COAG

Disability Reform Council

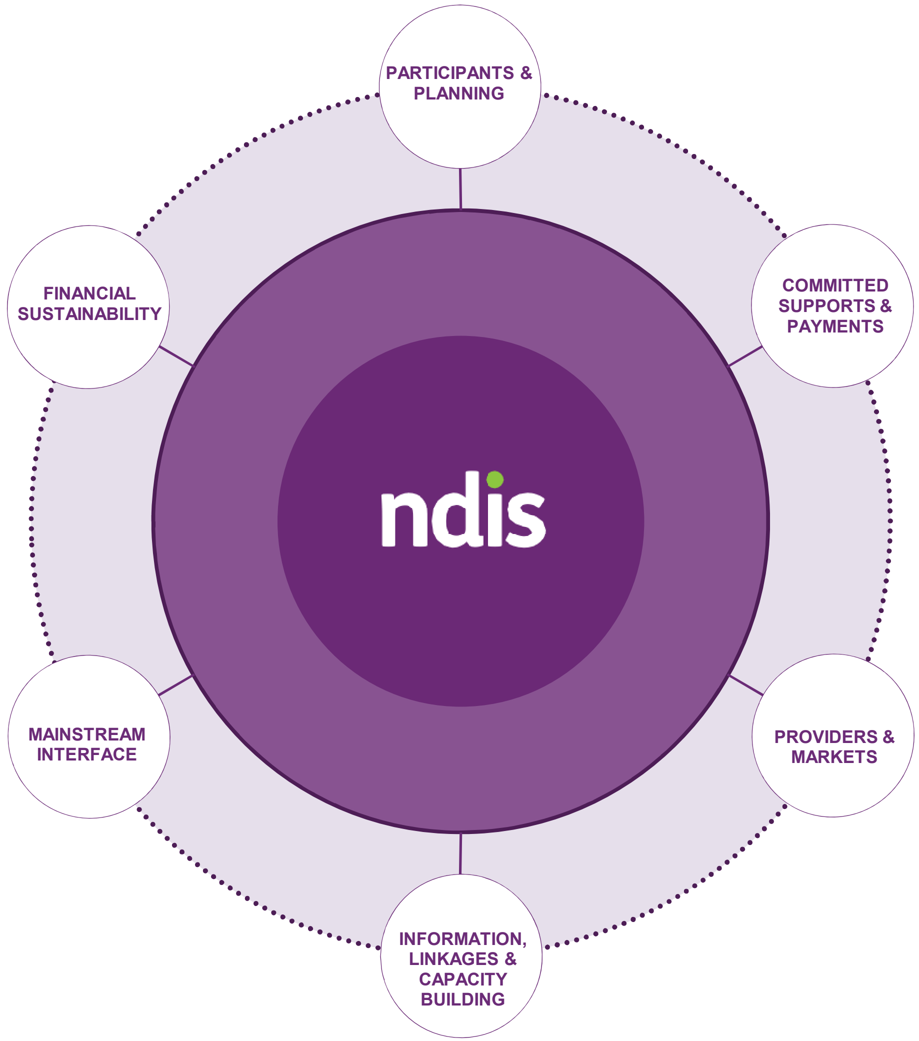
Quarterly Performance Report

National - 31 December 2017

ndis

Overview

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



Summary

Participants and Planning

19,965 additional participants with plans this quarter, with 2,224 of those previously confirmed as ECEI at 2017-18 Q1.

5,024 additional children have a confirmed referral to the ECEI gateway this quarter.

As at 31 December 2017, plans approved and ECEI referrals represent:
• 78% of year to date bilateral estimate met (1 July 2017 - 31 December 2017)
• 79% of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)
• 82% of scheme to date bilateral estimate met (1 July 2013 - 31 December 2017)

Satisfaction rating remained high with 83% 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

$5.1 billion paid to providers and participants since Scheme inception.

Overall,
• 64% of committed supports utilised in 2013-14,
• 75% in 2014-15,
• 75% in 2015-16,
• 66% in 2016-17.
2017-18 experience is still emerging.

Providers and Markets

12,328 approved providers, a 17% 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.

Information, Linkages and Capacity Building

ILC Policy will be implemented through an open grant round in each jurisdiction as it reaches full scheme. Transition plans are being negotiated with Western Australia and have been agreed with all other jurisdictions. These plans outline funding and activities that will be retained by each jurisdiction to build and align current activities to ILC policy.

A grant round for the delivery of ILC activities in NSW, SA and the ACT from 1 July 2018 was run in late 2017. The NDIA has funded nearly $14 million in grants for 39 ILC national readiness activities to raise community awareness and build the capacity of mainstream services to be more inclusive. An ILC national readiness round targeted at information and referral activities was run in August 2017.

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.

Financial Sustainability

The NDIS Insurance approach allows pressures on the scheme to be identified early and management responses put in place to respond to these pressures. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

Specific strategies include:
- Participant and provider pathway review
- Early Childhood Early Intervention (ECEI)
- Typical support packages
- Increased risk-based quality assurance
- Increased staff training.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 19,965 additional participants with approved plans this quarter.

Summary

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

Key Statistics

26,157

ACCESS DECISIONS IN 2017-18 Q2 (INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

19,965

INITIAL PLANS APPROVED IN 2017-18 Q2

OF THE 19,965 INITIAL PLANS APPROVED THIS QUARTER, 2,224 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 SEPTEMBER 2017

5,024

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

78%

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

79%

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

82%

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

19%

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

29%

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

Quarterly Intake

2017-18 Q2

Of the 20,294 participants deemed 'eligible' this quarter 69% entered from an existing State/Territory program.

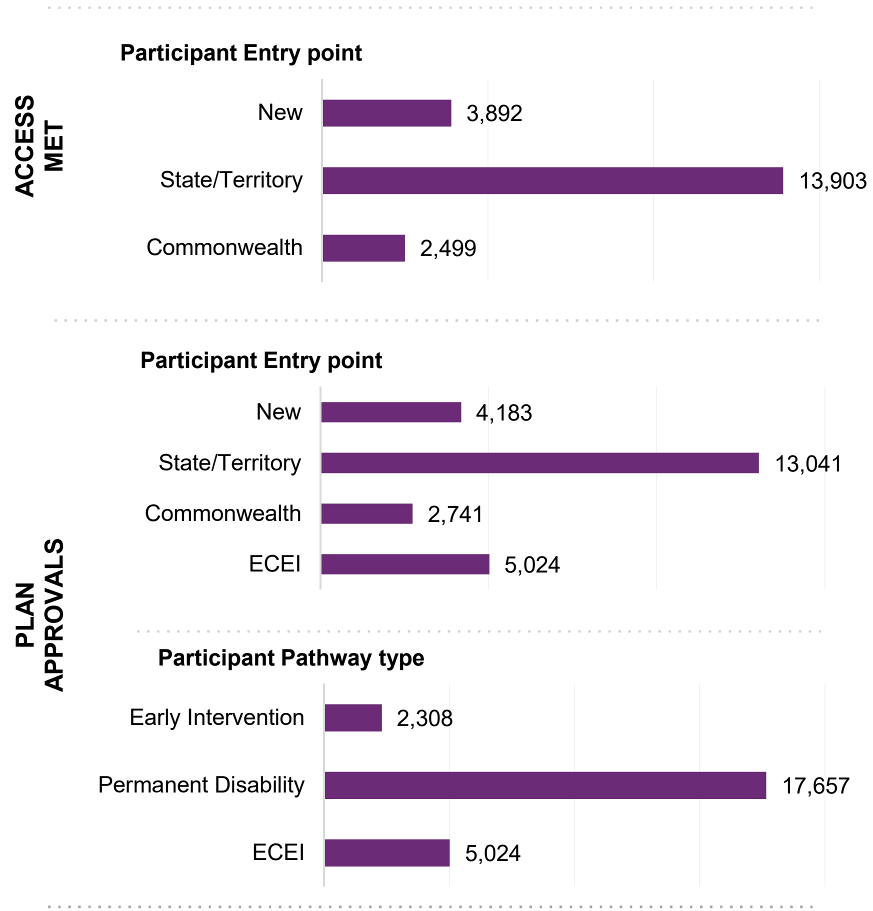
Of the 19,965 plan approvals this quarter, 65% had transitioned from an existing State/Territory program, 88% entered with a permanent disability and 2,224 were previously confirmed as ECEI at 30 September 2017.

26,157 access decisions

20,294 access met

19,965 plan approvals (excluding ECEI)

5,024 ECEI



Quarterly Intake Detail

Plan approvals as at 31 December 2017

Plan approval numbers have increased from 112,778 at the end of 2017-18 Q1 to 132,743 by the end of 2017-18 Q2, an increase of 19,965 approvals.

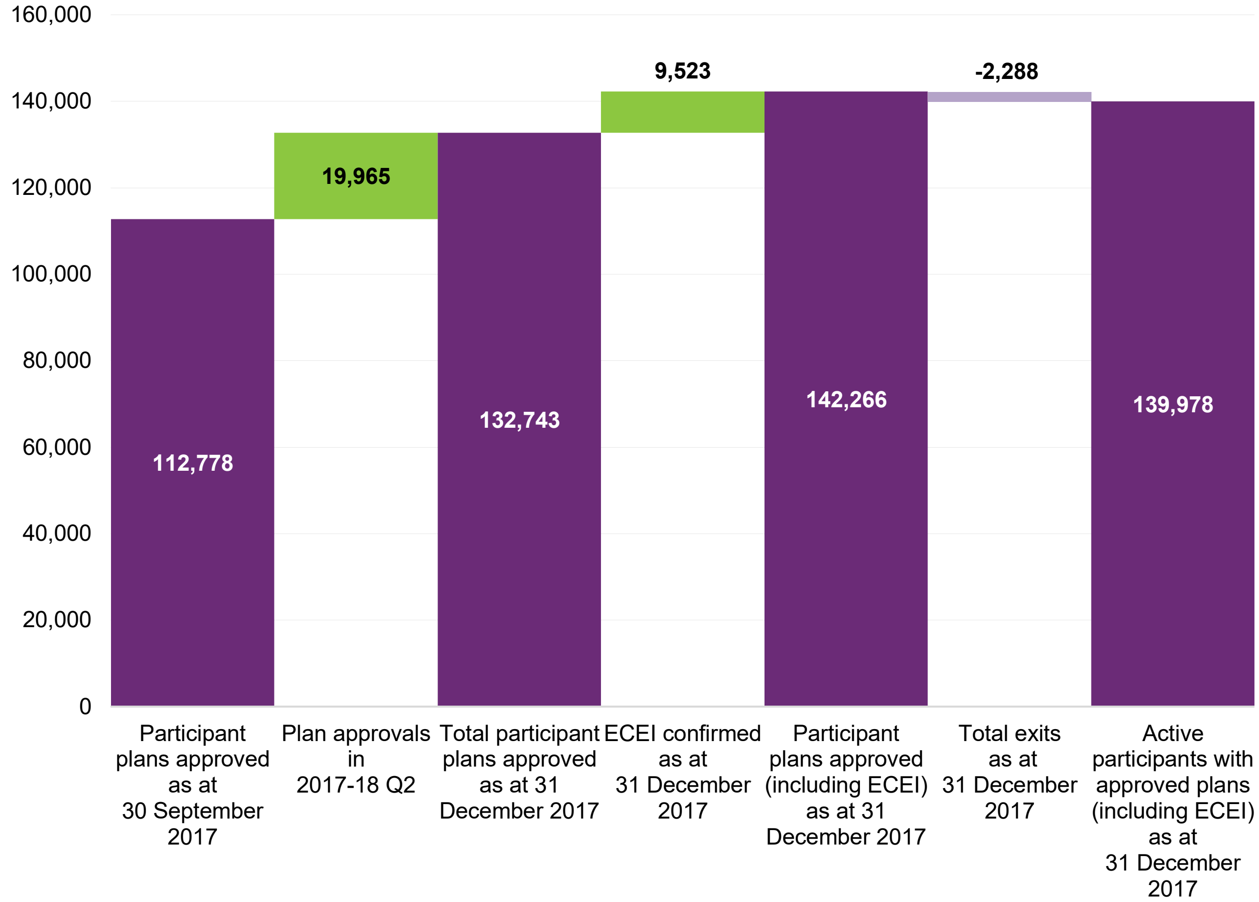
As at 31 December 2017 there were 9,523 children with a confirmed ECEI referral bringing the total number to 142,266. Overall, 2,288 participants with approved plans have exited the Scheme.

Of the 9,523 children with a confirmed ECEI referral as at 31 December 2017, 4,499 were previously confirmed as ECEI at 30 September 2017 and an additional 5,024 entered the gateway this quarter.

In the quarter of 2017-18 Q2 there were 31,528 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

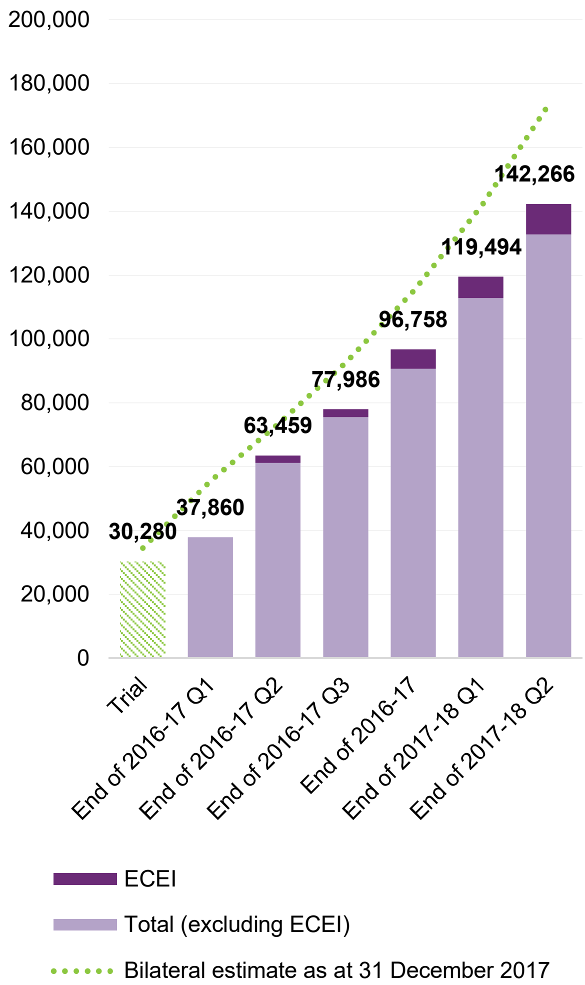
As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 142,266 (including 9,523 children supported through the ECEI gateway). Of these, 80,624 transitioned from an existing State/Territory program and 11,227 transitioned from an existing Commonwealth program.

In addition, 22,471 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 July 2013, there have been 181,754 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



78%

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

79%

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

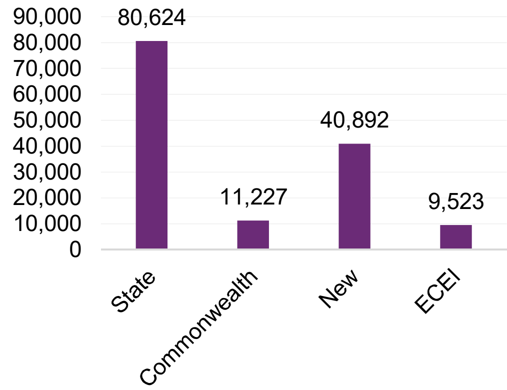
82%

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

132,743

plan approvals to date; 142,266 including 9,523 ECEI confirmed

Plan approvals by participant referral pathway



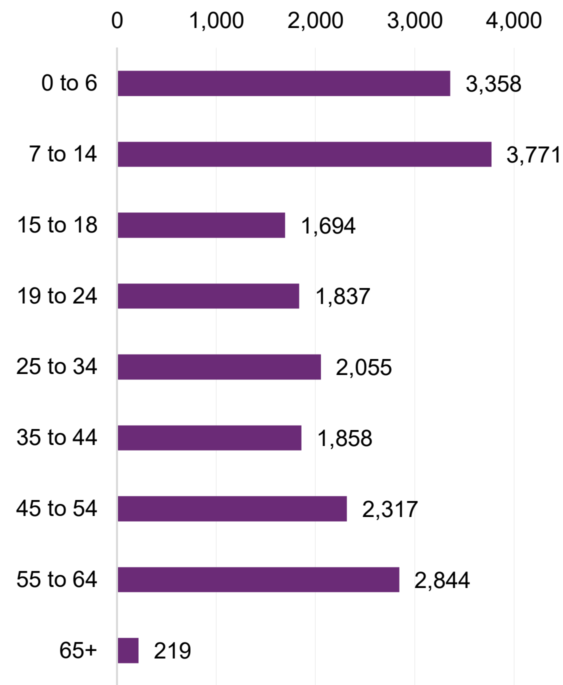
Participant Profiles by Age Group

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

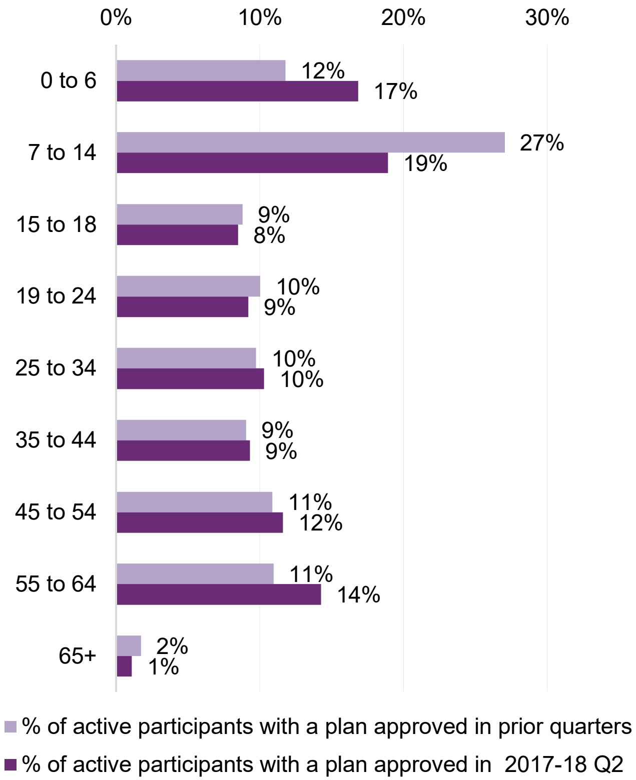
Around 17% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to prior quarters.

Around 19% of participants entering in this quarter are aged 7 to 14 years. This is lower compared to 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



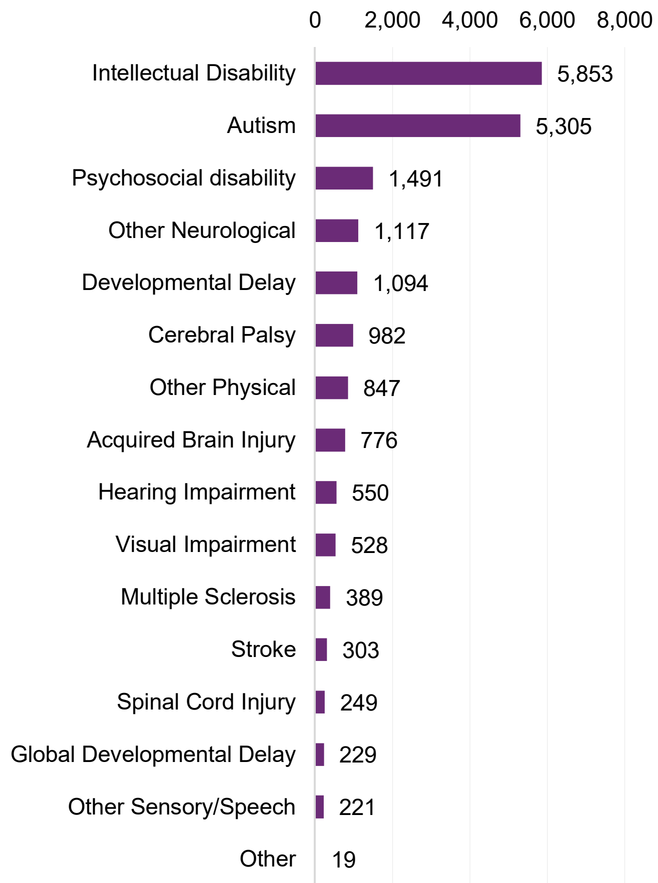
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

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

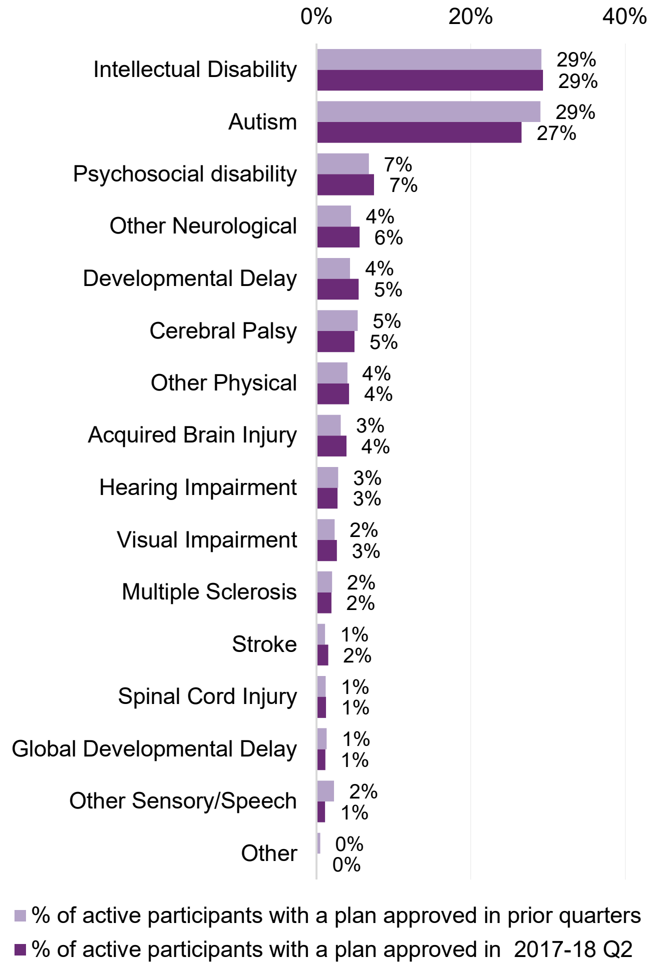
29% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Intellectual Disability, consistent with prior quarters.

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



Note: Of the 5,853 active participants identified as having an intellectual disability, 785 (13%), have down syndrome.

% of active participants with a plan approved by disability group



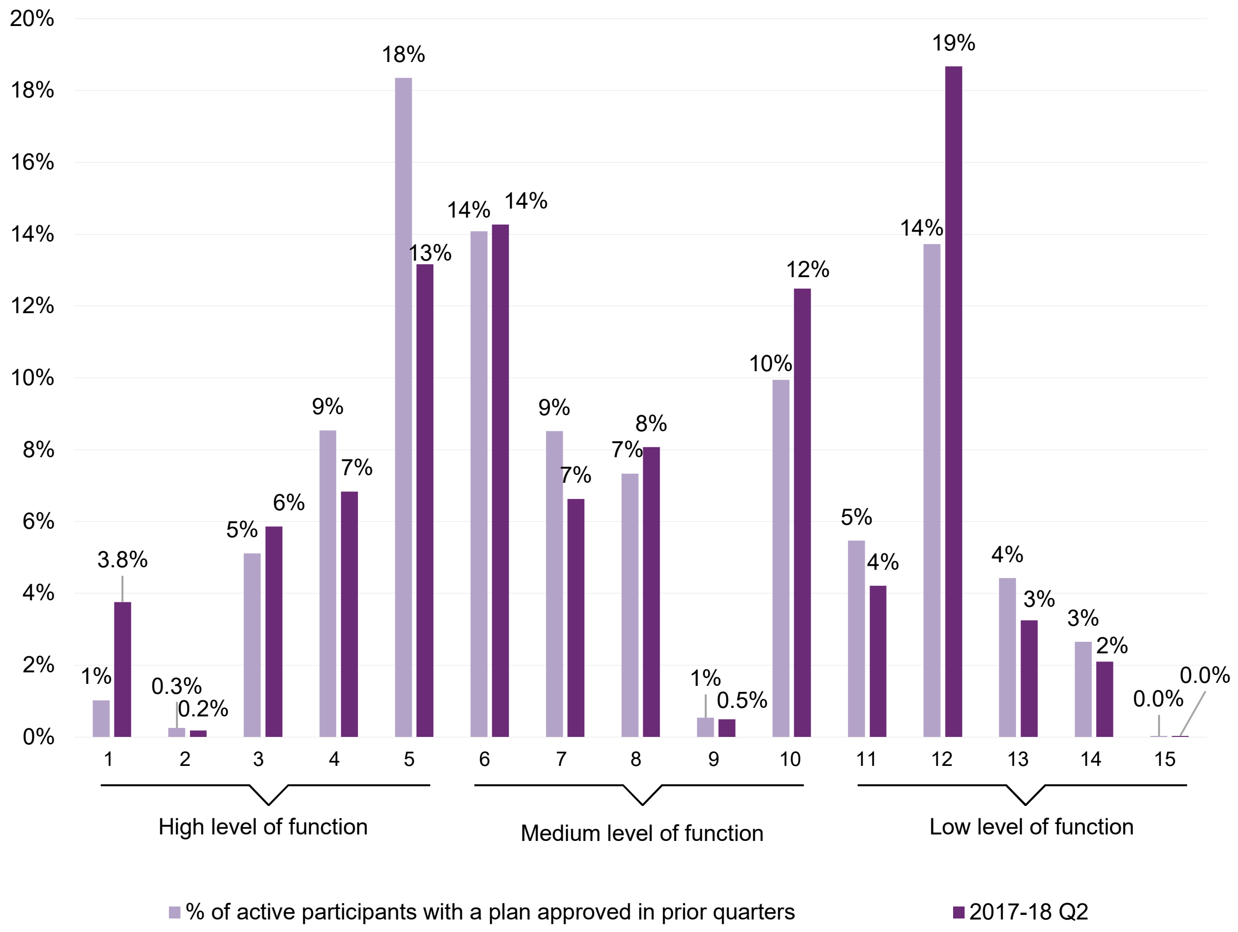
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in the quarter of 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**
- **42% 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.

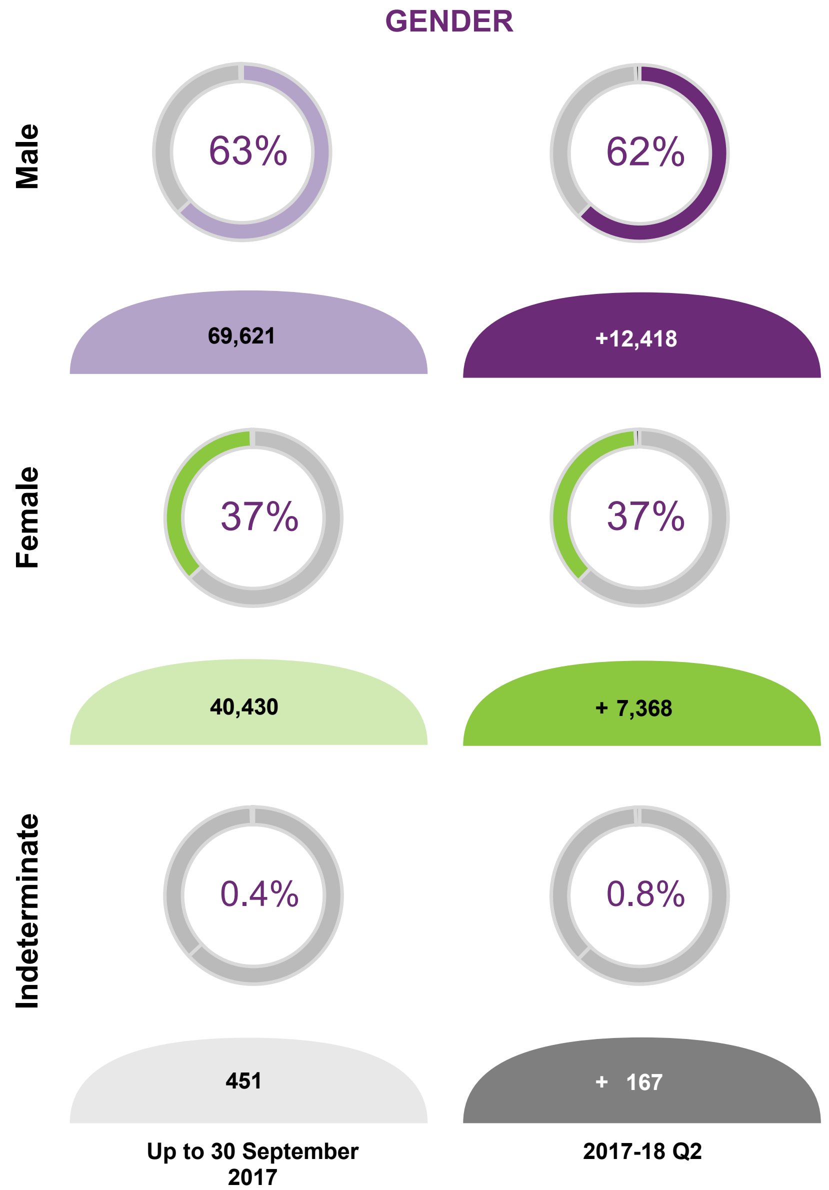
% of active participants with a plan approved by level of function



Participant Profiles by Gender

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

The majority of participants are males.



Participant Profiles

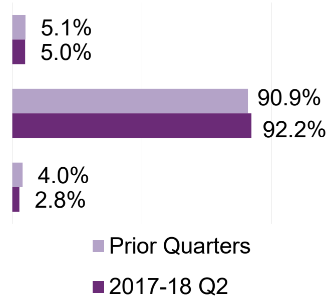
Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

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

- **5.0% were Aboriginal or Torres Strait Islander, compared with 5.1% for prior periods.**
- **3.6% were Young people in residential aged care, compared with 0.8% for prior periods.**
- **6.4% were Culturally and linguistically diverse, compared with 7.3% for prior periods.**

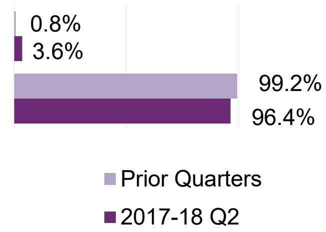
Aboriginal & Torres-Strait Islander status	2017-18 Q2
Aboriginal and Torres Strait Islander	1,001
Not Aboriginal and Torres Strait Islander	18,403
Not Stated	549

% of active participants



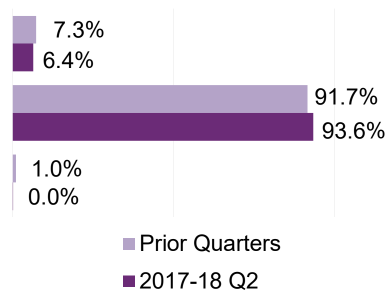
Young people in residential aged care status	2017-18 Q2
Young people in residential aged care	727
Young people not in residential aged care	19,226

% of active participants



Culturally and Linguistically Diverse Status	2017-18 Q2
Culturally and Linguistically Diverse	1,280
Not Culturally and Linguistically Diverse	18,669
Not Stated	4

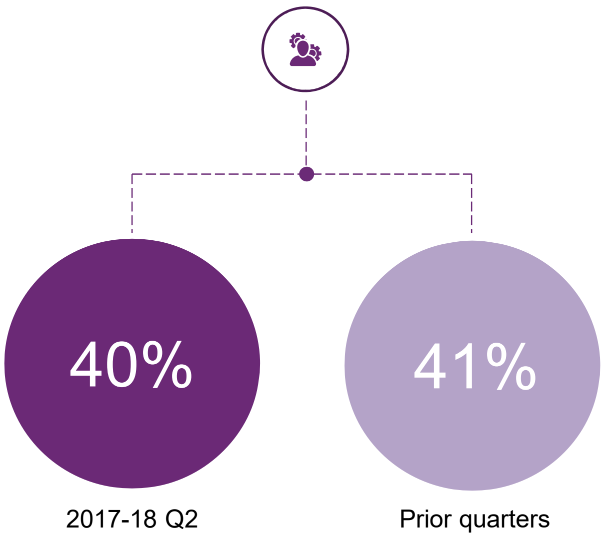
% of active participants



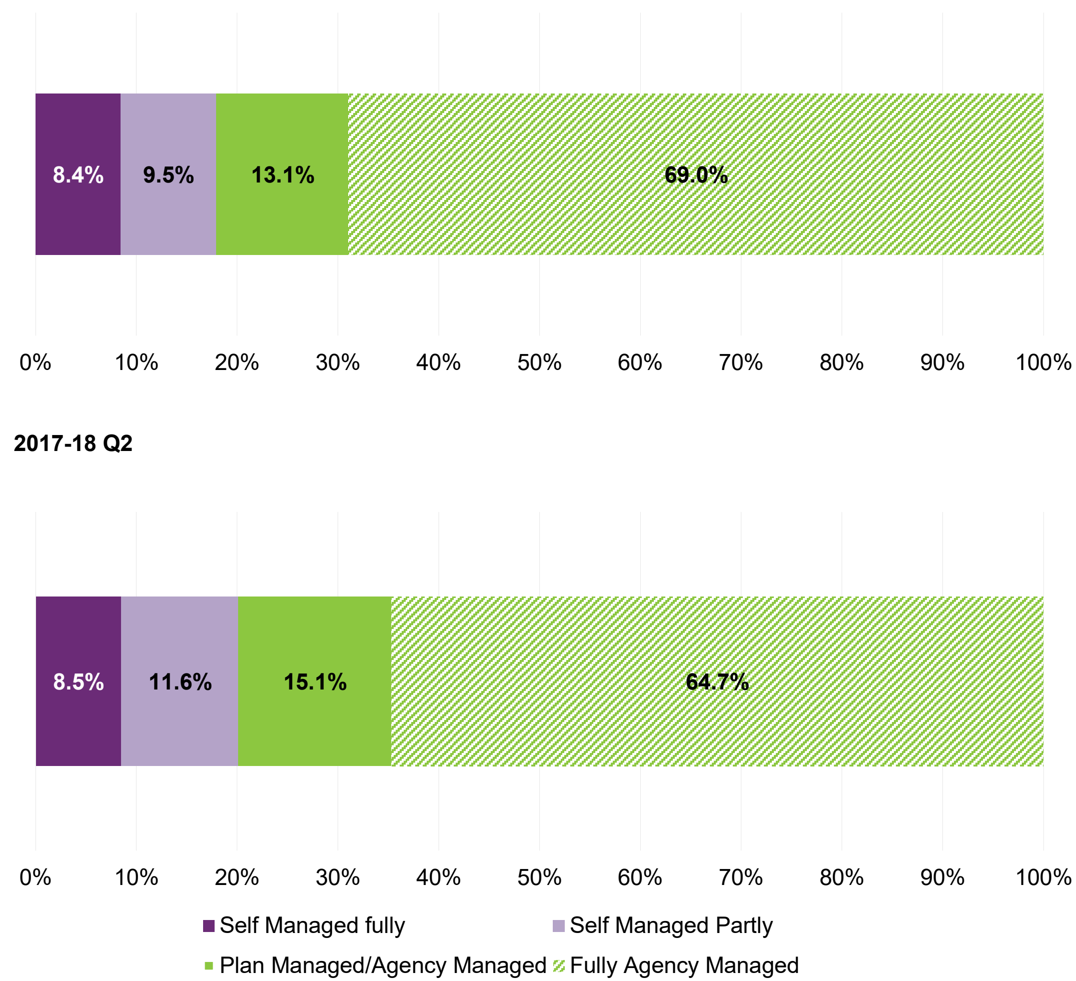
Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q2 (20%) compared with the prior quarters of transition (18%), and 40% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared with 41% in prior quarters during transition.

Support Co-ordination



Prior quarters (transition only)



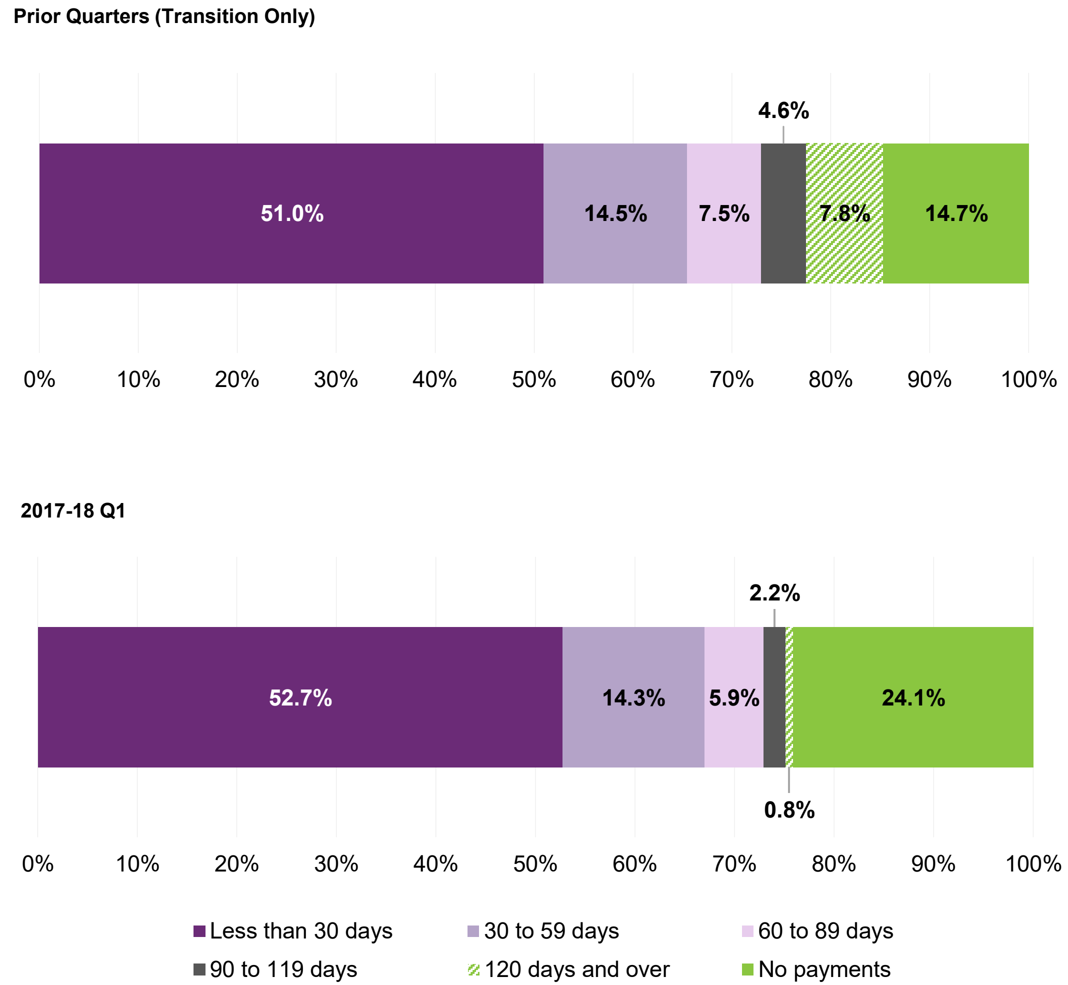
Plan Activation

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**
- **73% 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



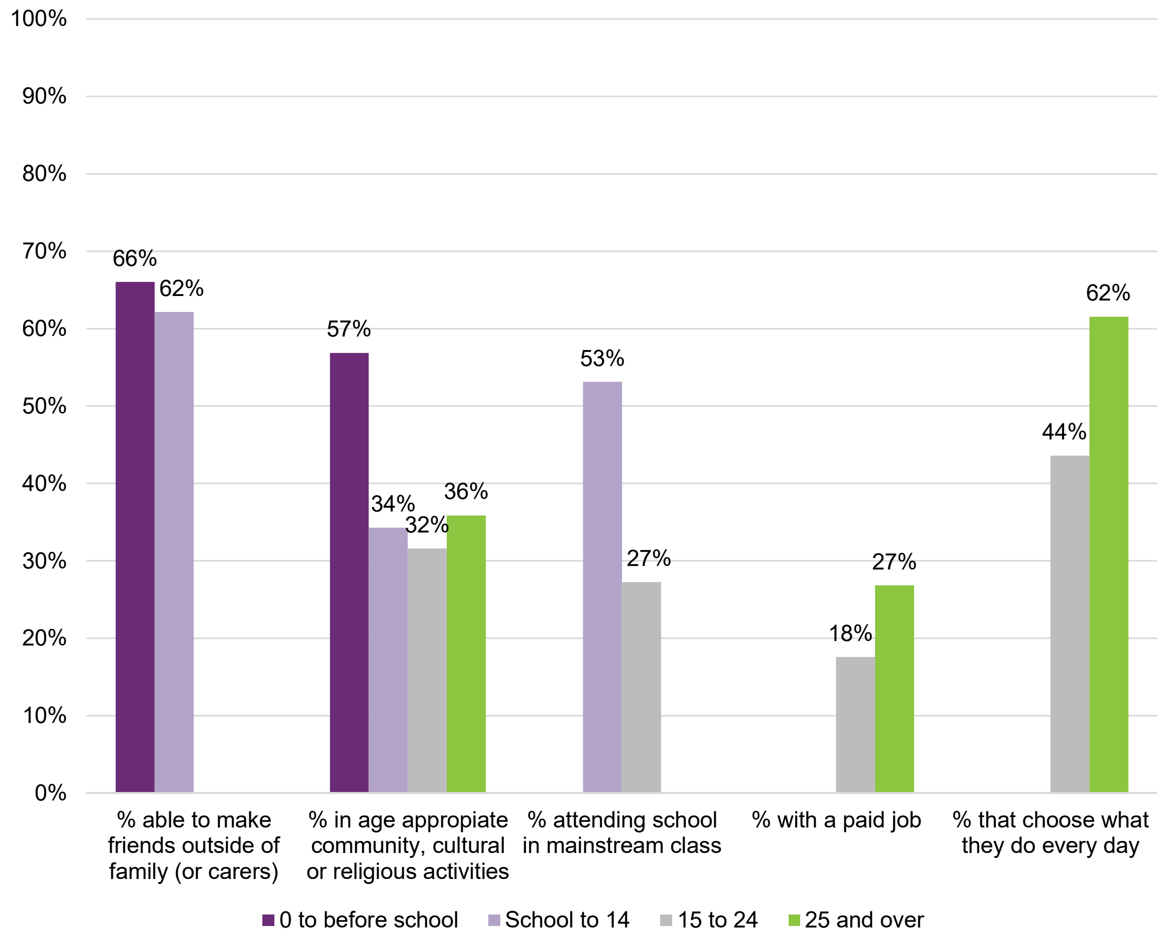
Note: Given that plans approved in 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

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 62% 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 32% - 36% for other age groups**
- **53% of participants from school age to 14 attend school in a mainstream class, compared to 27% of participants aged 15 to 24**
- **27% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24**
- **62% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24**

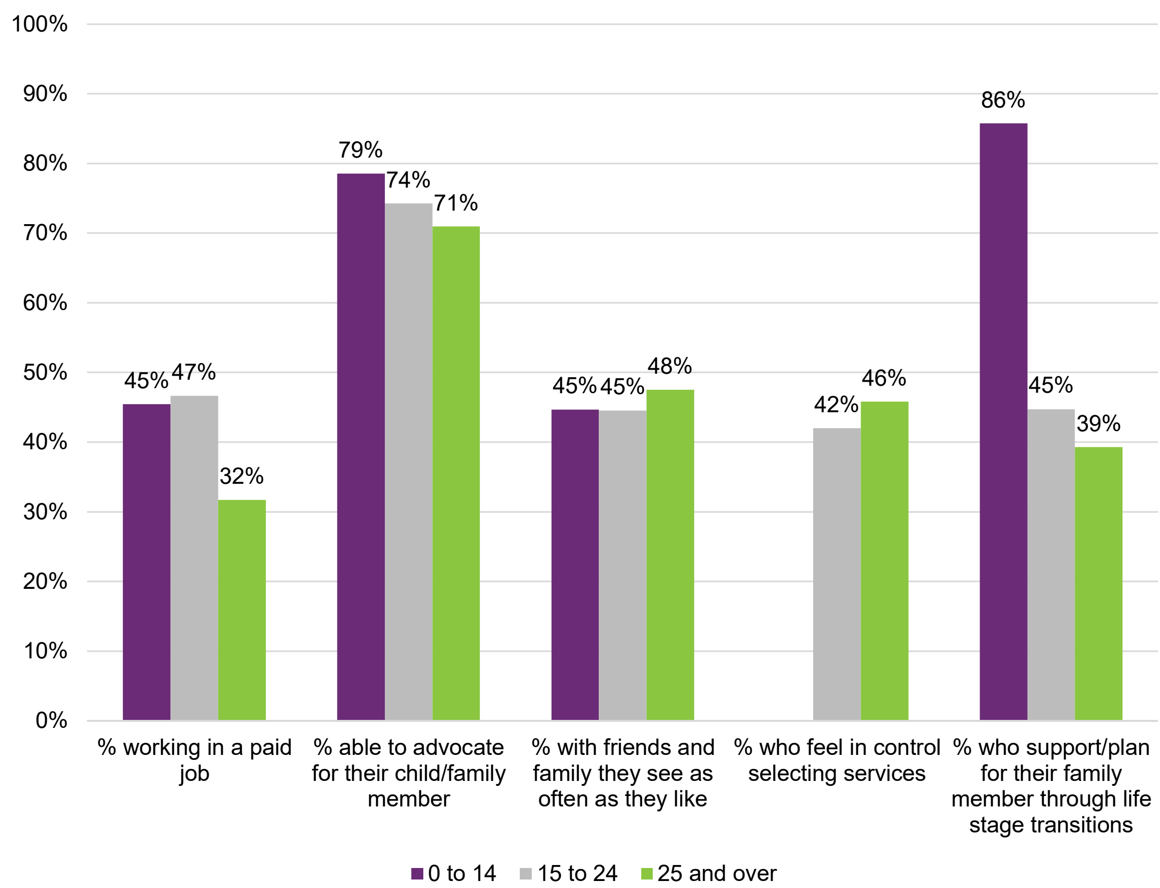
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
- **working in a paid job was highest for participants aged 15 to 24 (47%)**
- **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 25 and over (48%)**
- **who feel in control selecting services was highest for participants aged 25 and over (46%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)**

Selected key baseline indicators for families and carers of participants



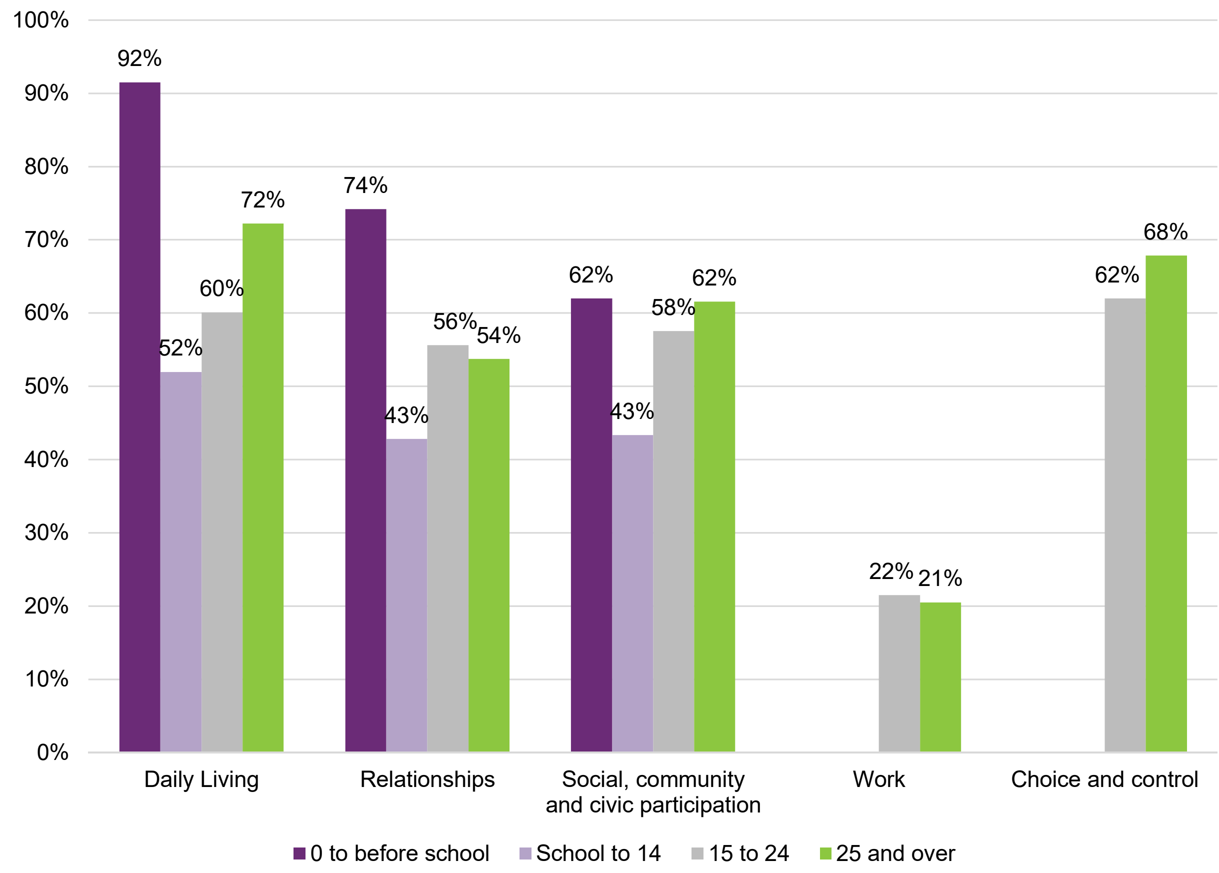
Has the NDIS helped? Participants

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 (92%), for participants aged 0 to before school**
- **Daily Living (52%), 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

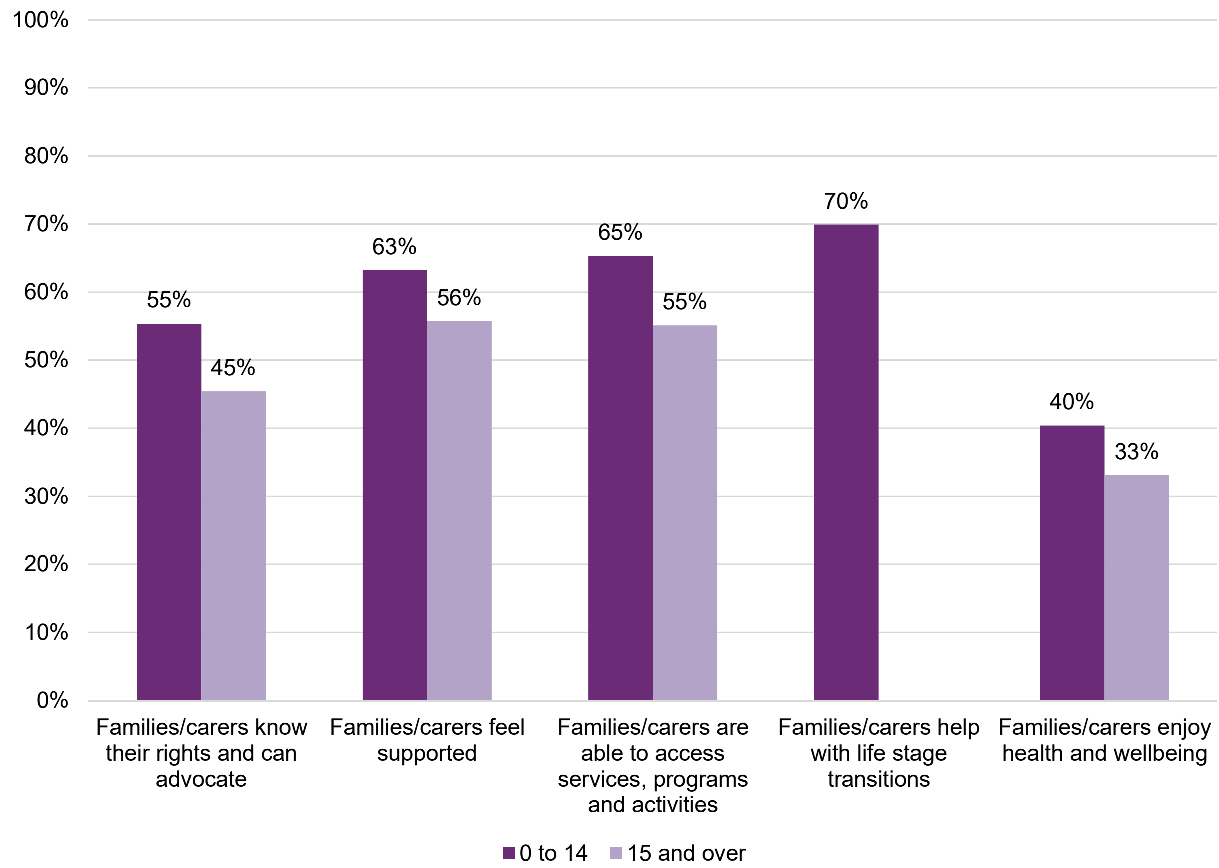
Perceptions of whether the NDIS has helped.

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 accessing services, programs and activities, and with life stage transitions.

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



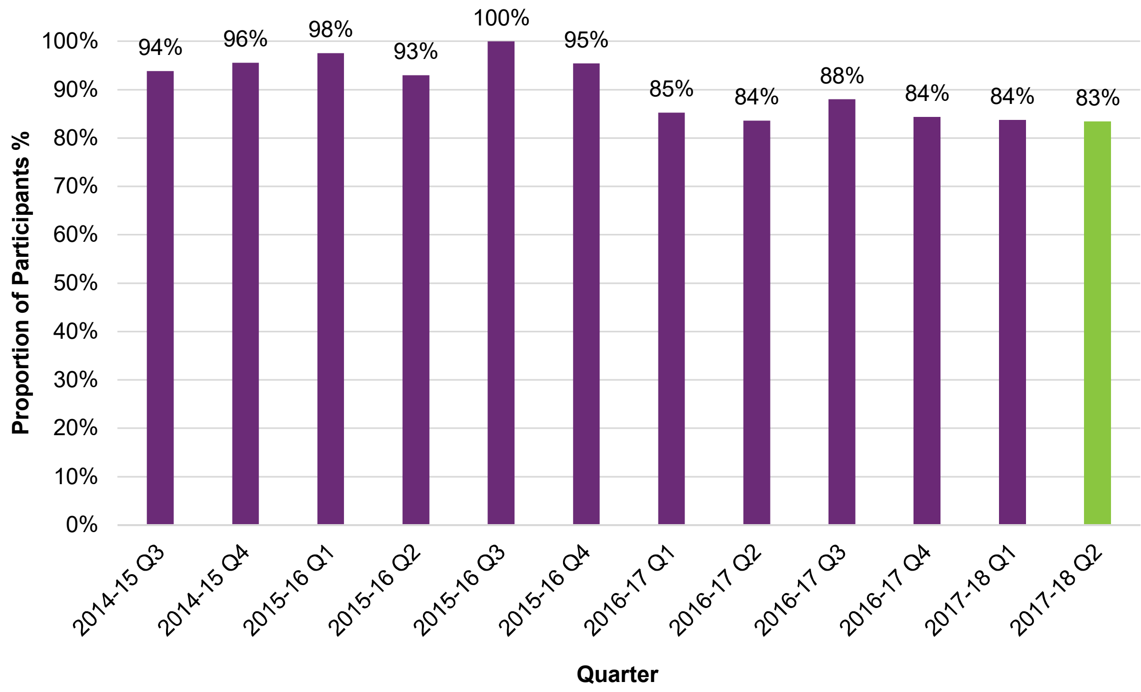
Participant Satisfaction

83% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is approximately the same as 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



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 $12.5 billion (including support periods in the future), of which $5.1 billion has been paid.

Summary

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

Key Statistics

$12.5

BILLION OF SUPPORTS HAS BEEN COMMITTED TO 132,743 PARTICIPANTS

$4.7

BILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$6.3

BILLION OF SUPPORTS IN RESPECT OF 2017-18^

$1.4

BILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$5.1

BILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 64% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 75% IN 2014-15, 75% IN 2015-16 AND 66% IN 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $6.3 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 $1.4 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

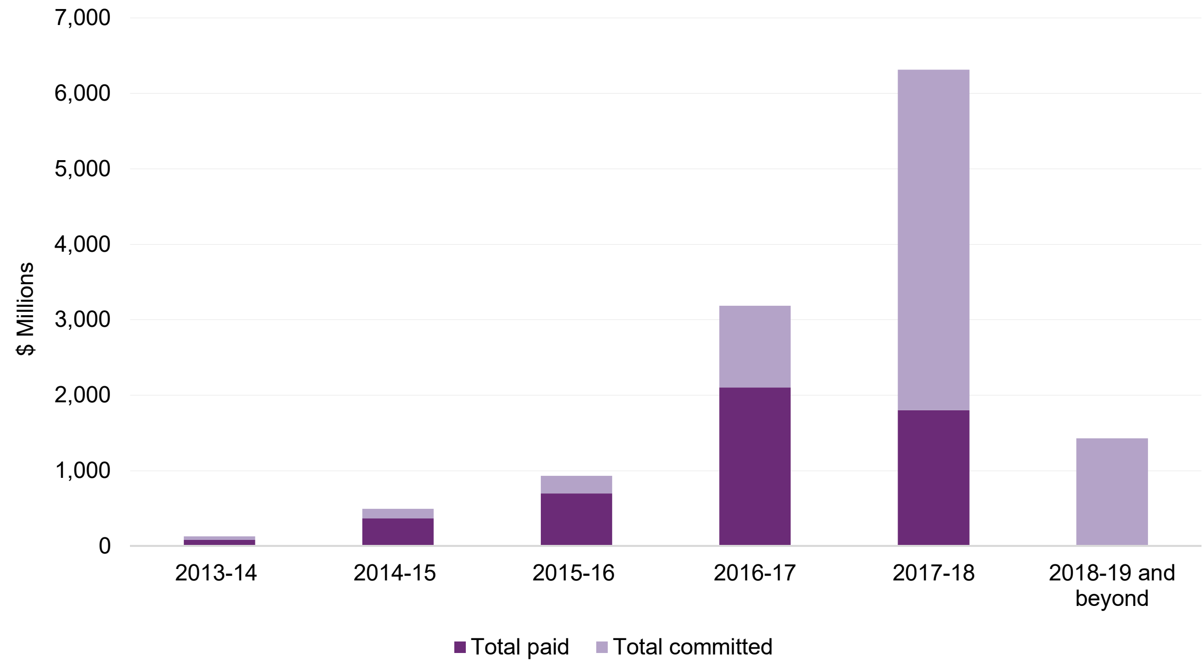
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $12.5 billion that has been committed in participant plans, $5.1 billion has been paid to date.

In particular, for supports provided in:
2013-14: $85.3m has been paid
2014-15: $370.4m has been paid
2015-16: $701.4m has been paid
2016-17: $2,105.3m has been paid
2017-18 to date: $1,803.5m 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	132.8	496.7	933.3	3,184.2	6,313.9	1,430.2	12,491.1
Total paid	85.3	370.4	701.4	2,105.3	1,803.5	0.0	5,066.0

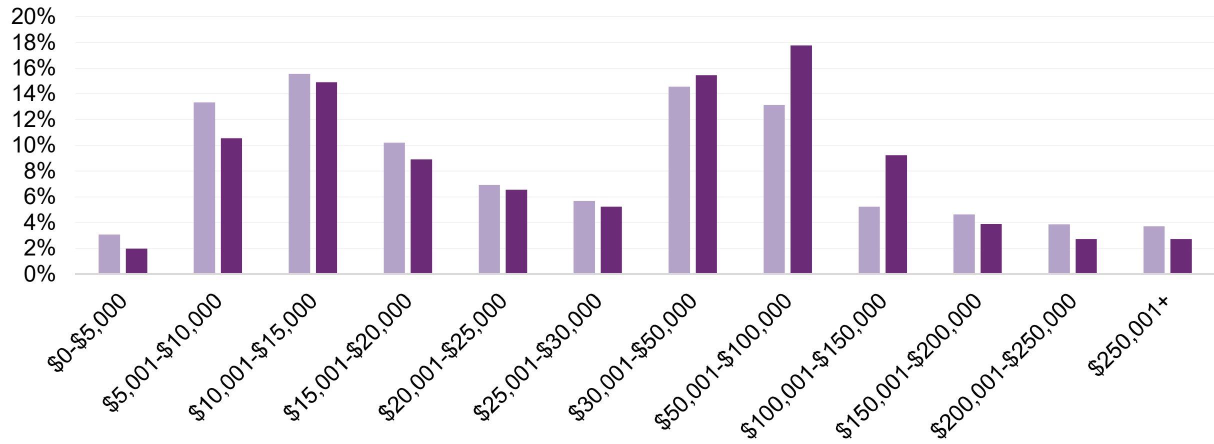


Committed Supports by Cost Band

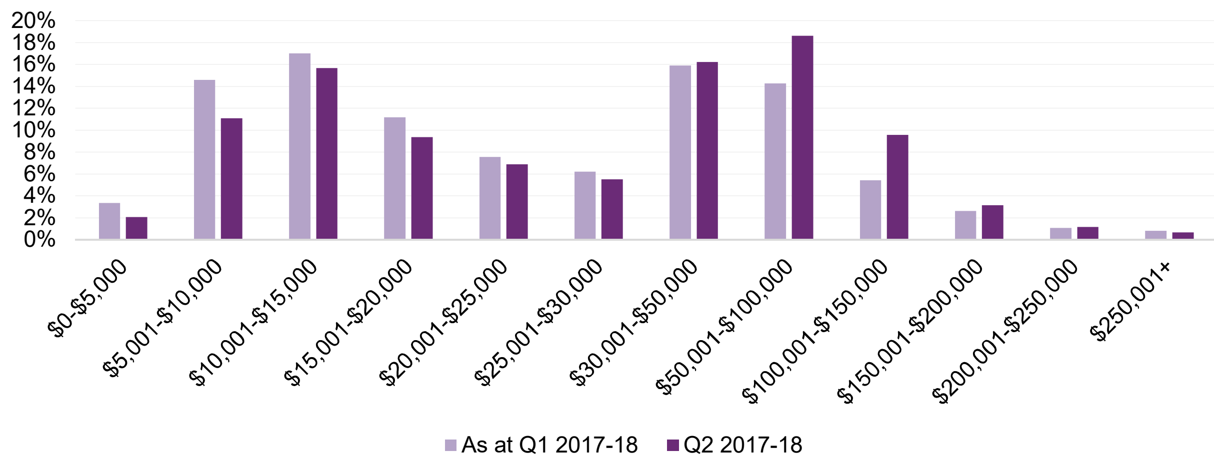
A lower proportion of initial plan approvals in 2017-18 Q2 have average annualised committed supports less than $30,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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

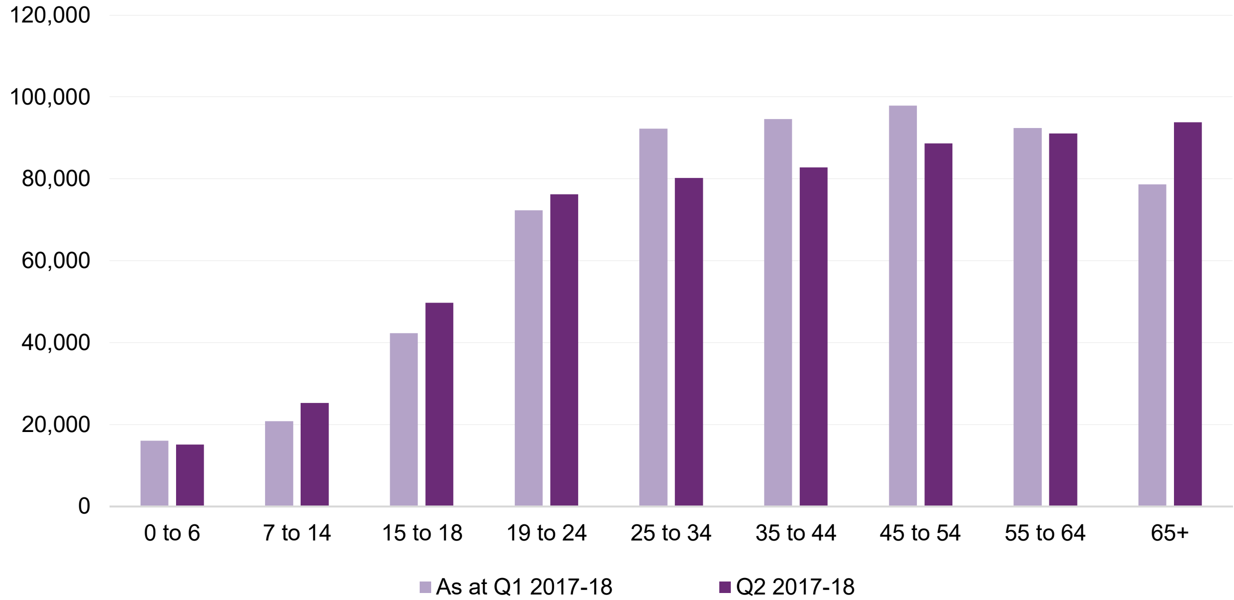


Committed Supports by Age Band

The average annualised committed supports for participants aged 0-24 years old has increased in the current quarter.

The average annualised committed supports for participants aged 25-64 has decreased in the current quarter.

Average annualised committed supports by age band



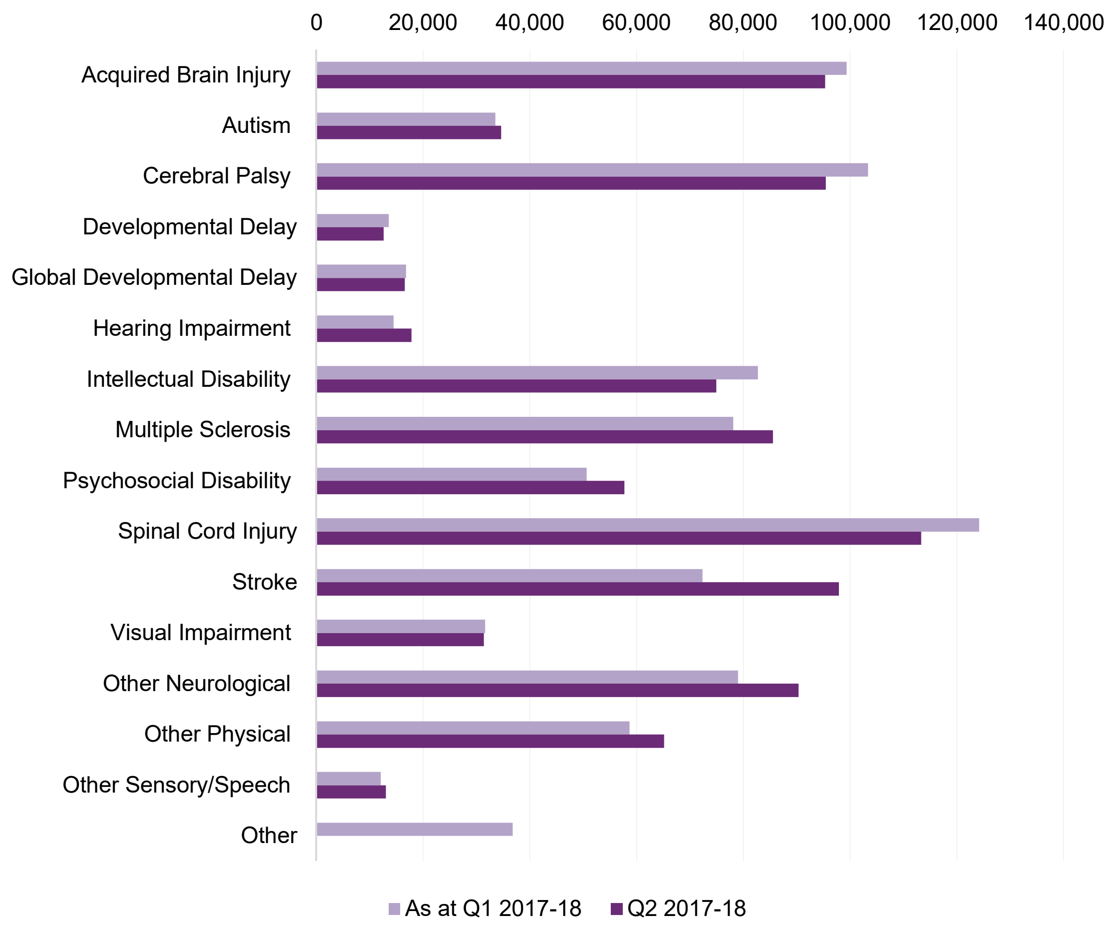
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

Participants with an intial plan approval in 2017-18 Q2 had higher average annualised committed supports across a number of disability types when compared with participants who entered in prior quarters.

Average annualised committed supports by primary disability group



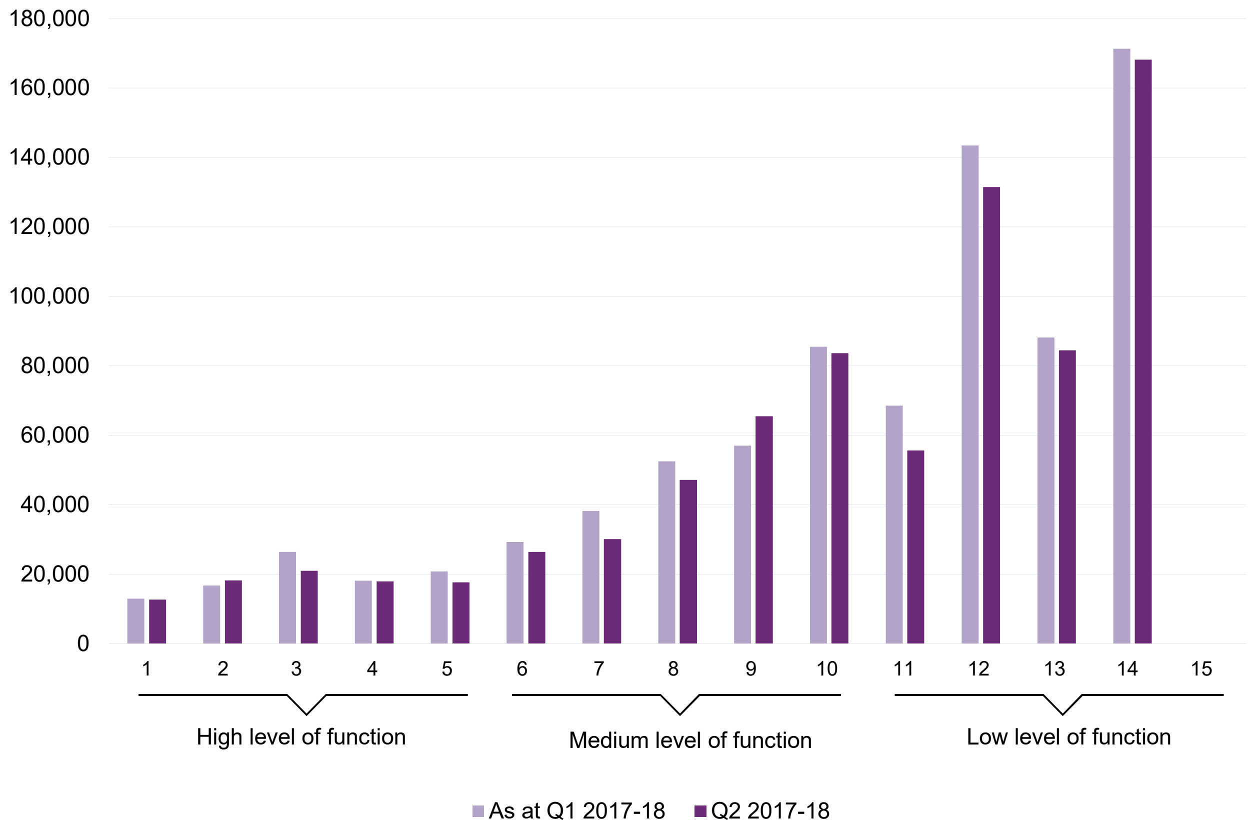
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports by Level of Function

The average annualised committed supports generally increase 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.

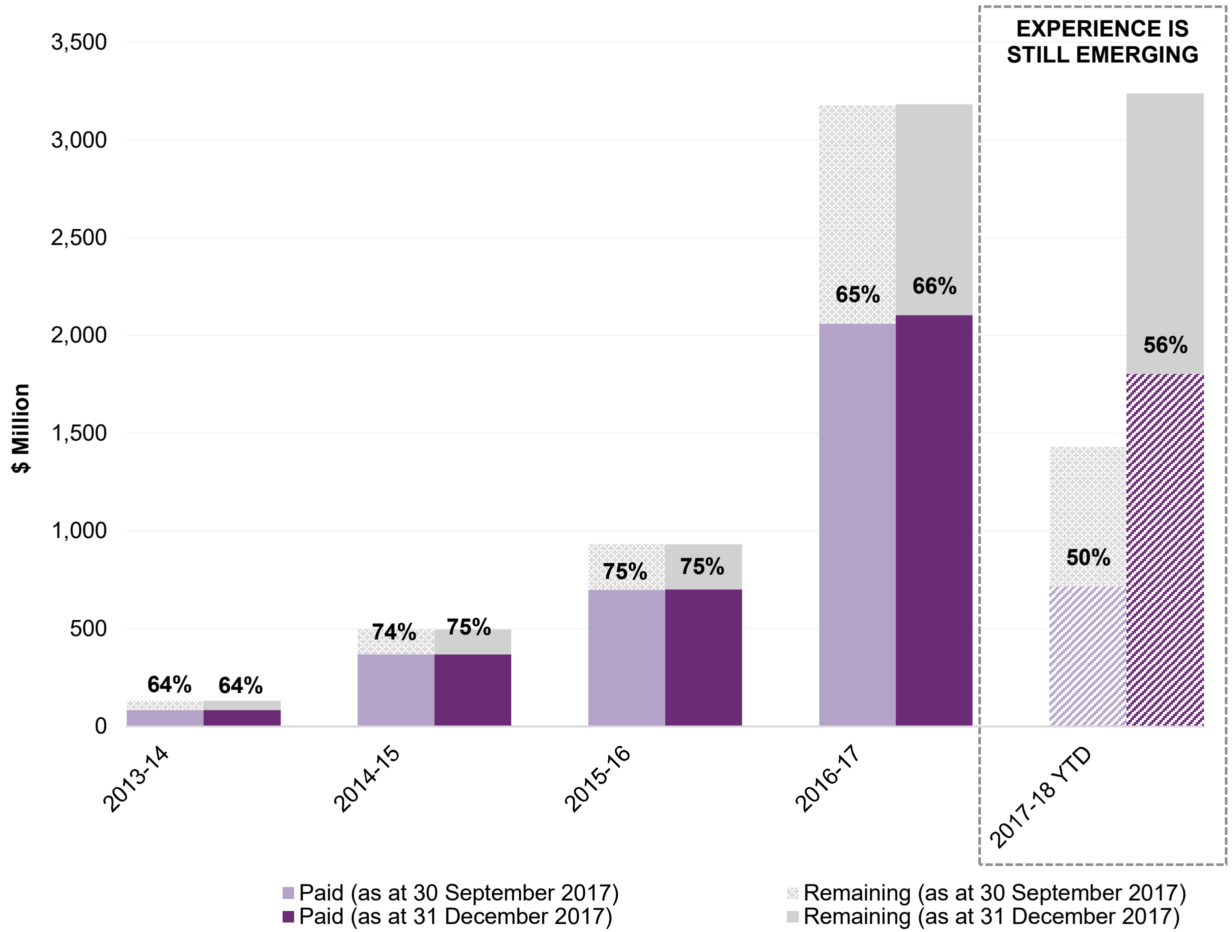
Utilisation of Committed Supports

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 for 2017-18 is emerging at lower levels than previous years.

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.

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



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 17% increase in the number of providers during the quarter to 12,328.

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

12,328
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

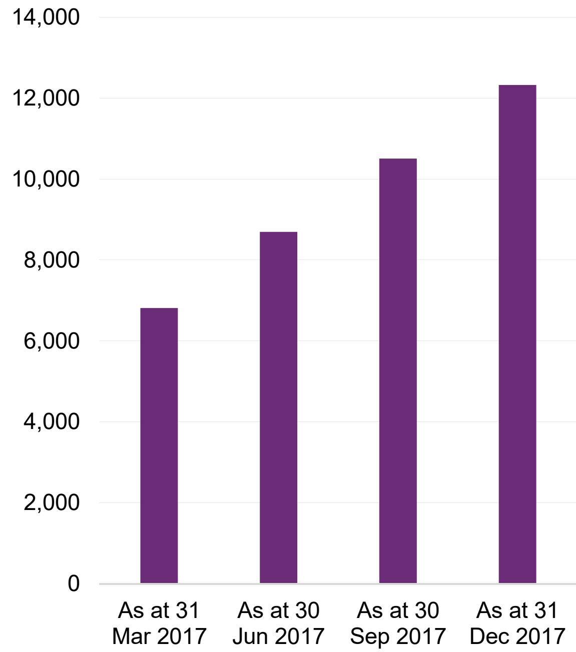
Providers over time

As at 31 December 2017, there were 12,328 registered service providers of which 5,199 were individual/sole trader operated business while the remaining 7,129 providers were registered as a company or organisation.

1.54

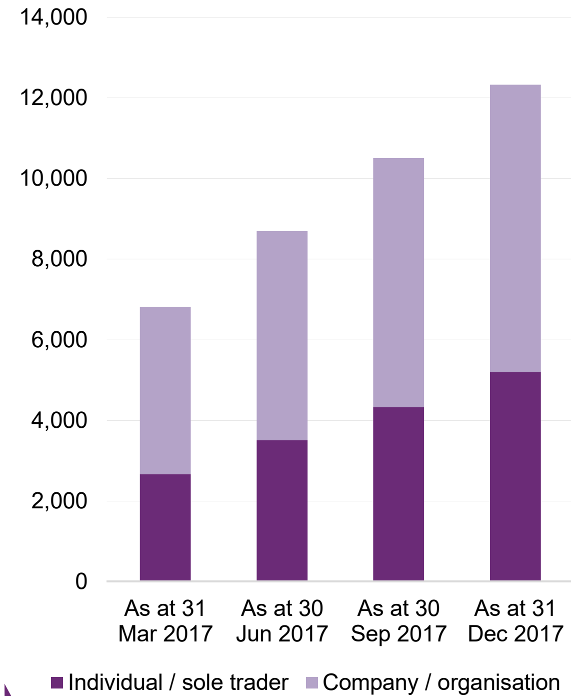
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 17% from 10,507 to 12,328 in the quarter.

Type of provider

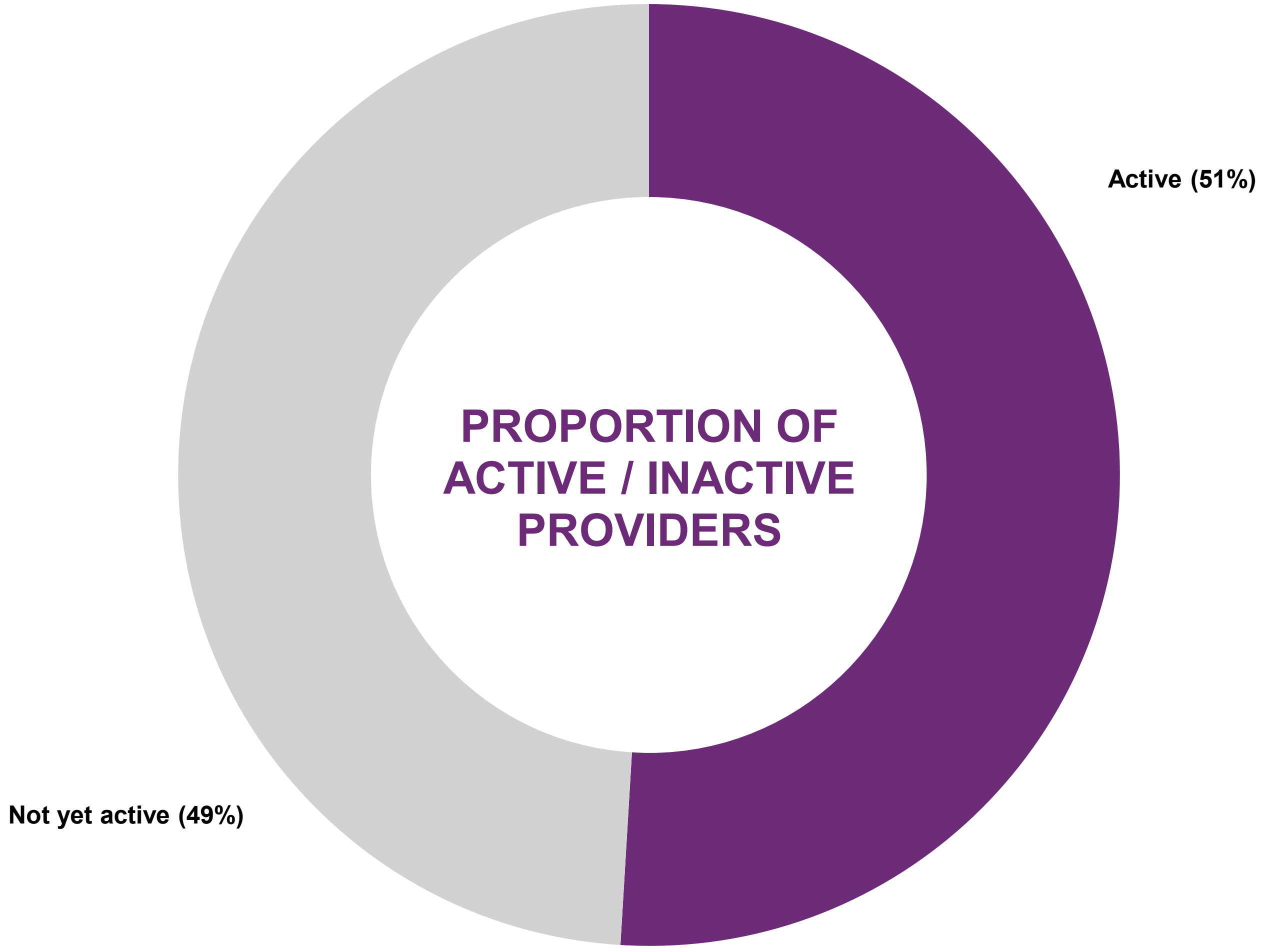


42% of approved service providers are individual/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2017, 51% of providers were active and 49% were yet to have evidence of activity. Of the overall stock of providers, 2,250 providers began delivering new supports in the quarter.



2,250

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

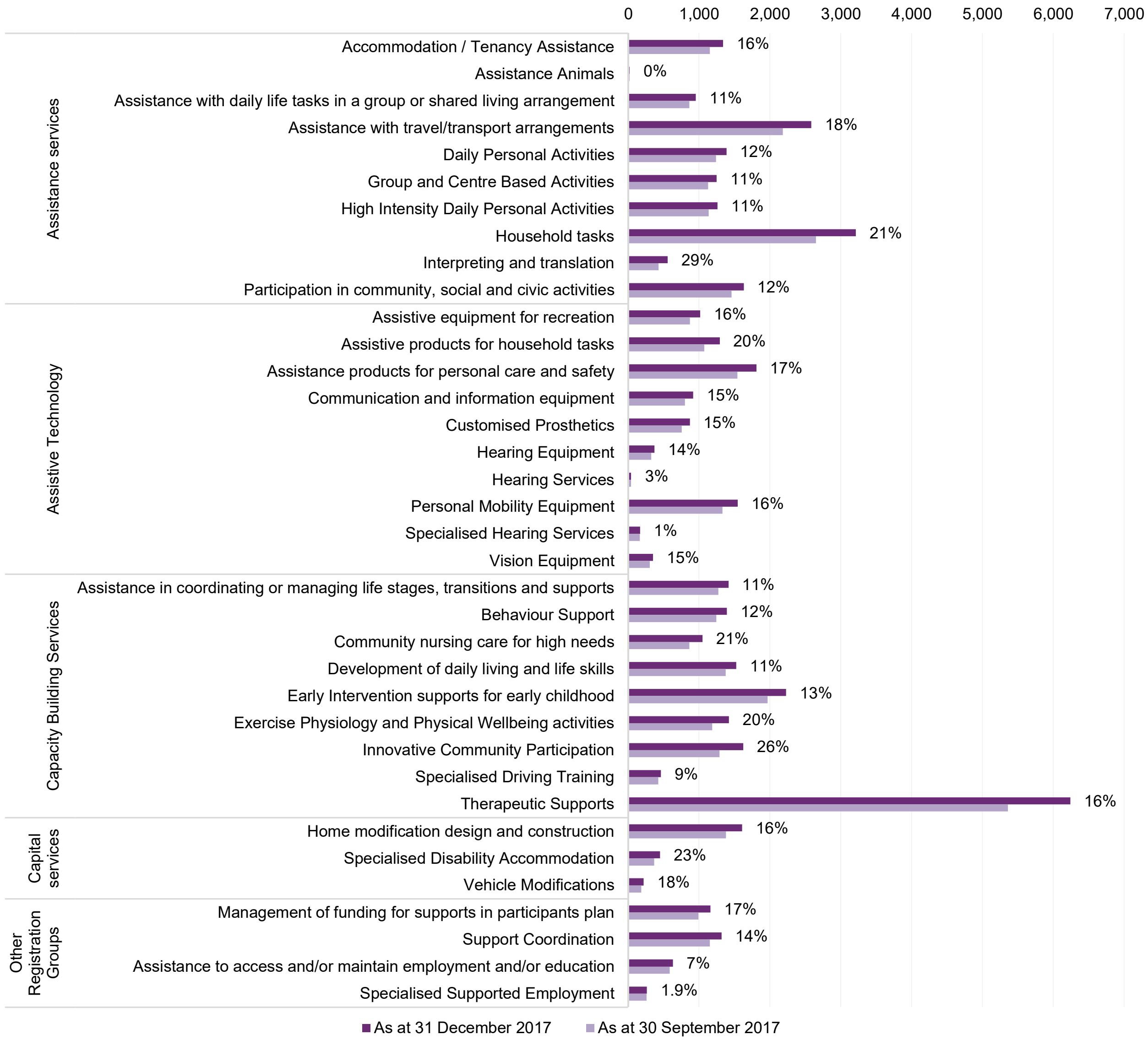
Registration groups

The number of approved providers has increased for every registration group over the quarter.

Therapeutic Supports has the highest number of approved service providers and has seen a 16% 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 431 as at 30 September 2017 to 557 as at 31 December 2017. This was followed by Innovative Community Participation, Specialised Disability Accommodation and Community nursing care for high needs.

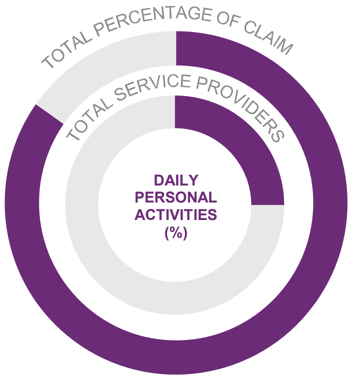
Approved providers by registration group and percentage change over the quarter



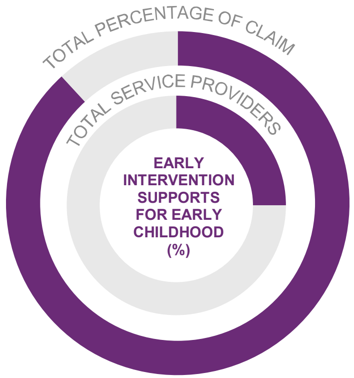
Market share of top providers

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

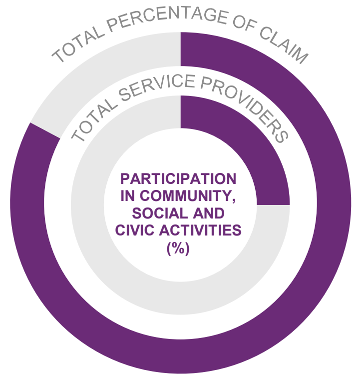
Market share of the top 25% of providers by registration group.



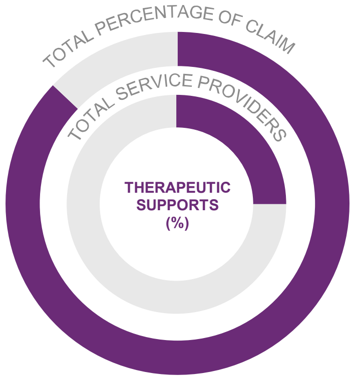
85%



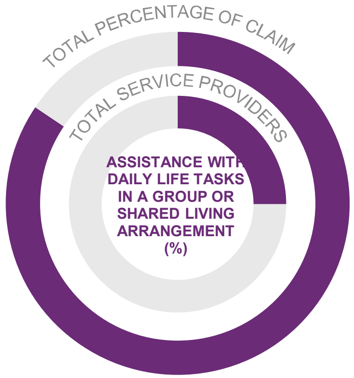
88%



83%



87%



84%

PART 4

Information, Linkages and Capacity Building

The focus of effort in Information Linkages and Capacity building will be to ensure that people with disability have the information they need to make decisions and are connected to appropriate supports required.

Furthermore, the intent is for them to have the skills and confidence to participate, contribute to and benefit from activities that everyone else in the community has access to.

Information, Linkages and Capacity Building

ILC Policy will be implemented through an open grant round in each jurisdiction as it reaches full scheme. Transition plans are in the early stages of negotiation with Western Australia, and have been agreed with all other jurisdictions. These plans outline the funding and activities that will be retained by the respective jurisdictions to build and align current activities to ILC policy and acknowledge the importance of commencing the capture of data on demand for measurement of outcomes.

As the first jurisdiction to transition to ILC effective 1 July 2017, the NDIA awarded nearly $3 million in grant funding to 22 organisations to deliver ILC activities in the ACT. A grant round for the delivery of ILC activities in NSW, SA and the ACT from 1 July 2018 was run in late 2017. The NDIA has funded nearly $14 million in grants for 39 ILC national readiness activities to raise community awareness and build the capacity of mainstream services to be more inclusive. A further ILC national readiness round targeted at information and referral activities was run in August 2017.

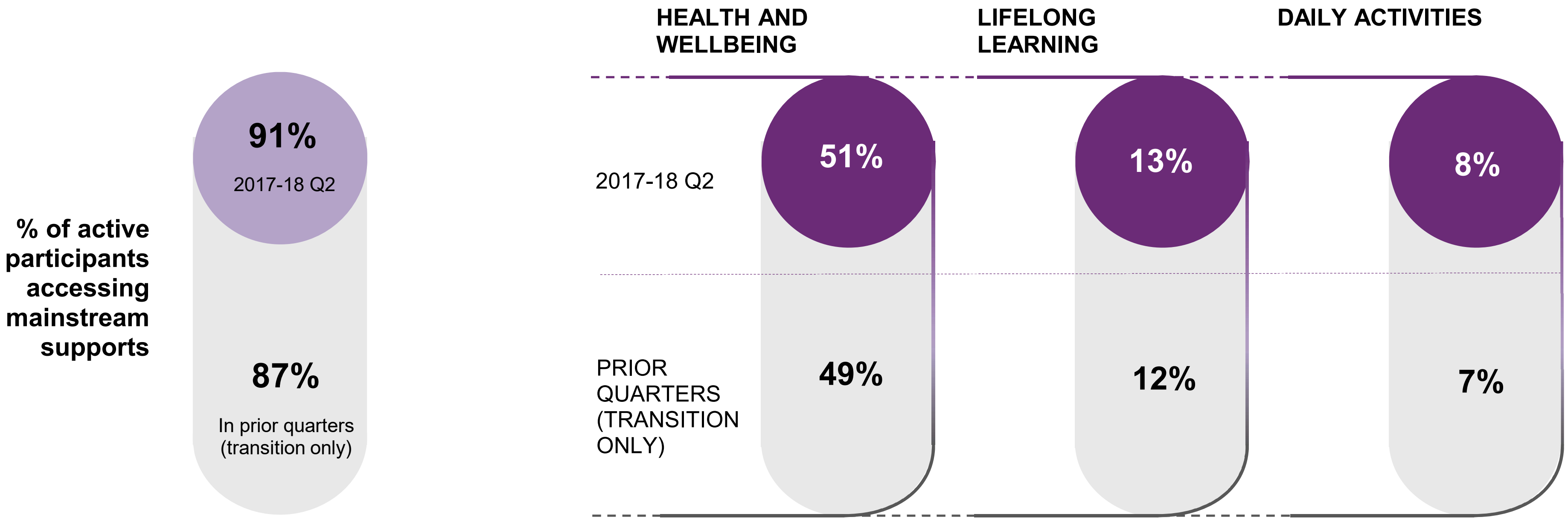
PART 5

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

The NDIS Insurance approach allows pressures on the scheme to be identified early and management responses put in place to respond to these pressures.

Currently, the best estimate of the longer-term cost of a well-managed NDIS is $22 billion a year at full scheme. The Productivity Commission's report on NDIS Costs, released on 19 October 2017, indicates that this remains appropriate and is consistent with the Commission's own 2011 modelling after accounting for wage and population growth.

Financial Sustainability

Specific strategies to address pressures on financial sustainability include:

- **The introduction of the Early Childhood Early Intervention (ECEI) which aims to support children within mainstream services and the community, with only the children requiring an individual support package gaining entry to the scheme.**
- **The introduction of typical support packages which establish a benchmark amount of support for participants with specific characteristics.**
- **Increased risk-based quality assurance at access and plan approval.**
- **Increased staff training.**
- **Redesign of the participant pathway, which will provide a stronger focus on participant outcomes and goals, and sustainability.**

Key Statistics

HIGHER THAN EXPECTED NUMBERS OF CHILDREN ENTERING THE SCHEME	INCREASING PACKAGE COSTS OVER AND ABOVE THE IMPACTS OF INFLATION AND AGEING	HIGHER THAN EXPECTED NUMBERS OF POTENTIAL PARTICIPANTS CONTINUING TO APPROACH THE SCHEME	LOWER THAN EXPECTED PARTICIPANTS EXITING THE SCHEME
A MISMATCH BETWEEN BENCHMARK PACKAGE COSTS AND ACTUAL PACKAGE COSTS	COMMITTED SUPPORT FOR PARTICIPANTS IN SHARED SUPPORTED ACCOMMODATION IS HIGHER THAN EXPECTED (FIRST PLAN) AMOUNT AND HIGHER THAN REVENUE RECEIVED		