



30 September 2016

# National Disability Insurance Scheme

COAG Disability Reform Council  
Quarterly Actuarial Report

Version 1, October 2016



## Executive Summary

### Background

1 July 2016 marked the start of the Transition to full scheme for the NDIS, and the conclusion of the three year trial period of the NDIS.

At the end of the trial, 30,281 participants had approved plans. Comparison between the revenue received during the trial from both the Commonwealth and State/Territory governments (the “funding envelope”) and the amount of support used by participants, results in a small surplus over the three years (approximately 1.5% of the funding envelope).

The NDIA commenced Transition with a new ICT system. Specifically the Department of Human Services (DHS) SAP solution has replaced the Siebel solution used during trial. The new ICT system will better meet the needs of the NDIA. However, there were some initial issues with the ICT system when it went live, in particular, not all payments to service providers could be processed. The need to respond to provider payment issues meant a delay in commencing the phasing of participants into the Scheme as outlined in the bilateral agreements between the Commonwealth and State/Territory governments.

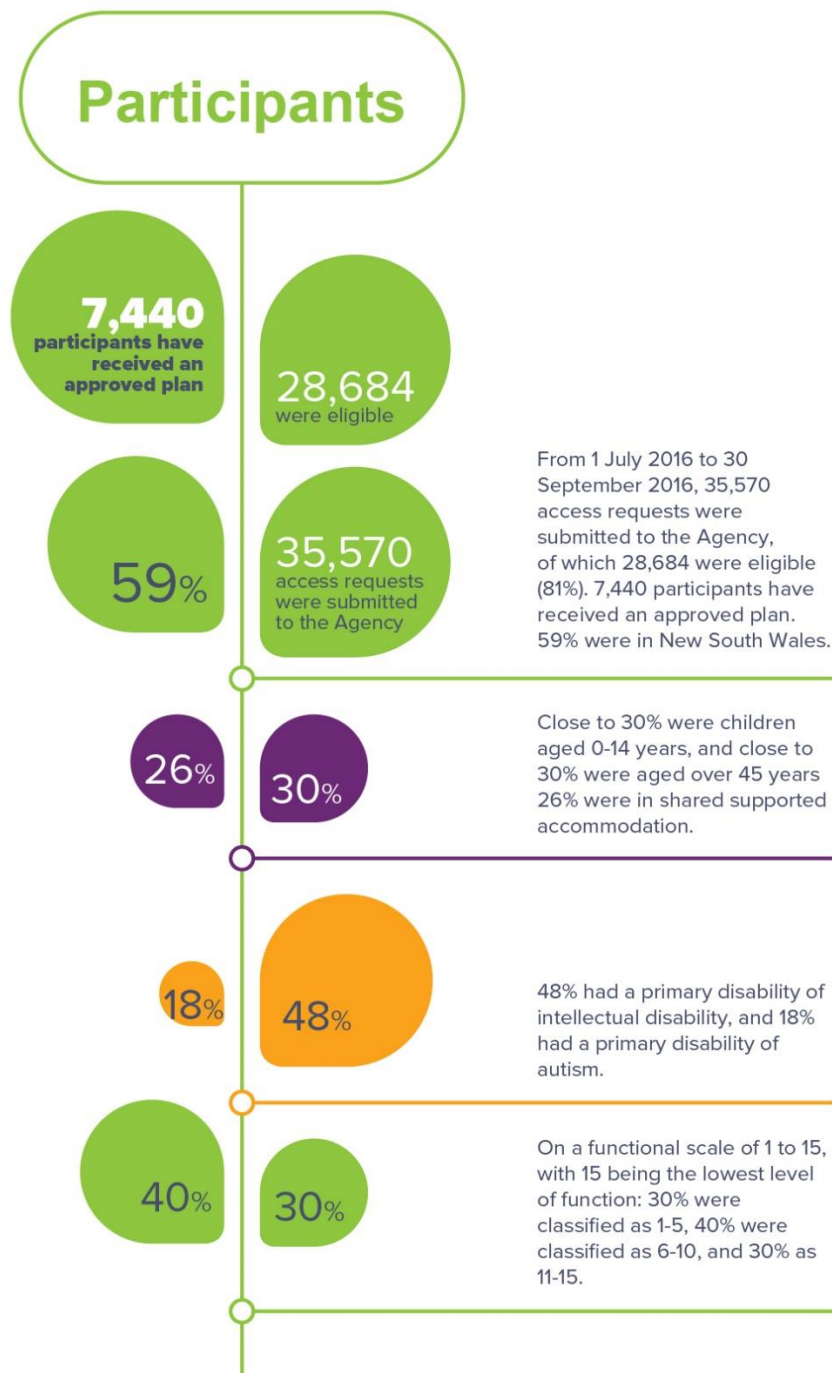
The NDIA agreed a Transition Recovery Plan with the COAG Disability Reform Council (CDRC). This recovery plan indicated that the NDIA would aim to meet half of the quarter one bilateral estimate for 2016-17 (the “revised estimate”), with the cumulative quarter two estimate for 2016-17 remaining the same.

There are some current limitations to the data available to build this report. This is due to the data warehouse of the new Customer Relationship Management (CRM) system being under construction at the time that this report was written. The data warehouse will be in place prior to the 31 December 2016 report.

## Quarter 1, 2016-17

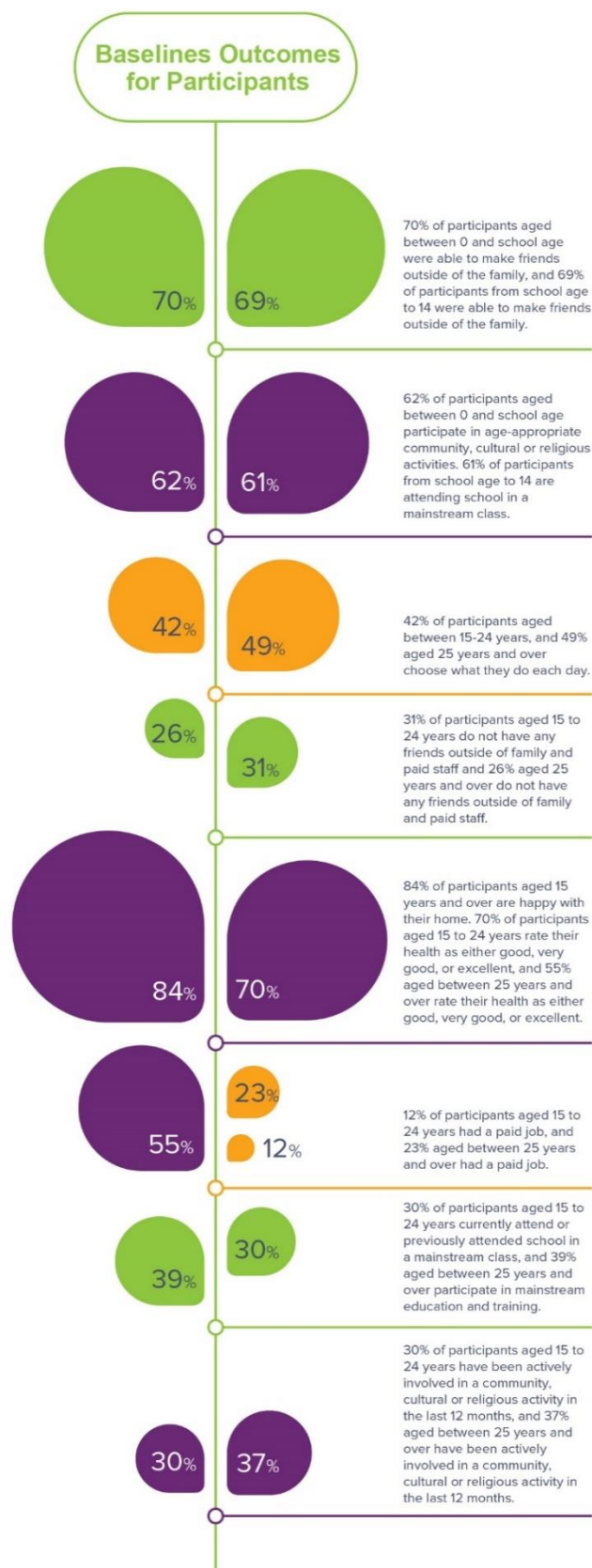
### Participants

The characteristics of the participants phasing into the Scheme in this quarter are influenced by the phasing schedules outlined in the bilateral agreement. Of the participants with approved plans:

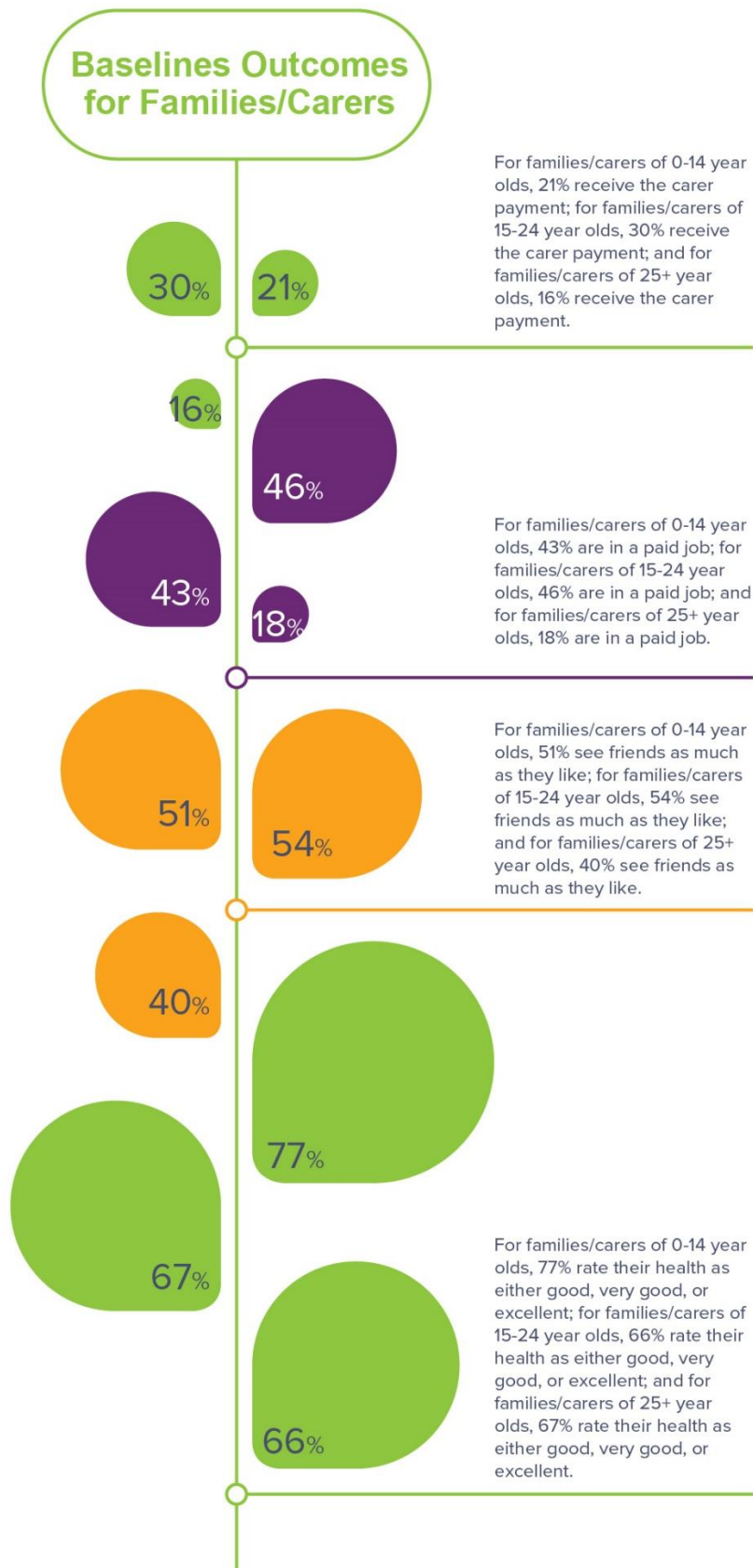


## Baseline participant and family/carer outcome indicators

Baseline outcome indicator information was collected on 96% of participants who received a first plan in the quarter. This information will be collected longitudinally to understand how outcomes change over time. Note: as these indicators are baseline indicators they do not measure the impact of the NDIS as participants have only just entered the Scheme. The key findings for participants were:

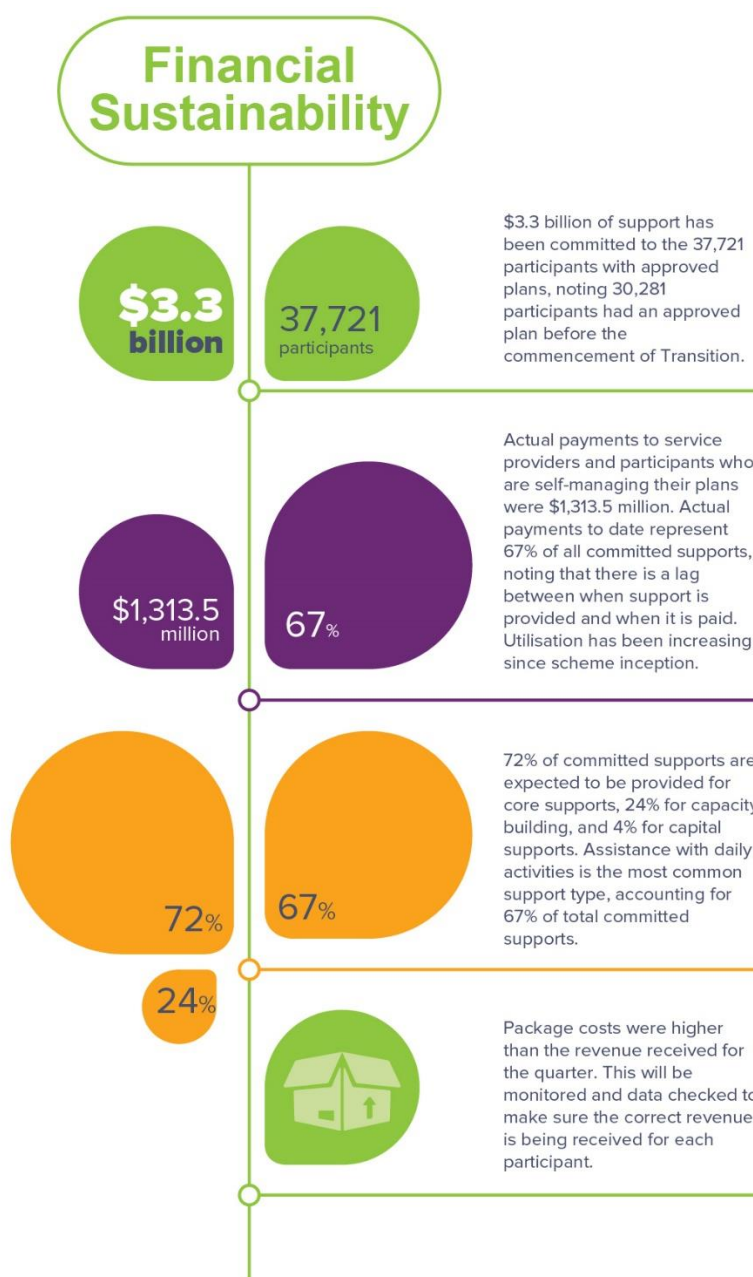


The key findings for families/carers were:





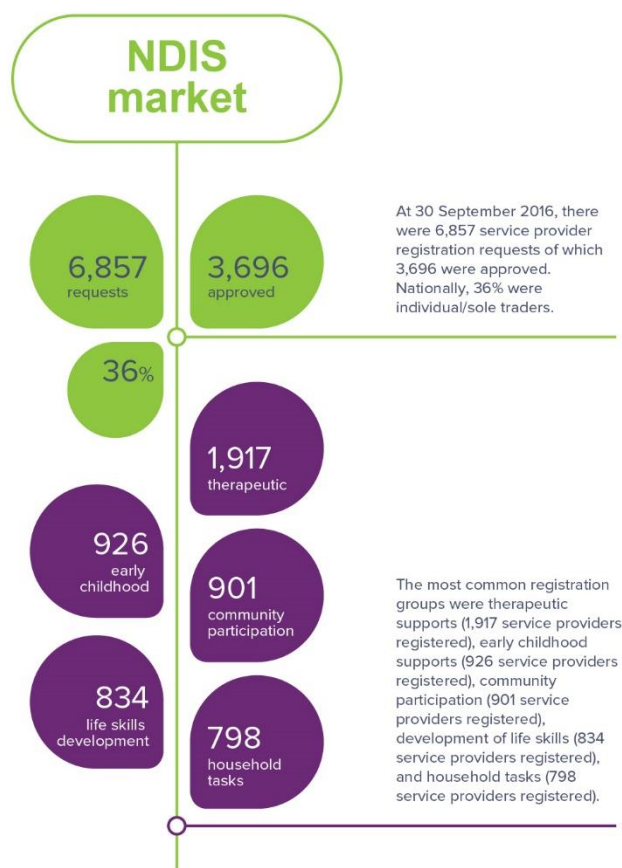
At 30 September 2016:



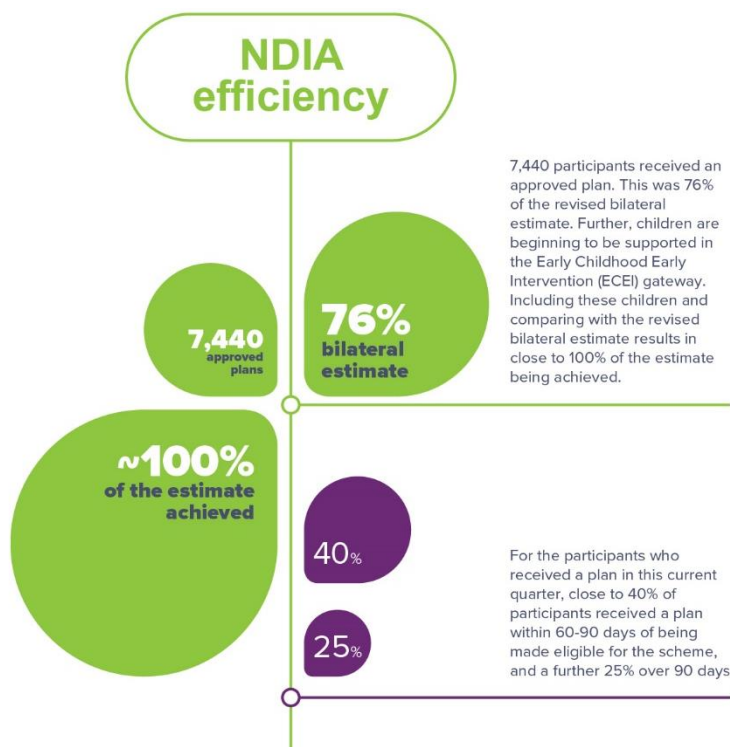
Currently the Productivity Commission estimate is considered the best estimate of the longer-term cost of the NDIS (approximately 0.9% of GDP for under 65 year olds). The NDIS insurance approach allows pressures on the Scheme to be identified early and management responses put in place to respond to these pressures. There are some current pressures which require management responses, including higher than expected numbers of children entering the Scheme, increasing package costs, and a mismatch between benchmark package costs and actual package costs.

Two specific initiatives to address these pressures are the Early Childhood Early Intervention (ECEI) approach and the first plan approach.

In addition to these two initiatives, NDIA management has put in place a Sustainability and Liability Review Working Group led by the CEO to oversee the initiatives addressing the cost pressures identified above.



## NDIA efficiency



During the transition to full scheme, clients transitioning from State/Territory programs will be found eligible for the Scheme up to six months in advance of receiving an approved plan. This allows the participant to potentially work with a Local Area Co-ordinator (LAC) or receive other support to understand the NDIS planning process, and think about how to best use mainstream, community and funded supports to achieve their goals.



## Key Definitions

Access request	A formal request by an individual for a determination of eligibility to access the Scheme. This includes all requests and is not unique to single participants. During the Transition phase of the NDIS, clients in defined State/Territory and Commonwealth programs are automatically eligible for the NDIS.
Active participant	Active participants are those who are currently eligible, are not deceased and have a client status of "Active".
Annualised Package Cost	Approved package cost, pro-rated over a 12 month period to allow like-for-like comparisons.
Culturally and Linguistically Diverse (CALD)	Country of birth is not Australia, New Zealand, the United Kingdom, the United States of America, Canada or South Africa, or primary language spoken at home is not English.
Payments	Payments made to providers, participants or their nominees for supports received as part of the participant's plan.
Committed support	The cost of supports that are contained within a participant's plan, approved to be provided to support a participant's needs.
In-kind	"In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements
Aboriginal and/or Torres Strait Islander	Response of: <ul style="list-style-type: none"><li>• Aboriginal but not Torres Strait Islander; or</li><li>• Australian Aboriginal; or</li><li>• Torres Strait Islander.</li></ul>
LAC	Local Area Coordinators conduct community capacity and awareness building activities, and assist, if necessary, in the coordination and sourcing of participant supports.
Participant	An individual whose access request has been determined 'eligible'.
State/Territory	Based on the jurisdiction administering the participant.





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## Introduction

### Introduction

A legislative requirement of the National Disability Insurance Agency (NDIA) in the National Disability Insurance (NDIS) Act 2013 (Section 174) is:

*The Board members must prepare a report on operations of the Agency for each period of 3 months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within 1 month after the end of the period to which the report relates.*

The NDIS Performance Reporting Framework in the bilateral agreements between the Commonwealth and State/Territory governments outlines the NDIS outcomes, key performance indicators (KPIs), and performance measures against which to report. This Performance Reporting Framework is included in Appendix A.

This 30 September 2016 report is the first quarterly report of the NDIS Transition period which commenced on 1 July 2016. Subsequent reports will include quarterly trends and comparisons. Where possible, data is presented by State/Territory.

There are some current limitations to the data available to build this report. This is due to the data warehouse of the new Customer Relationship Management (CRM) system being under construction at the time that this report was written. The data warehouse will be in place prior to the 31 December 2016 report.

### Sections of this report

The sections of this report are as follows:

- An executive summary
- Trial performance. A brief summary of the trial is provided. Where relevant, trial site information is also discussed in other sections of the report.
- 2016-17 Q1 performance split into the three outcomes measures outlined in the bilateral agreements:
  - People with disability lead lives of their choice
  - The NDIS is financially sustainable and based on insurance principles
  - Greater community inclusion of people with disability.



## The trial period of the NDIS

### Background

The trial period of the NDIS was from 1 July 2013 to 30 June 2016. At 30 June 2016, the NDIS operated in nine locations:

- The Hunter trial site – Newcastle, Lake Macquarie, and Maitland Local Government Areas (LGAs) in New South Wales.
- The Nepean Blue Mountains site – Blue Mountains, Hawkesbury, Lithgow and Penrith LGAs in New South Wales for 0-17 year olds.
- The Australian Capital Territory
- The Tasmanian trial site – 15-24 year olds.
- The Barwon trial site – Greater Geelong, Surf Coast, Queenscliff and Colac-Otway LGAs in Victoria.
- The South Australian trial site – 0-14 year olds.
- The Perth Hills trial site - Swan, Kalamunda and Mundaring LGAs in Western Australia
- The Barkly region in the Northern Territory
- The North Queensland site – Townsville and Charters Towers Regional Council for 0-17 year olds, and Palm Island Aboriginal Shire for 0-64 year olds.



The sites commenced at different times:

- The Hunter, Barwon, South Australian and Tasmanian sites commenced on 1 July 2013
- The Australian Capital Territory, Perth Hills and Barkly region commenced on 1 July 2014
- The Nepean Blue Mountains site commenced on 1 July 2015
- The North Queensland site started on 1 April 2016.

## Participants

As at the 30 June 2016 (Table 1):

- 35,695 participants were eligible for the Scheme (98% of the bilateral estimate).
- 30,281 participants had an approved plan (83% of the bilateral estimate).

**Table 1 Eligible participants and participants with approved plans**

1 July 2013 to 30 June 2016	NSW (Hunter)	SA	TAS	VIC	ACT	NT	WA	NSW (Nepean Blue Mountains)	QLD	Total
Number of expected participants (bilateral agreements) <sup>1,2</sup>	10,111	8,500	1,125	5,289	4,278	154	4,250	2,000	600	36,307
Number of participants (active & inactive participants)	8,348	9,482	1,358	5,884	5,229	161	2,681	2,015	537	35,695
<i>Percentage deemed eligible compared with expected</i>	<i>83%</i>	<i>112%</i>	<i>121%</i>	<i>111%</i>	<i>122%</i>	<i>105%</i>	<i>63%</i>	<i>101%</i>	<i>90%</i>	<i>98%</i>
Number of participants with current approved plans (active & inactive participants)	7,805	7,118	1,162	5,284	4,098	155	2,494	1,804	361	30,281
<i>Percentage with approved plans compared with expected</i>	<i>77%</i>	<i>84%</i>	<i>103%</i>	<i>100%</i>	<i>96%</i>	<i>101%</i>	<i>59%</i>	<i>90%</i>	<i>60%</i>	<i>83%</i>

<sup>1</sup> Bilateral agreement estimates are estimates for approved plans, rather than participants. The NDIS funding responsibility begins from the date of first plan approval. There is a lag between a participant being deemed eligible and having their plan approved.

<sup>2</sup> Where bilateral agreement estimates are quarterly, the monthly estimate is pro-rated evenly across the months (e.g. the monthly estimate is one third of the quarterly estimate).



## Committed supports

As at 30 June 2016, 30,281 participants (active and inactive) have approved plans, and \$2,404.3 million of support has been committed to these participants.

Of this \$2,404.3 million:

- It is estimated that \$141.0 million (6%) was provided in 2013-14 (including actual paid to date). The funding envelope based on the bilateral agreements for 2013-14 is \$148.8 million, including cash and in-kind. Hence, for participants who have entered the Scheme in the first year, committed support for 2013-14 is around 95% of the funding envelope.
- \$505.3 million (21%) is estimated to be provided in 2014-15. This compares with the funding envelope based on the bilateral agreements for 2014-15 of \$456.9 million, including both cash and in-kind. Therefore, for participants who have entered the Scheme to date, committed support for 2014-15 is around 111% of the funding envelope for 2014-15.
- \$915.7 million (38%) is estimated to be provided in 2015-16. The funding envelope based on the bilateral agreements for 2015-16 is \$873.1 million, including both cash and in-kind. Thus, for participants who have entered the Scheme to date, committed support for 2015-16 is 105% of the funding envelope for 2015-16.
- \$842.3 million (35%) is expected to be provided in 2016-17 and beyond.

Note: committed support exceeds the funding envelope in 2014-15 and 2015-16. However, as not all committed support is being utilised, an actual deficit will not arise. Specifically, comparison between the revenue received during the trial from both the Commonwealth and State/Territory governments (the “funding envelope”) and the amount of support used by participants, results in a small surplus over the three years (approximately 1.5% of the funding envelope).

Further, due to the phasing of participants into the Scheme during the trial period comparing committed support with the bilateral agreement does not reflect full scheme costs.

## Actual payments

Actual payments to service providers and participants who are self-managing their plans as at 30 June 2016 were \$1,090.6 million, of which \$91.6 million relates to supports provided in 2013-14, \$375.7 million relates to supports provided in 2014-15 and \$623.2 million relates to supports provided in 2015-16.

- Actual payments to date for supports provided in 2013-14 represent 65% of all committed supports.
- Actual payments to date for supports provided in 2014-15 represent 74% of all committed supports.
- Actual payments to date for supports provided in 2015-16 represent 68% of all committed supports.
- Actual payments to date represents 70% of all committed supports.

Note: payments continue to be made for the 2013-14 and 2014-15 support years, so these utilisation factors may increase. Further, there is a lag between when support is provided and when it is paid which effects the utilisation to date figure.

## Service providers

As at 30 June 2016, there were 3,519 registered service providers of which 1,252 (36%) were individual/sole traders and 940 (27%) were private sector companies. The most common support type registered was allied health supports.

Service providers received 92% of total payments to 30 June 2016 (that is, of the \$1,090.6 million). The remaining 8% had been paid to self-managing participants.

## Summary

At the end of trial, the NDIS has approximately 30,000 participants with an approved plan. This is estimated to grow to 460,000 by 30 June 2019.

The scheme was within the funding envelope for the three years of trial when comparing utilised support to revenue received.



# 1 People with disability lead lives of their choice

## Introduction

This section presents baseline information on outcomes for participants who received an approved plan in Quarter 1 of 2016-17, and their families/carers. The NDIS outcomes framework is used as the basis for this reporting, and is described below. The NDIS outcomes framework will be collected on participants over time. Only baseline information is presented in this report as participants have only just entered the NDIS.

Over time, data on individual goal attainment will be included in this report – that is, an assessment of the extent to which participants are meeting the individual goals outlined in their plan will be included.

Participant satisfaction with the Agency during the planning process has been captured and compared to previous quarters in the trial period. Furthermore, cases with the Administrative Appeals Tribunal (AAT) are also documented.

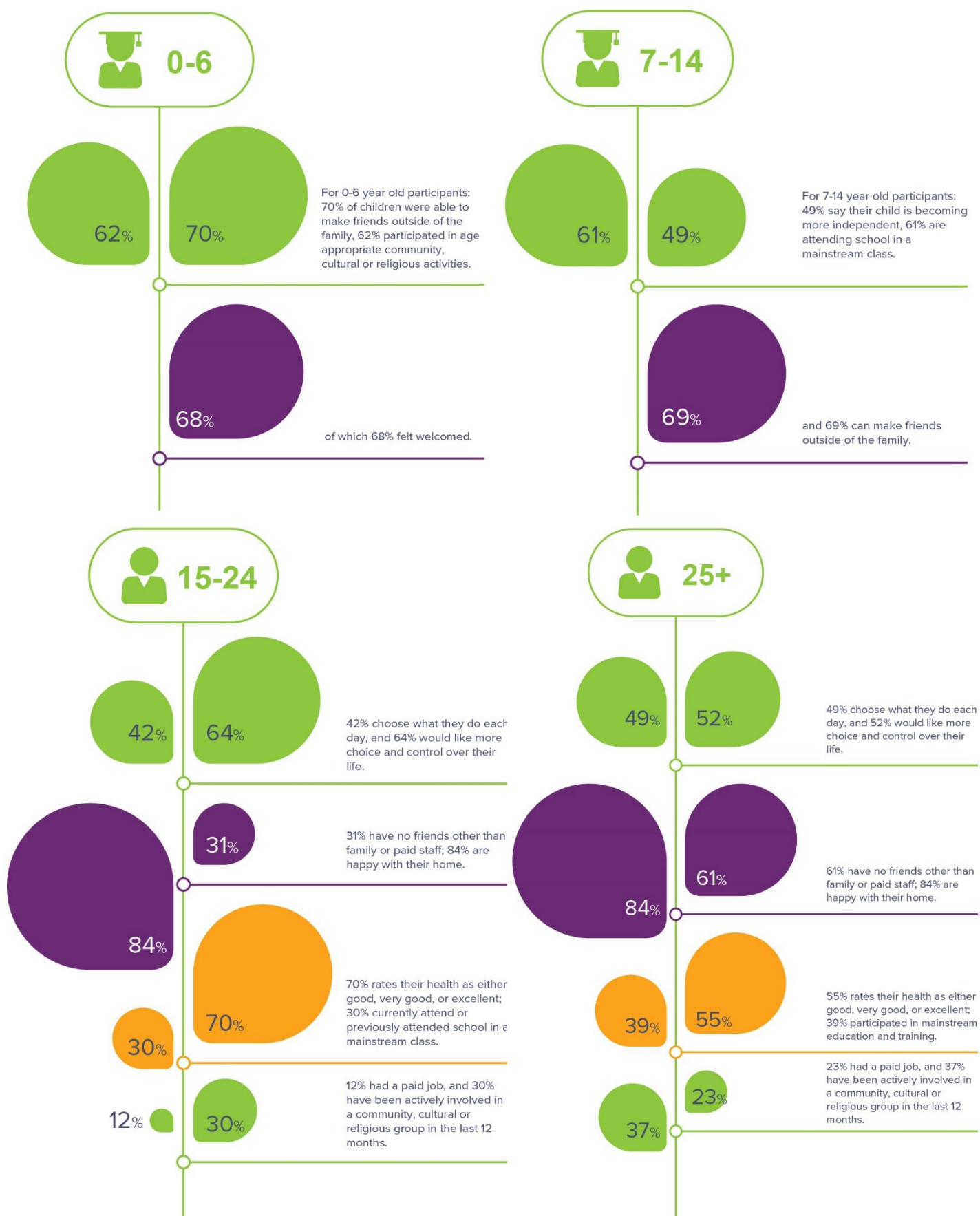
This section also includes information on the service providers currently registered with the NDIA and the supports they are registered to provide.

It is important to note that the participants who received an approved plan in Quarter 1 of 2016-17 will not be representative of all participants in the NDIS, this is due to the phasing schedule outlined in the bilateral agreements. These agreements specify the different cohorts of participants entering the Scheme each quarter.

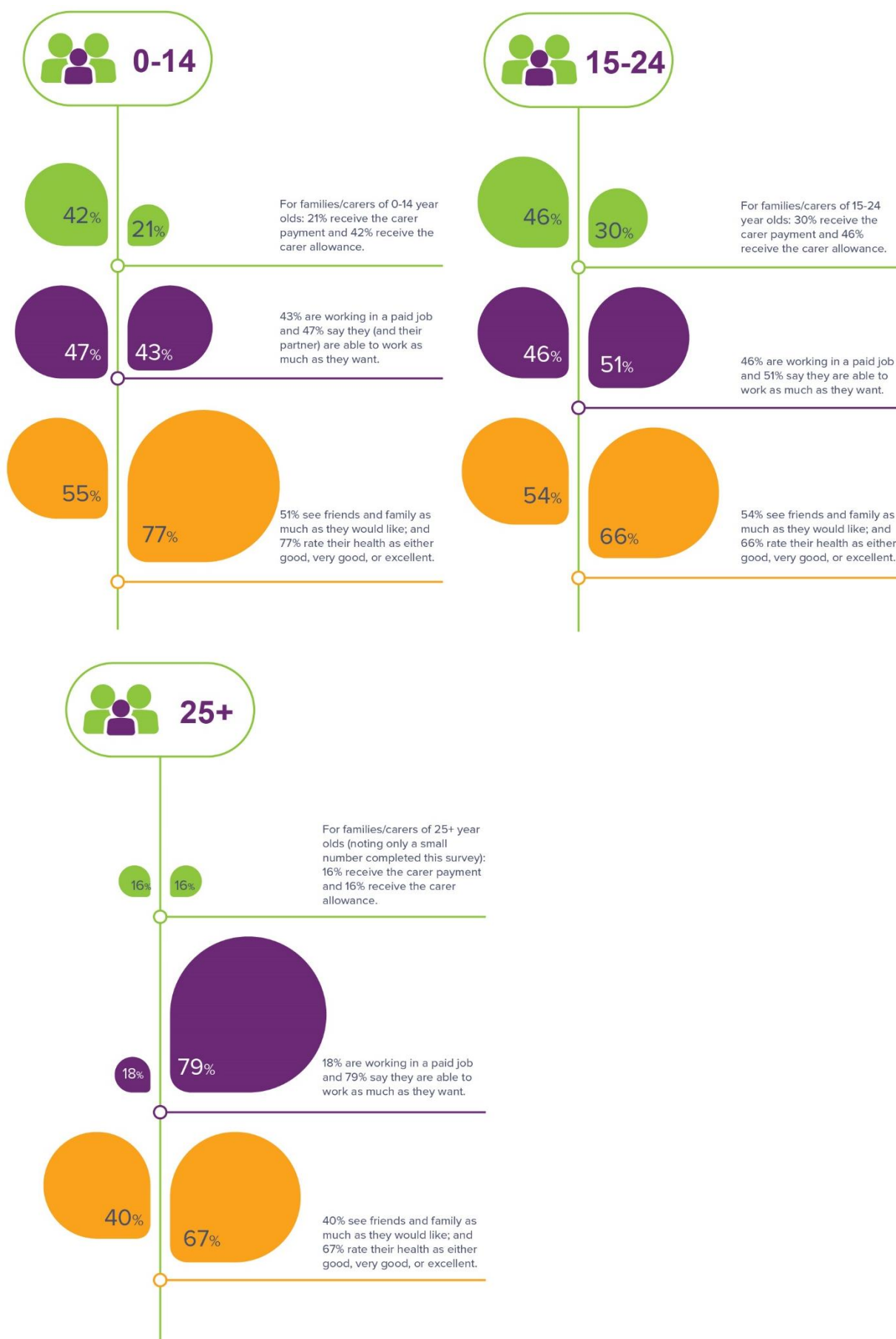
## 1.1 Key findings

### Outcomes for participants

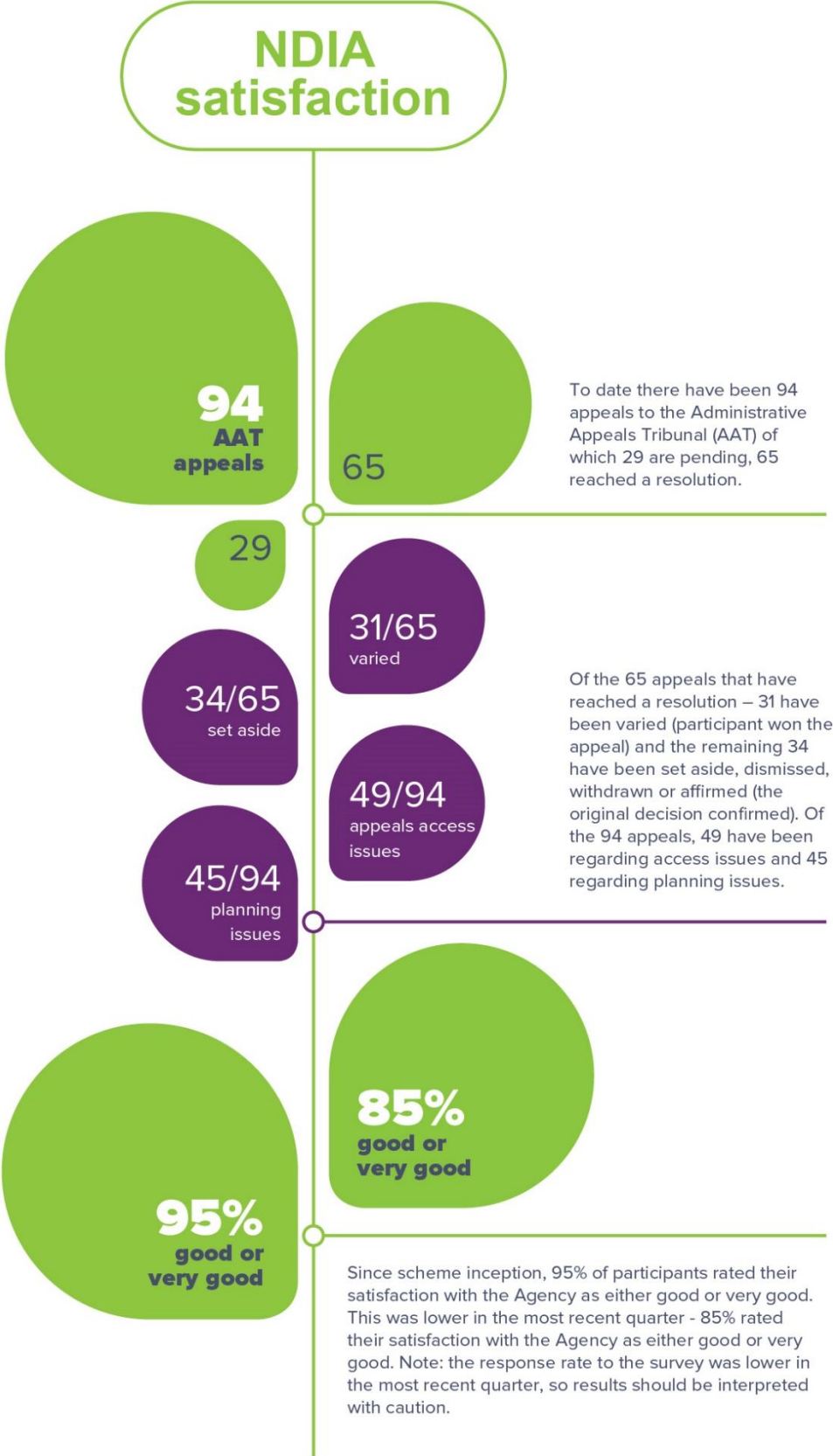
Some of the key findings on the baseline outcomes information were:

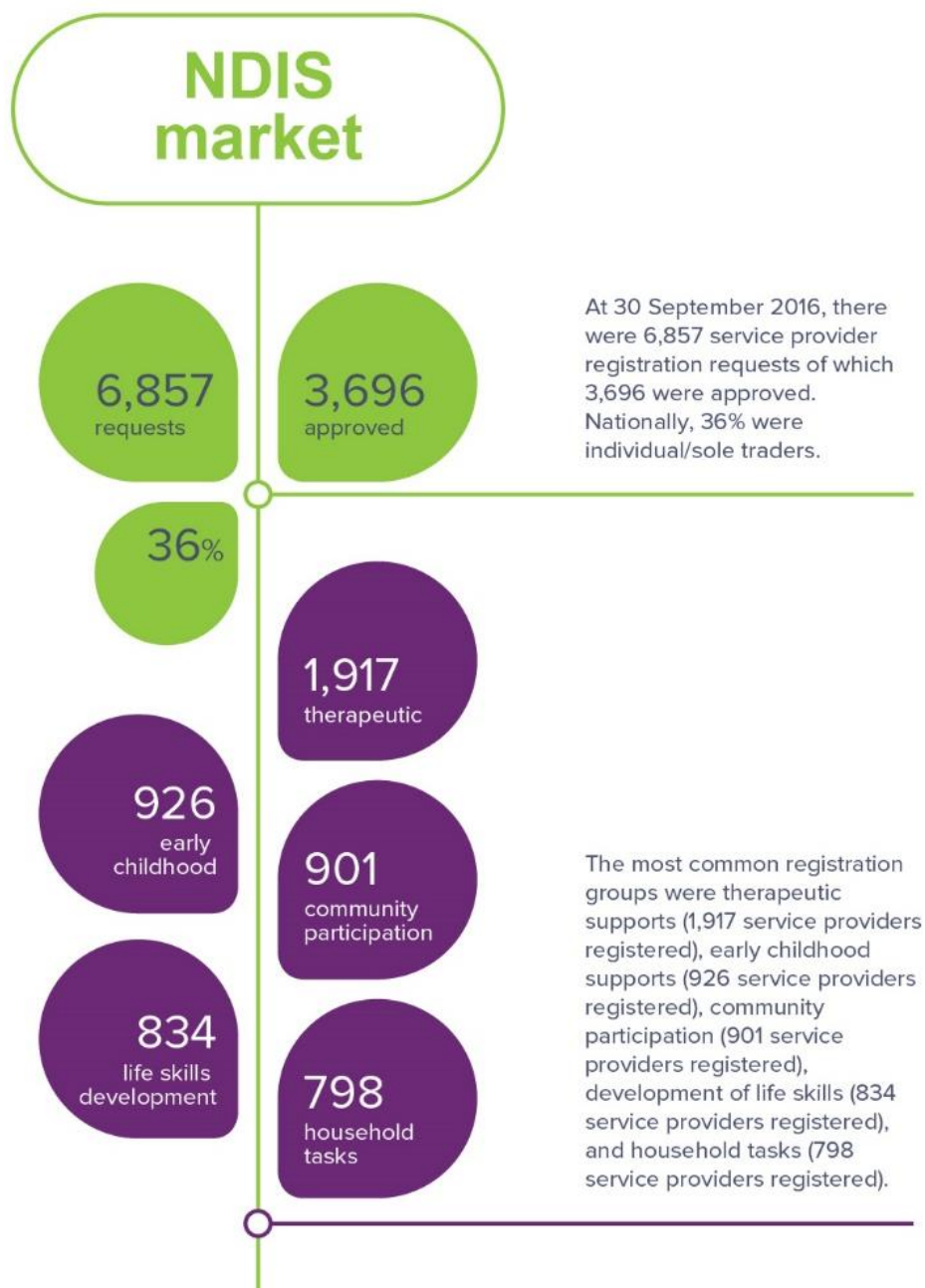


## Outcomes for families/carers









## 1.2 Outcomes for participants and their families/carers

### *1.2.1 Proportion of participants, and their families and carers who report improved economic outcomes and social outcomes (as measured by the NDIA outcomes framework)*

#### **Background**

The NDIS Outcomes Framework collects information from participants and families/carers on how they are progressing in different areas (domains) of their lives. Building on research commissioned by the Independent Advisory Council, the outcomes framework adopts a lifespan approach to measuring outcomes, recognising that different outcomes will be important at different stages of life. Questionnaires have been developed for four different participant age groups. There are also three different family/carer questionnaires, depending on the age of the participant.

The domains for each cohort are included in Appendix B.

Two versions of the questionnaires have been developed: a short form (SF) and a long form (LF). The SF contains questions relevant to planning and a small number of key indicators, and is being collected for all participants. The LF contains a broader range of questions relevant to Scheme monitoring and will be collected for a sample of participants. Both forms will be collected longitudinally over time.

This report includes results from the SF questionnaires collected during the quarter ended 30 September 2016. At this stage only a cross-sectional (baseline) analysis is possible since no longitudinal history has been built up yet. As this history accumulates, it will be possible to measure and report on within-individual change over time.

### Questionnaires collected

Table 1.1 shows numbers of SF questionnaires collected for participants with a first plan approved during the quarter ended 30 September 2016, by State/Territory, for each of the seven questionnaire types.

**Table 1.1 SF questionnaires collected by State/Territory, Q1 2016-17**

Version	ACT	NSW	QLD	SA	TAS	VIC	WA	Total	%
Participant 0 to school	144	293	96	181	0	91	43	848	9.2
Participant school to 14	119	354	101	493	21	67	23	1,178	12.7
Participant 15 to 24	78	529	47	46	106	90	13	909	9.8
Participant 25 and over	546	3,068	123	1	13	412	58	4,221	45.6
<b>Total Participant</b>	<b>887</b>	<b>4,244</b>	<b>367</b>	<b>721</b>	<b>140</b>	<b>660</b>	<b>137</b>	<b>7,156</b>	<b>77.3</b>
Family 0 to 14	256	420	198	670	20	156	64	1,784	19.3
Family 15 to 24	23	117	12	43	58	9	6	268	2.9
Family 25 and over	17	32	3	0	0	1	2	55	0.6
<b>Total Family</b>	<b>296</b>	<b>569</b>	<b>213</b>	<b>713</b>	<b>78</b>	<b>166</b>	<b>72</b>	<b>2,107</b>	<b>22.7</b>
<b>Total</b>	<b>1,183</b>	<b>4,813</b>	<b>580</b>	<b>1,434</b>	<b>218</b>	<b>826</b>	<b>209</b>	<b>9,263</b>	<b>100</b>
<b>%</b>	<b>12.8</b>	<b>52</b>	<b>6.3</b>	<b>15.5</b>	<b>2.4</b>	<b>8.9</b>	<b>2.3</b>	<b>100</b>	

Overall, 9,263 questionnaires were collected during the quarter: 7,156 for participants and 2,107 for family members/carers. 2,087 had both a participant and a family questionnaire, 5,069 had a participant questionnaire only, and 20 had a family questionnaire only. The 7,156 with a participant questionnaire represent 96% of the 7,440 participants with a plan approved in Q1 2016-17.

46% of the questionnaires were for participants aged 25 and over, 19% for families/carers of participants aged 0 to 14, and 13% for participants from starting school to age 14.

Over half (52%) of the questionnaires were for NSW, with 16% for SA, 13% for ACT, and 9% for VIC.

The remainder of this subsection presents results for some key indicators for the different age groups. Comparisons by State/Territory have not been included, because the results will be affected by differences in the distribution of factors such as primary disability, level of functioning, and age. Over time, data by State/Territory will be included in this report.

### Participants aged 0 to starting school

For the cohort of 848 participants from birth to starting school, a family member/carer was interviewed about the participant. The person responding was unknown for 22% of interviews. In 77% of the remaining cases, the participant's mother responded, in 7% of cases the father responded, and in 16% another family member or carer responded.

By State/Territory, 35% of participants were from NSW, 21% from SA, 17% from ACT, 11% from each of QLD and VIC, and 5% from WA.

The mean age of participants was 3.7, broadly similar across States/Territories.

Table 1.2 summarises information about some key indicators for participants in this cohort.

**Table 1.2 Indicators for participants from birth to starting school**

Indicator	Q1 2016-17 Result <sup>3</sup>
% of parents/carers with concerns in 6 or more of the areas:	
Gross motor skills	
Fine motor skills	
Self-care	
Eating/ Feeding	36%
Social interaction	
Language/Communication	
Cognitive development	
Sensory processing	
% who say their child is able to tell them what he/she wants	80%
% of children who can make friends with (some) people outside the family	70%
% of children who participate in age appropriate community, cultural or religious activities	62%
Of these, % who are welcomed or actively included	68%

### *Participants from starting school to age 14*

This cohort consisted of 1,178 children. Some older children in the cohort completed the questionnaire themselves (with or without help), otherwise it was completed by a family member/carer. The person responding was unknown for 6% of interviews. In 7% of remaining cases, the participant completed the questionnaire themselves, with or without help. In 75% of cases the mother responded, in 8% it was the father, and in 11% another person.

By State/Territory, 42% were from SA, 30% from NSW, 10% from ACT, 9% from QLD, 6% from VIC, and 2% from each of TAS and WA.

The mean age of participants was 10.3. It was slightly lower in ACT (9.2) and higher in TAS (13.0).

Table 1.3 summarises information about some key indicators for participants in this cohort.

<sup>3</sup> The percentages quoted exclude missing responses  
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**Table 1.3 Indicators for participants from starting school to age 14**

Indicator	Q1 2016-17 Result <sup>4</sup>
% of children developing functional, learning and coping skills appropriate to their ability and circumstances (either pretty well or very well)	33%
% who say their child is becoming more independent	49%
% of children who spend time with friends without an adult present (either frequently or occasionally)	18%
% of children who have a genuine say in decisions about themselves (most or some decisions)	73%
% of children attending school in a mainstream class	61%
% of children who can make friends with (some) people outside the family	69%
% of children who spend time after school and on weekends with friends and/or in mainstream programs	39%
Of these, % who are welcomed or actively included	78%

### ***Participants aged 15 to 24***

There were 909 young adults in this cohort. The person responding was unknown for 4% of interviews. In 39% of remaining cases the participant responded, in 41% the participant's mother responded, in 7% the father responded, and in 14% another person responded. Over time, the intention is to collect more data from the participant, rather than family or friends supporting the participant.

Over half (58%) of the participants in this cohort were from NSW, with 12% from TAS, 10% from VIC, 9% from ACT, 5% from each of QLD and SA, and 1% from WA.

The mean age of participants was 19.1. It was lower in SA (15.2) and TAS (17.6) and higher in ACT and VIC (19.8).

Table 1.4 summarises information about some key indicators for participants in this cohort.

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<sup>4</sup> The percentages quoted exclude missing responses  
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**Table 1.4 Indicators for participants aged 15 to 24**

Indicator	Q1 2016-17 Result <sup>5</sup>
% who are happy with the level of independence/control they have now	44%
Of those who had started planning, % who were involved in planning for their life after school years (made the decisions or had some input into the decisions)	63%
% who choose what they do each day	42%
% who choose or sometimes have a say in what they do each day	80%
% who make most of the decisions in their life (rather than family, friends, service providers, or someone else)	26%
% who had been given the opportunity to participate in a self-advocacy group meeting, conference, or event	20%
Of those given the opportunity, % who participated	35%
% who want more choice and control in their life	64%
% with no one outside their home to call when they need help	17%
% with no friends other than family or paid staff	31%
% who are happy with how often they see friends	52%
% who are happy with their home	84%
% who will want to live in their home in 5 years' time	68%
% who feel safe or very safe in their home	87%
% who rate their health as good, very good or excellent	70%
% who did not have any difficulties accessing health services	76%
% who had been to hospital in the last 12 months	31%
% who feel safe getting out and about in their community	50%
% who currently attend or previously attended school in a mainstream class	30%
% who have a paid job	12%
Of those who don't have a paid job, % who would like one	52%
	58%
Of those with a paid job, % in open employment	(including 16% employed at less than full award wages)
% who volunteer	13%
% who have been actively involved in a community, cultural or religious group in the last 12 months	30%
Of those not involved, % who would like to be	36%

Figure 1.1 summarises responses to Domain 2 of the adult outcomes framework, Daily Living. This domain asks about support in eight areas: domestic tasks, personal care, travel and transport, communication, getting out of the house, finances and money, and technology. (The participant can also nominate any other areas of support). The questions ask:

1. Whether the participant needs support, and if they do:
2. Whether they receive support, and if they do:
  - a. Whether the support they receive meets their needs; and

<sup>5</sup> The percentages quoted exclude missing responses

- b. Whether the support they receive allows them to be more independent in this area.

**Figure 1.1 Domain 2 results<sup>6</sup>, participants 15 to 24**

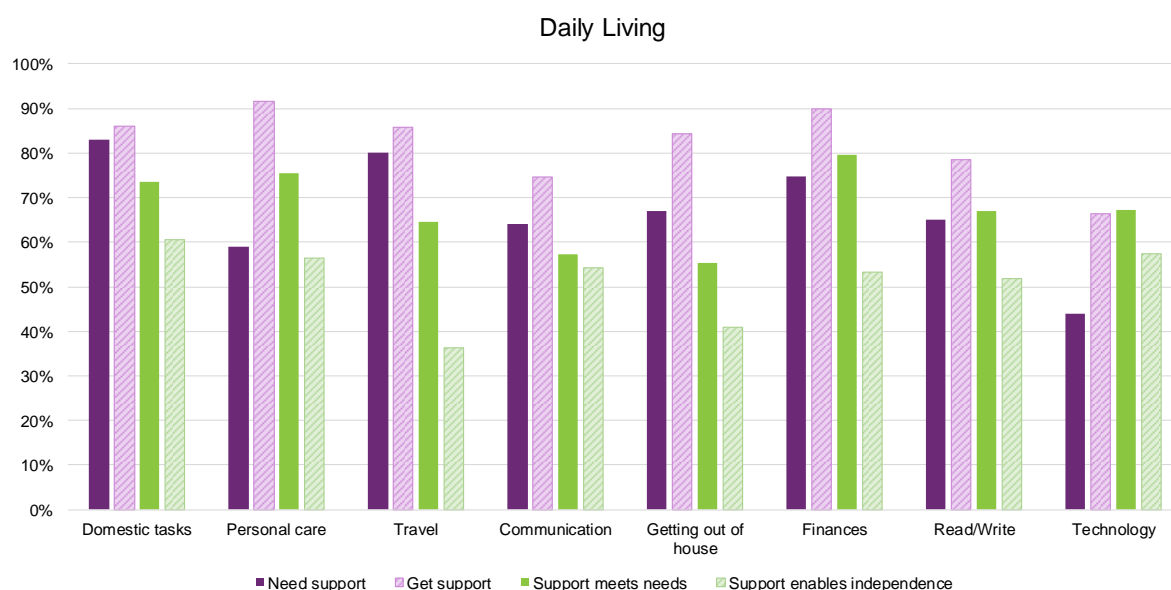


Figure 1.1 shows that the area where most support is needed is domestic tasks (83%), followed by travel and transport (80%), and finances (75%). Support is required least often for technology (44%) and personal care (59%).

Unmet need was highest for technology (66% of participants who needed support said they received it), followed by communication (75%). 92% of participants who required help with personal care received it.

The percentage saying the help they received met their needs was lowest for getting out of the house (55%) and communication (57%) and highest for personal care (76%) and finances (80%).

The percentages saying the help they received enabled them to be more independent ranged from 36% (travel and transport) to 60% (domestic tasks).

Domain 2 also asks whether the participant has ever undertaken training to do more of these daily activities by themselves. 24% said they had undertaken training.

<sup>6</sup> Note that the denominator for each bar in the graph is different: The first bar (solid purple) represents participants who need support as a proportion of all participants, the second bar (non-solid purple) represents participants who get support as a proportion of participants who need support, the third and fourth bar (solid and non-solid green) represents participants where support meets needs and support enables independence as a proportion of participants who get support.

### ***Participants aged 25 and over***

This was the largest cohort, with 4,221 adult participants. The person responding was unknown for 5% of interviews. In 40% of remaining cases the participant responded, in 18% the participant's mother responded, in 14% the father, another family member or a spouse/partner responded, in 9% a carer responded, and in 18% another person responded. Over time, the intention is to collect more data from the participant, rather than family or friends supporting the participant.

Almost three-quarters (73%) of the participants in this cohort were from NSW, with 13% from ACT, 10% from VIC, 3% from QLD, 1% from WA, 0.3% from TAS, and there was one participant from SA.

The mean age of participants was 45.0.

Table 1.5 summarises information about some key indicators for participants in this cohort.

**Table 1.5 Indicators for participants aged 25 and over**

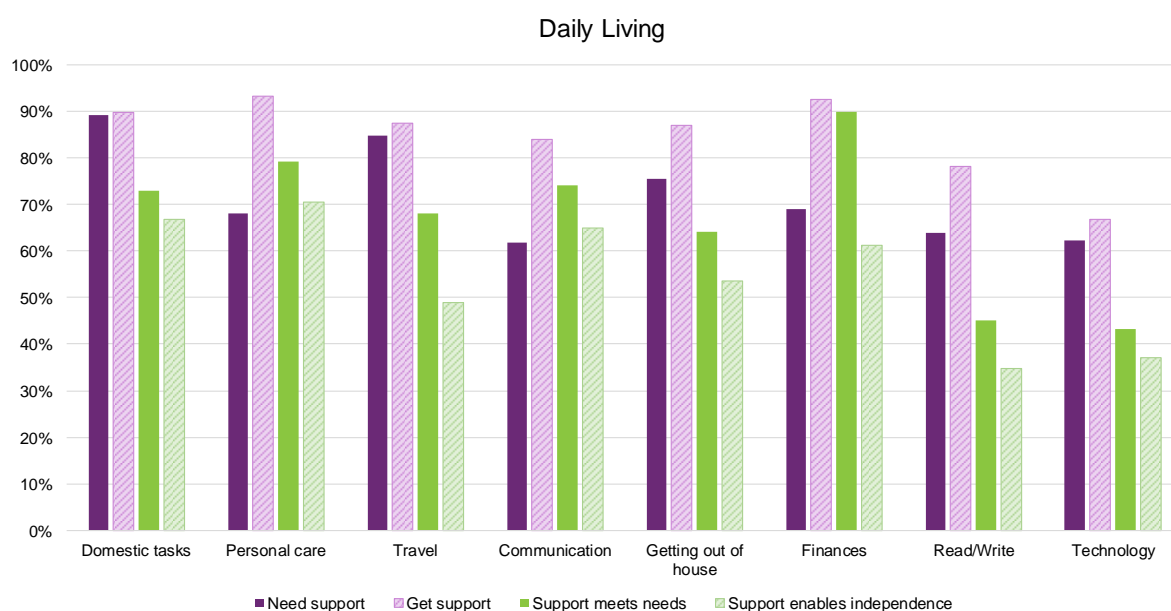
Indicator	Q1 2016-17 Result <sup>7</sup>
% who choose what they do each day	49%
% who choose or sometimes have a say in what they do each day	84%
% who make most of the decisions in their life (rather than family, friends, service providers, or someone else)	41%
% who had been given the opportunity to participate in a self-advocacy group meeting, conference, or event	25%
Of those given the opportunity, % who participated	48%
% who want more choice and control in their life	52%
% with no one outside their home to call when they need help	9%
% with no friends other than family or paid staff	26%
% who are happy with how often they see friends	60%
% who are happy with their home	84%
% who will want to live in their home in 5 years' time	85%
% who feel safe or very safe in their home	84%
% who rate their health as good, very good or excellent	55%
% who did not have any difficulties accessing health services	78%
% who had been to hospital in the last 12 months	40%
% who feel safe getting out and about in their community	55%
% who participate in mainstream education and training	39%
% unable to do a course or training they wanted to do in the last 12 months	25%
% who have a paid job	23%
Of those who don't have a paid job, % who would like one	23%
	48%
Of those with a paid job, % in open employment	(including 17% employed at less than full award wages)
% who volunteer	11%
% who have been actively involved in a community, cultural or religious group in the last 12 months	37%
Of those not involved, % who would like to be	30%

Figure 1.2 summarises responses to Domain 2 of the adult outcomes framework, Daily Living.

<sup>7</sup> The percentages quoted exclude missing responses  
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**Figure 1.2 Domain 2 results<sup>8</sup>, participants 25 and over**



For participants aged 25 and over, support was most often needed for domestic tasks (89%), followed by travel and transport (85%), and getting out of the house (76%). Support was least often needed for communication and technology (both 62%).

Unmet need was greatest for technology, with 67% of those needing help saying they received it, followed by reading and/or writing (78%). The highest percentage was 93%, for personal care and finances.

Of those who received help, the percentage saying it met their needs was lowest for technology (43%) and reading and/or writing (45%), and highest for finances (90%).

Technology and reading/writing also had the lowest percentages of participants thinking the support they received enabled them to be more independent (37% and 35%, respectively). The percentage was highest for personal care (71%) and domestic tasks (67%).

28% of participants in this age group said they had undertaken training to become more independent in at least one of these areas.

<sup>8</sup> Note that the denominator for each bar in the graph is different: The first bar (solid purple) represents participants who need support as a proportion of all participants, the second bar (non-solid purple) represents participants who get support as a proportion of participants who need support, the third and fourth bar (solid and non-solid green) represents participants where support meets needs and support enables independence as a proportion of participants who get support.

### *Family members/carers of participants aged 0 to 14*

1,784 family members or carers of participants aged 0 to 14 completed an interview in Q1 2016-17. In 85% of cases the participant's mother responded, in 8% it was the participant's father, and in 7% of cases another family member or carer.

By State/Territory, 38% of interviews were from SA, 24% from NSW, 14% from ACT, 11% from QLD, 9% from VIC, 5% from WA, and 1% from TAS.

The mean age of participants was 7.8, being lower in WA (5.9) and higher in SA (8.9) and TAS (13.1).

Table 1.6 summarises key indicators for these family members and carers.

**Table 1.6 Indicators for family members/carers of participants aged 0 to 14**

Indicator	Q1 2016-17 Result <sup>9</sup>
% receiving Carer Payment	21%
% receiving Carer Allowance	42%
% working in a paid job	43%
Of those in a paid job, % in permanent employment	79%
Of those in a paid job, % working 15 hours or more	78%
% who say they (and their partner) are able to work as much as they want	47%
Of those unable to work as much as they want, % who say the situation of their child with disability is a barrier to working more	83%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	38%
% able to advocate for their child	81%
% who have friends and family they see as often as they like	51%
% who feel very confident or somewhat confident in supporting their child's development	88%
% who rate their health as good, very good or excellent	77%

### *Family members/carers of participants aged 15 to 24*

268 family members or carers of participants aged 15 to 24 completed an interview in Q1 2016-17. In 4% of cases the respondent's relationship to the participant was unknown. In 77% of remaining cases the participant's mother responded, in 13% it was the participant's father, and in 10% of cases another family member or carer.

By State/Territory, 44% of interviews were from NSW, 22% from TAS, 16% from SA, 9% from ACT, 4% from QLD, 3% from VIC, and 2% from WA.

The mean age of participants was 16.2, ranging from 15.3 in SA to 17.3 in ACT.

Table 1.7 summarises key indicators for these family members and carers.

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<sup>9</sup> The percentages quoted exclude missing responses

**Table 1.7 Indicators for family members/carers of participants aged 15 to 24**

Indicator	Q1 2016-17 Result <sup>10</sup>
% receiving Carer Payment	30%
% receiving Carer Allowance	46%
% working in a paid job	46%
Of those in a paid job, % in permanent employment	73%
Of those in a paid job, % working 15 hours or more	82%
% who say that family who provide informal care to their family member with disability are able to work as much as they want	51%
Of those unable to work as much as they want, % who say the situation of their family member with disability is a barrier to working more	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%
% able to advocate for their family member	76%
% who have friends and family they see as often as they like	54%
% who feel in control selecting services	42%
% who know what their family can do to enable their family member with disability to become as independent as possible	47%
% who rate their health as good, very good or excellent	66%

### ***Family members/carers of participants aged 25 and over***

Only 55 interviews were conducted with family members/carers of participants aged 25 and over. In 25 cases the relationship of the respondent to the participant was unknown, in 15 the mother responded, in 10 another family member or spouse/partner responded, and in five cases another person responded.

58% of the participants were from NSW and 31% from ACT. The mean age of participants was 45.

Table 1.8 summarises key indicators for these family members and carers. Due to the small numbers, these percentages should be interpreted with caution.

<sup>10</sup> The percentages quoted exclude missing responses

**Table 1.8 Indicators for family members/carers of participants aged 25 and over**

Indicator	Q1 2016-17 Result <sup>11</sup>
% receiving Carer Payment	16%
% receiving Carer Allowance	16%
% working in a paid job	18%
Of those in a paid job, % in permanent employment	63%
Of those in a paid job, % working 15 hours or more	67%
% who say that family who provide informal care to their family member with disability are able to work as much as they want	79%
Of those unable to work as much as they want, % who say the situation of their family member with disability is a barrier to working more	Numbers are too small
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	Numbers are too small
% able to advocate for their family member	66%
% who have friends and family they see as often as they like	40%
% who feel in control selecting services	37%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability	62%
% who rate their health as good, very good or excellent	67%

### ***1.2.2 Proportion of participants who attain the goals outlined in their plans (as measured by the NDIA's Goal Attainment Scale)***

This will be reported on over time when participants undertake plan reviews.

### ***1.2.3 Participant satisfaction***

#### ***Administrative Appeals Tribunal***

If a participant disagrees with a decision made by the Agency, they must first ask the Agency to review the decision and they may then make an application to appeal the decision to the Administrative Appeals Tribunal (AAT). Possible AAT determinations are shown in Table 1.9.

To date there have been 94 appeals to the AAT of which 29 are pending (Table 1.10). Of the 65 appeals that have reached a resolution – 31 have been varied (participant won the appeal) and the remaining 34 have been set aside, dismissed, withdrawn or affirmed (the original decision confirmed).

Of the 94 appeals, 49 have been regarding access issues and 45 regarding planning issues (Table 1.11).

<sup>11</sup> The percentages quoted exclude missing responses

**Table 1.9 Administrative Appeals Tribunal (AAT) determinations**

Determination	Definition
Affirmed	Participant loses appeal
Set aside	Participant wins appeal
Pending	Appeal is still underway
Varied	Participant wins appeal
Dismissed	Appeal is dismissed
Withdrawn	Participant withdraws appeal prior to determination

**Table 1.10 Total appeals by outcome with the AAT**

State/Territory	Affirmed	Set aside	Pending	Varied	Dismissed	Withdrawn	Total
NSW	2	0	10	7	4	1	24
SA	1	0	2	4	3	5	15
TAS	0	0	0	1	0	0	1
VIC	3	2	9	14	3	6	37
ACT	0	0	7	2	1	2	12
NT	0	0	0	0	0	0	0
WA	0	0	1	3	1	0	5
QLD	0	0	0	0	0	0	0
Total	6	2	29	31	12	14	94

**Table 1.11 Total appeals by category with the AAT**

State/Territory	Access issues	Plan issues	Total
NSW	16	8	23
SA	5	10	15
TAS	1	0	1
VIC	16	21	36
ACT	9	3	12
NT	0	0	0
WA	2	3	4
QLD	0	0	0
<b>Total</b>	<b>49</b>	<b>45</b>	<b>94</b>

### Participant satisfaction survey

Since 1 July 2013, of the 2,295 participants surveyed for their satisfaction, the majority are highly satisfied with the Agency, with an overall rating of 1.59 on a scale of -2 (very poor) to +2 (very good), with slightly lower levels of satisfaction in South Australia, the Australian Capital Territory, and Western Australia (Table 1.12). The overall satisfaction rating is calculated as an average of the satisfaction ratings of each participant surveyed. Participants are contacted by a member of the engagement team after their plan is agreed with their planner; not all participants choose to complete and submit their survey. The participant's responses remain anonymous to the NDIA.

**Table 1.12 Participant/ Carer/ Family satisfaction with the Agency – 1 July 2013 to date**

State/Territory	Participant/family/ carer satisfaction
NSW	1.68
SA	1.52
TAS	1.68
VIC	1.76
ACT	1.51
NT	-
WA	1.33
<b>Total</b>	<b>1.59</b>

Considering these responses quarter by quarter, there has been a reduction in overall satisfaction with the Agency in the most recent quarter (Table 1.13). This corresponds to the first quarter of transition and some changes in the Agency's planning process. Overall, satisfaction with the Agency and the planning process remains high.

The response rate to the survey was also lower in the September 2016 quarter. The Agency is exploring options to increase the response rate to this survey in future quarters.

**Table 1.13 Participant/ Carer/ Family satisfaction with the Agency – Quarter by quarter results**

State/Territory	Participant/Family/Carer Satisfaction - by quarter						
	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 16-17
NSW	1.51	1.58	1.65	1.59	1.64	1.06	1.00
SA	1.49	1.66	1.79	2.00	1.91	1.56	1.02
TAS	1.67	1.67	1.94	1.28	1.50	1.60	-
VIC	1.62	1.50	2.00	1.73	-	1.88	1.50
ACT	1.69	1.42	1.54	1.36	1.83	1.60	1.48
NT	-	-	-	-	-	-	-
WA	1.43	1.48	1.00	1.31	1.63	1.29	1.31
<b>Total</b>	<b>1.54</b>	<b>1.57</b>	<b>1.65</b>	<b>1.50</b>	<b>1.73</b>	<b>1.51</b>	<b>1.22</b>

Since 1 July 2013, 95% have rated their satisfaction with the Agency and the planning process as either 'good' or 'very good' (Table 1.14). This proportion is slightly lower in South Australia (91%) and Western Australia (89%).



**Table 1.14 Distribution of Participant/ Carer/ Family satisfaction with the Agency – 1 July 2013 to date**

State/Territory	Very good	Good	Neutral	Poor	Very Poor	Total
NSW	72%	26%	1%	1%	0%	100%
SA	64%	27%	5%	3%	1%	100%
TAS	73%	24%	3%	0%	1%	100%
VIC	81%	16%	3%	1%	0%	100%
ACT	57%	38%	5%	0%	0%	100%
NT	-	-	-	-	-	-
WA	51%	38%	7%	2%	3%	100%
<b>Total</b>	<b>68%</b>	<b>27%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

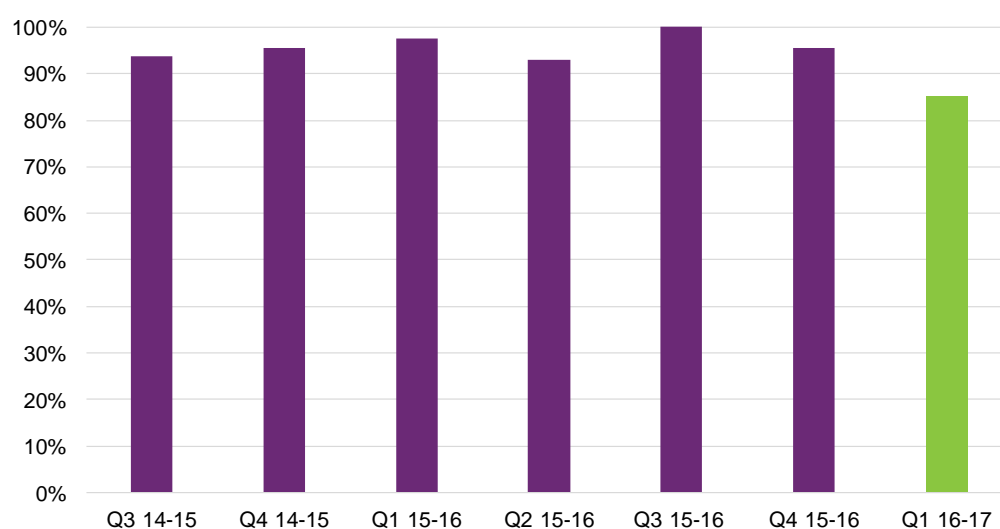
Considering only the period since 1 July 2016, 85% of participants with a plan approved in this quarter have rated their satisfaction with the Agency and the planning process as either 'good' or 'very good' (Table 1.15). This was lowest in South Australia.

**Table 1.15 Distribution of Participant/ Carer/ Family satisfaction with the Agency – July-September 2016 quarter**

State/Territory	Very good	Good	Neutral	Poor	Very Poor	Total
NSW	27%	62%	0%	8%	4%	100%
SA	39%	35%	16%	10%	0%	100%
TAS	-	-	-	-	-	-
VIC	50%	50%	0%	0%	0%	100%
ACT	56%	37%	8%	0%	0%	100%
NT	-	-	-	-	-	-
WA	38%	54%	8%	0%	0%	100%
<b>Total</b>	<b>43%</b>	<b>42%</b>	<b>9%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

The chart below shows how this proportion has changed quarter by quarter over the last six quarters.

**Figure 1.3 Proportion of participants describing satisfaction with the Agency as good or very good – by quarter**



## 1.3 Provision of support in response to assessed need

### 1.3.1 Number of registered service providers by characteristics and market profile

As at 30 September 2016, there were 6,857 service provider registration requests of which 3,696 were approved.

Figure 1.4 shows the number of approved service providers by State/Territory. Providers can be registered to provide services in more than one State/Territory and therefore the total number of approved service providers nationally will not equal the sum of approved service providers in each State/Territory. New South Wales and Victoria have the highest number of approved service providers, with 1,547 and 1,001 service providers respectively.

**Figure 1.4 Number of approved service providers by State/Territory**



A significant proportion of approved service providers are individual/sole traders. As shown in Figure 1.5, 36% of approved service providers nationally are individual/sole traders. This proportion varies by State/Territory, with South Australia having the highest proportion (40%) and Queensland having the lowest proportion (14%).

**Figure 1.5 Distribution of approved service providers by individual/sole trader and company/organisation**



Service providers are approved to provide services in one or more of the below 36 registration groups. Table 1.16 shows the number of providers approved for each registration group nationally. The registration group with the highest number of service providers is therapeutic supports with 1,917 approved service providers, followed by early childhood supports, community participation, life development skills, and household tasks. Note: a new support catalogue has been introduced since full scheme transition to encourage outcome-focused support provision and hence the support types providers are approved to provide have changed since the trial period. The support groups providers were previously approved for have been mapped to the new registration groups.

**Table 1.16 Number of approved service providers by registration group**

Registration Group	Number of providers	Registration Group	Number of providers
Therapeutic Supports	1,917	Custom Prosthetics	344
Early Childhood Supports	926	Support Coordination	303
Participate Community	901	Ex Phys Pers Training	288
Development-Life Skills	834	Assistive Prod-Household Task	272
Household Tasks	798	Assistive Equip-Recreation	257
Assist-Life Stage, Transition	770	Specialised Hearing Services	253
Behaviour Support	748	Specialised Driver Training	243
Assist Personal Activities	747	Community Nursing Care	235
Assist-Travel/Transport	734	Comms & Info Equipment	234
Daily Tasks/Shared Living	614	Hearing Equipment	186
Assist Prod-Pers Care/Safety	601	Spec Support Employ	161
Personal Activities High	579	Vision Equipment	145
Group/Centre Activities	499	Innov Community Participation	82
Personal Mobility Equipment	475	Interpret/Translate	73
Accommodation/Tenancy	428	Vehicle modifications	58
Home Modification	399	Hearing Services	55
Assist Access/Maintain Employ	373	Assistance Animals	22
Plan Management	359	Specialised Disability Accommodation	12

### ***1.3.2 Access request to receiving support within different timeframes***

During the transition to full scheme, clients transitioning from State/Territory programs will be found eligible for the Scheme up to six months in advance of receiving an approved plan. This allows the participant to potentially work with a Local Area Co-ordinator (LAC) or receive other support to understand the NDIS planning process, and think about how to best use mainstream, community and funded supports to achieve their goals. As this is the first quarterly report during Transition limited data has been accumulated on payments for participants who received an approved plan in this current quarter. This measure will be reported on in future reports.



## 2 NDIS is a financially sustainable, insurance-based NDIS

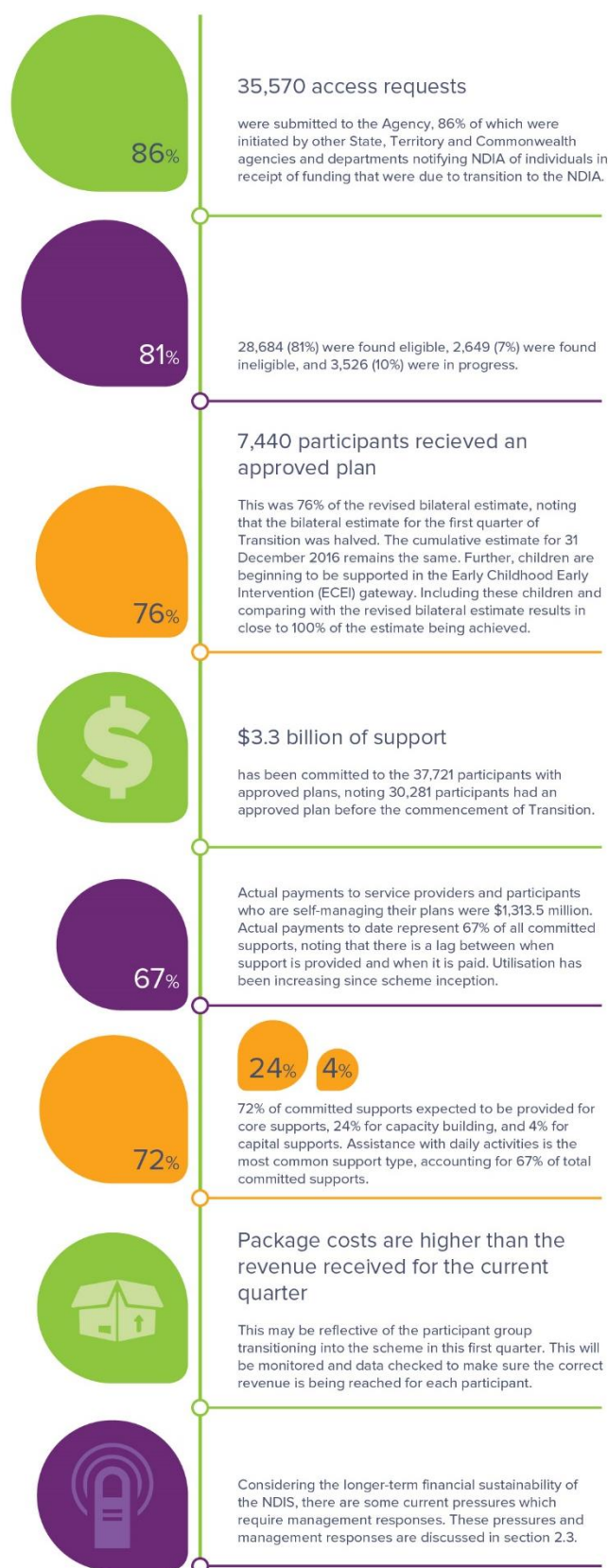
### Introduction

This section includes information on the financial sustainability of the NDIS. In particular, information is provided on participant plan costs compared with the revenue received, and a discussion on the longer-term cost of the NDIS is included. Further, information on the characteristics of participants entering the Scheme in the current quarter, as well as information on people who made an access request is also included.

This section also includes data on NDIA efficiency. In particular, progress against bilateral estimates and elapsed time between key dates.

## Key findings

From 1 July 2016 to 30 September 2016:



## 2.1 Participant characteristics and their families/carers

### 2.1.1 Access requests made by outcome

Between 1 July 2016 and 30 September 2016, the NDIA received 35,570 requests for access to the National Disability Insurance Scheme. Most of these requests were initiated by other State, Territory and Commonwealth agencies and departments notifying NDIA of individuals in receipt of funding that were due to transition to the NDIA – this made up 86% of access requests in this period.

Access requests are assessed against the criteria of s.24 of the NDIS Act 2013 to become a participant, or s.25 of the NDIS Act 2013 to be granted interim status as a participant receiving early intervention support. Table 2.1 and Table 2.2 present the outcome of these assessments. Eighty-one percent (81%) of decisions found the access request met the criteria of the Act (referred to as an 'eligible' decision).

Between 1 July 2016 and 30 June 2019, people with disability will transition from existing State, Territory and Commonwealth funded programs to the NDIS. Where an individual has had to provide evidence of permanent and significant disability to access these existing programs (referred to as 'defined' programs), the individual is predetermined to have met the disability criteria of the NDIS Act. Eighty-one percent (81%) of participants determined 'eligible' in this quarter had transitioned from an existing defined program.

**Table 2.1 Current quarter snapshot**

Total Access Requests	35,570	
Eligible	28,684 (81%)	The request met the criteria of s.24 or s.25 of the NDIS Act 2013
Ineligible	2,649 (7%)	The request did not meet the criteria of s.24 nor s.25 of the NDIS Act 2013
In Progress	3,526 (10%)	A determination has not yet been made by the NDIA
Closed	179 (0.5%)	A previous determination of eligible has been overturned by request of the participant (or due to death)
Revoked	58 (0.2%)	A previous determination of eligible has been revoked by the NDIA CEO
Withdrawn	474 (1.3%)	The request was withdrawn by the prospective participant prior to a determination



**Table 2.2 Current quarter by jurisdiction**

Jurisdiction	Total Access Requests	In Progress	Eligible	Closed	Revoked	Ineligible	Withdrawn
ACT	2,020	97	1,447	12	17	390	57
NSW	22,752	1,635	19,614	128	25	1,068	282
NT	39	13	7	-	1	9	9
QLD	2,327	1,163	1,082	8	3	51	20
SA	3,489	154	2,904	2	3	406	20
TAS	558	76	400	-	-	65	17
VIC	3,525	247	2,794	20	5	427	32
WA	762	92	424	9	4	206	27
Missing	98	49	12	-	-	27	10
<b>National</b>	<b>35,570</b>	<b>3,526</b>	<b>28,684</b>	<b>179</b>	<b>58</b>	<b>2,649</b>	<b>474</b>

### 2.1.2 Participants against bilateral estimates, including key characteristics

The NDIS is transitioning to full-scheme in line with phasing schedules bilaterally agreed by State, Territory and Commonwealth governments. Figure 2.1 shows that there are 28,684 participants determined eligible in the first quarter of 2016-17, of which 7,440 have an approved plan against an estimate of 10,529. This does not include plans that were approved during the three-year trial of the NDIS.

Note: there is no bilateral estimate specifically for eligibility decisions, as funding liabilities do not transfer to the NDIS until a participant has an approved NDIS plan.

**Figure 2.1 Current quarter performance against bilateral estimate**

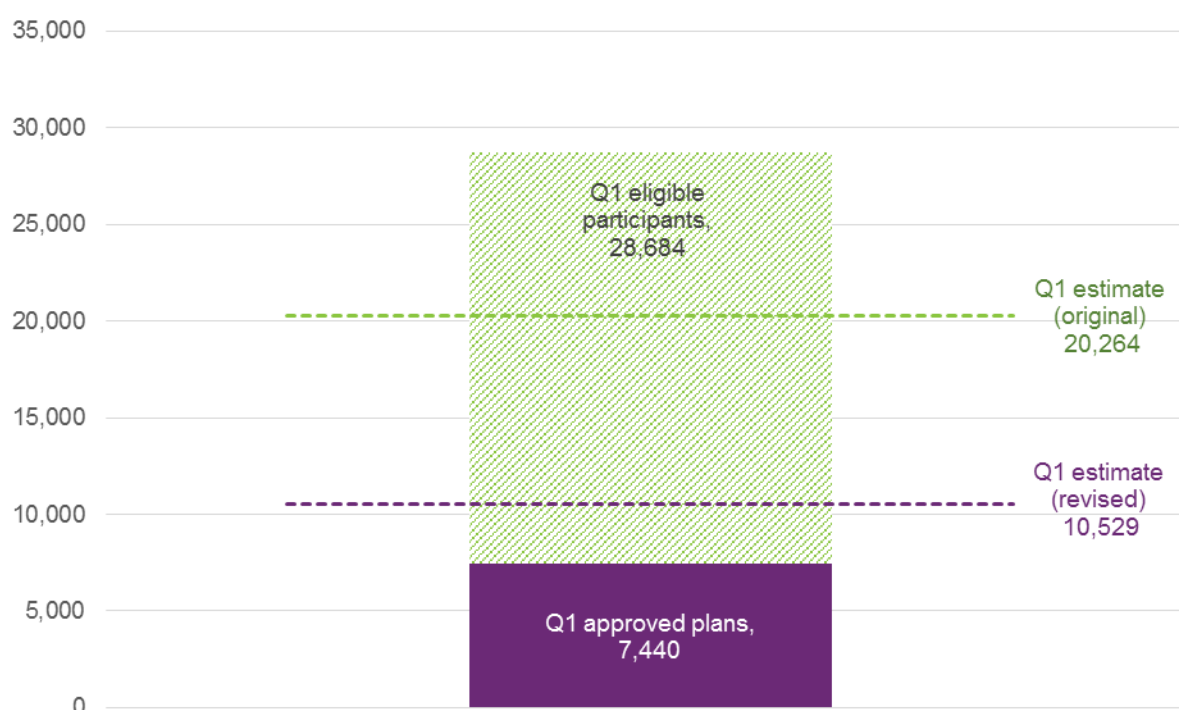
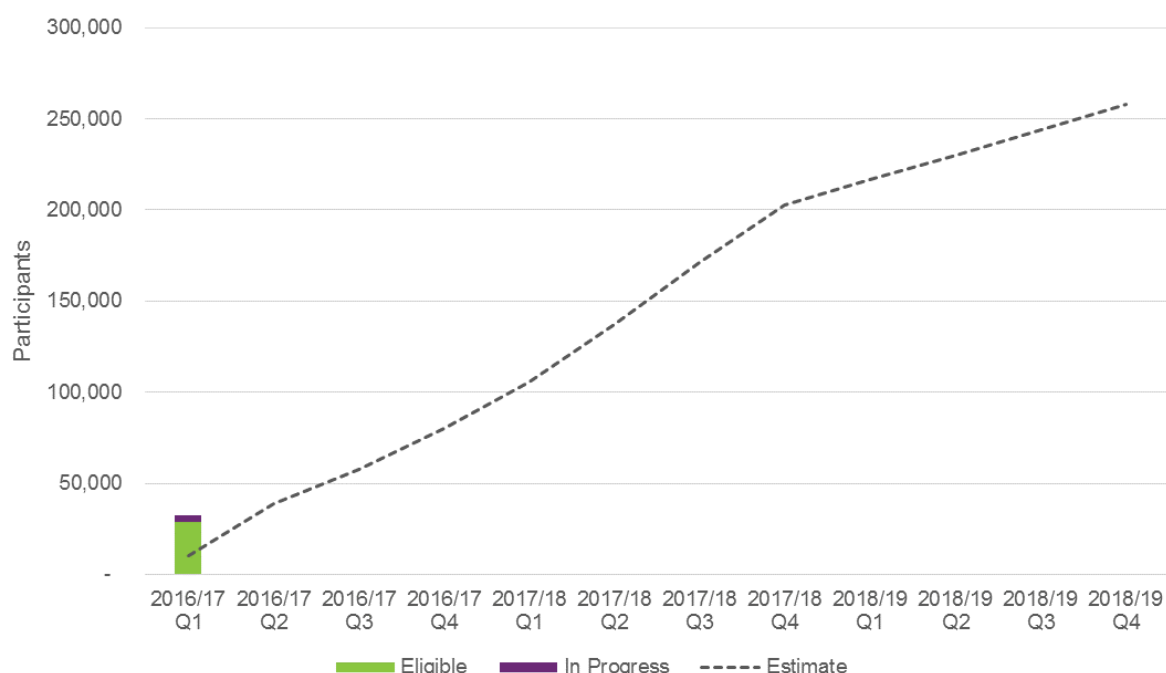


Figure 2.2 compares access decisions with the quarterly bilateral estimates for approved plans during transition. This provides a lead indicator of whether sufficient participants are transitioning to the NDIS to meet plan estimates. It can be seen that as at 30 September 2016, there were sufficient participants who had met access criteria to achieve plan estimates. A large increase in access decisions and plan approvals is required to meet 31

December 2016 estimates. The NDIA has implemented a recovery plan to meet the 31 December 2016 estimate.

**Figure 2.2 Quarterly performance**

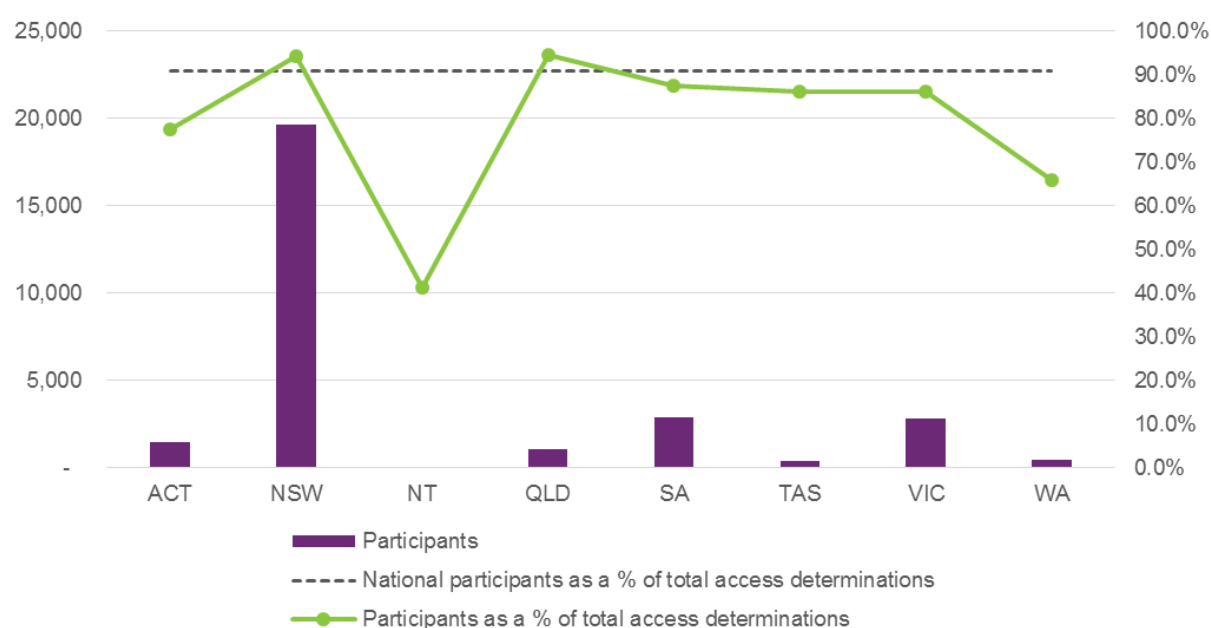


Between 1 July 2016 and 30 September 2016, the NDIA determined that 30,078 access requests met the criteria in s.24 or s.25 of the NDIS Act 2013. Table 2.3 shows the distribution of participants across jurisdictions. The majority of eligible decisions relate to participants residing in NSW, and NSW also has the highest rate of access criteria being met. This reflects the phasing schedule agreed between NSW and Commonwealth governments, where a number of NSW's defined programs transition between July and December 2016.

**Table 2.3 Participants by State/Territory**

State / Territory	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by State / Territory
ACT	1,866	1,447	77.5%	5.0%
NSW	20,835	19,614	94.1%	68.4%
NT	17	7	41.2%	0.0%
QLD	1,144	1,082	94.6%	3.8%
SA	3,315	2,904	87.6%	10.1%
TAS	465	400	86.0%	1.4%
VIC	3,246	2,794	86.1%	9.7%
WA	643	424	65.9%	1.5%
Missing	39	12	30.8%	0.0%
<b>National</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

**Figure 2.3 Participants by State/Territory**

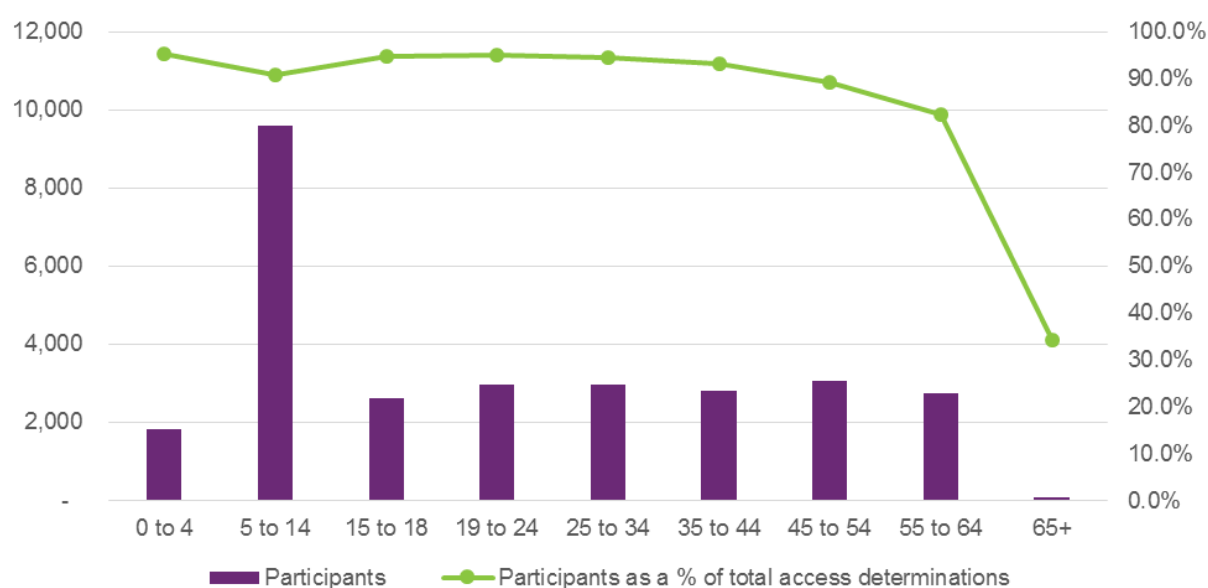


Of access requests that met the criteria of the NDIS Act this quarter, a third related to participants aged between 5 and 14 years. Table 2.4 and Figure 2.4 present eligible decisions by age group. The distribution of access decisions is related to the phasing schedules during transition. For age groups 44-years and under, eligibility rates are consistently high (91% or greater). For older age groups, there is a higher rate of ineligibility.

**Table 2.4 Participants by age group**

Age group	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by age group
0 to 4	1,902	1,813	95.3%	6.3%
5 to 14	10,577	9,606	90.8%	33.5%
15 to 18	2,779	2,632	94.7%	9.2%
19 to 24	3,104	2,951	95.1%	10.3%
25 to 34	3,151	2,975	94.4%	10.4%
35 to 44	3,001	2,796	93.2%	9.7%
45 to 54	3,438	3,070	89.3%	10.7%
55 to 64	3,338	2,744	82.2%	9.6%
65+ <sup>12</sup>	278	95	34.2%	0.3%
Missing	2	2	100.0%	0.0%
<b>Overall</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

<sup>12</sup> Note: participants were 64 years old when their access determination was made and have since turned 65 years old.

**Figure 2.4 Participants by age group**

In this quarter, more males met the access criteria of the NDIS, as can be seen in Table 2.5. However, this result should be treated with caution as the age distribution of the males and females is different. This age difference is driving this result.

**Table 2.5 Eligible participants by sex**

Sex	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by sex
Male	19,624	18,029	91.9%	62.9%
Female	11,821	10,538	89.1%	36.7%
Indeterminate	125	117	93.6%	0.4%
<b>Overall</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

As shown in Table 2.6, 4.6% of participants determined eligible this quarter identified as being Aboriginal or Torres Strait Islander. Eligibility rates were similar regardless of whether an individual identified as Aboriginal or Torres Strait Islander or not. Table 2.7 shows that 3.3% of eligible participants identified as Culturally or Linguistically Diverse ('CALD'). The country of birth for over half of participants assessed in this quarter was not captured, affecting the ability to completely report against this measure.

**Table 2.6 Participants by Aboriginal or Torres Strait Islander status**

Aboriginal or Torres Strait Islander status	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by Aboriginal or Torres Strait Islander status
Indigenous	1,482	1,315	88.7%	4.6%
Not indigenous	28,635	26,550	92.7%	92.6%
Not stated	1,453	819	56.4%	2.9%
<b>Overall</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

**Table 2.7 Participants by Culturally and Linguistically Diverse (CALD) status**

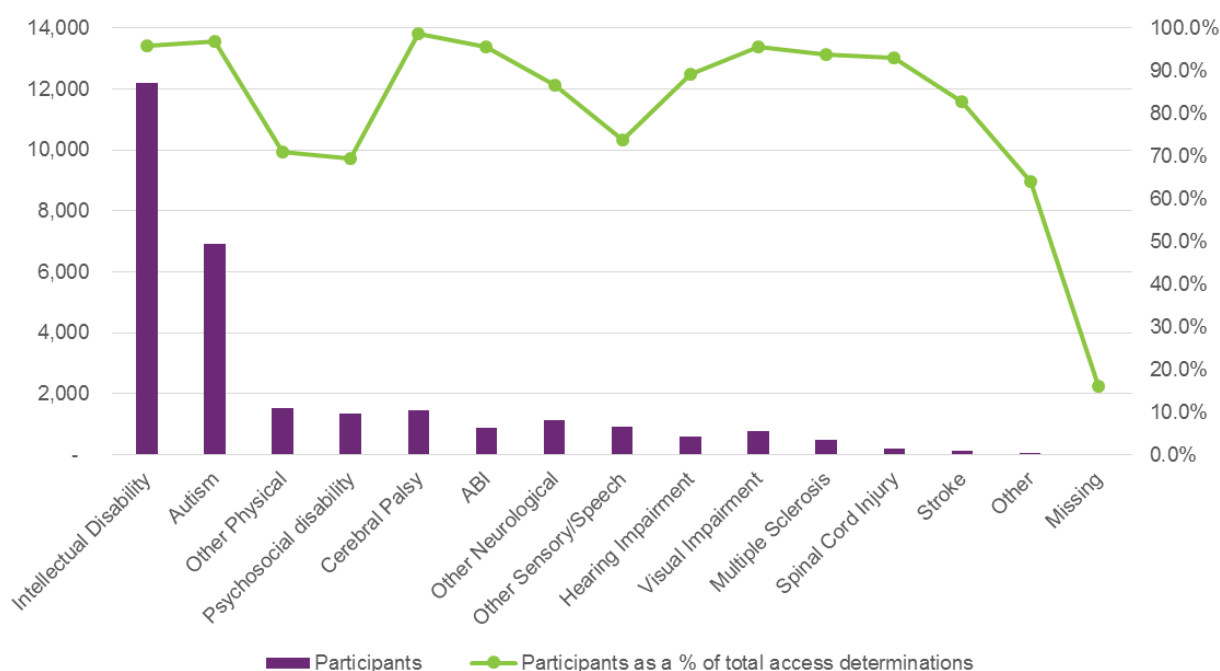
CALD status	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by CALD status
CALD	1,010	955	94.6%	3.3%
Not CALD	12,577	12,089	96.1%	42.1%
Not stated	17,983	15,640	87.0%	54.5%
<b>Overall</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

Table 2.8 shows participants determined eligible this quarter, grouped by broad disability categories. About two-thirds of eligible decisions related to participants with an intellectual or autism-related disability. Eligibility rates were slightly lower for individuals reporting psychosocial, other physical and other sensory disabilities.

**Table 2.8 Participants by disability group**

Disability group	Total access determinations	Participants	Participants as a % of total access determinations	Distribution by disability group
Intellectual Disability	12,729	12,204	95.9%	42.5%
Autism	7,141	6,927	97.0%	24.1%
Other Physical	2,175	1,542	70.9%	5.4%
Psychosocial disability	1,936	1,343	69.4%	4.7%
Cerebral Palsy	1,474	1,454	98.6%	5.1%
ABI	939	898	95.6%	3.1%
Other Neurological	1,303	1,130	86.7%	3.9%
Other Sensory/Speech	1,220	902	73.9%	3.1%
Hearing Impairment	665	593	89.2%	2.1%
Visual Impairment	802	766	95.5%	2.7%
Multiple Sclerosis	518	486	93.8%	1.7%
Spinal Cord Injury	214	199	93.0%	0.7%
Stroke	174	144	82.8%	0.5%
Other	106	68	64.2%	0.2%
Missing	174	28	16.1%	0.1%
<b>Overall</b>	<b>31,570</b>	<b>28,684</b>	<b>90.9%</b>	<b>100%</b>

**Figure 2.5 Participants by disability group**



### 2.1.3 Participants with approved plans against bilateral estimates

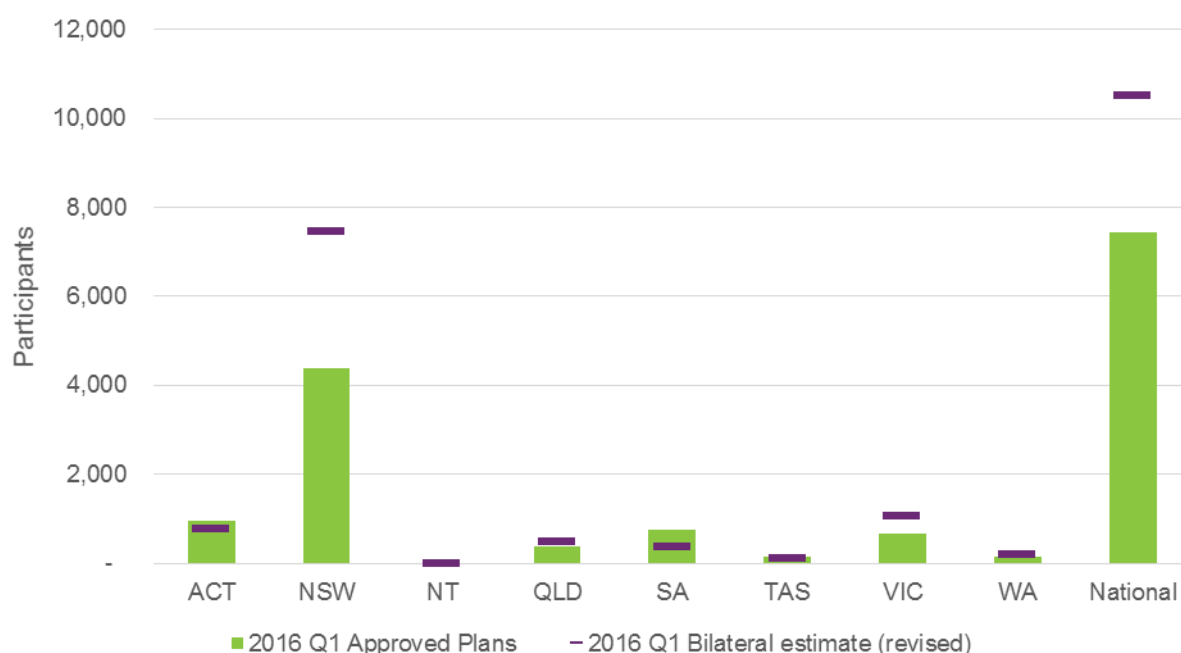
7,440 plans were approved in the quarter, of which the majority were in NSW (59%). The original bilateral estimate for Quarter 1 of 2016-17 was halved as part of the Agency Recovery plan. The cumulative Quarter 2 2016-17 estimate remains the same.

**Table 2.9 Current quarter snapshot**

State / Territory	2016-17 Q1 Approved Plans	2016-17 Q1 Bilateral estimate (revised)	2016-17 Q1 Bilateral estimate (original)
ACT	948	797	797
NSW	4,397	7,459	14,919
NT	-	-	-
QLD	376	500	1,000
SA	751	386	772
TAS	142	127	255
VIC	670	1,062	2,125
WA	156	198	396
National	7,440	10,529	20,264

76% of the revised bilateral estimate was met nationally. The revised bilateral estimate was achieved in the ACT, TAS, QLD, and SA. Furthermore, children are beginning to be supported in the Early Childhood Early Intervention (ECEI) gateway. Including these children and comparing with the revised bilateral estimate results in close to 100% of the estimate being achieved.



**Figure 2.6 Current quarter snapshot**

This age distribution of participants with approved plans in the current quarter is influenced by the phasing schedule in each State/Territory. Close to 30% of participants entering in the current quarter are children aged 0-14 years, and close to 30% are over 45 years.

**Table 2.10 Participants with an approved plan by age group**

Age group	2016-17 Q1 Approved Plans	Distribution
0 to 4	618	8.3%
5 to 14	1,501	20.2%
15 to 18	440	5.9%
19 to 24	605	8.1%
25 to 34	919	12.4%
35 to 44	1,051	14.1%
45 to 54	1,203	16.2%
55 to 64	1,054	14.2%
65+	49	0.7%
<b>Overall</b>	<b>7,440</b>	<b>100%</b>

More males entered the Scheme in the current quarter compared with females (61.6% compared with 38.1%). This is reflective of some disabilities being more prevalent in males than females.

**Table 2.11 Participants with an approved plan by sex**

Sex	2016-17 Q1 Approved Plans	Distribution
Male	4,582	61.6%
Female	2,836	38.1%
Indeterminate	22	0.3%
<b>Overall</b>	<b>7,440</b>	<b>100%</b>

5.5% of participants entering the Scheme are Aboriginal and Torres Strait Islander, with the data not captured for 3.8% of participants.

**Table 2.12 Participants with an approved plan by Aboriginal and Torres Strait Islander status**

Aboriginal and Torres Strait Islander status	2016-17 Q1 Approved Plans	Distribution
Aboriginal and Torres Strait Islander	410	5.5%
Not Aboriginal and Torres Strait Islander	6,749	90.7%
Not stated	281	3.8%
<b>Overall</b>	<b>7,440</b>	<b>100%</b>

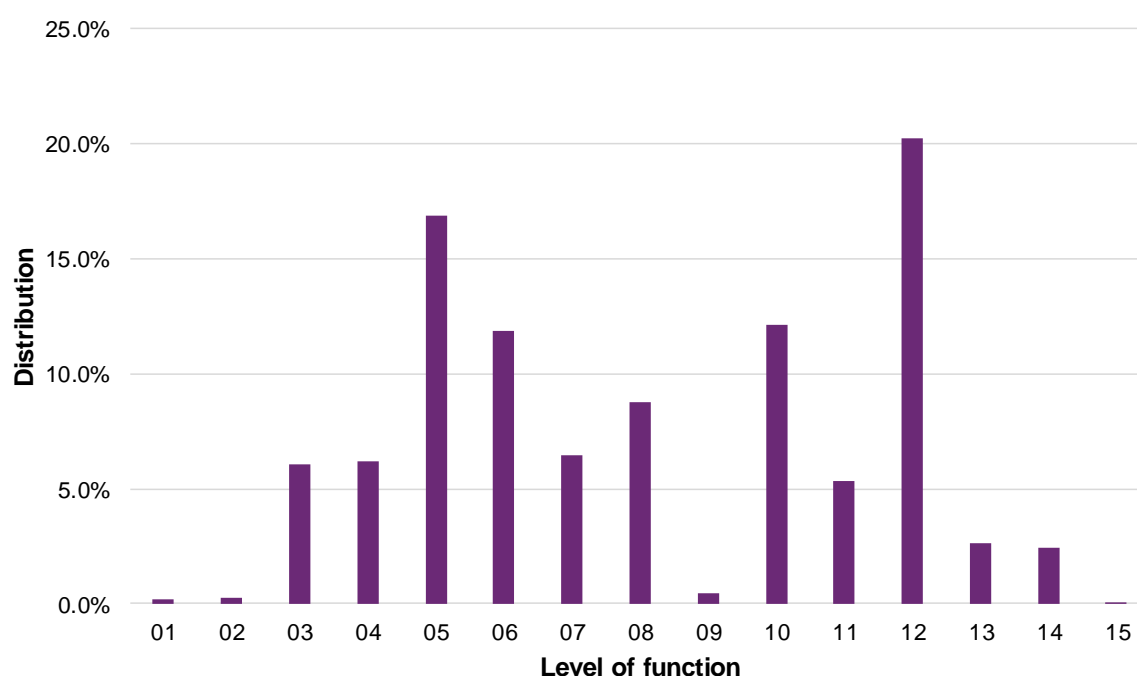
2.7% of participants entering the Scheme are CALD. However, as mentioned above, data was missing on country of birth for a large number of participants (52.6%), so this figure should be treated with caution.

**Table 2.13 Participants with an approved plan by Culturally and Linguistically Diverse (CALD) status**

Indigenous status	2016-17 Q1 Approved Plans	Distribution
CALD	202	2.7%
Not CALD	3,327	44.7%
Not stated	3,911	52.6%
<b>Overall</b>	<b>7,440</b>	<b>100%</b>

Of the participants with plan approvals in the current quarter, 20.2% have a level of function 12, followed by 16.9% with level 5.

**Figure 2.7 Distribution of participants with an approved plan by level of function**



Of the participants with plan approvals in the current quarter, 48.4% had a primary intellectual disability, followed by 17.8% with autism.

**Table 2.14 Participants with an approved plan by disability group**

Disability group	2016-17 Q1 Approved Plans	Distribution
Intellectual Disability	3,600	48.4%
Autism	1,324	17.8%
Other Physical	511	6.9%
Psychosocial disability	433	5.8%
Cerebral Palsy	316	4.2%
Other Neurological	278	3.7%
ABI	270	3.6%
Other Sensory/Speech	218	2.9%
Hearing Impairment	139	1.9%
Visual Impairment	122	1.6%
Multiple Sclerosis	114	1.5%
Spinal Cord Injury	57	0.8%
Stroke	42	0.6%
Other	16	0.2%
<b>Overall</b>	<b>7,440</b>	<b>100%</b>

### **2.1.4 Trends in plan approvals**

This section will compare the number and characteristics of participants entering the Scheme each quarter. As this is the first quarter of Transition, trend information is not presented in this report.

### **2.1.5 Access request to plan approval within different timeframes**

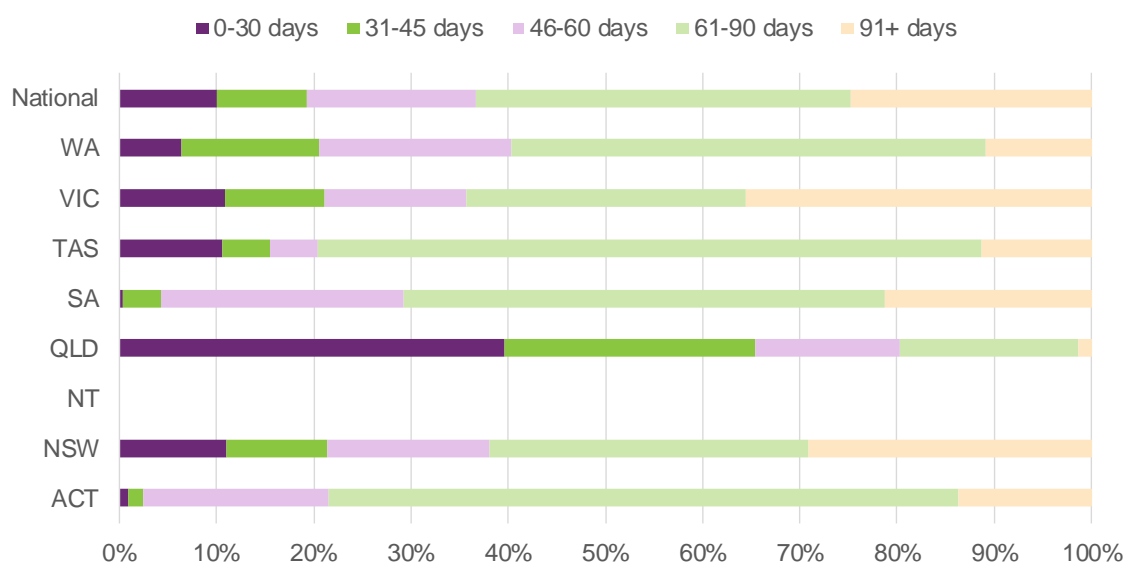
As mentioned above, during the transition to full scheme, clients transitioning from State/Territory programs will be found eligible for the Scheme up to six months in advance of receiving an approved plan. This allows the participant to potentially work with a Local Area Co-ordinator (LAC) or receive other support to understand the NDIS planning process, and think about how to best use mainstream, community and funded supports to achieve their goals.

For the participants who received a plan in this current quarter, close to 40% received a plan within 60-90 days of being made eligible for the Scheme, and a further 25% over 90 days.

**Table 2.15 Current quarter snapshot – days from access request to first plan approval**

State / Territory	0-30 days	31-45 days	46-60 days	61-90 days	91+ days	Missing dates	Total
ACT	8	15	180	613	129	3	948
NSW	484	458	731	1,446	1,278	-	4,397
NT	-	-	-	-	-	-	-
QLD	149	97	56	69	5	-	376
SA	3	29	188	371	160	-	751
TAS	15	7	7	97	16	-	142
VIC	73	68	98	193	238	-	670
WA	10	22	31	76	17	-	156
<b>National</b>	<b>742</b>	<b>696</b>	<b>1,291</b>	<b>2,865</b>	<b>1,843</b>	<b>3</b>	<b>7,440</b>

**Figure 2.8 Days from access request to first plan approval**



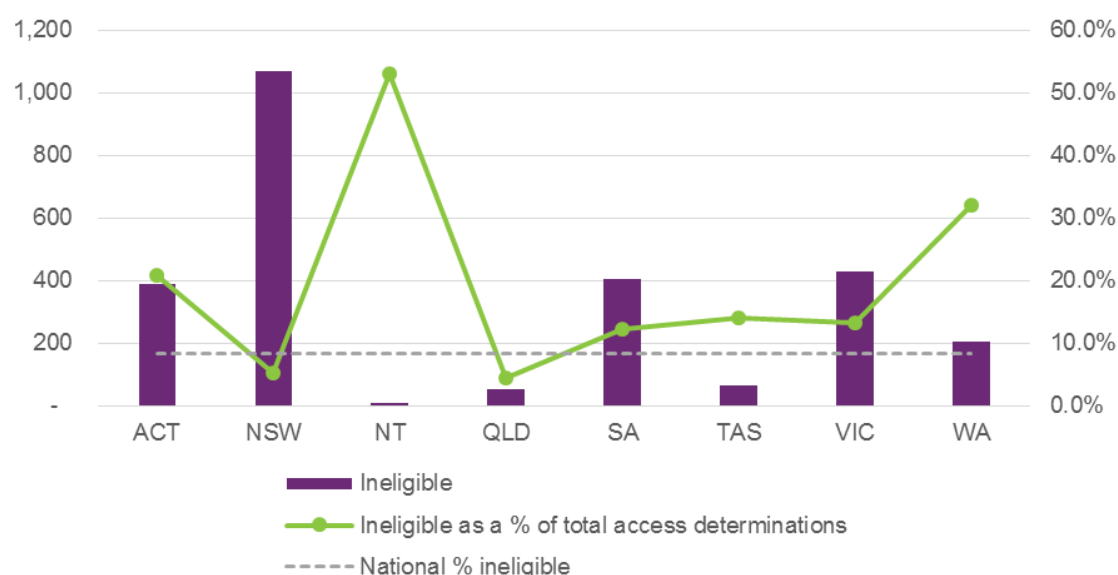
### 2.1.6 Ineligible people and key characteristics of these people

The national ineligibility rate was 8.4% for access determinations made in the current quarter. This varies by State/Territory. In particular, for some State/Territories which predominantly had participants entering sites that commenced during the trial period of the NDIS, the ineligibility rates were high – for example, the ACT, NT, and WA.

**Table 2.16 Ineligible people by State/Territory**

State / Territory	Total access determinations	Ineligible	Ineligible as a % of total access determinations
ACT	1,866	390	20.9%
NSW	20,835	1,068	5.1%
NT	17	9	52.9%
QLD	1,144	51	4.5%
SA	3,315	406	12.2%
TAS	465	65	14.0%
VIC	3,246	427	13.2%
WA	643	206	32.0%
<b>National</b>	<b>31,570</b>	<b>2,649</b>	<b>8.4%</b>

**Figure 2.9 Ineligible people by State/Territory**

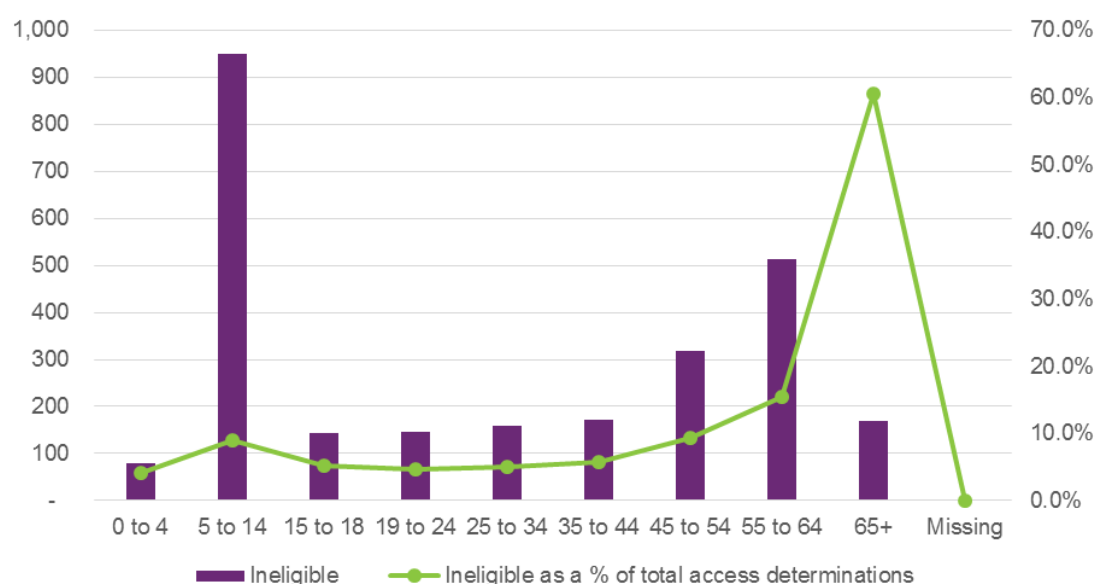


Ineligibility rates were reasonably consistent across age groups, with the exception of the older age groups where rates were higher.

**Table 2.17 Ineligible people by age group**

Age group	Total access determinations	Ineligible	Ineligible as a % of total access determinations
0 to 4	1,902	80	4.2%
5 to 14	10,577	948	9.0%
15 to 18	2,779	144	5.2%
19 to 24	3,104	145	4.7%
25 to 34	3,151	159	5.0%
35 to 44	3,001	172	5.7%
45 to 54	3,438	319	9.3%
55 to 64	3,338	514	15.4%
65+	278	168	60.4%
Missing	2	-	0.0%
<b>Overall</b>	<b>31,570</b>	<b>2,649</b>	<b>8.4%</b>

**Figure 2.10 Ineligible people by age group**



## 2.2 Support packages

### 2.2.1 Committed support

As at 30 September 2016, 37,721 participants have had approved plans, and \$3.3 billion of support has been committed to these participants.

Of this \$3.3 billion:

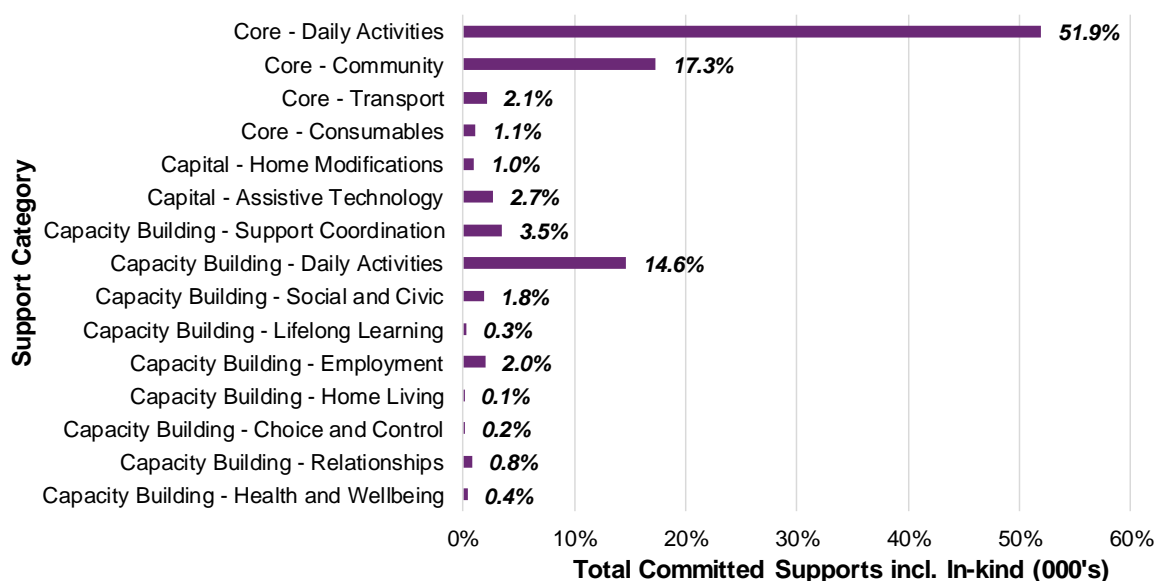
- It is estimated that \$141.0 million (4%) was provided in 2013-14 (including actual paid to date). The funding envelope based on the bilateral agreements for 2013-14 is \$148.8 million, including cash and in-kind. Hence, for participants who have entered the Scheme in the first year, committed support for 2013-14 is around 95% of the funding envelope.
- \$506.0 million (15%) was provided in 2014-15. This compares with the funding envelope based on the bilateral agreements for 2014-15 of \$456.9 million, including both cash and in-kind. Therefore, for participants who have entered the Scheme to date, committed support for 2014-15 is around 111% of the funding envelope for 2014-15.
- \$934.3 million (28%) was provided in 2015-16. The funding envelope based on the bilateral agreements for 2015-16 is \$873.1 million, including both cash and in-kind. Thus, for participants who have entered the Scheme to date, committed support for 2015-16 is 107% of the funding envelope for 2015-16.
- \$1.4 billion (43%) is estimated to be provided in 2016-17.
- \$310.2 million (9%) is expected to be provided in 2017-18 and beyond.

Note: committed support exceeds the funding envelope in 2014-15 and 2015-16. However, as not all committed support is being utilised, an actual deficit will not arise. That is, the Scheme will be within the budget for the three years of trial.

The funding mechanism for the Transition period is different from the Trial period, the NDIA is funded based on the number of participants who enter each quarter rather than a pre-determined amount. Analysis of the funding received and package costs is discussed later in this report.

Figure 2.11 shows a breakdown of total committed supports by support type, with 72% of committed supports expected to be provided for core supports, 24% for capacity building, and 4% for capital supports. Assistance with daily activities is the most common support type, accounting for 67% of total committed supports. Note: a new support catalogue has been introduced since full scheme transition to encourage outcome-focused support provision and alignment of supports with the higher level purposes of core, capacity building and capital support provision. Supports in historical plans have been mapped to the new support catalogue.

**Figure 2.11 Committed support expected to be provided by support category**



### 2.2.2 Actual payments

Actual payments to service providers and participants who are self-managing their plans as at 30 September 2016 were \$1,313.5 million, of which \$91.6 million relates to supports provided in 2013-14, \$375.8 million relates to supports provided in 2014-15, \$675.1 million relates to supports provided in 2015-16 and \$170.9 million relates to supports provided in 2016-17.

Actual payments to date represent 67% of all committed supports. The utilisation rate varies by year (Figure 2.12):

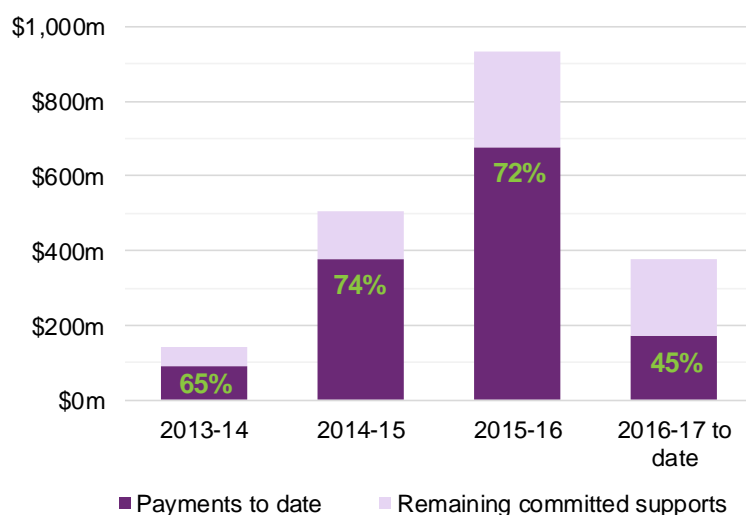
- For supports provided in 2013-14, payments represent 65% of all committed supports
- For supports provided in 2014-15, payments represent 74% of all committed supports
- For supports provided in 2015-16, payments represent 72% of all committed supports
- For supports provided in 2016-17, payments represent 45% of all committed supports

Note: payments continue to be made for the 2013-14, 2014-15 and 2015-16 support years, so these utilisation factors may increase. Furthermore, there is a lag between when support is provided and when it is paid which affects the utilisation to date figure. As this lag is more prominent in recent months the impact is greater on the utilisation rate for supports expected to be provided in 2016-17.

Supports are funded through cash and in-kind contributions by State/Territory and Commonwealth governments. During the trial site period, there were known issues in identifying the amount of supports provided as in-kind with much of the supports provided in-kind not being invoiced on-system. A project which aims to determine the value of supports provided as in-kind and to capture in-kind supports in participant plans is underway. Until this project is completed, an estimate of known in-kind supports utilised in 2016-17 has been used in this report.



**Figure 2.12 Utilisation of committed supports**

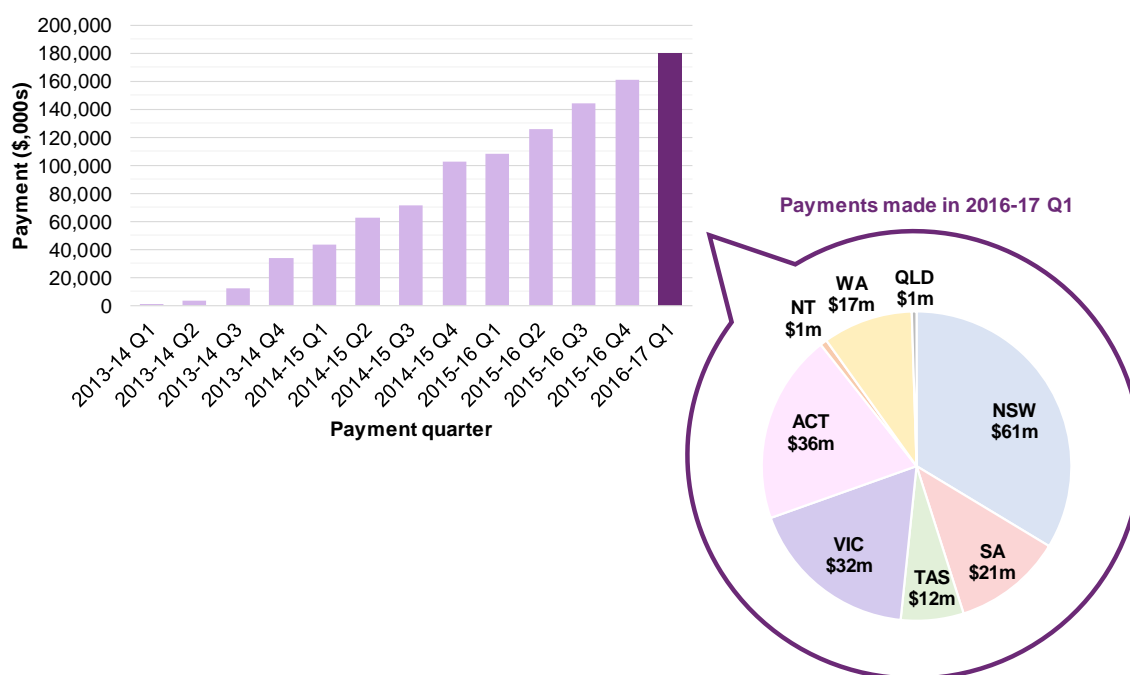


The utilisation rate differs by jurisdiction:

- There have been notable increases in the utilisation of committed supports from 2013-14 to 2015-16 in SA, TAS, VIC and WA.
- In-kind off system reconciliation represents a high proportion of payments in NSW and ACT.

Figure 2.13 indicates that payments made each quarter have increased steadily and that 34% of payments made in the first quarter of 2016-17 were for participants in New South Wales, 20% for Australian Capital Territory, 18% for Victoria, 11% for South Australia, 9% for Western Australia, 7% for Tasmania, 1% for Northern Territory and 0.5% for Queensland. The distribution of payments by jurisdiction will change over time due to the differing participant phasing schedule in each State/Territory.

**Figure 2.13 Actual payments by payment quarter**



### ***2.2.3 Average and median package costs by sub-groups of the population and for all participants compared with the expected averages and medians, including trends***

From 1 July 2016, 7,440 first plans were approved and the average annualised cost is \$84,254 including participants with shared supported accommodation supports, and \$43,251 excluding participants with shared supported accommodation supports. The median annualised cost is \$24,751 excluding participants with shared supported accommodation supports. In the first quarter of 2016-17, the phasing schedule included a large number of participants living in shared supported accommodation. It is important to note that average and median annualised cost is not an appropriate measure of Scheme performance when considered in isolation, and should be considered in combination with the number of Scheme participants, the distribution of packages committed to these participants, and actual payments for supports provided.

This section compares actual with expected for this first quarter of Transition. Trend analysis will be included in future reports.

Figure 2.14, Figure 2.15, Figure 2.16, Figure 2.17 and Figure 2.18 show the actual and expected<sup>13</sup>, average and median annualised cost of first plans approved in 2016-17 by State/Territory, age group, level of function and primary disability:

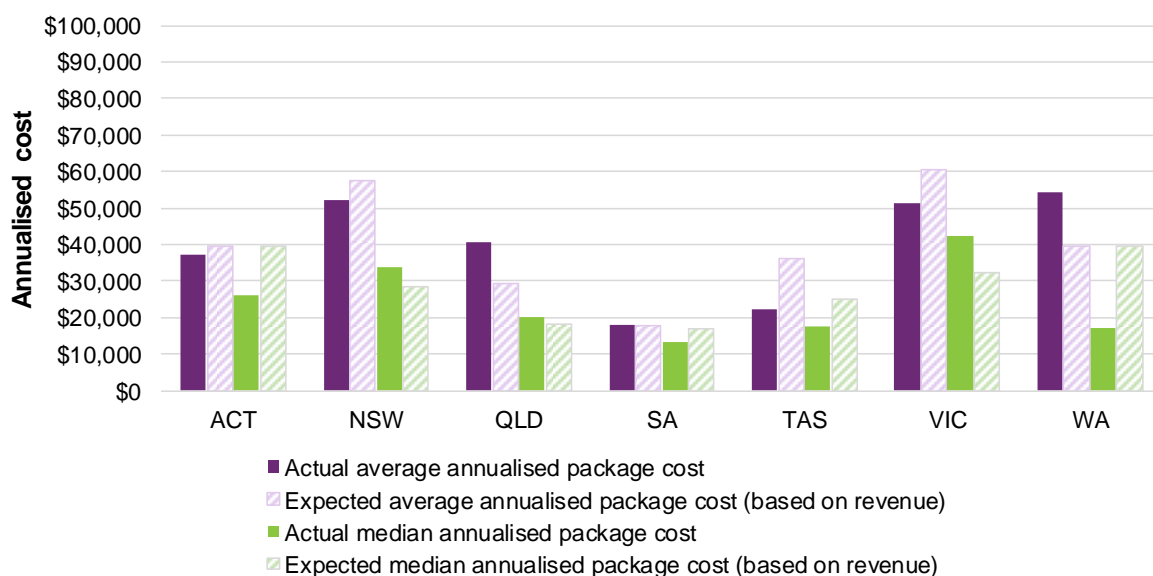
- The average annualised cost when excluding participants with shared supported accommodation supports is higher in the Western Australian site at \$54,434, and is lowest in South Australia at \$17,759. The median annualised cost when excluding participants with shared supported accommodation supports is higher in the Victorian site at \$42,345, and is lowest in South Australia at \$13,363. These differences are driven by the phasing schedule in each site.
- The average and median annualised cost when excluding participants with shared supported accommodation supports is significantly lower for younger participants aged under 14 years old.
- The average and median annualised cost when excluding participants with shared supported accommodation supports generally increases for participants with a lower level of function. This ranges from \$11,479 for level of function 1 to \$126,080 for level of function 14.
- The average and median annualised cost when excluding participants with shared supported accommodation supports is significantly higher for participants with a primary disability of spinal cord injury. However, level of function may result in variations in average annualised cost within a disability type.

Package costs are higher than the revenue received for the current quarter. This will be monitored and data checked to make sure the correct revenue is being reached for each participant.

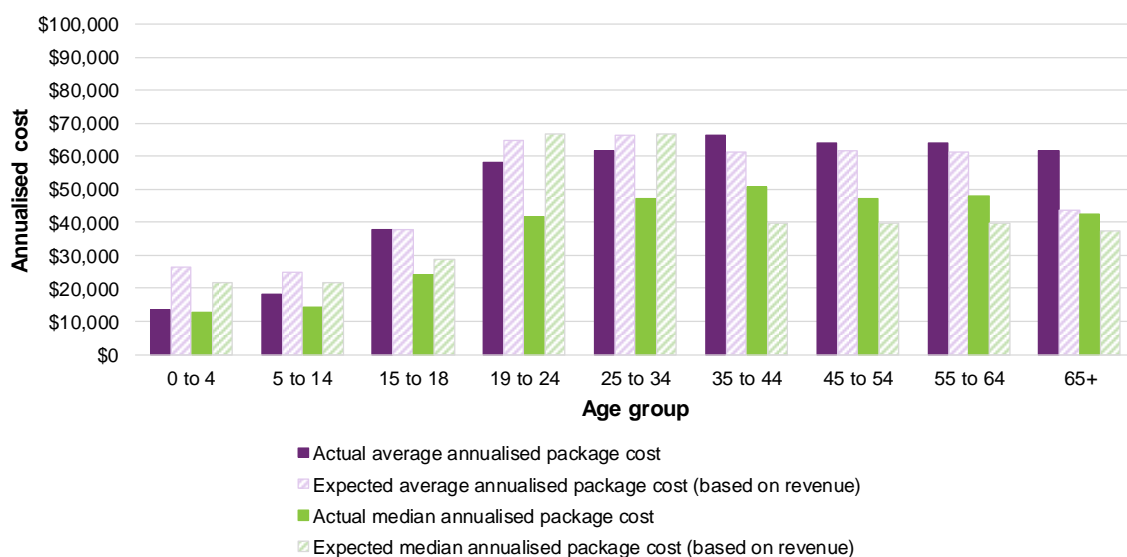
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<sup>13</sup> The expected average and median annualised costs are based on the revenue received for each participant according to their phasing cohort.

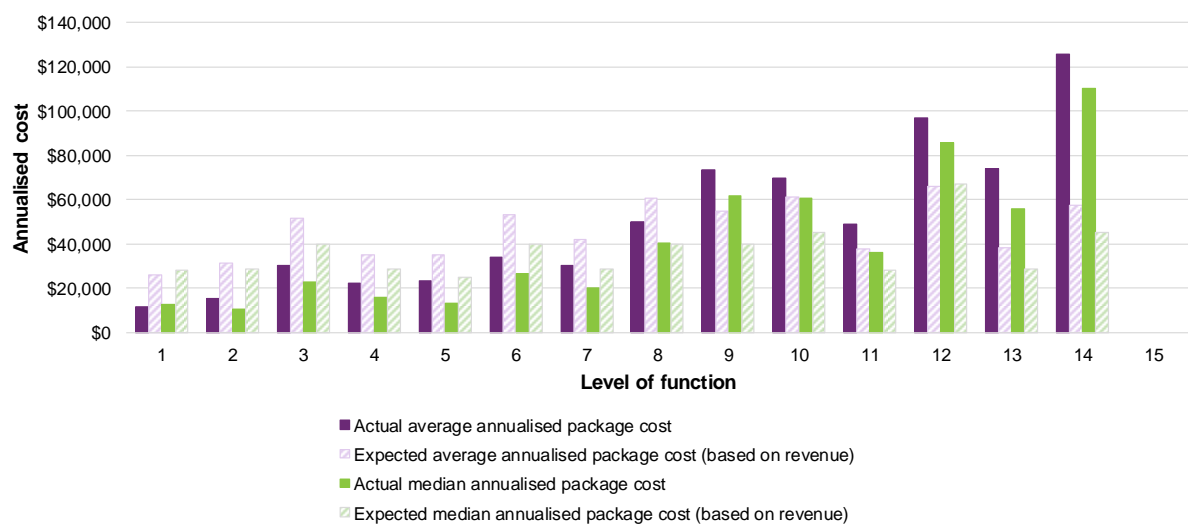
**Figure 2.14 Average and median annualised cost by jurisdiction (excluding participants with shared supported accommodation supports) – participants with first plan approvals from 1 July 2016**



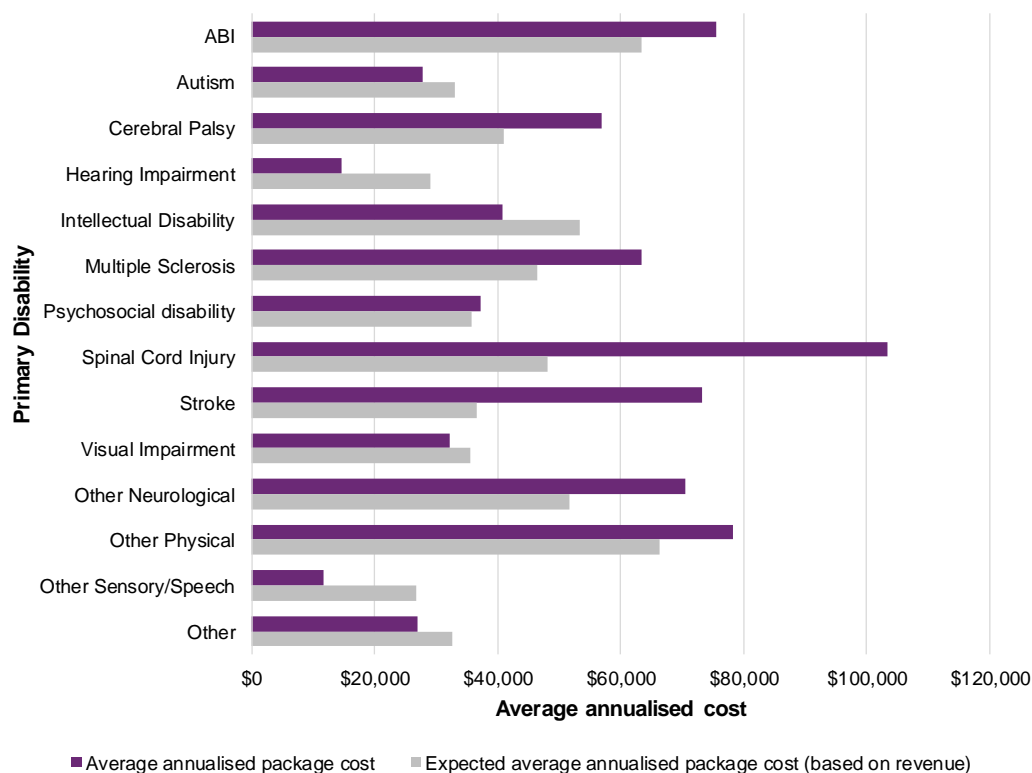
**Figure 2.15 Average and median annualised cost by age group (excluding participants with shared supported accommodation supports) – participants with first plan approvals from 1 July 2016**



**Figure 2.16 Average and median annualised cost by level of function (excluding participants with shared supported accommodation supports) – participants with first plan approvals from 1 July 2016<sup>14</sup>**

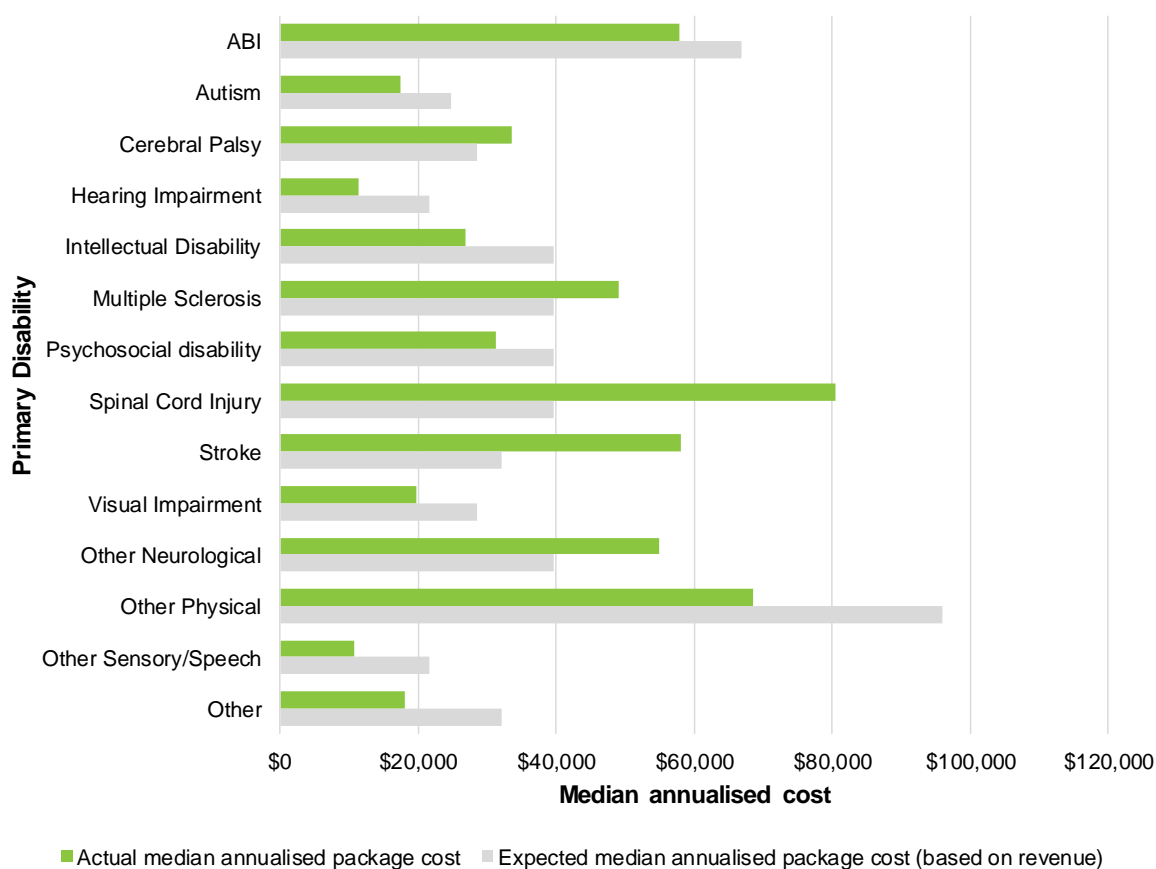


**Figure 2.17 Average annualised cost by primary disability group (excluding participants with shared supported accommodation supports) – participants with first plan approvals from 1 July 2016**



<sup>14</sup> Not all participant plans were developed through the reference packages and guided planning process and hence not all participants with approved plans have a level of function. Note that level of function 15 does not have sufficient data to show an average cost.

**Figure 2.18 Median annualised cost by primary disability group (excluding participants with shared supported accommodation supports) – participants with first plan approvals from 1 July 2016**



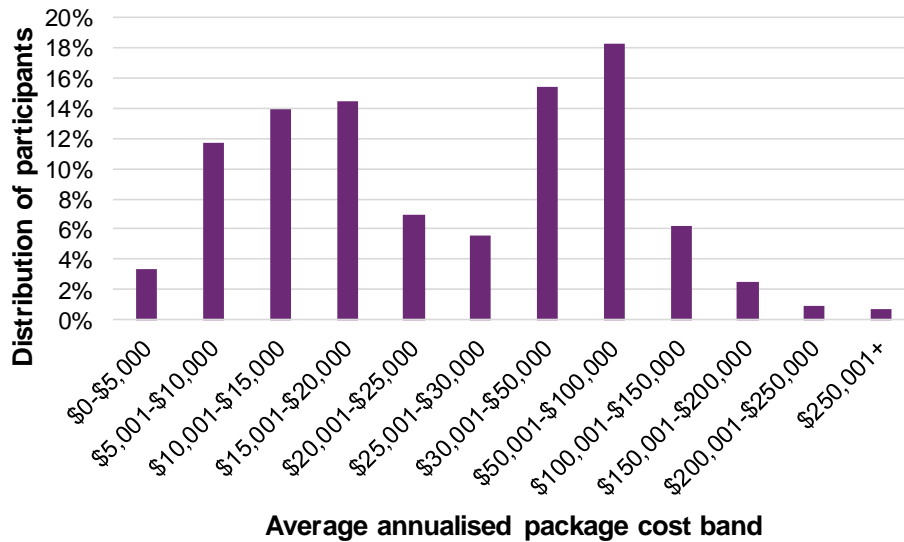
#### 2.2.4 Details of participants with second plans, including length and value of supports

This section of the report focuses on participants with first plan approvals from 1 July 2016 onwards and these participants have not yet had second plans due to the short time that they have been in the Scheme. Therefore, there is no data available for analysis of participants with first plan approvals from 1 July 2016 and have had more than one plan. Details of participants with subsequent plans will be monitored going forward in future reports.

### 2.2.5 Distribution of package costs

A significant proportion of support costs are allocated to a very small proportion of high-cost participants – only 10% of participants have an annualised package cost over \$100,000, but these participants account for 37% of total committed supports. On the other hand, 56% have an annualised package cost below \$30,000, and account for only 19% of annualised committed funding.

**Figure 2.19 Distribution of participants by average annualised package cost band**



## 2.3 Projections

### ***2.3.1 Cost of the NDIS in dollar terms and as a percentage of GDP (split by participants aged under 65 and over 65). This measure will include NDIA operating costs***

Currently the Productivity Commission estimate is considered the best estimate of the longer-term cost of the NDIS (approximately 0.9% of GDP for under 65 year olds). The NDIS insurance approach allows pressures on the Scheme to be identified early and management responses put in place to respond to these pressures. Specifically, data is collected on participants (including the characteristics of the participants, costs and outcomes), and this actual experience is compared with the baseline projection. This actuarial monitoring occurs continuously and allows management to put in place strategies as required.

There are some current pressures which require management responses. These pressures are:

- Higher than expected numbers of children entering the Scheme
- Increasing package costs over and above the impacts of inflation and ageing (“super-imposed” inflation)
- Potential participants continuing to approach the Scheme
- Lower than expected participants exiting the Scheme
- A mismatch between benchmark package costs and actual package costs.

Two specific initiatives are the Early Childhood Early Intervention (ECEI) approach and the first plan approach.

- The ECEI approach is being progressively rolled out. The ECEI approach provides a gateway to the NDIS for children 0-6 years, which aims to ensure only children meeting the eligibility criteria for the NDIS enter as a participant. The gateway also provides support for children to access mainstream and community services when they do not meet the criteria, but need some support to access these services.
- The first plan process is a method for better aligning the level of function and need with support packages for participants when they first enter the Scheme. This process is now underway, but ongoing refinement of this process to ensure the right assessment tools and questions are used is critical. This method for allocating funds should also be a focus at plan review. Importantly, this process assists in determining the reasonable and necessary support package from which participants can then plan their supports to be meet their goals.

In addition to these two initiatives, NDIA management has put in place a Sustainability and Liability Review Working Group led by the CEO to oversee the initiatives addressing the cost pressures identified above.

These cost pressures and management responses will be monitored closely and updates provided in subsequent quarterly reports.





## 3 Greater community inclusion of people with disability

This section provides information on the extent to which people with a disability are receiving mainstream services and are supported in the community. In particular, this section presents information on local area co-ordination and information, linkages and capacity building.

### 3.1 Mainstream services

#### 3.1.1 Number of participants accessing mainstream services by service type

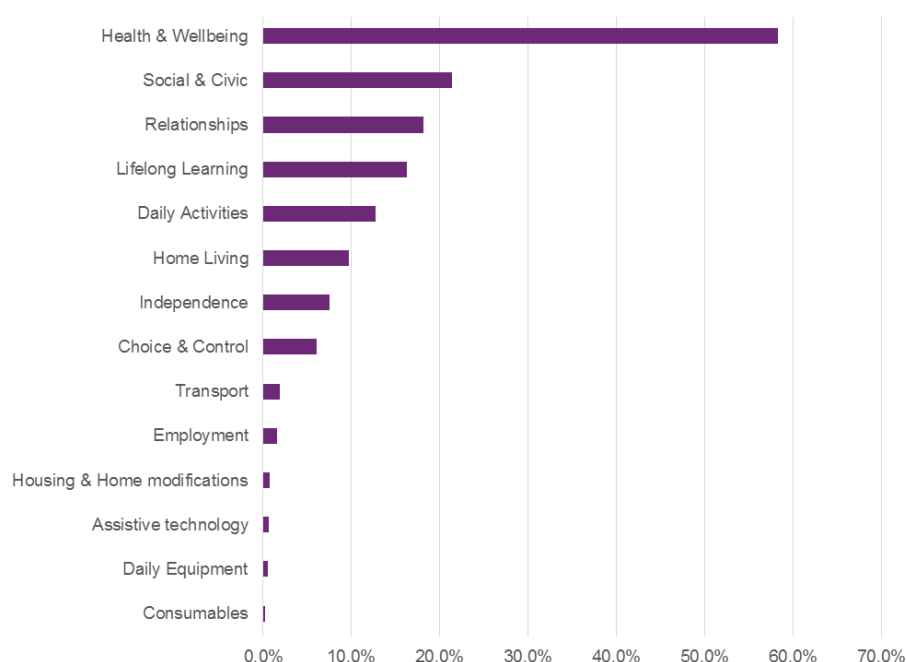
Table 3.1 shows that 83% of participants access mainstream services. This differs by State/Territory with 69% of participants in Queensland accessing mainstream services and 88% in Tasmania. Differences between States/Territories should be treated with caution as the characteristics of participants are different in each State/Territory.

**Table 3.1 Participants accessing mainstream services by State/Territory**

State / Territory	2016-17 Q1 Approved Plans	Participants accessing mainstream services	% Accessing mainstream services
ACT	948	745	79%
NSW	4,397	3,835	87%
NT	-	-	-
QLD	376	258	69%
SA	751	559	74%
TAS	142	125	88%
VIC	670	538	80%
WA	156	117	75%
<b>National</b>	<b>7,440</b>	<b>6,177</b>	<b>83%</b>

Participants are accessing mainstream services predominantly for health & wellbeing followed by social & civic participation and relationships **Error! Reference source not found..**

**Figure 3.1 Participants accessing mainstream services by service type (National)**



## 3.2 LAC

### ***3.2.1 Number of participants and other people with a disability supported by LACs by participant characteristics***

Local Area Coordination and ECEI partners have been appointed for areas that have commenced transition to the Scheme from 1 July 2016 as the Scheme's core capability to drive community inclusion. The grant round seeking partners for those areas phasing from 1 March 2017 was released to the market on 8 August 2016 and closed on 22 September 2016.

Their key role is to work with participants to assist them to engage with the Scheme and to support people with disability to build an ordinary life within their communities through innovative strategies for implementing their goals using their funded supports and connection to the community. Partners will be embedded in their local community, experienced in driving empowerment and working alongside individuals to enhance capability and self-advocacy.

The Agreements with Partners require the LACs to work with those participants who have less complex requirements for support in their engagement with the Scheme. This on average is likely to equate to around 70% of participants. LACs will also support people with a disability outside the Scheme who do not require an individualised support package. It is estimated that approximately 20% of LAC time will be spent with these participants and building capacity within the community. As data becomes available, the number of individuals supported under this arrangement will be reported. .

ECEI partners work with those children under 6 years of age and their families. Current modelling indicates that this will equate to around 10% of all participants. Importantly, ECEI partners will also work with a number of children with developmental delay but for whom access to the Scheme is not required.

In the future we expect to be able to provide data and insight into the challenges and success of interventions deployed by the LACs and the effectiveness of the early intervention support to reduce need for access to the Scheme by the ECEI Partners.

## 3.3 ILC

### ***3.3.1 Number of participants and other people with a disability supported by ILC activities by participant characteristics***

The role of these partners will be complemented by the implementation of the ILC policy agreed by all governments. This policy can be summarised as a commitment to connect people with disability, their families and carers to the wider community by:

1. Capacity Building - Making sure people with disability have the skills, confidence and information they need to get involved in the community
2. Community Inclusion - Building the capacity of the community to include people with disability.

Consistent with the ILC Policy, the focus of effort in ILC will be to ensure that people with disability:

- Have the information they need to make decisions and choices
- Are connected to appropriate disability, community and mainstream supports
- Have the skills and confidence to participate and contribute to the community and protect their rights
- Use and benefit from the same mainstream services as everyone else
- Use and benefit from the same community activities as everyone else.

### ***3.3.2 Descriptions of activities undertaken on ILC including dollars spent by regions and activities***

ILC Policy will be implemented through an open grant round in each jurisdiction as that jurisdiction reaches full scheme. 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. These plans acknowledge the importance of commencing the capture of data on use and demand and commit to the adoption of the measurement of outcomes from the activities in a manner consistent with the ILC outcomes framework as it evolves between now and full scheme.

ILC activities have commenced in the ACT through a funding arrangement with the ACT government to enable current ILC type activities to continue during transition. The open grant round in the ACT is scheduled to provide ILC activities from July 2017. This will be the first opportunity for the Scheme to measure activities against the agreed ILC policy.



## Appendix A

**Table A.1 Quarterly Reporting performance indicators from the NDIA Board to DRC**

Outcome	Measures	Indicators
<b>1. People with disability lead lives of their choice</b>	1.1 Outcomes for participants and their families	1.1.1 Proportion of participants, and their families and carers who report improved economic and social outcomes (as measured by the NDIA outcomes framework)
		1.1.2 Proportion of participants who attain the goals outlined in their plans (as measured by the NDIA's Goal Attainment Scale)
		1.1.3 Participant satisfaction
	1.2 Provision of support in response to assessed need	1.2.1 Number of registered service providers by characteristics and market profile 1.2.2 Access request to receiving support within different timeframes
<b>2. NDIS is a financially sustainable, insurance-based NDIS</b>	2.1 Participant characteristics and their families	2.1.1 Access requests made by outcome
		2.1.2 Eligible participants against bilateral targets, including key characteristics
		2.1.3 Participants with approved plans against bilateral targets
		2.1.4 Trends in plan approvals
		2.1.5 Access request to plan approval within different timeframes
		2.1.6 Ineligible participant numbers and key characteristics
	2.2 Support packages	2.2.1 Committed support
		2.2.2 Actual payments
		2.2.3 Average and median package costs by sub-groups of the population and for all participants compared with the expected averages and medians, including trends
		2.2.4 Details of participants with second plans, including length and value of supports
		2.2.5 Distribution of package costs
	2.3 Projections	2.3.1 Cost of the NDIS in dollar terms and as a percentage of GDP (split by participants aged under 65 and over 65). This measure will include NDIA operating costs
<b>3. Greater community inclusion of people with disability</b>	3.1 Mainstream services	3.1.1 Number of participants accessing mainstream services by service type
	3.2 LAC	3.2.1 Number of participants and other people with a disability supported by LACs by participant characteristics
		3.2.2 Descriptions of activities undertaken on ILC including dollars spent by regions and activities
	3.3 ILC	3.3.1 Number of participants and other people with a disability supported by ILC activities by participant characteristics
		3.3.2 Descriptions of activities undertaken on ILC including dollars spent by regions and activities



## Appendix B

**Table B.1 Quarterly Reporting performance indicators from the NDIA Board to DRC**

Domain	Participant version				Family version, for participant aged		
	Children from 0 to before starting school	Children from starting school to age 14	Young adults 15 to 24	Adults 25 and over	0 to 14	15 to 24	25 and over
1	Daily living	Daily living	Choice and control	Choice and control	Families know their rights and advocate effectively for their child with disability	Families know their rights and advocate effectively for their family member with disability	Families know their rights and advocate effectively for their family member with disability
2	Choice and control	Lifelong learning		Daily living	Families feel supported	Families have the support they need to care	Families have the support they need to care
3	Relationships	Relationships	Relationships	Relationships	Families are able to gain access to desired services, programs, and activities in their community	Families are able to gain access to desired services, programs, and activities in their community	Families are able to gain access to desired services, programs, and activities in their community
4	Social, community and civic participation	Social, community and civic participation	Home	Home	Families help their children develop and learn	Families help their young person become independent	Families have succession plans
5			Health and wellbeing	Health and wellbeing	Families enjoy health and wellbeing	Families enjoy health and wellbeing	Families enjoy health and wellbeing
6			Lifelong learning	Lifelong learning			
7			Work	Work			
8			Social, community and civic participation	Social, community and civic participation			