

COAG Disability Reform Council. This is the Quarterly Performance Report for Victoria.

This is the March 2018 update on NDIA performance.

Overview

Page: 2

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

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

- Participants and Planning,
- Committed Supports and Payments,
- Providers and Markets,
- Information, Linkages and Capacity Building,
- Mainstream Interface; and
- Financial Sustainability.

Summary

Page: 3

The following are the key statistics discussed in this report:

Participants and Planning

6,428 additional participants with plans this quarter.

As at 31 March 2018, plans approved and ECEI referrals represent:

- 74% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)
- 77% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2018)

Satisfaction rating remained high with 93% 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

\$1.2 billion has been paid to providers and participants since Scheme inception.

Overall,

- 61% of committed supports were utilised in 2013-14,
- 79% in 2014-15,
- 79% in 2015-16,
- 67% in 2016-17.

2017-18 experience is still emerging.

Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in this year. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Providers and Markets

4,177 approved providers, a 14% increase for the quarter.

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

38% of service providers are individual/sole traders.

Mainstream Interface

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

PART 1: Participants and Planning

Page: 4

As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 6,428 additional participants with approved plans this quarter.

Summary

Page: 5

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

The following are the key statistics on Participants and Planning:

9,140 access decisions in 2017-18 Q3 (including both access met and access not met)

6,428 initial plans approved in 2017-18 Q3

Of the 6,428 initial plans approved this quarter, 809 were previously confirmed as ECEI at 2017-18 Q2

1,129 additional children with a confirmed ECEI gateway referral in 2017-18 Q3

74% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)

74% of transition to date bilateral estimate met (1 July 2016 to 31 March 2018)

77% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2018)

18% of participants with an initial plan approved in 2017-18 Q3 are aged 0 to 6 years

27% of participants with an initial plan approved in 2017-18 Q3 have a reported primary disability of intellectual disability

Quarterly Intake

Page: 6

There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

2017-18 Q3

Of the 7,242 participants deemed 'eligible' this quarter 66% entered from an existing State/Territory program.

Of the 6,428 plan approvals this quarter, 78% had transitioned from an existing State/Territory program, 91% entered with a permanent disability and 809 were previously confirmed as ECEI at 2017-18 Q2.

The diagram displays the following key statistics on quarterly intake:

9,140 access decisions

7,242 access met

6,428 plan approvals (excluding ECEI)

1,129 ECEI

Quarterly Intake Detail

Page: 7

A chart displays the change in plan approvals between the current and previous quarter.

Plan approvals as at 31 March 2018

Plan approval numbers have increased from 25,112 at the end of 2017-18 Q2 to 31,540 by the end of 2017-18 Q3, an increase of 6,428 approvals.

As at 31 March 2018 there were 2,210 children with a confirmed ECEI referral bringing the total number to 33,750. Overall, 468 participants with approved plans have exited the Scheme.

Of the 2,210 children with a confirmed ECEI referral as at 31 March 2018, 1,081 were previously confirmed as ECEI at 31 December 2017 and an additional 1,129 entered the gateway this quarter.

In the quarter of 2017-18 Q3 there were 5,205 plan reviews. This figure relates to all participants who have entered the scheme.

Cumulative Position

Page: 8

There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

Plan approvals as at 31 March 2018

As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 33,750 (including 2,210 children supported through the ECEI gateway). Of these, 21,584 transitioned from an existing State/Territory program and 2,959 transitioned from an existing Commonwealth program.

In addition, 10,018 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 July 2013, there have been 48,260 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.

The following are the key statistics on the cumulative position:

74% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)

74% of transition to date bilateral estimate met (1 July 2016 to 31 March 2018)

77% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2018)

31,540 plan approvals to date; 33,750 including ECEI confirmed

Participant Profiles by Age Group

Page: 9

There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

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.

Approximately 18% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 16% in prior quarters.

Further, 16% of participants entering in this quarter are aged 7 to 14 years. This is lower compared to 20% in prior quarters.

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

Page: 10

There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

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.

27% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Intellectual Disability. This is lower compared to prior quarters.

Note: Of the 1714 active participants identified as having an intellectual disability, 249 (15%), have Down syndrome.

Participant Profiles by Level of Function

Page: 11

A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

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:

- 30% of active participants had a relatively high level of function
- 43% of active participants had a relatively moderate level of function
- 27% had a relatively low level of function

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

Participant Profiles by Gender

Page: 12

The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

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

Page: 13

There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

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:

- 2.3% were Aboriginal or Torres Strait Islander, compared with 2.2% for prior periods.
- 0.9% were young people in residential aged care, compared with 1.4% for prior periods.
- 6.8% were culturally and linguistically diverse, compared with 5.8% for prior periods.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

148 Aboriginal and Torres Strait Islander

5,590 Not Aboriginal and Torres Strait Islander

686 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

60 Young people in residential aged care

6,364 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

435 Culturally and linguistically diverse

5,987 Not culturally and linguistically diverse

2 Not stated

Plan Management Support Co-ordination

Page: 14

Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q3 (25%) compared with prior quarters of transition (23%).

50% of participants who have had a plan approved in 2017-18 Q3 have support coordination in their plan, compared with 44% in prior quarters during transition.

Plan Activation

Page: 15

Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q1, against plans approved in prior quarters.

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

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

- 78% of plans approved in prior quarters
- 74% of plans approved in 2017-18 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.

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.

Participant Outcomes

Page: 16

A chart displays selected key baseline indicators for participants.

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

- 65% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 61% of participants from school age to 14
- 55% 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
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 25% of participants aged 15 to 24
- 24% of participants aged 25 and over have a paid job, compared to 16% of participants aged 15 to 24
- 64% of participants aged 25 and over choose what they do every day, compared to 39% of participants aged 15 to 24

Family/Carers Outcomes

Page: 17

A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (47%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (76%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (45%)
- who feel in control selecting services was highest for participants aged 25 and over (42%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Has the NDIS helped? Participants

Page: 18

A chart displays the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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 (90%), for participants aged 0 to before school
- Daily Living (52%), for participants of school age to 14
- Daily Living (62%), for participants aged 15 to 24
- Daily Living (70%), for participants aged 25 and over

Has the NDIS helped? Family/Carers

Page: 19

A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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 NDIS has helped families and carers of participants most with life stage transitions and with feeling supported.

Participant Satisfaction

Page: 20

A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

93% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has 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.

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

PART 2: Committed Supports and Payments

Page: 21

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 \$2.9 billion (including support periods in the future), of which \$1.2 billion has been paid.

Summary

Page: 22

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

The following are the key statistics on Committed Supports and Payments:

\$2.9 billion of supports has been committed to 31,540 participants

\$911.5 million of supports in respect of prior financial years including trial

\$1.3 billion of supports in respect of 2017-18

\$666.7 million of supports in respect of later years

\$1.2 billion has been paid to providers & participants

Overall, 61% of committed supports were utilised in 2013-14, 79% in 2014-15, 79% in 2015-16 and 67% in 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

Note: The \$1.3 billion in respect of 2017-18 only includes approved plans to date.

Note: The \$666.7 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

Page: 23

A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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

Of the \$2.9 billion that has been committed in participant plans, \$1.2 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$32.3m has been paid

2014-15: \$128.3m has been paid

2015-16: \$160.7m has been paid

2016-17: \$329.0m has been paid

2017-18 to date: \$514.0m has been paid

Committed Supports by Cost Band

Page: 24

Two charts (including and excluding SSA) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

A lower proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports between \$15,000 and \$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.

Committed Supports by Age Band

Page: 25

A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

Average annualised committed supports increase steeply up to age 19, stabilises to age 64 and then reduces at older ages.

The average annualised committed supports was lower in 2017-18 Q3 compared to previous quarters for most age groups.

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

Page: 26

A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

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

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

Committed Supports by Level of Function

Page: 27

A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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 Q3 is lower compared with participants who entered in prior quarters for participants across low, medium and high levels 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

Page: 28

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

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.

PART 3: Providers and Markets

Page: 29

The scale and extent of the market continues to grow, with a 14% increase in the number of providers during the quarter to 4,177.

Summary

Page: 30

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.

The following are the key statistics:

4,177 approved providers

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

38% 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

Page: 31

A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

As at 31 March 2018, there were 4,177 registered service providers of which 1,600 were individual/sole trader operated business while the remaining 2,577 providers were registered as a company or organisation.

38% of approved service providers are individual/sole traders.

The number of approved service providers increased by 14% from 3,662 to 4,177 in the quarter.

1.64 average number of providers per participant

Proportion of Active Providers

Page: 32

The figure displays the proportion of active and not yet active providers.

Change in the activity status of providers.

As at 31 March 2018, 48% of providers have been active and 52% were yet to have evidence of activity. Of the overall stock of providers, 616 providers began delivering new supports in the quarter.

Approved Registration groups

Page: 33

A chart displays the approved providers by the changes in registration group and percentage over the quarter.

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 14% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 131 as at 31 December 2017 to 160 as at 31 March 2018. This was followed by Innovative Community Participation, Vehicle Modifications and Household Tasks.

Active Registration groups

Page: 34

A chart displays the active providers by the changes in registration group and percentage over the quarter.

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

Therapeutic Supports has the highest number of active service providers and has seen a 21% increase since the previous quarter.

The largest percentage increase in active providers was for the Innovative Community Participation registration group in the quarter, increasing from 190 as at 31 December 2017 to 241 as at 31 March 2018. This was followed by Interpreting and translation, Assistive products for household tasks and Community nursing care for high needs.

Market share of top providers

Page: 35

An object displays the market share of the top 25% of providers by registration group.

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

The following are the key statistics for the market share of the top 25% of providers by registration category:

90% Daily personal activities

90% Early intervention supports for early childhood

85% Participation in community, social and civic activities

88% Therapeutic supports

82% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

Page: 36

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

PART 5: Mainstream Interface

Page: 37

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

Mainstream Interface

Page: 38

An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

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

The following are the key statistics:

87% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (44%)
- Lifelong learning (12%)
- Daily activities (10%)

87% of active participants with a plan approved in 2017-18 Q3 access mainstream supports, across the following domains:

- Health and wellbeing (41%)
- Lifelong learning (9%)
- Daily activities (8%)

PART 6: Financial Sustainability

Page: 39

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