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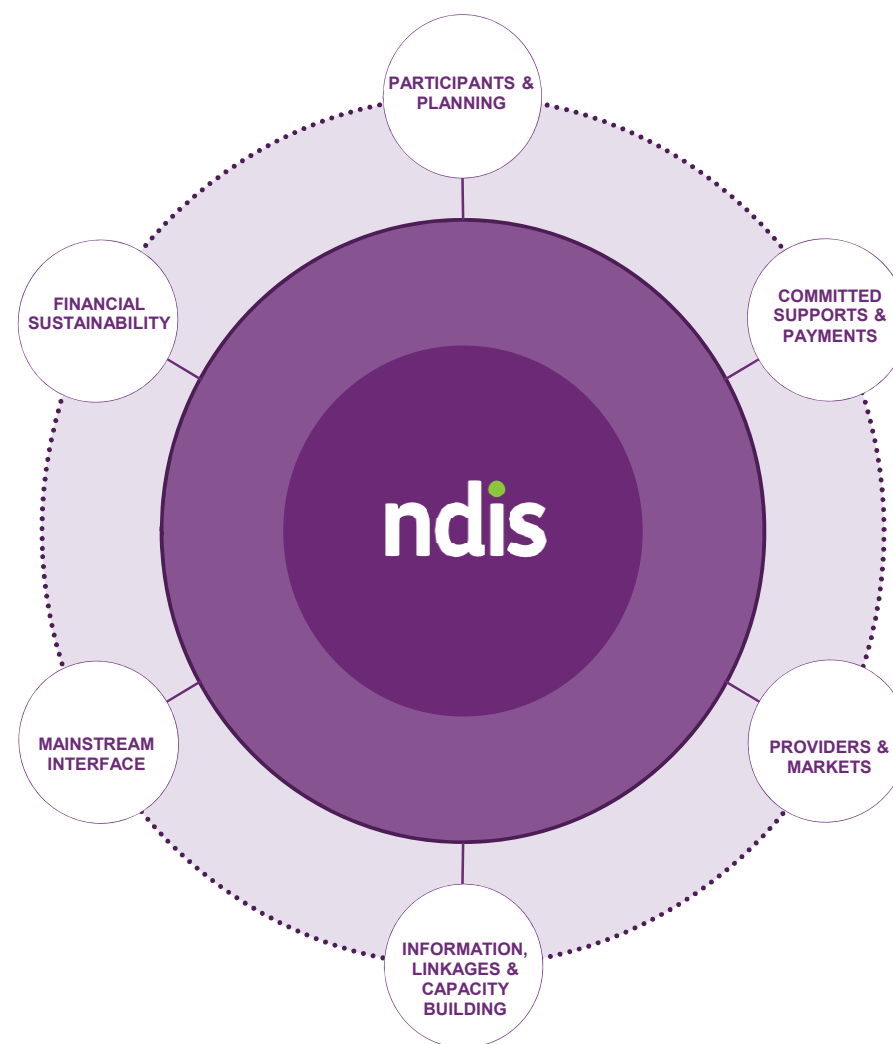
Disability Reform Council Quarterly Performance Report

National - 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	Committed Supports and Payments	Providers and Markets	Information, Linkages and Capacity Building	Mainstream Interface	Financial Sustainability
<p>As at 30 September 2017, there were 119,501 participants with approved plans (including children in the ECEI gateway).</p> <p>As at 30 September 2017, plans approved and ECEI referrals represent:</p> <ul style="list-style-type: none"> • 87% of year to date bilateral estimate met (1 July 2017 - 30 September 2017) • 82% of transition to date bilateral estimate met (1 July 2016 - 30 September 2017) • 84% of scheme to date bilateral estimate met (1 July 2013 - 30 September 2017) <p>The satisfaction rating remained high with 84% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process either good or very good.</p>	<p>\$9.5 billion of supports has been committed to 112,785 participants. This includes \$4.7 billion of supports in respect of prior financial years including trial, \$4.5 billion of supports in respect of 2017-18[^] and \$286.8 million of supports in respect of later years*.</p> <p>\$3.9 billion has been paid to providers and participants.</p> <p>Overall, 64% of committed supports were utilised in 2013-14, 74% in 2014-15 and 75% in 2015-16. Currently utilisation is 65% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.</p>	<p>10,507 approved providers, a 21% increase during the quarter.</p> <p>80-90% of payments made by the NDIA are received by 25% of providers.</p> <p>41% of services providers are individual/sole traders.</p>	<p>As the first jurisdiction to transition to ILC effective July 2017, the NDIA awarded nearly \$3 million in grant funding to deliver 22 ILC activities in the ACT. The NDIA has also funded nearly \$14 million for 39 activities in the inaugural ILC national readiness grants round to raise community awareness and build the capacity of mainstream services to be more inclusive.</p>	<p>90% of active participants with a plan approved in 2017-18 Q1 access mainstream services.</p> <p>The proportion of participants entering in the current quarter accessing mainstream services is higher compared to prior quarters.</p>	<p>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.</p> <p>Specific strategies include:</p> <ul style="list-style-type: none"> - Early Childhood Early Intervention (ECEI) - Typical support packages - Increased risk-based quality assurance - Increased staff training.

[^]Note: The \$4.5 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The \$286.8 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 22,151 additional participants with approved plans this quarter.

6,716 children were in the ECEI gateway at 30 September 2017. Of these, 3,611 were previously confirmed as ECEI at 30 June 2017 and an additional 3,105 entered the gateway 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

24,915

ACCESS DECISIONS IN 2017-18 Q1

22,151

INITIAL PLANS APPROVED IN 2017-18 Q1

NOTE: OF THE 22,151 INITIAL PLANS APPROVED THIS QUARTER, 1,977 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 JUNE 2017

3,105

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q1

87%

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

82%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 30 SEPTEMBER 2017)

84%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 SEPTEMBER 2017)

21%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q1 ARE CHILDREN AGED 7-14 YEARS

32%

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

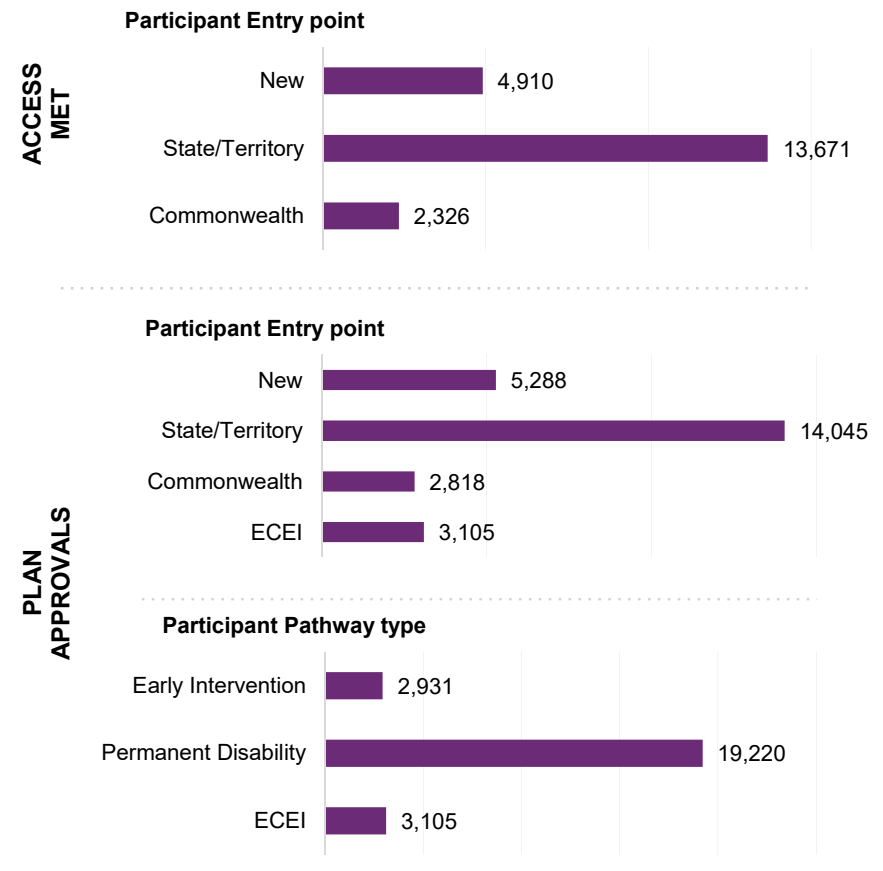
Quarterly Intake

2017-18 Q1

Of the 20,907 participants deemed 'eligible' this quarter 65% entered from an existing State/Territory program.

Of the 22,151 plan approvals this quarter, 63% had transitioned from an existing State/Territory program and 87% entered with a permanent disability.

Overall, since 1 July 2013, there have been 156,625 people with access decisions, and 119,501 participants with an approved plan (including children in the ECEI gateway).



Note: Of the 22,151 initial plans approved this quarter, 1,977 were previously confirmed as ECEI at 30 June 2017.

Quarterly Intake Detail

Plan approvals as at 30 September 2017

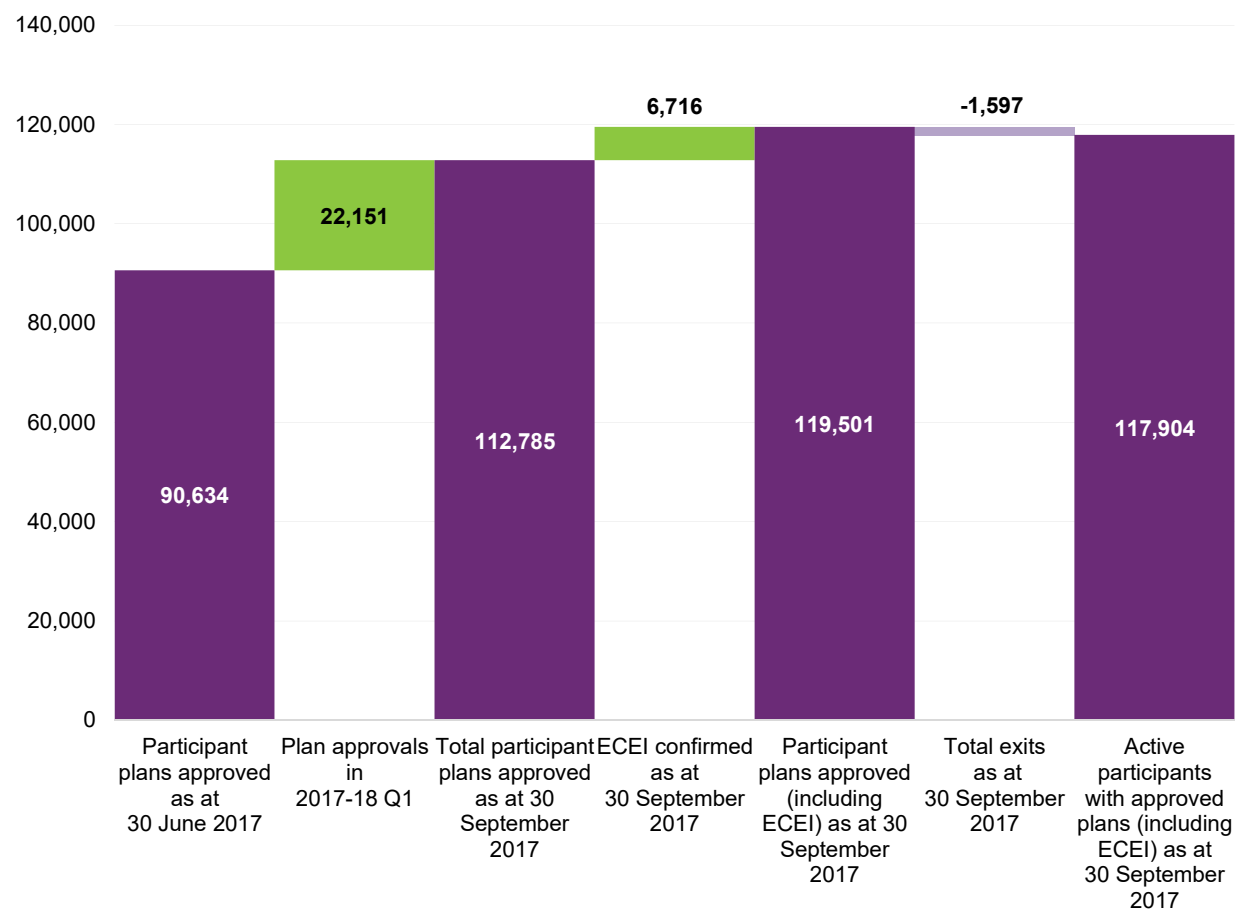
Plan approval numbers have increased from 90,634 at the end of 2016-17 Q4 to 112,785 by the end of 2017-18 Q1, an increase of 22,151 approvals.

As at 30 September 2017 there were 6,716 children with a confirmed ECEI referral bringing the total number to 119,501. Overall, 1,597 participants with approved plans have exited the Scheme.

Of the 6,716 children with a confirmed ECEI referral as at 30 September 2017, 3,611 were previously confirmed as ECEI at 30 June 2017 and an additional 3,105 entered the gateway this quarter.

In the quarter of 2017-18 Q1 there were 13,533 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

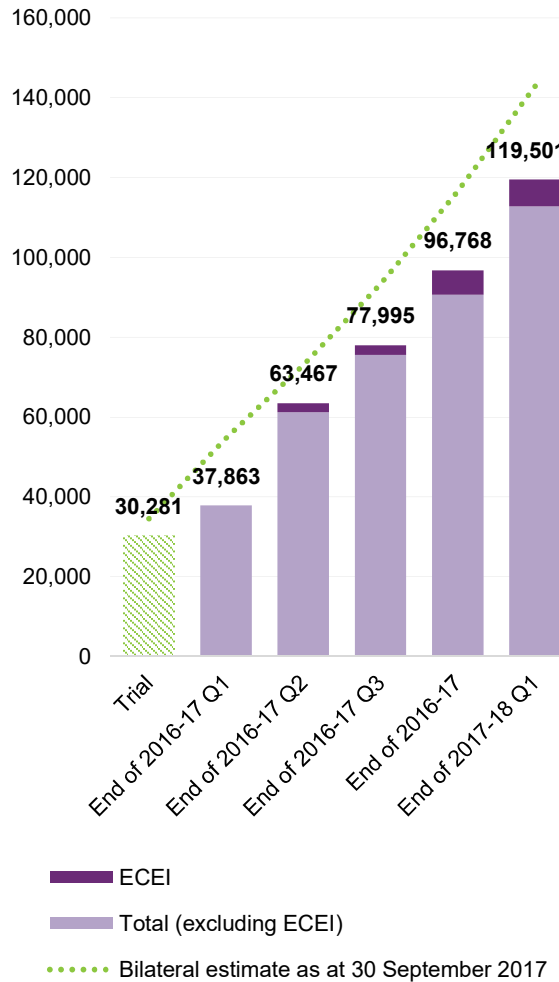
Plan approvals as at 30 September 2017

As at the end of 2017-18 Q1, the cumulative total number of participants receiving support was 119,501 (including 6,716 children supported through the ECEI gateway). Of these, 67,353 transitioned from an existing State/Territory program and 8,505 transitioned from an existing Commonwealth program.

In addition, 24,002 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



87%

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

82%

of transition to date bilateral estimate met (1 July 2016 - 30 September 2017)

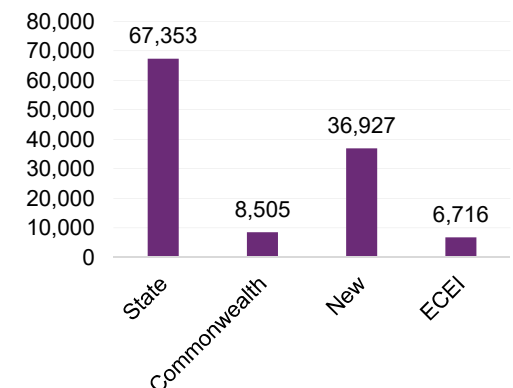
84%

of scheme to date bilateral estimate met (1 July 2013 - 30 September 2017)

112,785

plan approvals to date; 119,501 including 6,716 ECEI confirmed

Plan approvals by participant referral pathway



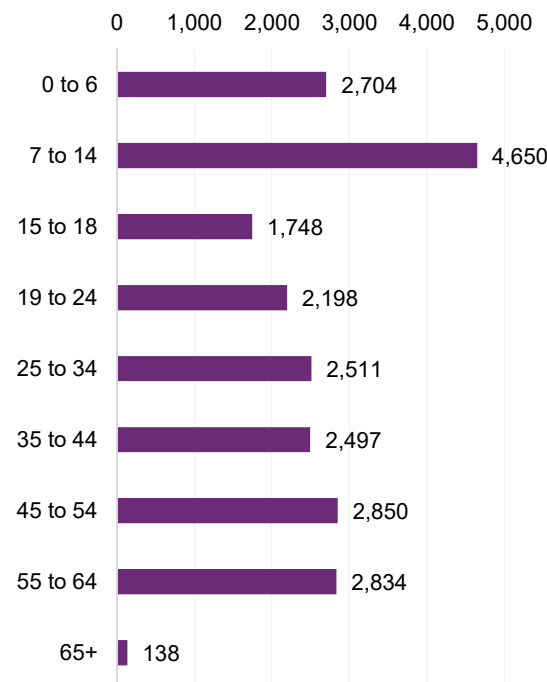
Participant Profiles

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.

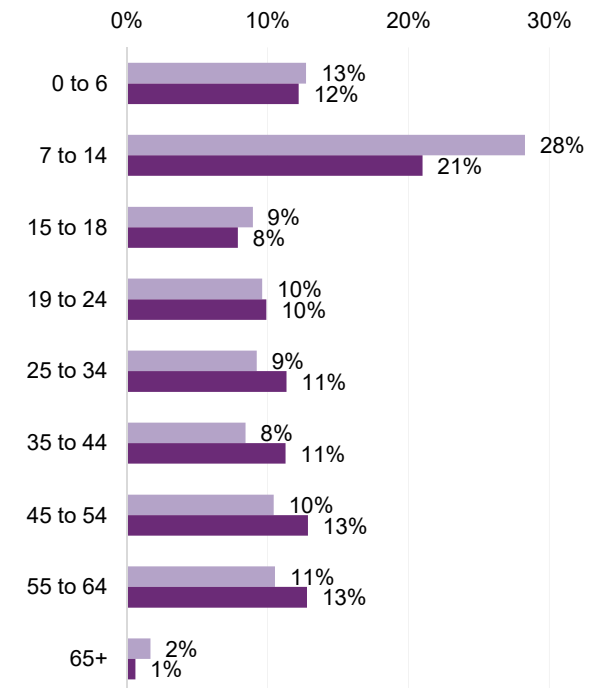
Around 21% of participants entering in this quarter are aged 7 to 14 years. This is lower compared to prior quarters.

A higher proportion of adults have entered the scheme in 2017-18 Q1 compared to prior quarters. This reflects the phasing schedule in the bilateral agreements.

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



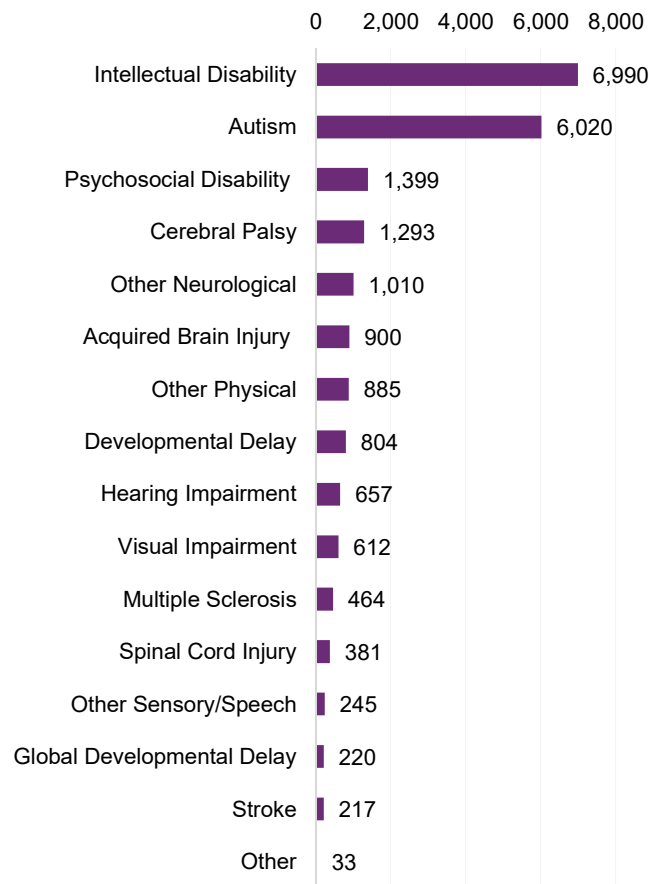
■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2017-18 Q1

Participant Profiles

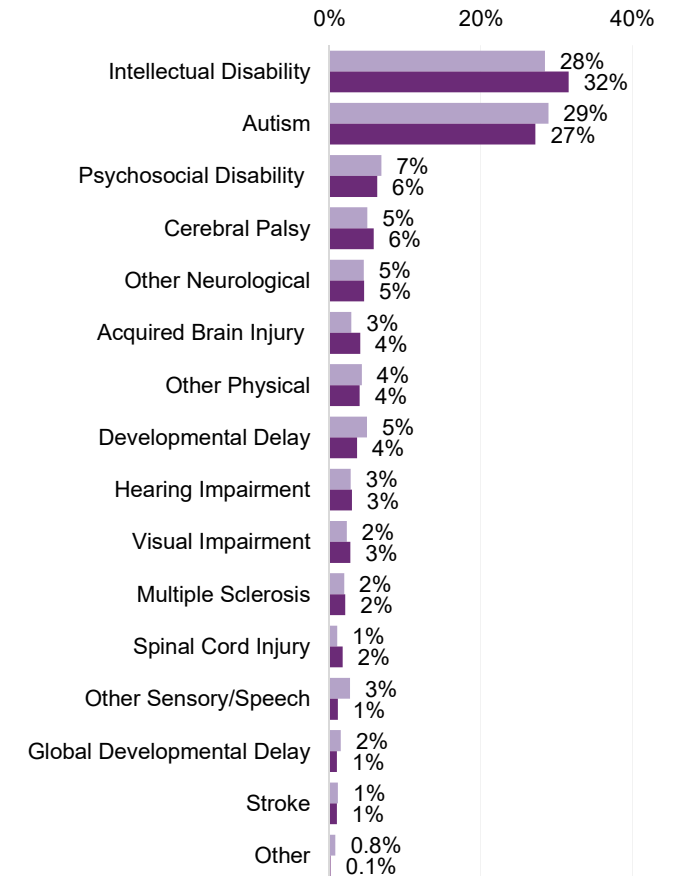
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

32% of participants entering in the quarter of 2017-18 Q1 have a primary disability group of Intellectual Disability. This is higher compared to prior quarters.

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



■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2017-18 Q1

Participant Profiles

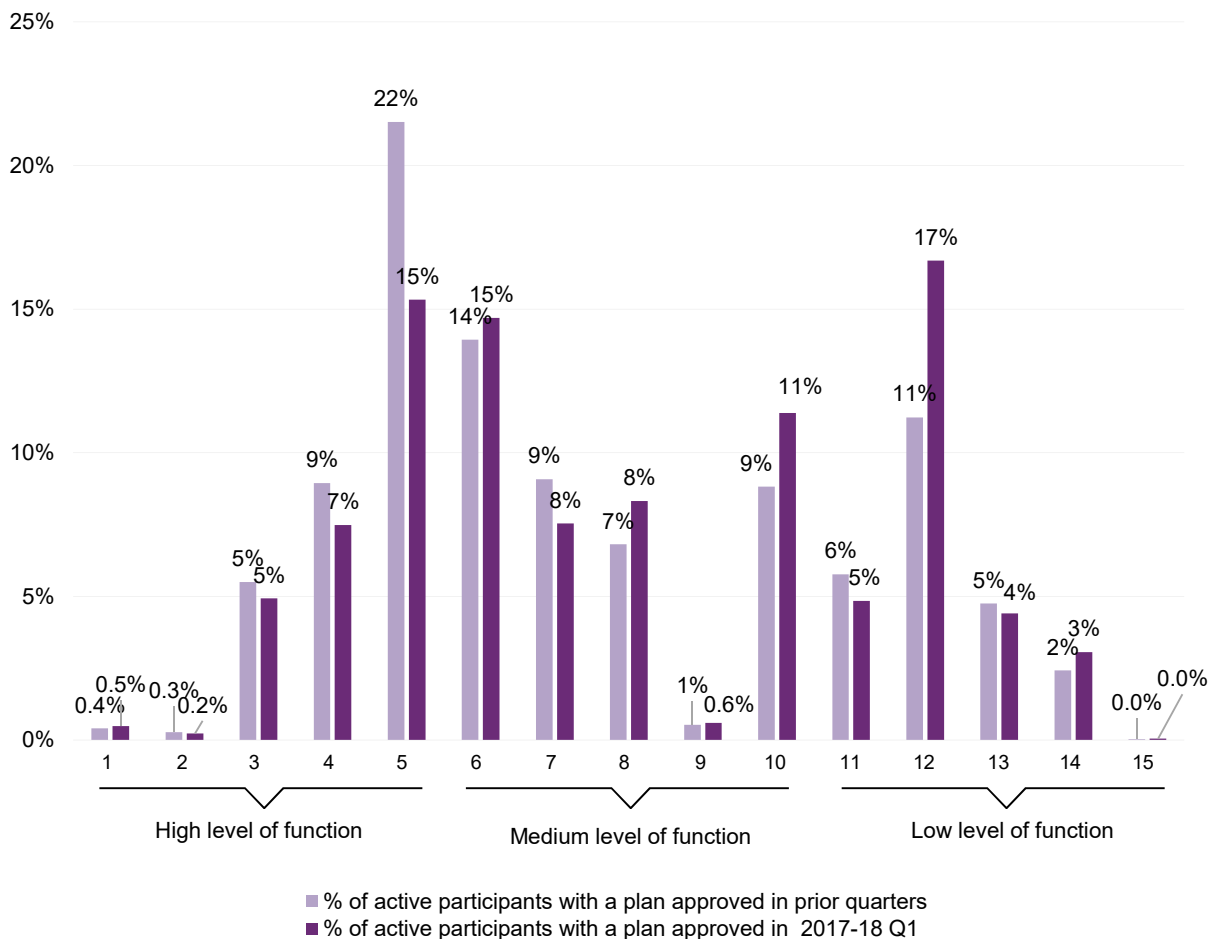
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

For participants with a plan approval in the current period:

- 28% of active participants had a relatively high level of function
- 43% of active participants had a relatively moderate level of function
- 29% had a relatively low level of function

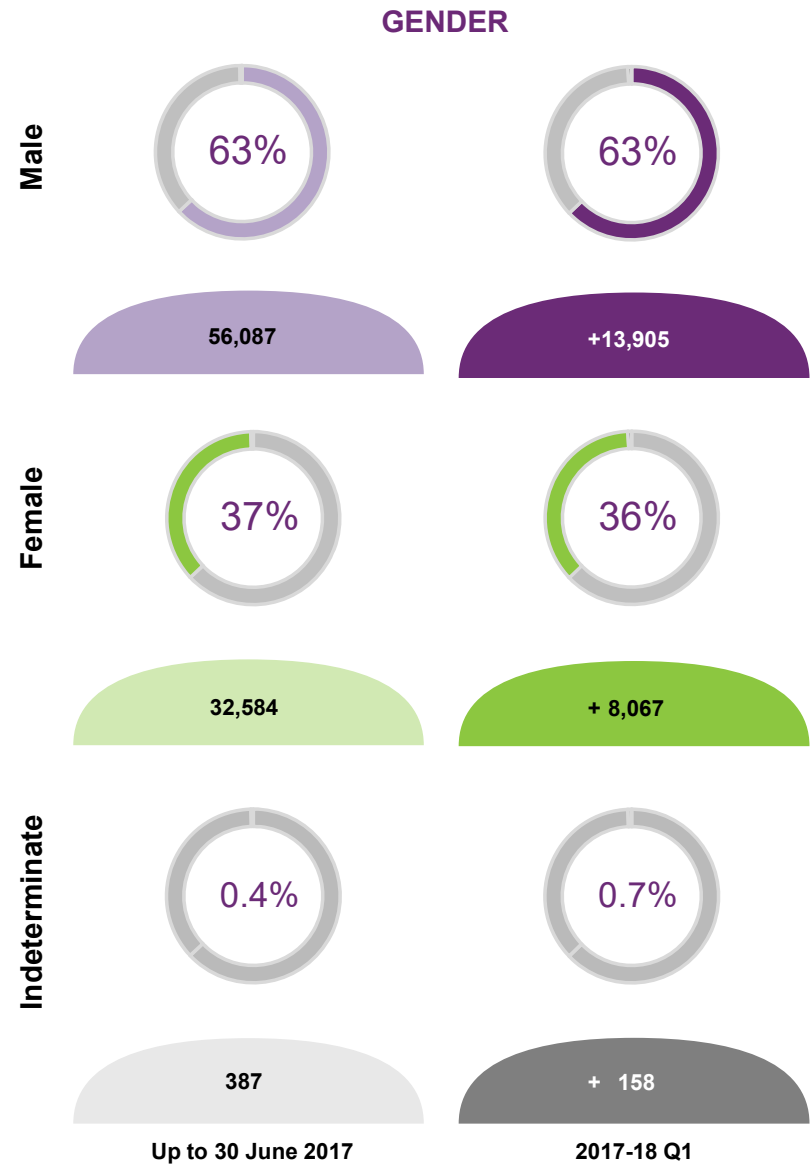
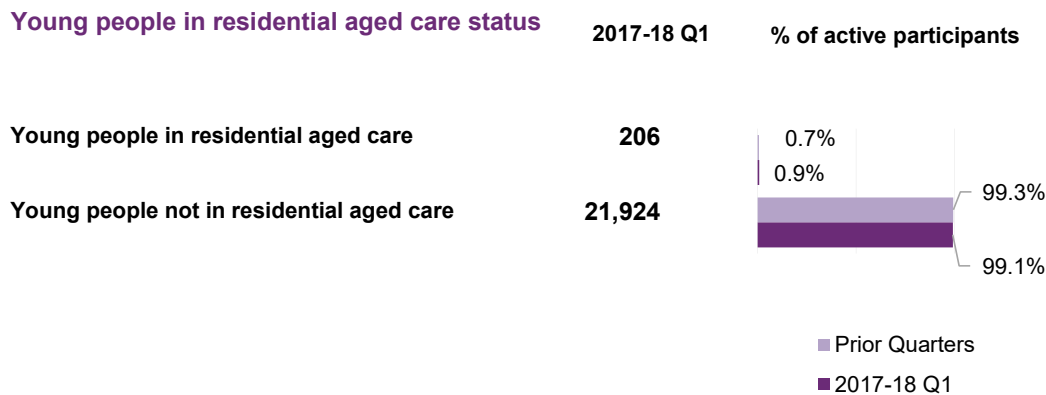
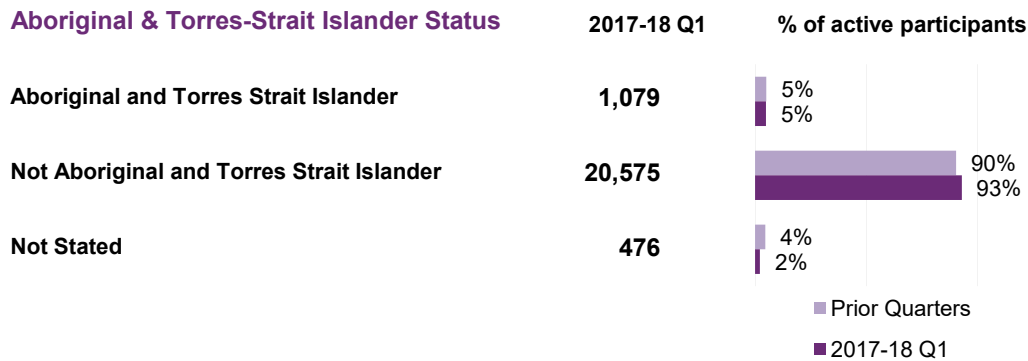
These relativities are within the NDIS participant population, and not comparable to the general population.

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



Participant Profiles

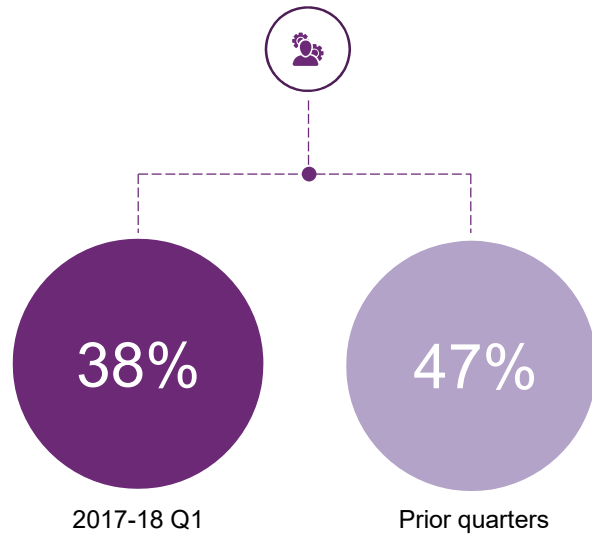
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.



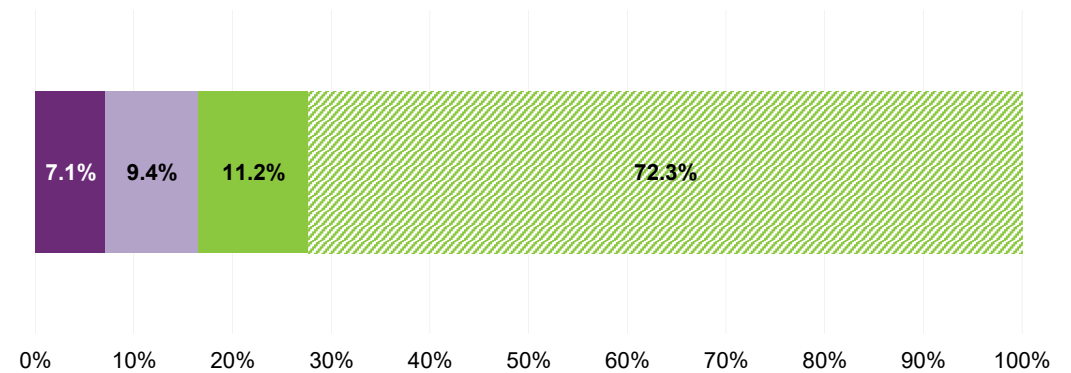
Plan Management Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q1 (18%) compared with the prior quarters of 2016-17 (17%), and 38% of participants who have had a plan approved in 2017-18 Q1 have support coordination in their plan, compared with 47% in prior quarters of 2016-17.

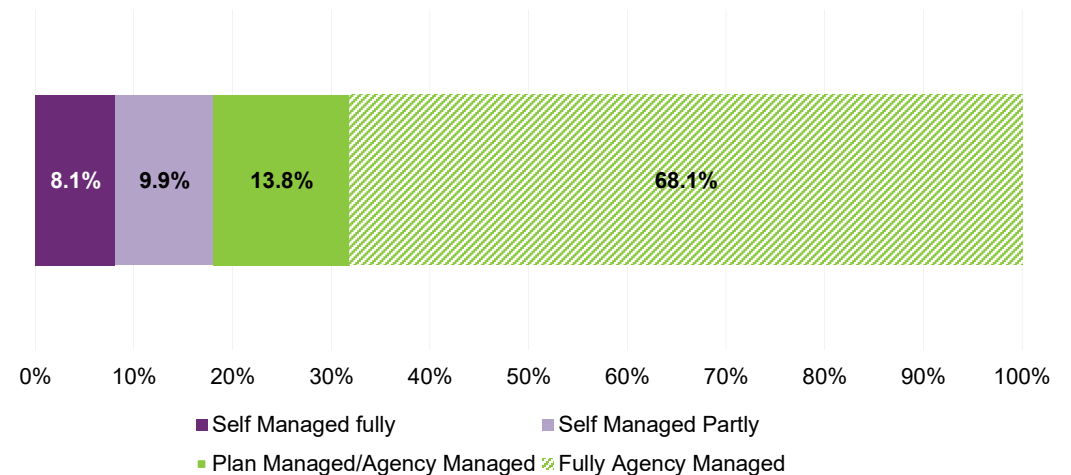
Support Co-ordination



Prior quarters (transition only)



2017-18 Q1



Plan Activation

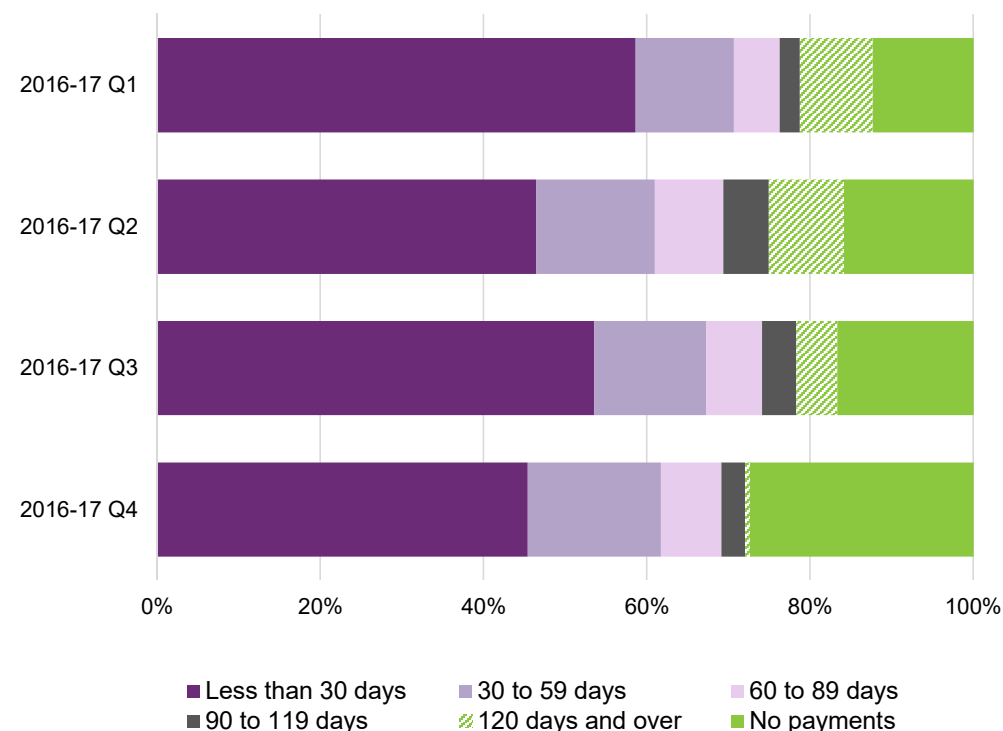
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

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

- 76% of plans approved in 2016-17 Q1
- 69% of plans approved in 2016-17 Q2
- 74% of plans approved in 2016-17 Q3
- 69% 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 97% of participants receiving their initial plan since 1 July 2016.

Of participants aged 25 and over:

- 52% choose who supports them
- 67% want more choice and control in their life
- 78% are happy with their home and feel safe or very safe there
- 36% were actively involved in a community group in the past year

For family/carers of children aged 0 to 14:

- 45% have a paid job
- 42% say they are able to work as much as they want
- 45% 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	8,160	2,777	10,937
Participant school to 14	14,540	4,252	18,792
Participant 15 to 24	9,760	3,125	12,885
Participant 25 and over	25,750	9,291	35,041
Total Participant	58,210	19,445	77,655
Family 0 to 14	21,370	7,395	28,765
Family 15 to 24	2,809	1,658	4,467
Family 25 and over	941	1,626	2,567
Total Family	25,120	10,679	35,799
Total	83,330	30,124	113,454

Participant Outcomes

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

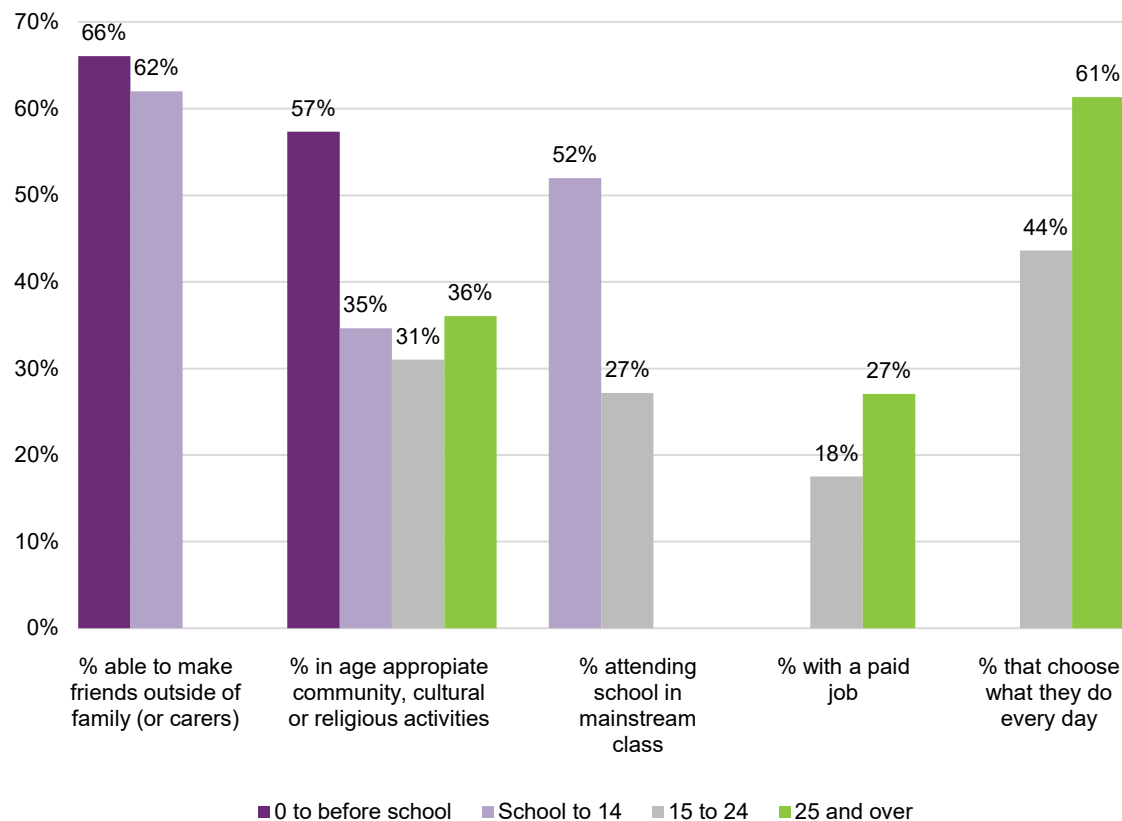
Participants aged 0 to before school:

- 66% was able to make friends outside of family/carers
- 57% involved in age appropriate community, cultural or religious activities (highest compared with other age groups)

Participants aged 25 and over:

- 27% had a paid job
- 61% choose what they do every day

Selected key baseline indicators for participants



Participant Outcomes

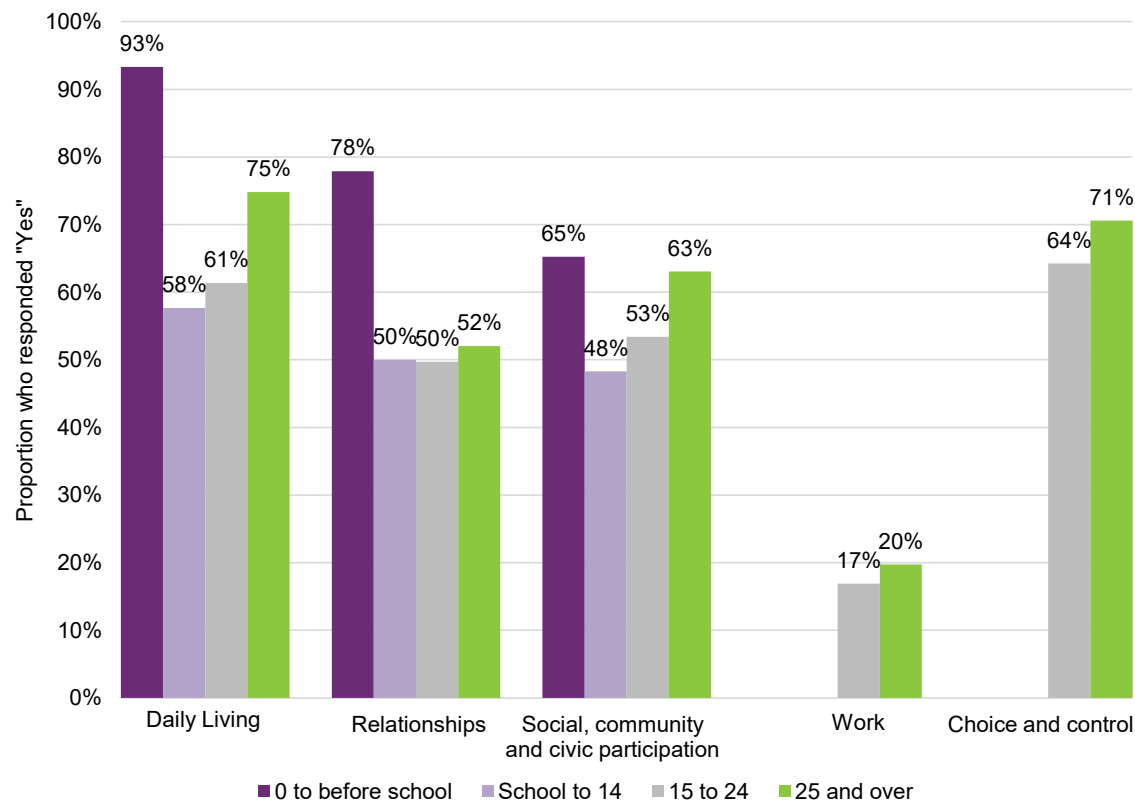
Responses to the “Has the NDIS helped?” questions.

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 (93%)
- 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

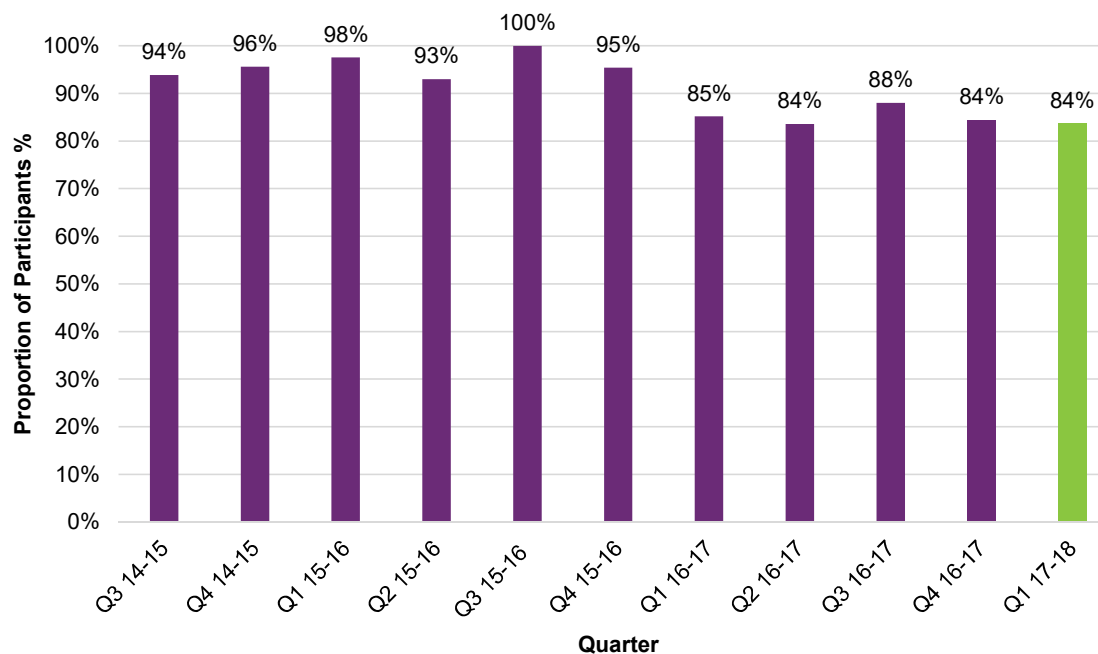


Participant Satisfaction

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

The Participant Pathway Review aims to improve the participant experience.

Proportion of participants describing satisfaction with the agency as good or very good - by quarter



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

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 \$9.5 billion (including support periods in the future), of which \$3.9 billion has been paid.

The \$9.5 billion committed support includes \$4.7 billion of supports in respect of prior financial years including trial, \$4.5 billion of supports in respect of 2017-18[^] and \$286.8 million of supports in respect of later years*.

[^]Note: The \$4.5 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The \$286.8 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

\$9.5

BILLION OF SUPPORTS HAS BEEN COMMITTED TO 112,785 PARTICIPANTS

\$4.7

BILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

\$4.5

BILLION OF SUPPORTS IN RESPECT OF 2017-18[^]

\$286.8

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS^{*}

\$3.9

BILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 64% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 74% IN 2014-15 AND 75% IN 2015-16. CURRENTLY UTILISATION IS 65% 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 \$4.5 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

^{*}Note: The \$286.8 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 \$9.5 billion that has been committed in participant plans, \$3.9 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$85.3m has been paid

2014-15: \$370.1m has been paid

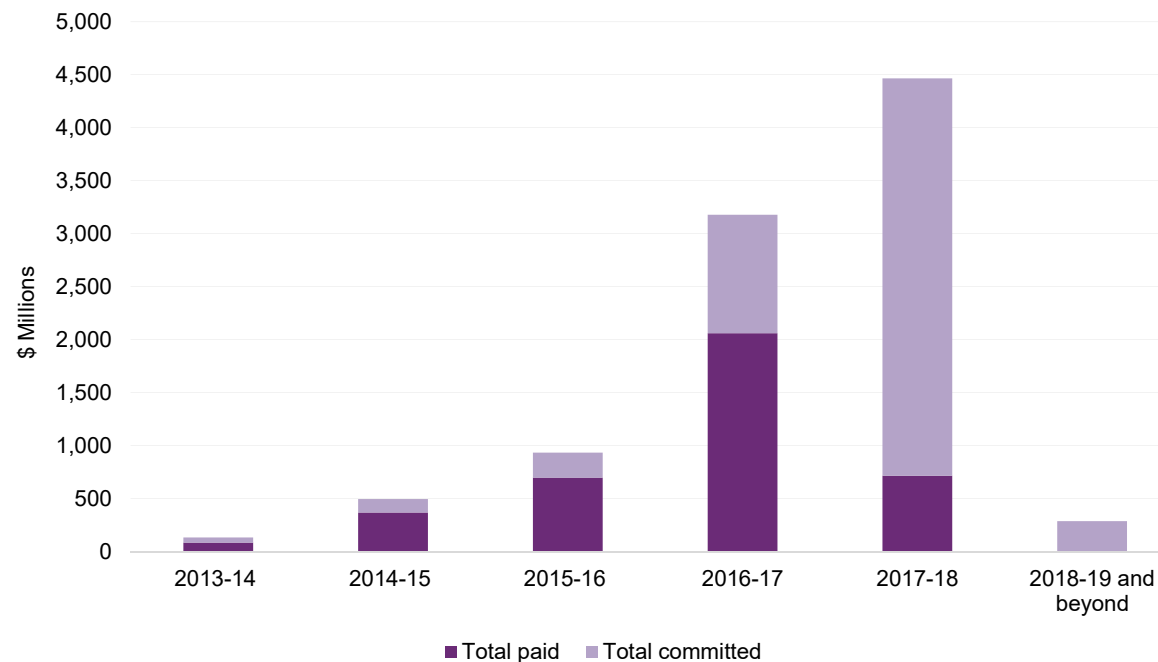
2015-16: \$700.3m has been paid

2016-17: \$2,061.7m has been paid

2017-18 to date: \$717.4m has been paid

Committed and paid by expected support year

\$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	132.8	496.8	933.6	3,177.7	4,466.4	286.8	9,494.1
Total paid	85.3	370.1	700.3	2,061.7	717.4	0.0	3,934.8



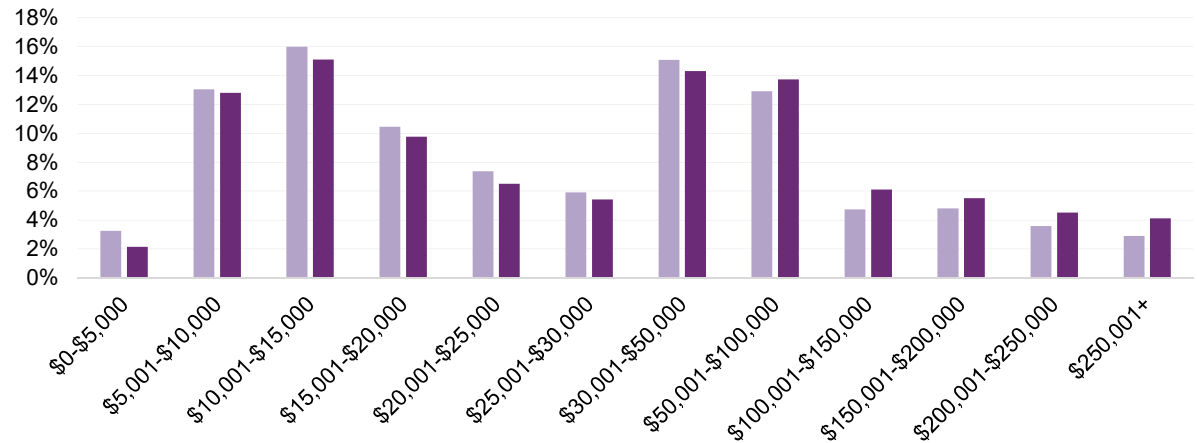
Committed Supports and Payments

A higher proportion of initial plan approvals in 2017-18 Q1 have average annualised committed supports greater than \$50,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

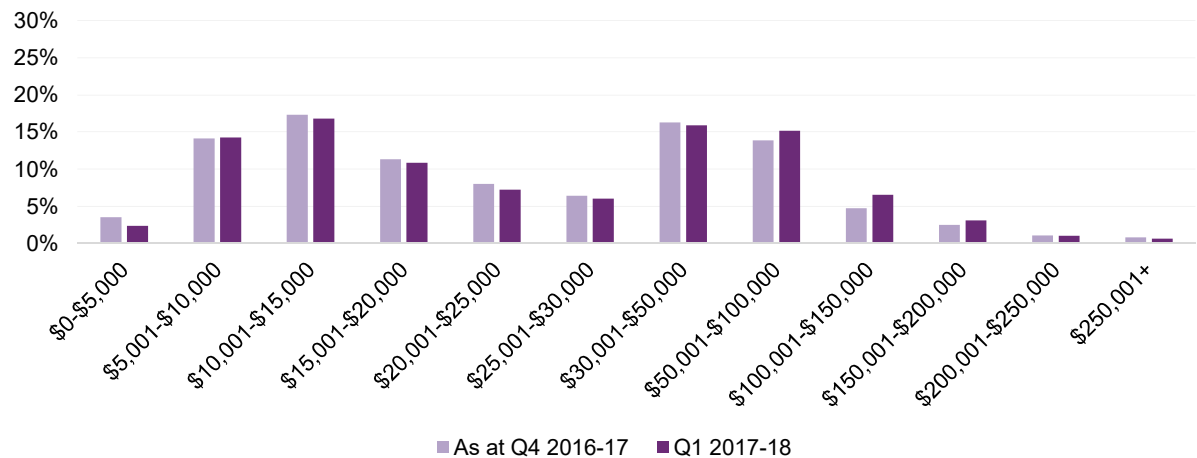
This is also the case when SSA participants are excluded.

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs enter in Q1 2017-18.

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



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



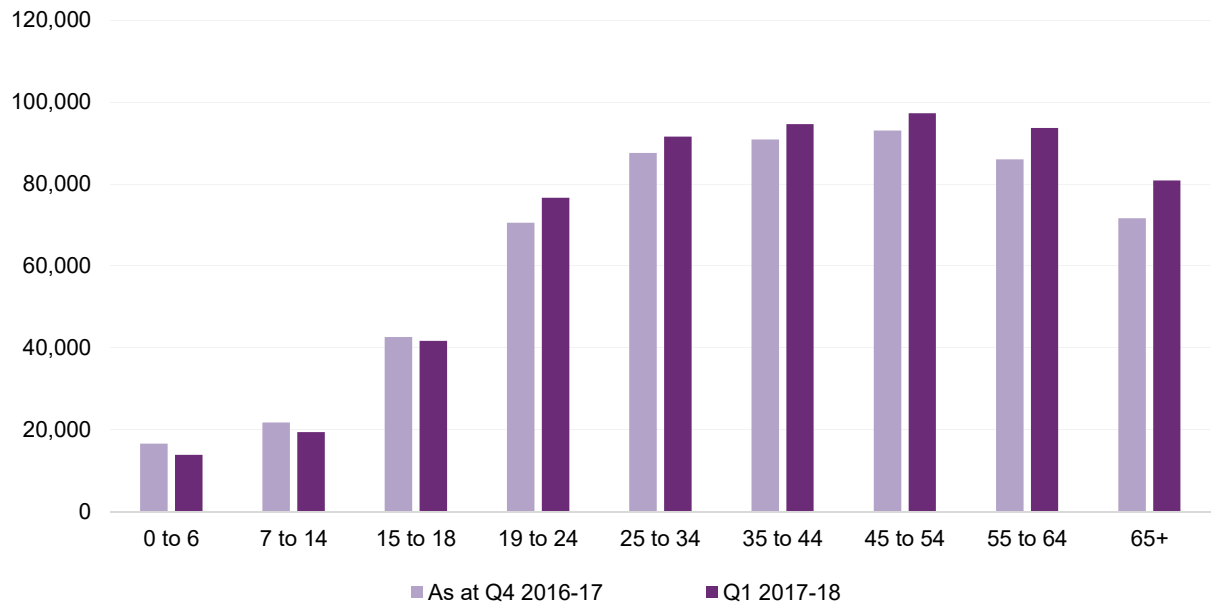
Committed Supports and Payments

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

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

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs enter in Q1 2017-18.

Average annualised committed supports by age band



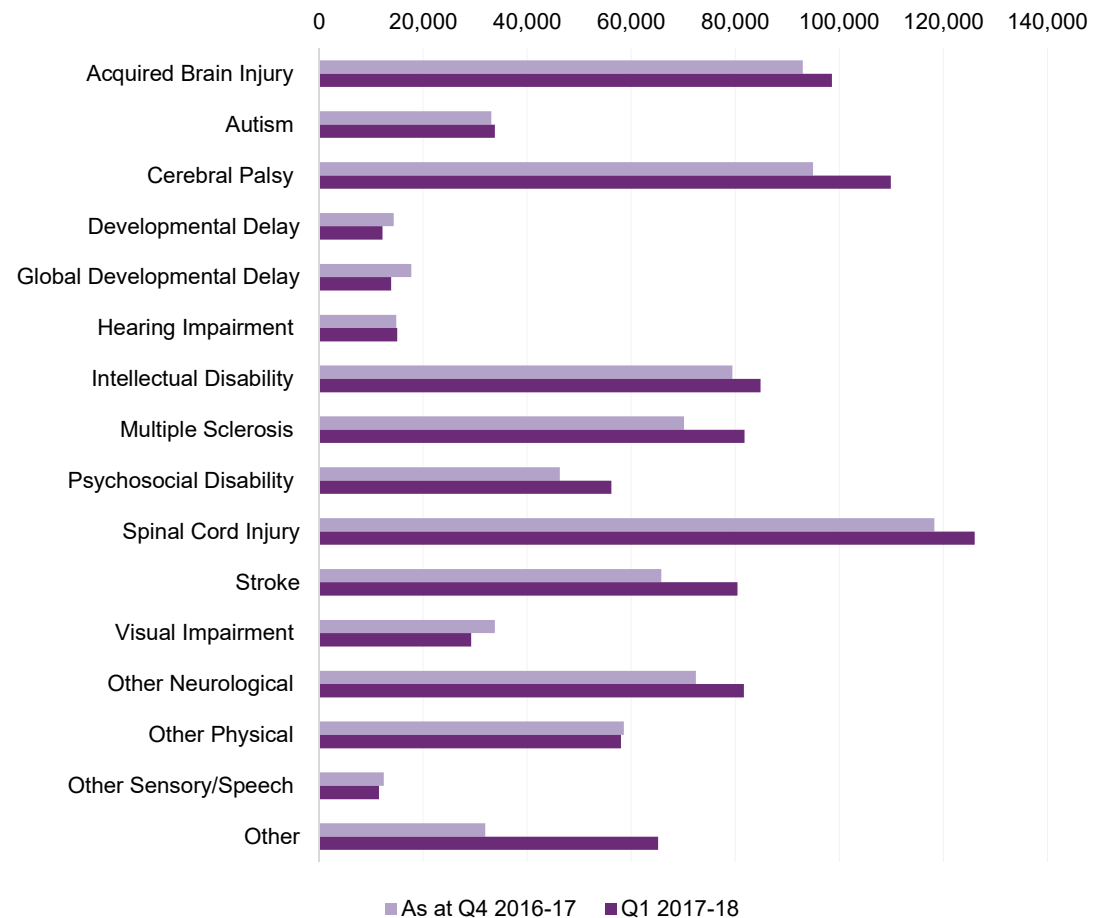
Committed Supports and Payments

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

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

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs entered in Q1 2017-18.

Average annualised committed supports by primary disability group

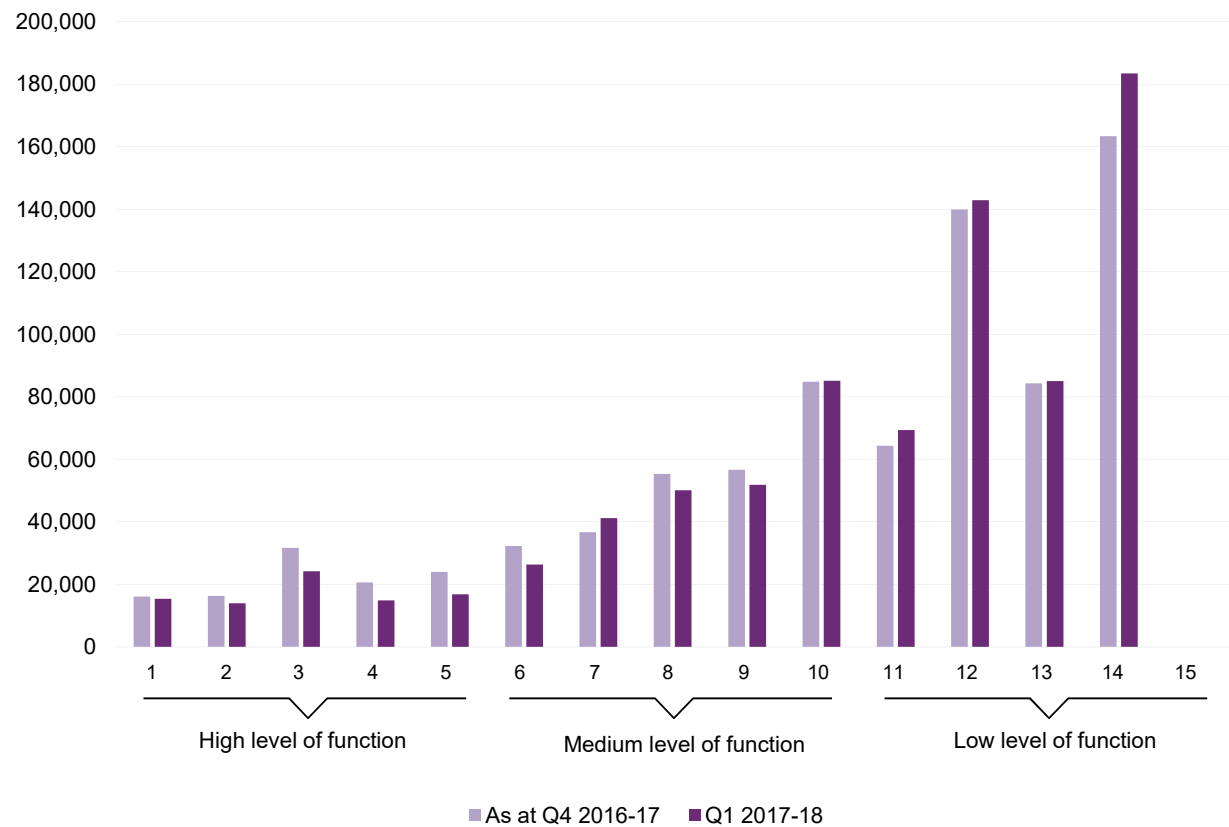


Committed Supports and Payments

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 Q1 is lower compared with participants who entered in prior quarters for participants with a high level of function, higher for participants with a medium level of function, and higher for participants with a low level 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.

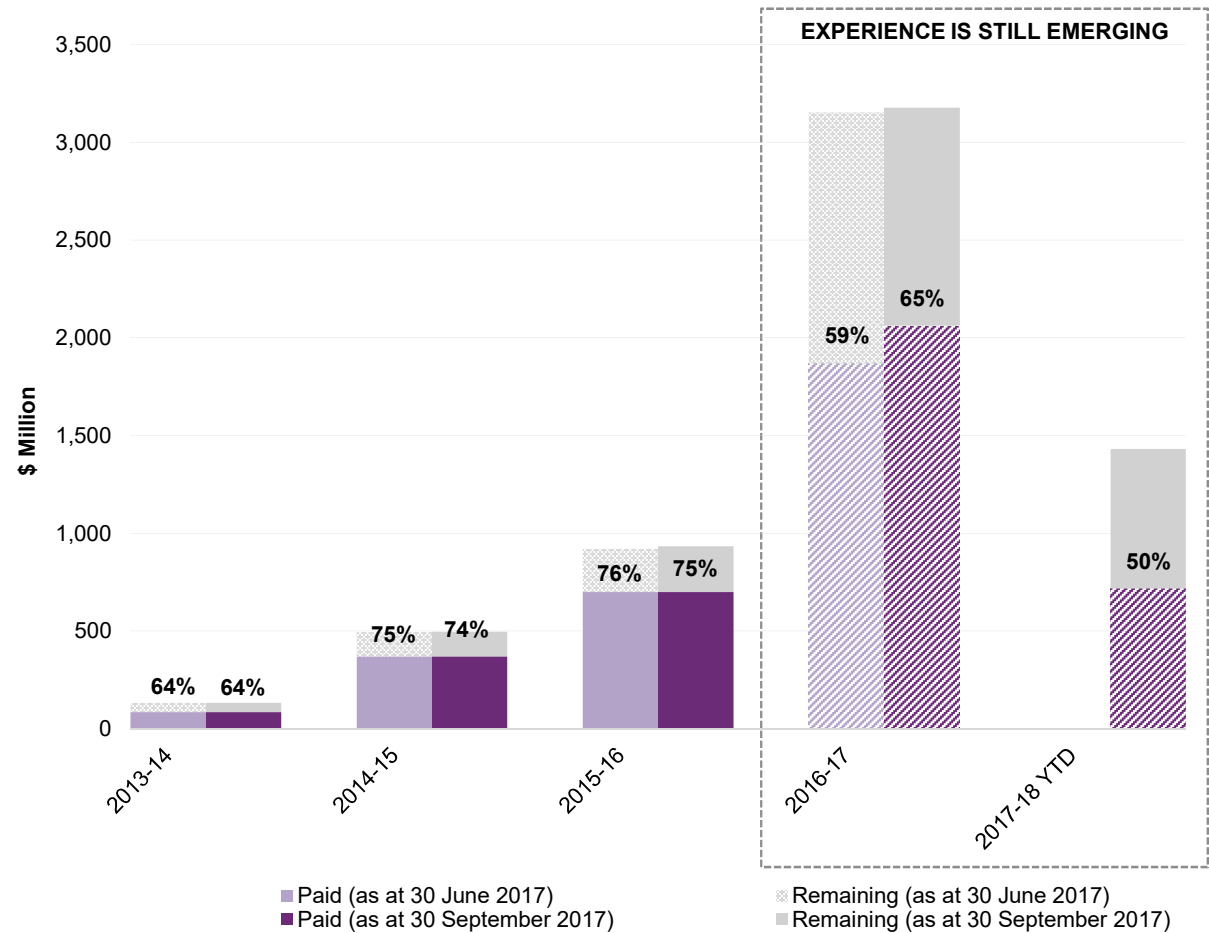
Committed Supports and Payments

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.

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.

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



Providers and Markets

The scale and extent of the market continues to grow, with a 21% increase in the number of providers during the quarter to 10,507.

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

10,507

APPROVED PROVIDERS

80-90%

OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

41%

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

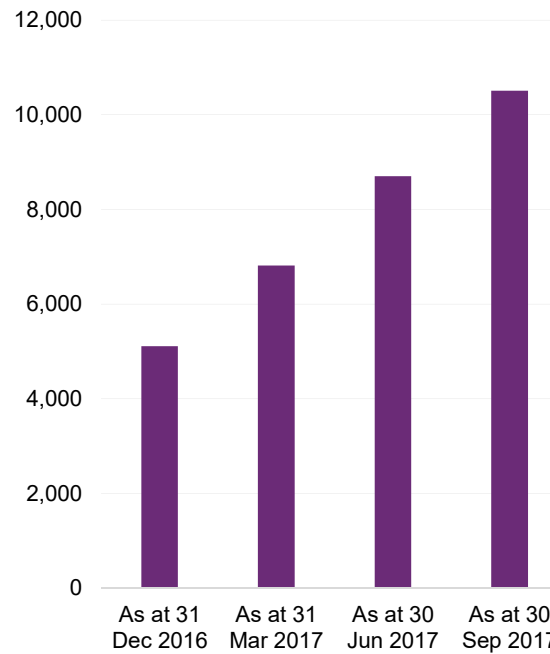
Providers and Markets

Increase in number of providers over time.

As at 30 September 2017, there were 10,507 registered service providers of which 4,324 were individual/sole trader operated business while the remaining 6,183 providers were registered as a company or organisation.

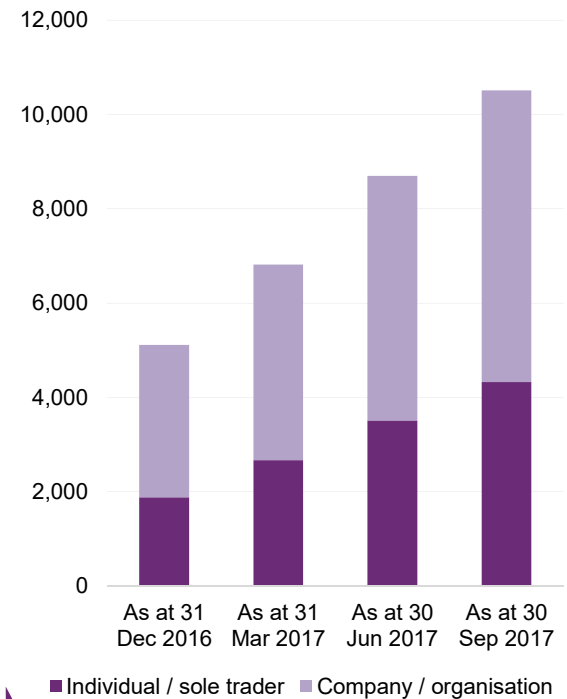
1.55
AVERAGE NUMBER
OF PROVIDERS PER
PARTICIPANT

Approved providers over time



The number of approved service providers increased by 21% from 8,698 to 10,507 in the quarter.

Type of provider



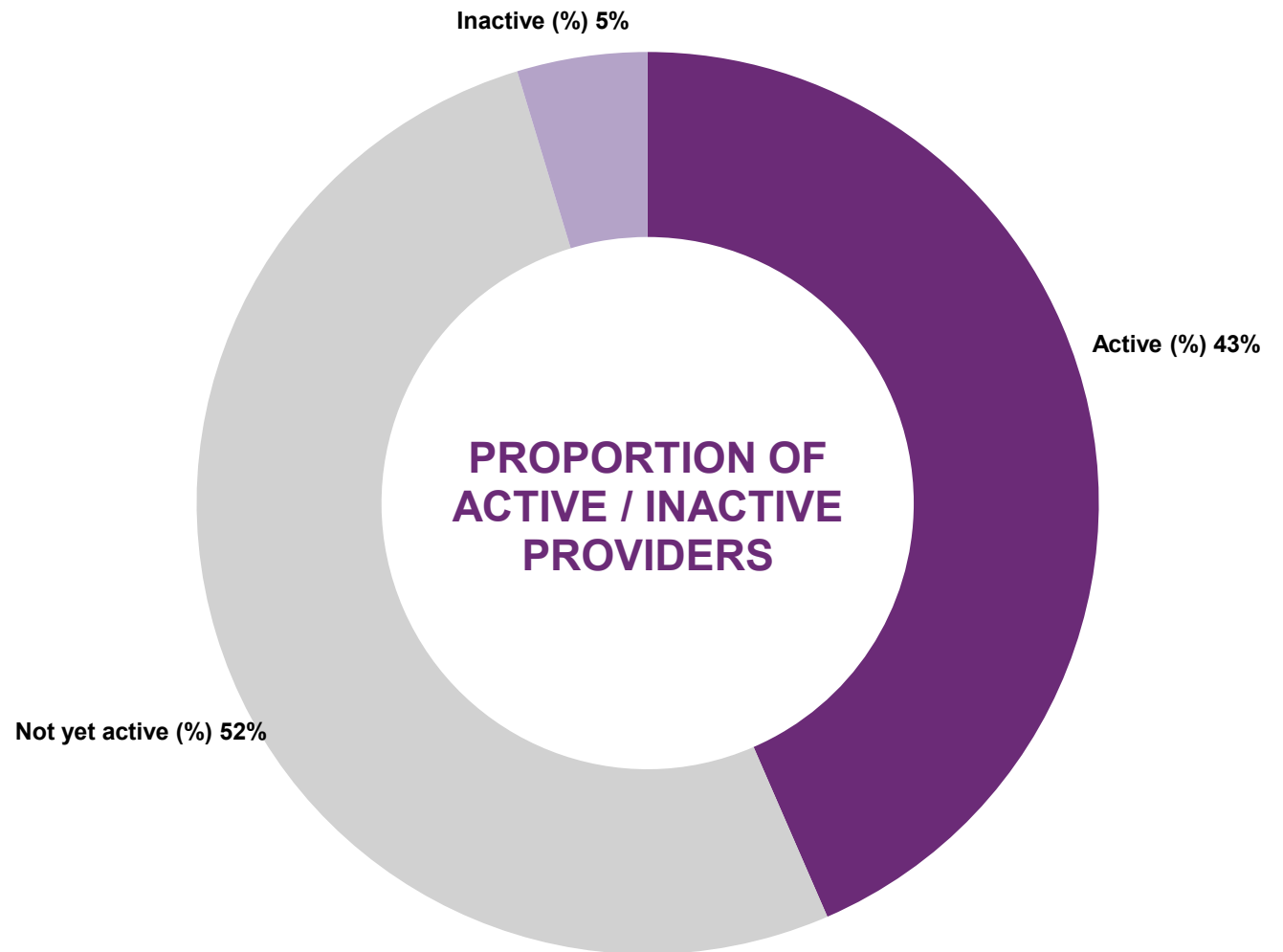
41% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers.

As at 30 September 2017, 43% of providers were active in the last quarter, 52% were yet to have evidence of activity and 5% were inactive. Of the overall stock of providers, 1,954 providers began delivering new supports in the quarter.

1,954
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



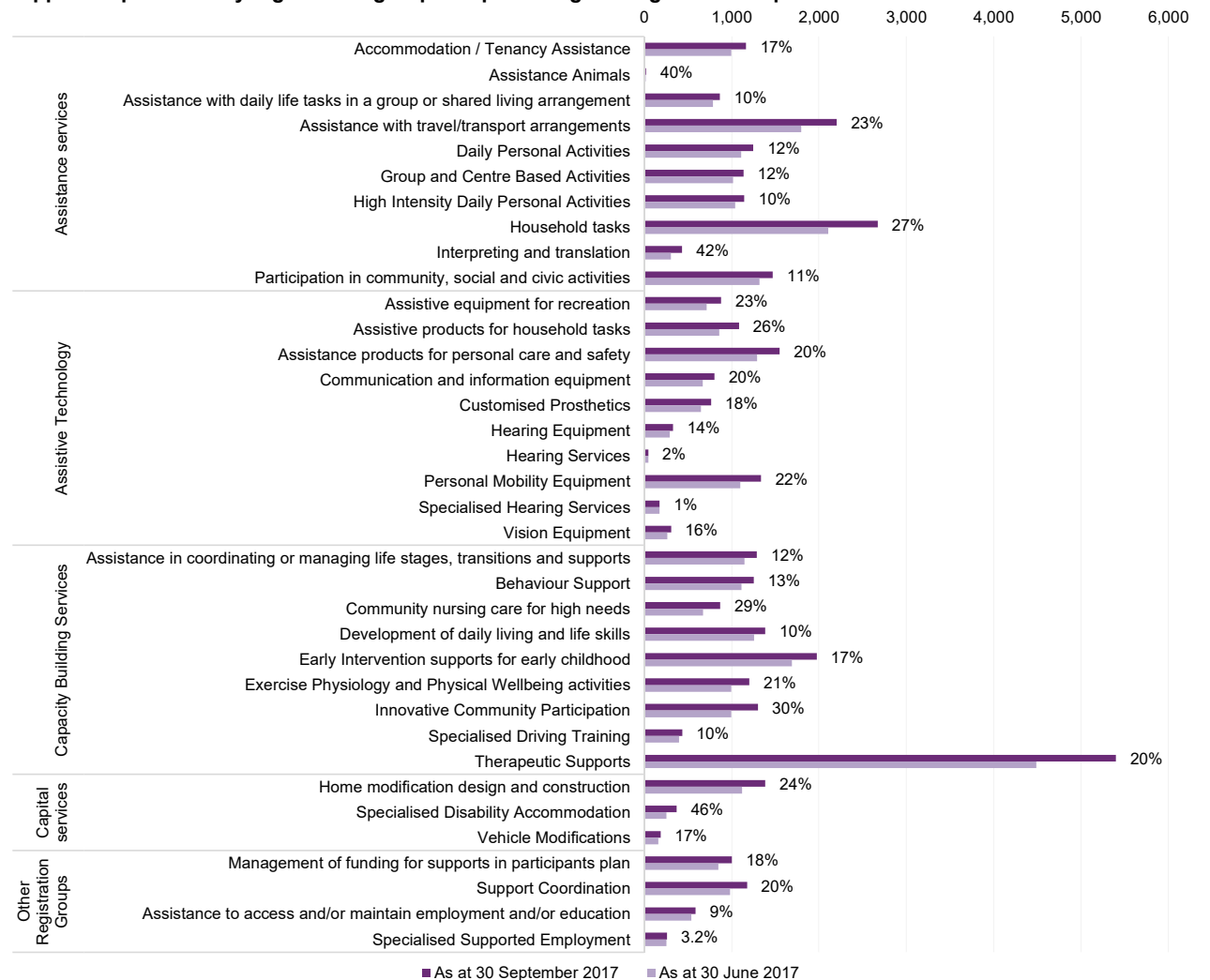
Registration groups

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

Therapeutic Supports has the highest number of approved service providers and has seen a 20% 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 255 as at 30 June 2017 to 372 as at 30 September 2017. This was followed by Interpreting and translation, Assistance with Animals and Innovative Community Participation.

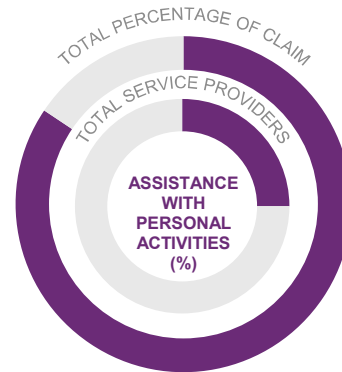
Approved providers by registration group and percentage change over the quarter



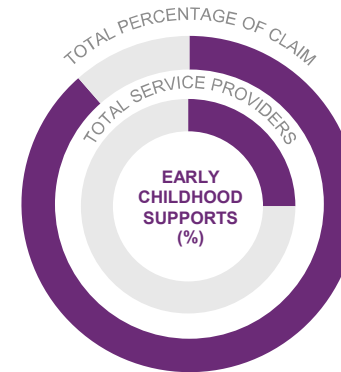
Market share of top providers

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

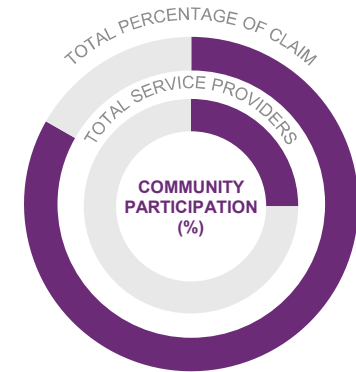
Market share of the top 25% of providers by registration group.



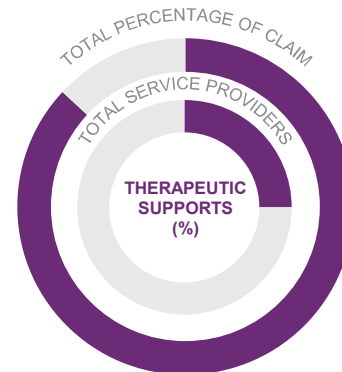
84%



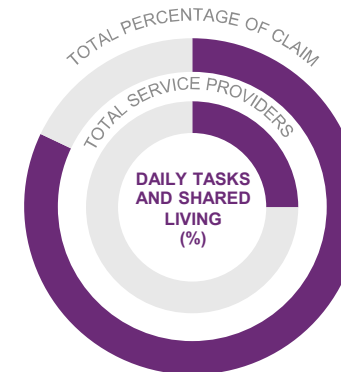
88%



83%



87%



82%

25% of providers have received 84% of payments during the quarter of 2017-18 Q1 for Assistance with Personal Activities.

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, they will have the skills and confidence to participate, contribute to and benefit from activities everyone else in the community has access to.

Information, Linkages and Capacity Building

Detailed transition plans have been agreed with all jurisdictions (excluding WA) outlining funding and activities that will be retained by the respective jurisdictions to build and align current activities to the future ILC policy.

As the first jurisdiction to transition to ILC effective July 2017, the NDIA awarded nearly \$3 million in grant funding to deliver 22 ILC activities in the ACT. The NDIA has also funded nearly \$14 million for 39 activities in the inaugural ILC national readiness grants round to raise community awareness and build the capacity of mainstream services to be more inclusive.

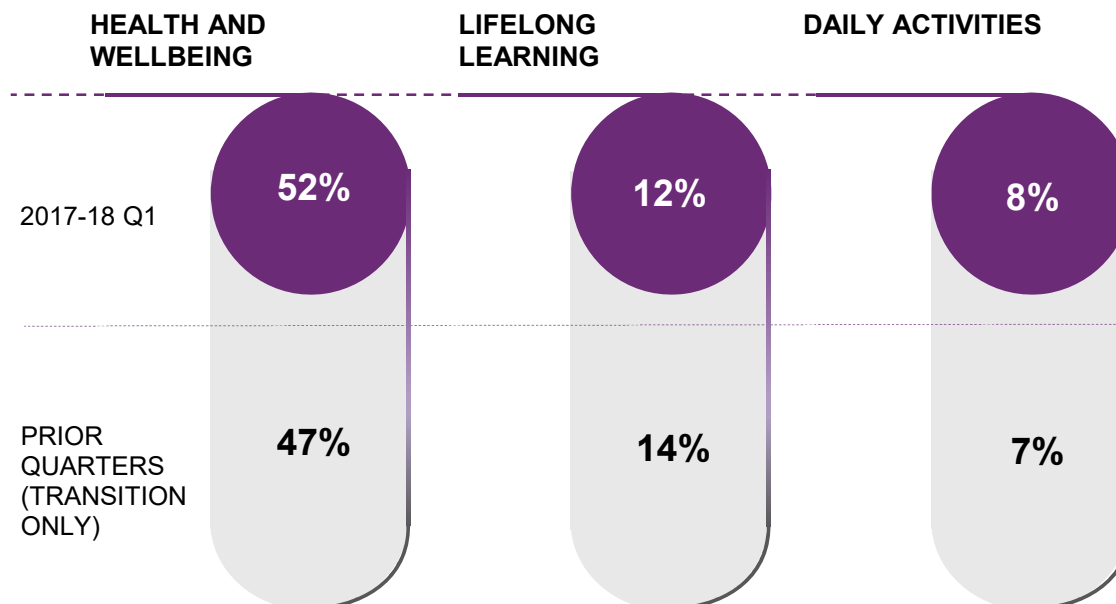
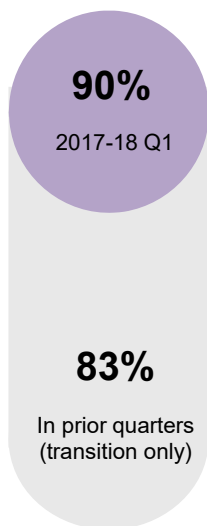
Mainstream Interface

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

Mainstream Interface

90% 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.

% of active participants accessing mainstream supports



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.

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.



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