



30 September 2017

National Disability Insurance Scheme

COAG Disability Reform Council
Quarterly Report



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Executive Summary

Introduction

This report is provided in accordance with Section 174 of the *National Disability Insurance Scheme Act 2013*, which requires that:

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 one month after the end of the period to which the report relates.

National statistics and findings are presented in the body of this report with separate appendices for each State/Territory. Findings are presented for:

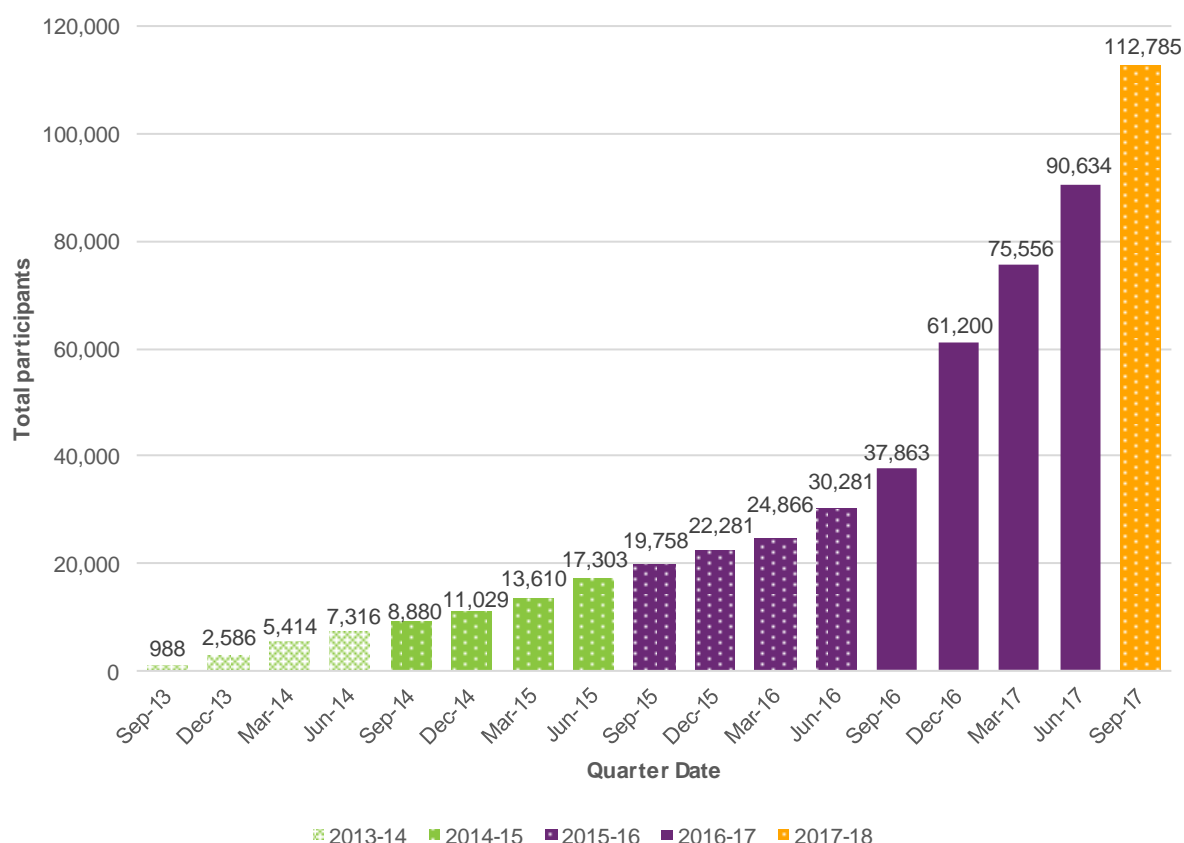
- Participants and plans
- Committed support and payments
- Providers and markets
- Information, linkages and capacity building
- Mainstream interface
- Financial sustainability.

This report is the fifth quarterly report during the NDIS Transition period, which commenced on 1 July 2016. The executive summary focuses on the growth in the NDIS, as well as its financial sustainability.

NDIS continues to grow

Overall, the report shows that the number of participants in the Scheme continues to grow with 112,785 participants with an approved plan at 30 September 2017. A further 6,716 children have been supported in the ECEI gateway.

Figure 1 Number of participants with approved plans by quarter¹



Significant growth occurred in the number of participants and providers over the past quarter.

Participants

- A total of 22,151 participants received plans in this quarter. This is higher than the average number of plans approved per quarter in 2016-17, which was 15,088.
- The 22,151 participants with approved plans in the quarter represents an increase of 24% in the total number of participants with approved plans.
- 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. Overall, the number of participants with an approved plan (including ECEI) represents 87% of the bilateral estimate for the quarter (when ECEI is included).
- During the transition period to date, a total of 82,504 participants entered the Scheme and received an approved plan, and 6,716 children were in the ECEI gateway. This represented 82% of the transition bilateral estimate to 30 September 2017 (the total including trial participants represented 84% of the cumulative bilateral estimate). The NDIS continues to work with State/Territory and Commonwealth governments to obtain data on participants transitioning into the Scheme. The NDIA is also working to bring participants into the Scheme who did not previously receive support.

¹ Small adjustments to the number of participants in each of the 2016-17 quarters have been made to reflect more up-to-date data.

- Table 1 outlines the number of participant plan approvals as at the end of September 2017, including plan approvals by State/Territory.

Table 1 Plan approvals compared to estimates²

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	43,934	14,433	58,367	63,293	72,485
VIC	15,433	3,393	18,826	19,506	23,875
QLD	7,188	2,049	9,237	9,733	18,464
WA	3,782	200	3,982	3,982	5,301
SA	11,632	1,359	12,991	13,223	13,968
TAS	2,229	305	2,534	2,915	2,852
ACT	6,048	253	6,301	6,301	5,075
NT	388	159	547	547	899
Total	90,634	22,151	112,785	119,501	142,919

- The NDIS is helping participants across different life domains. The NDIS outcomes framework collects information on participants and their families/carers when participants enter the Scheme and when their plans are reviewed. Of the participants aged 25+ years who entered the Scheme in the first quarter of 2016-17 and had their plan reviewed in the first quarter of 2017-18:
 - 75% indicated that the NDIS had helped them with activities of daily living
 - 71% indicated that the NDIS had helped them with choice and control
 - 63% indicated that the NDIS had helped them with social, community & civic participation.
- The satisfaction rating remained high with 84% of participants surveyed in the quarter rating their satisfaction with the Agency planning process as either good or very good. The overall average satisfaction rating since the Scheme began is 91%. At the same time, challenges facing implementation of the Scheme are recognised and work is proceeding apace on improving the participant and provider experience. A new pathway has been designed for participants and providers from their first interaction to their ongoing engagement with the NDIS. This new pathway includes face-to-face engagement, a consistent point of contact, clearer information, and a stronger focus on outcomes and goals during the planning discussion. The new pathway will be progressively piloted and tested over the coming months before being rolled out nationally.

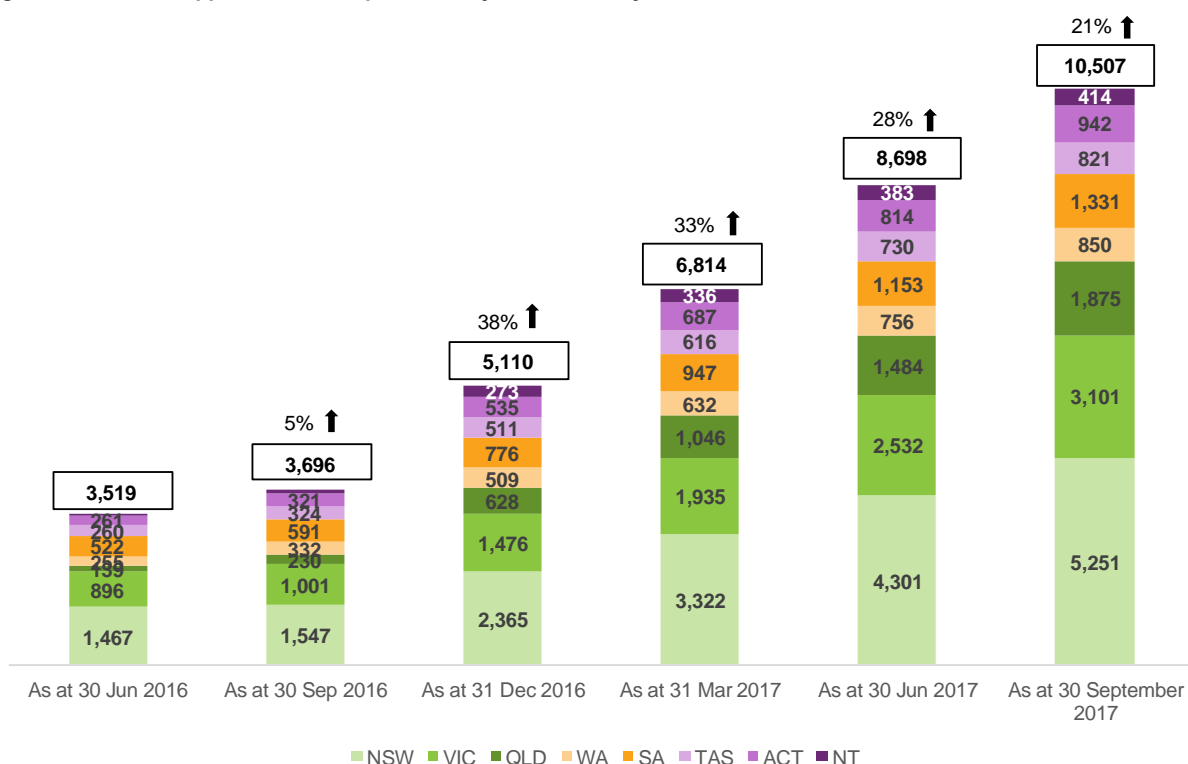
Provision of Support

- As at 30 September 2017, 10,507 service providers were approved to deliver disability supports to NDIS participants in at least one registration group.
- Nationally, the number of approved service providers has increased by 21% from 8,698 at 30 June 2017 to 10,507 at 30 September 2017.

² Note: bilateral estimates are split between State/Territory and New/Commonwealth. Appendix B includes this breakdown for each State/Territory.

- In the first quarter of 2017-18, 52% of the 10,507 service providers are not yet active (that is, 52% of providers are not yet supporting participants). Many service providers have registered for the NDIS in anticipation of the Scheme rolling-out across the country.
- On average, participants active in the first quarter of 2017-18 are supported by 1.55 service providers.
- The top 25% of active service providers receive between 80-90% of the dollar value of payments made by the NDIA for participant supports.
- Figure 2 demonstrates the growth in the number of approved service providers by State and Territory since 1 July 2016. Not unexpectedly, New South Wales and Victoria have the highest number of approved service providers, with 5,251 and 3,101 service providers respectively as at 30 September 2017.³

Figure 2 Number of approved service providers by State/Territory



Financial sustainability

- As at 30 September 2017, since 1 July 2013, \$9.5 billion of support has been committed to 112,785 participants who have had at least one approved plan.⁴ This includes \$1.6 billion of support in respect of the trial years, \$3.2 billion in respect of 2016-17, \$4.5 billion in respect of 2017-18, and \$0.3 billion for later years.⁵

³ Given providers can be registered to provide services in more than one State/Territory, the total number of approved service providers nationally will not necessarily equal the sum of approved service providers in each State/Territory.

⁴ Note: this excludes children supported in the ECEI gateway.

⁵ Note: the \$0.3 billion committed in future years is due to current plans in place that have an end date past 30 June 2018 and 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.

- The insurance approach allows pressures on the Scheme to be identified early, so that the Agency can respond in the most appropriate way.
- Consistent with previous quarterly reports, this report acknowledges pressures which require monitoring, such as higher than expected number of children approaching the Scheme, and a degree of committed support in participant plans increasing above indexation.
- Specific strategies include:
 - The introduction of the Early Childhood Early Intervention (ECEI) gateway 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.
- The Agency continues to closely monitor any adverse pressures, and has mechanisms in place to oversee the development of initiatives to address identified pressures.

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

Key Definitions

Aboriginal and/or Torres Strait Islander	<p>Response of:</p> <ul style="list-style-type: none"> • Aboriginal but not Torres Strait Islander; or • Australian Aboriginal; or • Torres Strait Islander
Access request	A formal request by an individual for a determination of eligibility to access the Scheme.
Active participant	Those who have been determined eligible and have not exited the Scheme.
Administrative Appeals Tribunal	An independent body that conducts reviews of administrative decisions made under Commonwealth laws.
Bilateral agreement	An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.
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.
Committed support	The cost of supports that are contained within a participant's plan, approved to be provided to support a participant's needs. This amount is annualised to allow for like-for-like comparison in some sections of the report.
In-kind	Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.
Initial plan	A participant's first support plan, determined after a participant has been deemed eligible for the Scheme and following their initial planning meeting.
Payment	Made to providers, participants or their nominees for supports received as part of a participant's plan.
Participant	An individual whose access request has been determined 'eligible'. Note: a participant can be made eligible under the permanent disability criteria of the NDIS Act (section 24) or the early intervention criteria of the NDIS Act (section 25). Further, if a participant is in a "defined" program, they

automatically meet the access criteria. This is because the program that the person is currently receiving is deemed to have eligibility criteria in line with the access criteria in the NDIS Act.

Revenue

The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

Contents

Executive Summary	2
Key Definitions	7
Contents	9
Part 1. Participants and Plans	16
1.1 Quarterly intake	18
1.2 Plan reviews	19
1.3 Quarterly exits.....	19
1.4 Cumulative position.....	20
1.5 Participant profile	21
1.6 Plan management and support coordination	24
1.7 Plan activation	25
1.8 Outcomes for participants and their families/carers.....	26
1.9 Participant satisfaction	33
1.10 Scheme assurance	34
Part 2. Committed supports and payments.....	38
2.1 Committed supports.....	38
2.2 Payments.....	43
Part 3. Providers and markets	46
Part 4. Information, linkages and capacity building	50
Part 5. Mainstream interface	51
Part 6. Financial sustainability	52
Appendix A: Outcomes Framework Population Benchmarks.....	54
Appendix B: Comparison of plan approvals to bilateral estimates.....	55
Appendix C: New South Wales.....	57
Appendix D: Victoria	74
Appendix E: Queensland.....	91
Appendix F: Western Australia	108
Appendix G: South Australia	126
Appendix H: Tasmania	143
Appendix I: Australian Capital Territory	161
Appendix J: Northern Territory	178

Introduction

A legislative requirement of the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (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 one month after the end of the period to which the report relates.

National statistics and findings are presented in the body of this report with separate appendices for each State/Territory.

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

Some current limitations continue to exist in the data available for this report. Specifically, data is not available to report on:

- Participants exiting the Early Childhood Early Intervention (ECEI) gateway.
- Decision reviews.

Ongoing enhancements to the Customer Relationship Management (CRM) system, data warehouse and business practices will address these issues in future reports.

Sections of this report

The sections of this report are as follows:

- An introduction to the NDIS and the rollout of the Scheme to date
- 30 September 2017 performance, reported at a national level, split into the following six areas:
 - Participants and plans
 - Committed supports and payments
 - Providers and markets
 - Information, linkages and capacity building
 - Mainstream interface
 - Financial sustainability
- Appendices for each State/Territory.

National Disability Insurance Scheme locations

The National Disability Insurance Scheme (NDIS) Act received Royal Assent on 28 March 2013, and the NDIS became fully operational on 1 July 2013 with the commencement of NDIS trial sites.

At the conclusion of trial (30 June 2016), the NDIS was operational in nine locations:

Table 2 NDIS trial sites

Trial site name	Local government areas	Age groups	Commencement date
Hunter trial site – NSW	Newcastle, Lake Macquarie, Maitland	All	1 July 2013
Tasmania trial site		15-24 year olds	1 July 2013
Barwon trial site – VIC	Greater Geelong, Surf Coast, Queenscliff, Colac-Otway	All	1 July 2013
South Australia trial site		0-14 year olds	1 July 2013
Australian Capital Territory		All	1 July 2014
Perth Hills trial site – WA	Swan, Kalamunda, Mundaring	All	1 July 2014
Barkly region – NT		All	1 July 2014
Nepean Blue Mountains site – NSW	Blue Mountains, Hawkesbury, Lithgow, Penrith	0-17 year olds	1 July 2015
North Queensland site – QLD	Townsville, Charters Towers	0-17 year olds	1 April 2016
	Palm Island	0-64 year olds	

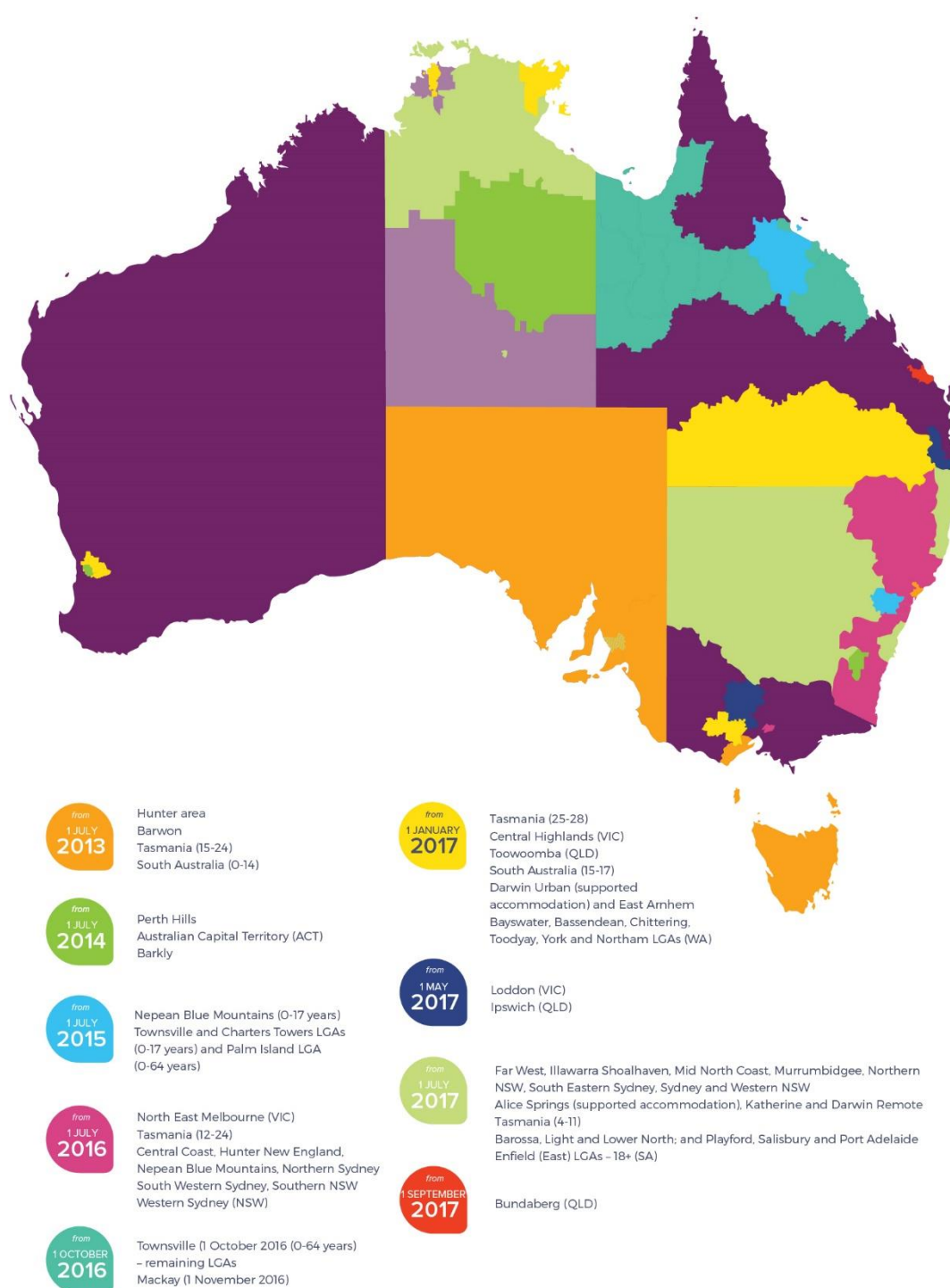
On 1 July 2016 the NDIS commenced transitioning to full scheme. As at 30 September 2017, the NDIS was operational in the following additional locations:

Table 3 NDIS transition locations – 30 September 2017

State/Territory	Service districts	Start date
New South Wales	Central Coast, New England, North Sydney, South Western Sydney, Southern NSW, Western Sydney, and the remainder of the Hunter and Nepean Blue Mountains regions	1 July 2016
	Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney and Western NSW	1 July 2017
Victoria	North East Melbourne	1 July 2016
	Central Highlands	1 January 2017
	Loddon	1 May 2017
Queensland	Townsville – all ages	1 October 2016
	Mackay	1 November 2016
	Toowoomba	1 January 2017
	Ipswich	26 May 2017
	Bundaberg	1 September 2017
Northern Territory	Darwin Urban (eligible clients in supported accommodation) and East Arnhem	1 January 2017
	Alice Springs LGA (eligible clients in supported accommodation), Katherine and Darwin Remote	1 July 2017
Tasmania	Expanded to include 12-24 year olds	1 July 2016
	Expanded to include 25-28 year olds	1 January 2017
	Expanded to include 4-11 year olds	1 July 2017
South Australia	Expanded to include 15-17 year olds	1 January 2017
	Expanded to include 18+ year olds for Barossa, Light and Lower North; and Playford, Salisbury and Port Adelaide Enfield (East) LGAs	1 July 2017
Western Australia	Bayswater, Bassendean, Chittering, Toodyay, York and Northam LGAs	1 January 2017

Figure 3 below graphically shows the areas of roll-out.

Figure 3 NDIS locations – 30 September 2017



Improving the participant and provider experience

The National Disability Insurance Agency (NDIA) has released details of a new National Disability Insurance Scheme (NDIS) 'pathway' designed to significantly improve the experience people and organisations have with the ground-breaking NDIS.

The pathway refers to the experience participants and providers have from their first interaction to their ongoing engagement with the NDIS.

Central to the new participant pathway is the delivery of face-to-face engagement for all NDIS plan development, based on the individual's preference. This improvement has already resulted in a substantial increase in the number of plans being developed in person.

Having learned from the past, the new pathway will now be progressively piloted and tested over the coming months before being rolled out nationally. The NDIA will continue to engage with stakeholders on the testing and implementation of the new pathway.

The new pathway will include:

- A consistent point of contact, who plays a key role in empowering participants to achieve outcomes
- Planning being undertaken with a skilled Local Area Coordinator or NDIA planner who will spend time understanding the unique needs of each participant
- A stronger focus on the broader system of supports for people with disability, including other government services such as health, education and transport, to promote greater inclusion and a sense of community for people with disability
- Communication which emphasises the objectives of the NDIS, with a clear focus on outcomes and goals during planning discussions
- Information that is clear, consistent and available in accessible formats, such as plain English and braille
- An improved NDIS portal and tools, combined with more straightforward processes that will reduce the administrative cost for providers.

The new pathway is the result of a collaborative review the NDIA undertook in response to feedback from participants and providers that their experience was not meeting expected standards.

The NDIA is committed to ensuring people with disability, their families, carers and providers are confident to engage with and navigate the NDIS.

Further, the NDIA recognises the need for a strong and vibrant provider market that contributes to improving outcomes for participants.

As part of the new provider pathway, the NDIA will provide better information and insights to support business decisions and make it easier for providers to transact with the Scheme and connect with participants.

Implementing all improvements will take time, but the NDIA is committed to responding as quickly as possible to the feedback. It is important to get the new pathway experience right before implementing all the improvements across Australia. To that end, the NDIA will be proceeding to pilot the new pathway before it is rolled out nationally.

Work is also underway to develop tailored pathways to ensure the NDIA has the right response for all participants, including people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from culturally and linguistically diverse backgrounds and people with more complex needs.

Independent price review

In addition to the participant and provider pathway review, the NDIA has commissioned an independent pricing review, which will be undertaken by McKinsey and Company, and completed by December 2017.

While price controls will be in place for some participant supports during the rapid ramp-up of the NDIS, as the market matures in size, quality and innovation, it is envisaged that prices will be gradually deregulated and determined by market forces.

The aim of the independent pricing review is to assist with the provision of a strong and vibrant provider market. The review will examine the effectiveness of pricing arrangements; the approach used to set prices; the adequacy of provider returns; the role of pricing in managing thin and undersupplied markets; and, a glide path towards price deregulation in mature sub-markets.

Participants and Plans



Introduction

This section outlines information in relation to:

- Intake and plans
- Reviews
- Scheme exits
- Participant demographics
- Plan implementation
- Outcomes
- Scheme assurance.

Key points

The key points relating to participants and plans are as follows:

- A total of 22,151 plans were approved this quarter. This is higher than the average number of plans approved per quarter in 2016-17, which was 15,088.
- The 22,151 participants with approved plans in the quarter represents an increase of 24% in the total number of participants with approved plans.
- 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. Overall, the number of participants with an approved plan (including ECEI) represents 87% of the bilateral estimate for the quarter (when ECEI is included).
- 13,533 plans were reviewed in the quarter compared to 13,316 in the previous quarter.
- As at 30 September 2017, 1,597 participants with approved plans have exited the Scheme.
- During the transition period to date, a total of 82,504 participants entered the Scheme and received an approved plan, and 6,716 children were in the ECEI gateway. This represented 82% of the transition bilateral estimate to 30 September 2017.
- The cumulative total number of participants receiving support, at the end of the quarter, was 119,501 (including 6,716 ECEI participants). This represented 84% of the cumulative bilateral estimate. In addition, 24,002 participants had met the access requirements and were awaiting a plan as at 30 September 2017.
- Of the participants who entered the Scheme in the quarter, a high proportion were aged 7-14. Intellectual disability and autism were the most common disability groups for participants with an approved plan. Around 28% of active participants had a relatively high level of function, 43% of active participants had a relatively moderate level of

function, and 29% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population. Approximately 63% of active participants who entered the Scheme in this quarter were male.

- The proportion of participants who were fully or partly self-managing their plan was slightly higher in the first quarter of 2017-18 (18%) compared with 2016-17 (17%), and 38% of participants who have had a plan approved in the first quarter of 2017-18 had support coordination in their plan.
- Around 71% of plans approved during 2016-17 were activated within 90 days of plan approval.⁶
- Baseline measures (against which outcomes will be measured in the future) were collected on 97% of participants receiving their initial plan during the transition period. On the whole, participants wanted more choice and control in their life, had low levels of employment, and had low levels of community participation. Participation rates for mainstream education, training and skill development were also low. Most participants were happy with their current home.
- Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do and also see family and friends more often.
- The NDIS is helping participants across different life domains. The NDIS outcomes framework collects information on participants and their families/carers when participants enter the Scheme and when their plans are reviewed. Of the participants aged 25+ years who entered the Scheme in the first quarter of 2016-17 and had their plan reviewed in the first quarter of 2017-18:
 - 75% indicated that the NDIS had helped them with activities of daily living
 - 71% indicated that the NDIS had helped them with choice and control
 - 63% indicated that the NDIS had helped them with social, community & civic participation.
- 84% of participants rated their overall satisfaction with the Agency planning process as either good or very good in the current quarter. This has remained the same as the previous quarter. Since the Scheme began, 91% of participants rated their satisfaction with the Agency planning process as either good or very good. This is consistent with the need identified by the NDIA to undertake the Participant and Provider Pathway Review.
- Since scheme inception there have been 406 access, planning, and plan review related AAT appeals (0.26% of all access decisions) and 8,664 complaints made (equivalent to 10.3% of all participants with an approved plan). The Participant and Provider Pathway Review is aiming to improve the participant and provider experience.

⁶ In-kind supports have not been included. However, if in-kind supports were included more plans would be activated sooner than stated.

1.1 Quarterly intake

22,151 participants received an approved plan in the first quarter of 2017-18. In addition 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. The number of participants who received a plan in this quarter was higher than the previous quarter (15,078 participants with an approved plan).

1.1.1 Background

Between 1 July 2016 and 30 June 2019, people with disability will transition from existing State/Territory and Commonwealth funded programs to the NDIS.

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

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.⁷

The intention of early intervention under s.25 of the Act is to alleviate the impact of a person's impairment upon their functional capacity by providing support at the earliest possible stage. Early intervention support is also intended to benefit a person by reducing their future needs for supports.

Through the Early Childhood Early Intervention (ECEI) approach, families of children aged 0-6 years with developmental delay or disability will be offered the support of NDIS Early Childhood Partners to access specialist early childhood supports and services. This approach is being rolled out as the Scheme is phased in across Australia.

1.1.2 Quarterly intake

Eighty-four percent (84%) of decisions determined during the first quarter of 2017-18 met the criteria of the Act (referred to as an 'eligible' decision).

Sixty-five percent (65%) of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program. Overall, since 1 July 2013, there have been 156,625 access decisions, and 119,501 participants have received an approved plan (including children in the ECEI gateway).

⁷ Where an individual has had to provide evidence of permanent and significant disability to access existing State/Territory or Commonwealth programs (referred to as 'defined' programs), the individual is predetermined to have met the disability criteria of the NDIS Act.

Table 1.1 Quarterly intake (national), split by plan and entry type, since 1 July 2013

	Prior Quarters	2017-18 Q1	Total
Access decisions	131,710	24,915	156,625
Access Met	122,006	20,907	142,913
State	75,142	13,671	88,813
New	37,326	4,910	42,236
Commonwealth	9,538	2,326	11,864
Total Participant Plans	96,768	28,867	119,501
Early Intervention (s25) plans	21,467	2,931	24,398
Permanent Disability (s24) plans	69,167	19,220	88,387
ECEI ⁸	6,134	6,716	6,716

1.2 Plan reviews

13,533 plans were reviewed in the quarter compared to 13,316 in the previous quarter.

1.2.1 Background

Following successful implementation of a plan, participants will generally commence an ongoing plan review cycle, which is between six to 24 months.

1.2.2 Reviews by quarter

Table 1.2 below depicts the number of plan reviews conducted since the commencement of transition.

Table 1.2 Plan reviews (national) conducted per quarter⁹

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	36,913	13,533	50,446
Early intervention plans	10,871	3,333	14,204
Permanent disability plans	26,042	10,200	36,242

1.3 Quarterly exits

The majority of participants who have exited the Scheme had a s.24 plan. Overall the percentage of people exiting the Scheme is lower than expected.

⁸ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

1.3.1 Background

Exits are an important part of the outcomes focus of the Scheme, as well as important to the sustainability of the Scheme by ensuring that only participants who continue to meet the access criteria of the Act receive individualised funding. Continued eligibility is reviewed periodically and when participant circumstances change.

1.3.2 Quarterly exits

Table 1.3 below depicts the total number of participants with approved plans who have exited from the Scheme for s.25 and s.24 participants.¹⁰

Table 1.3 Exits from the Scheme since 1 July 2013 as at 30 September 2017

	Exits
Total plan exits	1,597
<i>Early Intervention plans</i>	468
<i>Permanent disability plans</i>	1,129

Note: exits from the ECEI gateway will be reported in future reports.

1.4 Cumulative position

By the end of the quarter, the cumulative total number of participants receiving support was 119,501 (including 6,716 children supported through the ECEI gateway). In addition, 24,002 eligible participants who had received access decisions were awaiting a plan at 30 September 2017.

1.4.1 Background

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

1.4.2 Cumulative position by quarterly period

Table 1.4 below presents the cumulative number of participants with a plan by entry point (i.e. whether participants were previously receiving State/Territory or Commonwealth disability services or are new). A cumulative total of 119,501 participants were receiving support, with 24,002 participants awaiting a plan. Further, in the transition period to date alone, an additional 89,220 participants received support.

¹⁰ Note: participants exit the scheme due to death, entry to residential aged care, or because they no longer meet the access early intervention requirements.

Table 1.4 Cumulative position by services previously received¹¹

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	13,995	1,679	14,607		30,281	34,545	88%	
End of 2016-17	53,308	5,687	31,639	6,134	96,768	116,555	83%	
End of 2017-18 Q1	67,353	8,505	36,927	6,716	119,501	142,919	84%	24,002

Table 1.5 below presents the cumulative number of participants with a plan by scheme cohort (i.e. ECEI, EI s.25, PD s.24). A cumulative total of 119,501 participants were receiving support, with 24,002 participants awaiting a plan.

Table 1.5 Cumulative position by entry into the Scheme

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	12,198	18,083		30,281	34,545	88%	
End of 2016-17	21,467	69,167	6,134	96,768	116,555	83%	
End of 2017-18 Q1	24,398	88,387	6,716	119,501	142,919	84%	24,002

As 1,597 participants with approved plans have exited the Scheme, the number of active participants with approved plans is 111,188 (excluding children supported through the ECEI gateway). Information on active participants is presented in the following sections.

1.5 Participant profile

A high proportion of children aged 7-14 years entered the Scheme in the quarter, with intellectual disability and autism being the most common disability groups for participants with an approved plan. Around 28% of active participants had a relatively high level of function, 43% of active participants had a relatively moderate level of function, and 29% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population. Sixty-three per cent (63%) of participants who entered this quarter are male.

1.5.1 Background

The characteristics of participants entering the Scheme each quarter can vary based on the phasing schedule in each State/Territory which is based on existing programs and age groups. Hence, the results should not be considered to be representative of full scheme.

As mentioned above, the participant profiles are shown only for active participants (i.e. excluding participants who have exited the Scheme). Over time, some participants will exit the Scheme as others will enter and this section of the report shows the profile of participants who currently meet the access criteria of the Act and have an approved plan.

¹¹ Each quarter, updated lists of clients are provided by State/Territory and Commonwealth governments. This results in some participants being retrospectively reclassified from New to Existing.
September 2017 | COAG Disability Reform Council Quarterly Report

1.5.2 Quarterly profile

The tables below (Table 1.6 to Table 1.12) present the number of active participants with an approved plan in the Scheme for the first quarter of 2017-18 and prior quarters by the following participant characteristics:

- Disability group
- Level of function
- Age group
- Gender
- Aboriginal and Torres Strait Islander status
- Culturally and Linguistically Diverse (CALD) status
- Young Person in Residential Aged Care (YPIRAC) status.

Two disability groups dominate the current participant profile, with 58% of active participants having a primary disability of intellectual disability or autism. Considering quarter-on-quarter changes, the proportion of participants with autism and intellectual disability have remained consistent. Since the previous report the disability groups Developmental Delay and Global Developmental Delay have been separated from the Intellectual Disability group.

Table 1.6 Active participants with approved plans per quarter by disability group

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	25,332	28%	6,990	32%	32,322	29%
Autism	25,751	29%	6,020	27%	31,771	29%
Psychosocial disability	6,103	7%	1,399	6%	7,502	7%
Cerebral Palsy	4,448	5%	1,293	6%	5,741	5%
Developmental Delay	4,397	5%	804	4%	5,201	5%
Other Neurological	4,021	5%	1,010	5%	5,031	5%
Other Physical	3,818	4%	885	4%	4,703	4%
Acquired Brain Injury	2,576	3%	900	4%	3,476	3%
Hearing Impairment	2,491	3%	657	3%	3,148	3%
Other Sensory/Speech	2,405	3%	245	1%	2,650	2%
Visual Impairment	2,030	2%	612	3%	2,642	2%
Multiple Sclerosis	1,741	2%	464	2%	2,205	2%
Global Developmental Delay	1,339	2%	220	1%	1,559	1%
Spinal Cord Injury	909	1%	381	2%	1,290	1%
Stroke	999	1%	217	1%	1,216	1%
Other	698	1%	33	0%	731	1%
Total	89,058	100%	22,130	100%	111,188	100%

As shown in Table 1.7, about 28% of active participants in the current quarter had a relatively high level of function, 43% of active participants had a relatively moderate level of function, and 29% had a relatively low level of function. These relativities are within the NDIS participant population, and not comparable to the general population.

Table 1.7 Active participants with approved plan per quarter by level of function¹²

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	343	0%	106	0%	449	0%
2 (High Function)	234	0%	49	0%	283	0%
3 (High Function)	4,673	5%	1,090	5%	5,763	5%
4 (High Function)	7,602	9%	1,655	7%	9,257	9%
5 (High Function)	18,299	22%	3,392	15%	21,691	20%
6 (Moderate Function)	11,853	14%	3,252	15%	15,105	14%
7 (Moderate Function)	7,724	9%	1,667	8%	9,391	9%
8 (Moderate Function)	5,794	7%	1,840	8%	7,634	7%
9 (Moderate Function)	452	1%	131	1%	583	1%
10 (Moderate Function)	7,497	9%	2,520	11%	10,017	9%
11 (Low Function)	4,909	6%	1,071	5%	5,980	6%
12 (Low Function)	9,554	11%	3,694	17%	13,248	12%
13 (Low Function)	4,044	5%	976	4%	5,020	5%
14 (Low Function)	2,058	2%	677	3%	2,735	3%
15 (Low Function)	26	0%	10	0%	36	0%
Missing	3,996		0		3,996	
Total	89,058	100%	22,130	100%	111,188	100%

A high proportion of active participants are currently in the 0 to 6 years and 7 to 14 years age group (Table 1.8 below), with 12% and 21% of participants entering the Scheme in the current quarter within these age groups respectively. These proportions can be impacted by phasing schedules and are lower than prior quarters.

Table 1.8 Active participant profile per quarter by age group

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	11,357	13%	2,704	12%	14,061	13%
7 to 14	25,185	28%	4,650	21%	29,835	27%
15 to 18	7,983	9%	1,748	8%	9,731	9%
19 to 24	8,580	10%	2,198	10%	10,778	10%
25 to 34	8,229	9%	2,511	11%	10,740	10%
35 to 44	7,522	8%	2,497	11%	10,019	9%
45 to 54	9,300	10%	2,850	13%	12,150	11%
55 to 64	9,389	11%	2,834	13%	12,223	11%
65+	1,513	2%	138	1%	1,651	1%
Total	89,058	100%	22,130	100%	111,188	100%

The higher proportion of active male participants with a plan (63%) is consistent with prior quarters (see Table 1.9).

Table 1.9 Active participant profile per quarter by gender

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	56,087	63%	13,905	63%	69,992	63%
Female	32,584	37%	8,067	36%	40,651	37%
Indeterminate	387	0%	158	1%	545	0%
Total	89,058	100%	22,130	100%	111,188	100%

As depicted in Table 1.10 below, 4.9% of active participants with an approved plan who

¹² The distributions are calculated excluding active participants with a missing level of function.

entered in the first quarter of 2017-18 identified as Aboriginal and Torres Strait Islander, with 2.2% of participants uncategorised. In prior quarters, 5.0% of active participants with an approved plan identified as Aboriginal and Torres Strait Islander, with the data not captured for 4.5% of participants.

Table 1.10 Active participant profile per quarter by Aboriginal and Torres Strait islander status

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	4,492	5.0%	1,079	4.9%	5,571	5.0%
Not Aboriginal and Torres Strait Islander	80,563	90.5%	20,575	93.0%	101,138	91.0%
Not Stated	4,003	4.5%	476	2.2%	4,479	4.0%
Total	89,058	100%	22,130	100%	111,188	100%

As shown in Table 1.11, 6.7% of active participants with an approved plan who entered in the first quarter of 2017-18 have a culturally and linguistically diverse status. In prior quarters, 5.6% of active participants with an approved plan were culturally and linguistically diverse, with the data not captured for 1.3% of participants.

Table 1.11 Participant profile per quarter by culturally and linguistically diverse (CALD) status

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	5,013	5.6%	1,485	6.7%	6,498	5.8%
Not CALD	82,863	93.0%	20,638	93.3%	103,501	93.1%
Not Stated	1,182	1.3%	7	0.0%	1,189	1.1%
Total	89,058	100%	22,130	100%	111,188	100%

An additional 206 active participants with an approved plan entered the Scheme from residential aged care (YPIRAC) in the first quarter of 2017-18. The NDIA has an action plan in place to prioritise young people in residential aged care entering the Scheme. This involves working with State/Territory and Commonwealth governments where required.

Table 1.12 Active participant profile per quarter by Young people in Residential aged care (YPIRAC) status

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	662	0.7%	206	0.9%	868	0.8%
Not YPIRAC	88,396	99.3%	21,924	99.1%	110,320	99.2%
Total	89,058	100%	22,130	100%	111,188	100%

1.6 Plan management and support coordination

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

1.6.1 Background

Participants can use different methods to manage their funding. More than one method can be used in any one plan.

Support co-ordination is a capacity building support in participant plans.

1.6.2 Quarterly plan management and support coordination

The tables below present the number of participants with an approved plan supported under various models of financial plan management and plan implementation methods.

Table 1.13 Distribution of active participants by method of Financial Plan Management and quarter of plan approval^{13,14}

	Prior Quarters (Transition Only)	2017-18 Q1	Total
Self-managed fully	7%	8%	7%
Self-managed partly	9%	10%	10%
Plan managed	11%	14%	12%
Agency managed	72%	68%	71%
Total	100%	100%	100%

Table 1.14 Distribution of active participants by support coordination and quarter of plan approval¹⁵

	Prior Quarters (Transition Only)	2017-18 Q1	Total
Support coordination	47%	38%	44%

1.7 Plan activation

Approximately 71% of plans approved in 2016-17 have been activated within 90 days of plan approval.

1.7.1 Background

The period for plan activation refers to the length of time between plan approval and the commencement of support.¹⁶

1.7.2 Quarterly plan activation

Table 1.15 below depicts the number of days to plan activation for participants with initial plan approvals in 2016-17. Given that plans approved in Quarter 1 of 2017-18 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded in this table. In Quarter 1, 76% of plans approved were activated within 90 days of approval. In Quarter 2, 69% of plans approved were activated within 90 days of approval, and this proportion is 74% and 69% respectively for plans approved in Quarter 3 and Quarter 4. More plans than reported in this table will have been activated. This is because some plans include in-kind support which is not included in the analysis, and because there is a delay between when support is provided and when it is

¹³ Participants can use more than one method to manage their funding. This table is a hierarchy therefore each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

¹⁴ Trial participants are not included.

¹⁵ Trial participants are not included.

¹⁶ This is measured using data on payments.

invoiced. Invoices are required to understand when support commenced being provided to the participant. As part of the Participant Pathway Review, work is being undertaken with a view to accelerating plan activations.

Table 1.15 Duration to plan activation by quarter of initial plan approval for active participants

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	4,374	59%	10,757	46%	7,640	54%	6,831	45%
30 to 59 days	899	12%	3,361	15%	1,959	14%	2,450	16%
60 to 89 days	417	6%	1,949	8%	974	7%	1,117	7%
Activated within 90 days	5,690	76%	16,067	69%	10,573	74%	10,398	69%
90 to 119 days	183	2%	1,286	6%	588	4%	438	3%
120 days and over	667	9%	2,129	9%	717	5%	84	1%
Activated between 90 and 180 days	850	11%	3,415	15%	1,305	9%	522	3%
No payments	922	12%	3,672	16%	2,382	17%	4,117	27%
Total plans approved	7,462	100%	23,154	100%	14,260	100%	15,037	100%

1.8 Outcomes for participants and their families/carers

Baseline measures (for assessing future outcomes) were collected on 97% of participants receiving their initial plan since 1 July 2016¹⁷. On the whole, participants want more choice and control in their life, have low levels of employment, and have low levels of community participation. Participation rates for mainstream education, training and skill development were also low. Most participants were happy with their current home.

Baseline outcomes were also collected on families and carers. Many reported that they would like to work more than they do and also see family and friends more often.

1.8.1 Background

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.

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 undertaken 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.

This report includes results from the short-form outcomes framework (SFOF) questionnaires collected during 2016-17 and the first quarter of 2017-18. Active participants with an initial plan approved during the period 1 July 2016 to 30 September 2017 are included.

¹⁷ The percentage has reduced from 98% at the previous quarterly report to 97% for the current report. The reduction is due to revised methodology which excludes questionnaires completed without participant input.

1.8.2 Baseline data

Table 1.16 shows the numbers of questionnaires completed during the transition period, by SFOF version.

Table 1.16 Number of questionnaires completed by SFOF version¹⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
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

Table 1.17 to Table 1.20 summarise results for the key indicators, for each of the seven SFOF versions. Aggregate results for all active participants with an initial plan approved in the period 1 July 2016 to 30 September 2017 are shown in these tables. In general the results have not changed substantially since the previous quarterly report.

¹⁸ The numbers of questionnaires included in the analysis for 2016-17 has reduced since the previous quarterly report. The main reason for the change is the revised methodology mentioned above, which excludes questionnaires completed without participant input. Small changes are also caused by time lags in receiving information in the ICT system, and some participants no longer being active.

Table 1.17 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC)

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	62%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		66%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			33%	52%
CC	% who choose what they do each day			44%	61%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC	% who want more choice and control in their life			74%	67%

Table 1.18 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP)

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	78%		
REL	% of children who spend time with friends without an adult present		14%		
REL	% with no friends other than family or paid staff			28%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	36%

Table 1.19 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW)

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		52%		
HM	% who are happy with their home			82%	78%
HM	% who feel safe or very safe in their home			86%	78%
HW	% who rate their health as good, very good or excellent			69%	50%
HW	% who did not have any difficulties accessing health services			69%	68%
LL	% who currently attend or previously attended school in a mainstream class			27%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				50%
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			18%	27%
WK	% who volunteer			13%	13%

Table 1.20 Selected key indicators for families/ carers of participants

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	28%	16%
% receiving Carer Allowance	55%	49%	21%
% working in a paid job	45%	46%	25%
Of those in a paid job, % in permanent employment	74%	73%	77%
Of those in a paid job, % working 15 hours or more	78%	83%	84%
% who say they (and their partner) are able to work as much as they want	42%	47%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	89%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	35%	28%
% able to advocate for their child/family member	78%	73%	70%
% who have friends and family they see as often as they like	45%	44%	37%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		42%	47%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	72%	63%	59%

From 1 July 2017, some transition participants started to accumulate one or more years of experience with the Scheme. For active participants who entered the Scheme in the first quarter of 2016-17, and had their plan reviewed in the first quarter of 2017-18, questions on whether the NDIS has helped across the different outcomes domains were asked.

This report includes initial results for these questions. Table 1.21 to Table 1.24 summarise the percentages responding “Yes” (excluding those in their first plan), by questionnaire version¹⁹.

¹⁹ Due to small numbers for family/carers of participants ages 15 to 24, and 25 and over, results for these two versions have been combined in Table 1.24.

Table 1.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=381)

	Question	Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	93%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL	Has the NDIS improved how your child fits into family life?	78%
S/CP	Has the NDIS improved how your child fits into community life?	65%

Table 1.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=511)

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	39%
REL	Has the NDIS improved your child's relationships with family and friends?	50%
S/CP	Has the NDIS improved your child's social and recreational life?	48%

Table 1.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=412) and ‘Participant 25 and over’ (n=1,612)

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	64%	71%
DL	Has the NDIS helped you with daily living activities?	61%	75%
REL	Has the NDIS helped you to meet more people?	50%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	34%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	57%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	34%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	20%
S/CP	Has the NDIS helped you be more involved?	53%	63%

Table 1.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=858); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=136)

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	56%	48%
Has the NDIS improved the level of support for your family?	71%	56%
Has the NDIS improved your access to services, programs and activities in the community?	74%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	48%	41%

Table 1.21 to Table 1.24 reveal that the NDIS has helped more in some areas than others.

For participants from birth to before starting school, the highest percentages of positive responses were for “Daily living”, where 93% thought that the NDIS had helped with their child’s development and with access to specialist services. The lowest percentage was for “Social, community and civic participation”, where 65% thought the NDIS had helped.

For participants from starting school to age 14, “Daily living” also had the highest percentage, at 58%. “Lifelong learning” had the lowest percentage, at 39%. Percentages were generally lower than for the youngest participant age group.

For the two adult age groups, percentages of positive responses were highest for the “Choice and control” and “Daily activities” domains (61% to 75%), and lowest for “Work” (17% and 20%).

For families/carers of participants aged 0 to 14, the highest percentage was for “Development and learning”, where 77% thought that the NDIS had improved their capacity to help their child develop and learn. The lowest percentage was for “Health and wellbeing” (48%).

For families/carers of participants aged 15 and over, the highest percentage was for “Access to services”, where 59% thought that the NDIS had helped. The lowest percentage was again for “Health and wellbeing” (41%).

1.9 Participant satisfaction

84% of participants rated their experience with the Agency planning process as either good or very good in the current quarter. This is the same as the last quarter (84%). Since scheme inception, 91% of participants rated their satisfaction with the Agency planning process as either good or very good. This is consistent with the need identified by the NDIA to undertake the Participant and Provider Pathway Review.

1.9.1 Background

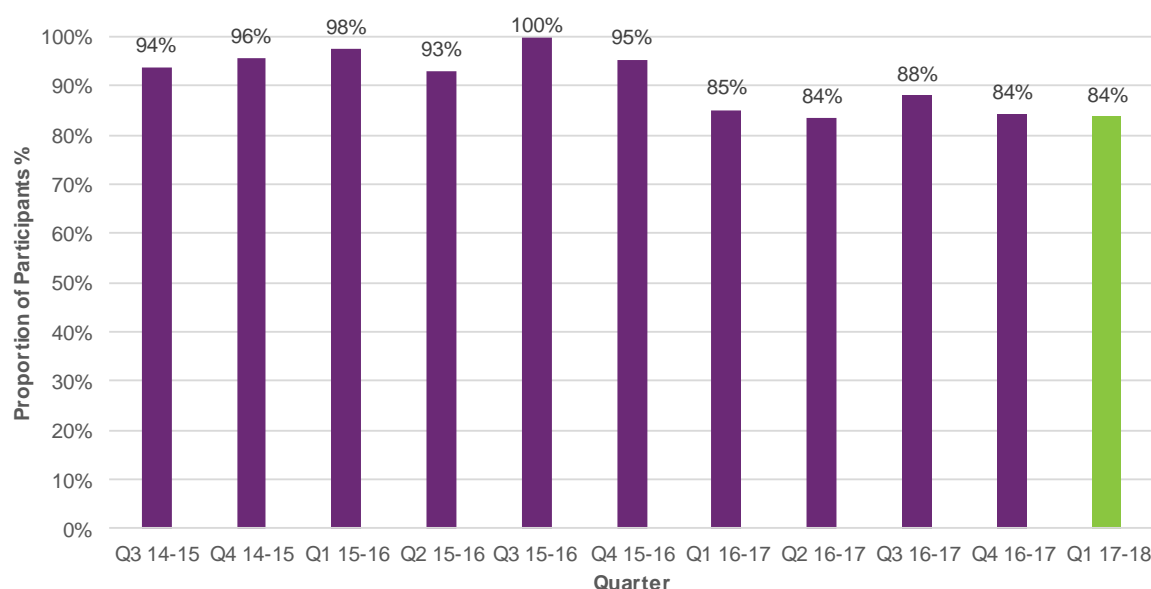
The agency conducts participant surveys at a site level. Participants are asked to rate their agreement with eight statements (see Table 1.25) as well as being asked to rate their overall experience with the planning process. The overall Agency satisfaction rating is calculated as an average of the overall experience 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, and the participant responses remain anonymous to the NDIA.

As mentioned above, the NDIA is also currently reviewing the adequacy of the participant and provider pathways. Part of this review is considering quality and compliance. In the interim, data is presented on the participant's experience in the planning process.

1.9.2 Quarter

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

Figure 1.1 Proportion of participants describing experience with the Agency planning process as good or very good – by quarter



For the first quarter of 2017-18, participant responses to statements about the planning process suggest that satisfaction varies across the different aspects of the process. On the whole, responses of 'Agree' and 'Strongly Agree' were high, ranging between 72% and 93% across all questions about the planning process.

Table 1.25 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The planner listened to me	53%	40%	4%	2%	1%
I had enough time to tell my story and say what support I need	50%	40%	4%	5%	1%
The planner knows what I can do well	31%	47%	13%	8%	2%
The planner had some good ideas for my plan	35%	45%	11%	7%	2%
I know what is in my plan	26%	46%	18%	9%	1%
The planner helped me think about my future	34%	46%	12%	6%	1%
I think my plan will make my life better	45%	34%	16%	3%	1%
The planning meeting went well	46%	43%	6%	4%	1%

1.10 Scheme assurance

Since inception there have been 406 AAT appeals (0.26% of all access decisions) and 8,664 complaints made (equivalent to 10.3% of all participants with an approved plan).

1.10.1 Background

This section summaries the following:

- Complaints made to the Agency during the quarter
- Scheduled and unscheduled plan reviews
- Appeals to the AAT.

1.10.2 Complaints

At 30 September 2017, 8,664 complaints had been submitted to the Agency.²⁰ This number is equivalent to 10.3% of all participants with an approved plan.

Table 1.26 Complaints by quarter²¹

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Complaints about Service Providers	257	146	403
Complaints about the Agency	4,755	2,587	7,342
Unclassified	691	228	919
Total	5,703	2,961	8,664
% of all participants with an approved plan	9.7%	11.6%	10.3%

Table 1.27 shows the complaints by type. Of the 403 total complaints about service providers since transition, 21% were about supports being provided, 16% provider process and 15% staff. Of the 7,342 total complaints made about the Agency since transition, 24%

²⁰ The complaints presented are complaints to the Agency and not complaints to community partners.

²¹ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

concerned timeliness, 18% individual needs not being taken into account and 8% unclear information.

The challenges experienced in implementing the Scheme are recognised and work is proceeding quickly on the Participant and Provider Pathway Review.

Table 1.27 Complaints by type

	Prior Quarters (Transition only)		2017-18 Q1		Transition Total	
Complaints about Service Providers						
Provider costs	35	(14%)	20	(14%)	55	(14%)
Provider process	37	(14%)	26	(18%)	63	(16%)
Service Delivery	32	(12%)	21	(14%)	53	(13%)
Staff conduct	37	(14%)	23	(16%)	60	(15%)
Supports being provided	56	(22%)	29	(20%)	85	(21%)
Other	60	(23%)	27	(18%)	87	(22%)
Total	257		146		403	
Complaints about the Agency						
The way the NDIA carried out its decision making	207	(4%)	66	(3%)	273	(4%)
NDIA interaction with the person	48	(1%)	13	(1%)	61	(1%)
Choice and control	52	(1%)	37	(1%)	89	(1%)
Cooperation and fulfilling commitments	80	(2%)	30	(1%)	110	(1%)
Decision making and involvement	205	(4%)	102	(4%)	307	(4%)
Individual needs not being taken into account	583	(12%)	716	(28%)	1,299	(18%)
Information unclear	423	(9%)	201	(8%)	624	(8%)
Participant Portal	192	(4%)	12	(0%)	204	(3%)
Participation, engagement and inclusion	84	(2%)	54	(2%)	138	(2%)
Provider Portal	127	(3%)	18	(1%)	145	(2%)
Reasonable and necessary supports	295	(6%)	163	(6%)	458	(6%)
Staff conduct	123	(3%)	81	(3%)	204	(3%)
Timeliness	950	(20%)	782	(30%)	1,732	(24%)
Other	1,386	(29%)	312	(12%)	1,698	(23%)
Total	4,755		2,587		7,342	
Unclassified	691		228		919	

1.10.3 Scheduled and unscheduled reviews

Plan reviews can be categorised as scheduled or unscheduled. Scheduled reviews are those which occur as a part of the scheduled planning cycle. Unscheduled reviews can be initiated by the Agency outside of the planning cycle, or requested by the participant, nominee or child representative due to changes in circumstance.²²

Scheduled reviews

There were 24,975 plan reviews estimated to be scheduled during the transition period to date. Of these, 20,179 (81%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 4,796 (19%) were for participants who entered the scheme from 1 July 2016 (transition participants). The low proportion of transition

²² A plan was considered to be unscheduled if the review occurred more than three months before the scheduled review date.

participants with estimated scheduled plan reviews in prior quarters is disproportionate as there were few transition participants due for a scheduled plan review.

Table 1.28 Plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	15,986	8,989	24,975
<i>Trial participants</i>	15,807	4,372	20,179
<i>Transition participants</i>	179	4,617	4,796

Unscheduled reviews

There were 25,471 plan reviews estimated to be unscheduled during the transition period to date. Of these, 10,786 (42%) were for participants who entered the scheme prior to 1 July 2016 (trial participants) and 14,685 (58%) were for participants who entered the scheme from 1 July 2016 (transition participants). One possible explanation for the high rate of unscheduled reviews is the requirements for quotes for assistive technology and supported independent living. However, this reason, along with others, are being investigated through the participant and provider pathway review.

Table 1.29 Plan reviews conducted by quarter – excluding plans less than 30 days

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	20,927	4,544	25,471
<i>Trial participants</i>	9,618	1,168	10,786
<i>Transition participants</i>	11,309	3,376	14,685

The estimated rate of unscheduled plan reviews was 35.6% as at 30 June 2017 and has since reduced to 30.3% as at 30 September 2017. This reduction was driven by the lower rate of estimated unscheduled plan reviews of 17.9% in the first quarter of 2017-18.

Table 1.30 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days²³

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	35.6%	17.9%	30.3%

1.10.4 Administrative Appeals Tribunal

To date there have been 406 appeals to the AAT relating to access and plans (0.3% of access decisions). Of the 406 appeals, 127 have been regarding access issues, 258 regarding planning issues, and 18 regarding plan reviews (Table 1.31).

²³ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table 1.31 AAT cases by category and quarter

	Prior Quarters	2017-18 Q1	Total
AAT Cases	266	140	406
<i>Access</i>	68	59	127
<i>Plan</i>	181	77	258
<i>Plan Review</i>	17	1	18
<i>Other</i>	0	3	3

Of the 406 applications received, 170 were resolved before or at hearing at 30 September 2017. Sixty-four percent (64%) of the resolved applications confirmed the Agency's decision, 35% did not confirm the Agency's decision, and 1% were pending.

Committed supports and payments



Introduction

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

This section also compares committed support with revenue received for each participant. The revenue received for participants is outlined in the bilateral agreements.

Also included in this section is reporting on the assurance of payments.

Key points

The key points relating to committed supports and payments are as follows:

- As at 30 September 2017, since 1 July 2013, \$9.5 billion of support has been committed to 112,785 participants who have had at least one approved plan.²⁴ This includes \$1.6 billion of support in respect of trial, \$3.2 billion in respect of 2016-17, \$4.5 billion in respect of 2017-18 and \$0.3 billion for later years.²⁵
- \$3.9 billion of support has been paid to providers and participants. Utilisation of committed support is 64% in 2013-14, 74% in 2014-15, 75% in 2015-16 and 65% in 2016-17. Experience is still emerging in 2016-17 and 2017-18.

2.1 Committed supports

As at 30 September 2017, since 1 July 2013, \$9.5 billion of support has been committed to 112,785 participants who have had at least one approved plan (excluding children supported through the ECEI gateway). This includes \$1.6 billion of support in respect of trial, \$3.2 billion in respect of 2016-17, \$4.5 billion in respect of 2017-18 and \$0.3 billion for later years. On average, revenue received for the Scheme is below the amount of committed support in plans. However, revenue is more in line with the amount of support being utilised by participants, noting that not all support in plans is being utilised. The Scheme has been within budget in its first four years, and remains on track to be within budget in 2017-18.

²⁴ Children supported through the ECEI gateway are not included.

²⁵ Note: The \$0.3 billion committed in future years is due to current plans in place that have an end date past 30 June 2018 and 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.

2.1.1 Background

Committed support is the amount allocated to specific plans, noting that service providers invoice for support provided against this plan amount, and participants who are self-managing, also draw down against this amount. Not all committed support in a plan is used by a participant.

2.1.2 Committed support by financial year

Table 2.1 below presents the committed amount of support by year that is expected to be provided, compared with committed supports that have been used (paid). \$9.5 billion of support has been committed to 112,785 participants.

Table 2.1 Committed supports by financial year (\$m)

	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

2.1.3 Distribution of committed support by annualised cost band

A higher proportion of active participants with initial plan approvals in the first quarter of 2017-18 have average annualised committed supports more than \$50,000, compared with active participants who entered in prior quarters. The participants who entered the scheme in the most recent quarter reflect the phasing schedules in the bilateral agreements. Hence, variation in the distribution of committed support is each quarter is expected. In particular, this quarter's higher average annualised committed supports is driven by experience in New South Wales; where a large number of existing clients from group homes, community access and community high programs entered in the first quarter of 2017-18.

Figure 2.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters

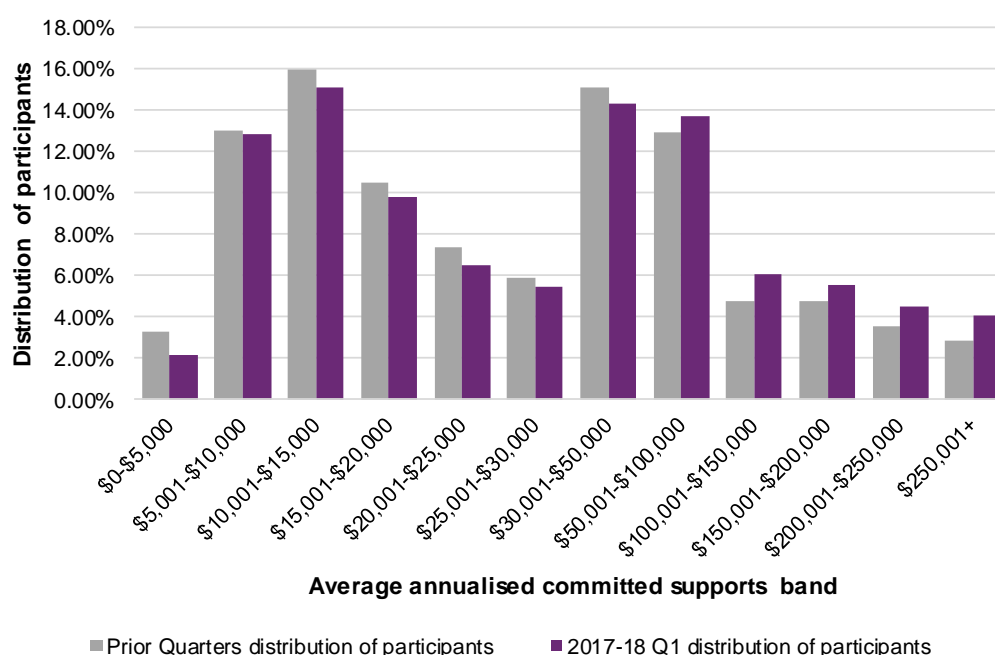
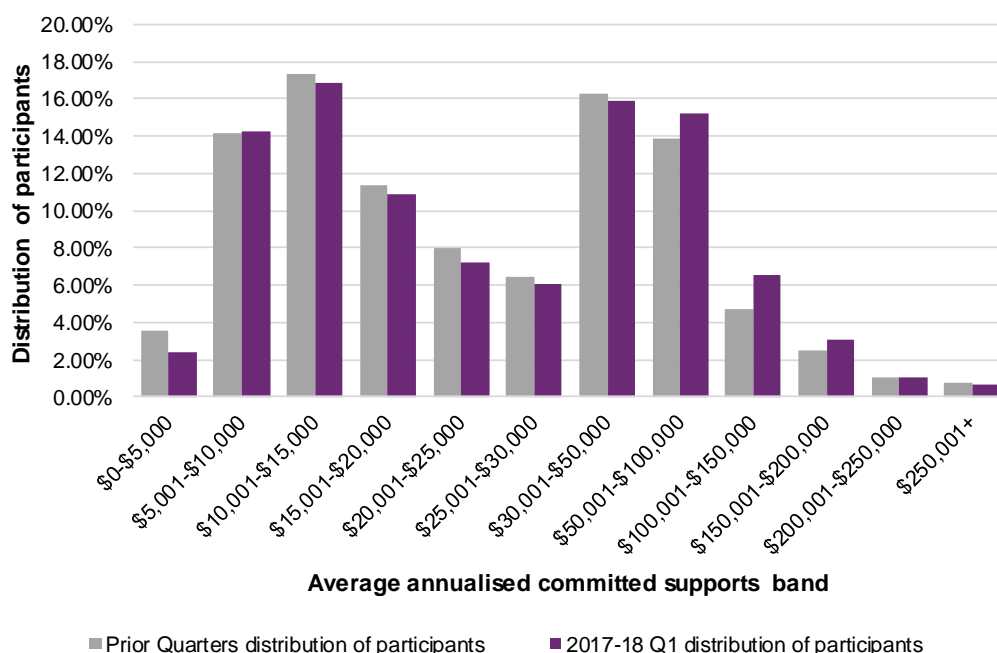


Figure 2.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters



The remaining figures in this section compare the following:

- Average annualised committed support in current plans for participants who entered the Scheme prior to the commencement of Quarter 1 of 2017-18 (that is, prior to 1 July 2017).
- Average annualised committed support in plans for participants who entered the Scheme in Quarter 1 of 2017-18.
- The amount of revenue received for participants in prior quarters and the current quarter. Revenue is the amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreements. This includes both cash and in-kind amounts.

These comparisons are by age group, primary disability group, and level of function. Revenue received under the bilateral agreements is not linked to age group, primary disability group, and level of function, so it is not appropriate to make comparisons between revenue and plan budgets in these charts.

2.1.4 Average annualised committed supports by age

For the purposes of interpreting Figure 2.3, Figure 2.4 and Figure 2.5, an example is provided for children aged 0-6 years in Figure 2.3.

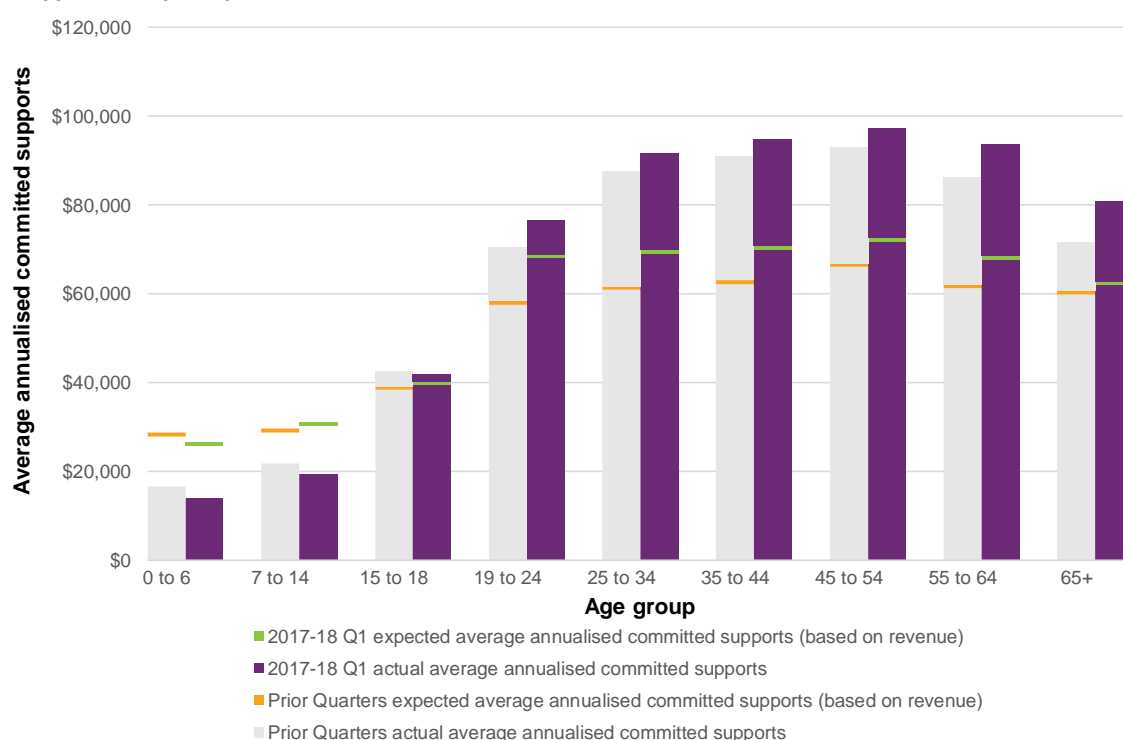
The average annualised committed support in the relevant participants' latest plans is compared between participants who entered the Scheme prior to the commencement of Quarter 1 of 2017-18 (\$16,600) and participants who entered the Scheme during Quarter 1 of 2017-18 (\$13,800). A further comparison is made between the revenue received for

participants who entered the Scheme prior to the commencement of Quarter 1 of 2017-18 (\$27,900) and participants who entered the Scheme during Quarter 1 of 2017-18 (\$25,900).

For active participants with initial plan approvals in the first quarter of 2017-18, average annualised committed supports are higher for participants aged 19 years and over compared with active participants with an initial plan approval in prior quarters.²⁶

Actual average annualised committed supports are higher than revenue received for participants aged 15 years and over and less than revenue received for 0-14 year olds. This is consistent with participants who received an initial plan in prior quarters. The revenue received is based on the bilateral agreements. Revenue is not based on a participant's age and hence differences between committed support and revenue are expected.

Figure 2.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters



2.1.5 Average annualised committed supports by disability

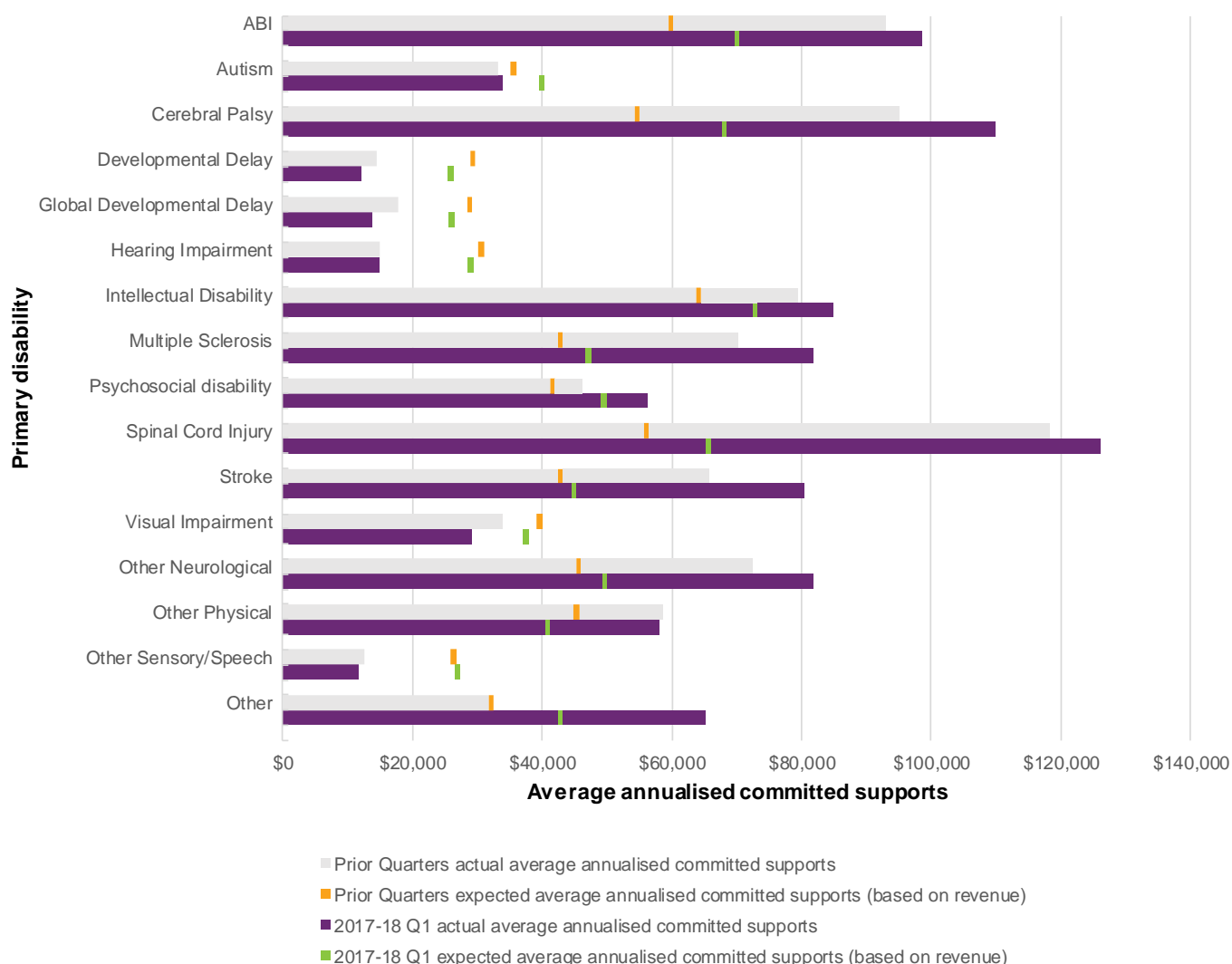
Average annualised committed supports are higher in the first quarter of 2017-18 compared with the active participants in prior quarters across a range of disability groups. Differences in costs will likely reflect the varying phasing cohorts each quarter.

For active participants with autism related disorders, developmental delay, global developmental delay and sensory/speech disabilities (including hearing and visual impairment), actual average annualised committed supports were lower than average revenue received. This is consistent with participants who have entered in prior quarters.

²⁶ This is driven by experience in New South Wales; where a large number of existing clients from group homes, community access and community high programs entered in the first quarter of 2017-18.

Revenue is not based on a participant's disability and hence differences between committed support and revenue are expected.

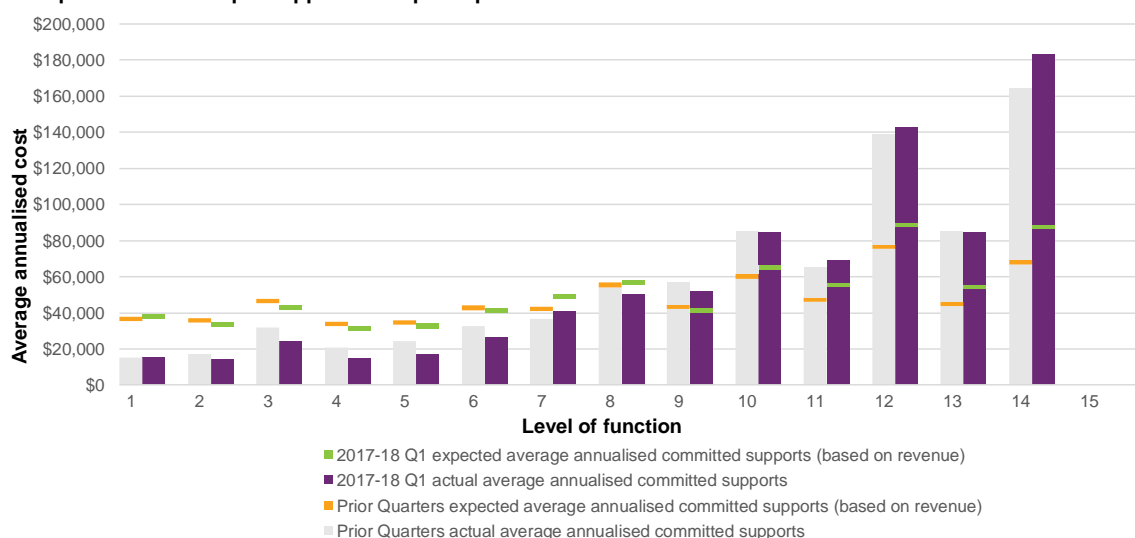
Figure 2.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters



2.1.6 Average annualised committed supports by level of function

Average annualised committed supports are lower in the first quarter of 2017-18 compared with prior quarters for higher levels of function (i.e. 1 to 5). Actual average annualised committed supports are higher than average revenue received for participants with moderate to lower levels of function (9 to 14) and less than revenue received for participants with high to moderate level of function (1 to 8). Revenue is not based on a participant's level of function and hence differences between committed support and revenue are expected.

Figure 2.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals in 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters²⁷



2.2 Payments

\$3.9 billion of support has been paid to providers and participants. Utilisation of committed support is 64% in 2013-14, 74% in 2014-15, 75% in 2015-16 and 65% in 2016-17.

Experience is still emerging in 2016-17 and 2017-18. However, utilisation in 2016-17 is trending at a lower level than 2014-15 and 2015-16.

2.2.1 Background

Payments made to providers and participants represent the amount of committed support which is used. The proportion of the plan used is referred to as the utilisation of the plan.

2.2.2 Payments

Of the \$9.5 billion that has been committed in participant plans, \$3.9 billion has been paid to date (Table 2.2). 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 – \$717.4m has been paid.

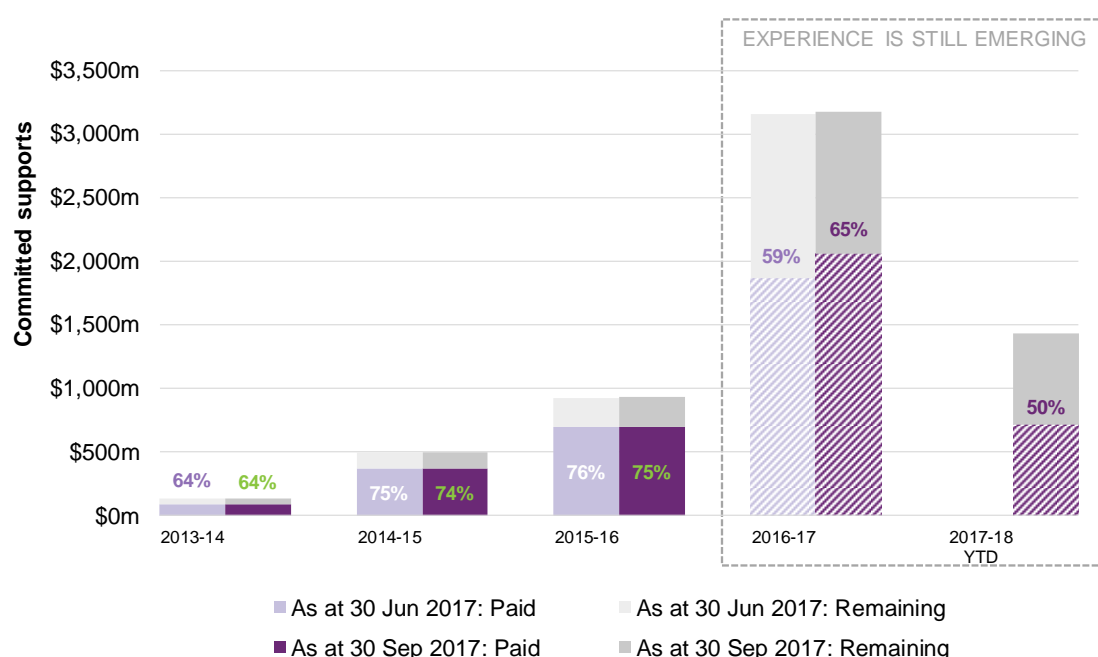
²⁷ Level of function 15 does not have sufficient data to show an average cost.
September 2017 | COAG Disability Reform Council Quarterly Report

Table 2.2 Payments by financial year, compared to committed supports (\$m)

	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	-	3,934.8
% utilised to date	64%	74%	75%	65%	-	-	64% ²⁸

The utilisation of committed supports expected to be provided in 2013-14, 2014-15 and 2015-16 remains similar to the previous quarter. The utilisation rate for 2016-17 committed supports has increased by six percentage points to 65%. Actuarial modelling indicates that the 2016-17 percentage is likely to increase to approximately 67%. As there is a lag between when support is provided and when it is paid, the 50% utilisation in 2017-18 will increase.

Figure 2.6 Utilisation of committed supports as at 30 June 2017 and 30 September 2017

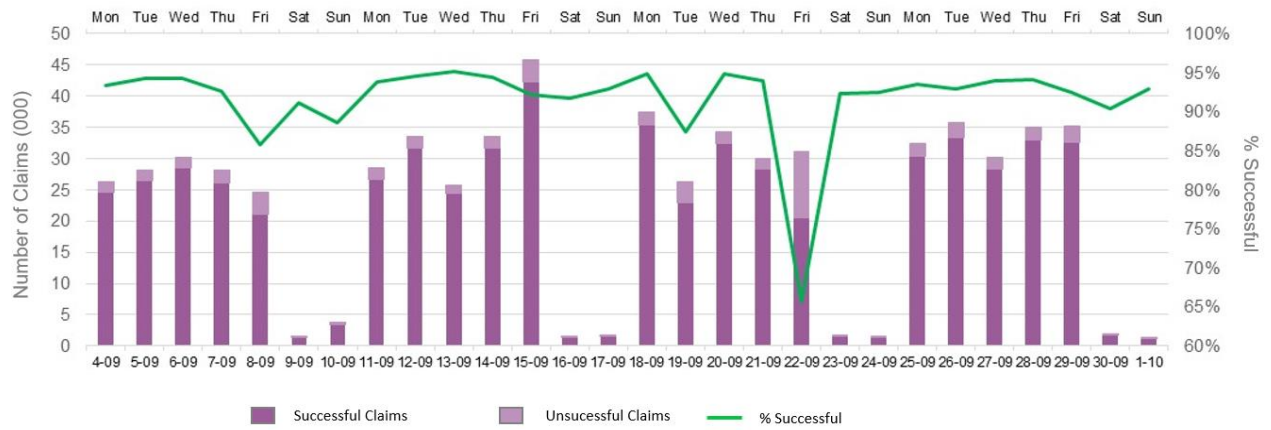


2.2.3 Payment assurance compliance

As mentioned above, the NDIA is currently reviewing the participant and provider pathways. This review will include the derivation of metrics to monitor payment assurance. Currently the Agency tracks the rate of successful payments each day. On average, approximately 92% of payments are successful each day, with the volume of claims showing considerable intraday variation.

²⁸ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Figure 2.7 Rate of successful payments per day during September 2017 ²⁹



²⁹ The dip on one day is an outlier, caused by one service provider submitting the same request several times

Providers and markets



Introduction

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Key points

- As at the current quarter (2017-18 Q1) there were 10,507 registered providers, which represents a 21% increase in the number of registered service providers since the previous quarter (2016-17 Q4).
- 41% of service providers are individual/sole traders.
- Therapeutic supports has the highest number of registered service providers and has seen a 20% increase in the number of registered providers since the previous quarter.
- On average, participants are utilising the services of 1.55 providers.
- 52% of providers are not yet active.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports.

Providers and Markets

As at the current quarter (2017-18 Q1) there were 10,507 registered providers, which is a 21% increase in the number of registered service providers since the previous quarter (2016-17 Q4).

3.1.1 Background

Provider registration operates under the following parameters:

- A service provider is required to register and be approved by the NDIA in order to provide supports to NDIS participants who do not self-manage. Quality and Safeguards certification remains the responsibility of States/Territories during the transition to full scheme and this certification is required for registration for some registration groups. A participant who is self-managing can choose to use both registered and unregistered providers.
- Providers register with the NDIS 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.

Further, NDIS participants have the flexibility to choose the providers, and providers are paid for disability supports and services provided to the participants.

3.1.2 Providers

As at the current quarter there were 10,507 registered providers – 4,324 individual/ sole trader operated businesses, and 6,183 providers registered as a company/ organisation (Table 3.1).

Table 3.1 Key national provider indicators by quarter³⁰

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,512	845	4,324
<i>Company/ organisation</i>	5,186	1,031	6,183
<i>Total</i>	8,698	1,876	10,507
b) Registration revoked	67		

Table 3.2 below shows the number of providers by registration group. Therapeutic supports has the highest number of registered service providers and has seen a 20% increase in the number of registered providers since last quarter. The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 255 to 372 (46%).

³⁰ The total number of providers as at 30 September 2017 (10,507) is not the sum of the number of providers as at 31 June 2017 (8,698) and the providers registered in the first quarter of 2017-18 (1,876). This is due to 67 providers whose registration ended during the first quarter of 2017-18.

Table 3.2 Cumulative number of approved providers by registration group³¹

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	995	170	1,165	17%
Assistance Animals	15	6	21	40%
Assistance with daily life tasks in a group or shared living arrangement	788	79	867	10%
Assistance with travel/transport arrangements	1,797	407	2,204	23%
Daily Personal Activities	1,111	137	1,248	12%
Group and Centre Based Activities	1,016	120	1,136	12%
High Intensity Daily Personal Activities	1,041	104	1,145	10%
Household tasks	2,105	568	2,673	27%
Interpreting and translation	304	129	433	42%
Participation in community, social and civic activities	1,321	150	1,471	11%
Assistive Technology				
Assistive equipment for recreation	715	165	880	23%
Assistive products for household tasks	857	227	1,084	26%
Assistance products for personal care and safety	1,293	257	1,550	20%
Communication and information equipment	670	133	803	20%
Customised Prosthetics	649	116	765	18%
Hearing Equipment	291	40	331	14%
Hearing Services	46	1	47	2%
Personal Mobility Equipment	1,100	238	1,338	22%
Specialised Hearing Services	174	2	176	1%
Vision Equipment	264	43	307	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,147	141	1,288	12%
Behaviour Support	1,113	140	1,253	13%
Community nursing care for high needs	674	195	869	29%
Development of daily living and life skills	1,257	127	1,384	10%
Early Intervention supports for early childhood	1,690	285	1,975	17%
Exercise Physiology and Physical Wellbeing activities	996	206	1,202	21%
Innovative Community Participation	997	304	1,301	30%
Specialised Driving Training	397	38	435	10%
Therapeutic Supports	4,490	910	5,400	20%
Capital services				
Home modification design and construction	1,121	265	1,386	24%
Specialised Disability Accommodation	255	117	372	46%
Vehicle Modifications	160	27	187	17%
Choice and control support services				
Management of funding for supports in participants plan	847	156	1,003	18%
Support Coordination	981	196	1,177	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	539	49	588	9%
Specialised Supported Employment	253	8	261	3%
Total approved providers	8,631	1,876	10,507	22%

³¹ The 67 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

3.1.3 Market

Table 3.3 below presents key national markets' indicators by quarter:

- On average, participants are supported by 1.55 providers.
- 52% of providers are not yet active. Many service providers have registered for the NDIS in anticipation of the Scheme rolling-out across the country. This is consistent with the previous report.
- The top 25% of active providers account for approximately 80-90% of the dollar value of payments made by the NDIA for participant supports. This is consistent with the previous report.

Table 3.3 Key national markets indicators by quarter

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant ³²	1.49	1.55
b) Number of providers delivering new supports	1,763	1,954
c) Change in the number of active/inactive providers: ³³		
Active (%)	42%	43%
Not yet active (%)	54%	52%
Inactive (%)	4%	5%
d) Share of payments by support type - top 25% ³⁴		
Daily Tasks/Shared Living (%)	83%	82%
Therapeutic Supports (%)	86%	87%
Participate Community (%)	83%	83%
Early Childhood Supports (%)	89%	88%
Assist Personal Activities (%)	84%	84%

³² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³³ 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

³⁴ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Information, linkages and capacity building



The role of these community 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.

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 Western Australia) 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 demand for services, use of services and measurement of outcomes.

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



Introduction

This section provides information on the extent to which people with a disability are receiving mainstream services.

Key points

Table 5.1 shows that 86% of active participants with an initial plan approved from 1 July 2016 accessed mainstream services. The proportion of participants entering in the current quarter accessing mainstream services is 7% higher compared with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning, and daily activities.

This information should be treated with caution as work is underway to ensure consistency in the information collected on participants using mainstream services.

Further work is required to understand the level of engagement participants in the NDIS have with mainstream services.

Table 5.1 Proportion of active participants with approved plans accessing mainstream supports³⁵

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	1%	0%
Choice & Control	1%	2%	1%
Consumables	0%	0%	0%
Daily Activities	7%	8%	7%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	47%	52%	49%
Home Living	1%	1%	1%
Housing & Home modifications	0%	0%	0%
Independence	2%	2%	2%
Lifelong Learning	14%	12%	13%
Relationships	2%	2%	2%
Social & Civic	2%	2%	2%
Transport	1%	1%	1%
Non-categorised	23%	26%	24%
Any mainstream service	83%	90%	86%

³⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
September 2017 | COAG Disability Reform Council Quarterly Report



Financial sustainability

Introduction

The cost of the NDIS is dependent on the number of people who enter the Scheme, the amount of reasonable and necessary support allocated in plans, how the amount in plans changes over time, the utilisation of the support in each plan, and when participants exit the Scheme.

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.

Key points

Comparing actual and expected experience since 30 June 2016 highlights the following key points relating to financial sustainability:

- Higher than expected numbers of children entering the Scheme, both for 0-6 year olds and 7-14 year olds. The prevalence of 0-6 year olds remained similar or decreased during the transition period, but the prevalence of 7-14 year olds continued to increase. Prevalence pressure has now emerged in some sites for 15-18 and 19-24 year olds.
- Increasing package costs over and above the impacts of inflation and ageing, with further deterioration of experience between 30 June 2016 and 31 March 2017. April to August 2017 showed an improvement in inflation at plan review with the exception of plan reviews in July 2017.
- Higher than expected participants continuing to approach the Scheme, noting this trend continued in several sites during the transition period, with some reduction in New South Wales, Australian Capital Territory and Perth Hills (Western Australia).
- Lower than expected participants exiting the Scheme, particularly for children. Strategies to appropriately exit children from the Scheme who can be supported in mainstream services is underway.
- A mismatch between benchmark package costs and actual committed support, noting that this improved since June 2016. One driver of the mismatch is participants with moderate intellectual disability, who were not expected to receive sufficiently high levels of funding for shared supported accommodation.
- Specific strategies to address these pressures include:

- The introduction of the Early Childhood Early Intervention (ECEI) gateway 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.
- Increases risk-based quality assurance at access and plan approval.
- Increased staff training.

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

Outcomes Framework Population Benchmarks



Table A.1 Outcomes framework population benchmarks (participants 25 years and over)

Indicator	Transition period	Comparator	Source
% who choose what they do each day	61%	52%	NCI 2014-15
% who had been given the opportunity to participate in a self-advocacy group meeting, conference, or event	29%	32%	NCI 2014-15
% who want more choice and control in their life	67%	35% of people with disability don't think they have choice and control over their lives, compared to 21% of people without disability	UK Fulfilling Potential 2014
% with no friends other than family or paid staff	25%	26%	NCI 2014-15
% who are happy with their home	78%	90% (satisfied with where they live - a further 5% said "in between")	NCI 2014-15
% who feel safe or very safe in their home	78%	83% (rarely afraid in their home - 13% said they were sometimes afraid and 5% said they were afraid most of the time)	NCI 2014-15
% who rate their health as good, very good or excellent	50%	GSS 2014: 86%; NHS 2014/15: 87.1%	GSS 2014, NHS 2014-15
% who did not have any difficulties accessing health services	68%	94.4% overall (88.6% for people with disability, 97.2% for people without disability)	GSS 2014
% unable to do a course or training they wanted to do in the last 12 months	33%	28% (% of 18-64 who said there was either an educational qualification or a work-related training course they wanted to do or couldn't - 18% for education and 15% for work)	GSS 2014
% who have a paid job	27%	77% (employment to population ratio)	ABS Labour Force statistics Aug 2017
% who volunteer	13%	18% (Census 2011), 31% (GSS 2014)	Census 2011, GSS 2014
% who have been actively involved in a community, cultural or religious group in the last 12 months	36%	Overall 51.4% (Social groups), 32.9% (Community support groups), 13.5% (Civic and political groups), being (49.1%, 32.6%, 13.7%) for people with disability and (52.5%, 33.1%, 13.3%) for people without disability	GSS 2014

Comparison of plan approvals to bilateral estimates



Progress against bilateral estimates

The following tables compare plan approvals (including ECEI) against bilateral estimates.

The comparison is made on three different bases:

- Table B.1 compares plan approvals in 2017-18 against bilateral estimates as at 30 September 2017, split by Existing and New or Commonwealth participants.³⁶
- Table B.2 compares plan approvals during transition (since 1 July 2016) against bilateral estimates as at 30 September 2017, split by Existing and New or Commonwealth participants.
- Table B.3 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

The transition bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of Western Australia and ACT where there are no transition bilateral agreements in place. The relative mix of State and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

Plan approvals relative to bilateral estimates have been relatively higher in 2017-18 than in 2016-17. For New South Wales, Queensland and Northern Territory, plan approvals for existing State/Territory participants is relatively higher than for new and Commonwealth participants. It should be noted that in Queensland, based on an agreement between Ministers, an estimated 500 existing Queensland clients expected to transition during the September 2017 quarter were actually prioritised for transition during the final quarter of 2016-17. This has had the effect of increasing potential plan approvals in 2016-17 and reducing potential plan approvals in 2017-18.

Plan approvals across transition to date have been relatively higher for existing State/Territory participants in Queensland, South Australia, Tasmania and the Northern Territory. Plan approvals have exceeded bilateral estimates for existing State participants in South Australia and Tasmania and for new and Commonwealth participants in New South Wales, Victoria and South Australia.

³⁶ ACT and WA are excluded from this table as there is no bilateral estimate for 2017-18 September 2017 | COAG Disability Reform Council Quarterly Report

Table B.1 Plan approvals in 2017-18 (including confirmed ECEI referrals) compared to estimates

	2017-18 plans approved (incl. ECEI) as at 30 September 2017			2017-18 Bilateral estimates as at 30 September 2017			Comparison for 2017-18 plan approvals (incl. ECEI) as at 30 September 2017 with 30 September 2017 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	10,982	4,185	15,167	11,044	6,108	17,152	99%	69%	88%
VIC	1,955	1,423	3,378	2,286	1,385	3,670	86%	103%	92%
QLD	1,352	981	2,333	1,900	1,598	3,498	71%	61%	67%
WA									
SA	704	414	1,118	786	295	1,081	90%	140%	103%
TAS	245	426	671	264	346	610	93%	123%	110%
ACT									
NT	143	16	159	173	180	353	83%	9%	45%
Total	15,381	7,445	22,826	16,452	9,912	26,364	93%	75%	87%

Table B.2 Plan approvals during transition (including confirmed ECEI referrals) compared to estimates

	Transition to date plans approved (incl. ECEI) as at 30 September 2017			Transition to date bilateral estimates as at 30 September 2017			Comparison for transition to date plan approvals (incl. ECEI) as at 30 September 2017 with 30 September 2017 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	37,667	16,017	53,684	47,699	12,675	60,374	79%	126%	89%
VIC	8,941	5,281	14,222	13,839	4,747	18,586	65%	111%	77%
QLD	6,259	3,113	9,372	8,603	9,261	17,864	73%	34%	52%
WA			1,488			2,808			53%
SA	2,077	4,028	6,105	1,603	3,865	5,468	130%	104%	112%
TAS	766	987	1,753	716	1,011	1,727	107%	98%	101%
ACT			2,204			797			277%
NT	319	73	392	450	300	750	71%	24%	52%
Total	56,029	29,499	89,220	72,910	31,859	108,374	77%	93%	82%

Table B.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates

	All plans approved (incl. ECEI) as at 30 September 2017			Total Bilateral estimates as at 30 September 2017			Comparison for all plan approvals (incl. ECEI) as at 30 September 2017 with 30 September 2017 bilateral estimates		
State/Territory	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	53,684	63,293	12,111	60,374	72,485	79%	89%	87%
VIC	5,284	14,222	19,506	5,289	18,586	23,875	100%	77%	82%
QLD	361	9,372	9,733	600	17,864	18,464	60%	52%	53%
WA	2,494	1,488	3,982	2,493	2,808	5,301	100%	53%	75%
SA	7,118	6,105	13,223	8,500	5,468	13,968	84%	112%	95%
TAS	1,162	1,753	2,915	1,125	1,727	2,852	103%	101%	102%
ACT	4,098	2,203	6,301	4,278	797	5,075	96%	277%	124%
NT	155	392	547	149	750	899	104%	52%	61%
Total	30,281	89,220	119,501	34,545	108,374	142,919	88%	82%	84%

New South Wales



The tables below replicate the tables in the main parts of this report for NSW only where the data is available.

Participant Demographics

Table C.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	43,934	14,433	58,367	63,293	72,485

Table C.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW

	Prior Quarters	2017-18 Q1	Total
Access decisions	66,752	10,389	77,141
Access Met	62,026	8,373	70,399
State	41,952	4,750	46,702
New	14,308	2,388	16,696
Commonwealth	5,766	1,235	7,001
Total Participant Plans	48,258	19,359	63,293
EI (s25) plans	6,794	1,383	8,177
PD (s24) plans	37,140	13,050	50,190
ECEI	4,324	4,926	4,926

Table C.3 Plan reviews conducted per quarter – NSW

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	14,094	5,501	19,595
Early intervention plans	2,807	794	3,601
Permanent disability plans	11,287	4,707	15,994

Table C.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – NSW

Exits	
Total plan exits	595
Early Intervention plans	44
Permanent disability plans	551

Table C.5 Cumulative position by services previously received – NSW

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	3,972	835	4,802		9,609	12,111	79%	
End of 2016-17	28,750	3,364	11,820	4,324	48,258	55,333	87%	
End of 2017-18 Q1	38,608	5,202	14,557	4,926	63,293	72,485	87%	7,320

Table C.6 Cumulative position by entry into the Scheme – NSW

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	3,510	6,099		9,609	12,111	79%	
End of 2016-17	6,794	37,140	4,324	48,258	55,333	87%	
End of 2017-18 Q1	8,177	50,190	4,926	63,293	72,485	87%	7,320

Table C.7 Active participants with approved plans per quarter by disability group - NSW³⁷

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	13,577	31%	4,969	34%	18,546	32%
Autism	11,589	27%	3,879	27%	15,468	27%
Psychosocial disability	2,881	7%	822	6%	3,703	6%
Cerebral Palsy	2,377	5%	910	6%	3,287	6%
Developmental Delay	1,466	3%	288	2%	1,754	3%
Other Neurological	2,153	5%	629	4%	2,782	5%
Other Physical	2,048	5%	505	4%	2,553	4%
Acquired Brain Injury	1,438	3%	566	4%	2,004	3%
Hearing Impairment	1,333	3%	442	3%	1,775	3%
Other Sensory/Speech	830	2%	128	1%	958	2%
Visual Impairment	1,206	3%	422	3%	1,628	3%
Multiple Sclerosis	919	2%	292	2%	1,211	2%
Global Developmental Delay	332	1%	101	1%	433	1%
Spinal Cord Injury	497	1%	298	2%	795	1%
Stroke	560	1%	140	1%	700	1%
Other	150	0%	25	0%	175	0%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.8 Active participants with approved plan per quarter by level of function – NSW

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	187	0%	75	1%	262	0%
2 (High Function)	135	0%	30	0%	165	0%
3 (High Function)	2,496	6%	688	5%	3,184	6%
4 (High Function)	4,271	10%	1,121	8%	5,392	10%
5 (High Function)	6,906	17%	1,831	13%	8,737	16%
6 (Moderate Function)	6,008	14%	2,082	14%	8,090	14%
7 (Moderate Function)	3,759	9%	1,120	8%	4,879	9%
8 (Moderate Function)	3,050	7%	1,176	8%	4,226	8%
9 (Moderate Function)	248	1%	93	1%	341	1%
10 (Moderate Function)	3,997	10%	1,642	11%	5,639	10%
11 (Low Function)	2,250	5%	721	5%	2,971	5%
12 (Low Function)	5,246	13%	2,611	18%	7,857	14%
13 (Low Function)	1,923	5%	718	5%	2,641	5%
14 (Low Function)	1,136	3%	499	3%	1,635	3%
15 (Low Function)	16	0%	9	0%	25	0%
Missing	1,728		0		1,728	
Total	43,356	100%	14,416	100%	57,772	100%

³⁷ Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table C.9 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	3,761	9%	1,254	9%	5,015	9%
7 to 14	10,697	25%	3,086	21%	13,783	24%
15 to 18	3,667	8%	1,156	8%	4,823	8%
19 to 24	5,056	12%	1,568	11%	6,624	11%
25 to 34	4,594	11%	1,756	12%	6,350	11%
35 to 44	4,162	10%	1,706	12%	5,868	10%
45 to 54	5,217	12%	1,929	13%	7,146	12%
55 to 64	5,386	12%	1,874	13%	7,260	13%
65+	816	2%	87	1%	903	2%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.10 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	26,895	62%	9,038	63%	35,933	62%
Female	16,286	38%	5,300	37%	21,586	37%
Indeterminate	175	0%	78	1%	253	0%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,057	4.7%	677	4.7%	2,734	4.7%
Not Aboriginal and Torres Strait Islander	39,491	91.1%	13,448	93.3%	52,939	91.6%
Not Stated	1,808	4.2%	291	2.0%	2,099	3.6%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	3,085	7.1%	1,065	7.4%	4,150	7.2%
Not CALD	39,966	92.2%	13,347	92.6%	53,313	92.3%
Not Stated	305	0.7%	4	0.0%	309	0.5%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	381	0.9%	137	1.0%	518	0.9%
Not YPIRAC	42,975	99.1%	14,279	99.0%	57,254	99.1%
Total	43,356	100%	14,416	100%	57,772	100%

Table C.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)		2017-18 Q1		Total	
Self-managed fully	7%		7%		7%	
Self-managed partly	8%		8%		8%	
Plan managed	9%		14%		11%	
Agency managed	76%		71%		74%	
Total	100%		100%		100%	

Table C.15 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	35%	38%	37%

Table C.16 Duration to plan activation by quarter of initial plan approval for active participants – NSW

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	2,804	64%	6,824	47%	3,756	52%	3,564	45%
30 to 59 days	460	10%	2,078	14%	1,087	15%	1,375	17%
60 to 89 days	226	5%	1,136	8%	516	7%	601	8%
Activated within 90 days	3,490	79%	10,038	69%	5,359	74%	5,540	70%
90 to 119 days	99	2%	798	5%	285	4%	204	3%
120 days and over	338	8%	1,353	9%	364	5%	48	1%
Activated between 90 and 180 days	437	10%	2,151	15%	649	9%	252	3%
No payments	480	11%	2,372	16%	1,216	17%	2,096	27%
Total plans approved	4,407	100%	14,561	100%	7,224	100%	7,888	100%

Table C.17 Number of questionnaires completed by SFQF version - NSW

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	3,102	1,394	4,496
Participant school to 14	7,962	2,763	10,725
Participant 15 to 24	6,312	2,171	8,483
Participant 25 and over	15,739	6,297	22,036
Total Participant	33,115	12,625	45,740
Family 0 to 14	10,331	4,397	14,728
Family 15 to 24	1,496	1,111	2,607
Family 25 and over	468	1,141	1,609
Total Family	12,295	6,649	18,944
Total	45,410	19,274	64,684

Table C.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	69%			
CC	% who say their child is able to tell them what he/she wants	77%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL	% who say their child is becoming more independent		39%		
CC	% of children who have a genuine say in decisions about themselves		62%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			33%	51%
CC	% who choose what they do each day			43%	60%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			23%	29%
CC	% who want more choice and control in their life			74%	68%

Table C.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) - NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	59%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	57%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		32%		
REL	Of these, % who are welcomed or actively included	61%	78%		
REL	% of children who spend time with friends without an adult present		11%		
REL	% with no friends other than family or paid staff			27%	24%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	36%

Table C.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		46%		
HM	% who are happy with their home			83%	79%
HM	% who feel safe or very safe in their home			87%	79%
HW	% who rate their health as good, very good or excellent			69%	51%
HW	% who did not have any difficulties accessing health services			68%	68%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				50%
LL	% unable to do a course or training they wanted to do in the last 12 months				32%
WK	% who have a paid job			18%	29%
WK	% who volunteer			12%	12%

Table C.21 Selected key indicators for families/ carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	27%	16%
% receiving Carer Allowance	60%	49%	22%
% working in a paid job	46%	46%	25%
Of those in a paid job, % in permanent employment	73%	73%	76%
Of those in a paid job, % working 15 hours or more	78%	85%	84%
% who say they (and their partner) are able to work as much as they want	39%	46%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	89%	90%	83%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	42%	36%	27%
% able to advocate for their child/family member	78%	71%	68%
% who have friends and family they see as often as they like	43%	44%	37%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		40%	47%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	71%	63%	60%

Table C.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=92) – NSW

	Question	Yes
DL	Has the NDIS improved your child's development?	98%
DL	Has the NDIS improved your child's access to specialist services?	99%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	94%
REL	Has the NDIS improved how your child fits into family life?	76%
S/CP	Has the NDIS improved how your child fits into community life?	65%

Table C.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=145) – NSW

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	58%
LL	Has the NDIS improved your child's access to education?	41%
REL	Has the NDIS improved your child's relationships with family and friends?	46%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

Table C.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=195) and ‘Participant 25 and over’ (n=951) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	67%	69%
DL	Has the NDIS helped you with daily living activities?	66%	76%
REL	Has the NDIS helped you to meet more people?	54%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	31%	41%
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	58%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	36%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	22%
S/CP	Has the NDIS helped you be more involved?	55%	66%

Table C.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=207); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=46) – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	41%
Has the NDIS improved the level of support for your family?	67%	52%
Has the NDIS improved your access to services, programs and activities in the community?	72%	58%
Has the NDIS improved your ability/capacity to help your child develop and learn?	75%	
Has the NDIS improved your health and wellbeing?	44%	28%

Figure C.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (NSW)

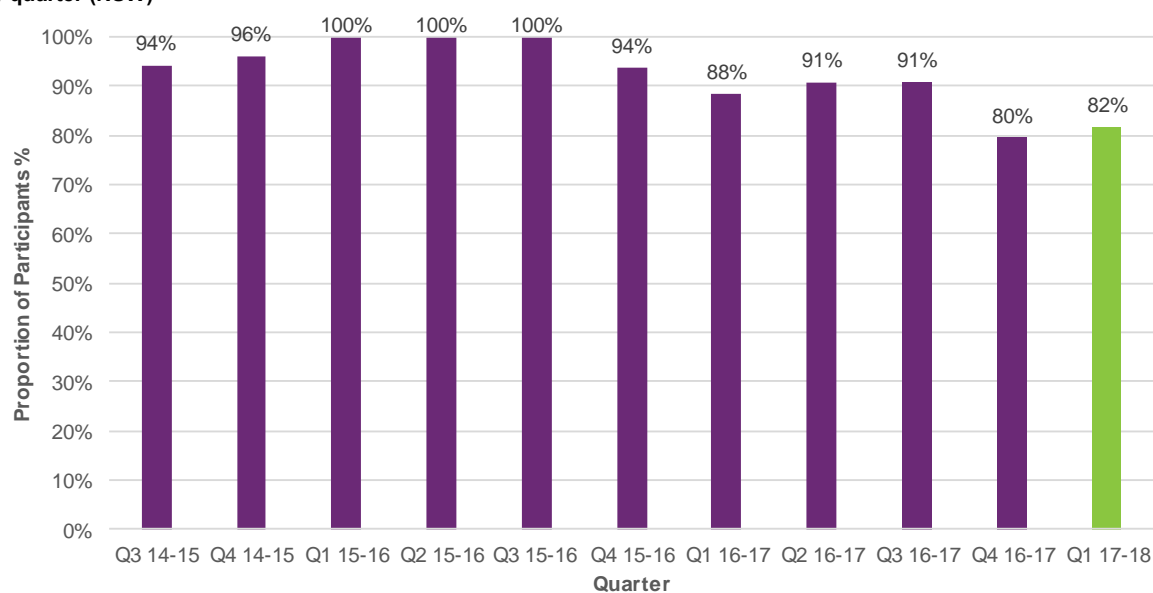


Table C.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – NSW

NSW	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	51%	31%	13%	5%	0%
1. The planner listened to me	52%	39%	6%	2%	1%
2. I had enough time to tell my story and say what support I need	51%	38%	7%	4%	1%
3. The planner knows what I can do well	30%	47%	16%	7%	1%
4. The planner had some good ideas for my plan	34%	42%	14%	9%	2%
5. I know what is in my plan	22%	43%	27%	8%	1%
6. The planner helped me think about my future	35%	48%	12%	4%	1%
7. I think my plan will make my life better	47%	29%	20%	3%	1%
8. The planning meeting went well	46%	44%	6%	3%	1%

Table C.27 Plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	4,019	3,473	7,492
<i>Trial participants</i>	3,958	1,100	5,058
<i>Transition participants</i>	61	2,373	2,434

Table C.28 Plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	10,075	2,028	12,103
<i>Trial participants</i>	2,676	309	2,985
<i>Transition participants</i>	7,399	1,719	9,118

Table C.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW³⁸

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	38.1%	15.9%	30.9%

Table C.30 AAT Cases by category – NSW

	Prior Quarters	2017-18 Q1	Total
AAT Cases	117	76	193
Access	24	33	57
Plan	83	39	122
Plan Review	10	1	11
Other	0	3	3

Committed supports and payments

Table C.31 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.4	347.3	1,737.0	2,558.4	175.2	5,052.9

³⁸ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure C.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (NSW)

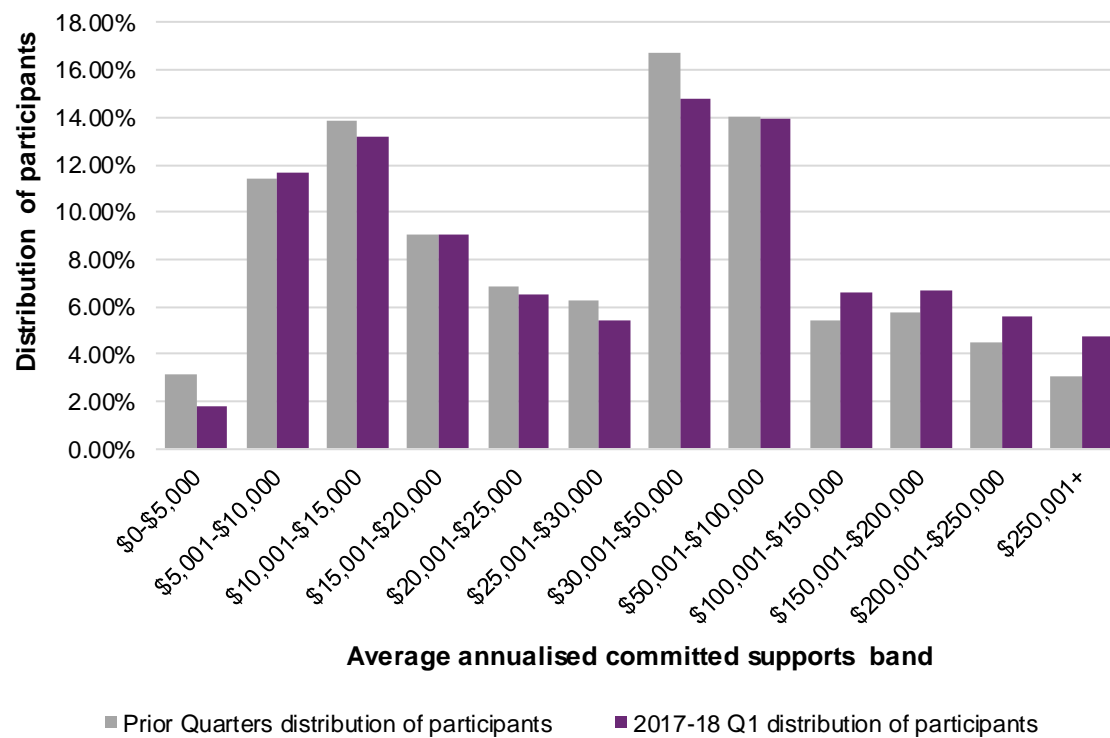


Figure C.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (NSW)

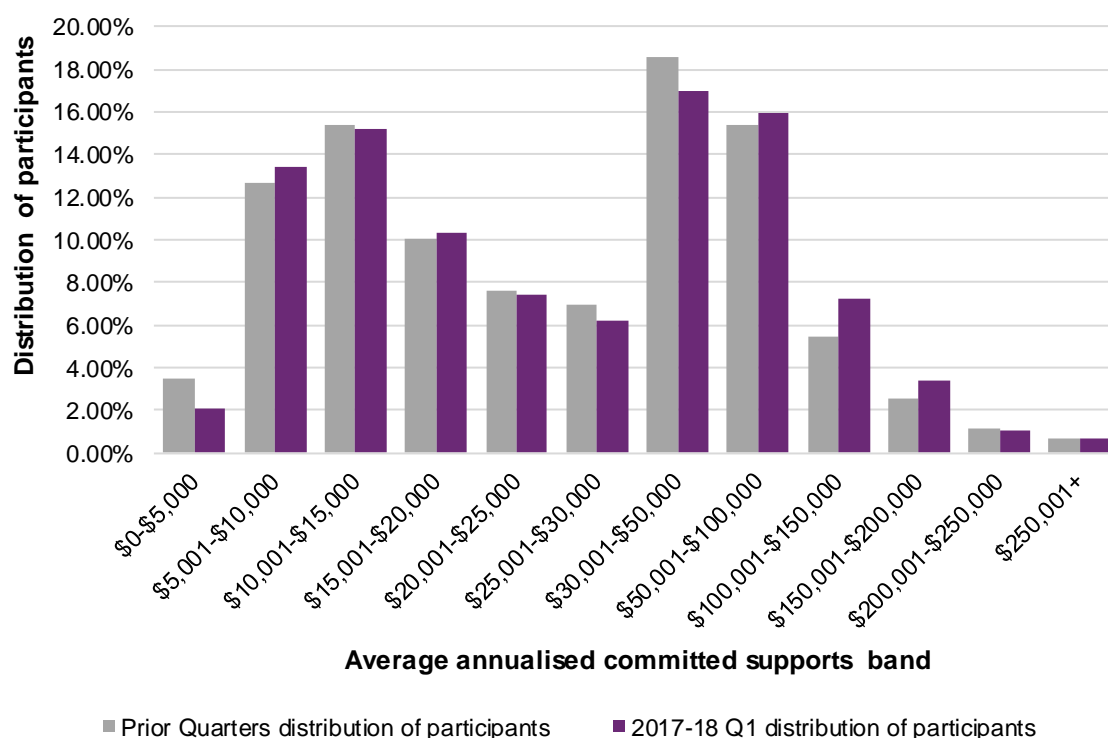


Figure C.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (NSW)

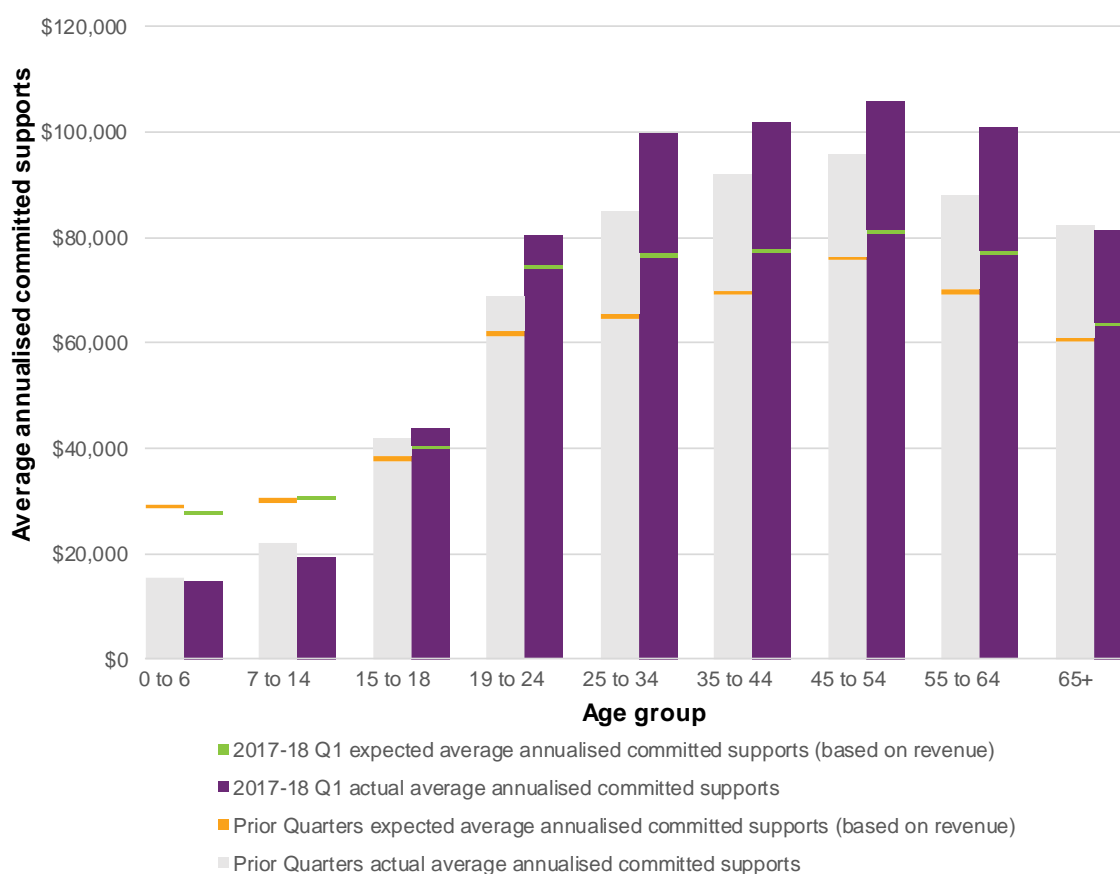


Figure C.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (NSW)

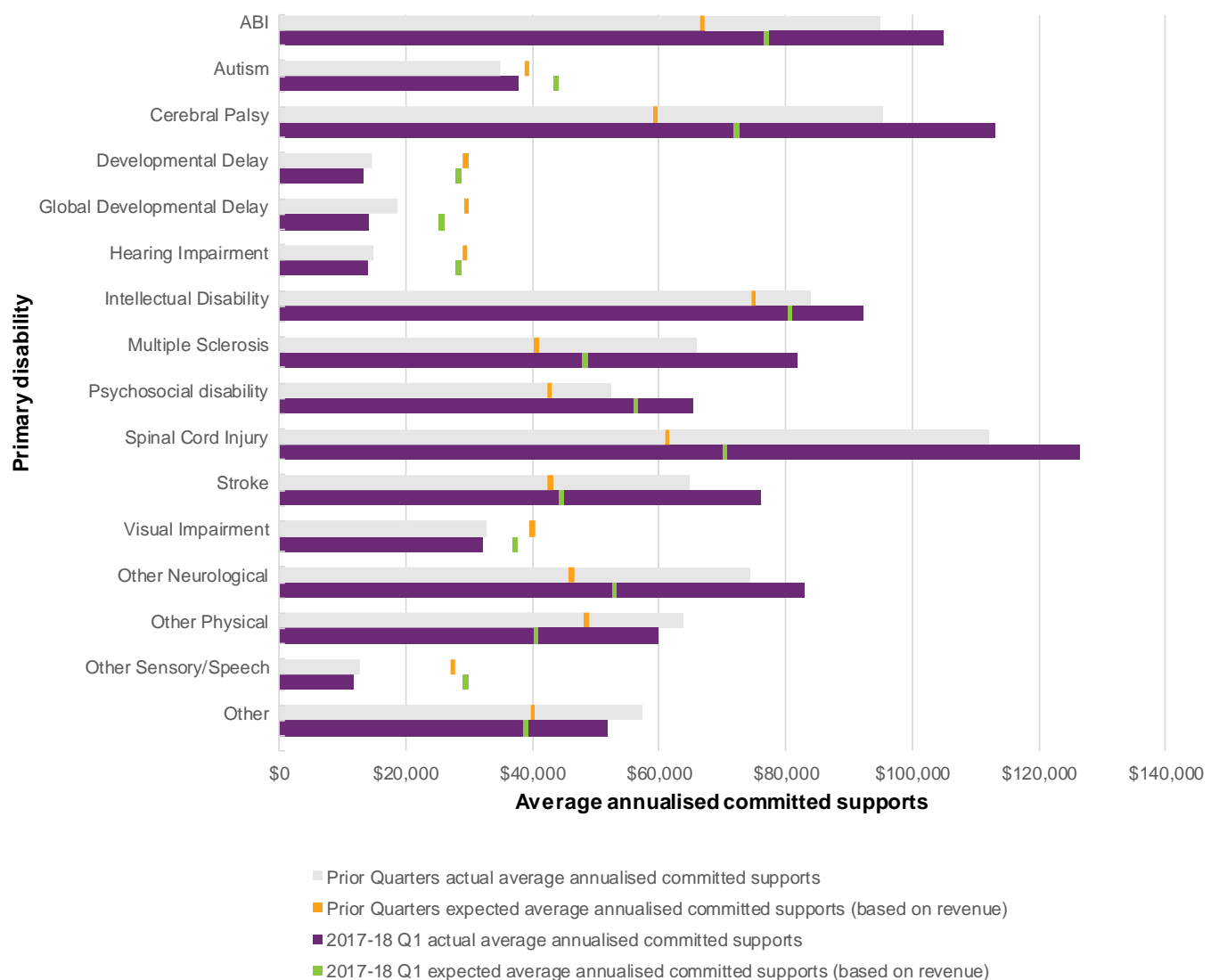


Figure C.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters³⁹ (NSW)

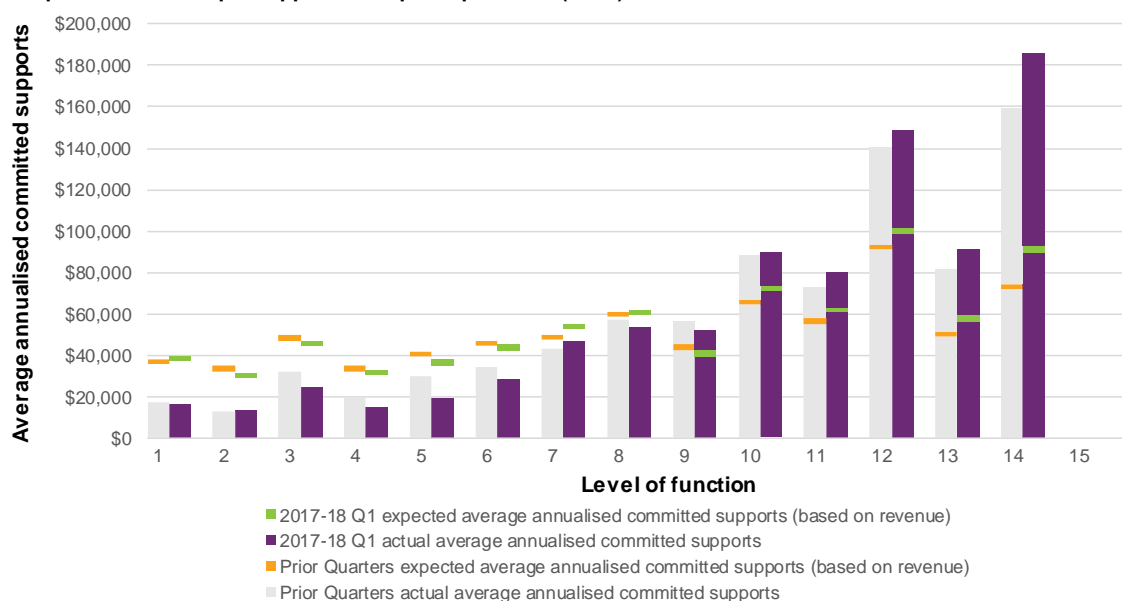
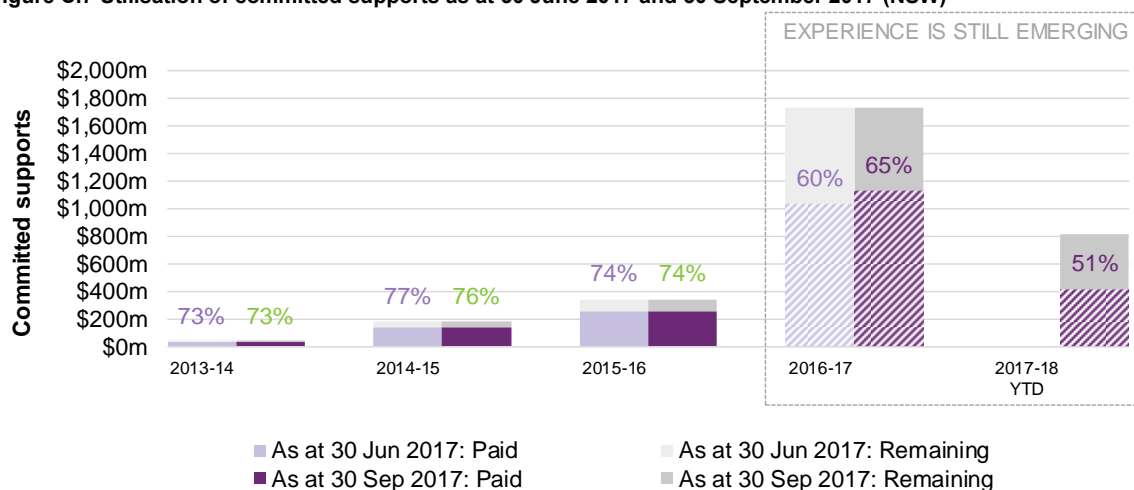


Table C.32 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.4	347.3	1,737.0	2,558.4	175.2	5,052.9
Total Paid	37.2	141.1	255.7	1,130.0	418.4	-	1,982.4
% utilised to date	73%	76%	74%	65%	-	-	63% ⁴⁰

Figure C.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (NSW)



³⁹ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁴⁰ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table C.33 Key provider indicators by quarter - NSW

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,733	457	2,170
<i>Company/ organisation</i>	2,568	529	3,081
<i>Total</i>	4,301	986	5,251
b) Registration revoked	36		

Table C.34 Number of approved providers by registration group - NSW⁴¹

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	487	81	568	17%
Assistance Animals	6	3	9	50%
Assistance with daily life tasks in a group or shared living arrangement	335	29	364	9%
Assistance with travel/transport arrangements	854	177	1,031	21%
Daily Personal Activities	493	41	534	8%
Group and Centre Based Activities	441	34	475	8%
High Intensity Daily Personal Activities	446	32	478	7%
Household tasks	1,059	281	1,340	27%
Interpreting and translation	140	44	184	31%
Participation in community, social and civic activities	565	49	614	9%
Assistive Technology				
Assistive equipment for recreation	388	94	482	24%
Assistive products for household tasks	437	119	556	27%
Assistance products for personal care and safety	659	146	805	22%
Communication and information equipment	361	70	431	19%
Customised Prosthetics	325	53	378	16%
Hearing Equipment	133	25	158	19%
Hearing Services	16	1	17	6%
Personal Mobility Equipment	577	137	714	24%
Specialised Hearing Services	69	1	70	1%
Vision Equipment	144	22	166	15%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	472	51	523	11%
Behaviour Support	386	19	405	5%
Community nursing care for high needs	302	61	363	20%
Development of daily living and life skills	545	43	588	8%
Early Intervention supports for early childhood	708	142	850	20%
Exercise Physiology and Physical Wellbeing activities	534	105	639	20%
Innovative Community Participation	479	129	608	27%
Specialised Driving Training	191	20	211	10%
Therapeutic Supports	2,192	450	2,642	21%
Capital services				
Home modification design and construction	561	129	690	23%
Specialised Disability Accommodation	101	67	168	66%
Vehicle Modifications	95	10	105	11%
Choice and control support services				
Management of funding for supports in participants plan	530	103	633	19%
Support Coordination	409	56	465	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	266	26	292	10%
Specialised Supported Employment	109	3	112	3%
Total approved providers	4,265	986	5,251	23%

⁴¹ The 36 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table C.35 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.55	1.63
b) Number of providers delivering new supports	990	1,105
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	45%	47%
<i>Not yet active (%)</i>	52%	48%
<i>Inactive (%)</i>	3%	4%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	83%	81%
<i>Therapeutic Supports (%)</i>	85%	86%
<i>Participate Community (%)</i>	86%	86%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	85%	86%

Table C.36 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	1%	0%
Choice & Control	1%	2%	1%
Consumables	0%	0%	0%
Daily Activities	5%	6%	5%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	56%	57%	56%
Home Living	1%	1%	1%
Housing & Home modifications	0%	0%	0%
Independence	1%	2%	2%
Lifelong Learning	10%	9%	10%
Relationships	1%	2%	2%
Social & Civic	1%	2%	2%
Transport	1%	0%	1%
Non-categorised	20%	26%	22%
Any mainstream service	84%	90%	87%

Victoria



The tables below replicate the tables in the main parts of this report for VIC only where the data is available.

Participant Demographics

Table D.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	15,433	3,393	18,826	19,506	23,875

Table D.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC

	Prior Quarters	2017-18 Q1	Total
Access decisions	23,861	6,720	30,581
Access Met	22,503	6,146	28,649
State	14,736	4,889	19,625
New	5,610	768	6,378
Commonwealth	2,157	489	2,646
Total Participant Plans	16,489	4,073	19,506
EI (s25) plans	2,701	482	3,183
PD (s24) plans	12,732	2,911	15,643
ECEI	1,056	680	680

Table D.3 Plan reviews conducted per quarter – VIC

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	6,259	2,347	8,606
Early intervention plans	1,415	552	1,967
Permanent disability plans	4,844	1,795	6,639

Table D.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – VIC

Exits	
Total plan exits	291
Early Intervention plans	24
Permanent disability plans	267

Table D.5 Cumulative position by services previously received – VIC

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,679	381	2,224		5,284	5,289	100%	
End of 2016-17	9,626	1,214	4,593	1,056	16,489	20,205	82%	
End of 2017-18 Q1	11,544	1,798	5,484	680	19,506	23,875	82%	9,165

Table D.6 Cumulative position by entry into the Scheme – VIC

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,424	3,860		5,284	5,289	100%	
End of 2016-17	2,701	12,732	1,056	16,489	20,205	82%	
End of 2017-18 Q1	3,183	15,643	680	19,506	23,875	82%	9,165

Table D.7 Active participants with approved plans per quarter by disability group - VIC⁴²

	Prior Quarters		2017-18 Q1		Total	
Disability	N	%	N	%	N	%
Intellectual Disability	4,687	31%	910	27%	5,597	30%
Autism	3,577	24%	881	26%	4,458	24%
Psychosocial disability	1,596	11%	357	11%	1,953	11%
Cerebral Palsy	601	4%	141	4%	742	4%
Developmental Delay	987	7%	290	9%	1,277	7%
Other Neurological	820	5%	169	5%	989	5%
Other Physical	532	4%	114	3%	646	3%
Acquired Brain Injury	434	3%	145	4%	579	3%
Hearing Impairment	314	2%	86	3%	400	2%
Other Sensory/Speech	155	1%	32	1%	187	1%
Visual Impairment	363	2%	93	3%	456	2%
Multiple Sclerosis	421	3%	94	3%	515	3%
Global Developmental Delay	241	2%	28	1%	269	1%
Spinal Cord Injury	127	1%	25	1%	152	1%
Stroke	203	1%	24	1%	227	1%
Other	85	1%	3	0%	88	0%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.8 Active participants with approved plan per quarter by level of function – VIC

	Prior Quarters		2017-18 Q1		Total	
Level of Function	N	%	N	%	N	%
1 (High Function)	33	0%	9	0%	42	0%
2 (High Function)	54	0%	15	0%	69	0%
3 (High Function)	949	7%	184	5%	1,133	6%
4 (High Function)	1,082	8%	228	7%	1,310	7%
5 (High Function)	3,132	22%	764	23%	3,896	22%
6 (Moderate Function)	1,953	14%	473	14%	2,426	14%
7 (Moderate Function)	1,120	8%	252	7%	1,372	8%
8 (Moderate Function)	1,129	8%	307	9%	1,436	8%
9 (Moderate Function)	88	1%	11	0%	99	1%
10 (Moderate Function)	1,428	10%	367	11%	1,795	10%
11 (Low Function)	668	5%	129	4%	797	4%
12 (Low Function)	1,857	13%	480	14%	2,337	13%
13 (Low Function)	577	4%	106	3%	683	4%
14 (Low Function)	294	2%	66	2%	360	2%
15 (Low Function)	3	0%	1	0%	4	0%
Missing	776		0		776	
Total	15,143	100%	3,392	100%	18,535	100%

⁴² Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table D.9 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	2,237	15%	691	20%	2,928	16%
7 to 14	3,254	21%	615	18%	3,869	21%
15 to 18	1,052	7%	225	7%	1,277	7%
19 to 24	1,239	8%	251	7%	1,490	8%
25 to 34	1,558	10%	324	10%	1,882	10%
35 to 44	1,626	11%	375	11%	2,001	11%
45 to 54	1,978	13%	432	13%	2,410	13%
55 to 64	1,851	12%	452	13%	2,303	12%
65+	348	2%	27	1%	375	2%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.10 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	9,210	61%	2,102	62%	11,312	61%
Female	5,873	39%	1,271	37%	7,144	39%
Indeterminate	60	0%	19	1%	79	0%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	317	2.1%	81	2.4%	398	2.1%
Not Aboriginal and Torres Strait Islander	13,825	91.3%	3,224	95.0%	17,049	92.0%
Not Stated	1,001	6.6%	87	2.6%	1,088	5.9%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	823	5.4%	196	5.8%	1,019	5.5%
Not CALD	14,015	92.6%	3,195	94.2%	17,210	92.9%
Not Stated	305	2.0%	1	0.0%	306	1.7%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	151	1.0%	64	1.9%	215	1.2%
Not YPIRAC	14,992	99.0%	3,328	98.1%	18,320	98.8%
Total	15,143	100%	3,392	100%	18,535	100%

Table D.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)		2017-18 Q1		Total	
Self-managed fully	5%		8%		6%	
Self-managed partly	11%		16%		13%	
Plan managed	17%		13%		16%	
Agency managed	67%		63%		66%	
Total	100%		100%		100%	

Table D.15 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	59%	46%	55%

Table D.16 Duration to plan activation by quarter of initial plan approval for active participants – VIC

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	395	59%	1,619	48%	1,393	57%	1,648	46%
30 to 59 days	103	15%	586	17%	356	15%	598	17%
60 to 89 days	43	6%	340	10%	179	7%	296	8%
Activated within 90 days	541	81%	2,545	75%	1,928	79%	2,542	71%
90 to 119 days	20	3%	181	5%	101	4%	131	4%
120 days and over	47	7%	229	7%	111	5%	21	1%
Activated between 90 and 180 days	67	10%	410	12%	212	9%	152	4%
No payments	59	9%	425	13%	291	12%	907	25%
Total plans approved	667	100%	3,380	100%	2,431	100%	3,601	100%

Table D.17 Number of questionnaires completed by SFOF version – VIC

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	1,990	679	2,669
Participant school to 14	1,914	539	2,453
Participant 15 to 24	1,240	342	1,582
Participant 25 and over	4,758	1,298	6,056
Total Participant	9,902	2,858	12,760
Family 0 to 14	3,755	1,310	5,065
Family 15 to 24	322	214	536
Family 25 and over	180	204	384
Total Family	4,257	1,728	5,985
Total	14,159	4,586	18,745

Table D.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	63%			
CC	% who say their child is able to tell them what he/she wants	78%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		27%		
DL	% who say their child is becoming more independent		40%		
CC	% of children who have a genuine say in decisions about themselves		62%		
CC	% who are happy with the level of independence/control they have now			34%	
CC	% who choose who supports them			31%	53%
CC	% who choose what they do each day			39%	63%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			22%	30%
CC	% who want more choice and control in their life			69%	64%

Table D.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – VIC

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	64%	60%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL	Of these, % who are welcomed or actively included	64%	75%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			31%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	34%

Table D.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		50%		
HM	% who are happy with their home			78%	77%
HM	% who feel safe or very safe in their home			83%	77%
HW	% who rate their health as good, very good or excellent			68%	50%
HW	% who did not have any difficulties accessing health services			75%	73%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				17%
LL	Of those who participate, % who do so in mainstream settings				38%
LL	% unable to do a course or training they wanted to do in the last 12 months				33%
WK	% who have a paid job			17%	23%
WK	% who volunteer			13%	13%

Table D.21 Selected key indicators for families/ carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	31%	18%
% receiving Carer Allowance	49%	51%	22%
% working in a paid job	43%	45%	27%
Of those in a paid job, % in permanent employment	77%	75%	77%
Of those in a paid job, % working 15 hours or more	76%	82%	84%
% who say they (and their partner) are able to work as much as they want	38%	43%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	92%	93%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	31%	19%
% able to advocate for their child/family member	74%	70%	71%
% who have friends and family they see as often as they like	41%	40%	36%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		42%	46%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			37%
% who rate their health as good, very good or excellent	73%	65%	63%

Table D.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=34) – VIC

Question	Yes
DL Has the NDIS improved your child's development?	83%
DL Has the NDIS improved your child's access to specialist services?	83%
CC Has the NDIS helped increase your child's ability to communicate what they want?	75%
REL Has the NDIS improved how your child fits into family life?	69%
S/CP Has the NDIS improved how your child fits into community life?	57%

Table D.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=32) – VIC

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	44%
LL	Has the NDIS improved your child's access to education?	38%
REL	Has the NDIS improved your child's relationships with family and friends?	41%
S/CP	Has the NDIS improved your child's social and recreational life?	41%

Table D.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=41) and ‘Participant 25 and over’ (n=208) – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	58%
DL	Has the NDIS helped you with daily living activities?	75%	66%
REL	Has the NDIS helped you to meet more people?	54%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	47%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	46%	37%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	19%
S/CP	Has the NDIS helped you be more involved?	69%	56%

Table D.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=84); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=3) – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	Numbers are too small
Has the NDIS improved the level of support for your family?	62%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community?	60%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	41%	Numbers are too small

Figure D.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (VIC)⁴³

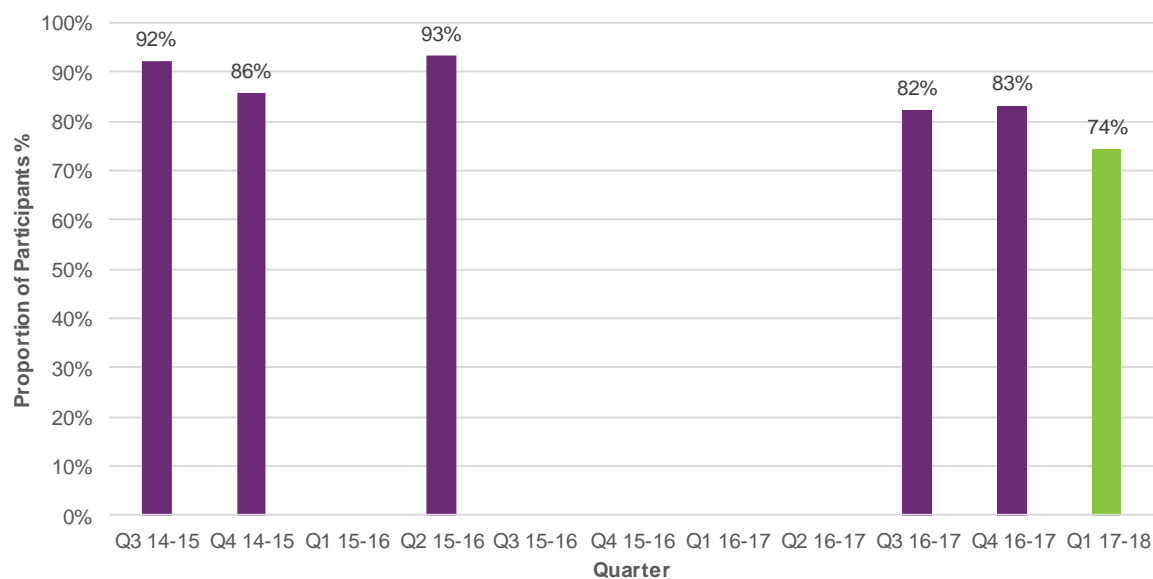


Table D.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – VIC

VIC	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	27%	47%	16%	5%	4%
1. The planner listened to me	26%	64%	3%	5%	3%
2. I had enough time to tell my story and say what support I need	27%	61%	3%	9%	0%
3. The planner knows what I can do well	15%	55%	14%	14%	3%
4. The planner had some good ideas for my plan	19%	55%	11%	12%	3%
5. I know what is in my plan	1%	77%	5%	16%	0%
6. The planner helped me think about my future	19%	51%	15%	14%	1%
7. I think my plan will make my life better	22%	54%	12%	7%	5%
8. The planning meeting went well	24%	62%	5%	5%	3%

Table D.27 Plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	2,605	1,569	4,174
<i>Trial participants</i>	2,583	1,153	3,736
<i>Transition participants</i>	22	416	438

⁴³ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table D.28 Plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	3,654	778	4,432
<i>Trial participants</i>	1,944	217	2,161
<i>Transition participants</i>	1,710	561	2,271

Table D.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC⁴⁴

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	39.0%	18.2%	32.4%

Table D.30 AAT cases by category – VIC

	Prior Quarters	2017-18 Q1	Total
AAT Cases	61	12	73
<i>Access</i>	14	7	21
<i>Plan</i>	42	5	47
<i>Plan Review</i>	5	0	5
<i>Other</i>	0	0	0

Committed supports and payments

Table D.31 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	53.1	162.5	201.9	487.7	733.6	46.3	1,685.2

⁴⁴ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure D.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (VIC)

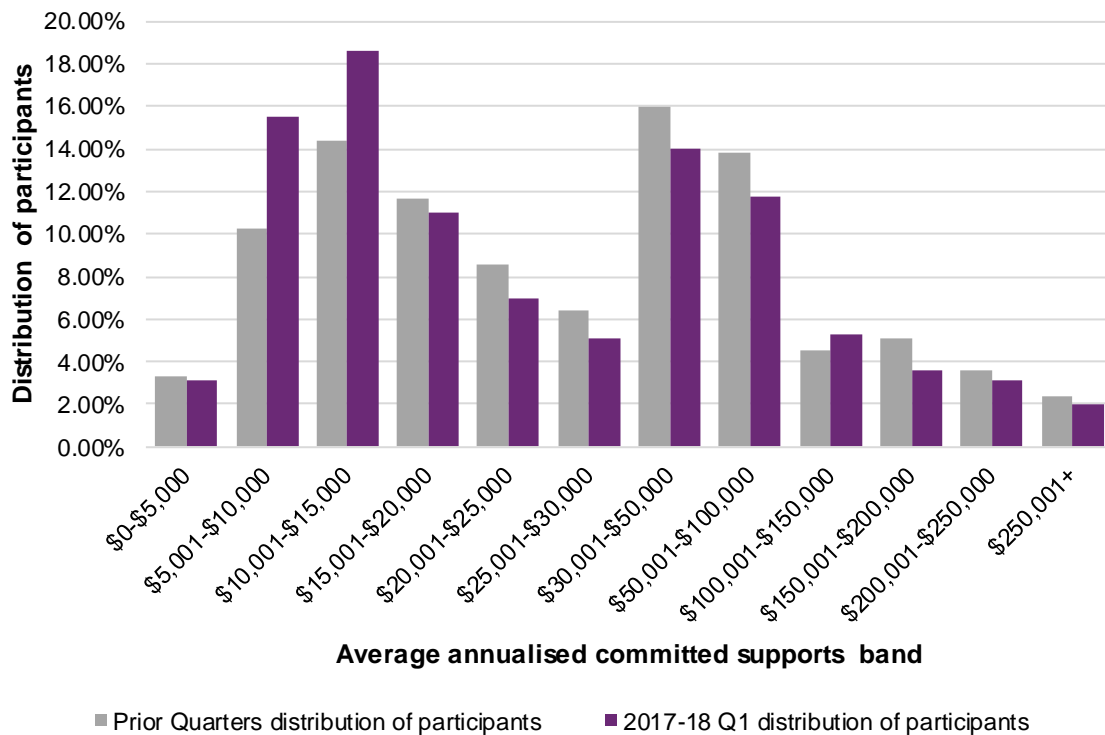


Figure D.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (VIC)

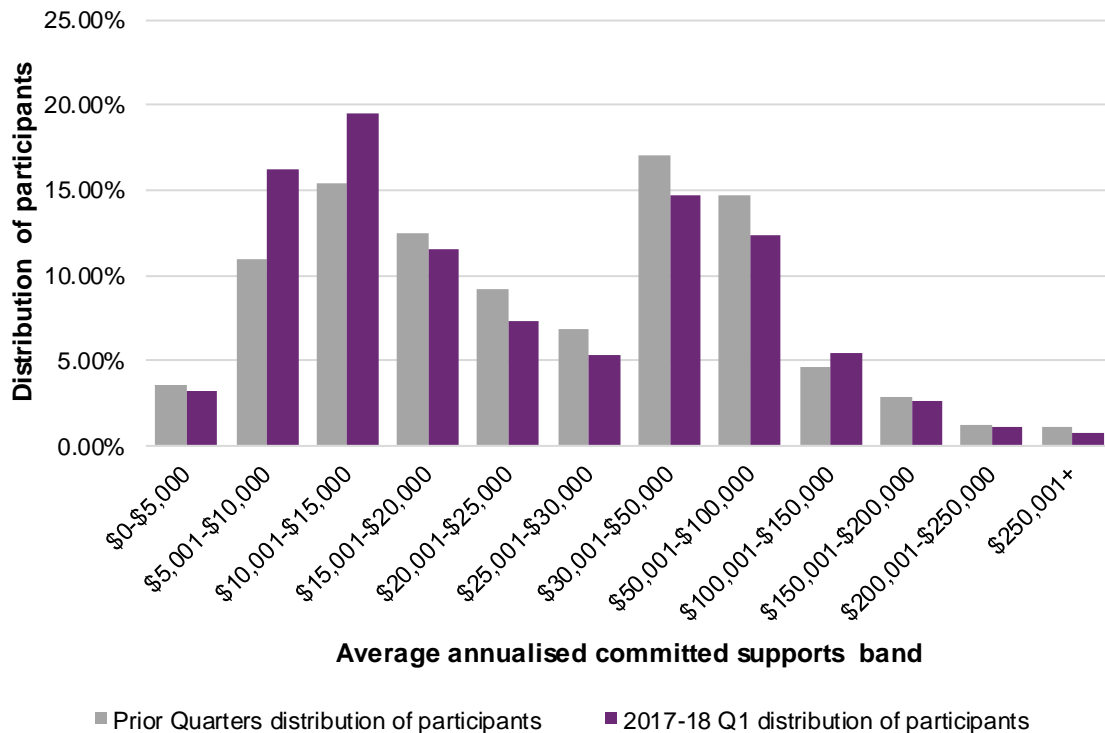


Figure D.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (VIC)

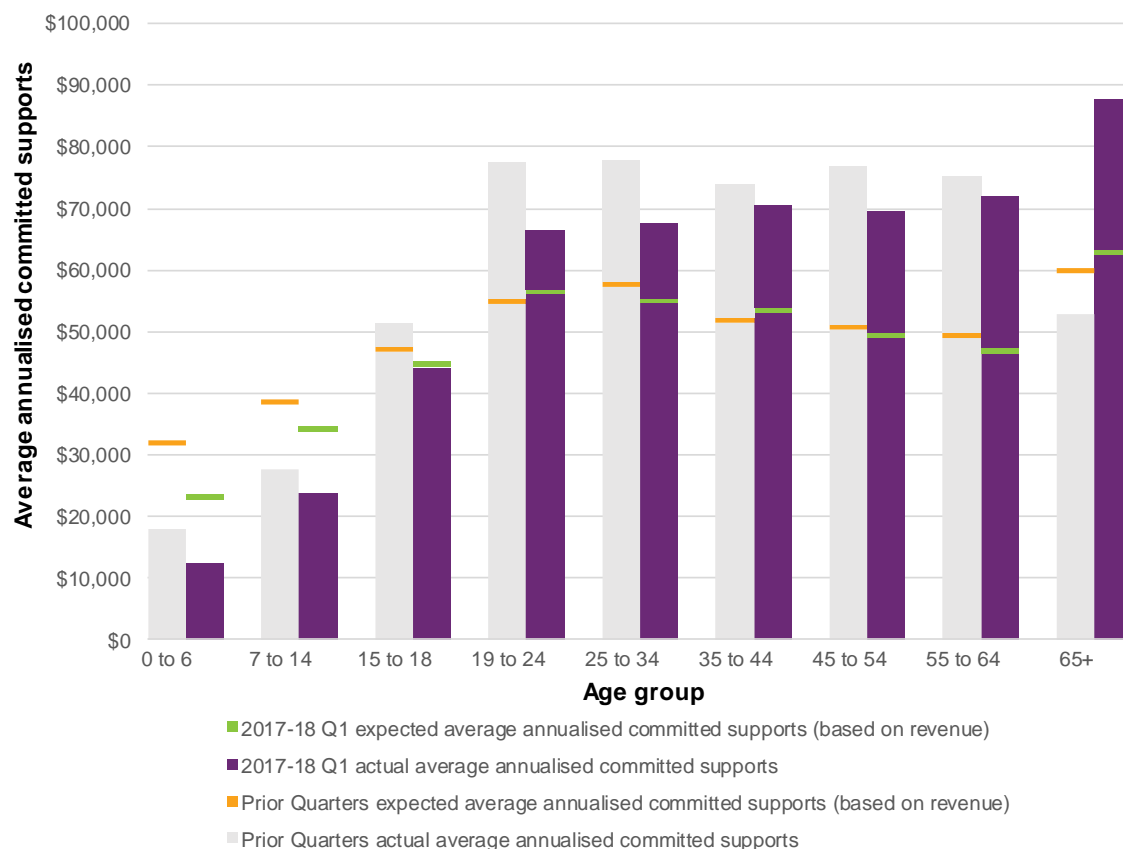


Figure D.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (VIC)

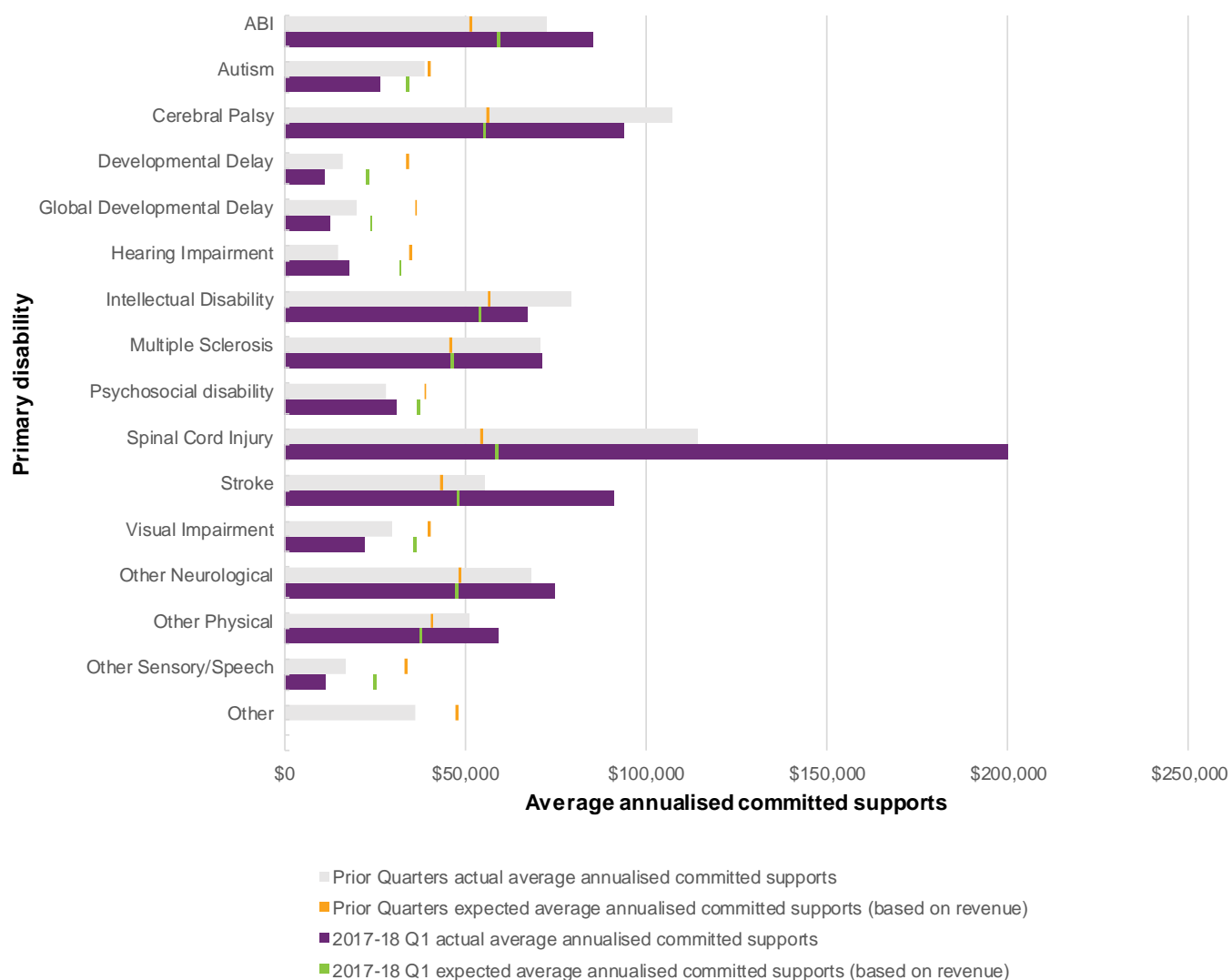


Figure D.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁴⁵ (VIC)

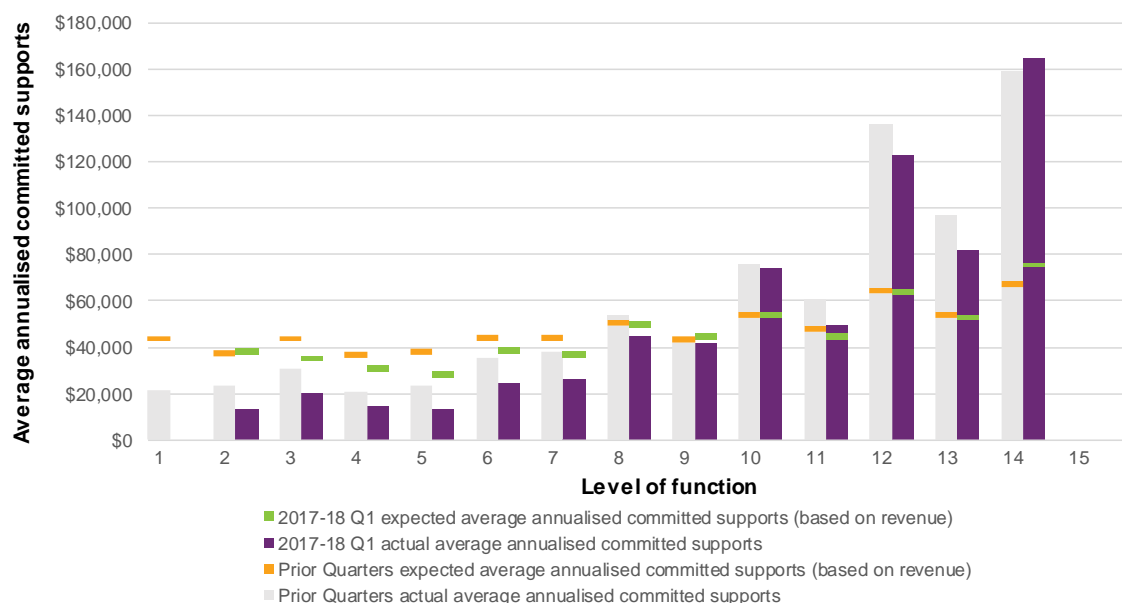
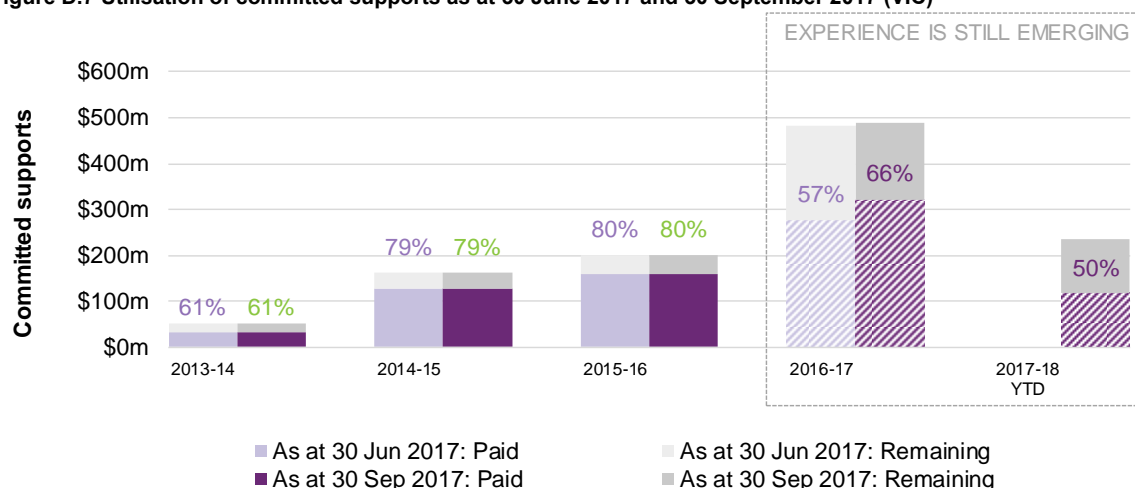


Table D.32 Payments by financial year, compared to committed supports (\$m) – VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	53.1	162.5	201.9	487.7	733.6	46.3	1,685.2
Total Paid	32.3	128.2	160.7	322.2	117.3	-	760.8
% utilised to date	61%	79%	80%	66%	-	-	67% ⁴⁶

Figure D.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (VIC)



⁴⁵ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁴⁶ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table D.33 Key provider indicators by quarter - VIC

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	931	212	1,132
<i>Company/ organisation</i>	1,601	383	1,969
<i>Total</i>	2,532	595	3,101
b) Registration revoked	26		

Table D.34 Number of approved providers by registration group - VIC⁴⁷

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	250	70	320	28%
Assistance Animals	2	1	3	50%
Assistance with daily life tasks in a group or shared living arrangement	132	7	139	5%
Assistance with travel/transport arrangements	496	165	661	33%
Daily Personal Activities	254	36	290	14%
Group and Centre Based Activities	262	30	292	11%
High Intensity Daily Personal Activities	251	29	280	12%
Household tasks	579	193	772	33%
Interpreting and translation	132	79	211	60%
Participation in community, social and civic activities	302	30	332	10%
Assistive Technology				
Assistive equipment for recreation	236	58	294	25%
Assistive products for household tasks	284	82	366	29%
Assistance products for personal care and safety	445	97	542	22%
Communication and information equipment	193	55	248	28%
Customised Prosthetics	173	40	213	23%
Hearing Equipment	93	14	107	15%
Hearing Services	16	1	17	6%
Personal Mobility Equipment	342	90	432	26%
Specialised Hearing Services	56	1	57	2%
Vision Equipment	79	17	96	22%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	280	21	301	8%
Behaviour Support	226	18	244	8%
Community nursing care for high needs	251	108	359	43%
Development of daily living and life skills	287	25	312	9%
Early Intervention supports for early childhood	246	38	284	15%
Exercise Physiology and Physical Wellbeing activities	231	60	291	26%
Innovative Community Participation	272	103	375	38%
Specialised Driving Training	103	9	112	9%
Therapeutic Supports	1,260	291	1,551	23%
Capital services				
Home modification design and construction	343	83	426	24%
Specialised Disability Accommodation	76	32	108	42%
Vehicle Modifications	55	14	69	25%
Choice and control support services				
Management of funding for supports in participants plan	164	24	188	15%
Support Coordination	207	37	244	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	109	3	112	3%
Specialised Supported Employment	69	5	74	7%
Total approved providers	2,506	595	3,101	24%

⁴⁷ The 26 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table D.35 Key markets indicators by quarter- VIC

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.84	1.81
b) Number of providers delivering new supports	422	475
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	37%	39%
<i>Not yet active (%)</i>	58%	56%
<i>Inactive (%)</i>	5%	5%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	76%
<i>Therapeutic Supports (%)</i>	88%	88%
<i>Participate Community (%)</i>	83%	81%
<i>Early Childhood Supports (%)</i>	86%	88%
<i>Assist Personal Activities (%)</i>	90%	89%

Table D.36 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	0%	0%
Choice & Control	1%	2%	1%
Consumables	0%	0%	0%
Daily Activities	10%	11%	10%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	40%	48%	43%
Home Living	2%	2%	2%
Housing & Home modifications	0%	0%	0%
Independence	3%	3%	3%
Lifelong Learning	11%	13%	12%
Relationships	2%	3%	2%
Social & Civic	3%	4%	4%
Transport	1%	1%	1%
Non-categorised	23%	22%	23%
Any mainstream service	79%	88%	82%

Queensland



The tables below replicate the tables in the main parts of this report for QLD only where the data is available.

Participant Demographics

Table E.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	7,188	2,049	9,237	9,733	18,464

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD

	Prior Quarters	2017-18 Q1	Total
Access decisions	10,046	4,075	14,121
Access Met	8,949	3,224	12,173
State	6,373	2,102	8,475
New	1,971	881	2,852
Commonwealth	605	241	846
Total Participant Plans	7,443	2,545	9,733
EI (s25) plans	1,338	466	1,804
PD (s24) plans	5,850	1,583	7,433
ECEI	255	496	496

Table E.3 Plan reviews conducted per quarter – QLD

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	1,598	1,234	2,832
Early intervention plans	311	228	539
Permanent disability plans	1,287	1,006	2,293

Table E.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – QLD

Exits	
Total plan exits	68
Early Intervention plans	2
Permanent disability plans	66

Table E.5 Cumulative position by services previously received – QLD

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	280	33	48		361	600	60%	
End of 2016-17	5,146	456	1,586	255	7,443	14,966	50%	
End of 2017-18 Q1	6,308	653	2,276	496	9,733	18,464	53%	2,693

Table E.6 Cumulative position by entry into the Scheme – QLD

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	165	196		361	600	60%	
End of 2016-17	1,338	5,850	255	7,443	14,966	50%	
End of 2017-18 Q1	1,804	7,433	496	9,733	18,464	53%	2,693

Table E.7 Active participants with approved plans per quarter by disability group – QLD⁴⁸

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	2,186	31%	486	24%	2,672	29%
Autism	1,768	25%	571	28%	2,339	26%
Psychosocial disability	507	7%	157	8%	664	7%
Cerebral Palsy	446	6%	121	6%	567	6%
Developmental Delay	240	3%	85	4%	325	4%
Other Neurological	334	5%	116	6%	450	5%
Other Physical	405	6%	160	8%	565	6%
Acquired Brain Injury	337	5%	77	4%	414	5%
Hearing Impairment	192	3%	79	4%	271	3%
Other Sensory/Speech	99	1%	28	1%	127	1%
Visual Impairment	123	2%	38	2%	161	2%
Multiple Sclerosis	148	2%	40	2%	188	2%
Global Developmental Delay	56	1%	20	1%	76	1%
Spinal Cord Injury	175	2%	37	2%	212	2%
Stroke	93	1%	29	1%	122	1%
Other	14	0%	2	0%	16	0%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.8 Active participants with approved plan per quarter by level of function – QLD

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	24	0%	13	1%	37	0%
2 (High Function)	12	0%	2	0%	14	0%
3 (High Function)	276	4%	96	5%	372	4%
4 (High Function)	412	6%	160	8%	572	6%
5 (High Function)	1,206	17%	373	18%	1,579	17%
6 (Moderate Function)	843	12%	252	12%	1,095	12%
7 (Moderate Function)	540	8%	126	6%	666	7%
8 (Moderate Function)	668	9%	189	9%	857	9%
9 (Moderate Function)	50	1%	13	1%	63	1%
10 (Moderate Function)	994	14%	276	13%	1,270	14%
11 (Low Function)	431	6%	103	5%	534	6%
12 (Low Function)	1,141	16%	332	16%	1,473	16%
13 (Low Function)	267	4%	60	3%	327	4%
14 (Low Function)	251	4%	51	2%	302	3%
15 (Low Function)	5	0%	0	0%	5	0%
Missing	3		0		3	
Total	7,123	100%	2,046	100%	9,169	100%

⁴⁸ Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table E.9 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	768	11%	301	15%	1,069	12%
7 to 14	1,455	20%	451	22%	1,906	21%
15 to 18	583	8%	161	8%	744	8%
19 to 24	701	10%	179	9%	880	10%
25 to 34	814	11%	205	10%	1,019	11%
35 to 44	793	11%	202	10%	995	11%
45 to 54	960	13%	243	12%	1,203	13%
55 to 64	968	14%	290	14%	1,258	14%
65+	81	1%	14	1%	95	1%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.10 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	4,410	62%	1,297	63%	5,707	62%
Female	2,679	38%	720	35%	3,399	37%
Indeterminate	34	0%	29	1%	63	1%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	678	9.5%	128	6.3%	806	8.8%
Not Aboriginal and Torres Strait Islander	6,354	89.2%	1,882	92.0%	8,236	89.8%
Not Stated	91	1.3%	36	1.8%	127	1.4%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	191	2.7%	75	3.7%	266	2.9%
Not CALD	6,902	96.9%	1,971	96.3%	8,873	96.8%
Not Stated	30	0.4%	0	0.0%	30	0.3%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	88	1.2%	4	0.2%	92	1.0%
Not YPIRAC	7,035	98.8%	2,042	99.8%	9,077	99.0%
Total	7,123	100%	2,046	100%	9,169	100%

Table E.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q1	Total
Self-managed fully	8%	11%	9%
Self-managed partly	10%	10%	10%
Plan managed	13%	12%	13%
Agency managed	70%	68%	69%
Total	100%	100%	100%

Table E.15 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	66%	26%	52%

Table E.16 Duration to plan activation by quarter of initial plan approval for active participants – QLD

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	207	54%	1,030	57%	1,447	59%	1,051	49%
30 to 59 days	66	17%	209	12%	268	11%	297	14%
60 to 89 days	27	7%	108	6%	151	6%	134	6%
Activated within 90 days	300	79%	1,347	75%	1,866	76%	1,482	70%
90 to 119 days	10	3%	81	5%	98	4%	71	3%
120 days and over	28	7%	136	8%	103	4%	10	0%
Activated between 90 and 180 days	38	10%	217	12%	201	8%	81	4%
No payments	42	11%	232	13%	395	16%	563	26%
Total plans approved	380	100%	1,796	100%	2,462	100%	2,126	100%

Table E.17 Number of questionnaires completed by SFOF version – QLD

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	821	291	1,112
Participant school to 14	1,338	436	1,774
Participant 15 to 24	1,028	287	1,315
Participant 25 and over	3,495	874	4,369
Total Participant	6,682	1,888	8,570
Family 0 to 14	2,010	753	2,763
Family 15 to 24	264	147	411
Family 25 and over	223	167	390
Total Family	2,497	1,067	3,564
Total	9,179	2,955	12,134

Table E.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	61%			
CC	% who say their child is able to tell them what he/she wants	80%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		32%		
DL	% who say their child is becoming more independent		42%		
CC	% of children who have a genuine say in decisions about themselves		68%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			35%	54%
CC	% who choose what they do each day			48%	64%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			23%	30%
CC	% who want more choice and control in their life			79%	71%

Table E.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	74%	65%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	60%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		37%		
REL	Of these, % who are welcomed or actively included	64%	78%		
REL	% of children who spend time with friends without an adult present		15%		
REL	% with no friends other than family or paid staff			29%	25%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	38%

Table E.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		52%		
HM	% who are happy with their home			80%	77%
HM	% who feel safe or very safe in their home			84%	76%
HW	% who rate their health as good, very good or excellent			66%	49%
HW	% who did not have any difficulties accessing health services			66%	66%
LL	% who currently attend or previously attended school in a mainstream class			23%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				60%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			21%	20%
WK	% who volunteer			18%	17%

Table E.21 Selected key indicators for families/ carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	29%	18%
% receiving Carer Allowance	57%	48%	21%
% working in a paid job	42%	41%	21%
Of those in a paid job, % in permanent employment	71%	71%	77%
Of those in a paid job, % working 15 hours or more	79%	81%	81%
% who say they (and their partner) are able to work as much as they want	48%	46%	62%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	91%	80%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	45%	46%	41%
% able to advocate for their child/family member	81%	78%	72%
% who have friends and family they see as often as they like	47%	35%	32%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		45%	51%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			31%
% who rate their health as good, very good or excellent	73%	60%	49%

Table E.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=66) - QLD

	Question	Yes
DL	Has the NDIS improved your child's development?	85%
DL	Has the NDIS improved your child's access to specialist services?	84%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	70%
S/CP	Has the NDIS improved how your child fits into community life?	57%

Table E.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=73) - QLD

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	48%
LL	Has the NDIS improved your child's access to education?	21%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

Table E.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=25) and ‘Participant 25 and over’ (n=68) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	86%
DL	Has the NDIS helped you with daily living activities?	67%	81%
REL	Has the NDIS helped you to meet more people?	42%	66%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	37%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	62%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	38%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	25%	12%
S/CP	Has the NDIS helped you be more involved?	60%	71%

Table E.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=144); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6) - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	Numbers are too small
Has the NDIS improved the level of support for your family?	64%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community?	75%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	40%	Numbers are too small

Figure E.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (QLD)⁴⁹

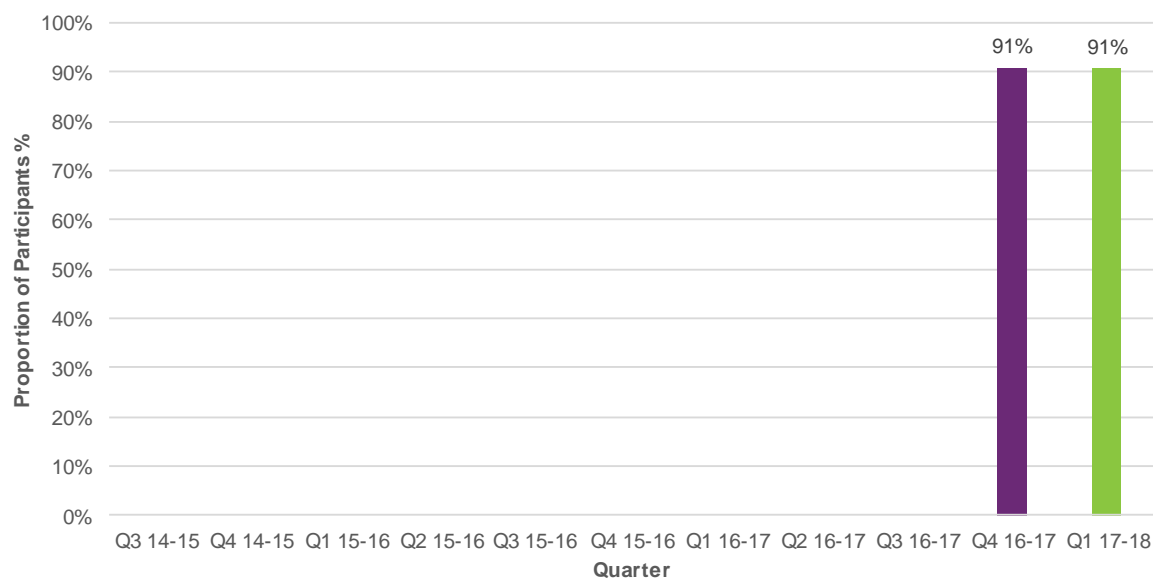


Table E.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – QLD

QLD	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	69%	22%	2%	5%	2%
1. The planner listened to me	74%	22%	1%	2%	2%
2. I had enough time to tell my story and say what support I need	64%	31%	2%	2%	2%
3. The planner knows what I can do well	54%	32%	5%	6%	2%
4. The planner had some good ideas for my plan	57%	34%	5%	2%	2%
5. I know what is in my plan	49%	35%	9%	5%	2%
6. The planner helped me think about my future	53%	33%	8%	4%	2%
7. I think my plan will make my life better	61%	25%	8%	4%	2%
8. The planning meeting went well	67%	24%	4%	4%	2%

Table E.27 Plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	260	526	786
<i>Trial participants</i>	215	49	264
<i>Transition participants</i>	45	477	522

⁴⁹ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table E.28 Plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	1,338	708	2,046
<i>Trial participants</i>	212	39	251
<i>Transition participants</i>	1,126	669	1,795

Table E.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD⁵⁰

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	44.1%	34.5%	40.2%

Table E.30 AAT cases by category – QLD

	Prior Quarters	2017-18 Q1	Total
AAT Cases	8	11	19
<i>Access</i>	2	7	9
<i>Plan</i>	4	4	8
<i>Plan Review</i>	2	0	2
<i>Other</i>	0	0	0

Committed supports and payments

Table E.31 Committed supports by financial year (\$m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	196.9	442.5	23.1	663.4

⁵⁰ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure E.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (QLD)

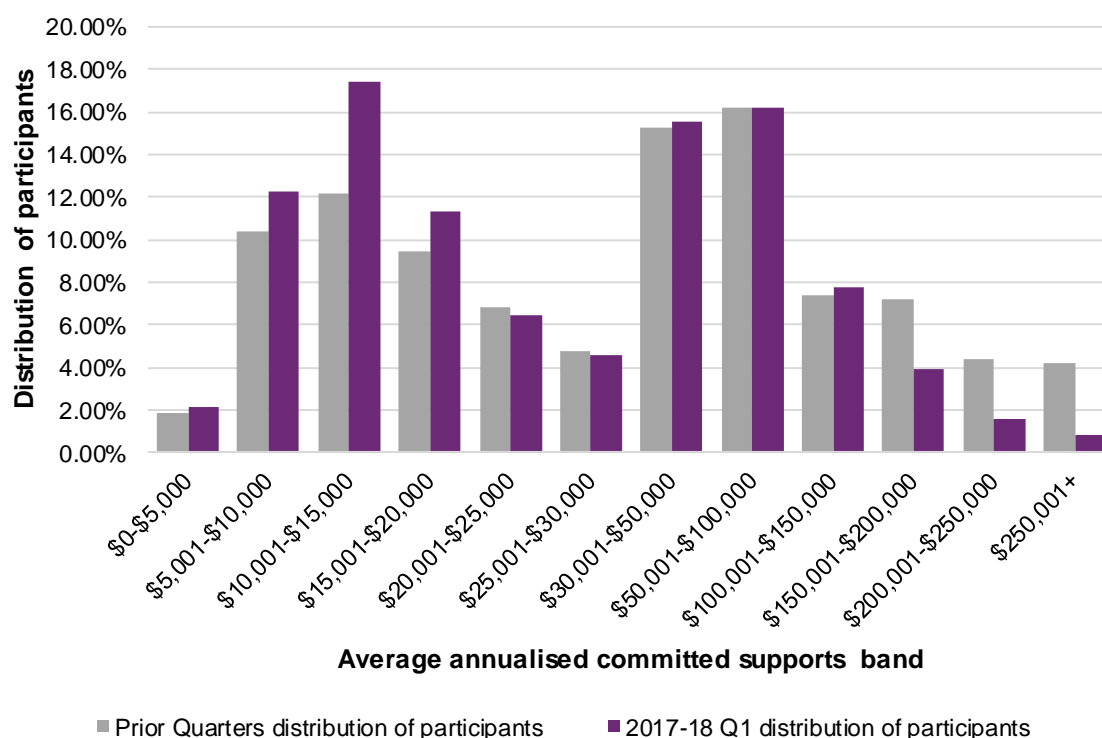


Figure E.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (QLD)

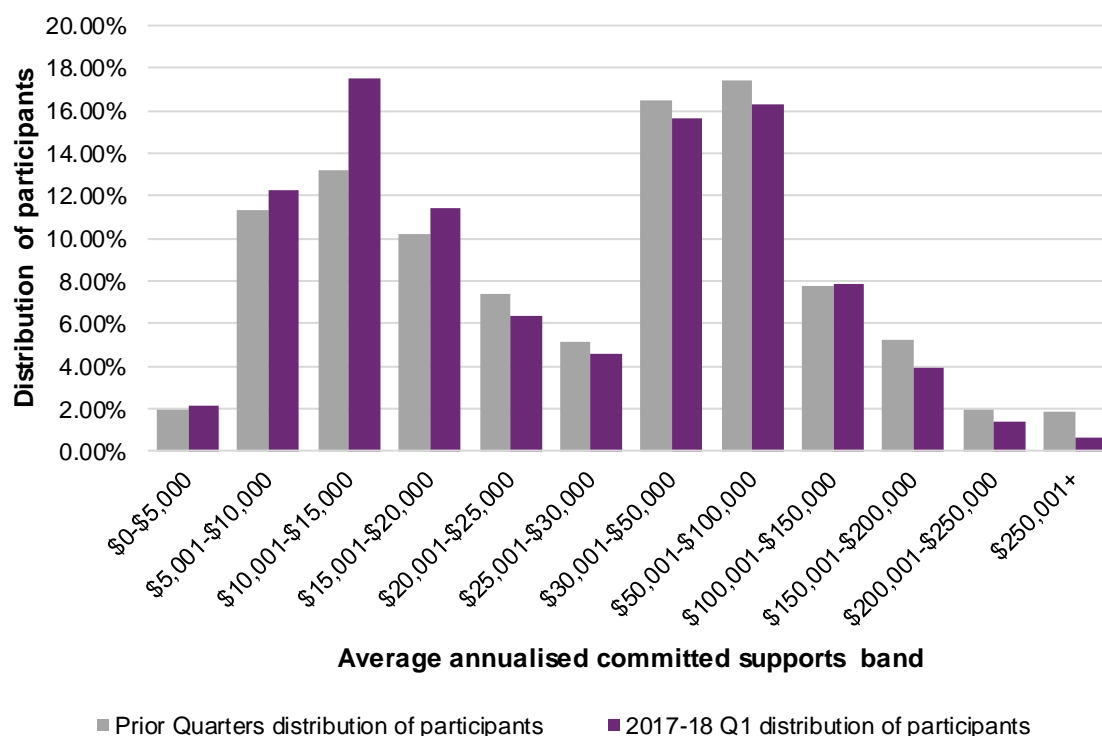


Figure E.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (QLD)

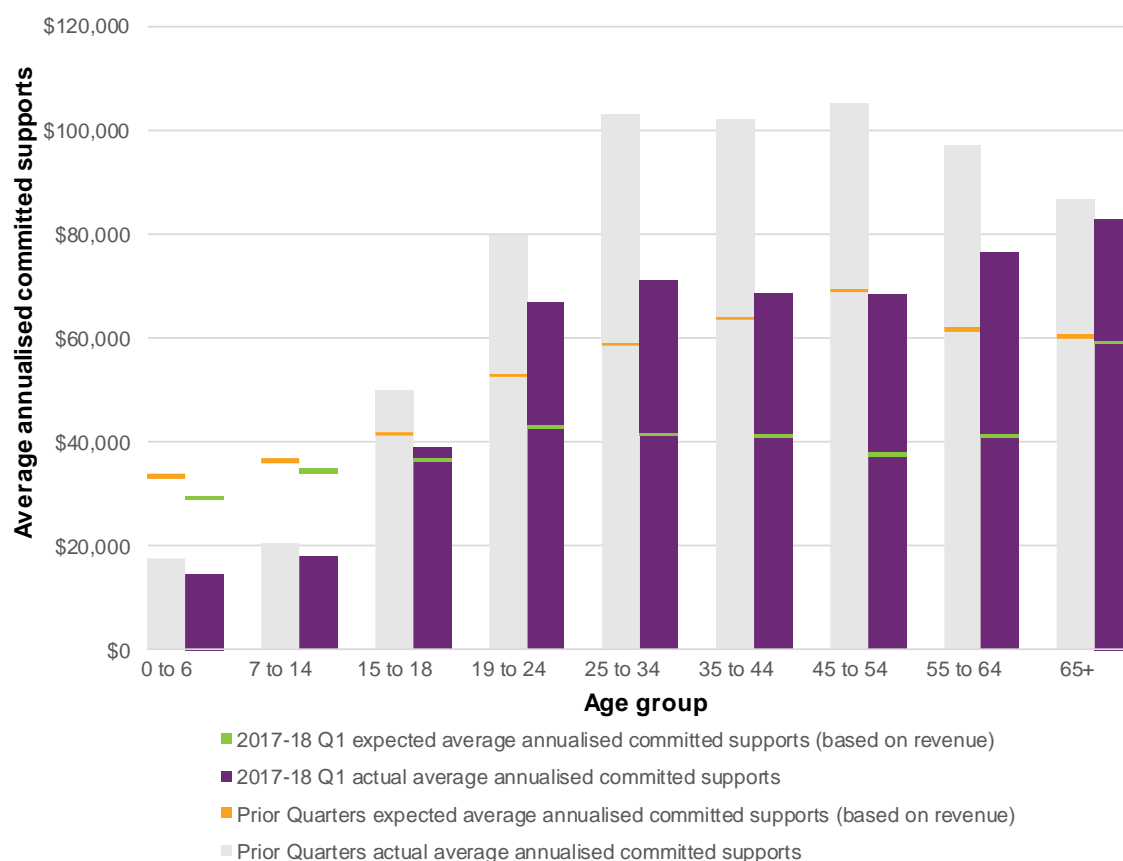
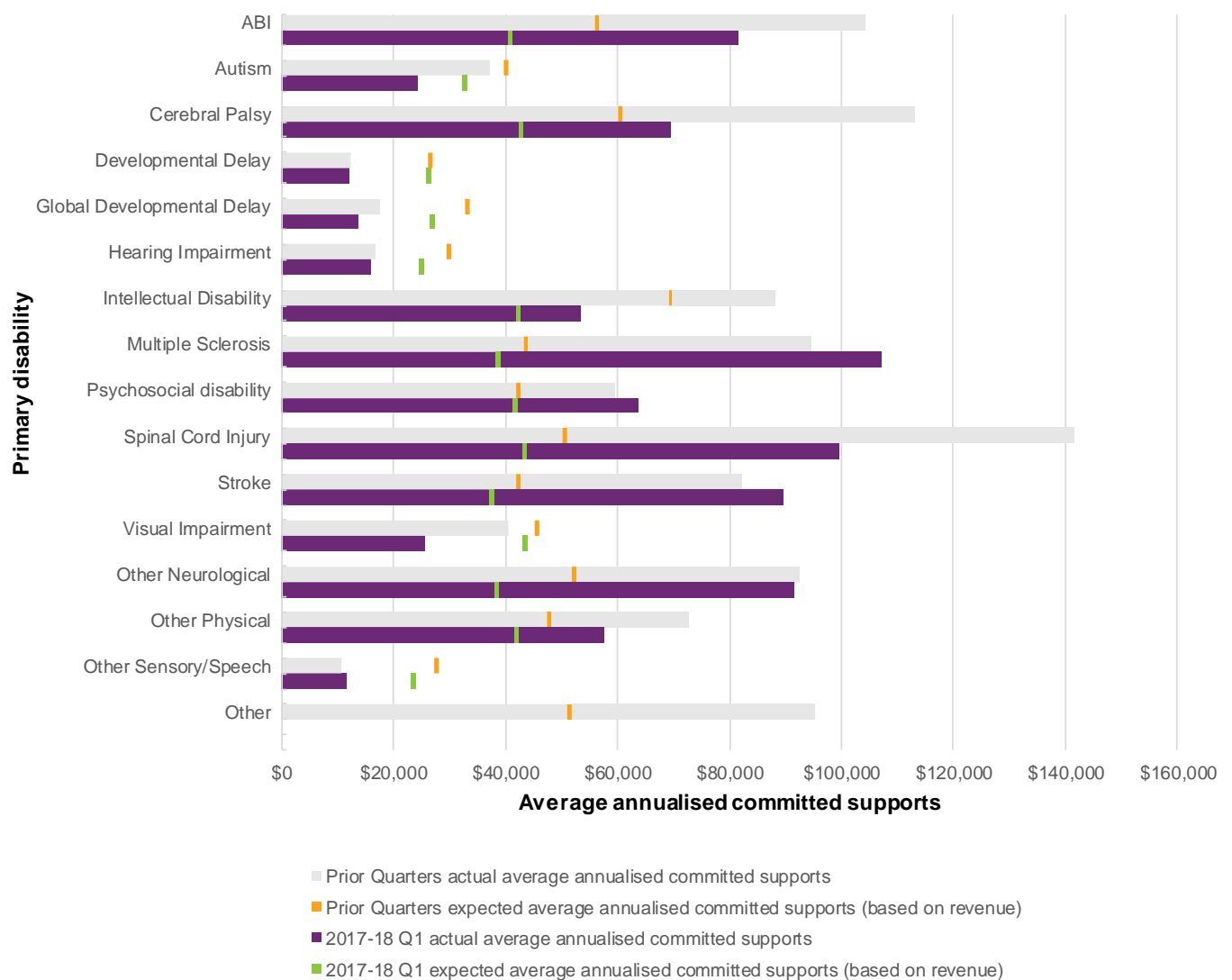


Figure E.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁵¹ (QLD)



⁵¹ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure E.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁵² (QLD)

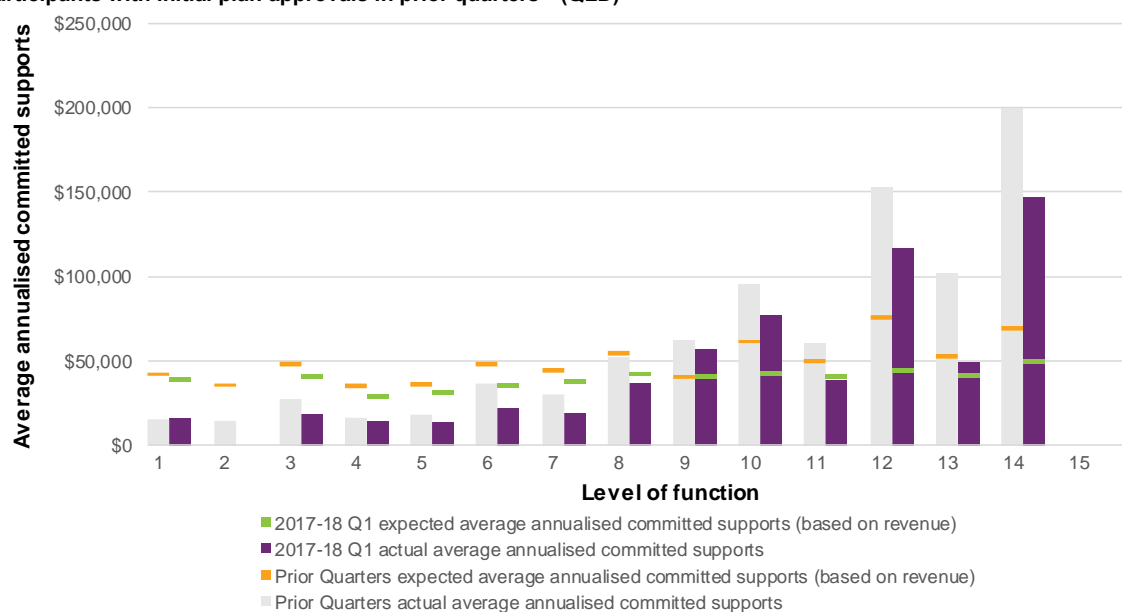
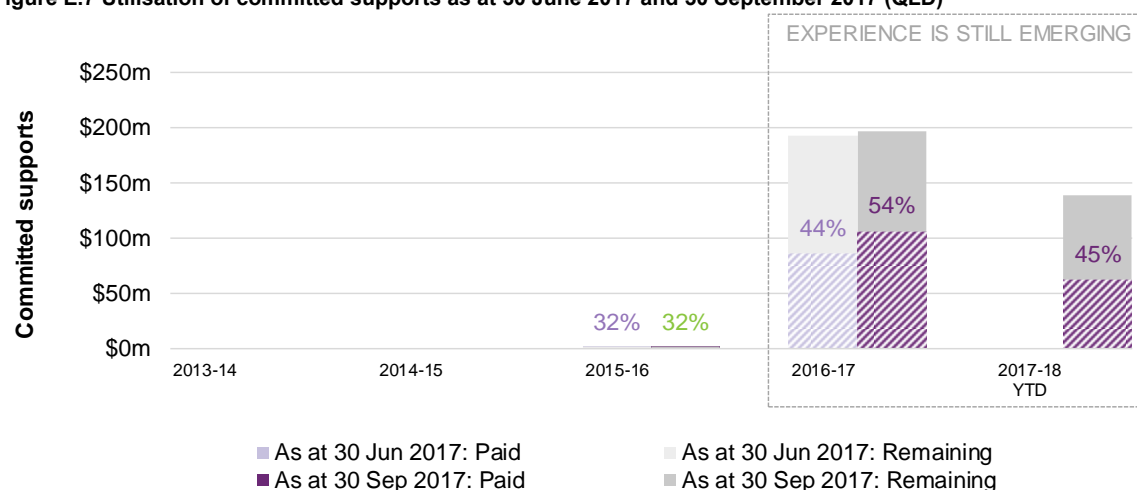


Table E.32 Payments by financial year, compared to committed supports (\$m) – QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	196.9	442.5	23.1	663.4
Total Paid	-	-	0.3	106.6	62.7	-	169.6
% utilised to date	-	-	32%	54%	-	-	50% ⁵³

Figure E.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (QLD)



⁵² Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁵³ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table E.33 Key provider indicators by quarter - QLD

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	425	150	568
<i>Company/ organisation</i>	1,059	258	1,307
<i>Total</i>	1,484	408	1,875
b) Registration revoked	17		

Table E.34 Number of approved providers by registration group - QLD⁵⁴

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	192	34	226	18%
Assistance Animals	0	2	2	
Assistance with daily life tasks in a group or shared living arrangement	156	32	188	21%
Assistance with travel/transport arrangements	294	70	364	24%
Daily Personal Activities	183	40	223	22%
Group and Centre Based Activities	130	35	165	27%
High Intensity Daily Personal Activities	148	29	177	20%
Household tasks	316	94	410	30%
Interpreting and translation	38	13	51	34%
Participation in community, social and civic activities	197	42	239	21%
Assistive Technology				
Assistive equipment for recreation	189	47	236	25%
Assistive products for household tasks	193	39	232	20%
Assistance products for personal care and safety	293	79	372	27%
Communication and information equipment	158	24	182	15%
Customised Prosthetics	87	25	112	29%
Hearing Equipment	48	10	58	21%
Hearing Services	6	2	8	33%
Personal Mobility Equipment	240	70	310	29%
Specialised Hearing Services	11	2	13	18%
Vision Equipment	52	10	62	19%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	187	41	228	22%
Behaviour Support	226	62	288	27%
Community nursing care for high needs	95	34	129	36%
Development of daily living and life skills	200	34	234	17%
Early Intervention supports for early childhood	287	76	363	26%
Exercise Physiology and Physical Wellbeing activities	175	37	212	21%
Innovative Community Participation	228	53	281	23%
Specialised Driving Training	44	7	51	16%
Therapeutic Supports	467	145	612	31%
Capital services				
Home modification design and construction	214	56	270	26%
Specialised Disability Accommodation	58	21	79	36%
Vehicle Modifications	44	4	48	9%
Choice and control support services				
Management of funding for supports in participants plan	114	32	146	28%
Support Coordination	244	64	308	26%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	48	5	53	10%
Specialised Supported Employment	19	2	21	11%
Total approved providers	1,467	408	1,875	28%

⁵⁴ The 17 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table E.35 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.33	1.41
b) Number of providers delivering new supports	265	329
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	38%	41%
<i>Not yet active (%)</i>	61%	56%
<i>Inactive (%)</i>	2%	3%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	84%
<i>Therapeutic Supports (%)</i>	83%	83%
<i>Participate Community (%)</i>	79%	82%
<i>Early Childhood Supports (%)</i>	85%	86%
<i>Assist Personal Activities (%)</i>	84%	82%

Table E.36 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2017-18 Q1	Total
Assistive technology	1%	1%	1%
Choice & Control	2%	2%	2%
Consumables	0%	0%	0%
Daily Activities	11%	14%	12%
Daily Equipment	0%	0%	0%
Employment	2%	2%	2%
Health & Wellbeing	37%	44%	40%
Home Living	2%	2%	2%
Housing & Home modifications	0%	0%	0%
Independence	2%	3%	2%
Lifelong Learning	9%	9%	9%
Relationships	2%	2%	2%
Social & Civic	3%	2%	3%
Transport	0%	0%	0%
Non-categorised	26%	32%	28%
Any mainstream service	78%	90%	82%

Western Australia



The tables below replicate the tables in the main parts of this report for WA only where the data is available.

Participant Demographics

Table F.1 Plan approvals compared to estimates – WA

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	3,782	200	3,982	3,982	5,301

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA

	Prior Quarters	2017-18 Q1	Total
Access decisions	4,649	240	4,889
Access Met	4,115	135	4,250
State	2,012	14	2,026
New	2,031	114	2,145
Commonwealth	72	7	79
Total Participant Plans	3,782	200	3,982
EI (s25) plans	668	72	740
PD (s24) plans	3,114	128	3,242
ECEI	0	0	0

Table F.3 Plan reviews conducted per quarter – WA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	2,503	531	3,034
Early intervention plans	355	101	456
Permanent disability plans	2,148	430	2,578

Table F.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – WA

Exits	
Total plan exits	66
Early Intervention plans	11
Permanent disability plans	55

Table F.5 Cumulative position by services previously received – WA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	1,317	26	1,151		2,494	2,493	100%	
End of 2016-17	1,836	63	1,883	0	3,782	5,301	71%	
End of 2017-18 Q1	1,885	71	2,026	0	3,982	5,301	75%	225

Table F.6 Cumulative position by entry into the Scheme – WA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	363	2,131		2,494	2,493	100%	
End of 2016-17	668	3,114	0	3,782	5,301	71%	
End of 2017-18 Q1	740	3,242	0	3,982	5,301	75%	225

Table F.7 Active participants with approved plans per quarter by disability group - WA⁵⁵

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	910	24%	31	16%	941	24%
Autism	1,203	32%	62	31%	1,265	32%
Psychosocial disability	293	8%	5	3%	298	8%
Cerebral Palsy	190	5%	18	9%	208	5%
Developmental Delay	128	3%	14	7%	142	4%
Other Neurological	170	5%	6	3%	176	4%
Other Physical	161	4%	5	3%	166	4%
Acquired Brain Injury	99	3%	12	6%	111	3%
Hearing Impairment	70	2%	9	5%	79	2%
Other Sensory/Speech	77	2%	5	3%	82	2%
Visual Impairment	69	2%	4	2%	73	2%
Multiple Sclerosis	97	3%	5	3%	102	3%
Global Developmental Delay	132	4%	17	9%	149	4%
Spinal Cord Injury	46	1%	3	2%	49	1%
Stroke	42	1%	4	2%	46	1%
Other	29	1%	0	0%	29	1%
Total	3,716	100%	200	100%	3,916	100%

Table F.8 Active participants with approved plan per quarter by level of function – WA

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	12	0%	2	1%	14	0%
2 (High Function)	15	0%	2	1%	17	0%
3 (High Function)	245	7%	9	5%	254	7%
4 (High Function)	228	7%	18	9%	246	7%
5 (High Function)	877	25%	54	27%	931	26%
6 (Moderate Function)	447	13%	42	21%	489	13%
7 (Moderate Function)	297	9%	17	9%	314	9%
8 (Moderate Function)	249	7%	9	5%	258	7%
9 (Moderate Function)	27	1%	2	1%	29	1%
10 (Moderate Function)	309	9%	6	3%	315	9%
11 (Low Function)	178	5%	5	3%	183	5%
12 (Low Function)	292	8%	16	8%	308	8%
13 (Low Function)	194	6%	11	6%	205	6%
14 (Low Function)	72	2%	7	4%	79	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	274		0		274	
Total	3,716	100%	200	100%	3,916	100%

⁵⁵ Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table F.9 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	501	13%	69	35%	570	15%
7 to 14	969	26%	41	21%	1,010	26%
15 to 18	345	9%	8	4%	353	9%
19 to 24	312	8%	7	4%	319	8%
25 to 34	378	10%	17	9%	395	10%
35 to 44	304	8%	13	7%	317	8%
45 to 54	402	11%	21	11%	423	11%
55 to 64	431	12%	22	11%	453	12%
65+	74	2%	2	1%	76	2%
Total	3,716	100%	200	100%	3,916	100%

Table F.10 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	2,422	65%	135	68%	2,557	65%
Female	1,277	34%	62	31%	1,339	34%
Indeterminate	17	0%	3	2%	20	1%
Total	3,716	100%	200	100%	3,916	100%

Table F.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	155	4.2%	9	4.5%	164	4.2%
Not Aboriginal and Torres Strait Islander	3,502	94.2%	186	93.0%	3,688	94.2%
Not Stated	59	1.6%	5	2.5%	64	1.6%
Total	3,716	100%	200	100%	3,916	100%

Table F.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	186	5.0%	25	12.5%	211	5.4%
Not CALD	3,431	92.3%	175	87.5%	3,606	92.1%
Not Stated	99	2.7%	0	0.0%	99	2.5%
Total	3,716	100%	200	100%	3,916	100%

Table F.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	12	0.3%	0	0.0%	12	0.3%
Not YPIRAC	3,704	99.7%	200	100.0%	3,904	99.7%
Total	3,716	100%	200	100%	3,916	100%

Table F.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)		2017-18 Q1		Total	
Self-managed fully	9%		11%		9%	
Self-managed partly	15%		17%		15%	
Plan managed	7%		6%		7%	
Agency managed	69%		66%		68%	
Total	100%		100%		100%	

Table F.15 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	81%	74%	79%

Table F.16 Duration to plan activation by quarter of initial plan approval for active participants – WA

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	82	52%	161	54%	295	61%	201	59%
30 to 59 days	25	16%	40	13%	50	10%	35	10%
60 to 89 days	9	6%	17	6%	35	7%	23	7%
Activated within 90 days	116	74%	218	73%	380	78%	259	76%
90 to 119 days	5	3%	20	7%	27	6%	7	2%
120 days and over	20	13%	33	11%	14	3%	0	0%
Activated between 90 and 180 days	25	16%	53	18%	41	8%	7	2%
No payments	16	10%	28	9%	64	13%	75	22%
Total plans approved	157	100%	299	100%	485	100%	341	100%

Table F.17 Number of questionnaires completed by SFOF version – WA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	308	66	374
Participant school to 14	286	43	329
Participant 15 to 24	147	12	159
Participant 25 and over	516	71	587
Total Participant	1,257	192	1,449
Family 0 to 14	574	108	682
Family 15 to 24	41	8	49
Family 25 and over	23	12	35
Total Family	638	128	766
Total	1,895	320	2,215

Table F.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	59%			
CC	% who say their child is able to tell them what he/she wants	74%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		34%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		71%		
CC	% who are happy with the level of independence/control they have now			54%	
CC	% who choose who supports them			33%	54%
CC	% who choose what they do each day			52%	69%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			29%	31%
CC	% who want more choice and control in their life			65%	53%

Table F.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	71%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	43%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	71%	74%		
REL	% of children who spend time with friends without an adult present		22%		
REL	% with no friends other than family or paid staff			34%	32%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	39%

Table F.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		69%		
HM	% who are happy with their home			83%	78%
HM	% who feel safe or very safe in their home			88%	78%
HW	% who rate their health as good, very good or excellent			67%	48%
HW	% who did not have any difficulties accessing health services			70%	78%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				66%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			17%	27%
WK	% who volunteer			19%	13%

Table F.21 Selected key indicators for families/ carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	6%	14%
% receiving Carer Allowance	42%	31%	14%
% working in a paid job	46%	59%	26%
Of those in a paid job, % in permanent employment	77%	71%	Numbers are too small
Of those in a paid job, % working 15 hours or more	79%	75%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	44%	60%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	Numbers are too small	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	39%	Numbers are too small	Numbers are too small
% able to advocate for their child/family member	82%	72%	81%
% who have friends and family they see as often as they like	54%	65%	66%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		30%	
% who feel in control selecting services		38%	53%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			32%
% who rate their health as good, very good or excellent	74%	64%	67%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=35) – WA

	Question	Yes
DL	Has the NDIS improved your child's development?	97%
DL	Has the NDIS improved your child's access to specialist services?	97%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	94%
REL	Has the NDIS improved how your child fits into family life?	83%
S/CP	Has the NDIS improved how your child fits into community life?	70%

Table F.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=17) – WA

Question		Yes
DL	Has the NDIS helped your child to become more independent?	Numbers are too small
LL	Has the NDIS improved your child's access to education?	Numbers are too small
REL	Has the NDIS improved your child's relationships with family and friends?	Numbers are too small
S/CP	Has the NDIS improved your child's social and recreational life?	Numbers are too small

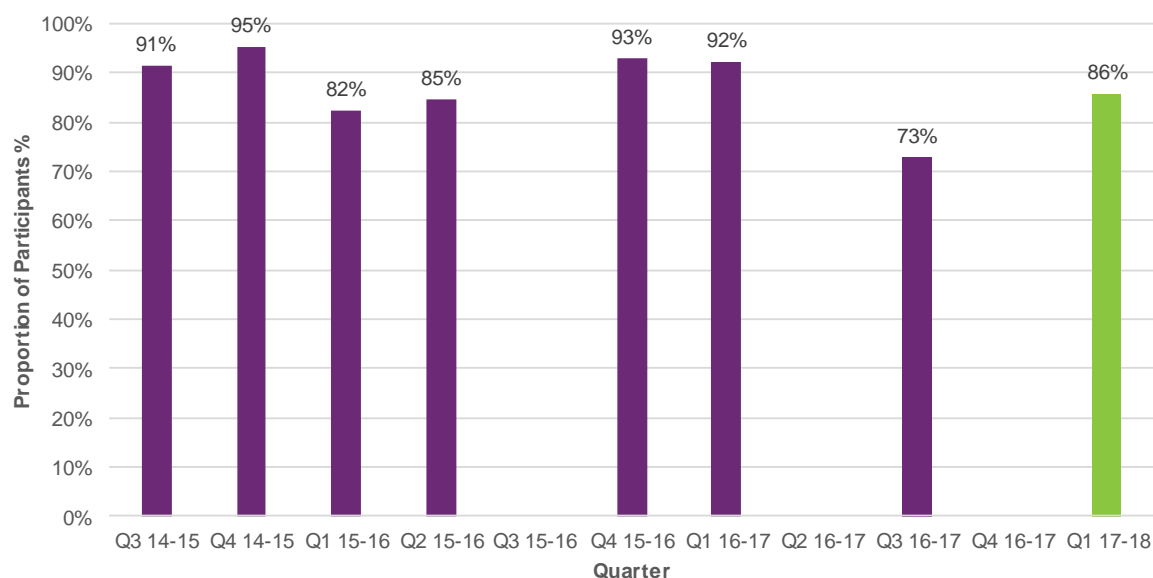
Table F.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=11) and ‘Participant 25 and over’ (n=38) – WA

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	Numbers are too small	71%
DL	Has the NDIS helped you with daily living activities?	Numbers are too small	71%
REL	Has the NDIS helped you to meet more people?	Numbers are too small	37%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	Numbers are too small	16%
HW	Has your involvement with the NDIS improved your health and wellbeing?	Numbers are too small	47%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	Numbers are too small	21%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	Numbers are too small	13%
S/CP	Has the NDIS helped you be more involved?	Numbers are too small	66%

Table F.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=52); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=6) – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	73%	Numbers are too small
Has the NDIS improved the level of support for your family?	94%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community?	87%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	87%	
Has the NDIS improved your health and wellbeing?	69%	Numbers are too small

Figure F.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (WA)⁵⁶



⁵⁶ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table F.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – WA

WA	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	48%	38%	10%	0%	5%
1. The planner listened to me	43%	52%	0%	5%	0%
2. I had enough time to tell my story and say what support I need	52%	38%	0%	10%	0%
3. The planner knows what I can do well	29%	52%	10%	5%	5%
4. The planner had some good ideas for my plan	33%	48%	10%	5%	5%
5. I know what is in my plan	38%	38%	14%	10%	0%
6. The planner helped me think about my future	10%	43%	38%	5%	5%
7. I think my plan will make my life better	38%	38%	24%	0%	0%
8. The planning meeting went well	29%	57%	5%	5%	5%

Table F.27 Plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	1,636	388	2,024
<i>Trial participants</i>	1,621	257	1,878
<i>Transition participants</i>	15	131	146

Table F.28 Plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	867	143	1,010
<i>Trial participants</i>	799	104	903
<i>Transition participants</i>	68	39	107

Table F.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA⁵⁷

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	28.5%	14.7%	25.2%

Table F.30 AAT cases by category – WA

	Prior Quarters	2017-18 Q1	Total
AAT Cases	10	5	15
<i>Access</i>	6	1	7
<i>Plan</i>	4	4	8
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

⁵⁷ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Committed supports and payments

Table F.31 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.2	170.0	146.8	3.9	408.8

Figure F.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (WA)

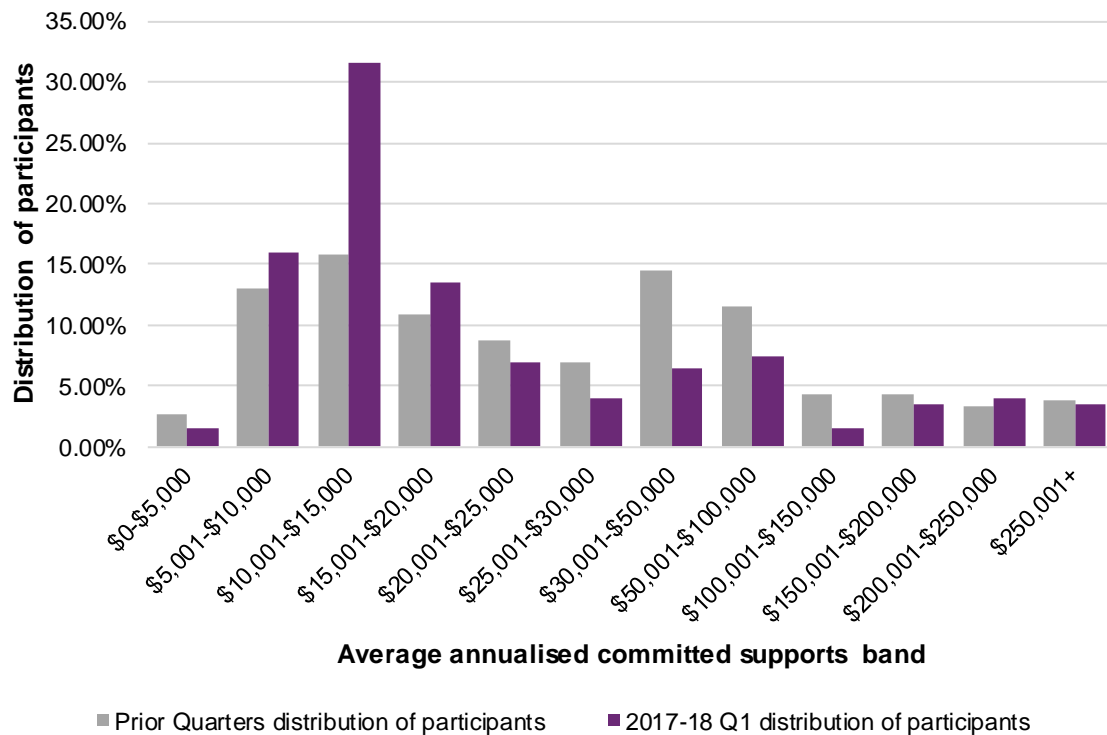


Figure F.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (WA)

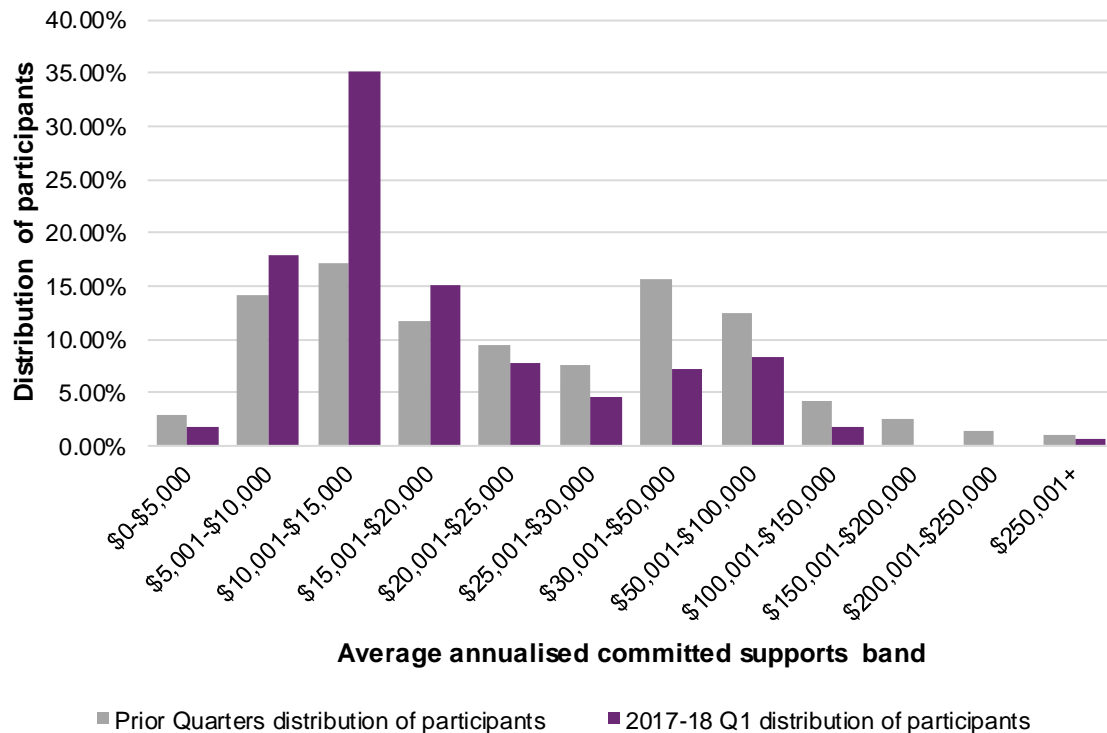
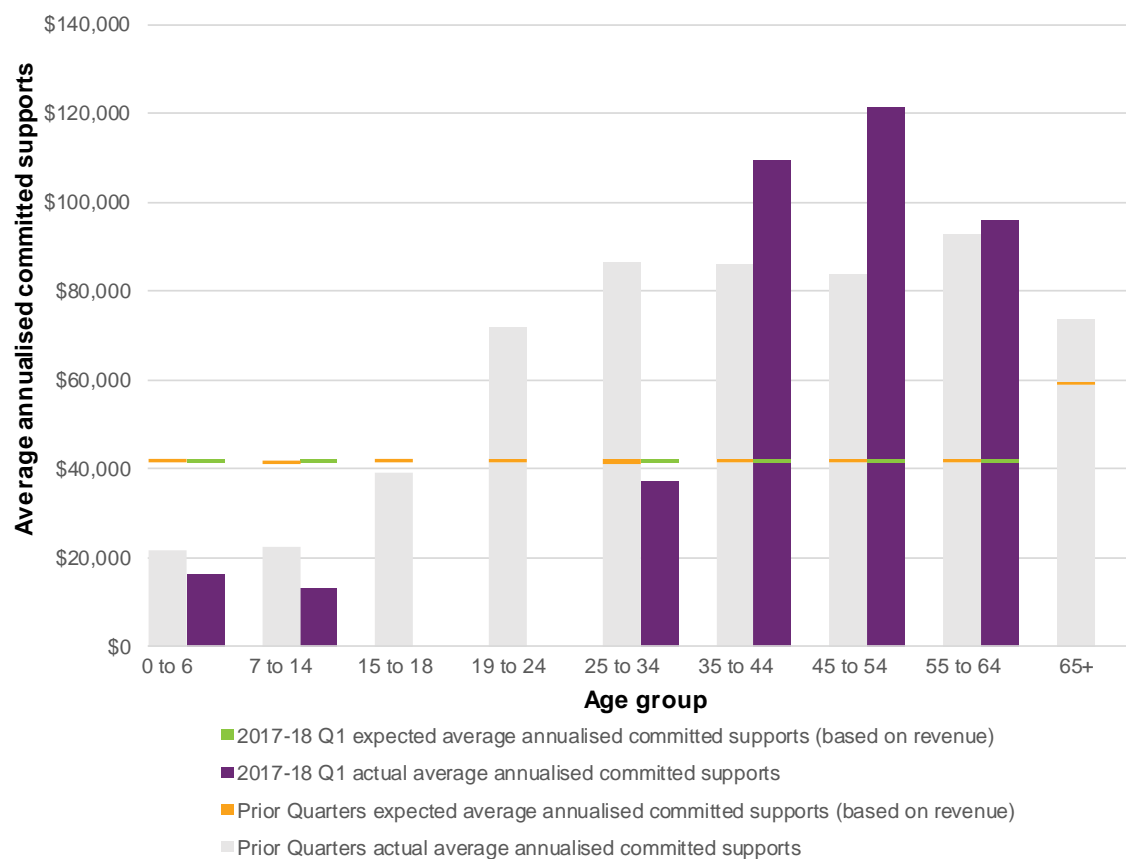
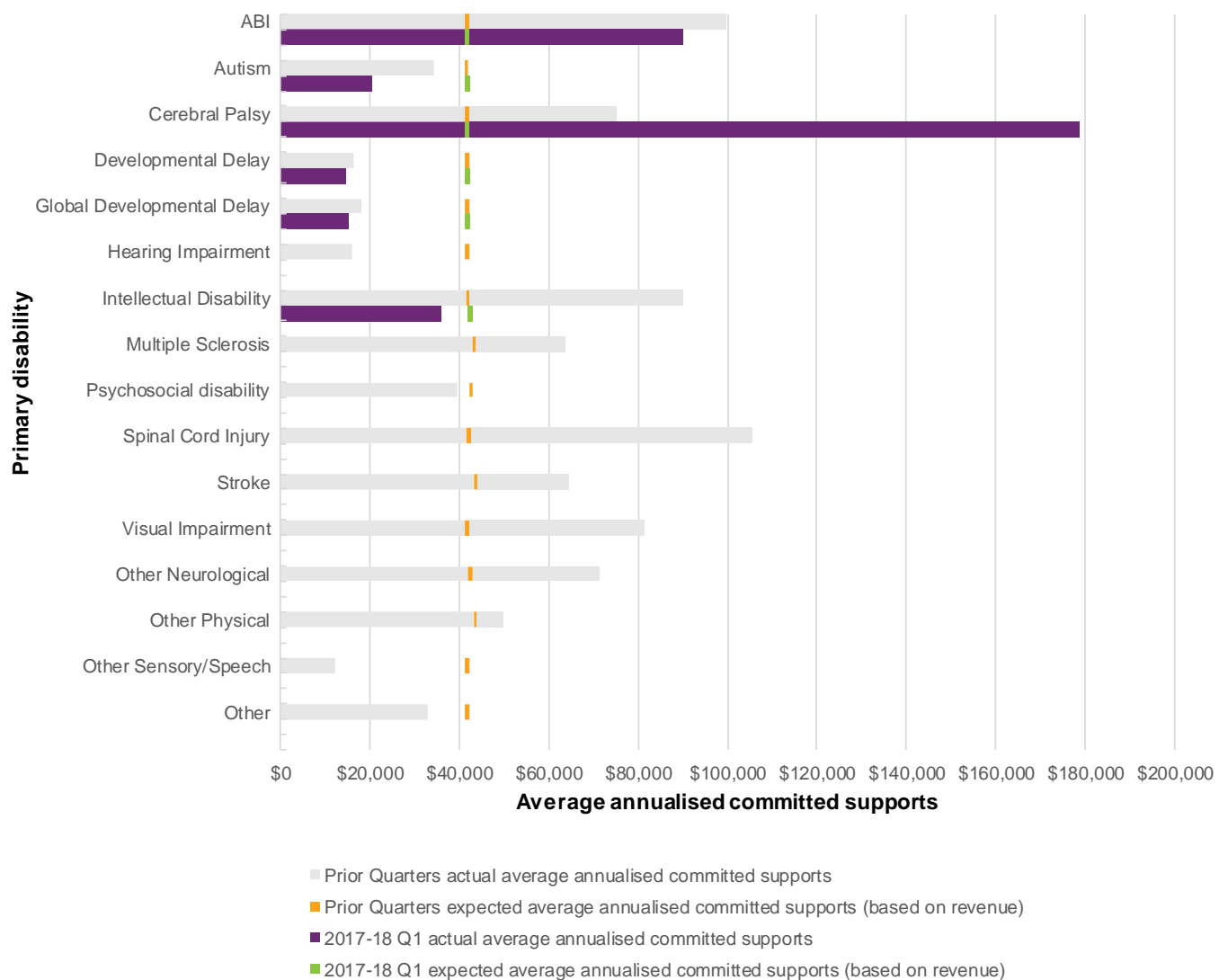


Figure F.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁵⁸ (WA)



⁵⁸ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 120

Figure F.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁵⁹ (WA)



⁵⁹ Average annualised committed supports are not shown where there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Figure F.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁶⁰ (WA)

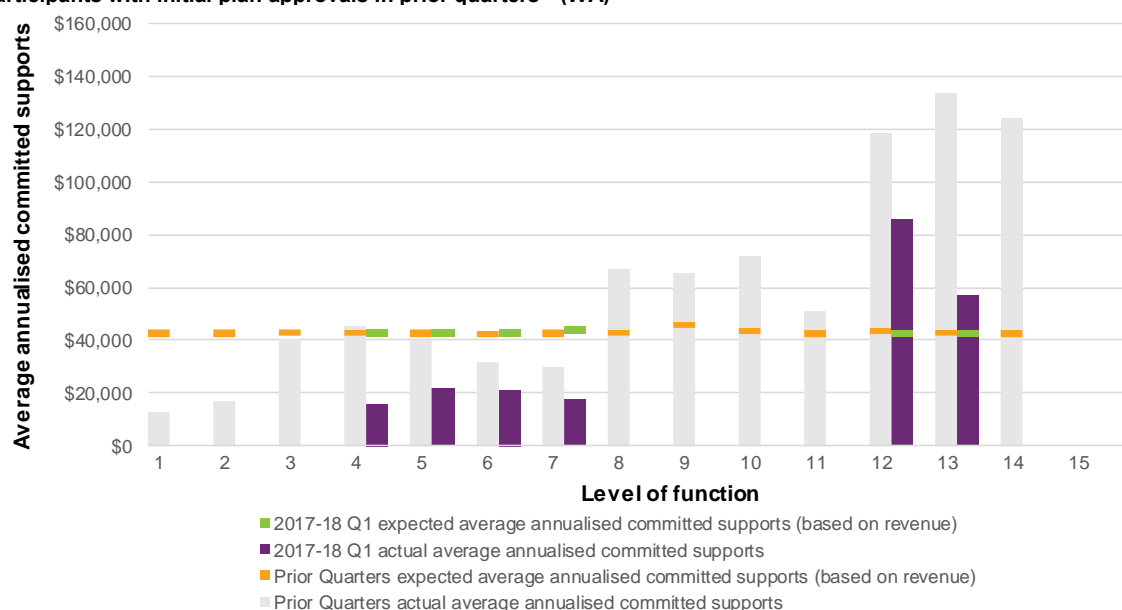
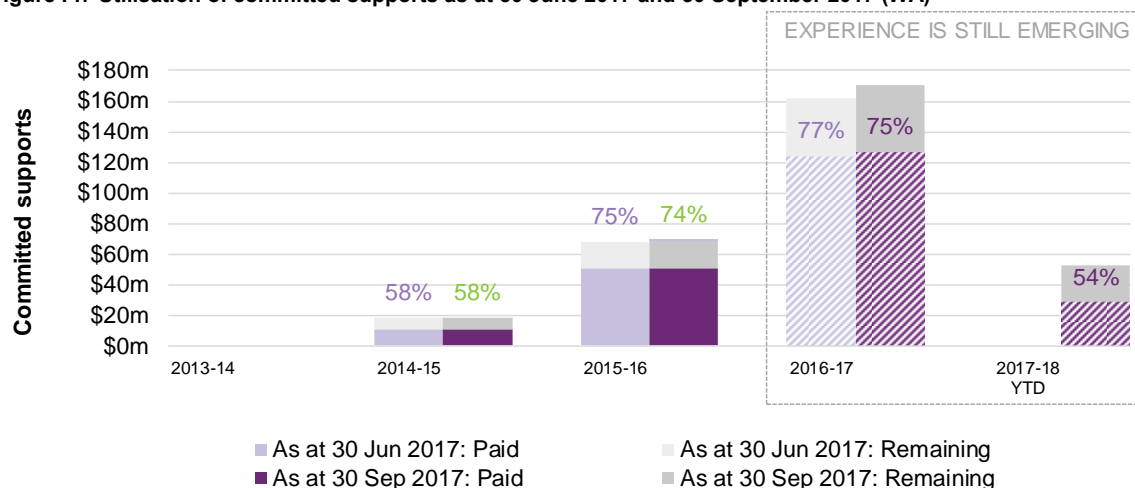


Table F.32 Payments by financial year, compared to committed supports (\$m) – WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.2	170.0	146.8	3.9	408.8
Total Paid	-	10.9	50.9	127.0	28.5	-	217.3
% utilised to date	-	58%	74%	75%	-	-	70% ⁶¹

Figure F.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (WA)



⁶⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁶¹ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table F.33 Key provider indicators by quarter - WA

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	161	14	169
<i>Company/ organisation</i>	595	93	681
<i>Total</i>	756	107	850
b) Registration revoked	13		

Table F.34 Number of approved providers by registration group - WA⁶²

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	70	8	78	11%
Assistance Animals	0	2	2	
Assistance with daily life tasks in a group or shared living arrangement	56	3	59	5%
Assistance with travel/transport arrangements	114	18	132	16%
Daily Personal Activities	59	5	64	8%
Group and Centre Based Activities	54	1	55	2%
High Intensity Daily Personal Activities	65	3	68	5%
Household tasks	119	14	133	12%
Interpreting and translation	34	10	44	29%
Participation in community, social and civic activities	87	2	89	2%
Assistive Technology				
Assistive equipment for recreation	116	27	143	23%
Assistive products for household tasks	98	19	117	19%
Assistance products for personal care and safety	204	44	248	22%
Communication and information equipment	84	14	98	17%
Customised Prosthetics	70	8	78	11%
Hearing Equipment	42	4	46	10%
Hearing Services	8	1	9	13%
Personal Mobility Equipment	165	38	203	23%
Specialised Hearing Services	17	1	18	6%
Vision Equipment	44	2	46	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	72	5	77	7%
Behaviour Support	79	5	84	6%
Community nursing care for high needs	50	7	57	14%
Development of daily living and life skills	78	4	82	5%
Early Intervention supports for early childhood	76	5	81	7%
Exercise Physiology and Physical Wellbeing activities	64	4	68	6%
Innovative Community Participation	60	16	76	27%
Specialised Driving Training	53	0	53	0%
Therapeutic Supports	188	15	203	8%
Capital services				
Home modification design and construction	96	15	111	16%
Specialised Disability Accommodation	11	4	15	36%
Vehicle Modifications	30	3	33	10%
Choice and control support services				
Management of funding for supports in participants plan	34	2	36	6%
Support Coordination	45	4	49	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	49	1	50	2%
Specialised Supported Employment	22	0	22	0%
Total approved providers	743	107	850	14%

⁶² The 13 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table F.35 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.45	1.47
b) Number of providers delivering new supports	85	91
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	49%
<i>Not yet active (%)</i>	48%	45%
<i>Inactive (%)</i>	5%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	85%	82%
<i>Therapeutic Supports (%)</i>	88%	87%
<i>Participate Community (%)</i>	73%	69%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	73%	76%

Table F.36 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	0%	0%
Choice & Control	4%	4%	4%
Consumables	0%	0%	0%
Daily Activities	7%	9%	8%
Daily Equipment	0%	0%	0%
Employment	5%	4%	5%
Health & Wellbeing	37%	48%	40%
Home Living	2%	3%	2%
Housing & Home modifications	0%	0%	0%
Independence	4%	5%	5%
Lifelong Learning	19%	27%	21%
Relationships	2%	3%	3%
Social & Civic	3%	4%	3%
Transport	0%	1%	0%
Non-categorised	36%	32%	35%
Any mainstream service	92%	96%	93%

South Australia



The tables below replicate the tables in the main parts of this report for SA only where the data is available.

Participant Demographics

Table G.1 Plan approvals compared to estimates – SA

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	11,632	1,359	12,991	13,223	13,968

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA

	Prior Quarters	2017-18 Q1	Total
Access decisions	15,674	2,534	18,208
Access Met	14,843	2,259	17,102
State	5,663	1,482	7,145
New	8,579	496	9,075
Commonwealth	601	281	882
Total Participant Plans	12,112	1,591	13,223
EI (s25) plans	7,588	349	7,937
PD (s24) plans	4,044	1,010	5,054
ECEI	480	232	232

Table G.3 Plan reviews conducted per quarter – SA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	6,700	1,882	8,582
Early intervention plans	4,511	1,208	5,719
Permanent disability plans	2,189	674	2,863

Table G.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – SA

Exits	
Total plan exits	251
Early Intervention plans	226
Permanent disability plans	25

Table G.5 Cumulative position by services previously received – SA

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,480	291	4,347		7,118	8,500	84%	
End of 2016-17	3,844	318	7,470	480	12,112	12,887	94%	
End of 2017-18 Q1	4,554	466	7,971	232	13,223	13,968	95%	3,825

Table G.6 Cumulative position by entry into the Scheme – SA

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	5,114	2,004		7,118	8,500	84%	
End of 2016-17	7,588	4,044	480	12,112	12,887	94%	
End of 2017-18 Q1	7,937	5,054	232	13,223	13,968	95%	3,825

Table G.7 Active participants with approved plans per quarter by disability group - SA⁶³

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	1,654	15%	383	28%	2,037	16%
Autism	5,559	49%	416	31%	5,975	47%
Psychosocial disability	29	0%	24	2%	53	0%
Cerebral Palsy	411	4%	50	4%	461	4%
Developmental Delay	1,063	9%	91	7%	1,154	9%
Other Neurological	230	2%	63	5%	293	2%
Other Physical	190	2%	73	5%	263	2%
Acquired Brain Injury	68	1%	62	5%	130	1%
Hearing Impairment	304	3%	20	1%	324	3%
Other Sensory/Speech	954	8%	44	3%	998	8%
Visual Impairment	115	1%	39	3%	154	1%
Multiple Sclerosis	4	0%	30	2%	34	0%
Global Developmental Delay	478	4%	40	3%	518	4%
Spinal Cord Injury	7	0%	9	1%	16	0%
Stroke	8	0%	13	1%	21	0%
Other	307	3%	2	0%	309	2%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.8 Active participants with approved plan per quarter by level of function – SA

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	57	1%	4	0%	61	1%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	216	2%	75	6%	291	2%
4 (High Function)	931	9%	55	4%	986	8%
5 (High Function)	4,523	42%	258	19%	4,781	40%
6 (Moderate Function)	1,523	14%	310	23%	1,833	15%
7 (Moderate Function)	1,354	13%	80	6%	1,434	12%
8 (Moderate Function)	95	1%	112	8%	207	2%
9 (Moderate Function)	3	0%	9	1%	12	0%
10 (Moderate Function)	56	1%	178	13%	234	2%
11 (Low Function)	926	9%	64	5%	990	8%
12 (Low Function)	114	1%	147	11%	261	2%
13 (Low Function)	742	7%	46	3%	788	7%
14 (Low Function)	116	1%	21	2%	137	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	725		0		725	
Total	11,381	100%	1,359	100%	12,740	100%

⁶³ Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table G.9 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	3,145	28%	305	22%	3,450	27%
7 to 14	6,875	60%	213	16%	7,088	56%
15 to 18	1,326	12%	148	11%	1,474	12%
19 to 24	4	0%	158	12%	162	1%
25 to 34	12	0%	146	11%	158	1%
35 to 44	7	0%	120	9%	127	1%
45 to 54	7	0%	133	10%	140	1%
55 to 64	4	0%	129	9%	133	1%
65+	1	0%	7	1%	8	0%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.10 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	8,073	71%	873	64%	8,946	70%
Female	3,260	29%	473	35%	3,733	29%
Indeterminate	48	0%	13	1%	61	0%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	548	4.8%	49	3.6%	597	4.7%
Not Aboriginal and Torres Strait Islander	10,063	88.4%	1,275	93.8%	11,338	89.0%
Not Stated	770	6.8%	35	2.6%	805	6.3%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	300	2.6%	97	7.1%	397	3.1%
Not CALD	10,818	95.1%	1,261	92.8%	12,079	94.8%
Not Stated	263	2.3%	1	0.1%	264	2.1%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	0	0.0%	0	0.0%
Not YPIRAC	11,381	100.0%	1,359	100.0%	12,740	100.0%
Total	11,381	100%	1,359	100%	12,740	100%

Table G.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q1	Total
Self-managed fully	12%	11%	12%
Self-managed partly	15%	14%	15%
Plan managed	10%	11%	11%
Agency managed	63%	64%	63%
Total	100%	100%	100%

Table G.15 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	63%	31%	52%

Table G.16 Duration to plan activation by quarter of initial plan approval for active participants – SA

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	311	42%	792	34%	383	45%	200	34%
30 to 59 days	100	13%	335	14%	115	14%	97	17%
60 to 89 days	45	6%	282	12%	49	6%	37	6%
Activated within 90 days	456	61%	1,409	61%	547	64%	334	57%
90 to 119 days	22	3%	164	7%	44	5%	14	2%
120 days and over	106	14%	305	13%	60	7%	2	0%
Activated between 90 and 180 days	128	17%	469	20%	104	12%	16	3%
No payments	162	22%	436	19%	199	23%	232	40%
Total plans approved	746	100%	2,314	100%	850	100%	582	100%

Table G.17 Number of questionnaires completed by SFOF version – SA

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	1,625	283	1,908
Participant school to 14	2,202	256	2,458
Participant 15 to 24	532	254	786
Participant 25 and over	29	512	541
Total Participant	4,388	1,305	5,693
Family 0 to 14	3,676	516	4,192
Family 15 to 24	483	133	616
Family 25 and over	1	55	56
Total Family	4,160	704	4,864
Total	8,548	2,009	10,557

Table G.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	51%			
CC	% who say their child is able to tell them what he/she wants	82%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		36%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		80%		
CC	% who are happy with the level of independence/control they have now			44%	
CC	% who choose who supports them			32%	65%
CC	% who choose what they do each day			42%	71%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	26%
CC	% who want more choice and control in their life			70%	65%

Table G.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – SA

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	66%	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	63%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		47%		
REL	Of these, % who are welcomed or actively included	64%	78%		
REL	% of children who spend time with friends without an adult present		21%		
REL	% with no friends other than family or paid staff			29%	24%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	38%

Table G.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		71%		
HM	% who are happy with their home			89%	83%
HM	% who feel safe or very safe in their home			89%	79%
HW	% who rate their health as good, very good or excellent			72%	56%
HW	% who did not have any difficulties accessing health services			74%	79%
LL	% who currently attend or previously attended school in a mainstream class			36%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				76%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			14%	38%
WK	% who volunteer			11%	11%

Table G.21 Selected key indicators for families/ carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	19%	30%	25%
% receiving Carer Allowance	47%	57%	20%
% working in a paid job	48%	48%	18%
Of those in a paid job, % in permanent employment	73%	71%	Numbers are too small
Of those in a paid job, % working 15 hours or more	78%	82%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	48%	49%	78%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	80%	83%	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	35%	30%	Numbers are too small
% able to advocate for their child/family member	79%	77%	70%
% who have friends and family they see as often as they like	54%	50%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		45%	
% who feel in control selecting services		46%	54%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	73%	64%	61%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=94) – SA

	Question	Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	93%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL	Has the NDIS improved how your child fits into family life?	88%
S/CP	Has the NDIS improved how your child fits into community life?	70%

Table G.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=155) – SA

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	65%
LL	Has the NDIS improved your child's access to education?	50%
REL	Has the NDIS improved your child's relationships with family and friends?	57%
S/CP	Has the NDIS improved your child's social and recreational life?	56%

Table G.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=23) and ‘Participant 25 and over’ (n=0) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	81%	No data available
DL	Has the NDIS helped you with daily living activities?	73%	No data available
REL	Has the NDIS helped you to meet more people?	55%	No data available
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	50%	No data available
HW	Has your involvement with the NDIS improved your health and wellbeing?	67%	No data available
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	55%	No data available
WK	Has your involvement with the NDIS helped you find a job that's right for you?	27%	No data available
S/CP	Has the NDIS helped you be more involved?	68%	No data available

Table G.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=247); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=22) – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	57%	57%
Has the NDIS improved the level of support for your family?	78%	81%
Has the NDIS improved your access to services, programs and activities in the community?	76%	76%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	55%	65%

Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (SA)⁶⁴

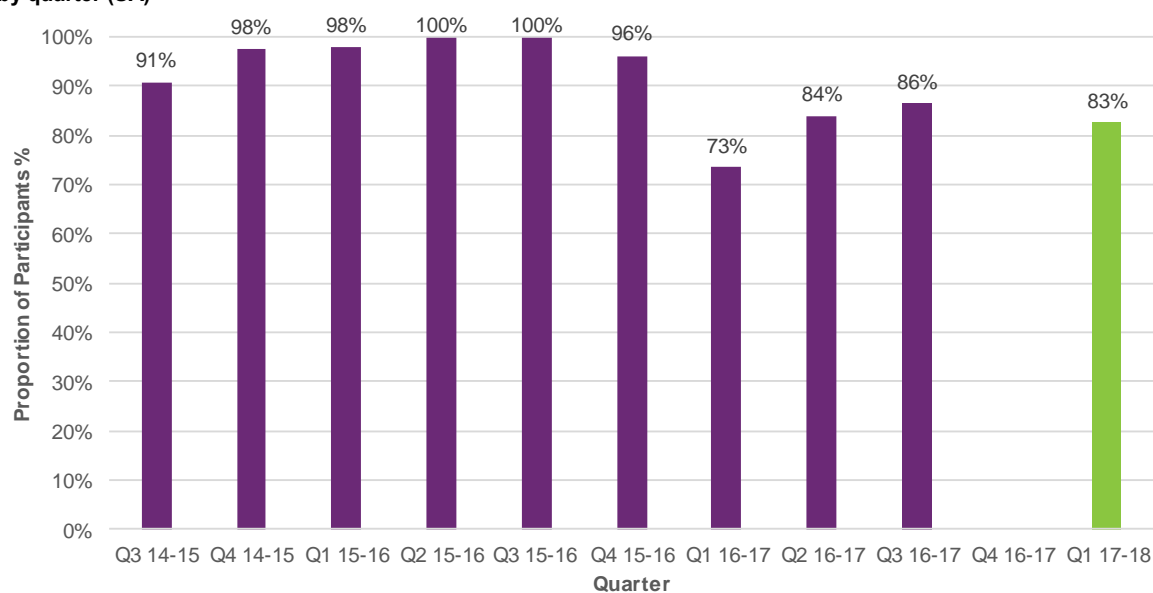


Table G.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – SA

SA	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	43%	39%	11%	2%	4%
1. The planner listened to me	50%	46%	2%	2%	0%
2. I had enough time to tell my story and say what support I need	50%	46%	2%	2%	0%
3. The planner knows what I can do well	24%	63%	9%	4%	0%
4. The planner had some good ideas for my plan	28%	63%	4%	4%	0%
5. I know what is in my plan	28%	65%	2%	4%	0%
6. The planner helped me think about my future	22%	57%	13%	9%	0%
7. I think my plan will make my life better	39%	43%	15%	2%	0%
8. The planning meeting went well	46%	46%	9%	0%	0%

Table G.27 Plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	4,219	1,516	5,735
<i>Trial participants</i>	4,198	1,074	5,272
<i>Transition participants</i>	21	442	463

⁶⁴ 2016-17 Q4 data is not available from SA as survey only started again from 1 July 2017 onwards. Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table G.28 Plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	2,481	366	2,847
<i>Trial participants</i>	1,974	253	2,227
<i>Transition participants</i>	507	113	620

Table G.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA⁶⁵

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	25.8%	11.9%	22.4%

Table G.30 AAT cases by category – SA

	Prior Quarters	2017-18 Q1	Total
AAT Cases	24	13	37
<i>Access</i>	5	0	5
<i>Plan</i>	19	13	32
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

Committed supports and payments

Table G.31 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.6	105.5	187.7	187.4	11.4	553.7

⁶⁵ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure G.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁶⁶ (SA)

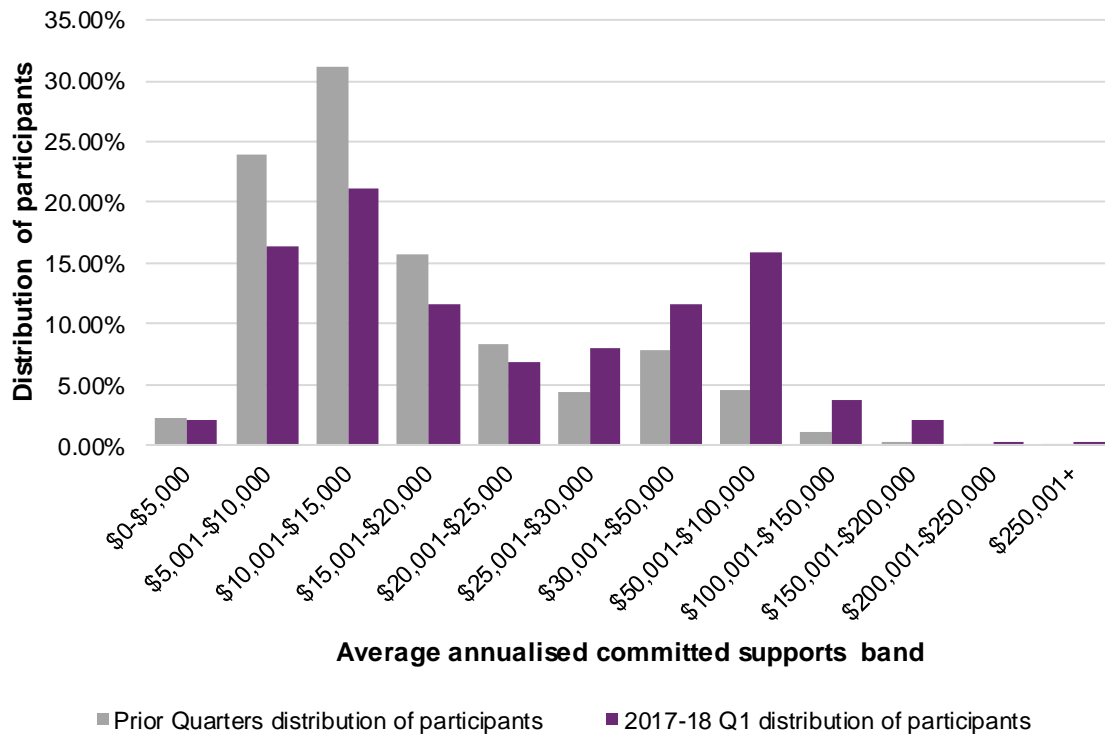


Figure G.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁶⁷ (SA)

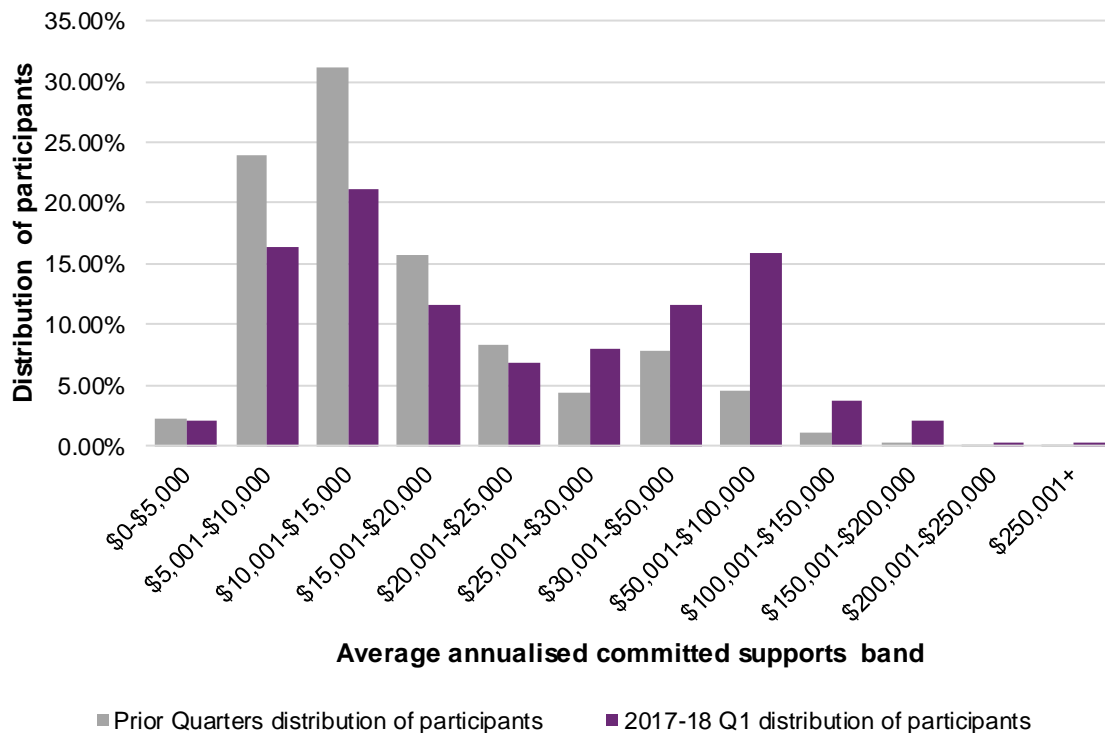
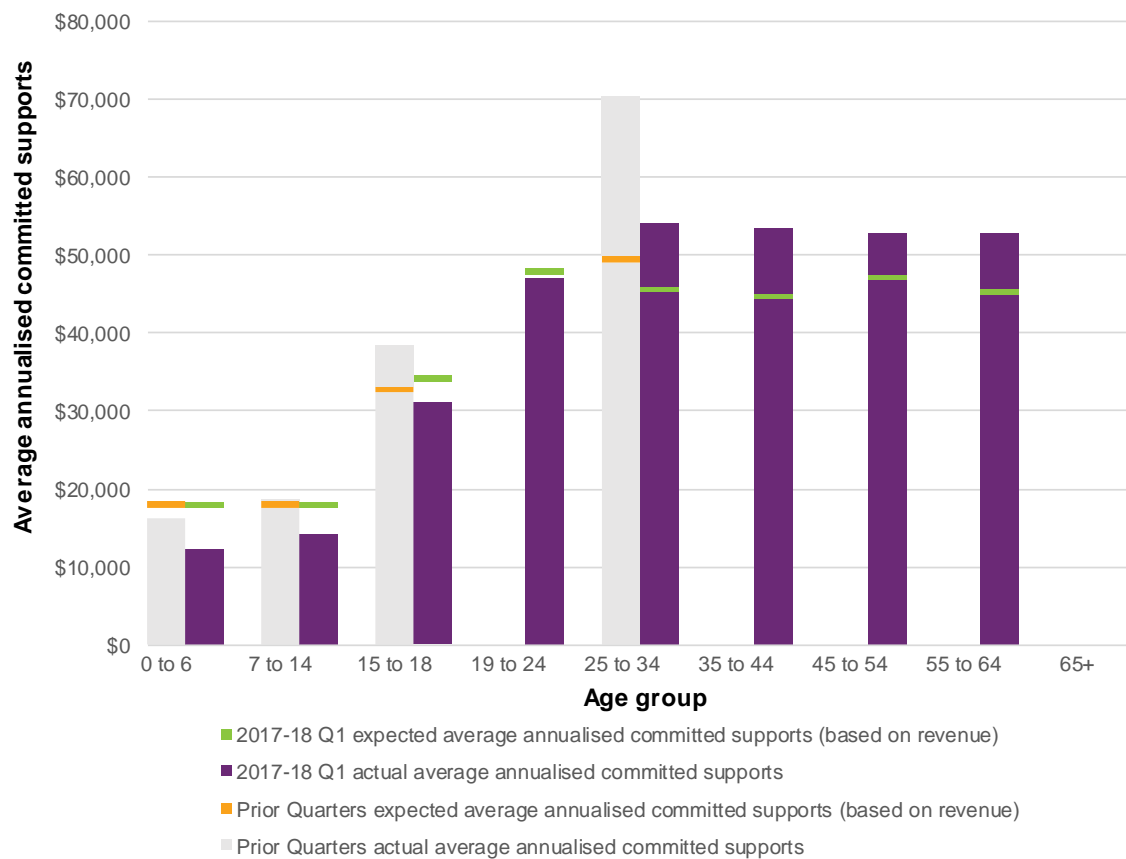


Figure G.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁶⁸ (SA)

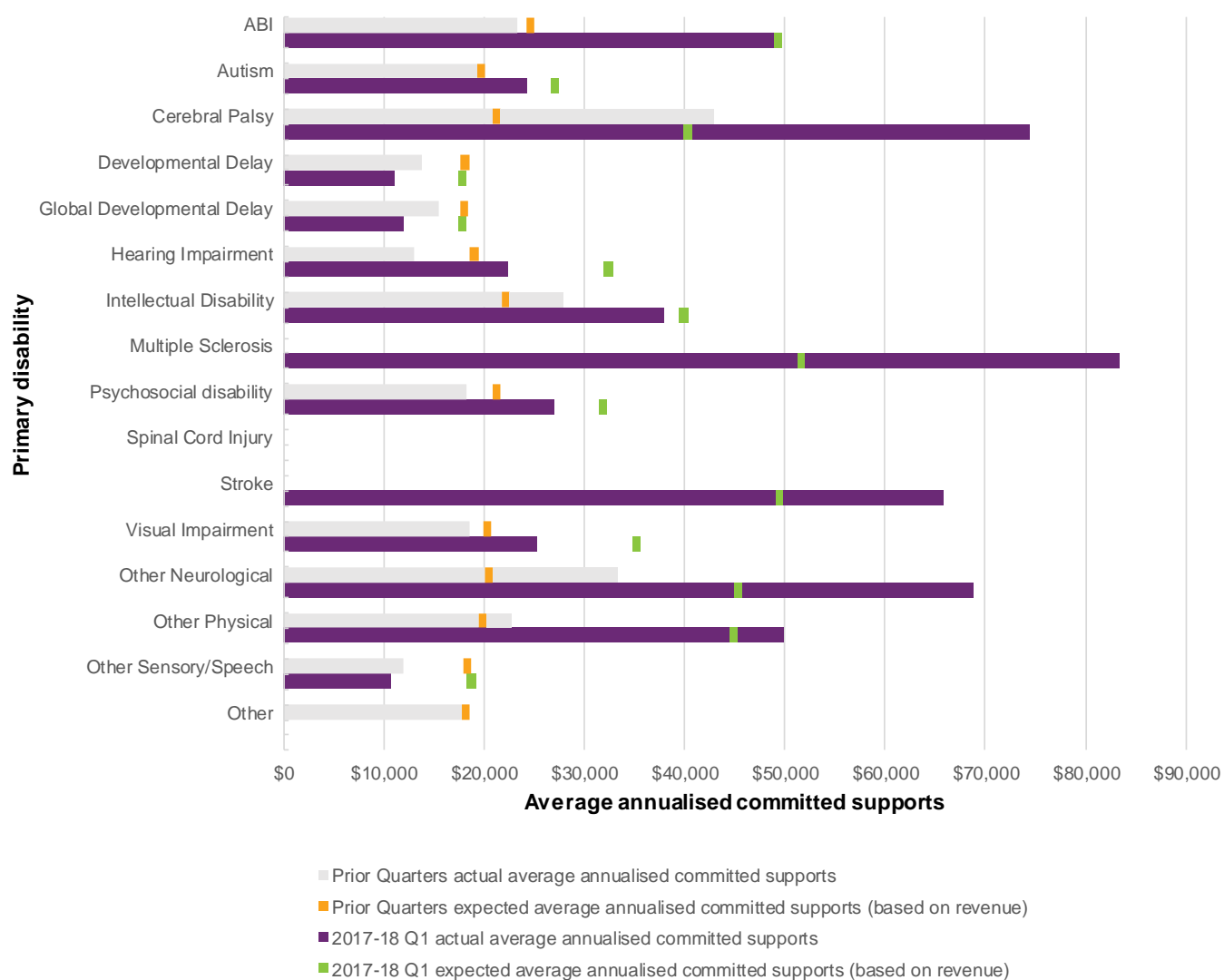


⁶⁶ Average annualised committed supports are not shown where there is insufficient data in the group.

⁶⁷ Average annualised committed supports are not shown where there is insufficient data in the group.

⁶⁸ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure G.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁶⁹ (SA)



⁶⁹ Average annualised committed supports are not shown where there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Figure G.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁷⁰ (SA)

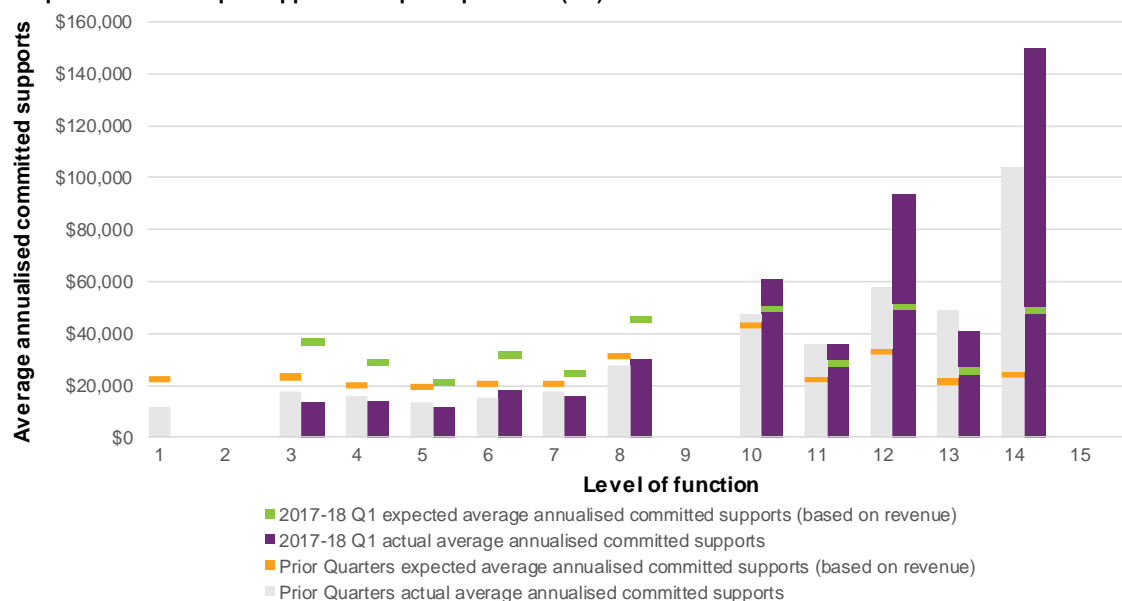
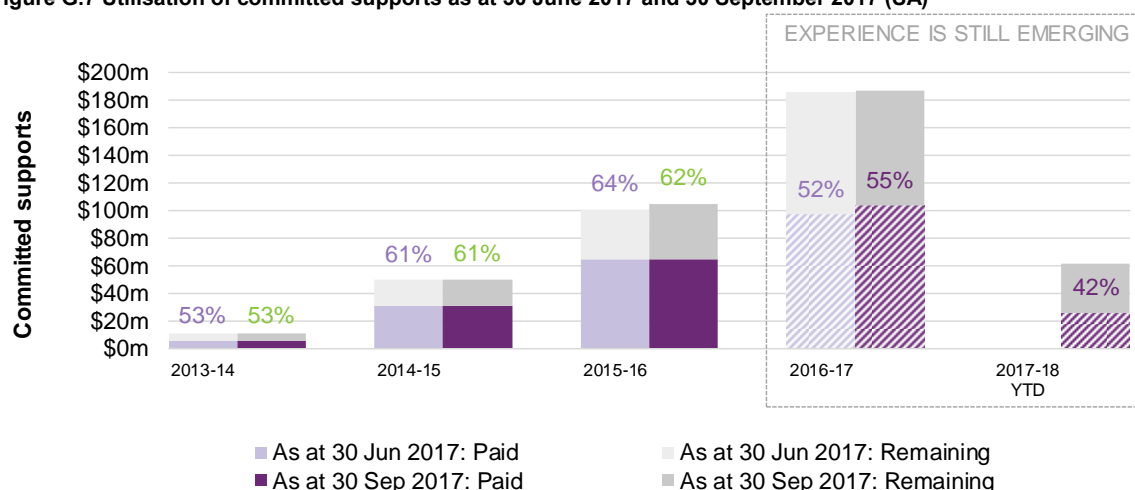


Table G.32 Payments by financial year, compared to committed supports (\$m) – SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.6	105.5	187.7	187.4	11.4	553.7
Total Paid	5.8	30.7	64.9	103.8	26.0	-	231.3
% utilised to date	53%	61%	62%	55%	-	-	56% ⁷¹

Figure G.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (SA)



⁷⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁷¹ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table G.33 Key provider indicators by quarter - SA

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	396	59	451
<i>Company/ organisation</i>	757	131	880
<i>Total</i>	1,153	190	1,331
b) Registration revoked	12		

Table G.34 Number of approved providers by registration group - SA⁷²

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	89	9	98	10%
Assistance Animals	5	1	6	20%
Assistance with daily life tasks in a group or shared living arrangement	69	9	78	13%
Assistance with travel/transport arrangements	168	18	186	11%
Daily Personal Activities	87	13	100	15%
Group and Centre Based Activities	88	15	103	17%
High Intensity Daily Personal Activities	93	12	105	13%
Household tasks	151	41	192	27%
Interpreting and translation	40	7	47	18%
Participation in community, social and civic activities	116	22	138	19%
Assistive Technology				
Assistive equipment for recreation	132	34	166	26%
Assistive products for household tasks	109	25	134	23%
Assistance products for personal care and safety	240	40	280	17%
Communication and information equipment	108	21	129	19%
Customised Prosthetics	101	6	107	6%
Hearing Equipment	66	5	71	8%
Hearing Services	9	2	11	22%
Personal Mobility Equipment	204	42	246	21%
Specialised Hearing Services	21	2	23	10%
Vision Equipment	44	4	48	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	89	21	110	24%
Behaviour Support	158	40	198	25%
Community nursing care for high needs	64	14	78	22%
Development of daily living and life skills	115	22	137	19%
Early Intervention supports for early childhood	356	27	383	8%
Exercise Physiology and Physical Wellbeing activities	89	5	94	6%
Innovative Community Participation	110	36	146	33%
Specialised Driving Training	38	1	39	3%
Therapeutic Supports	452	63	515	14%
Capital services				
Home modification design and construction	105	18	123	17%
Specialised Disability Accommodation	27	11	38	41%
Vehicle Modifications	30	4	34	13%
Choice and control support services				
Management of funding for supports in participants plan	43	6	49	14%
Support Coordination	87	33	120	38%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	65	7	72	11%
Specialised Supported Employment	17	0	17	0%
Total approved providers	1,141	190	1,331	17%

⁷² The 12 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table G.35 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.25	1.24
b) Number of providers delivering new supports	161	175
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	49%	50%
<i>Not yet active (%)</i>	45%	43%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	78%	80%
<i>Therapeutic Supports (%)</i>	94%	93%
<i>Participate Community (%)</i>	69%	77%
<i>Early Childhood Supports (%)</i>	88%	88%
<i>Assist Personal Activities (%)</i>	77%	83%

Table G.36 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	0%	0%
Choice & Control	0%	1%	1%
Consumables	0%	0%	0%
Daily Activities	9%	8%	8%
Daily Equipment	0%	0%	0%
Employment	0%	2%	1%
Health & Wellbeing	18%	31%	22%
Home Living	0%	0%	0%
Housing & Home modifications	0%	0%	0%
Independence	2%	1%	2%
Lifelong Learning	43%	29%	39%
Relationships	3%	2%	3%
Social & Civic	3%	3%	3%
Transport	0%	0%	0%
Non-categorised	36%	28%	33%
Any mainstream service	91%	89%	90%

Tasmania



The tables below replicate the tables in the main parts of this report for TAS only where the data is available.

Participant Demographics

Table H.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	2,229	305	2,534	2,915	2,852

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS

	Prior Quarters	2017-18 Q1	Total
Access decisions	2,658	553	3,211
Access Met	2,527	503	3,030
<i>State</i>	1,392	312	1,704
<i>New</i>	1,038	127	1,165
<i>Commonwealth</i>	97	64	161
Total Participant Plans	2,246	686	2,915
<i>EI (s25) plans</i>	190	59	249
<i>PD (s24) plans</i>	2,039	246	2,285
<i>ECEI</i>	17	381	381

Table H.3 Plan reviews conducted per quarter – TAS

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	1,342	430	1,772
<i>Early intervention plans</i>	37	41	78
<i>Permanent disability plans</i>	1,305	389	1,694

Table H.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – TAS

Exits	
Total plan exits	32
<i>Early Intervention plans</i>	2
<i>Permanent disability plans</i>	30

Table H.5 Cumulative position by services previously received – TAS

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	693	28	441		1,162	1,125	103%	
End of 2016-17	1,211	58	960	17	2,246	2,242	100%	
End of 2017-18 Q1	1,410	86	1,038	381	2,915	2,852	102%	402

Table H.6 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	25	1,137		1,162	1,125	103%	
End of 2016-17	190	2,039	17	2,246	2,242	100%	
End of 2017-18 Q1	249	2,285	381	2,915	2,852	102%	402

Table H.7 Active participants with approved plans per quarter by disability group – TAS⁷³

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	1,003	46%	121	40%	1,124	45%
Autism	777	35%	129	42%	906	36%
Psychosocial disability	52	2%	5	2%	57	2%
Cerebral Palsy	128	6%	22	7%	150	6%
Developmental Delay	8	0%	0	0%	8	0%
Other Neurological	63	3%	5	2%	68	3%
Other Physical	45	2%	3	1%	48	2%
Acquired Brain Injury	32	1%	10	3%	42	2%
Hearing Impairment	32	1%	6	2%	38	2%
Other Sensory/Speech	6	0%	0	0%	6	0%
Visual Impairment	25	1%	2	1%	27	1%
Multiple Sclerosis	4	0%	0	0%	4	0%
Global Developmental Delay	5	0%	2	1%	7	0%
Spinal Cord Injury	5	0%	0	0%	5	0%
Stroke	2	0%	0	0%	2	0%
Other	10	0%	0	0%	10	0%
Total	2,197	100%	305	100%	2,502	100%

Table H.8 Active participants with approved plan per quarter by level of function – TAS

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	8	0%	1	0%	9	0%
2 (High Function)	4	0%	0	0%	4	0%
3 (High Function)	199	10%	13	4%	212	9%
4 (High Function)	144	7%	23	8%	167	7%
5 (High Function)	281	14%	36	12%	317	13%
6 (Moderate Function)	404	20%	49	16%	453	19%
7 (Moderate Function)	253	12%	38	12%	291	12%
8 (Moderate Function)	167	8%	15	5%	182	8%
9 (Moderate Function)	0	0%	1	0%	1	0%
10 (Moderate Function)	135	7%	17	6%	152	6%
11 (Low Function)	152	7%	32	10%	184	8%
12 (Low Function)	162	8%	45	15%	207	9%
13 (Low Function)	109	5%	26	9%	135	6%
14 (Low Function)	47	2%	9	3%	56	2%
15 (Low Function)	1	0%	0	0%	1	0%
Missing	131		0		131	
Total	2,197	100%	305	100%	2,502	100%

⁷³ Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table H.9 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	1	0%	3	1%	4	0%
7 to 14	420	19%	169	55%	589	24%
15 to 18	522	24%	28	9%	550	22%
19 to 24	804	37%	7	2%	811	32%
25 to 34	378	17%	9	3%	387	15%
35 to 44	33	2%	27	9%	60	2%
45 to 54	22	1%	35	11%	57	2%
55 to 64	16	1%	27	9%	43	2%
65+	1	0%	0	0%	1	0%
Total	2,197	100%	305	100%	2,502	100%

Table H.10 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	1,392	63%	190	62%	1,582	63%
Female	768	35%	101	33%	869	35%
Indeterminate	37	2%	14	5%	51	2%
Total	2,197	100%	305	100%	2,502	100%

Table H.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	192	8.7%	13	4.3%	205	8.2%
Not Aboriginal and Torres Strait Islander	1,952	88.8%	286	93.8%	2,238	89.4%
Not Stated	53	2.4%	6	2.0%	59	2.4%
Total	2,197	100%	305	100%	2,502	100%

Table H.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	38	1.7%	4	1.3%	42	1.7%
Not CALD	2,144	97.6%	300	98.4%	2,444	97.7%
Not Stated	15	0.7%	1	0.3%	16	0.6%
Total	2,197	100%	305	100%	2,502	100%

Table H.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	0	0.0%	0	0.0%
Not YPIRAC	2,197	100.0%	305	100.0%	2,502	100.0%
Total	2,197	100%	305	100%	2,502	100%

Table H.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q1	Total
Self-managed fully	5%	7%	6%
Self-managed partly	9%	13%	11%
Plan managed	2%	3%	2%
Agency managed	84%	77%	82%
Total	100%	100%	100%

Table H.15 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	42%	47%	44%

Table H.16 Duration to plan activation by quarter of initial plan approval for active participants – TAS

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	40	27%	92	28%	112	48%	94	27%
30 to 59 days	22	15%	42	13%	22	10%	40	11%
60 to 89 days	15	10%	21	6%	13	6%	22	6%
Activated within 90 days	77	53%	155	46%	147	64%	156	44%
90 to 119 days	8	5%	24	7%	8	3%	9	3%
120 days and over	24	16%	40	12%	12	5%	1	0%
Activated between 90 and 180 days	32	22%	64	19%	20	9%	10	3%
No payments	37	25%	115	34%	64	28%	186	53%
Total plans approved	146	100%	334	100%	231	100%	352	100%

Table H.17 Number of questionnaires completed by SFOF version – TAS

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	6	11	17
Participant school to 14	573	171	744
Participant 15 to 24	310	25	335
Participant 25 and over	166	79	245
Total Participant	1,055	286	1,341
Family 0 to 14	528	172	700
Family 15 to 24	164	25	189
Family 25 and over	6	23	29
Total Family	698	220	918
Total	1,753	506	2,259

Table H.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	Numbers are too small			
CC	% who say their child is able to tell them what he/she wants	Numbers are too small			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		39%		
DL	% who say their child is becoming more independent		49%		
CC	% of children who have a genuine say in decisions about themselves		75%		
CC	% who are happy with the level of independence/control they have now			47%	
CC	% who choose who supports them			42%	25%
CC	% who choose what they do each day			54%	43%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			18%	43%
CC	% who want more choice and control in their life			76%	71%

Table H.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – TAS

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	Numbers are too small	69%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	Numbers are too small			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		28%		
REL	Of these, % who are welcomed or actively included	Numbers are too small	85%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			31%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			20%	32%

Table H.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		70%		
HM	% who are happy with their home			81%	78%
HM	% who feel safe or very safe in their home			87%	81%
HW	% who rate their health as good, very good or excellent			75%	57%
HW	% who did not have any difficulties accessing health services			78%	78%
LL	% who currently attend or previously attended school in a mainstream class			63%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				61%
LL	% unable to do a course or training they wanted to do in the last 12 months				21%
WK	% who have a paid job			9%	19%
WK	% who volunteer			11%	6%

Table H.21 Selected key indicators for families/ carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	45%	29%	3%
% receiving Carer Allowance	71%	39%	14%
% working in a paid job	43%	42%	45%
Of those in a paid job, % in permanent employment	71%	69%	Numbers are too small
Of those in a paid job, % working 15 hours or more	70%	79%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	44%	49%	Numbers are too small
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	90%	80%	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	34%	24%	Numbers are too small
% able to advocate for their child/family member	83%	77%	Numbers are too small
% who have friends and family they see as often as they like	40%	50%	48%
% who feel very confident or somewhat confident in supporting their child's development	90%		
% who know what their family can do to enable their family member with disability to become as independent as possible		52%	
% who feel in control selecting services		44%	Numbers are too small
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			Numbers are too small
% who rate their health as good, very good or excellent	67%	69%	Numbers are too small

Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=0) – TAS

Question	Yes
DL Has the NDIS improved your child's development?	No data available
DL Has the NDIS improved your child's access to specialist services?	No data available
CC Has the NDIS helped increase your child's ability to communicate what they want?	No data available
REL Has the NDIS improved how your child fits into family life?	No data available
S/CP Has the NDIS improved how your child fits into community life?	No data available

Table H.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=15) – TAS

Question		Yes
DL	Has the NDIS helped your child to become more independent?	Numbers are too small
LL	Has the NDIS improved your child's access to education?	Numbers are too small
REL	Has the NDIS improved your child's relationships with family and friends?	Numbers are too small
S/CP	Has the NDIS improved your child's social and recreational life?	Numbers are too small

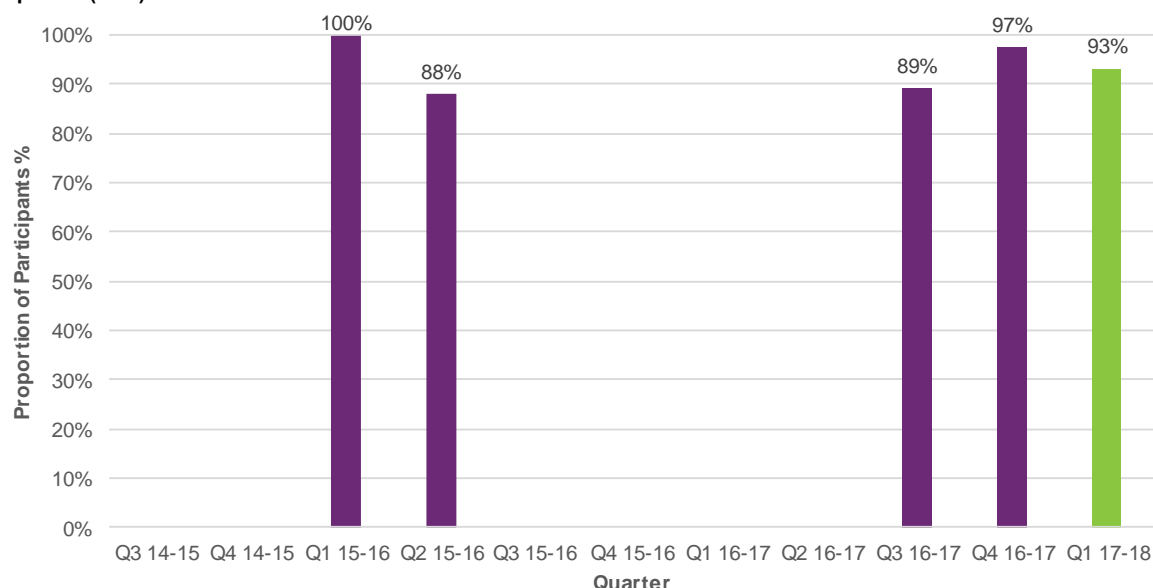
Table H.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=63) and ‘Participant 25 and over’ (n=13) – TAS

Question		15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	54%	Numbers are too small
DL	Has the NDIS helped you with daily living activities?	47%	Numbers are too small
REL	Has the NDIS helped you to meet more people?	47%	Numbers are too small
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	Numbers are too small
HW	Has your involvement with the NDIS improved your health and wellbeing?	24%	Numbers are too small
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	Numbers are too small
WK	Has your involvement with the NDIS helped you find a job that's right for you?	5%	Numbers are too small
S/CP	Has the NDIS helped you be more involved?	40%	Numbers are too small

Table H.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=9); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=32) – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	Numbers are too small	59%
Has the NDIS improved the level of support for your family?	Numbers are too small	54%
Has the NDIS improved your access to services, programs and activities in the community?	Numbers are too small	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	Numbers are too small	
Has the NDIS improved your health and wellbeing?	Numbers are too small	36%

Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (TAS)⁷⁴



⁷⁴ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table H.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – TAS

TAS	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	43%	50%	2%	5%	0%
1. The planner listened to me	55%	45%	0%	0%	0%
2. I had enough time to tell my story and say what support I need	41%	45%	2%	11%	0%
3. The planner knows what I can do well	14%	57%	16%	11%	2%
4. The planner had some good ideas for my plan	14%	64%	16%	7%	0%
5. I know what is in my plan	23%	32%	23%	23%	0%
6. The planner helped me think about my future	25%	52%	9%	11%	2%
7. I think my plan will make my life better	34%	45%	20%	0%	0%
8. The planning meeting went well	34%	57%	5%	5%	0%

Table H.27 Plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	629	304	933
<i>Trial participants</i>	625	185	810
<i>Transition participants</i>	4	119	123

Table H.28 Plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	713	126	839
<i>Trial participants</i>	566	63	629
<i>Transition participants</i>	147	63	210

Table H.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS⁷⁵

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	43.7%	21.2%	37.7%

Table H.30 AAT cases by category – TAS

	Prior Quarters	2017-18 Q1	Total
AAT Cases	5	1	6
<i>Access</i>	1	0	1
<i>Plan</i>	4	1	5
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

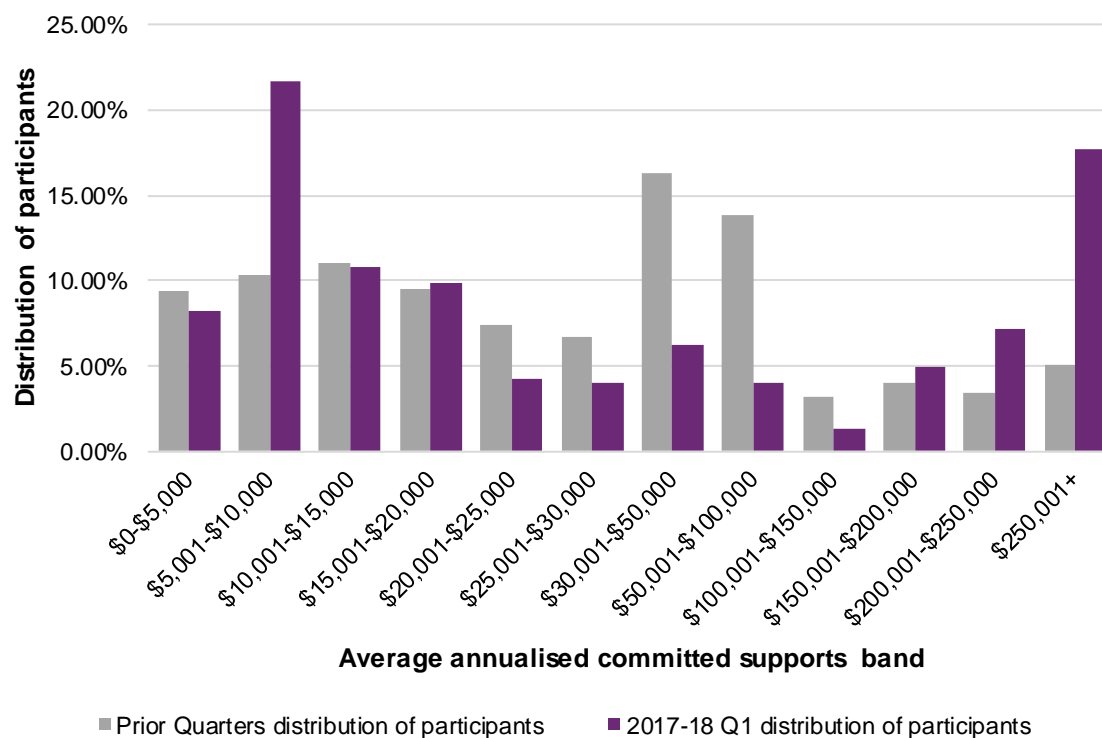
⁷⁵ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Committed supports and payments

Table H.31 Committed supports by financial year (\$m) - TAS

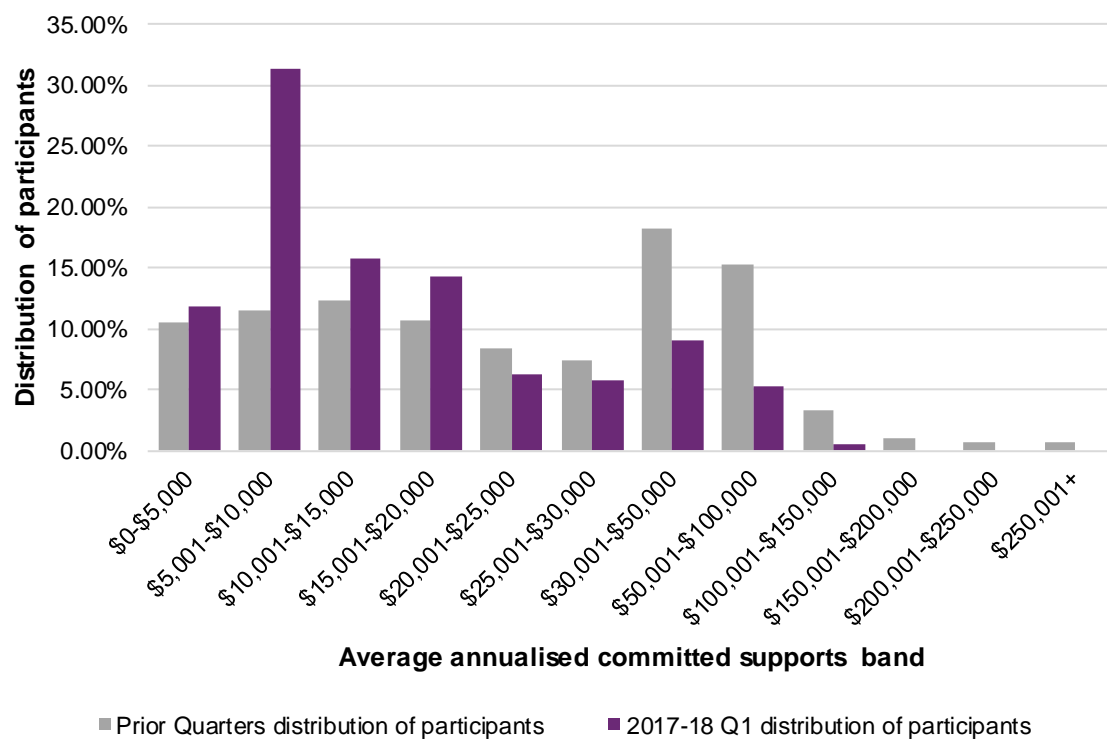
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.9	66.0	99.4	109.3	9.0	353.7

Figure H.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁷⁶ (TAS)



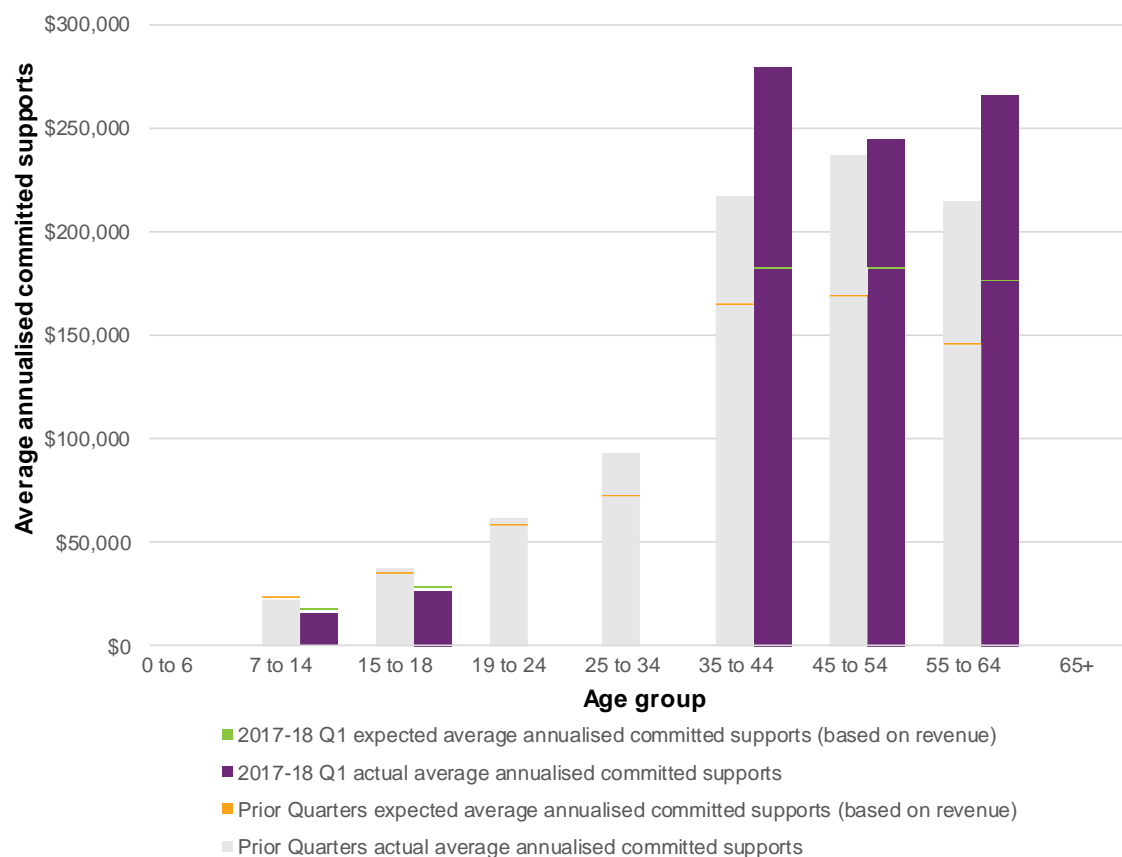
⁷⁶ Average annualised committed supports are not shown where there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Figure H.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁷⁷ (TAS)



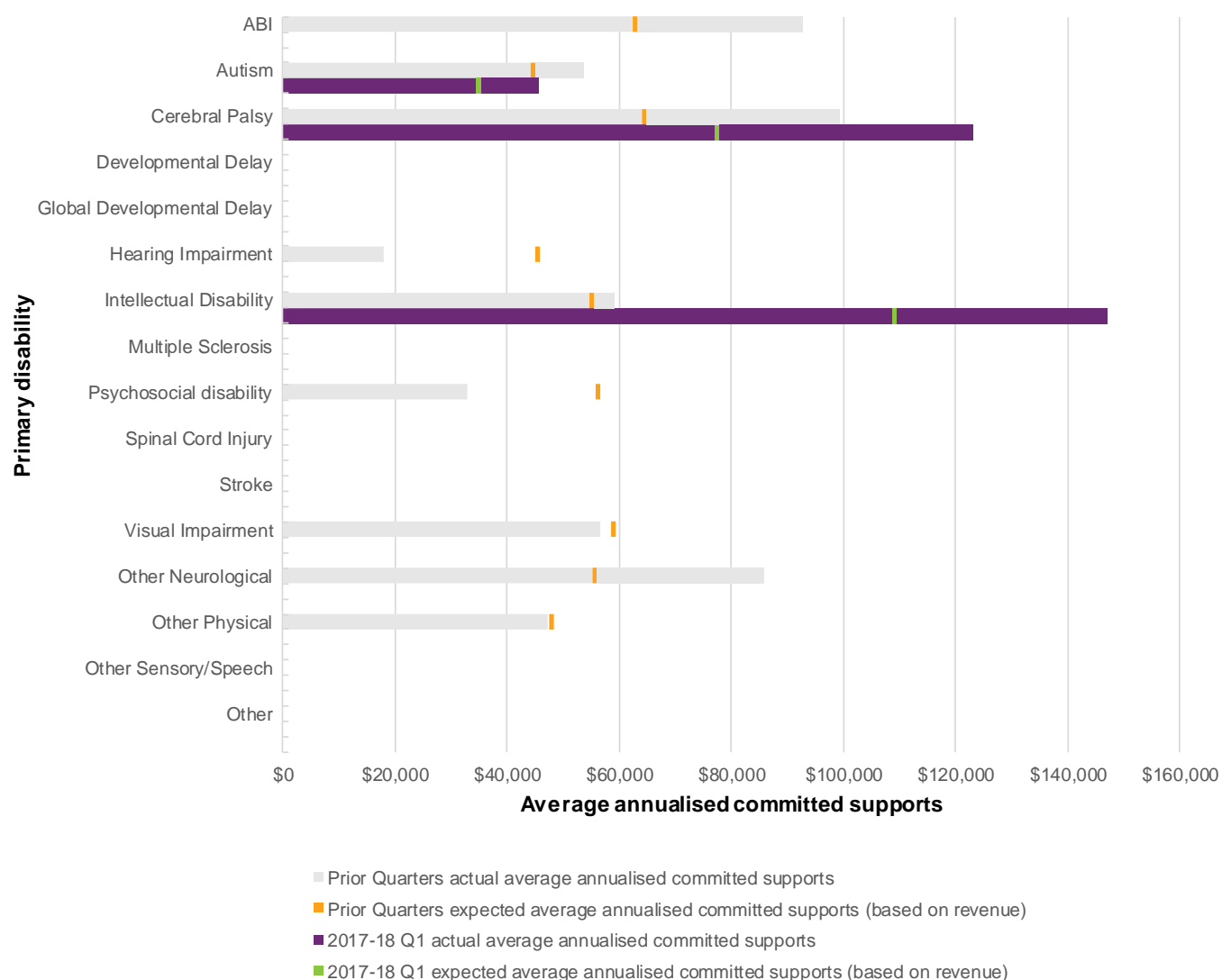
⁷⁷ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 154

Figure H.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁷⁸ (TAS)



⁷⁸ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 155

Figure H.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁷⁹ (TAS)



⁷⁹ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report

Figure H.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁸⁰ (TAS)

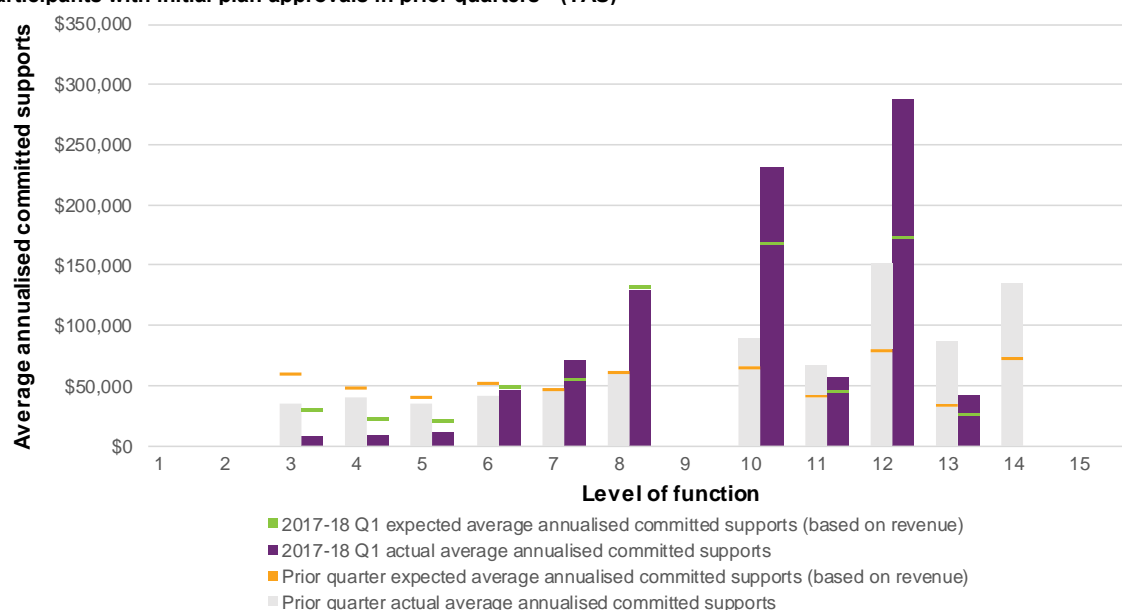
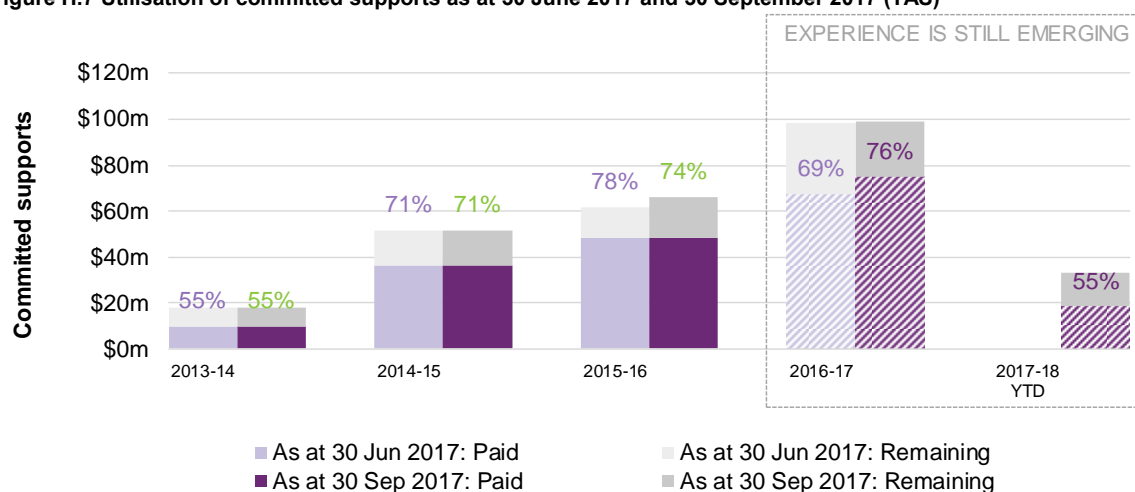


Table H.32 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.9	66.0	99.4	109.3	9.0	353.7
Total Paid	10.0	36.6	48.6	75.1	18.4	-	188.6
% utilised to date	55%	71%	74%	76%	-	-	70% ⁸¹

Figure H.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (TAS)



⁸⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁸¹ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table H.33 Key provider indicators by quarter - TAS

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	176	24	195
<i>Company/ organisation</i>	554	79	626
<i>Total</i>	730	103	821
b) Registration revoked	12		

Table H.34 Number of approved providers by registration group - TAS⁸²

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	61	4	65	7%
Assistance Animals	1	1	2	100%
Assistance with daily life tasks in a group or shared living arrangement	58	3	61	5%
Assistance with travel/transport arrangements	116	6	122	5%
Daily Personal Activities	79	4	83	5%
Group and Centre Based Activities	68	5	73	7%
High Intensity Daily Personal Activities	78	4	82	5%
Household tasks	95	12	107	13%
Interpreting and translation	28	4	32	14%
Participation in community, social and civic activities	104	5	109	5%
Assistive Technology				
Assistive equipment for recreation	100	24	124	24%
Assistive products for household tasks	81	14	95	17%
Assistance products for personal care and safety	177	37	214	21%
Communication and information equipment	78	16	94	21%
Customised Prosthetics	57	4	61	7%
Hearing Equipment	53	4	57	8%
Hearing Services	3	2	5	67%
Personal Mobility Equipment	150	32	182	21%
Specialised Hearing Services	9	2	11	22%
Vision Equipment	39	2	41	5%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	95	6	101	6%
Behaviour Support	59	3	62	5%
Community nursing care for high needs	32	2	34	6%
Development of daily living and life skills	88	2	90	2%
Early Intervention supports for early childhood	55	6	61	11%
Exercise Physiology and Physical Wellbeing activities	56	3	59	5%
Innovative Community Participation	55	14	69	25%
Specialised Driving Training	38	1	39	3%
Therapeutic Supports	194	12	206	6%
Capital services				
Home modification design and construction	77	8	85	10%
Specialised Disability Accommodation	19	10	29	53%
Vehicle Modifications	28	3	31	11%
Choice and control support services				
Management of funding for supports in participants plan	27	1	28	4%
Support Coordination	43	7	50	16%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	47	0	47	0%
Specialised Supported Employment	26	0	26	0%
Total approved providers	718	103	821	14%

⁸² The 12 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table H.35 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.42	1.36
b) Number of providers delivering new supports	65	71
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	46%	48%
<i>Not yet active (%)</i>	47%	43%
<i>Inactive (%)</i>	7%	9%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	61%	69%
<i>Therapeutic Supports (%)</i>	70%	76%
<i>Participate Community (%)</i>	68%	78%
<i>Early Childhood Supports (%)</i>	90%	93%
<i>Assist Personal Activities (%)</i>	79%	79%

Table H.36 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2017-18 Q1	Total
Assistive technology	1%	1%	1%
Choice & Control	3%	3%	3%
Consumables	0%	0%	0%
Daily Activities	7%	14%	9%
Daily Equipment	1%	1%	1%
Employment	2%	3%	2%
Health & Wellbeing	53%	58%	55%
Home Living	3%	3%	3%
Housing & Home modifications	0%	1%	0%
Independence	2%	3%	2%
Lifelong Learning	44%	33%	40%
Relationships	3%	5%	3%
Social & Civic	4%	2%	3%
Transport	2%	1%	2%
Non-categorised	19%	21%	20%
Any mainstream service	89%	94%	91%

Australian Capital Territory



The tables below replicate the tables in the main parts of this report for ACT only where the data is available.

Participant Demographics

Table I.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	6,048	253	6,301	6,301	5,075

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT

	Prior Quarters	2017-18 Q1	Total
Access decisions	7,522	230	7,752
Access Met	6,555	115	6,670
State	2,684	3	2,687
New	3,638	107	3,745
Commonwealth	233	5	238
Total Participant Plans	6,048	253	6,301
EI (s25) plans	2,119	112	2,231
PD (s24) plans	3,929	141	4,070
ECEI	0	0	0

Table I.3 Plan reviews conducted per quarter – ACT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	4,120	1,413	5,533
Early intervention plans	1,385	394	1,779
Permanent disability plans	2,735	1,019	3,754

Table I.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – ACT

Exits	
Total plan exits	280
Early Intervention plans	156
Permanent disability plans	124

Table I.5 Cumulative position by services previously received – ACT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	2,502	82	1,514		4,098	4,278	96%	
End of 2016-17	2,647	208	3,193	0	6,048	5,075	119%	
End of 2017-18 Q1	2,653	223	3,425	0	6,301	5,075	124%	288

Table I.6 Cumulative position by entry into the Scheme – ACT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	1,559	2,539		4,098	4,278	96%	
End of 2016-17	2,119	3,929	0	6,048	5,075	119%	
End of 2017-18 Q1	2,231	4,070	0	6,301	5,075	124%	288

Table I.7 Active participants with approved plans per quarter by disability group – ACT⁸³

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	1,196	21%	32	13%	1,228	20%
Autism	1,245	22%	74	29%	1,319	22%
Psychosocial disability	729	13%	26	10%	755	13%
Cerebral Palsy	249	4%	4	2%	253	4%
Developmental Delay	498	9%	33	13%	531	9%
Other Neurological	226	4%	13	5%	239	4%
Other Physical	395	7%	19	8%	414	7%
Acquired Brain Injury	138	2%	5	2%	143	2%
Hearing Impairment	235	4%	10	4%	245	4%
Other Sensory/Speech	278	5%	8	3%	286	5%
Visual Impairment	121	2%	11	4%	132	2%
Multiple Sclerosis	147	3%	3	1%	150	2%
Global Developmental Delay	91	2%	11	4%	102	2%
Spinal Cord Injury	44	1%	2	1%	46	1%
Stroke	76	1%	2	1%	78	1%
Other	100	2%	0	0%	100	2%
Total	5,768	100%	253	100%	6,021	100%

Table I.8 Active participants with approved plan per quarter by level of function – ACT

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	21	0%	1	0%	22	0%
2 (High Function)	14	0%	0	0%	14	0%
3 (High Function)	278	5%	20	8%	298	5%
4 (High Function)	518	10%	44	17%	562	10%
5 (High Function)	1,338	25%	65	26%	1,403	25%
6 (Moderate Function)	646	12%	39	15%	685	12%
7 (Moderate Function)	375	7%	19	8%	394	7%
8 (Moderate Function)	420	8%	15	6%	435	8%
9 (Moderate Function)	33	1%	0	0%	33	1%
10 (Moderate Function)	541	10%	18	7%	559	10%
11 (Low Function)	261	5%	7	3%	268	5%
12 (Low Function)	673	12%	21	8%	694	12%
13 (Low Function)	197	4%	3	1%	200	4%
14 (Low Function)	106	2%	1	0%	107	2%
15 (Low Function)	1	0%	0	0%	1	0%
Missing	346		0		346	
Total	5,768	100%	253	100%	6,021	100%

⁸³ Table order based on national proportions (highest to lowest)
 September 2017 | COAG Disability Reform Council Quarterly Report

Table I.9 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	918	16%	66	26%	984	16%
7 to 14	1,453	25%	59	23%	1,512	25%
15 to 18	472	8%	16	6%	488	8%
19 to 24	444	8%	10	4%	454	8%
25 to 34	437	8%	27	11%	464	8%
35 to 44	525	9%	29	11%	554	9%
45 to 54	640	11%	23	9%	663	11%
55 to 64	691	12%	22	9%	713	12%
65+	188	3%	1	0%	189	3%
Total	5,768	100%	253	100%	6,021	100%

Table I.10 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	3,454	60%	168	66%	3,622	60%
Female	2,298	40%	83	33%	2,381	40%
Indeterminate	16	0%	2	1%	18	0%
Total	5,768	100%	253	100%	6,021	100%

Table I.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	249	4.3%	6	2.4%	255	4.2%
Not Aboriginal and Torres Strait Islander	5,300	91.9%	243	96.0%	5,543	92.1%
Not Stated	219	3.8%	4	1.6%	223	3.7%
Total	5,768	100%	253	100%	6,021	100%

Table I.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	385	6.7%	23	9.1%	408	6.8%
Not CALD	5,218	90.5%	230	90.9%	5,448	90.5%
Not Stated	165	2.9%	0	0.0%	165	2.7%
Total	5,768	100%	253	100%	6,021	100%

Table I.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	30	0.5%	1	0.4%	31	0.5%
Not YPIRAC	5,738	99.5%	252	99.6%	5,990	99.5%
Total	5,768	100%	253	100%	6,021	100%

Table I.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)		2017-18 Q1		Total	
Self-managed fully	21%		19%		20%	
Self-managed partly	18%		12%		15%	
Plan managed	26%		28%		27%	
Agency managed	35%		41%		38%	
Total	100%		100%		100%	

Table I.15 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	74%	21%	51%

Table I.16 Duration to plan activation by quarter of initial plan approval for active participants – ACT

	2016-17 Q1		2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%	N	%
Less than 30 days	535	56%	238	51%	206	47%	42	71%
30 to 59 days	123	13%	70	15%	56	13%	2	3%
60 to 89 days	52	5%	45	10%	22	5%	2	3%
Activated within 90 days	710	74%	353	76%	284	64%	46	78%
90 to 119 days	19	2%	18	4%	13	3%	1	2%
120 days and over	104	11%	30	6%	41	9%	0	0%
Activated between 90 and 180 days	123	13%	48	10%	54	12%	1	2%
No payments	126	13%	63	14%	104	24%	12	20%
Total plans approved	959	100%	464	100%	442	100%	59	100%

Table I.17 Number of questionnaires completed by SFOF version – ACT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	292	43	335
Participant school to 14	238	33	271
Participant 15 to 24	166	16	182
Participant 25 and over	888	79	967
Total Participant	1,584	171	1,755
Family 0 to 14	456	112	568
Family 15 to 24	36	17	53
Family 25 and over	25	15	40
Total Family	517	144	661
Total	2,101	315	2,416

Table I.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	36%			
CC	% who say their child is able to tell them what he/she wants	81%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL	% who say their child is becoming more independent		55%		
CC	% of children who have a genuine say in decisions about themselves		88%		
CC	% who are happy with the level of independence/control they have now			40%	
CC	% who choose who supports them			50%	67%
CC	% who choose what they do each day			61%	78%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			19%	26%
CC	% who want more choice and control in their life			71%	70%

Table I.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	71%	76%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	64%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		48%		
REL	Of these, % who are welcomed or actively included	67%	82%		
REL	% of children who spend time with friends without an adult present		25%		
REL	% with no friends other than family or paid staff			23%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table I.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		78%		
HM	% who are happy with their home			79%	71%
HM	% who feel safe or very safe in their home			83%	68%
HW	% who rate their health as good, very good or excellent			64%	43%
HW	% who did not have any difficulties accessing health services			74%	61%
LL	% who currently attend or previously attended school in a mainstream class			60%	
LL	% who participate in education, training or skill development				17%
LL	Of those who participate, % who do so in mainstream settings				79%
LL	% unable to do a course or training they wanted to do in the last 12 months				45%
WK	% who have a paid job			28%	31%
WK	% who volunteer			14%	16%

Table I.21 Selected key indicators for families/ carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	11%	21%	20%
% receiving Carer Allowance	18%	34%	30%
% working in a paid job	54%	66%	48%
Of those in a paid job, % in permanent employment	86%	79%	Numbers are too small
Of those in a paid job, % working 15 hours or more	83%	79%	Numbers are too small
% who say they (and their partner) are able to work as much as they want	53%	69%	50%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	Numbers are too small	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	29%	Numbers are too small	Numbers are too small
% able to advocate for their child/family member	89%	86%	92%
% who have friends and family they see as often as they like	53%	55%	50%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		68%	
% who feel in control selecting services		74%	43%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			42%
% who rate their health as good, very good or excellent	78%	68%	71%

Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=60) – ACT

Question	Yes
DL Has the NDIS improved your child's development?	98%
DL Has the NDIS improved your child's access to specialist services?	97%
CC Has the NDIS helped increase your child's ability to communicate what they want?	86%
REL Has the NDIS improved how your child fits into family life?	75%
S/CP Has the NDIS improved how your child fits into community life?	69%

Table I.23 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=74) – ACT

	Question	Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	56%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table I.24 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=54) and ‘Participant 25 and over’ (n=334) – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	77%
DL	Has the NDIS helped you with daily living activities?	53%	78%
REL	Has the NDIS helped you to meet more people?	43%	49%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	16%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	49%	60%
LL	Had your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	24%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	18%
S/CP	Has the NDIS helped you be more involved?	46%	59%

Table I.25 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=115); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=21) – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	Numbers are too small
Has the NDIS improved the level of support for your family?	66%	Numbers are too small
Has the NDIS improved your access to services, programs and activities in the community?	77%	Numbers are too small
Has the NDIS improved your ability/capacity to help your child develop and learn?	80%	
Has the NDIS improved your health and wellbeing?	43%	Numbers are too small

Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (ACT)⁸⁴

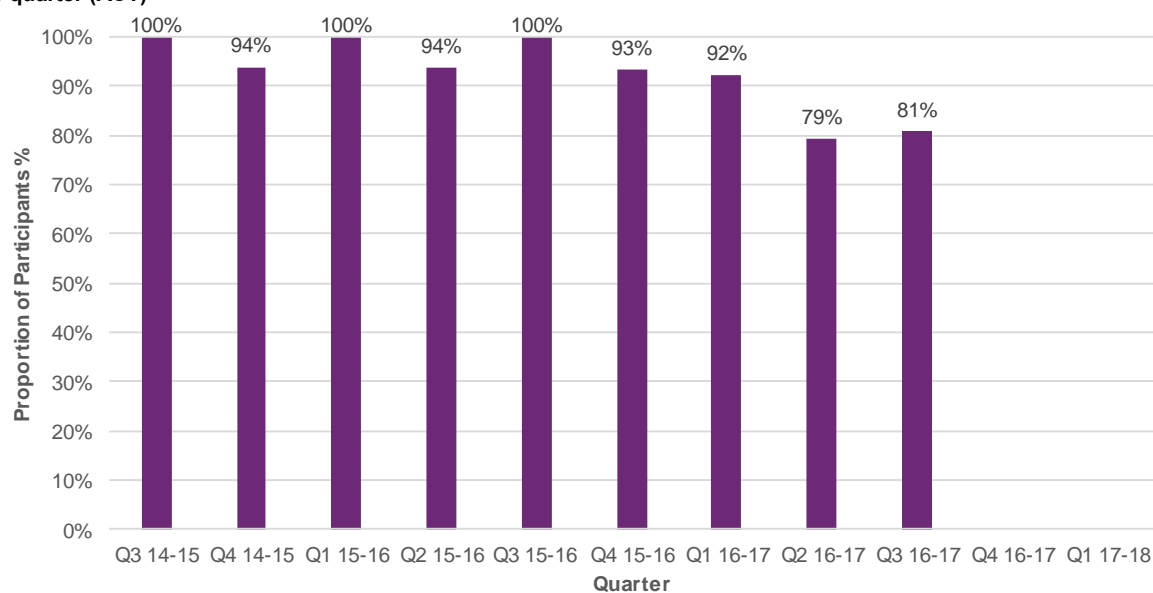


Table I.26 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – ACT

ACT	Very good	Good	Neutral	Poor	Very Poor
Overall, how would you rate your experience with the planning process today?	33%	33%	0%	33%	0%
1. The planner listened to me	33%	67%	0%	0%	0%
2. I had enough time to tell my story and say what support I need	0%	67%	0%	33%	0%
3. The planner knows what I can do well	0%	33%	33%	33%	0%
4. The planner had some good ideas for my plan	33%	33%	0%	33%	0%
5. I know what is in my plan	0%	67%	33%	0%	0%
6. The planner helped me think about my future	0%	67%	0%	33%	0%
7. I think my plan will make my life better	33%	33%	33%	0%	0%
8. The planning meeting went well	0%	67%	33%	0%	0%

Table I.27 Plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	2,533	1,184	3,717
<i>Trial participants</i>	2,523	527	3,050
<i>Transition participants</i>	10	657	667

⁸⁴ Participant satisfaction results are not shown if there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Table I.28 Plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	1,587	229	1,816
<i>Trial participants</i>	1,352	166	1,518
<i>Transition participants</i>	235	63	298

Table I.29 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT⁸⁵

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	29.3%	14.8%	26.1%

Table I.30 AAT cases by category – ACT

	Prior Quarters	2017-18 Q1	Total
AAT Cases	41	20	61
<i>Access</i>	16	11	27
<i>Plan</i>	25	9	34
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

Committed supports and payments

Table I.31 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	137.1	279.3	212.8	11.4	667.3

⁸⁵ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure I.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters (ACT)

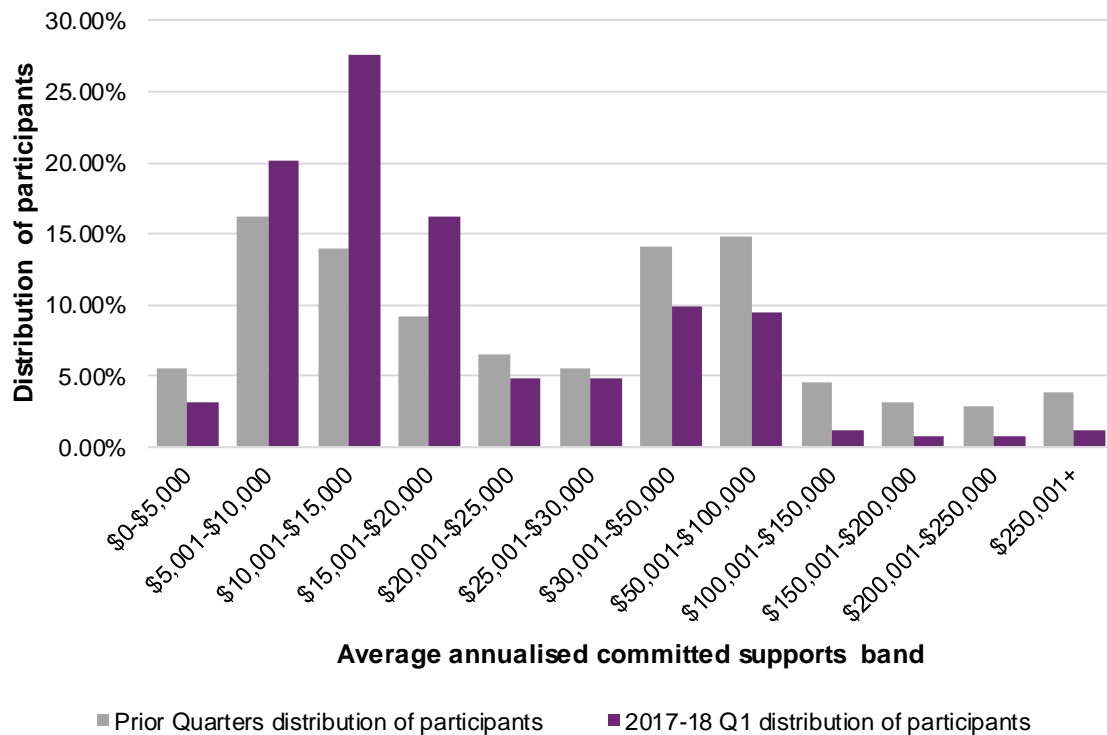


Figure I.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁸⁶ (ACT)

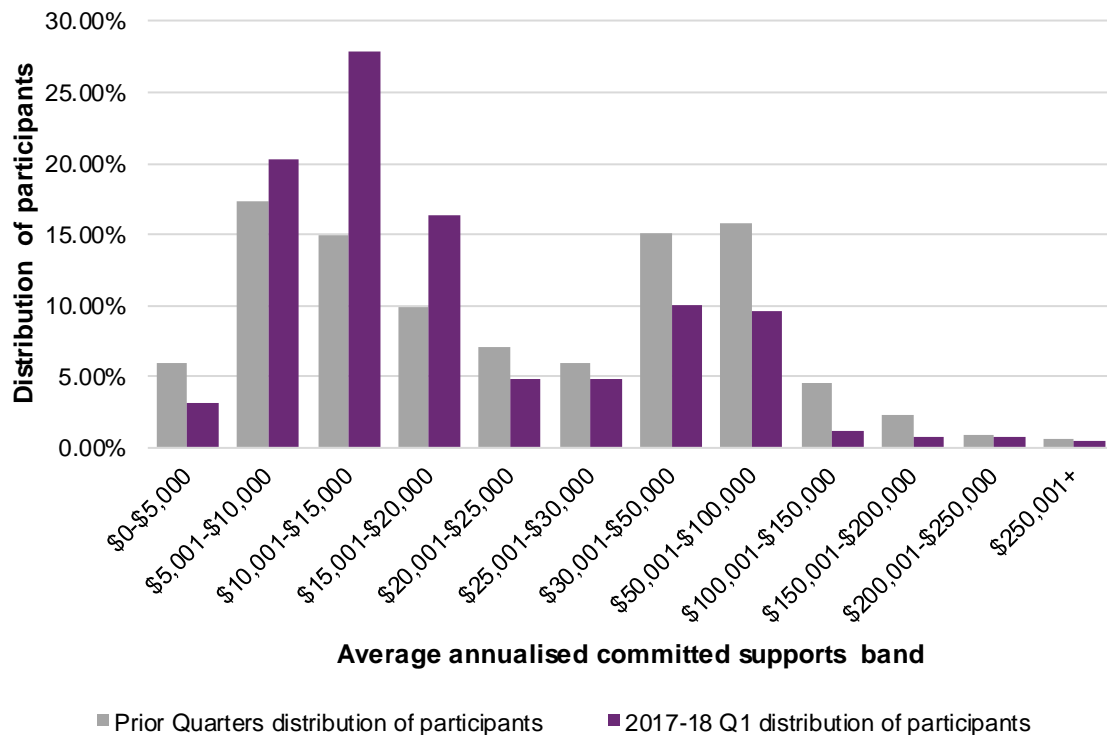
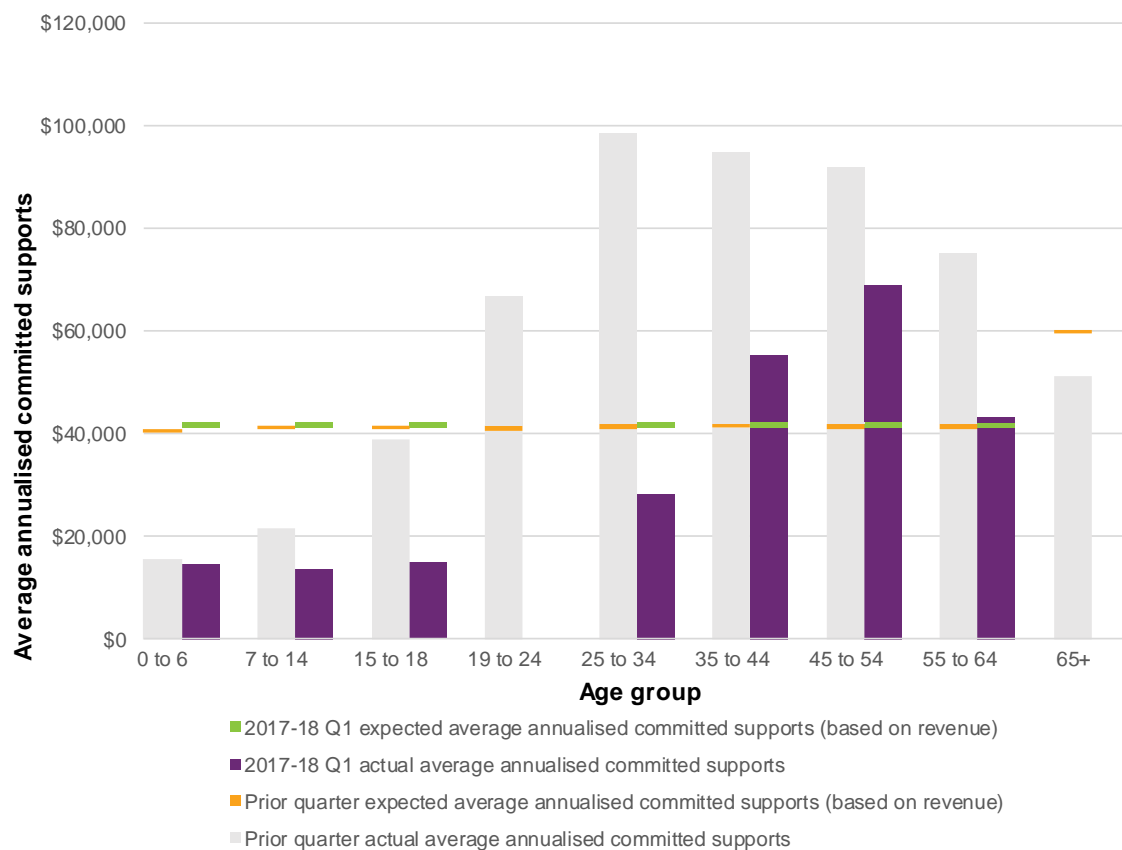


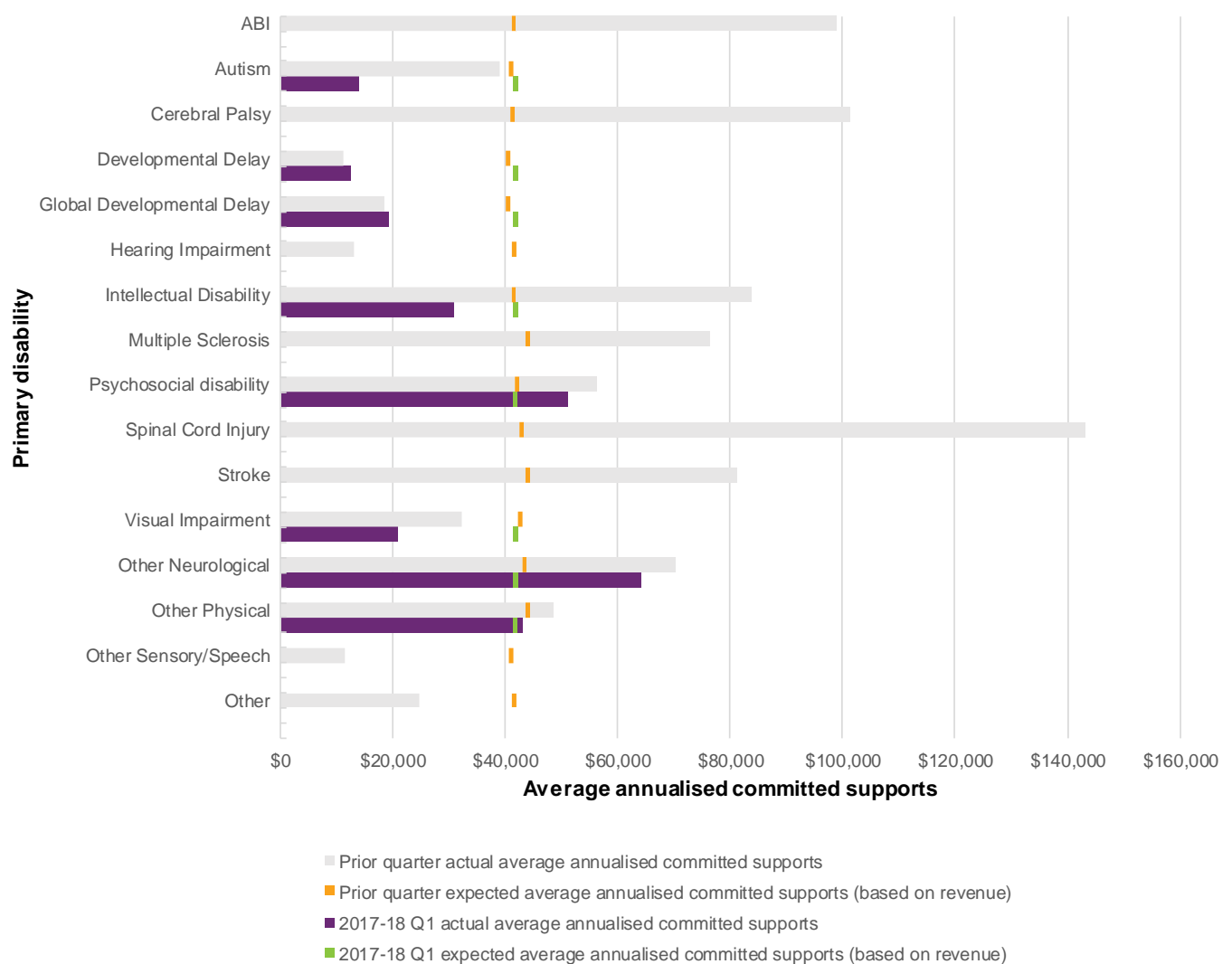
Figure I.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁸⁷ (ACT)



⁸⁶ Average annualised committed supports are not shown where there is insufficient data in the group.

⁸⁷ Average annualised committed supports are not shown where there is insufficient data in the group.
September 2017 | COAG Disability Reform Council Quarterly Report

Figure I.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁸⁸ (ACT)



⁸⁸ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report

Figure I.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁸⁹ (ACT)

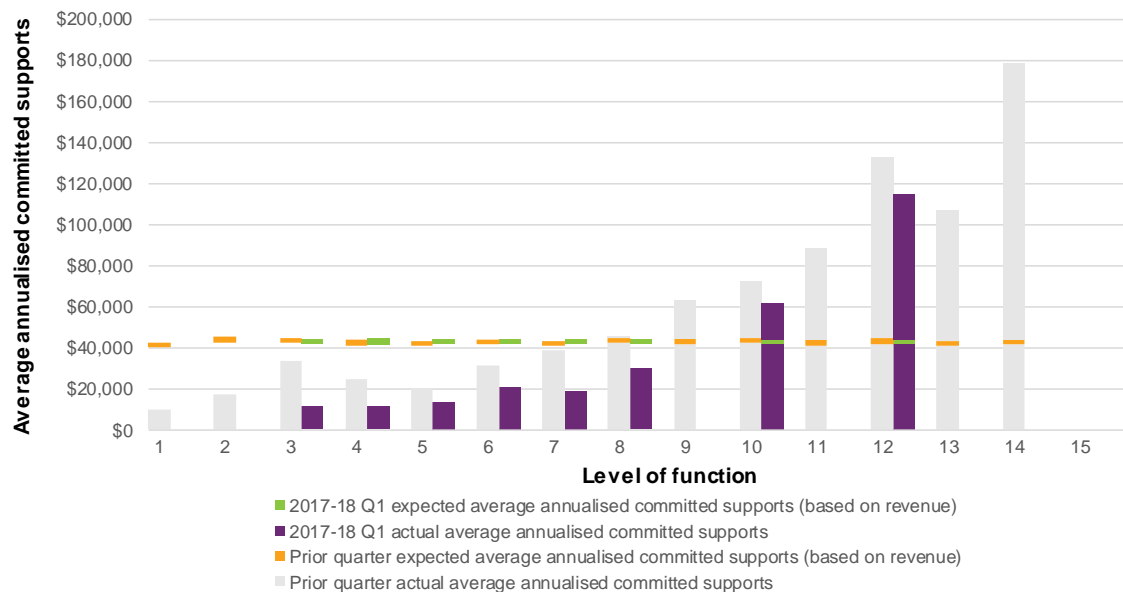
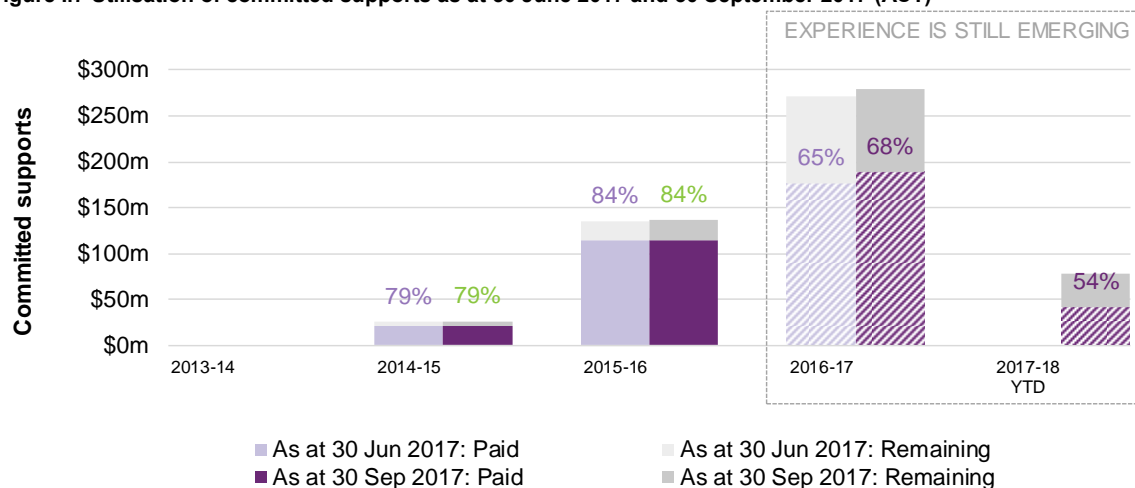


Table I.32 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	137.1	279.3	212.8	11.4	667.3
Total Paid	-	21.1	115.1	189.4	42.3	-	367.9
% utilised to date	-	79%	84%	68%	-	-	70% ⁹⁰

Figure I.7 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (ACT)



⁸⁹ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁹⁰ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table I.33 Key provider indicators by quarter – ACT

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	191	39	224
<i>Company/ organisation</i>	623	104	718
<i>Total</i>	814	143	942
b) Registration revoked	15		

Table I.34 Number of approved providers by registration group - ACT⁹¹

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	43	1	44	2%
Assistance Animals	1	3	4	300%
Assistance with daily life tasks in a group or shared living arrangement	55	2	57	4%
Assistance with travel/transport arrangements	133	18	151	14%
Daily Personal Activities	67	3	70	4%
Group and Centre Based Activities	52	3	55	6%
High Intensity Daily Personal Activities	63	4	67	6%
Household tasks	142	30	172	21%
Interpreting and translation	33	8	41	24%
Participation in community, social and civic activities	87	2	89	2%
Assistive Technology				
Assistive equipment for recreation	122	26	148	21%
Assistive products for household tasks	106	17	123	16%
Assistance products for personal care and safety	205	46	251	22%
Communication and information equipment	86	19	105	22%
Customised Prosthetics	80	7	87	9%
Hearing Equipment	44	5	49	11%
Hearing Services	13	1	14	8%
Personal Mobility Equipment	182	39	221	21%
Specialised Hearing Services	20	2	22	10%
Vision Equipment	44	4	48	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	87	3	90	3%
Behaviour Support	67	1	68	1%
Community nursing care for high needs	54	12	66	22%
Development of daily living and life skills	84	6	90	7%
Early Intervention supports for early childhood	93	6	99	6%
Exercise Physiology and Physical Wellbeing activities	93	9	102	10%
Innovative Community Participation	71	19	90	27%
Specialised Driving Training	44	2	46	5%
Therapeutic Supports	202	18	220	9%
Capital services				
Home modification design and construction	103	16	119	16%
Specialised Disability Accommodation	18	8	26	44%
Vehicle Modifications	28	2	30	7%
Choice and control support services				
Management of funding for supports in participants plan	37	0	37	0%
Support Coordination	53	3	56	6%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	58	1	59	2%
Specialised Supported Employment	20	0	20	0%
Total approved providers	799	143	942	18%

⁹¹ The 15 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table I.35 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	1.14	1.16
b) Number of providers delivering new supports	137	151
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	54%	55%
<i>Not yet active (%)</i>	42%	39%
<i>Inactive (%)</i>	4%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	77%	80%
<i>Therapeutic Supports (%)</i>	80%	82%
<i>Participate Community (%)</i>	79%	84%
<i>Early Childhood Supports (%)</i>	92%	89%
<i>Assist Personal Activities (%)</i>	86%	85%

Table I.36 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2017-18 Q1	Total
Assistive technology	1%	0%	1%
Choice & Control	2%	2%	2%
Consumables	0%	0%	0%
Daily Activities	6%	5%	5%
Daily Equipment	1%	0%	0%
Employment	3%	5%	4%
Health & Wellbeing	39%	46%	42%
Home Living	1%	2%	2%
Housing & Home modifications	1%	1%	1%
Independence	1%	2%	2%
Lifelong Learning	13%	14%	14%
Relationships	2%	2%	2%
Social & Civic	5%	3%	4%
Transport	0%	0%	0%
Non-categorised	25%	23%	24%
Any mainstream service	80%	85%	83%

Northern Territory



The tables below replicate the tables in the main parts of this report for NT only where the data is available.

Participant Demographics

Table J.1 Plan approvals compared to estimates – NT

	Prior Quarters	2017-18 Q1	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	388	159	547	547	899

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT

	Prior Quarters	2017-18 Q1	Total
Access decisions	520	172	692
Access Met	486	151	637
State	330	119	449
New	149	29	178
Commonwealth	7	3	10
Total Participant Plans	388	159	547
EI (s25) plans	69	8	77
PD (s24) plans	319	151	470
ECEI	0	0	0

Table J.3 Plan reviews conducted per quarter – NT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total plan reviews	297	195	492
Early intervention plans	50	15	65
Permanent disability plans	247	180	427

Table J.4 Exits from the Scheme since 1 July 2013 as at 30 September 2017 – NT

Exits	
Total plan exits	14
Early Intervention plans	3
Permanent disability plans	11

Table J.5 Cumulative position by services previously received – NT

	Participant cohort					Bilateral estimate	% of estimate	Awaiting a plan
	State	Commonwealth	New	ECEI	Total			
Trial	72	3	80		155	149	104%	
End of 2016-17	248	6	134	0	388	546	71%	
End of 2017-18 Q1	391	6	150	0	547	899	61%	82

Table J.6 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate	Awaiting a plan
	EI (s25) plan	PD (s24) plan	ECEI	Total			
Trial	38	117		155	149	104%	
End of 2016-17	69	319	0	388	546	71%	
End of 2017-18 Q1	77	470	0	547	899	61%	82

Table J.7 Active participants with approved plans per quarter by disability group - NT⁹²

Disability	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Intellectual Disability	119	32%	58	36%	177	33%
Autism	33	9%	8	5%	41	8%
Psychosocial disability	16	4%	3	2%	19	4%
Cerebral Palsy	46	12%	27	17%	73	14%
Developmental Delay	7	2%	3	2%	10	2%
Other Neurological	25	7%	9	6%	34	6%
Other Physical	42	11%	6	4%	48	9%
Acquired Brain Injury	30	8%	23	14%	53	10%
Hearing Impairment	11	3%	5	3%	16	3%
Other Sensory/Speech	6	2%	0	0%	6	1%
Visual Impairment	8	2%	3	2%	11	2%
Multiple Sclerosis	1	0%	0	0%	1	0%
Global Developmental Delay	4	1%	1	1%	5	1%
Spinal Cord Injury	8	2%	7	4%	15	3%
Stroke	15	4%	5	3%	20	4%
Other	3	1%	1	1%	4	1%
Total	374	100%	159	100%	533	100%

Table J.8 Active participants with approved plan per quarter by level of function – NT

Level of Function	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
1 (High Function)	1	0%	1	1%	2	0%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	14	4%	5	3%	19	4%
4 (High Function)	16	4%	6	4%	22	4%
5 (High Function)	36	10%	11	7%	47	9%
6 (Moderate Function)	29	8%	5	3%	34	7%
7 (Moderate Function)	26	7%	15	9%	41	8%
8 (Moderate Function)	16	4%	17	11%	33	6%
9 (Moderate Function)	3	1%	2	1%	5	1%
10 (Moderate Function)	37	10%	16	10%	53	10%
11 (Low Function)	43	12%	10	6%	53	10%
12 (Low Function)	69	19%	42	26%	111	21%
13 (Low Function)	35	10%	6	4%	41	8%
14 (Low Function)	36	10%	23	14%	59	11%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	13		0		13	
Total	374	100%	159	100%	533	100%

⁹² Table order based on national proportions (highest to lowest)
September 2017 | COAG Disability Reform Council Quarterly Report

Table J.9 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
0 to 6	26	7%	15	9%	41	8%
7 to 14	62	17%	16	10%	78	15%
15 to 18	16	4%	6	4%	22	4%
19 to 24	20	5%	18	11%	38	7%
25 to 34	58	16%	27	17%	85	16%
35 to 44	72	19%	25	16%	97	18%
45 to 54	74	20%	34	21%	108	20%
55 to 64	42	11%	18	11%	60	11%
65+	4	1%	0	0%	4	1%
Total	374	100%	159	100%	533	100%

Table J.10 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Male	231	62%	102	64%	333	62%
Female	143	38%	57	36%	200	38%
Indeterminate	0	0%	0	0%	0	0%
Total	374	100%	159	100%	533	100%

Table J.11 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	296	79.1%	116	73.0%	412	77.3%
Not Aboriginal and Torres Strait Islander	76	20.3%	31	19.5%	107	20.1%
Not Stated	2	0.5%	12	7.5%	14	2.6%
Total	374	100%	159	100%	533	100%

Table J.12 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
CALD	5	1.3%	0	0.0%	5	0.9%
Not CALD	369	98.7%	159	100.0%	528	99.1%
Not Stated	0	0.0%	0	0.0%	0	0.0%
Total	374	100%	159	100%	533	100%

Table J.13 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

Participant profile	Prior Quarters		2017-18 Q1		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	0	0.0%	0	0.0%
Not YPIRAC	374	100.0%	159	100.0%	533	100.0%
Total	374	100%	159	100%	533	100%

Table J.14 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q1	Total
Self-managed fully	2%	1%	1%
Self-managed partly	3%	2%	3%
Plan managed	8%	16%	13%
Agency managed	87%	81%	83%
Total	100%	100%	100%

Table J.15 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q1	Total
Support coordination	92%	99%	97%

Table J.16 Duration to plan activation by quarter of initial plan approval for active participants – NT

	2016-17 Q2		2016-17 Q3		2016-17 Q4	
Plan activation	N	%	N	%	N	%
Less than 30 days	1	17%	48	36%	31	35%
30 to 59 days	1	17%	5	4%	6	7%
60 to 89 days	0	0%	9	7%	2	2%
Activated within 90 days	2	33%	62	46%	39	44%
90 to 119 days	0	0%	12	9%	1	1%
120 days and over	3	50%	12	9%	2	2%
Activated between 90 and 180 days	3	50%	24	18%	3	3%
No payments	1	17%	49	36%	46	52%
Total plans approved	6	100%	135	100%	88	100%

Table J.17 Number of questionnaires completed by SFOF version – NT

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires
Participant 0 to school	16	10	26
Participant school to 14	27	11	38
Participant 15 to 24	25	18	43
Participant 25 and over	159	81	240
Total Participant	227	120	347
Family 0 to 14	40	27	67
Family 15 to 24	3	3	6
Family 25 and over	15	9	24
Total Family	58	39	97
Total	285	159	444

Table J.18 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	65%			
CC	% who say their child is able to tell them what he/she wants	62%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		17%		
DL	% who say their child is becoming more independent		24%		
CC	% of children who have a genuine say in decisions about themselves		56%		
CC	% who are happy with the level of independence/control they have now			37%	
CC	% who choose who supports them			12%	15%
CC	% who choose what they do each day			12%	21%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			23%	18%
CC	% who want more choice and control in their life			77%	81%

Table J.19 Selected key indicators for participants – Relationships (REL) and Social/ Community Participation (S/CP) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	60%	72%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	83%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		50%		
REL	Of these, % who are welcomed or actively included	Numbers are too small	Numbers are too small		
REL	% of children who spend time with friends without an adult present		47%		
REL	% with no friends other than family or paid staff			16%	23%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			67%	50%

Table J.20 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		36%		
HM	% who are happy with their home			60%	53%
HM	% who feel safe or very safe in their home			71%	52%
HW	% who rate their health as good, very good or excellent			48%	32%
HW	% who did not have any difficulties accessing health services			33%	27%
LL	% who currently attend or previously attended school in a mainstream class			4%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				Numbers are too small
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			7%	10%
WK	% who volunteer			10%	9%

Table J.21 Selected key indicators for families/ carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	Numbers are too small	0%
% receiving Carer Allowance	21%	Numbers are too small	0%
% working in a paid job	31%	Numbers are too small	17%
Of those in a paid job, % in permanent employment	86%	Numbers are too small	Numbers are too small
Of those in a paid job, % working 15 hours or more	Numbers are too small	Numbers are too small	Numbers are too small
% who say they (and their partner) are able to work as much as they want	44%	Numbers are too small	Numbers are too small
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	79%	Numbers are too small	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	50%	Numbers are too small	Numbers are too small
% able to advocate for their child/family member	35%	Numbers are too small	Numbers are too small
% who have friends and family they see as often as they like	51%	Numbers are too small	21%
% who feel very confident or somewhat confident in supporting their child's development	50%		
% who know what their family can do to enable their family member with disability to become as independent as possible		Numbers are too small	
% who feel in control selecting services		Numbers are too small	Numbers are too small
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			Numbers are too small
% who rate their health as good, very good or excellent	66%	Numbers are too small	Numbers are too small

There is insufficient data to present information on participant satisfaction in NT.

Table J.22 Plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total scheduled plan reviews	85	29	114
<i>Trial participants</i>	84	27	111
<i>Transition participants</i>	1	2	3

Table J.23 Plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
Total unscheduled plan reviews	212	166	378
<i>Trial participants</i>	95	17	112
<i>Transition participants</i>	117	149	266

Table J.24 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT⁹³

	Prior Quarters (Transition only)	2017-18 Q1	Transition Total
% unscheduled reviews	95.7%	142.0%	111.7%

Table J.25 AAT cases by category – NT

	Prior Quarters	2017-18 Q1	Total
AAT Cases	0	2	2
<i>Access</i>	0	0	0
<i>Plan</i>	0	2	2
<i>Plan Review</i>	0	0	0
<i>Other</i>	0	0	0

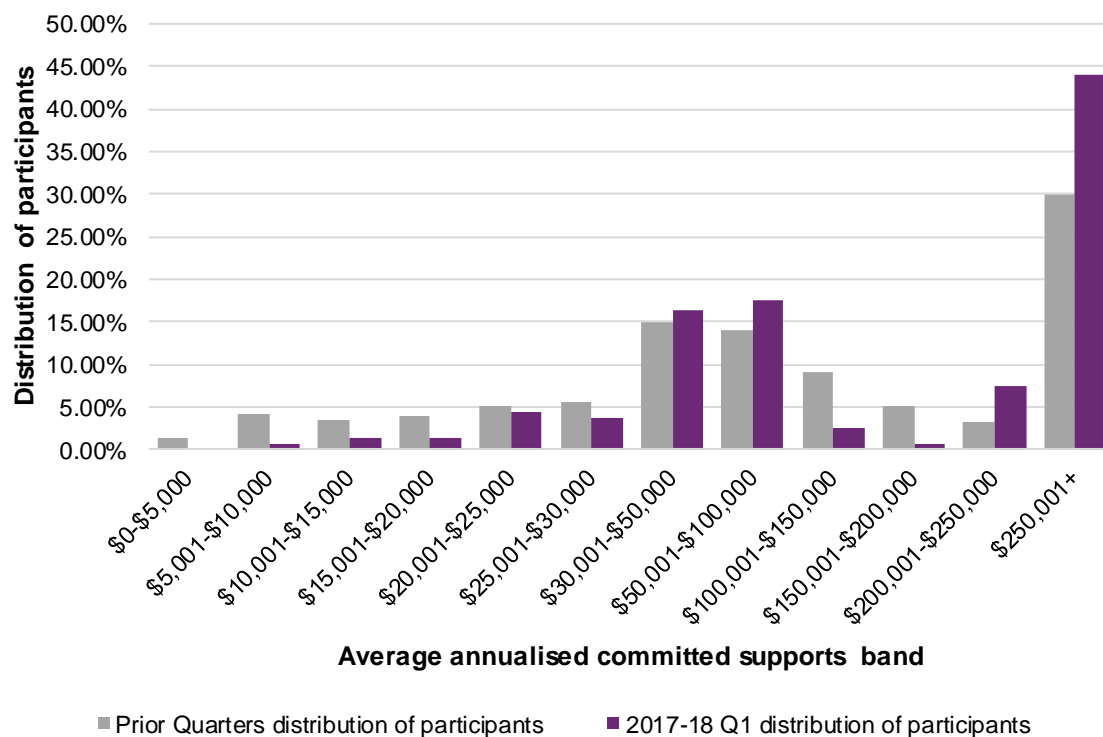
Committed supports and payments

Table J.26 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.5	19.7	75.7	6.5	109.3

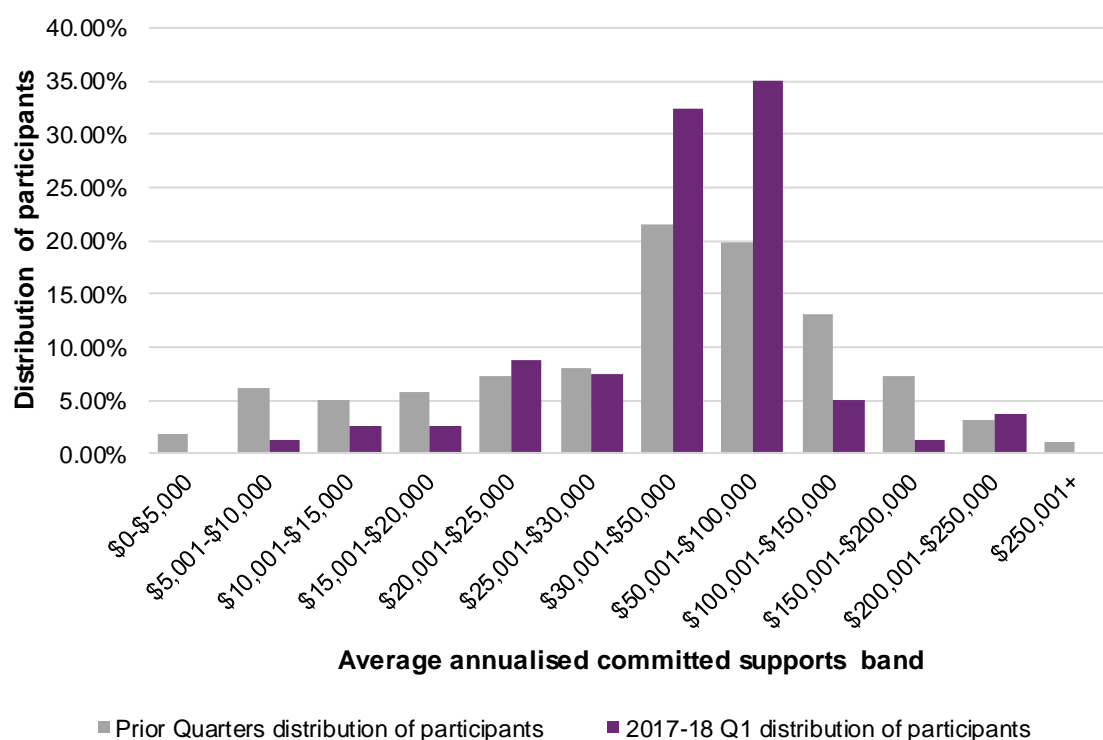
⁹³ The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Figure J.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁹⁴ (NT)



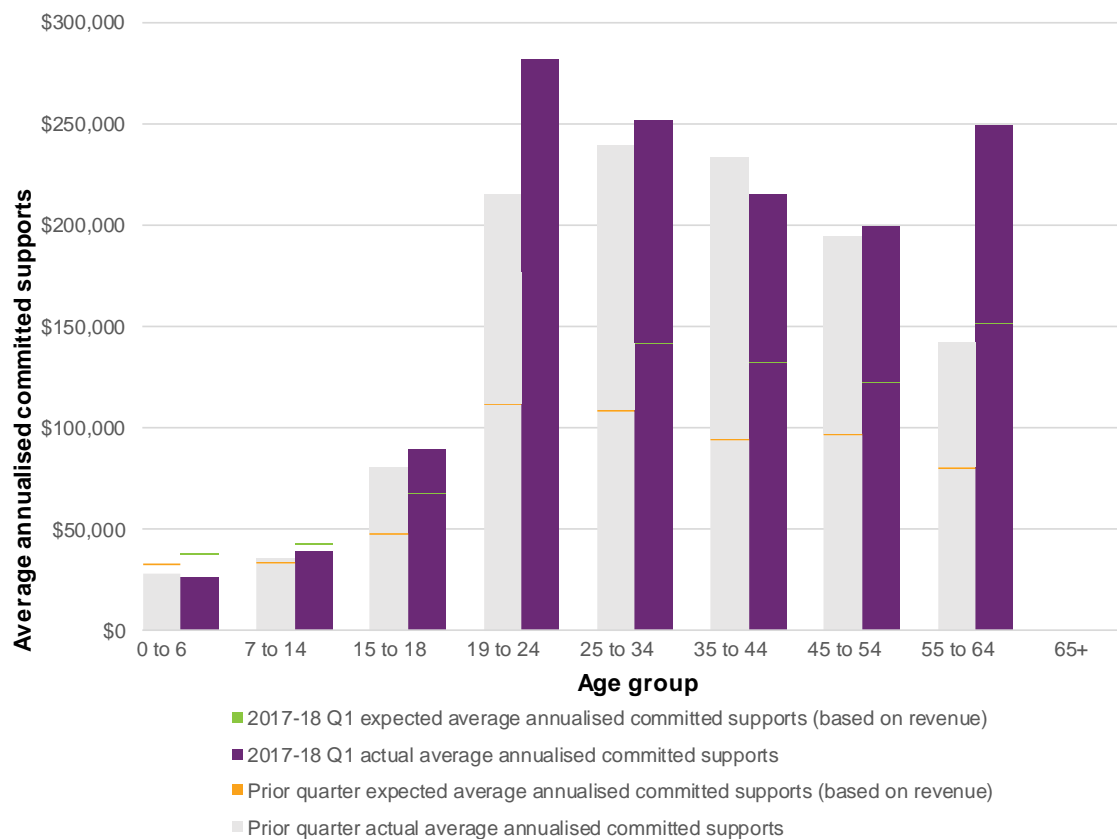
⁹⁴ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 186

Figure J.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁹⁵ (NT)



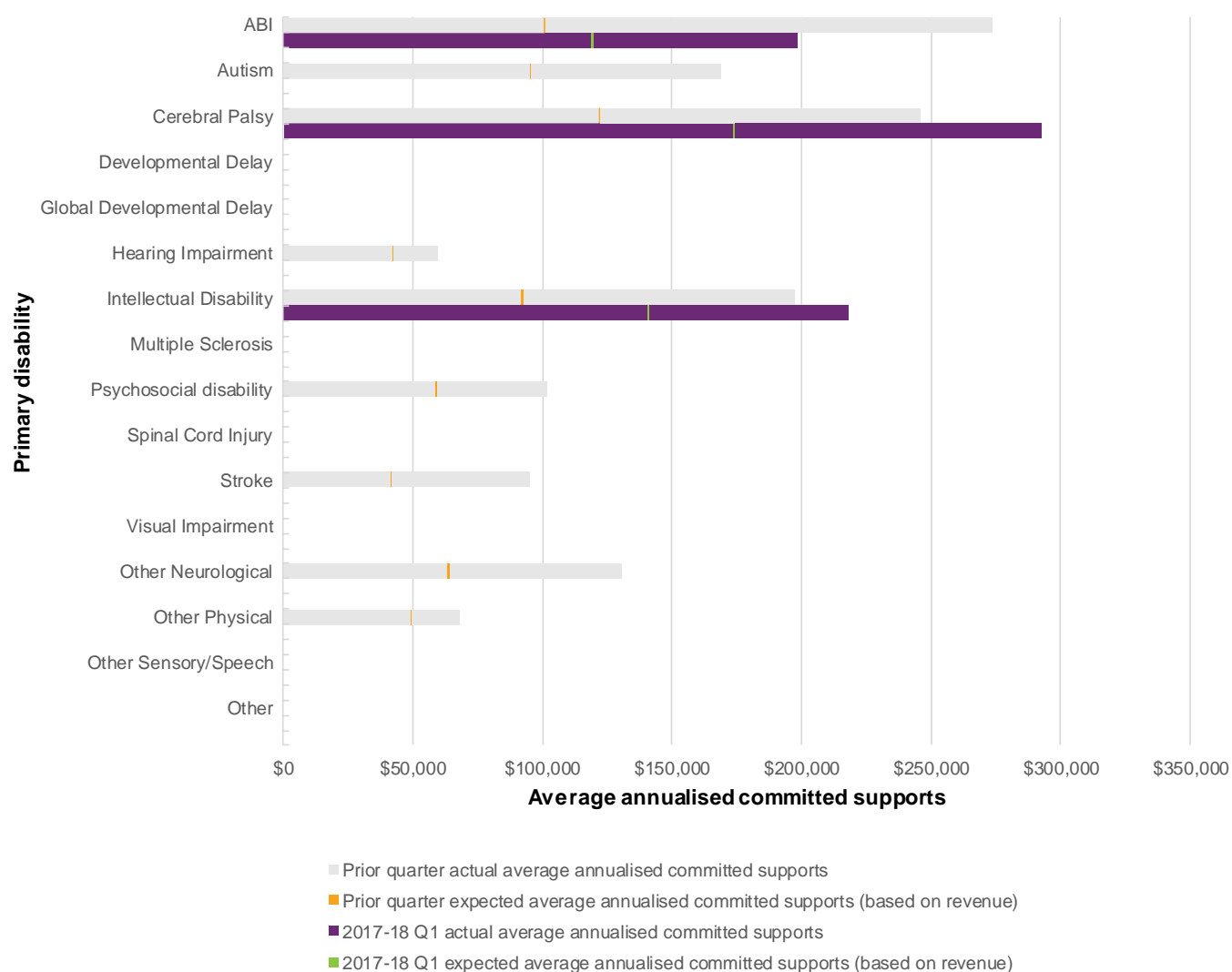
⁹⁵ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report

Figure J.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁹⁶ (NT)



⁹⁶ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 188

Figure J.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁹⁷ (NT)



⁹⁷ Average annualised committed supports are not shown where there is insufficient data in the group.
 September 2017 | COAG Disability Reform Council Quarterly Report 189

Figure J.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals 2017-18 Q1 compared with active participants with initial plan approvals in prior quarters⁹⁸ (NT)

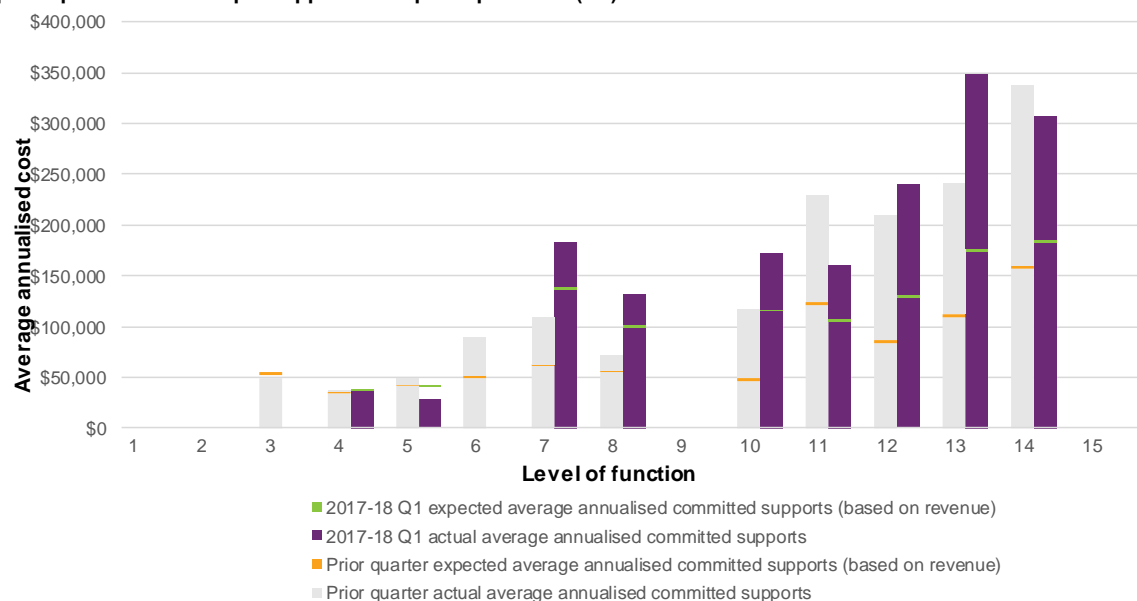
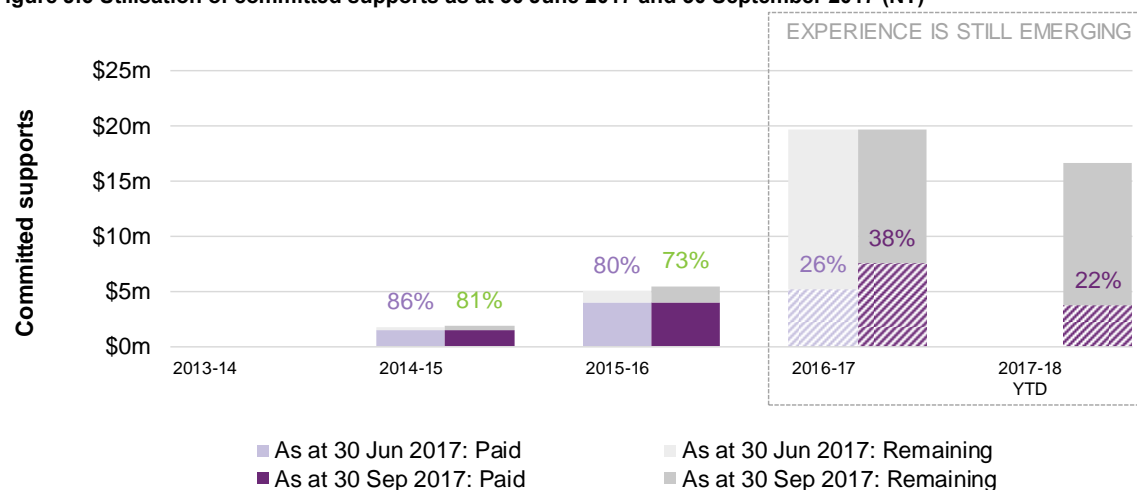


Table J.27 Payments by financial year, compared to committed supports (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.5	19.7	75.7	6.5	109.3
Total Paid	-	1.6	4.0	7.5	3.7	-	16.8
% utilised to date	-	81%	73%	38%	-	-	38% ⁹⁹

Figure J.6 Utilisation of committed supports as at 30 June 2017 and 30 September 2017 (NT)



⁹⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁹⁹ Note: Only committed supports expected to be used to 30 September 2017 have been used to calculate the utilisation from 1 July 2013 to date.

Providers and markets

Table J.28 Key provider indicators by quarter – NT

	Prior Quarters	2017-18 Q1	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	60	10	65
<i>Company/ organisation</i>	323	33	349
<i>Total</i>	383	43	414
b) Registration revoked	12		

Table J.29 Number of approved providers by registration group – NT¹⁰⁰

Registration Group	Prior Quarters	2017-18 Q1	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	40	10	50	25%
Assistance Animals	0	1	1	
Assistance with daily life tasks in a group or shared living arrangement	17	6	23	35%
Assistance with travel/transport arrangements	45	9	54	20%
Daily Personal Activities	20	7	27	35%
Group and Centre Based Activities	17	7	24	41%
High Intensity Daily Personal Activities	21	4	25	19%
Household tasks	33	5	38	15%
Interpreting and translation	27	9	36	33%
Participation in community, social and civic activities	29	11	40	38%
Assistive Technology				
Assistive equipment for recreation	65	-1	64	-2%
Assistive products for household tasks	50	0	50	0%
Assistance products for personal care and safety	82	3	85	4%
Communication and information equipment	67	13	80	19%
Customised Prosthetics	30	1	31	3%
Hearing Equipment	31	5	36	16%
Hearing Services	3	2	5	67%
Personal Mobility Equipment	76	1	77	1%
Specialised Hearing Services	5	2	7	40%
Vision Equipment	33	3	36	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	22	9	31	41%
Behaviour Support	12	3	15	25%
Community nursing care for high needs	15	3	18	20%
Development of daily living and life skills	20	8	28	40%
Early Intervention supports for early childhood	14	2	16	14%
Exercise Physiology and Physical Wellbeing activities	28	0	28	0%
Innovative Community Participation	50	14	64	28%
Specialised Driving Training	15	0	15	0%
Therapeutic Supports	36	7	43	19%
Capital services				
Home modification design and construction	41	0	41	0%
Specialised Disability Accommodation	9	6	15	67%
Vehicle Modifications	29	3	32	10%
Choice and control support services				
Management of funding for supports in participants plan	7	6	13	86%
Support Coordination	13	8	21	62%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	14	6	20	43%
Specialised Supported Employment	4	0	4	0%
Total approved providers	371	43	414	12%

¹⁰⁰ The 12 providers whose registration ended during the first quarter of 2017-18 are not included in the 2016-17 Q4 and prior numbers in this table.

Table J.30 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2017-18 Q1
a) Average number of providers per participant	0.49	0.76
b) Number of providers delivering new supports	10	27
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	48%	53%
<i>Not yet active (%)</i>	46%	41%
<i>Inactive (%)</i>	6%	7%

Table J.31 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2017-18 Q1	Total
Assistive technology	0%	1%	1%
Choice & Control	0%	3%	2%
Consumables	0%	0%	0%
Daily Activities	8%	10%	10%
Daily Equipment	0%	0%	0%
Employment	1%	1%	1%
Health & Wellbeing	53%	54%	53%
Home Living	2%	2%	2%
Housing & Home modifications	0%	2%	1%
Independence	2%	5%	4%
Lifelong Learning	7%	4%	5%
Relationships	1%	2%	2%
Social & Civic	2%	4%	3%
Transport	0%	0%	0%
Non-categorised	21%	27%	25%
Any mainstream service	91%	94%	93%