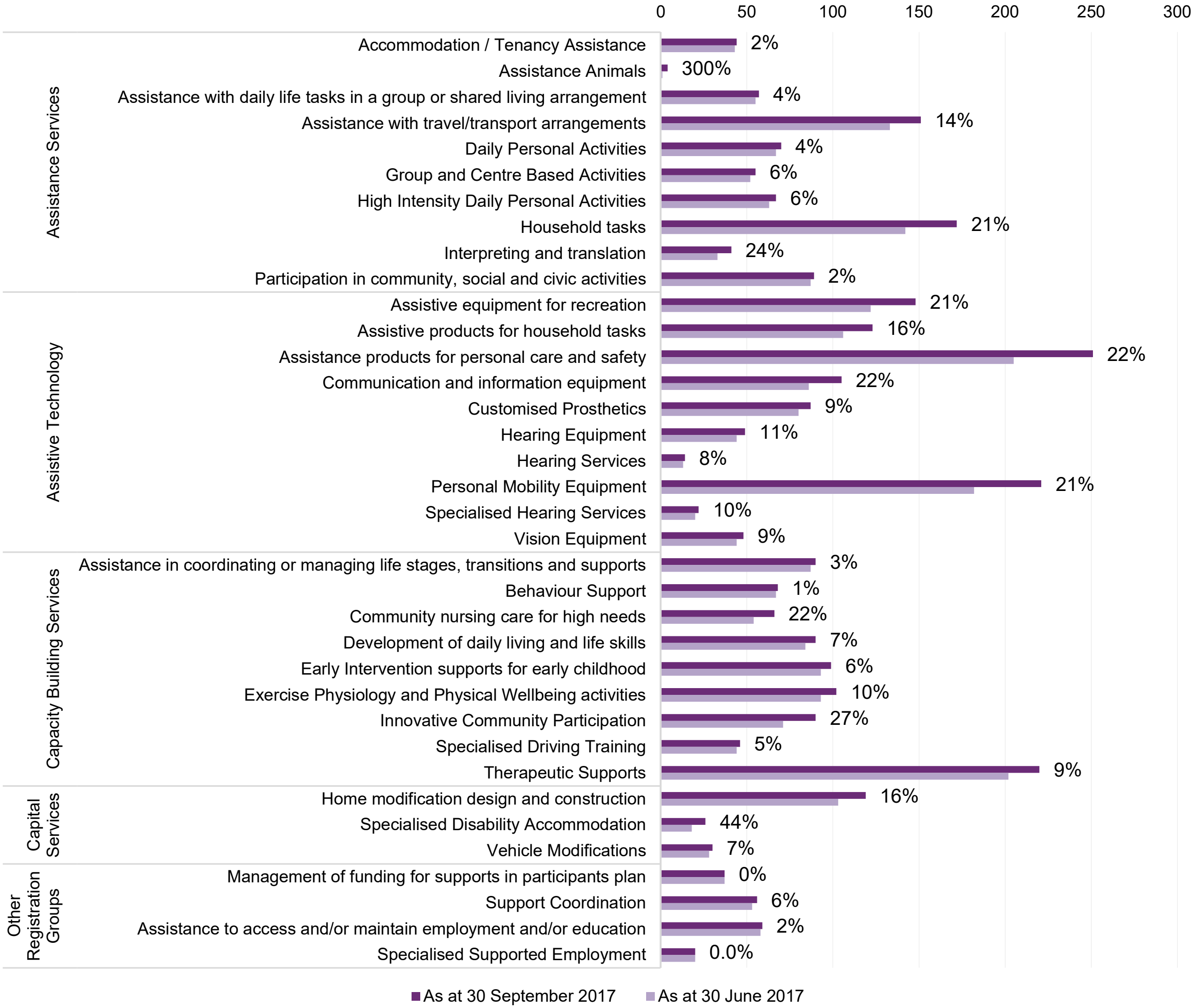
Registration groups

The increase in approved providers from 30 June 2017 to 30 September 2017 varies by registration group.

Assistance products for personal care and safety has the highest number of approved service providers and has seen a 22% increase since the previous quarter.

The largest percentage increase in approved providers was for the Assistance with Animals registration group in the quarter. This was followed by Specialised Disability Accommodation, Innovative Community Participation and Interpreting and translation.

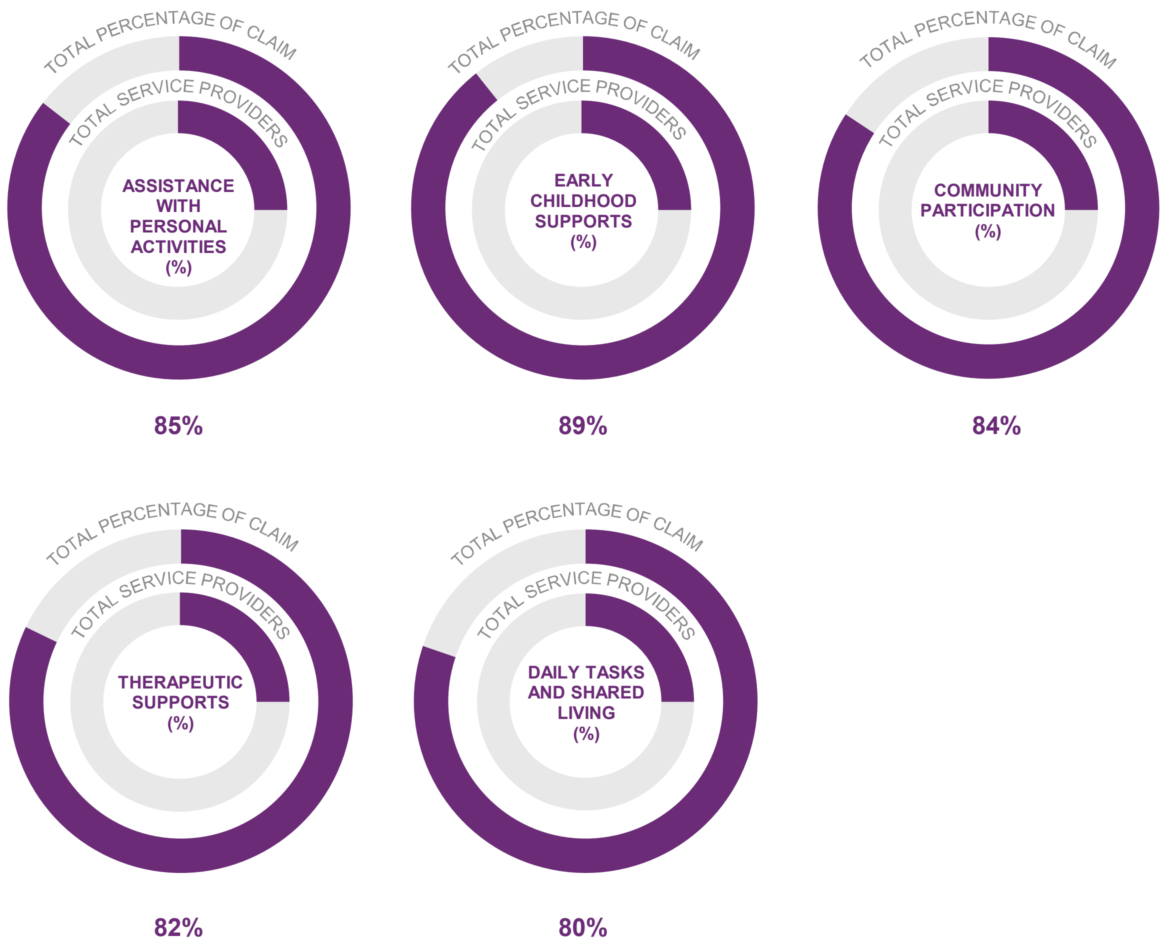
Approved providers by registration group and percentage change over the quarter



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.



25% of providers have received 85% of payments during the quarter of 2017-18 Q1 for Assistance with Personal Activities.

PART 4

Information, Linkages and Capacity Building

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

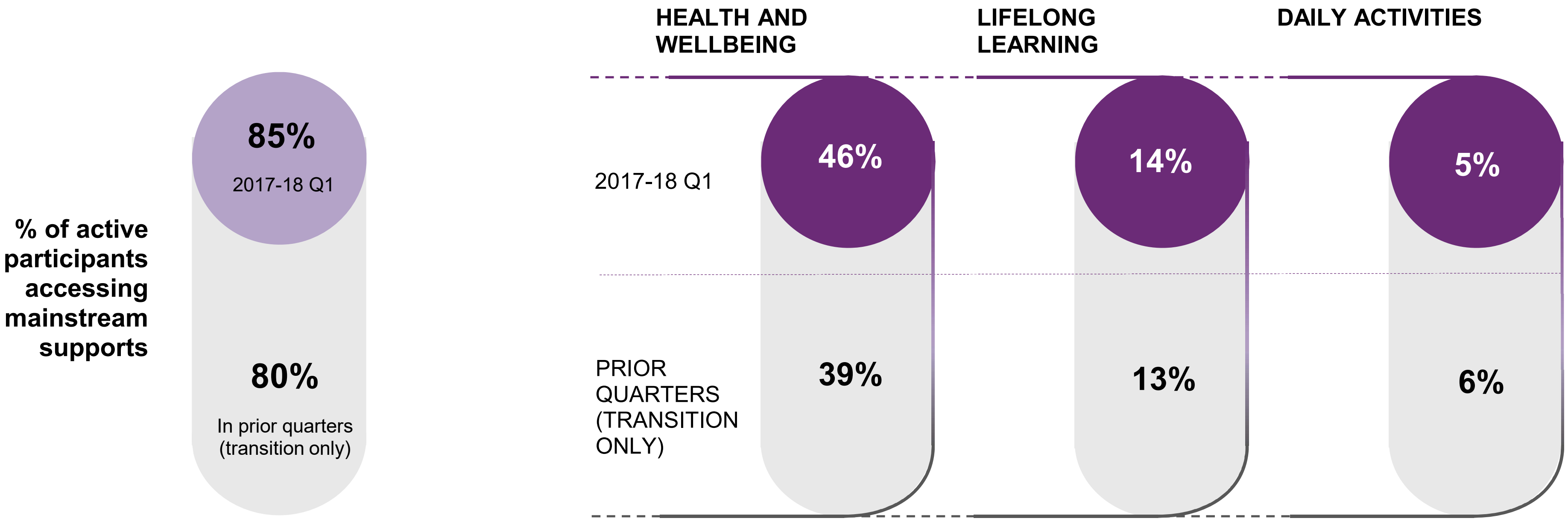
PART 5

Mainstream Interface

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

Mainstream Interface

85% of active participants with a plan approved in 2017-18 Q1 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

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