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

This is the December 2017 update on NDIA performance.

Overview

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This report is the sixth 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

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The following are the key statistics discussed in this report:

Participants and Planning

6,289 additional participants with plans this quarter, with 517 of those previously confirmed as ECEI at 2017-18 Q1.

1,561 additional children have a confirmed referral to the ECEI gateway this quarter.

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

• 79% of year to date bilateral estimate met (1 July 2017 to 31 December 2017)

• 77% of transition to date bilateral estimate met (1 July 2016 to 31 December 2017)

• 80% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2017)

Satisfaction rating remained high with 79% 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

$935.7 million has been paid to providers and participants since Scheme inception.

Overall,

• 61% of committed supports were utilised in 2013-14,

• 79% in 2014-15,

• 80% in 2015-16,

• 67% in 2016-17.

2017-18 experience is still emerging.

Providers and Markets

3,662 approved providers, a 18% increase for the quarter.

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

37% of service providers are individual/sole traders.

Mainstream Interface

88% 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.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 6,289 additional participants with approved plans this quarter.

Summary

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

The following are the key statistics on Participants and Planning:

9,019 access decisions in 2017-18 Q2 (including access met and access not met)

6,289 initial plans approved in 2017-18 Q2

Of the 6,289 initial plans approved this quarter, 517 were previously confirmed as ECEI at 2017-18 Q1

1,561 additional children with a confirmed ECEI gateway referral in 2017-18 Q2

79% of year to date bilateral estimate met (1 July 2017 to 31 December 2017)

77% of transition to date bilateral estimate met (1 July 2016 to 31 December 2017)

80% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2017)

21% of participants with an initial plan approved in 2017-18 Q2 are children aged 0-6 years

32% of participants with an initial plan approved in 2017-18 Q2 have a reported primary disability of intellectual disability

Quarterly Intake

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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 Q2

Of the 7,295 participants deemed 'eligible' this quarter 78% entered from an existing State/Territory program.

Of the 6,289 plan approvals this quarter, 74% had transitioned from an existing State/Territory program, 92% entered with a permanent disability and 517 were previously confirmed as ECEI at 2017-18 Q1.

The diagram displays the following key statistics on quarterly intake:

9,019 access decisions

7,295 access met

6,289 plan approvals (excluding ECEI)

1,561 ECEI

Quarterly Intake Detail

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

Plan approvals as at 31 December 2017

Plan approval numbers have increased from 18,823 at the end of 2017-18 Q1 to 25,112 by the end of 2017-18 Q2, an increase of 6,289 approvals.

As at 31 December 2017 there were 1,929 children with a confirmed ECEI referral bringing the total number to 27,041. Overall, 371 participants with approved plans have exited the Scheme.

Of the 1,929 children with a confirmed ECEI referral as at 31 December 2017, 368 were previously confirmed as ECEI at 30 September 2017 and an additional 1,561 entered the gateway this quarter.

In the quarter of 2017-18 Q2 there were 4,973 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.

Cumulative Position

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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 December 2017

As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 27,041 (including 1,929 children supported through the ECEI gateway). Of these, 16,272 transitioned from an existing State/Territory program and 2,485 transitioned from an existing Commonwealth program.

In addition, 9,354 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 July 2013, there have been 39,381 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:

79% of year to date bilateral estimate met (1 July 2017 to 31 December 2017)

77% of transition to date bilateral estimate met (1 July 2016 to 31 December 2017)

80% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2017)

25,112 plan approvals to date; 27,041 including ECEI confirmed

Participant Profiles by Age Group

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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 Q2, compared with plan approvals as at 30 September 2017, by age group.

Around 21% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 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

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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 Q2, compared with plan approvals as at 30 September 2017, by disability group.

32% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Intellectual Disability, slightly higher than previous quarters.

Note: Of the 2,040 active participants identified as having an intellectual disability, 271 (13%) have down syndrome.

Participant Profiles by Level of Function

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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 Q2, compared with plan approvals as at 30 September 2017, by level of function.

For participants with a plan approval in the current quarter:

• 33% of active participants had a relatively high level of function

• 40% 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

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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 Q2, compared with plan approvals as at 30 September 2017, by gender.

The majority of participants are males.

Participant Profiles

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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 Q2, compared with plan approvals as at 30 September 2017.

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

• 2.3% were Aboriginal or Torres Strait Islander, compared with 2.2% for prior periods.

• 1.6% were Young people in residential aged care, compared with 1.1% for prior periods.

• 5.0% were Culturally and linguistically diverse, compared with 6.0% for prior periods.

Plan Management Support Co-ordination

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Two charts displays 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 Q2 (25%) compared with prior quarters of transition (19%).

43% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared with 51% in prior quarters during transition.

Plan Activation

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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:

• 77% of plans approved in prior quarters

• 69% 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 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

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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 60% of participants from school age to 14

• 54% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 30% - 35% for other age groups

• 51% of participants from school age to 14 attend school in a mainstream class, compared to 25% of participants aged 15 to 24

• 25% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24

• 63% of participants aged 25 and over choose what they do every day, compared to 38% of participants aged 15 to 24

Family/Carers Outcomes

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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 (46%)

• 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 (49%)

• who feel in control selecting services was highest for participants aged 25 and over (45%)

• 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

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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 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 proportion of participants responding 'Yes' was the highest for the domain of Daily Living for all age bands.

Has the NDIS helped? Family/Carers

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

Participant Satisfaction

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

79% 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

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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 $2.3 billion (including support periods in the future), of which $935.7 million has been paid.

Summary

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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:

$2.3 billion of supports has been committed to 25,112 participants

$906.1 million of supports in respect of prior financial years including trial

$1.1 billion of supports in respect of 2017-18

$289.3 million of supports in respect of later years

$935.7 million has been paid to providers & participants

Overall, 61% of committed supports were utilised in 2013-14, 79% in 2014-15, 80% in 2015-16 and 67% in 2016-17.

The 2017-18 experience is still emerging.

Note: The $1.1 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 $289.3 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

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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 $2.3 billion that has been committed in participant plans, $935.7 million has been paid to date.

In particular, for supports provided in:

2013-14: $32.3m has been paid

2014-15: $128.2m has been paid

2015-16: $160.7m has been paid

2016-17: $325.3m has been paid

2017-18 to date: $289.1m has been paid

Committed Supports by Cost Band

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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 Q2 have average annualised committed supports less 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.

Committed Supports by Age Band

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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.

Average annualised committed supports has increased in the current quarter for participants across most ages.

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

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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.

Average annualised committed supports has decreased across the quarter for most disability types. Participants with Psychosocial Disability, Multiple Sclerosis and Acquired Brain Injury had higher average annualised committed supports for plans approved in 2017-18 Q2 compared to plans approved in prior quarters, while there were lower average annualised cost for participants with Global Developmental Delay and Intellectual Disability.

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

Committed Supports by Level of Function

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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 Q2 is higher compared with participants who entered in prior quarters for participants with a low level of function, higher for participants with a medium level of function, and lower for participants with a high 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

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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 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 for 2016-17 and 2017-18 is emerging at lower levels than in 2014-15 and 2015-16.

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

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The scale and extent of the market continues to grow, with an 18% increase in the number of providers during the quarter to 3,662.

Summary

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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:

3,662 approved providers

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

37% 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

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There are two charts. The first chart displays the number of approved service providers over a time period (since March 2017). The second chart displays the type of service provider split into individuals/sole traders and company/organisations over a time period (since March 2017).

As at 31 December 2017, there were 3,662 registered service providers of which 1,368 were individual/sole trader operated business while the remaining 2,294 providers were registered as a company or organisation.

The number of approved service providers increased by 18% from 3,101 to 3,662 in the quarter.

37% of approved service providers are individual/sole traders.

1.78 average number of providers per participant

Proportion of Active Providers

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

Change in the activity status of providers.

As at 31 December 2017, 46% of providers have been active and 54% were yet to have evidence of activity. Of the overall stock of providers, 538 providers began delivering new supports in the quarter.

Registration Groups

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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 17% increase since the previous quarter.

The largest percentage increase in approved providers was for the Innovative Community Participation registration group in the quarter, increasing from 369 as at 30 September 2017 to 481 as at 31 December 2017. This was followed by Interpreting and translation, Community nursing care for high needs and Vehicle Modifications.

Market share of top providers

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

25% of service providers received 75-90% 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:

89% Daily personal activities

87% Early intervention supports for early childhood

85% Participation in community, social and civic activities

89% Therapeutic supports

78% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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

Mainstream Interface

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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).

88% 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.

The following are the key statistics:

84% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (46%)

• Lifelong learning (12%)

• Daily activities (10%)

88% of active participants with a plan approved in 2017-18 Q2 access mainstream supports, across the following domains:

• Health and wellbeing (41%)

• Lifelong learning (12%)

• Daily activities (10%)

PART 6: Financial Sustainability

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