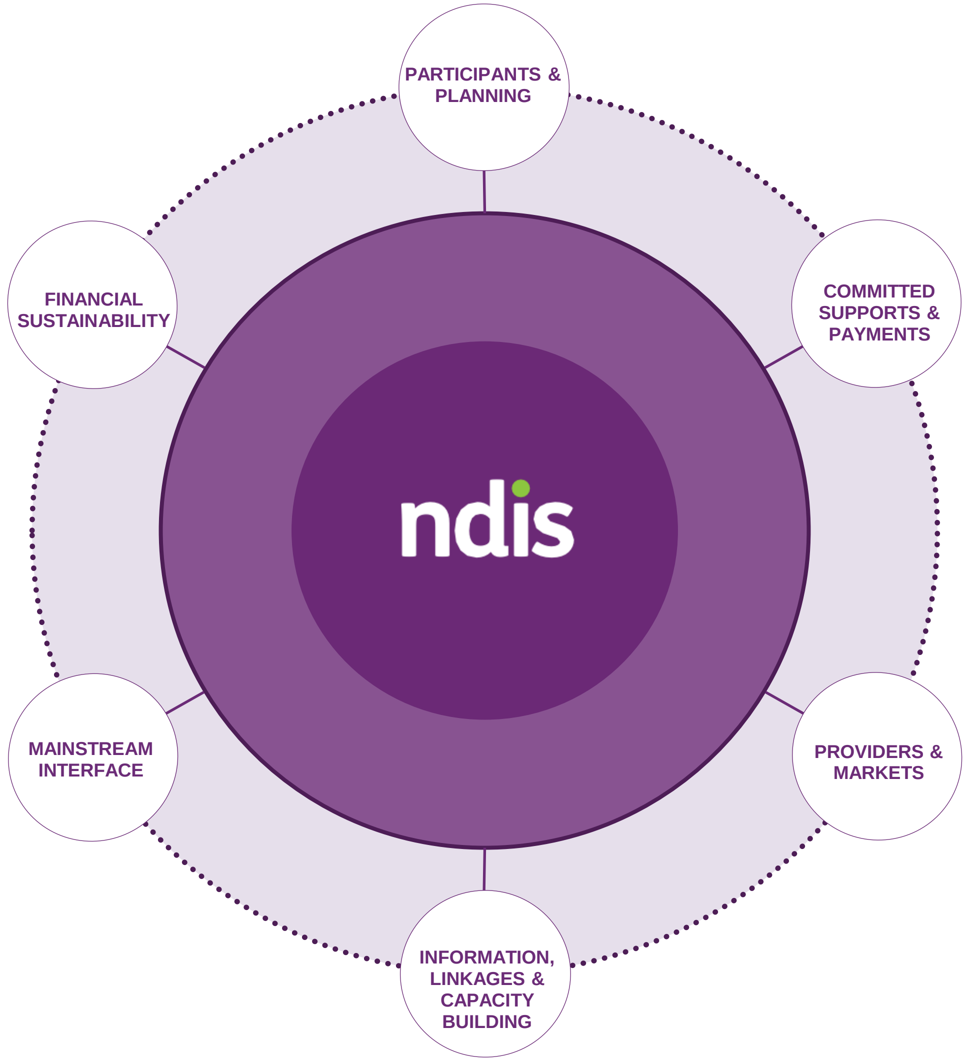
COAG

Disability Reform Council
Quarterly Performance Report

National - 30 September 2018

Overview

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



Summary

Participants and Planning

25,950 additional participants with plans this quarter.

The Agency has achieved 92% of the 2018-19 year to date operational target for new plan approvals.

As at 30 September 2018, plans approved and ECEI referrals represent:
- 71% of year to date bilateral estimate met (1 July 2018 - 30 September 2018)
- 76% of scheme to date bilateral estimate met (1 July 2013 - 30 September 2018)

Participant satisfaction continued to improve with 93% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$10.1 billion has been paid to providers and participants:
- $85.8m in 2013-14,
- $370.8m in 2014-15,
- $703.5m in 2015-16,
- $2,171.5m in 2016-17,
- $5,248.7m in 2017-18,
- $1,530.1m in 2018-19 to date.

Overall,
- 65% of committed supports were utilised in 2013-14,
- 75% in 2014-15,
- 75% in 2015-16,
- 67% in 2016-17,
- 68% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Providers and Markets

17,925 approved providers, a 7% increase for the quarter.

54% of approved providers were active at 30 September 2018, and 46% were yet to have evidence of activity.

80-90% of payments made by the NDIA are received by 25% of providers.

44% of service providers are individuals/sole traders.

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions are due to be incorporated from 2019.

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIA to connect people with disability to their community. ILC supports organisations to deliver activities that will benefit people in their community with disability, and support an inclusive and diverse society.

The NDIA will adopt a more strategic and programmatic approach to ILC investment from July 2019 through implementation of the ILC Investment Strategy. The Strategy will be implemented through programs that align with the activity areas detailed in the ILC Policy.

From 2016-17 to 2018-19, the NDIA has delivered five ILC grant rounds to support the rollout of ILC across each State/Territory. This amounts to $82.7m in ILC grants to community programs over 2 years.

Mainstream Interface

89% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

Financial Sustainability

The scheme remains within budget in the first quarter of 2018-19 and is projected to remain within budget for the whole financial year.

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

Specific management responses include: participant pathway review, reference package and guided planning process, shared supported accommodation and business intelligence strategy.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS nationally continues to grow with 25,950 additional participants with approved plans this quarter.

Summary

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

Key Statistics

40,823

ACCESS DECISIONS IN 2018-19 Q1 (INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

25,950

INITIAL PLANS APPROVED IN 2018-19 Q1

OF THE 25,950 INITIAL PLANS APPROVED THIS QUARTER, 3,036 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 JUNE 2018

3,180

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2018-19 Q1

92%

OF YEAR TO DATE OPERATIONAL TARGET MET (1 JULY 2018 - 30 SEPTEMBER 2018)*

76%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 SEPTEMBER 2018)

71%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2018 - 30 SEPTEMBER 2018)

*Note: Operational target is based on actionable records which are those that were provided to the Agency for participants who had access met or in progress, and were able to be contacted.

Quarterly Intake

2018-19 Q1

Of the 30,320 participants deemed 'eligible' this quarter 55% entered from an existing State/Territory program.

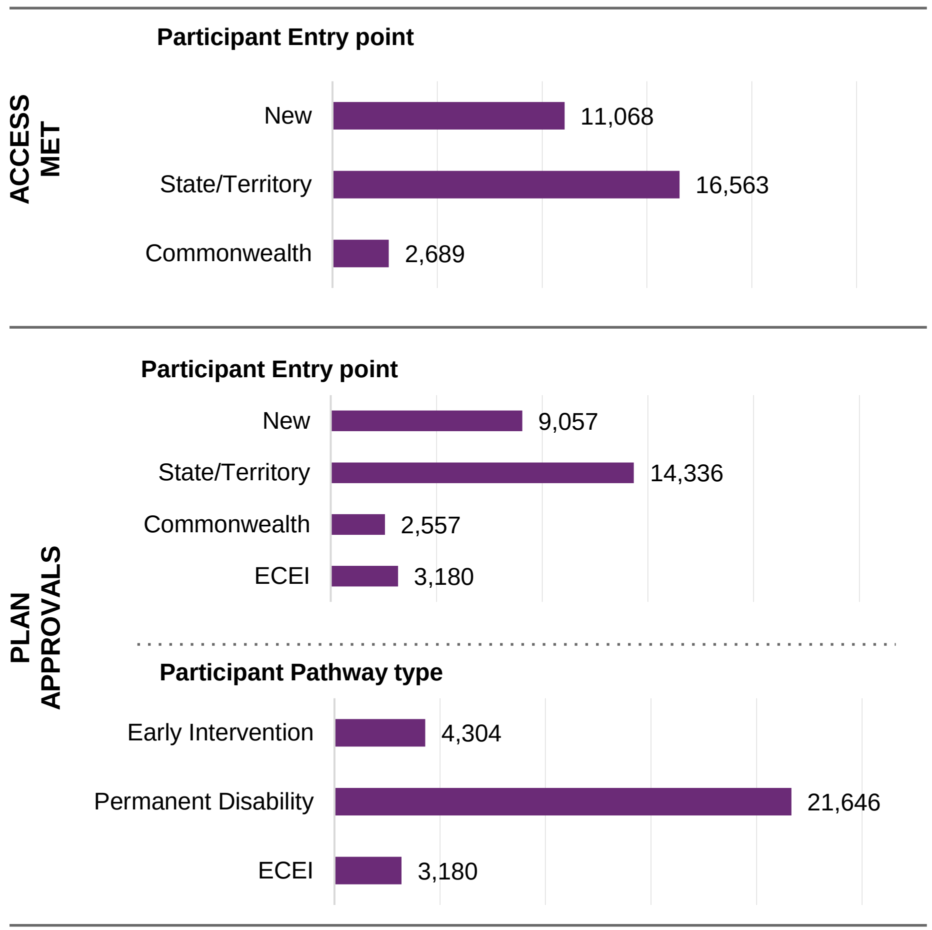
Of the 25,950 plan approvals this quarter, 55% had transitioned from an existing State/Territory program, 83% entered with a permanent disability and 3,036 were previously confirmed as ECEI at 30 June 2018.

40,823 access decisions

30,320 access met

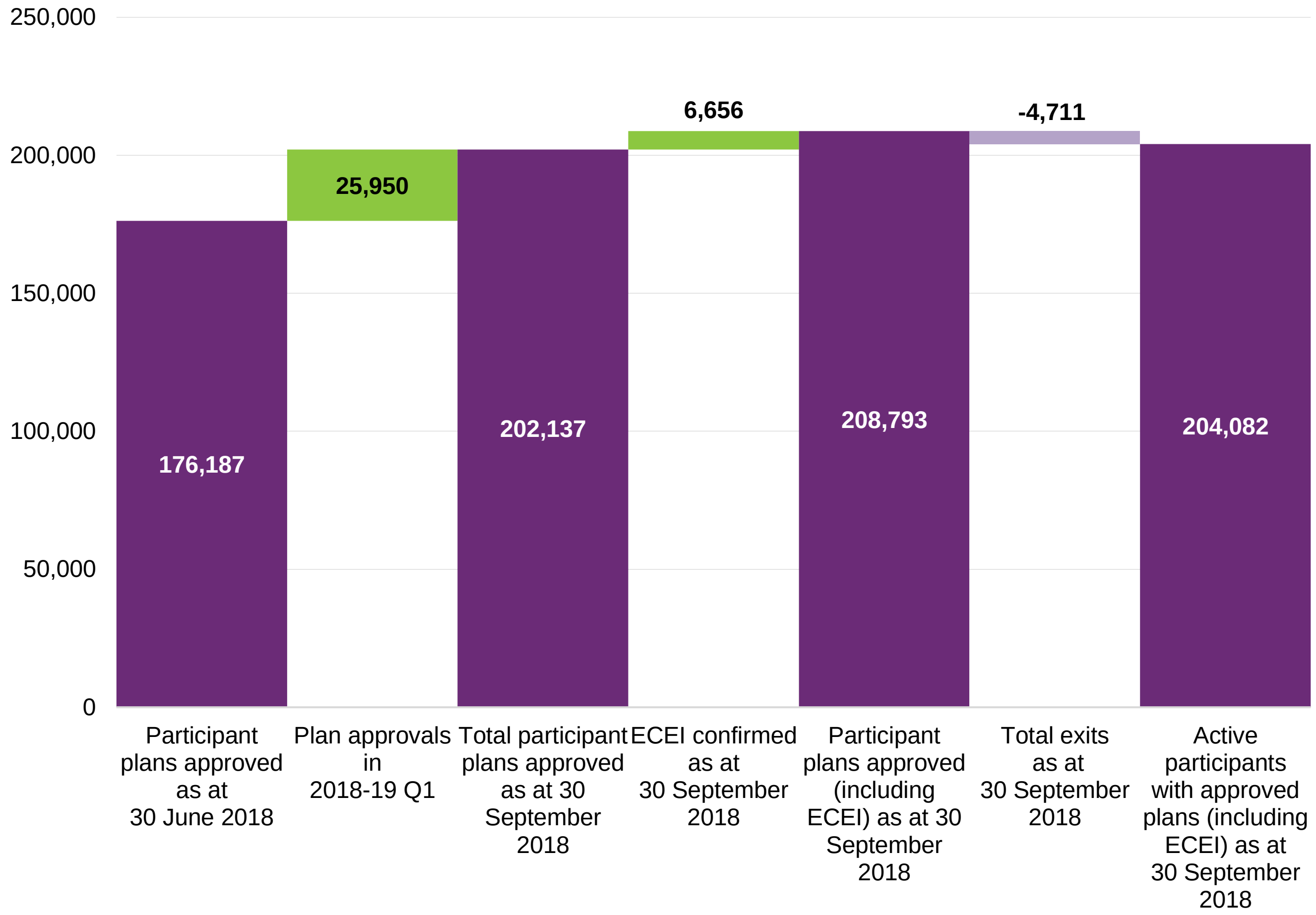
25,950 plan approvals (excluding ECEI)

3,180 ECEI



Quarterly Intake Detail

Change in plan approvals between 30 June 2018 and 30 September 2018



Plan approvals as at 30 September 2018

Plan approval numbers have increased from 176,187 at the end of 2017-18 Q4 to 202,137 by the end of 2018-19 Q1, an increase of 25,950 approvals.

As at 30 September 2018 there were 6,656 children with a confirmed ECEI referral bringing the total number to 208,793. Overall, 4,711 participants with approved plans have exited the Scheme.

Of the 6,656 children with a confirmed ECEI referral as at 30 September 2018, 3,476 were previously confirmed as ECEI at 30 June 2018 and an additional 3,180 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 38,668 plan reviews. This figure relates to all participants who have entered the scheme.

Cumulative Position

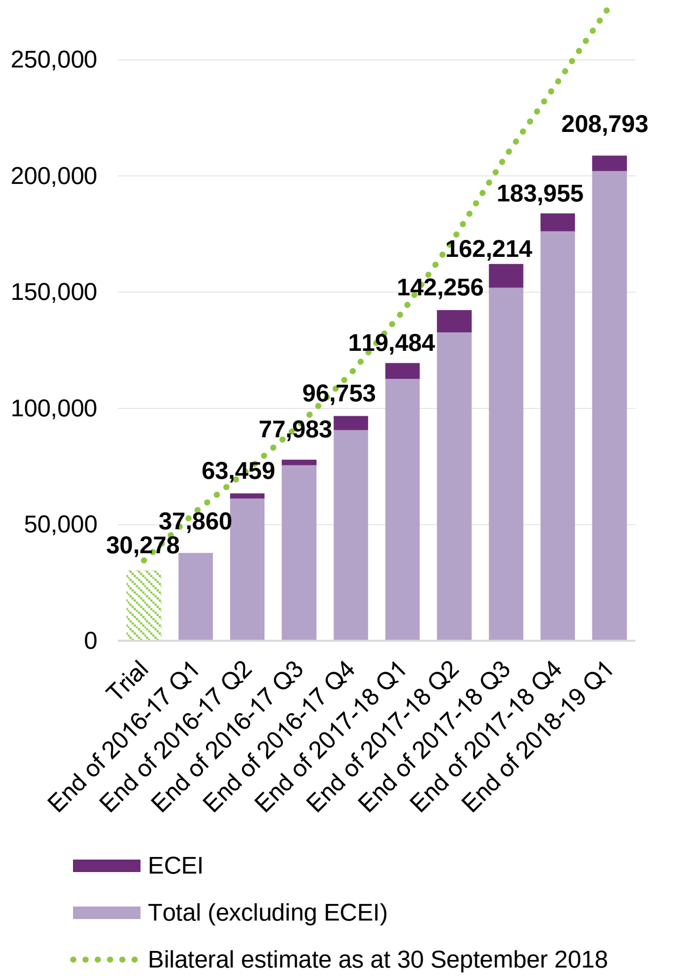
Plan approvals as at 30 Sep 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 208,793 (including 6,656 children supported through the ECEI gateway). Of these, 119,249 transitioned from an existing State/Territory program and 19,429 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 302,207 people with access decisions.

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

Cumulative plan approvals compared with bilateral estimate



92%

of operation target met
(1 July 2018 - 30 September 2018)

76%

of scheme to date bilateral estimate met
(1 July 2013 - 30 September 2018)

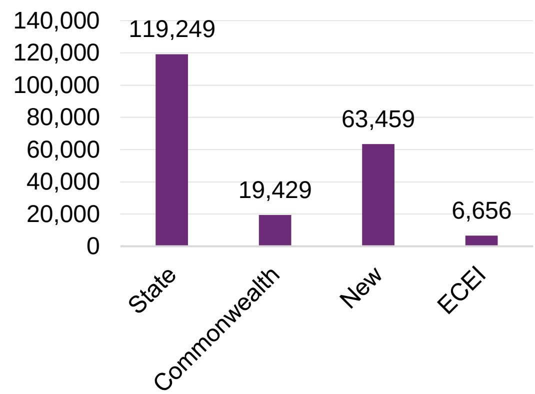
71%

of year to date bilateral estimate met
(1 July 2018 - 30 September 2018)

202,137

plan approvals to date; 208,793 including 6,656 ECEI confirmed

Plan approvals by participant referral pathway



Progress against bilateral estimates

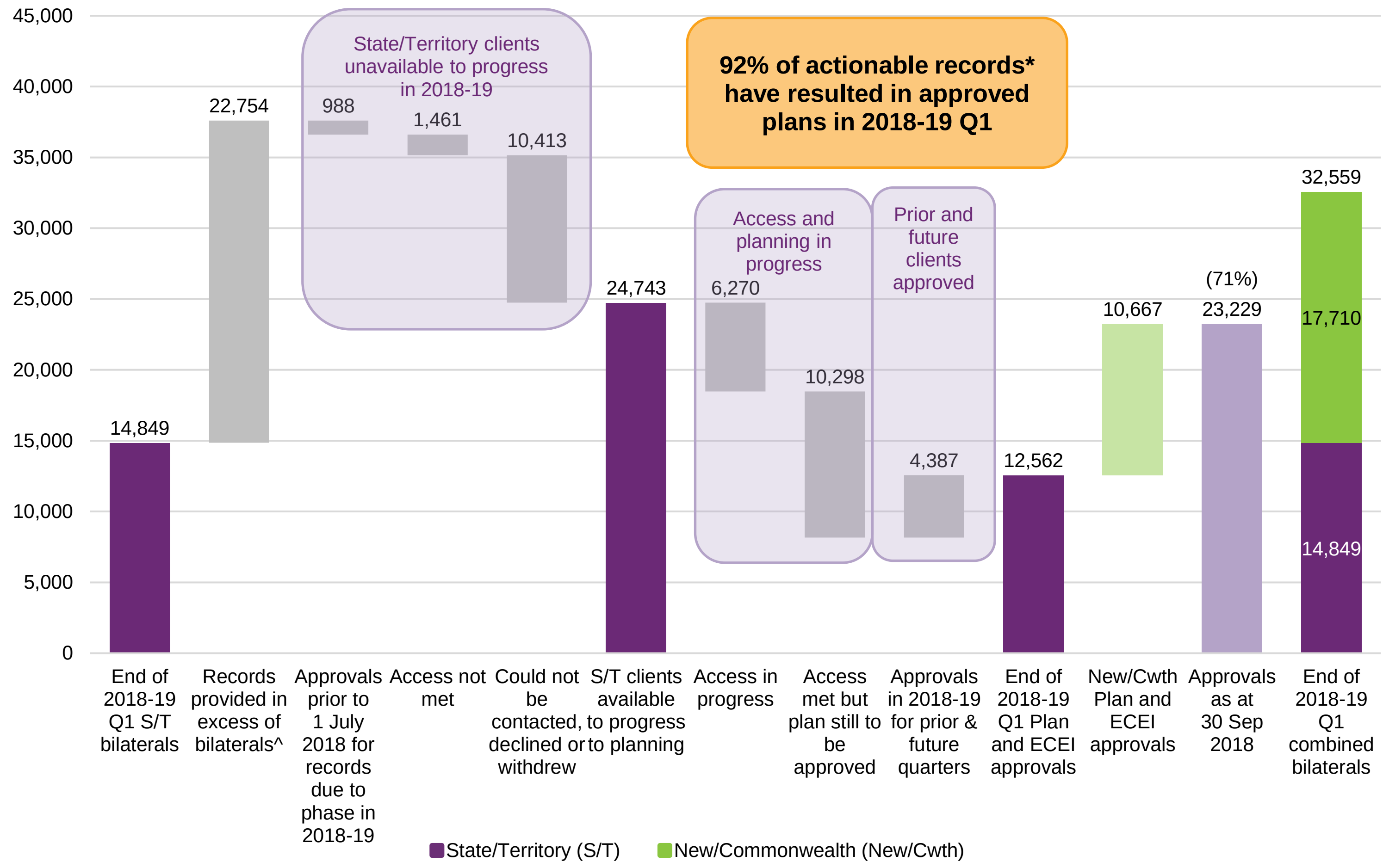
There were 23,229 plans approved in the 2018-19 year to date, including ECEI but excluding WA transfers, NSW and SA existing State clients, and the ACT. This represents 92% of the operational target and 71% of the 2018-19 bilateral estimate to 30 September 2018.

Of the individuals receiving existing State/Territory services, 1,461 did not meet the access criteria and 10,413 could not progress to planning for other varied reasons, such as being unable to be contacted. This means there were 24,743 State/Territory clients available to progress to planning.

As at 30 September 2018 there were 16,568 clients with access decisions or planning in progress. An additional 4,387 State/Territory clients who were due to receive a plan in other quarters received an approved plan during this period. Thus, there were 12,562 State/Territory clients who received an approved plan in 2018-19 to date.

Lastly there were 10,667 New and Commonwealth clients that received an approved plan during this period bringing the total plan approvals in 2018-19 to date to 23,229 (92% of the operational target for 2018-19).

Breakdown of cumulative 2018-19 bilateral progress



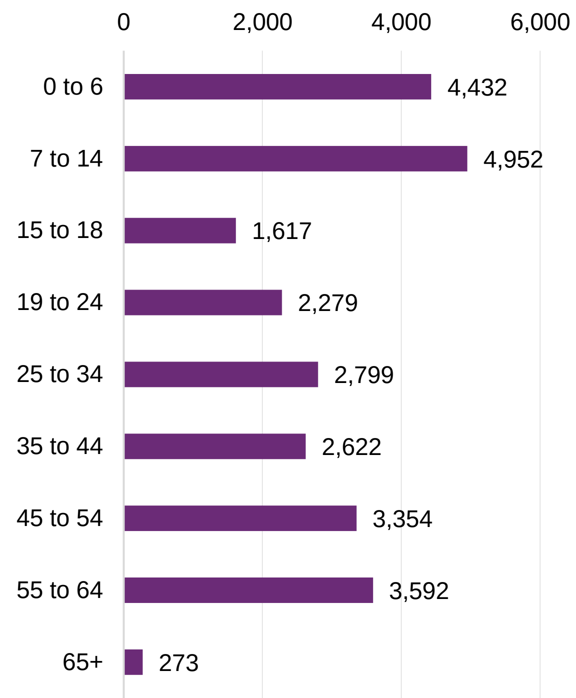
*Note: Actionable records refer to those that were provided to the Agency for participants that had access met or in progress, and could be contacted.
^Note: The 22,754 'Records provided in excess of bilaterals' are expected to be phased in throughout 2018-19. They do not relate only to the 2018-19 Q1 phasing quarter.

Participant Profiles by Age Group

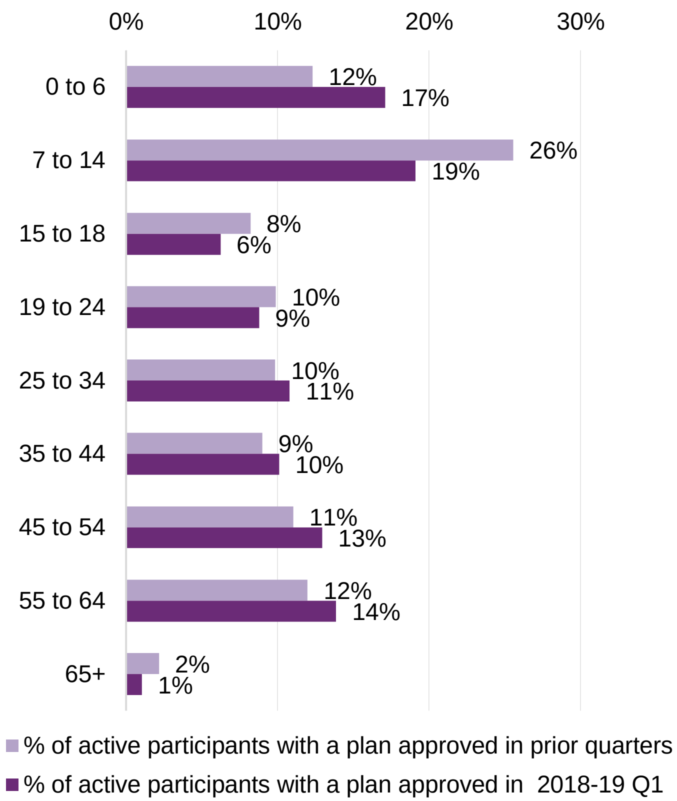
Demographic profile of active participants with a plan approved in the quarter of 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.

Around 19% of participants entering in this quarter are aged 7 to 14 years. This compares with 26% in prior quarters.

Active participants with a plan approved in the quarter of 2018-19 Q1 by age group



% of active participants with a plan approved by age group



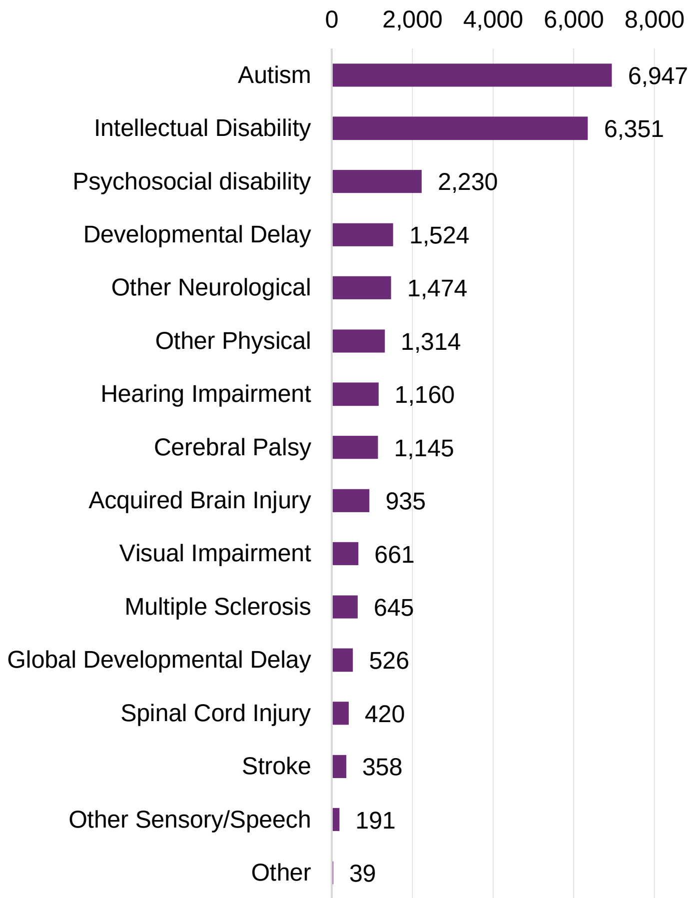
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

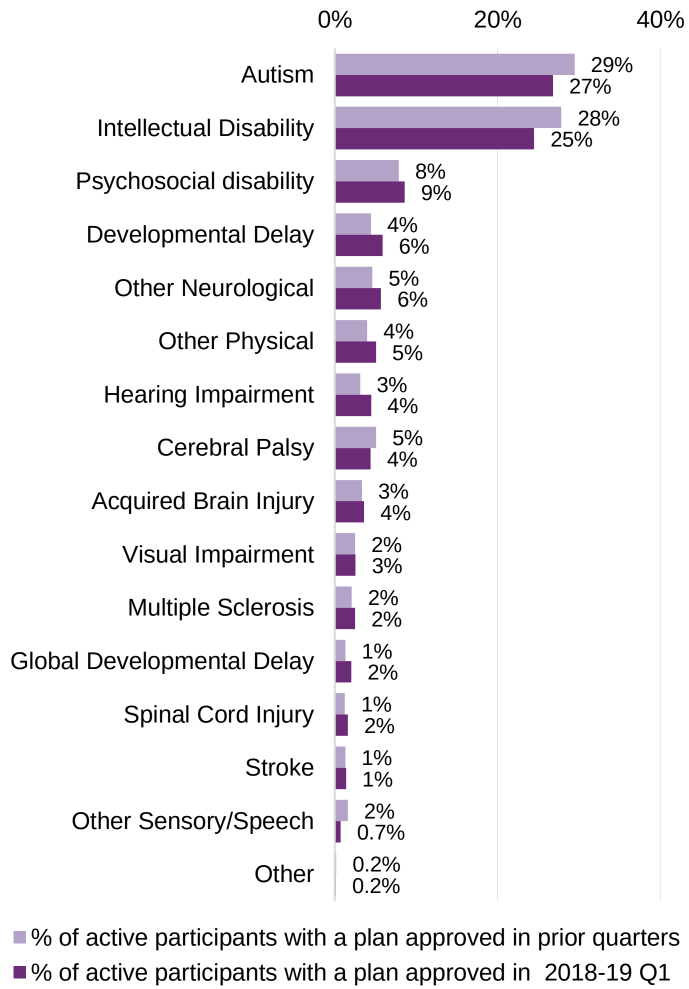
Demographic profile of active participants with a plan approved in the quarter of 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.

Of the participants entering in 2018-19 Q1, 27% have a primary disability group of Autism and 25% have a primary disability group of Intellectual Disability.

Active participants with a plan approved in 2018-19 Q1 by disability group



% of active participants with a plan approved by disability group



Note 1: Of the 6,351 active participants identified as having an intellectual disability, 918 (14%), have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

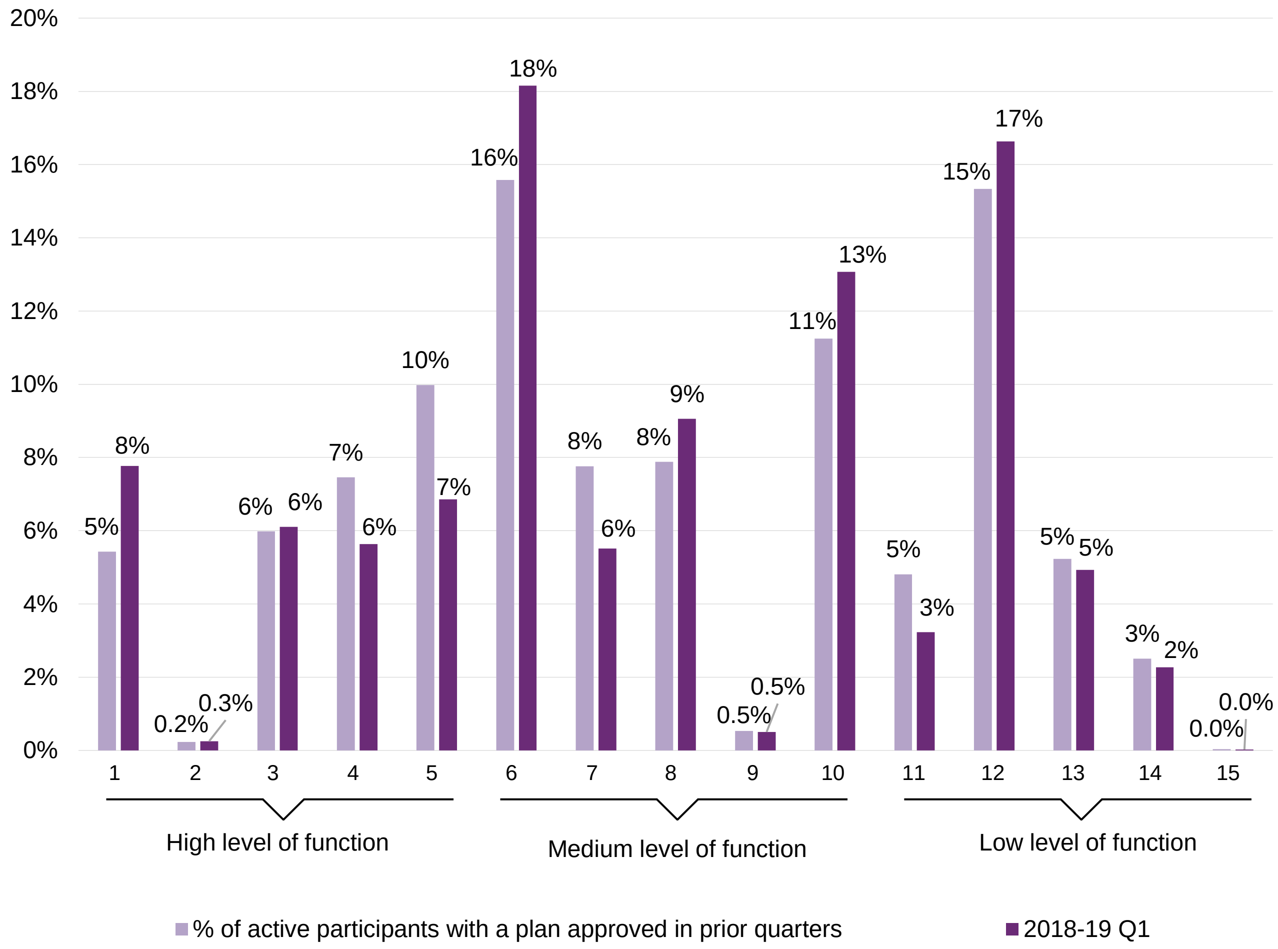
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by level of function.

For participants with a plan approval in the current quarter:
- **27% of active participants had a relatively high level of function**
- **46% of active participants had a relatively moderate level of function**
- **27% had a relatively low level of function**

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

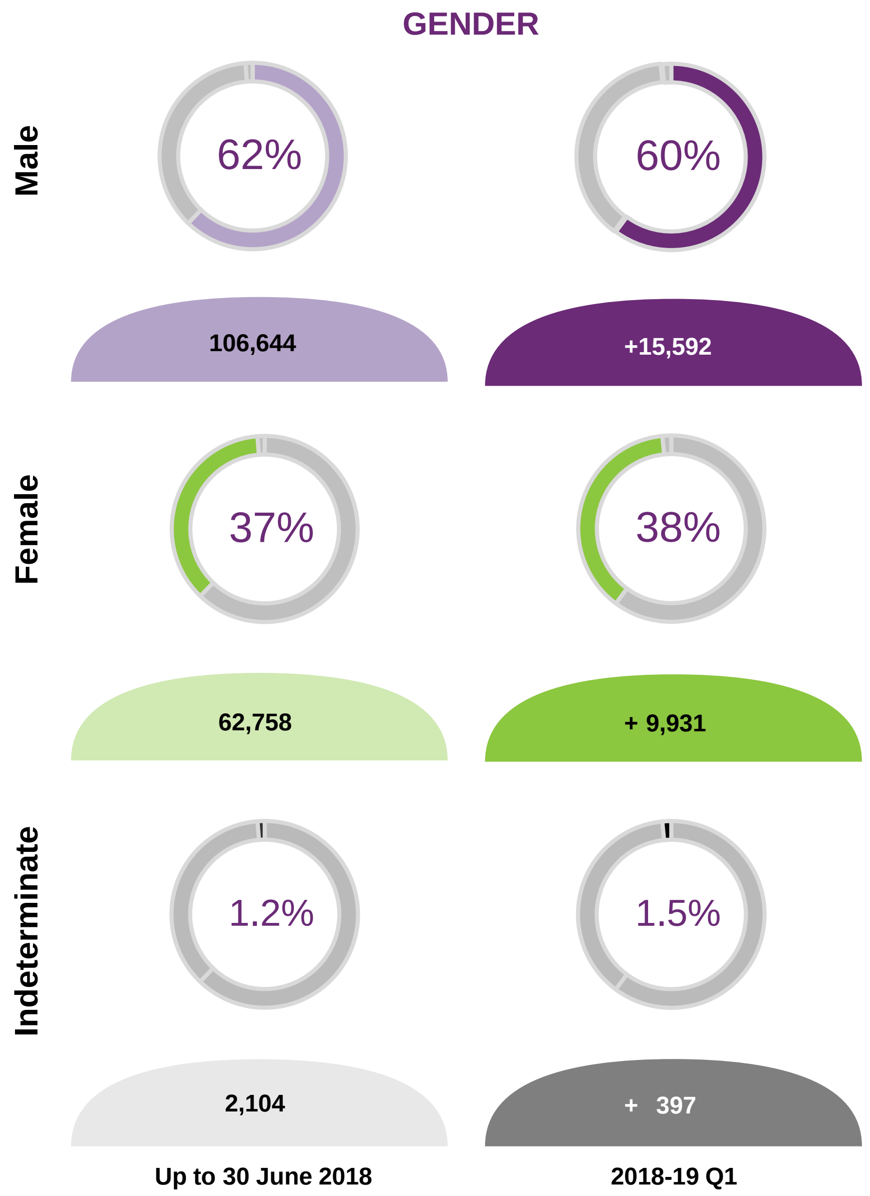
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by gender.

The majority of participants are males.



Participant Profiles

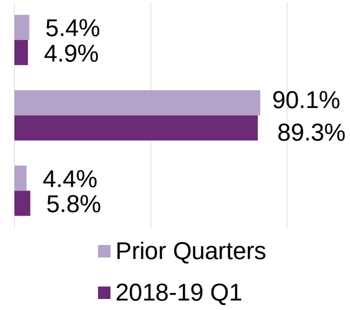
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

Of the participants with a plan approved in 2018-19 Q1:

- **4.9% were Aboriginal or Torres Strait Islander, compared with 5.4% for prior periods.**
- **1.4% were young people in residential aged care, compared with 1.6% for prior periods.**
- **9.0% were culturally and linguistically diverse, compared with 7.5% for prior periods.**

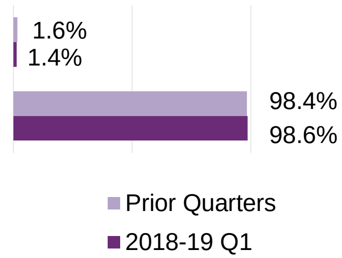
Aboriginal & Torres Strait Islander status	2018-19 Q1
Aboriginal and Torres Strait Islander	1,277
Not Aboriginal and Torres Strait Islander	23,143
Not Stated	1,500

% of active participants



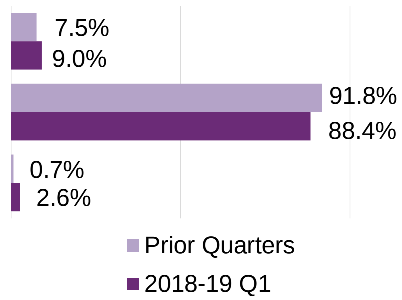
Young people in residential aged care status	2018-19 Q1
Young people in residential aged care	350
Young people not in residential aged care	25,570

% of active participants



Culturally and Linguistically Diverse Status	2018-19 Q1
Culturally and Linguistically Diverse	2,328
Not Culturally and Linguistically Diverse	22,910
Not Stated	682

% of active participants

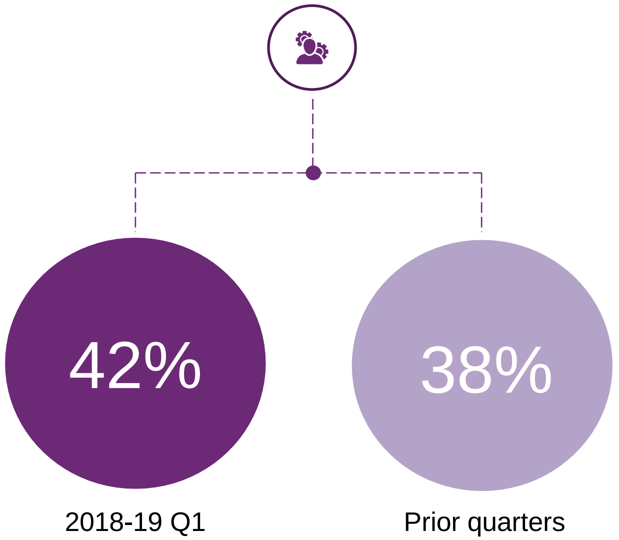


Plan Management
Support Coordination

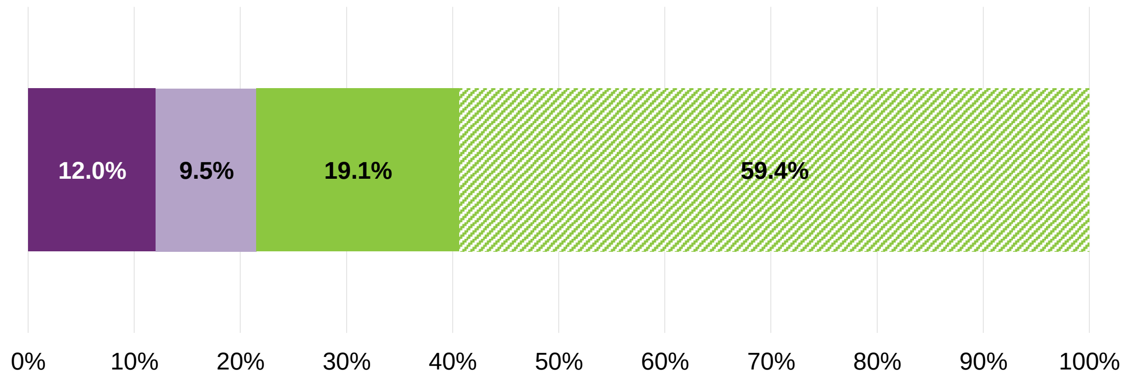
The proportion of participants who are fully or partly self-managing their plan was higher in 2018-19 Q1 (24%), compared with prior quarters of transition (22%).

42% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 38% in prior quarters of transition.

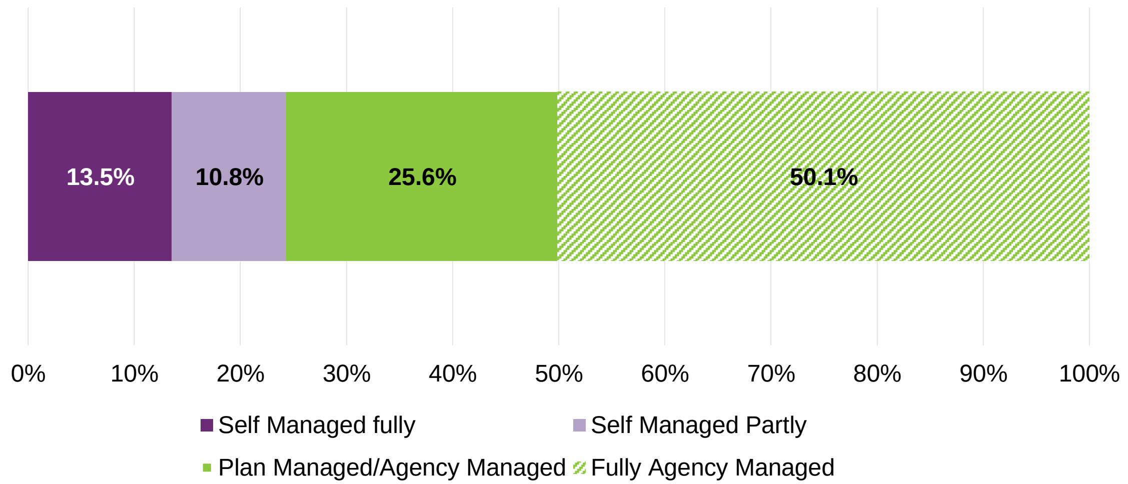
Support Coordination



Prior quarters (transition only)



2018-19 Q1



Plan Activation

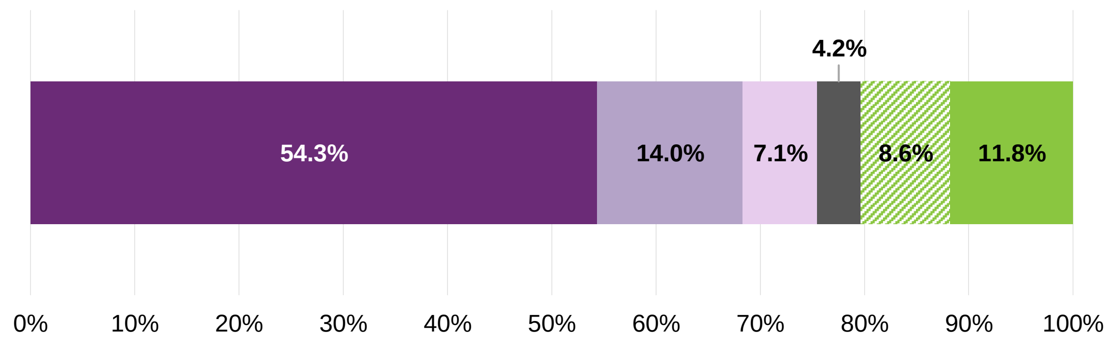
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:
- **75% of plans approved in prior quarters**
- **76% of plans approved in 2017-18 Q3.**

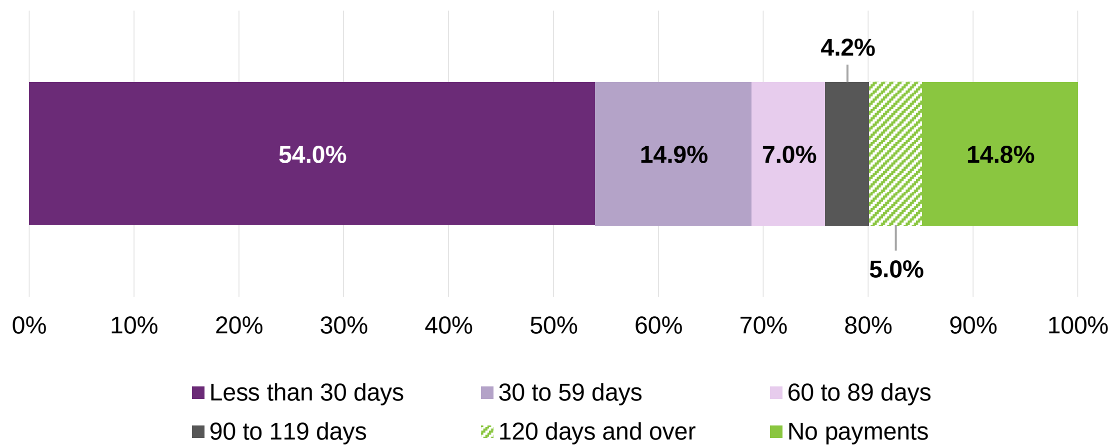
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which contributes to the conservative figures.

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q3



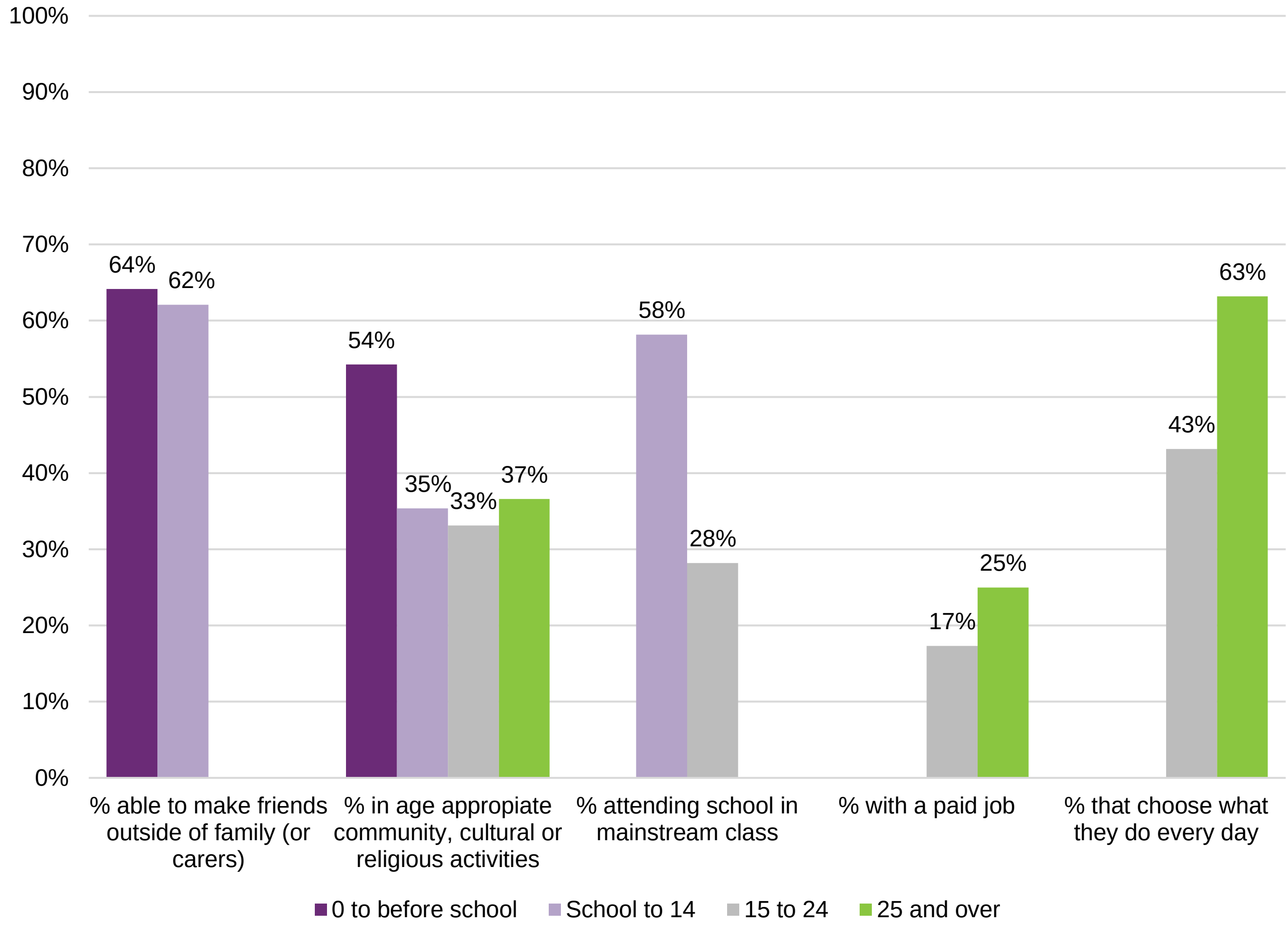
Note: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Information was collected from 98% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

- **64% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 62% of participants from school age to 14**
- **54% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 37% for other age groups**
- **58% of participants from school age to 14 attend school in a mainstream class, compared to 28% of participants aged 15 to 24**
- **25% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24**
- **63% of participants aged 25 and over choose what they do every day, compared to 43% of participants aged 15 to 24**

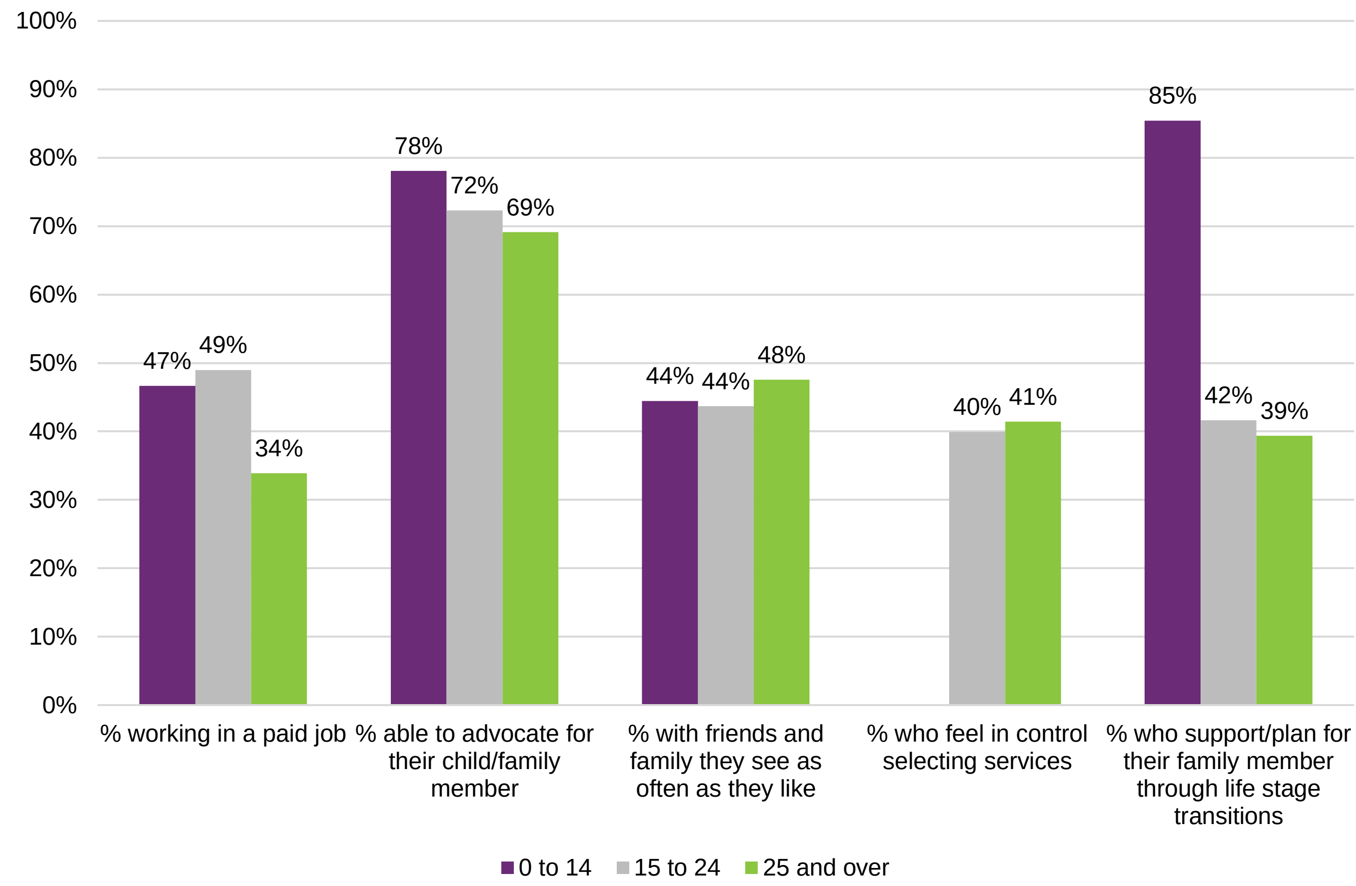
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
- **working in a paid job was highest for participants aged 15 to 24 (49%)**
- **able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)**
- **who have friends and family they can see as often as they like was highest for participants aged 25 and over (48%)**
- **who feel in control selecting services was highest for participants aged 25 and over (41%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)**

Selected key baseline indicators for families and carers of participants



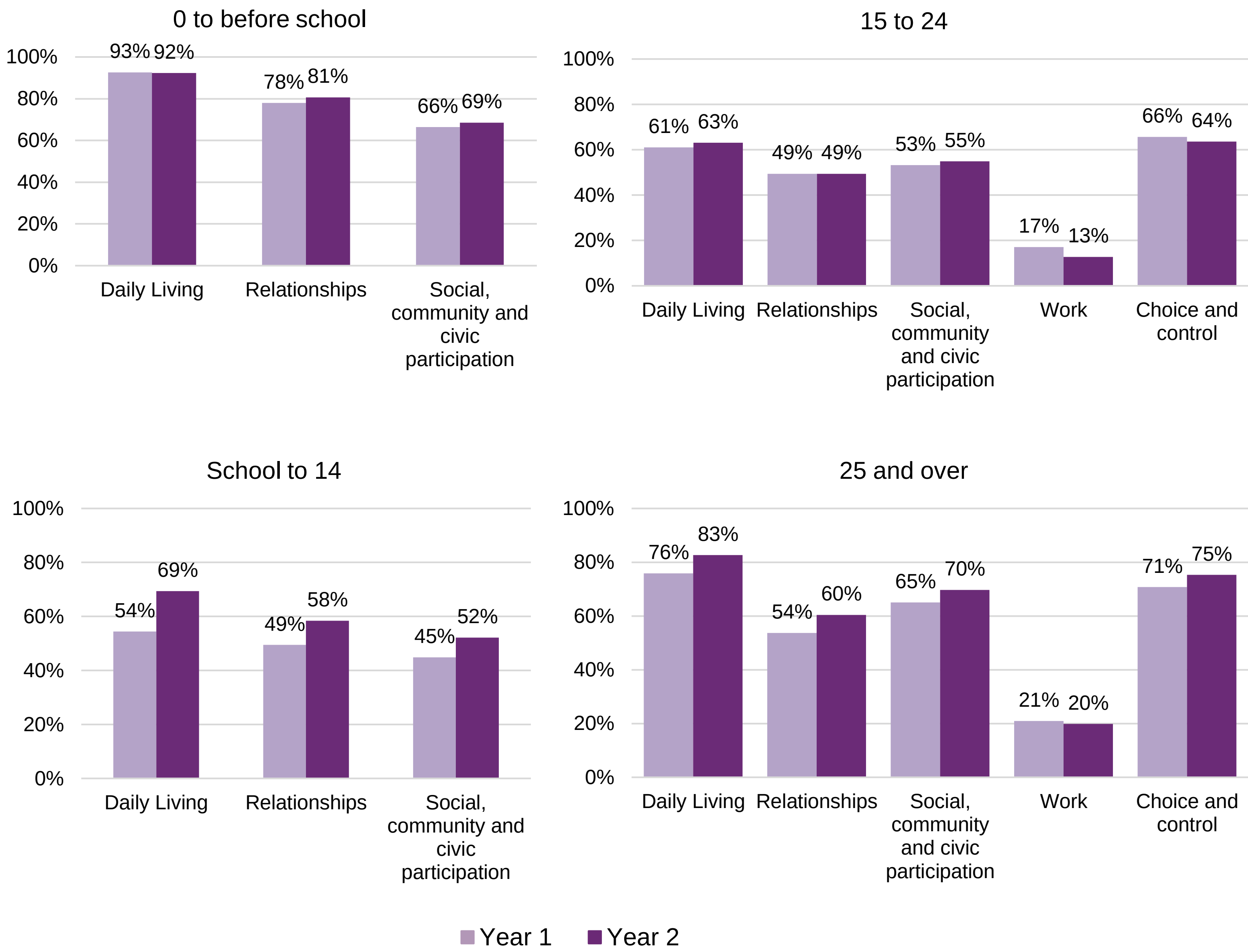
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 July 2016 and 30 September 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

In general, participants' perceptions of whether the NDIS has helped improved from year one to year two. The greatest improvements were experienced by participants in the group School to 14.

"Has the NDIS helped?" questions for participants



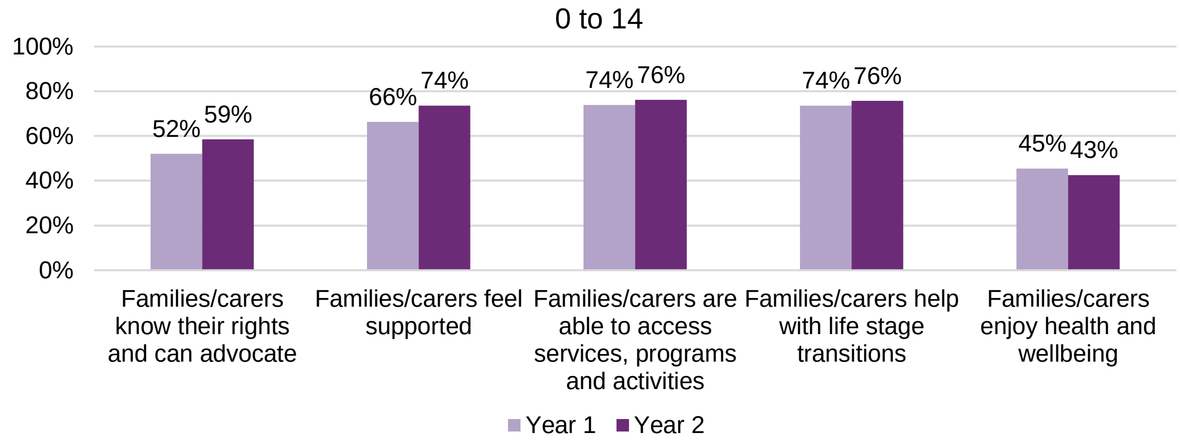
Has the NDIS helped? Family/Carers

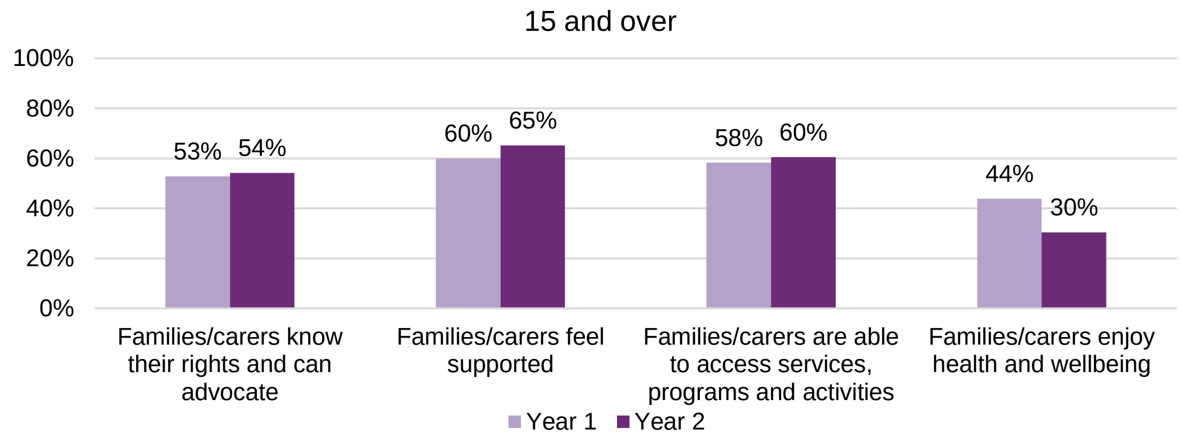
Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 July 2016 and 30 September 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

Overall, family and carers' perceptions of whether the NDIS has helped improved from year one to year two except when answering the question 'Has the NDIS helped you with your health and wellbeing?'.

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



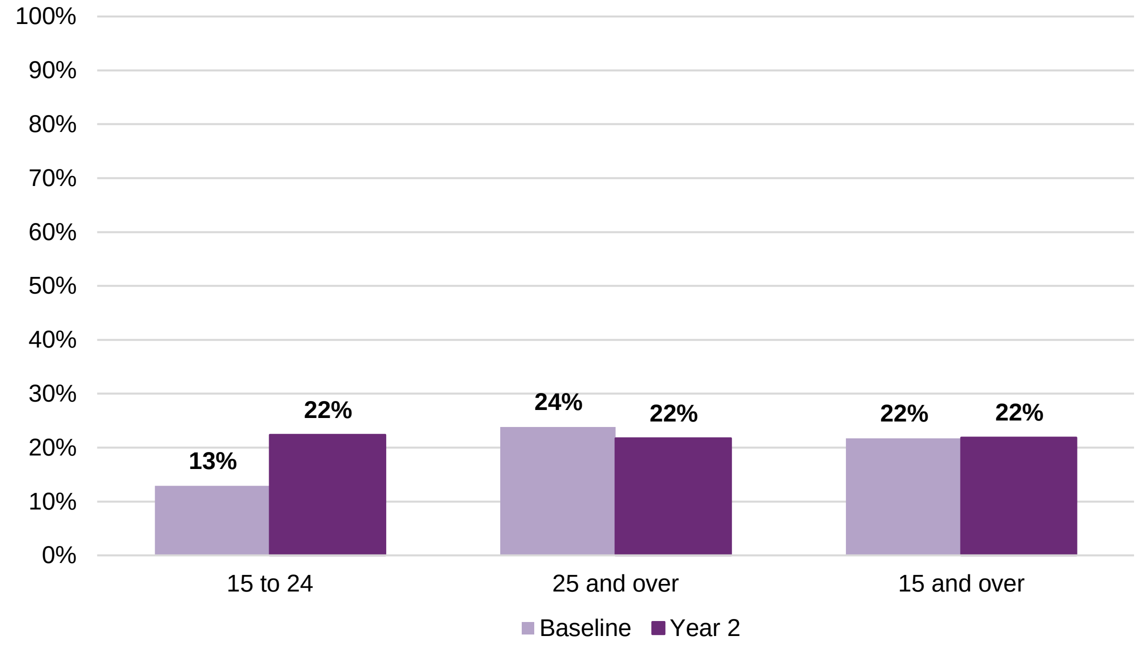


Participants in Work

Participants who entered the Scheme between 1 July 2016 and 30 September 2016 and are of working age are monitored to see whether the NDIS has helped them find paid work.

The percentage of participants in paid work increased from 13% to 22% for those aged 15 to 24, but decreased from 24% to 22% for those aged 25 and over. Overall, the percentage remained stable at 22%.

Participants in paid employment, by age group.

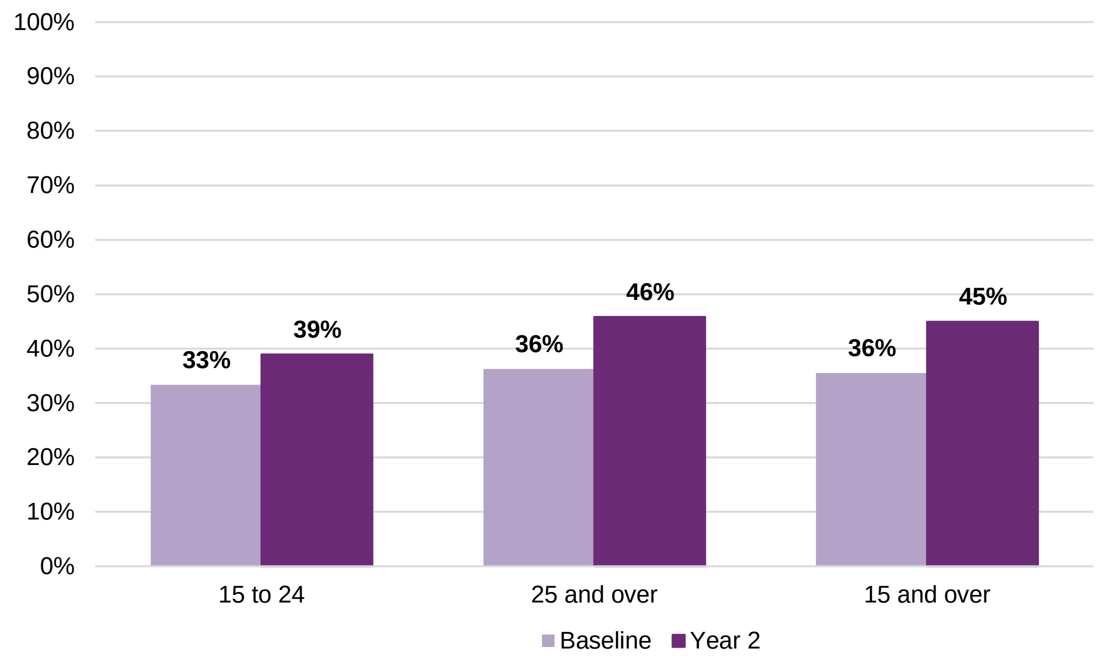


Participants involved in communal and social activities

Participants who entered the Scheme between 1 July 2016 and 30 September 2016 are monitored to see whether the NDIS has helped them participate in social activities in their community.

Across both age groups, there were considerable increases in the percentage of participants engaged in social activities in their community.

NDIS Participants participating in social activities in their community, by age group.



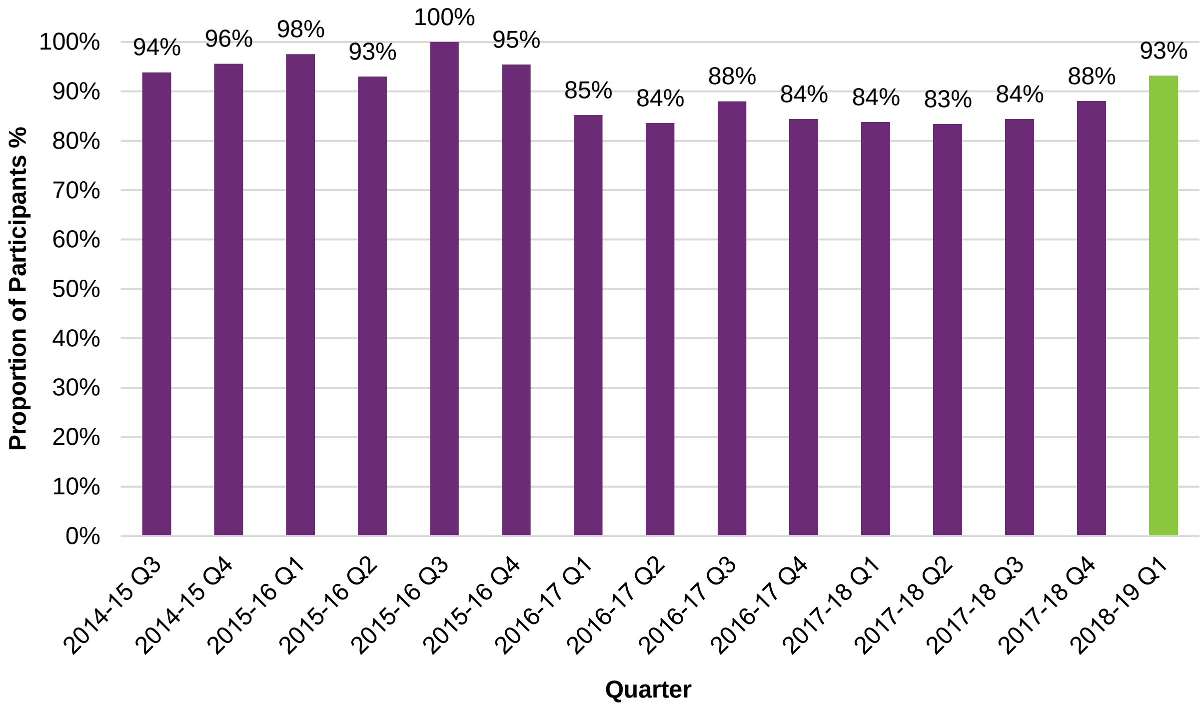
Participant Satisfaction

93% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a further improvement of five percentage points since the previous quarter.

The Participant Pathway Review aims to improve the participant experience.

A new participant satisfaction survey has been developed. Going forward it will better record the experience of NDIS participants, and their families and carers, at different stages of the participant pathway.

Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter



PART 2

Committed Supports and Payments

Both committed and paid supports to participants are increasing in line with the growing scheme.

Overall, $85.8m has been paid to providers and participants for supports provided in 2013-14, $370.8m in 2014-15, $703.5m in 2015-16, $2,171.5m in 2016-17, $5,248.7m in 2017-18 and $1,530.1m in 2018-19 to date.

Summary

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

Key Statistics

$12.5

BILLION OF COMMITTED SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$2.9

BILLION OF COMMITTED SUPPORTS IN RESPECT OF 2018-19 Q1

$85.8M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, $370.8M IN 2014-15, $703.5M IN 2015-16, $2,171.5M IN 2016-17, $5,248.7M IN 2017-18 AND $1,530.1M IN 2018-19 Q1.

OVERALL, 65% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 75% IN 2014-15, 75% IN 2015-16, 67% IN 2016-17 AND 68% IN 2017-18.

THE 2017-18 AND 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

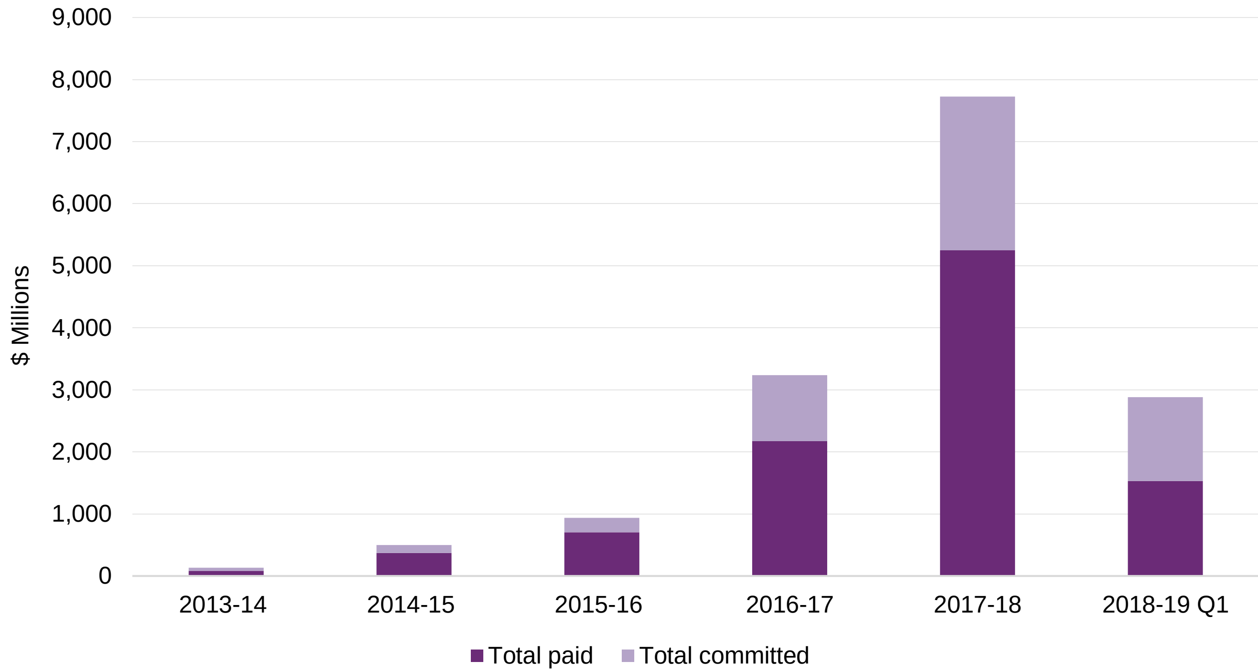
Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $15.4 billion that has been committed in participant plans, $10.1 billion has been paid to date.

In particular, for supports provided in:
2013-14: $85.8m has been paid
2014-15: $370.8m has been paid
2015-16: $703.5m has been paid
2016-17: $2,171.5m has been paid
2017-18: $5,248.7m has been paid
2018-19 Q1: $1,530.1m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	132.8	496.9	939.3	3,237.4	7,727.5	2,884.6	15,418.5
Total paid	85.8	370.8	703.5	2,171.5	5,248.7	1,530.1	10,110.5



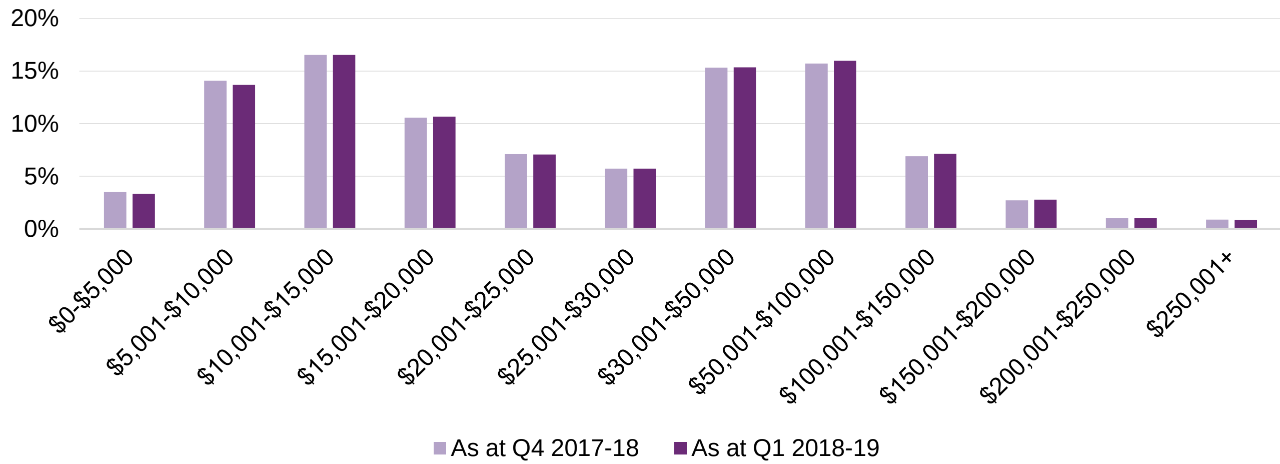
Committed Supports by Cost Band

As at September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

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

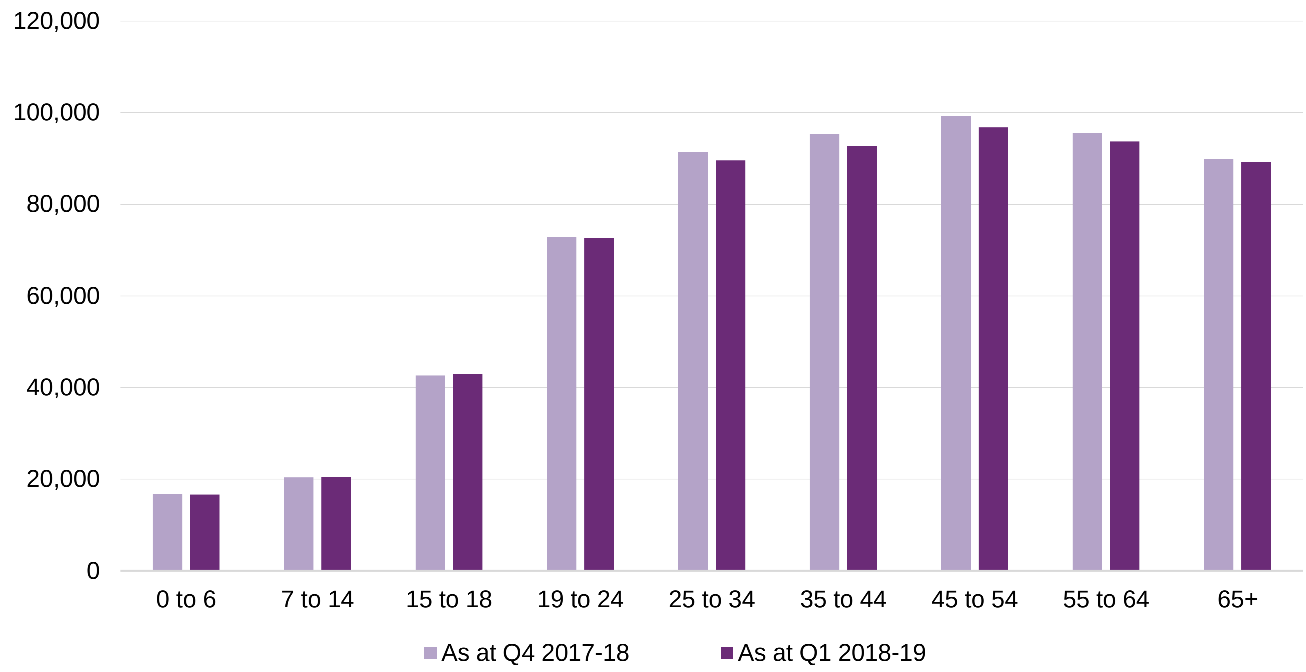
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports by Age Band

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

Average annualised committed supports by age band

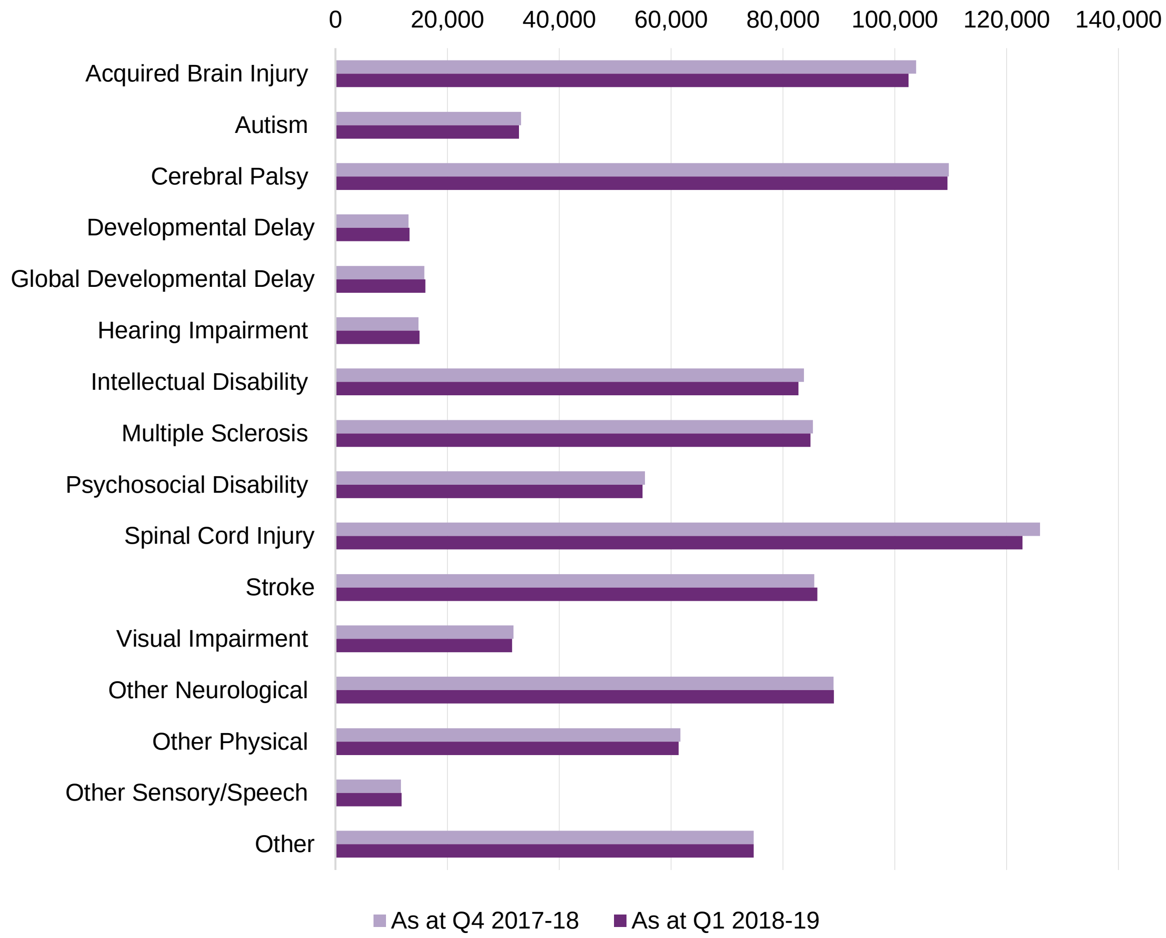


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

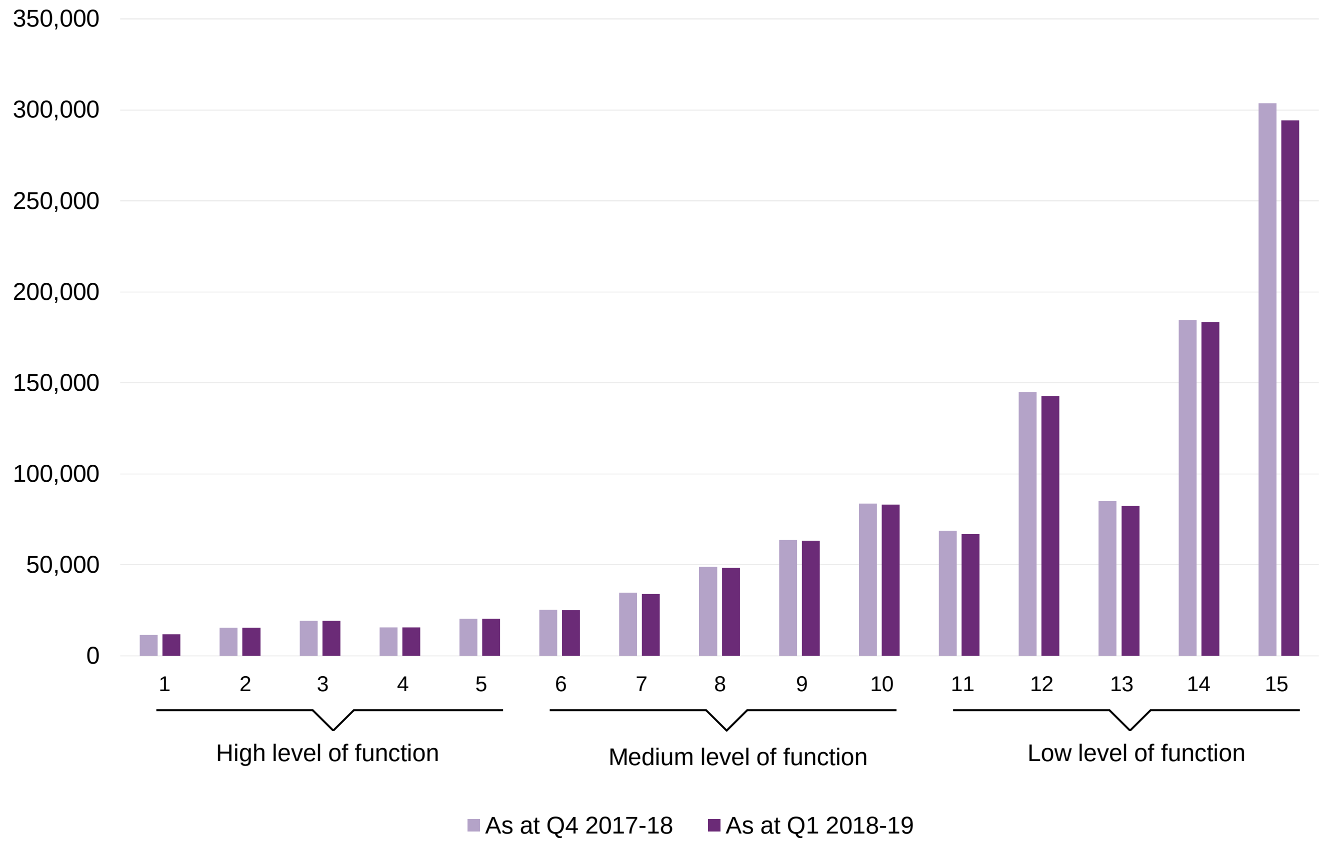
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase with lower levels of function.

Average annualised committed supports by level of function



Note: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

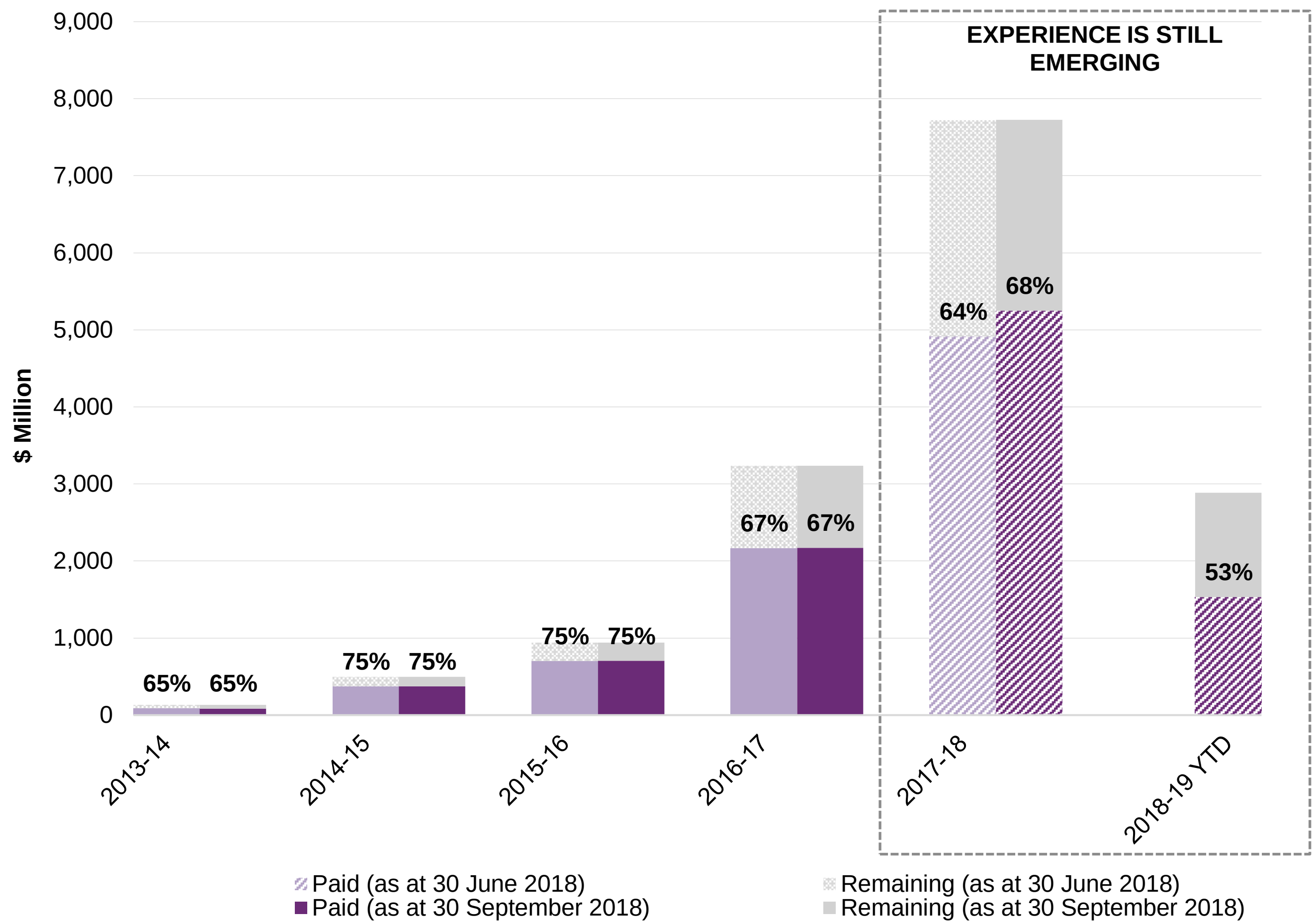
Utilisation of committed supports by year that the support was expected to be provided as at 30 June 2018, compared with 30 September 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 and 2018-19 will increase.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

The utilisation of committed supports in 2017-18 will increase further as there is a lag between when support is provided and when it is paid. The experience for 2018-19 is also still emerging.

Utilisation of committed supports as at 30 June 2018 and 30 September 2018



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 7% increase in the number of providers during the quarter to 17,925.

54% of approved providers were active at 30 September 2018, and 46% were yet to have evidence of activity.

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions starting from 1 July 2019.

Summary

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

Provider registration

- **To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA in States/Territories other than NSW and SA.**
- **Since 1 July 2018, providers in NSW and SA register with the NQSC by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.**

How providers interact with participants

- **NDIS participants have the flexibility to choose the providers who support them.**
- **Providers are paid for disability supports and services provided to the participants.**

Key Statistics

17,925
APPROVED PROVIDERS, 54% OF WHICH WERE ACTIVE AT 30 SEPTEMBER 2018

80-90%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

44%
OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

Providers over time

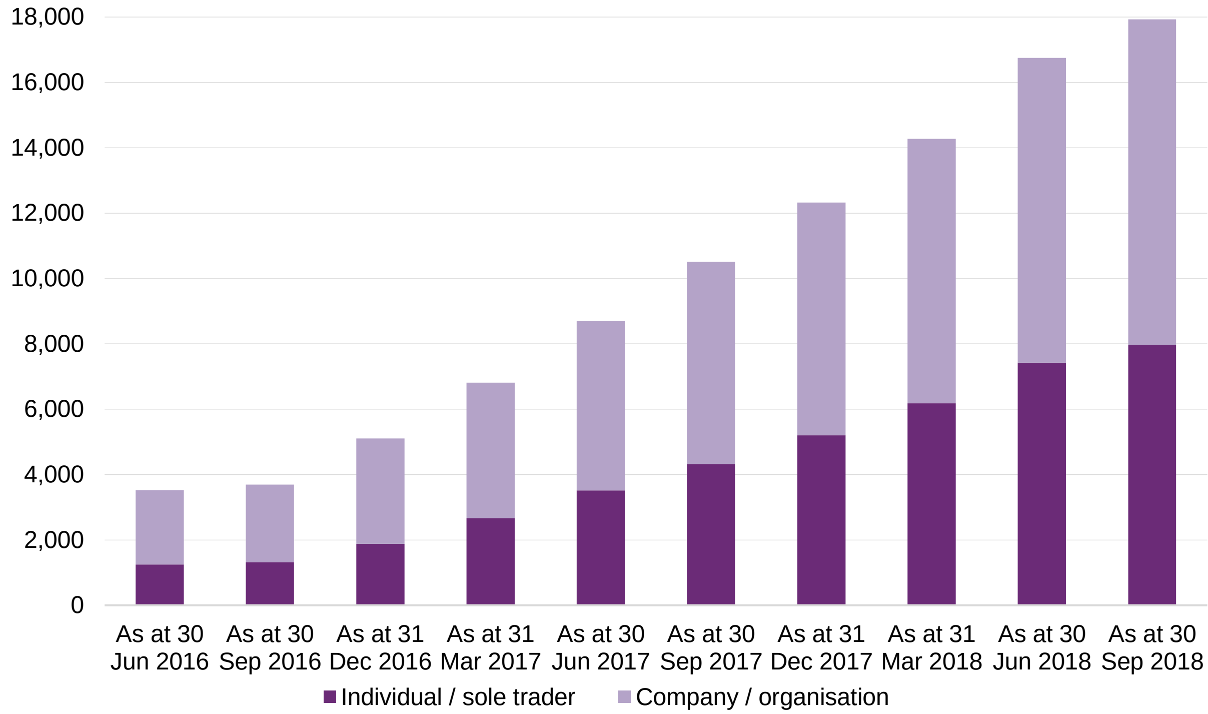
As at 30 September 2018, there were 17,925 registered service providers, of which 7,972 were individual/sole trader operated businesses and 9,953 were companies or organisations.

1.62

AVERAGE PROVIDERS PER PARTICIPANT

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018, and other jurisdictions starting from 1 July 2019.

Approved providers over time by type of provider



The number of approved service providers increased by 7% from 16,755 to 17,925 in the quarter. Currently, 44% of approved service providers are individuals/sole traders.

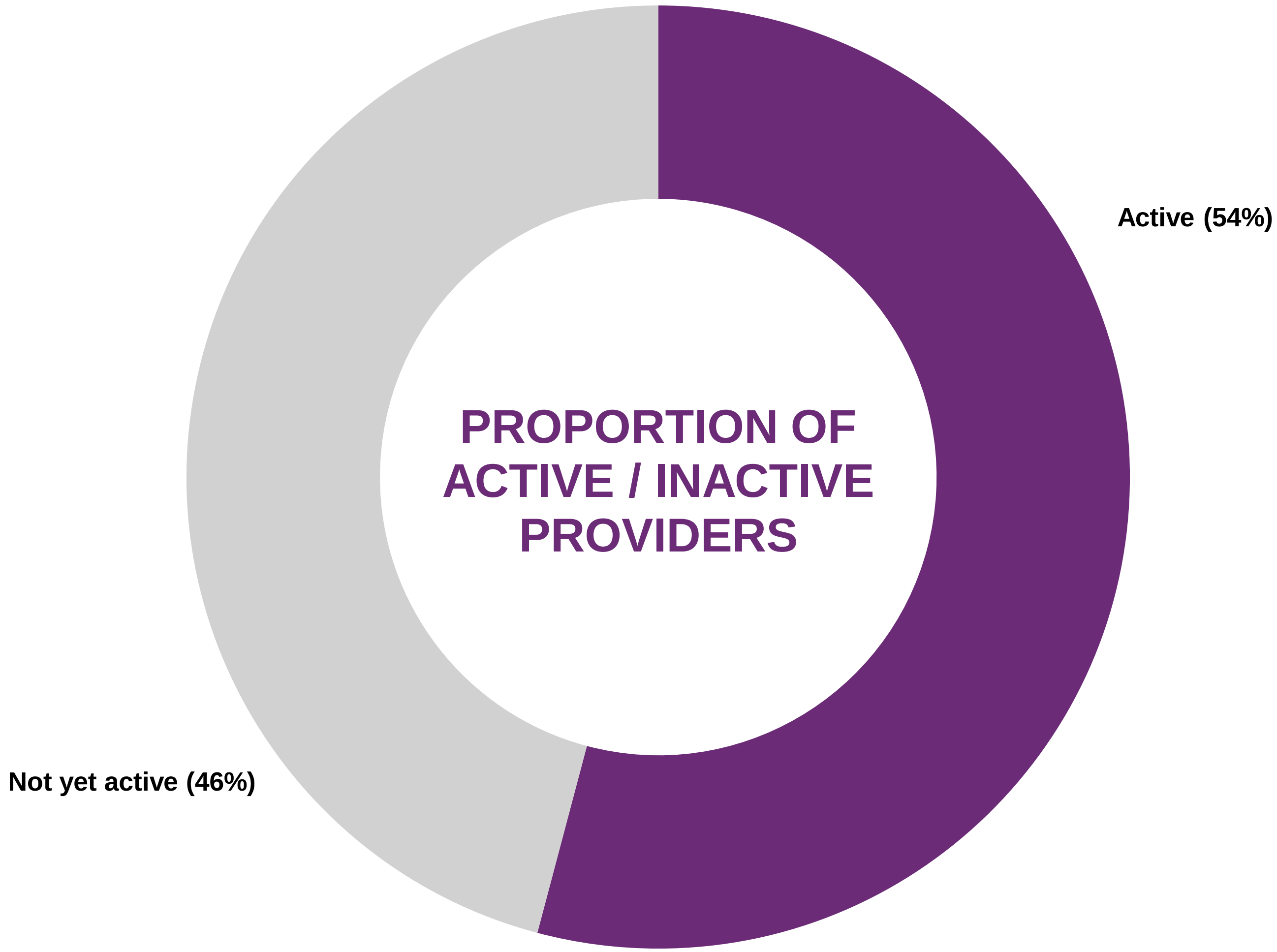
Proportion of Active Providers

Change in the activity status of providers.

As at 30 September 2018, 54% of providers were active and 46% were yet to have evidence of activity. Of all providers, 2,852 began delivering new supports in the quarter.

2,852

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

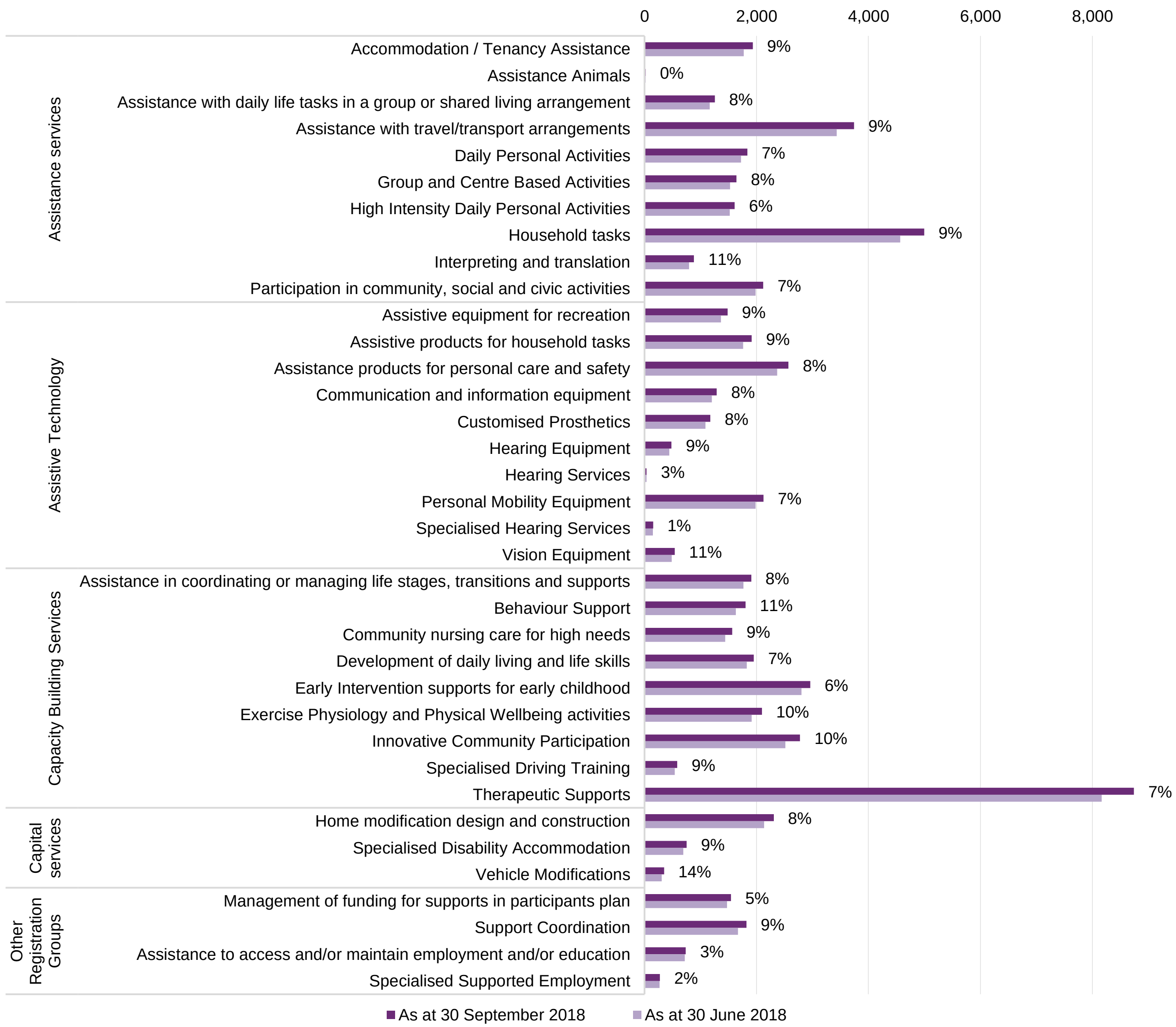


Approved Registration Groups

The number of approved providers has increased for most registration groups over the quarter.

The registration groups with the largest numbers of approved providers continue to grow:
- **Therapeutic Supports: from 8,166 to 8,743 (7% increase)**
- **Household Tasks: from 4,569 to 4,995 (9% increase)**
- **Assistance with travel/transport arrangements: from 3,436 to 3,741 (9% increase)**
- **Early Intervention supports for early childhood: from 2,803 to 2,960 (6% increase)**
- **Innovative Community Participation: from 2,515 to 2,779 (10% increase)**

Approved providers by registration group and percentage change over the quarter

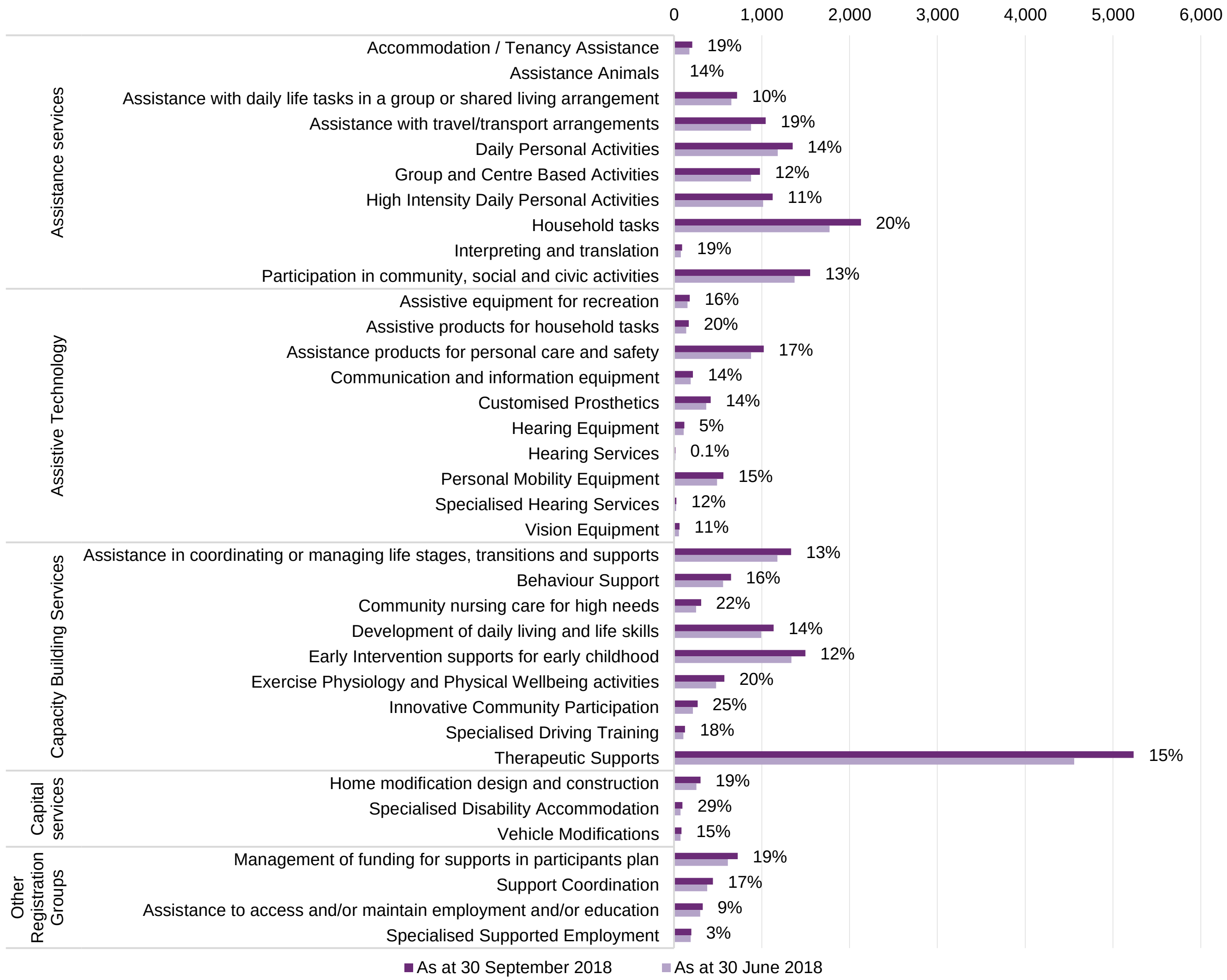


Active Registration groups

The number of providers active in each registration group has increased for most registration groups over the quarter.

The registration groups with the largest numbers of active providers continue to grow:
- **Therapeutic Supports: from 4,558 to 5,236 (15% increase)**
- **Household tasks: from 1,770 to 2,129 (20% increase)**
- **Participation in community, social and civic activities: from 1,374 to 1,551 (13% increase)**
- **Early Intervention supports for early childhood: from 1,337 to 1,496 (12% increase)**
- **Daily Personal Activities: from 1,182 to 1,350 (14% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

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

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

PART 4

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building policy is a commitment made by the NDIS to connect people with disability to their community.

Information, Linkages and Capacity Building (ILC)

The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIA to connect people with disability to their community. ILC supports organisations to deliver activities that will benefit people in their community with disability, and support an inclusive and diverse society.

The NDIA will adopt a more strategic and programmatic approach to ILC investment from July 2019 through implementation of the ILC Investment Strategy. The Strategy will be implemented through programs that align with the activity areas detailed in the ILC Policy. Each new program will contribute to the sustainability of the NDIS and help create more accessible and inclusive communities across Australia.

From 2016-17 to 2018-19, the NDIA has delivered five ILC grant rounds to support the rollout of ILC across each State/Territory. This amounts to $82.7m in ILC grants to community programs over 2 years. Each grant round has funded projects under one or more of the following activity areas in the ILC Policy:

- **Information, linkages and referrals**
- **Capacity building for mainstream services**
- **Community awareness and capacity building**
- **Individual capacity building**
- **Remote ILC Grants round**

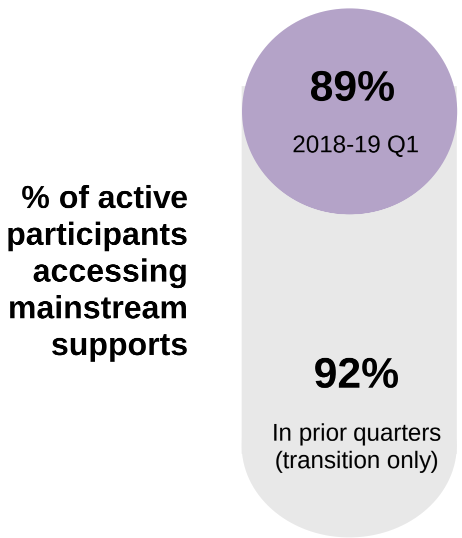
PART 5

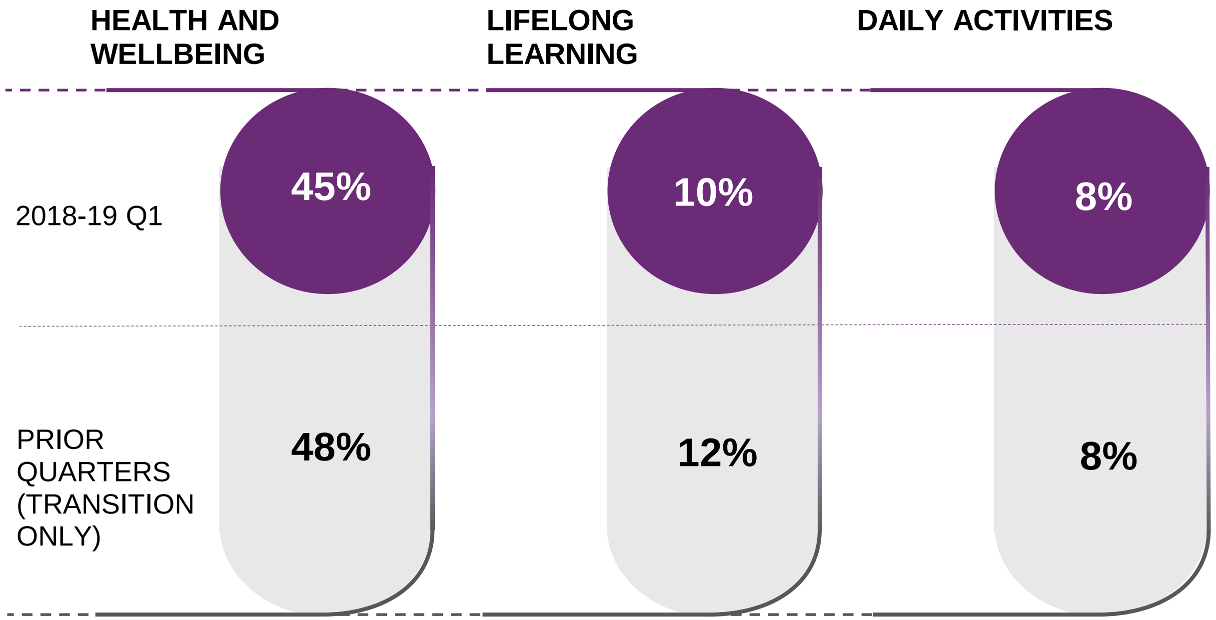
Mainstream Interface

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

Mainstream Interface

89% of active participants with a plan approved in 2018-19 Q1 access mainstream services, a decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.





PART 6

Financial Sustainability

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

The NDIS has been within budget every year for its first five years of operations (1 July 2013 - 30 June 2018). The scheme remains within budget in the first quarter of 2018-19 and is projected to remain within budget for the whole financial year.

Financial Sustainability

The NDIS has been within budget every year for its first five years of operations (1 July 2013 - 30 June 2018). The Scheme remains within budget in the first quarter of 2018-19 and is projected to remain within budget for the whole financial year.

Specific strategies to address pressures on financial sustainability include:

- **Participant Pathway Review – The NDIA's Participant Pathway Review was instigated by stakeholder feedback. A key element of the review is strengthening the "outcomes focus" of the NDIS, and increasing the consistency and reliability of access and plan budget decisions.**
- **Reference package and guided planning process – The reference package and guided planning process is a method to better align a participant's support package with their level of function when they first enter the Scheme and at plan review. This process will require ongoing refinement to ensure that the right assessment tools and questions are being used to inform plan decisions.**
- **Shared supported accommodation – The NDIA is working on consistent and equitable decisions for those seeking access to shared supported accommodation arrangements, which constitutes a large proportion of NDIS cost.**
- **Business intelligence strategy – A business intelligence strategy has been developed, which includes initiatives such as the development of tools to support decision-making, improved gateway interfaces with business partners, and the refinement of governance processes for data management.**

Key Drivers

ASSESSING THE SCHEME

ENSURING THE RIGHT PEOPLE MEET THE ELIGIBILITY REQUIREMENTS AND GAIN ACCESS TO THE SCHEME

EXITING THE SCHEME

FOLLOWING APPROPRIATE EARLY INTERVENTION SUPPORT, SUITABLE PARTICIPANTS ARE EXITING THE SCHEME

RECEIVING AN INITIAL PLAN

ENSURING PARTICIPANTS ARE RECEIVING THE RIGHT AMOUNT OF REASONABLE AND NECESSARY SUPPORTS IN THEIR PLAN

REVIEWING PLANS

REVIEWED PLAN BUDGETS INCLUDE THE CORRECT AMOUNT OF SUPPORT DEPENDENT ON THE PARTICIPANT'S NEEDS