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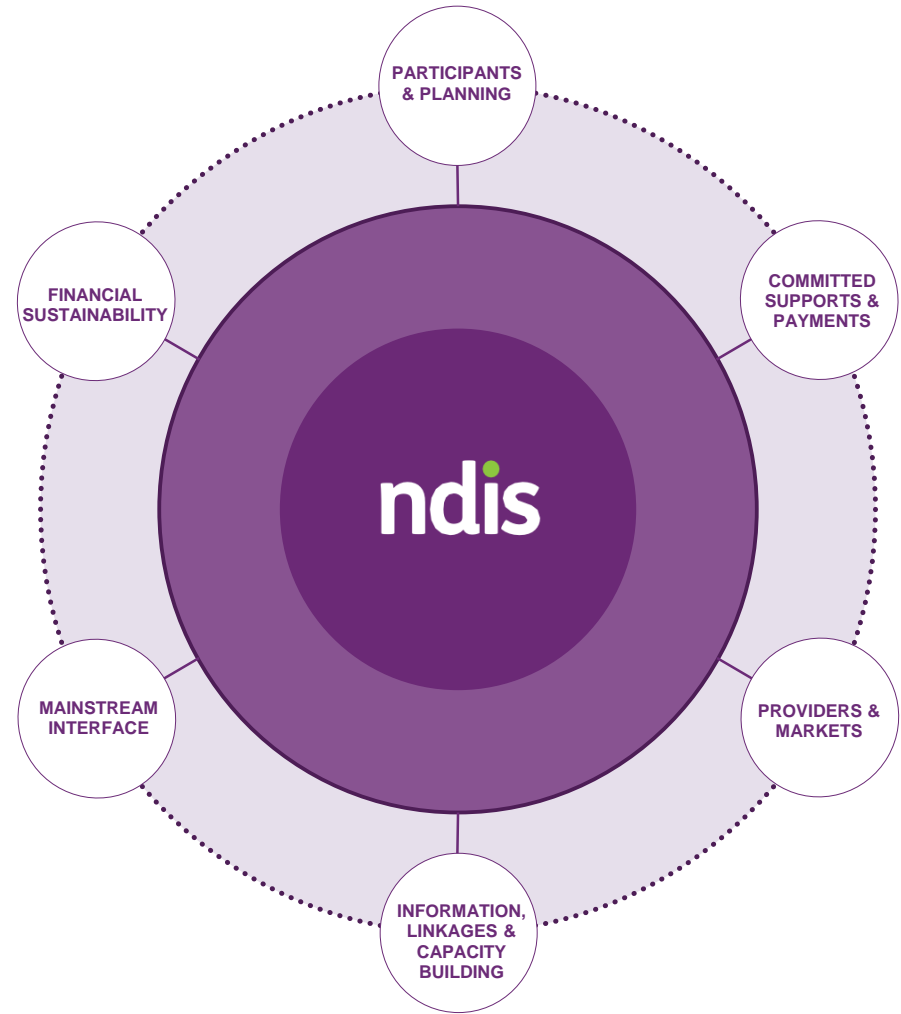
## Disability Reform Council Quarterly Performance Report

Queensland - 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

8,217 additional participants with plans this quarter.

As at 30 September 2018, plans approved and ECEI referrals represent:

- 61% of year to date bilateral estimate met (1 July 2018 - 30 September 2018)
- 57% of scheme to date bilateral estimate met (1 April 2016 - 30 September 2018)

Participant satisfaction has continued to improve with 95% 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

\$769.0 million has been paid to providers and participants:

- \$0.3m in 2015-16,
- \$111.1m in 2016-17,
- \$489.3m in 2017-18,
- \$168.4m in 2018-19 to date.

Overall,

- 32% of committed supports were utilised in 2015-16,
- 56% in 2016-17,
- 62% in 2017-18.

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

## Providers and Markets

4,110 approved providers, a 15% increase for the quarter.

37% of approved providers were active in Queensland at 30 September 2018, and 63% were yet to have evidence of activity.

80-95% of payments made by the NDIA are received by 25% of providers.

38% of service providers are individual/sole traders.

## Mainstream Interface

86% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

# Participants and Planning

As the transition phase to full scheme continues, the NDIS in Queensland continues to grow with 8,217 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

**12,636**

ACCESS DECISIONS  
IN 2018-19 Q1

(INCLUDING BOTH  
ACCESS MET AND  
ACCESS NOT MET)

**8,217**

INITIAL PLANS APPROVED  
IN 2018-19 Q1

OF THE 8,217 INITIAL  
PLANS APPROVED THIS  
QUARTER, 206 WERE  
PREVIOUSLY CONFIRMED  
AS ECEI AT 30 JUNE 2018

**416**

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

**61%**

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

**57%**

OF TRANSITION TO DATE  
BILATERAL ESTIMATE  
MET  
(1 JULY 2016 - 30  
SEPTEMBER 2018)

**57%**

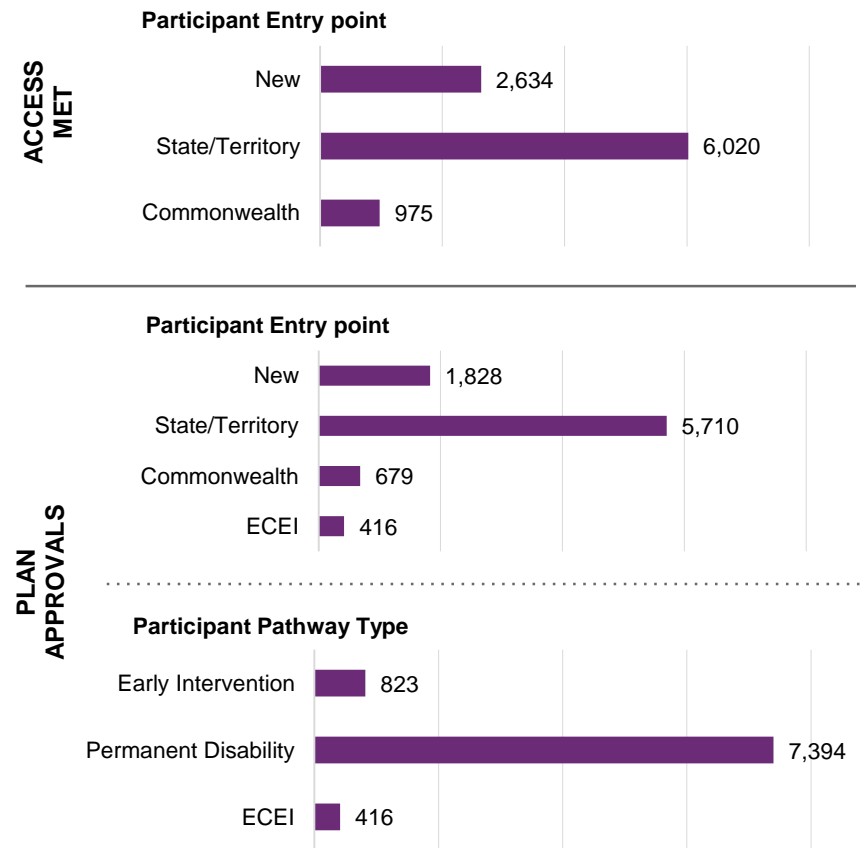
OF SCHEME TO DATE  
BILATERAL ESTIMATE  
MET  
(1 APRIL 2016 - 30  
SEPTEMBER 2018)

# Quarterly Intake

## 2018-19 Q1

Of the 9,629 participants deemed 'eligible' this quarter 63% entered from an existing State/Territory program.

Of the 8,217 plan approvals this quarter, 69% had transitioned from an existing State/Territory program, 90% entered with a permanent disability and 206 were previously confirmed as ECEI at 2017-18 Q4.



## Quarterly Intake Detail

### Plan approvals as at 30 September 2018

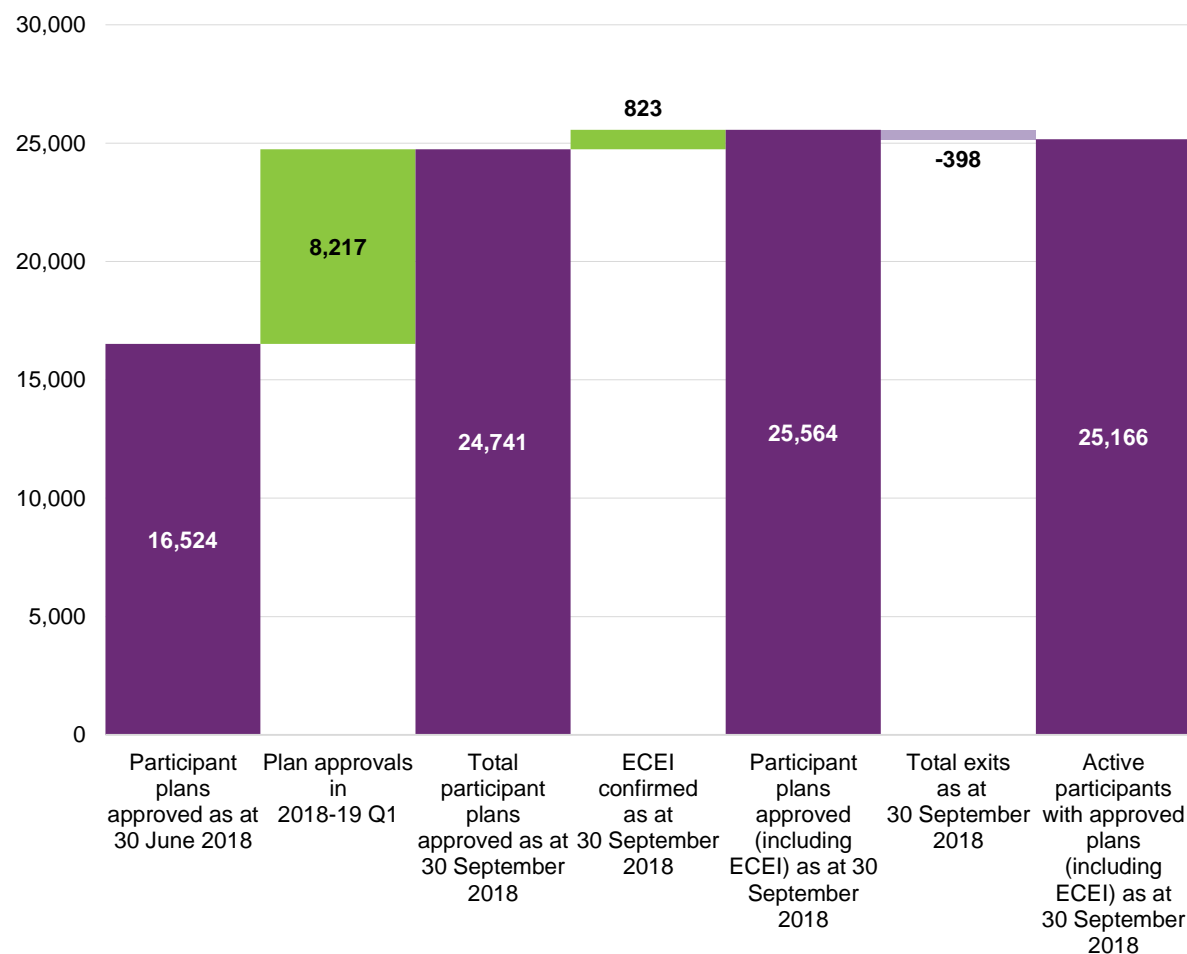
Plan approval numbers have increased from 16,524 at the end of 2017-18 Q4 to 24,741 by the end of 2018-19 Q1, an increase of 8,217 approvals.

As at 30 September 2018 there were 823 children with a confirmed ECEI referral bringing the total number to 25,564. Overall, 398 participants with approved plans have exited the Scheme.

Of the 823 children with a confirmed ECEI referral as at 30 September 2018, 407 were previously confirmed as ECEI at 30 June 2018 and an additional 416 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 3,967 plan reviews. This figure relates to all participants who have entered the scheme.

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



# Cumulative Position

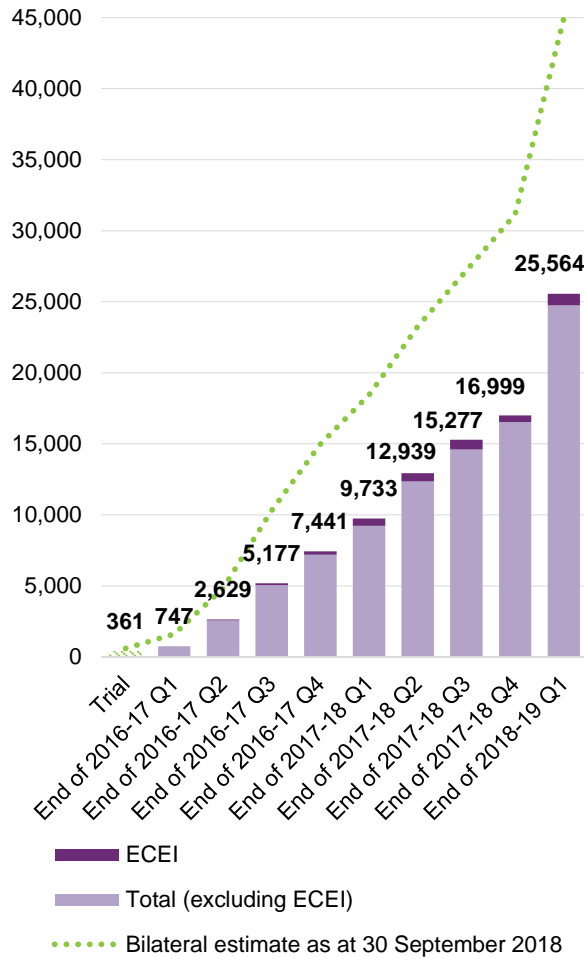
## Plan approvals as at 30 Sep 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 25,564 (including 823 children supported through the ECEI gateway). Of these, 15,783 transitioned from an existing State/Territory program and 2,104 transitioned from an existing Commonwealth program.

Overall, since 1 April 2016, there have been 45,784 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



**61%**

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

**57%**

of transition to date bilateral estimate met (1 July 2016 - 30 September 2018)

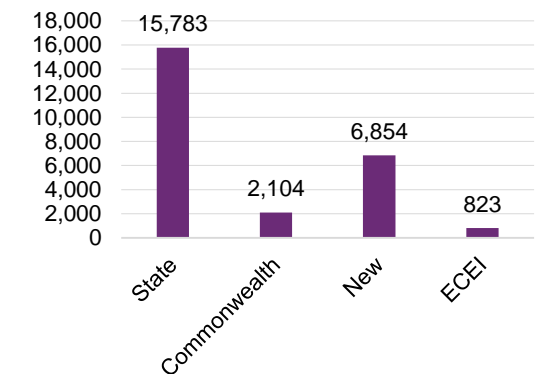
**57%**

of scheme to date bilateral estimate met (1 April 2016 - 30 September 2018)

**24,741**

plan approvals to date; 25,564 including ECEI confirmed

Plan approvals by participant referral pathway



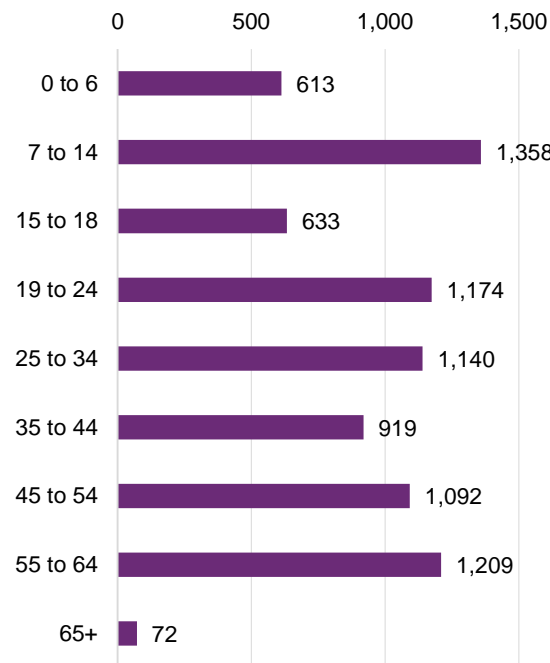


# Participant Profiles by Age Group

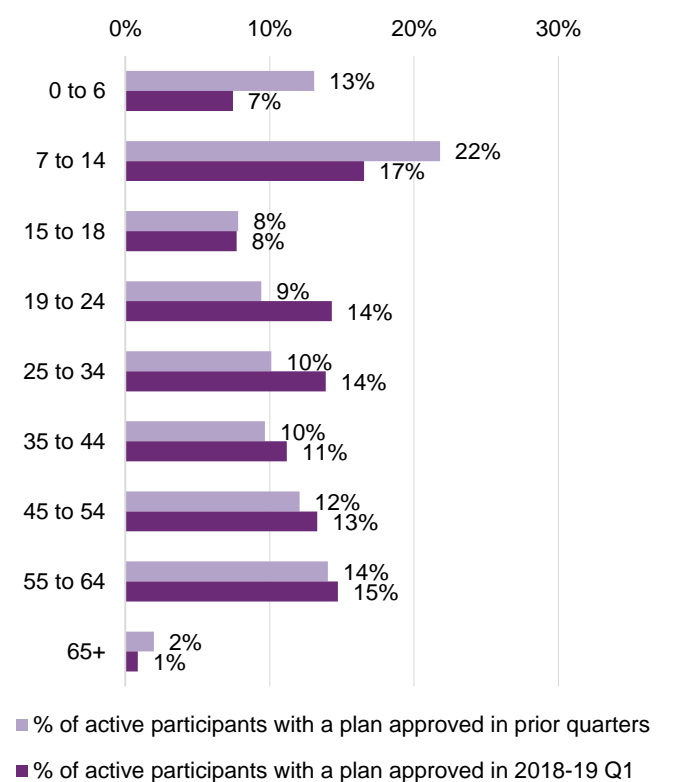
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.

Around 24% of participants entering in this quarter are aged 0 to 14 years. This compares with 35% in prior quarters.

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



% of active participants with a plan approved by age group



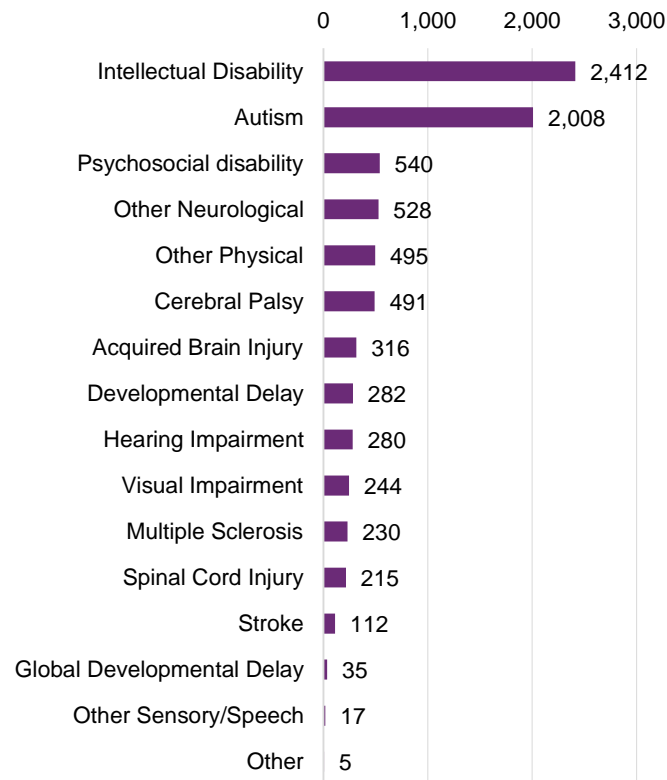
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Participant Profiles by Disability Group

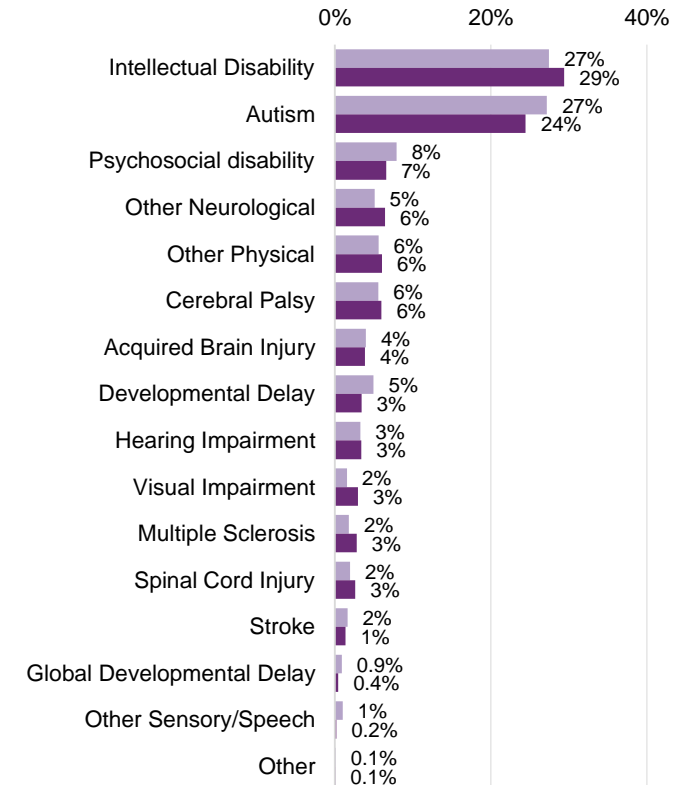
**Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.**

**29% of participants entering in 2018-19 Q1 have a primary disability group of Intellectual Disability, compared to 27% in previous quarters.**

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



**% of active participants with a plan approved by disability group**



■ % of active participants with a plan approved in prior quarters  
 ■ % of active participants with a plan approved in 2018-19 Q1

Note 1: Of the 2,412 active participants identified as having an intellectual disability, 462 (19%), 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

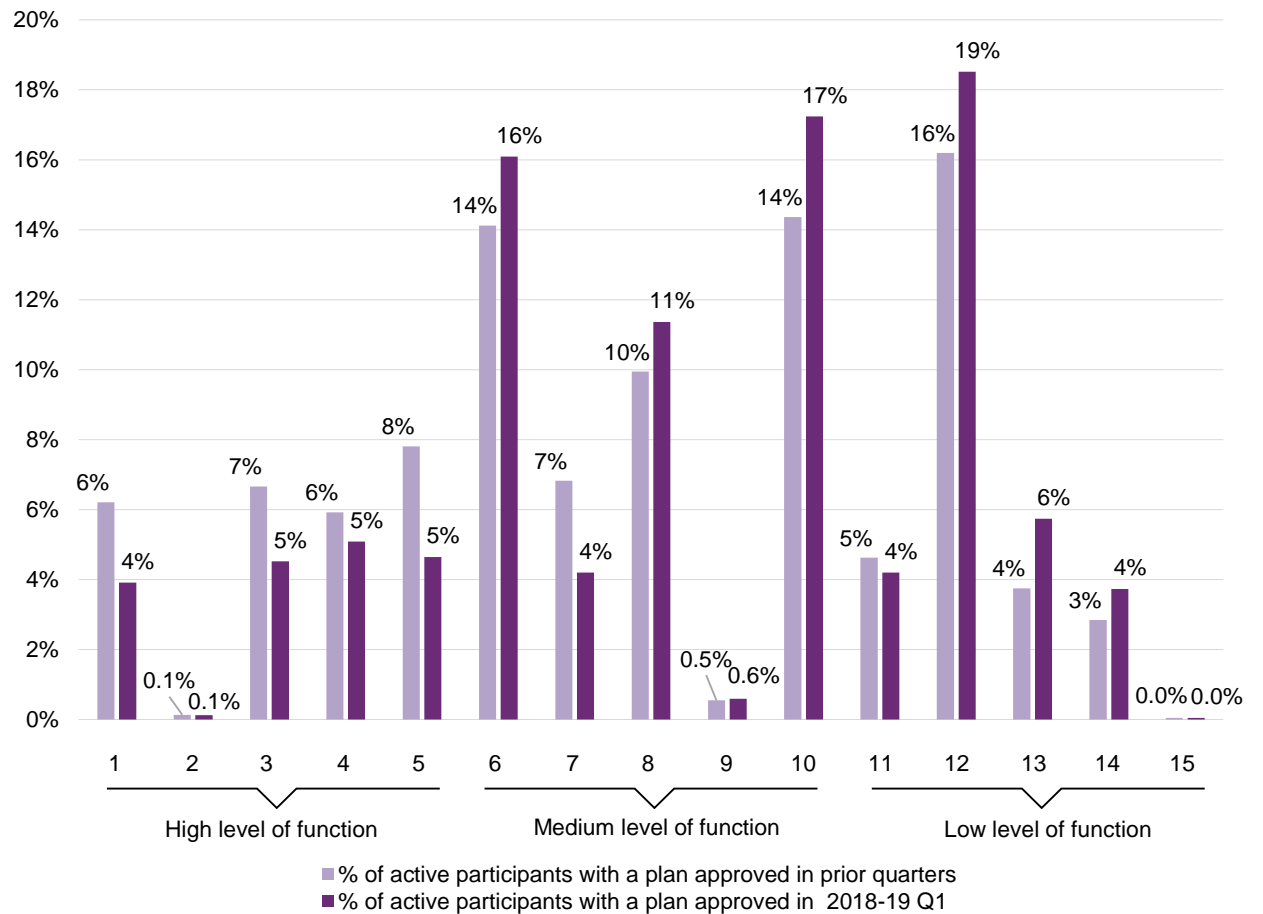
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by level of function.

For participants with a plan approval in the current period:

- 18% of active participants had a relatively high level of function
- 49% of active participants had a relatively moderate level of function
- 32% had a relatively low level of function

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

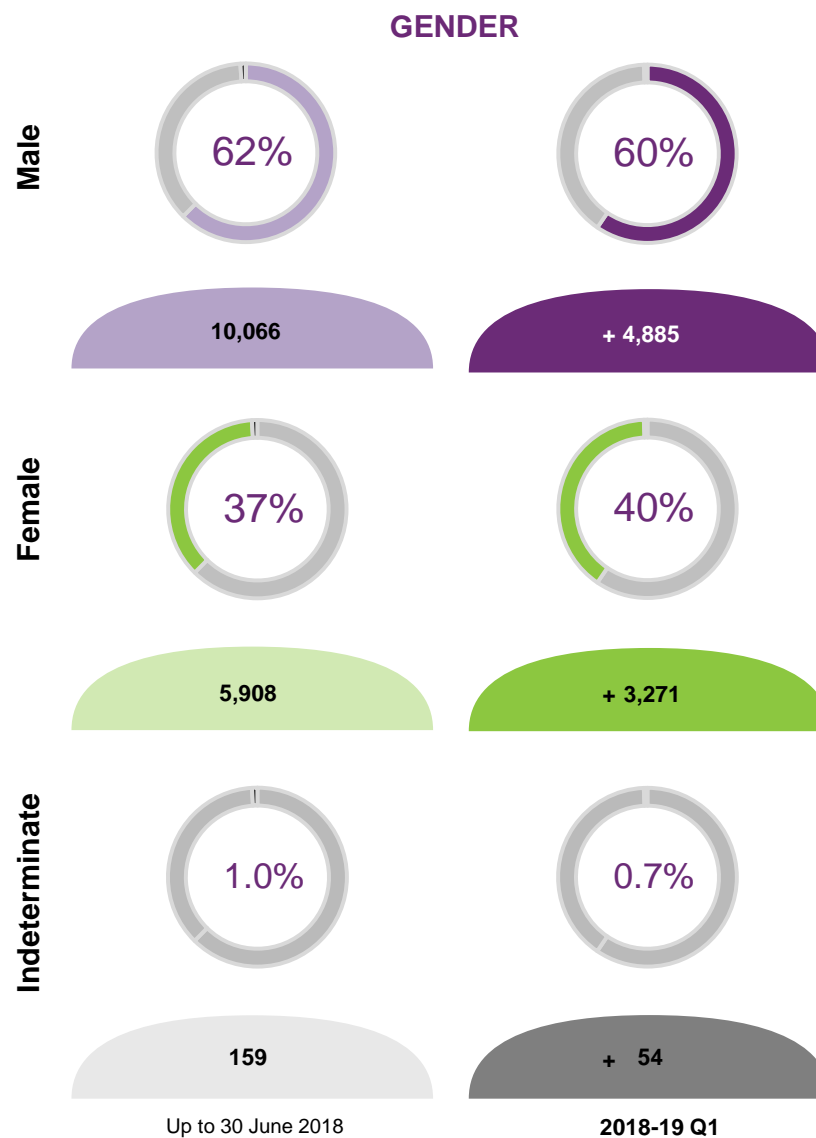
% of active participants with a plan approved by level of function



# 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:

- 5.1% were Aboriginal or Torres Strait Islander, compared with 9.7% for prior periods.
- 1.2% were young people in residential aged care, compared with 1.7% for prior periods.
- 6.4% were culturally and linguistically diverse, compared with 2.6% for prior periods.

## Aboriginal & Torres Strait Islander status

Aboriginal and Torres Strait Islander

2018-19 Q1

% of active participants

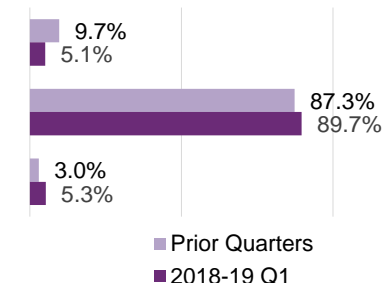
Not Aboriginal and Torres Strait Islander

Not Stated

416

7,361

433



## Young people in residential aged care status

Young people in residential aged care

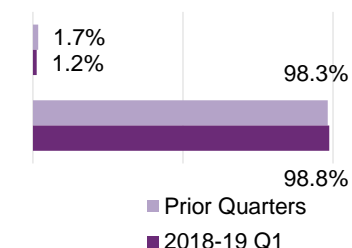
Young people not in residential aged care

2018-19 Q1

% of active participants

101

8,109



## Culturally and linguistically diverse status

Culturally and linguistically diverse

Not culturally and linguistically diverse

Not stated

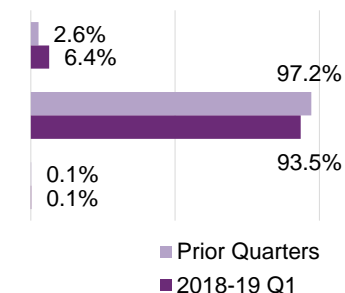
2018-19 Q1

% of active participants

522

7,679

9

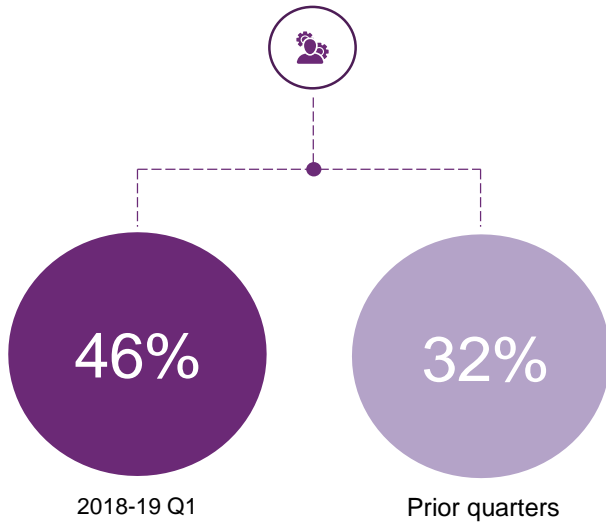


# Plan Management Support Coordination

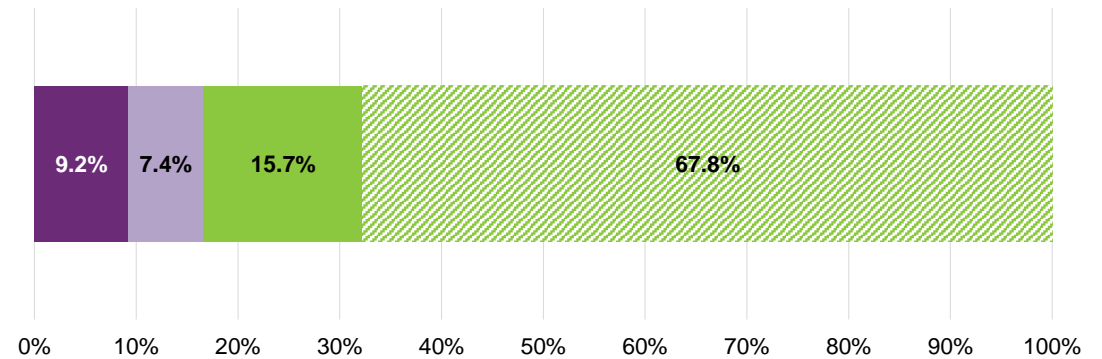
The proportion of participants who are fully or partly self-managing their plan was higher in 2018-19 Q1 (24%), compared with prior quarters of transition (17%).

46% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 32% in prior quarters of transition.

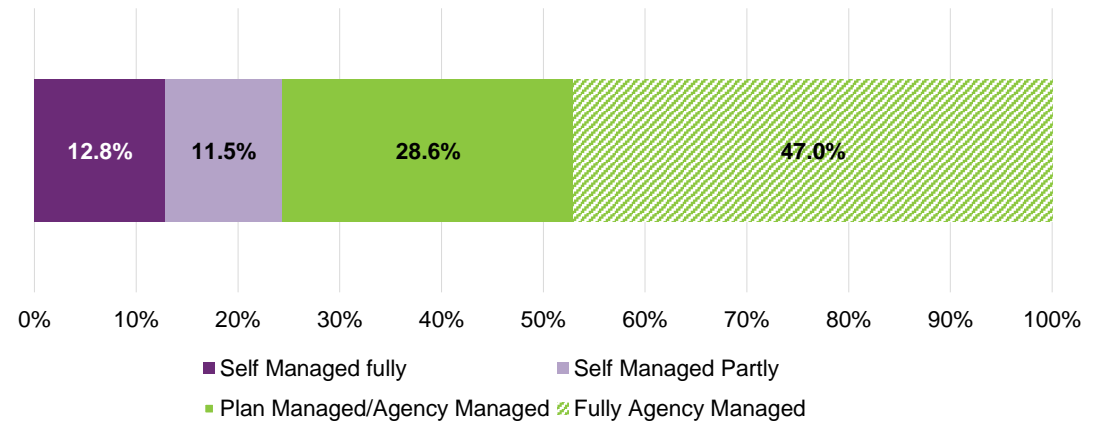
## Support Coordination



Prior quarters (transition only)



2018-19 Q1



# Plan Activation

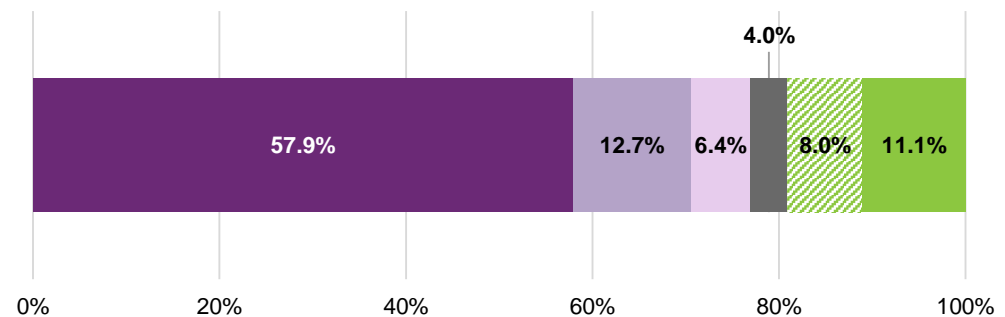
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

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

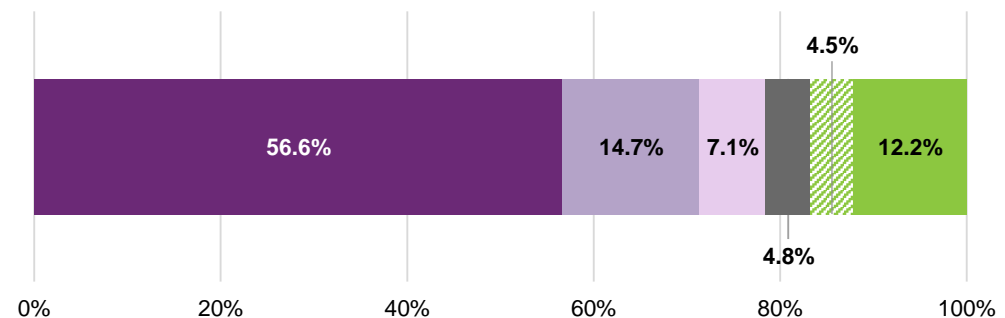
- 77% of plans approved in prior quarters
- 78% of plans approved in 2017-18 Q3.

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q3



- Less than 30 days
- 30 to 59 days
- 60 to 89 days
- 90 to 119 days
- 120 days and over
- No payments

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.

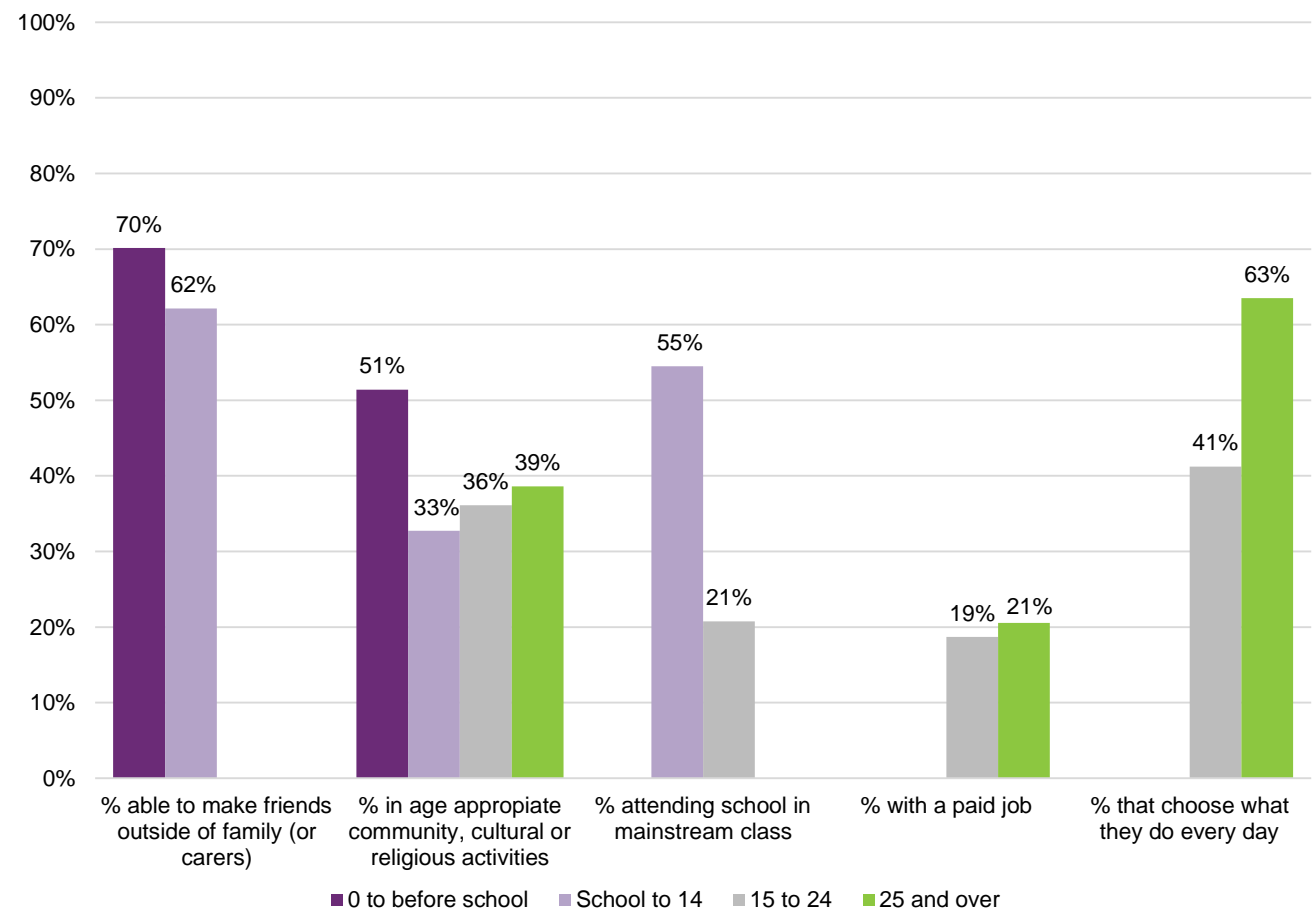
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

# Participant Outcomes

Information was collected from 99% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

- 70% 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
- 51% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 39% for other age groups
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 21% of participants aged 15 to 24
- 21% of participants aged 25 and over have a paid job, compared to 19% of participants aged 15 to 24
- 63% of participants aged 25 and over choose what they do every day, compared to 41% of participants aged 15 to 24

Selected key baseline indicators for participants



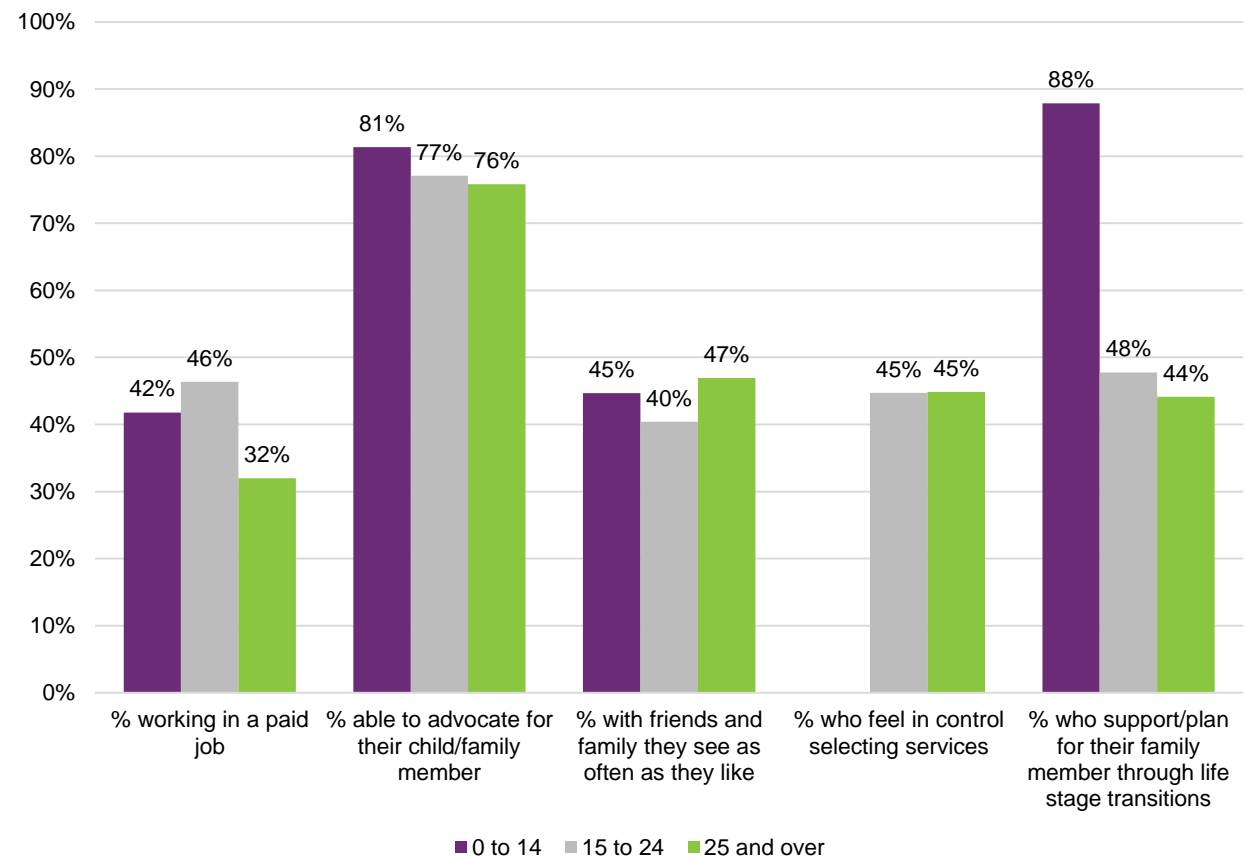


# Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (46%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (81%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (47%)
- who feel in control selecting services was 45%
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Selected key baseline indicators for families and carers of participants



## Has the NDIS helped? Participants

### Perceptions of whether the NDIS has helped.

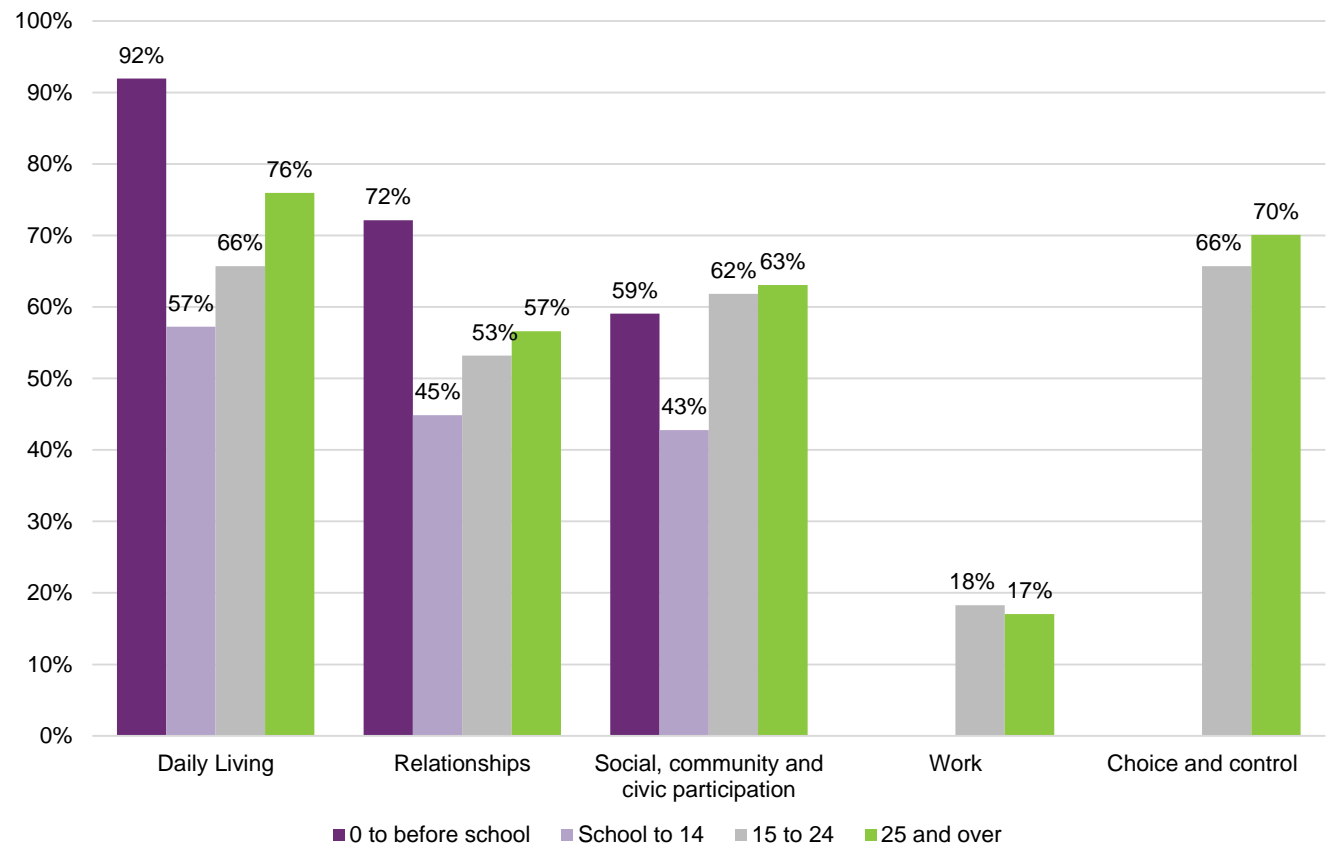
Participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:

- Daily Living (92%), for participants aged 0 to before school
- Daily Living (57%), for participants of school age to 14
- Daily Living and Choice and Control (66%), for participants aged 15 to 24
- Daily Living (76%), for participants aged 25 and over

The national report includes data on participants who entered the Scheme in 2016-17 Q1 and were asked questions about whether the NDIS had helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. As only one quarter of data is available, results by State/Territory are not yet available.

"Has the NDIS helped?" questions for participants



# Has the NDIS helped? Family/Carers

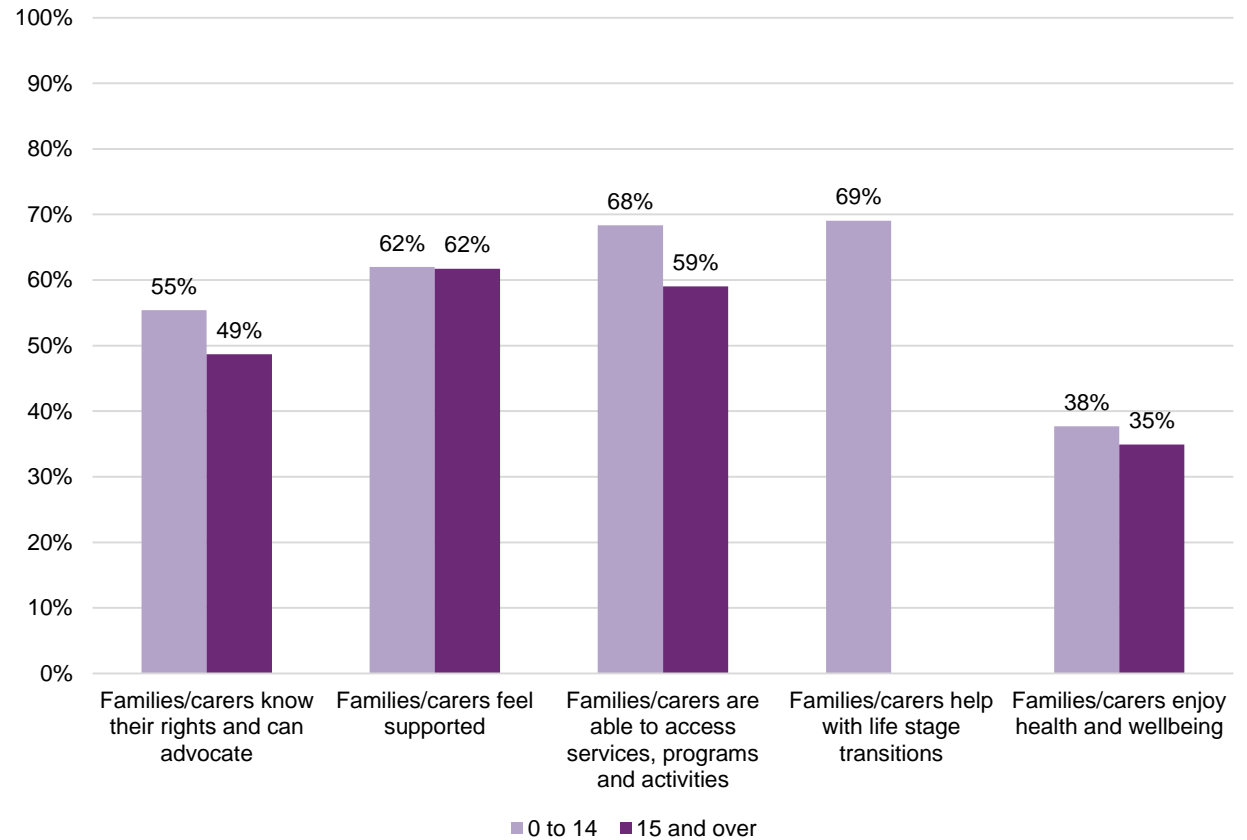
## Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was higher in all areas for family/carers of participants aged 0 to 14 than participants aged 15 and over.

The NDIS has helped families and carers of participants most with life stage transitions, and with accessing services, programs and activities.

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



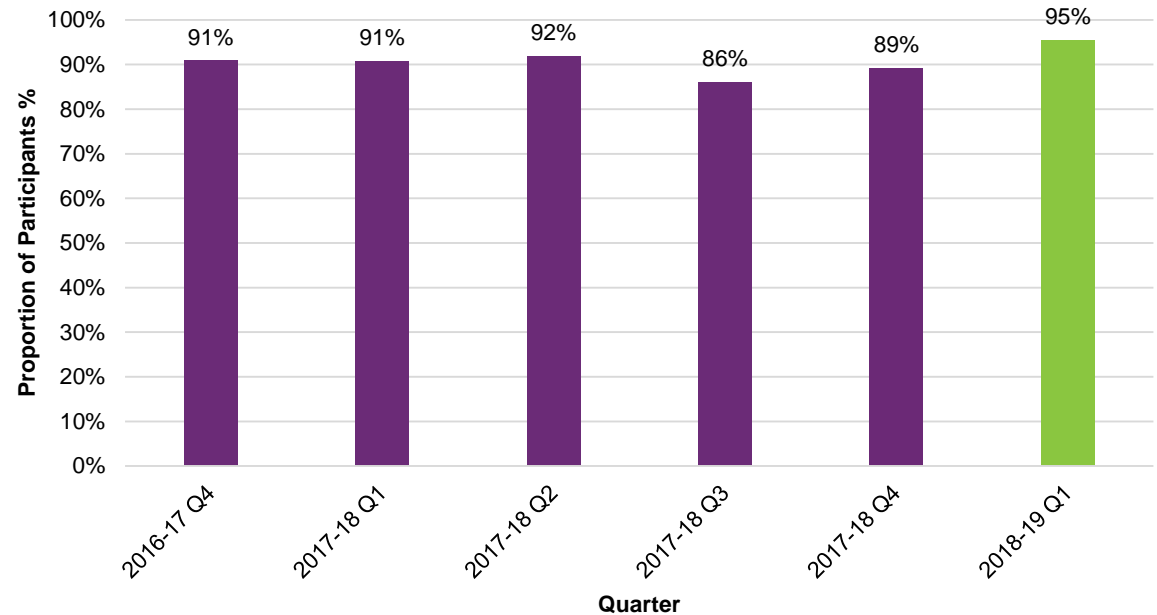
## Participant Satisfaction

**95% 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 six 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**



# Committed Supports and Payments

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

Overall, \$0.3m has been paid to providers and participants for supports provided in 2015-16, \$111.1m in 2016-17, \$489.3m in 2017-18 and \$168.4m in 2018-19 Q1.

## Summary

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

### Key Statistics

**\$991.6**

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

**\$357.8**

MILLION OF  
SUPPORTS IN  
RESPECT OF  
2018-19 Q1

\$0.3M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2015-16, \$111.1M IN 2016-17, \$489.3M IN 2017-18 AND \$168.4M IN 2018-19 Q1.

OVERALL, 32% OF COMMITTED SUPPORTS WERE UTILISED IN 2015-16, 56% IN 2016-17 AND 62% 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).

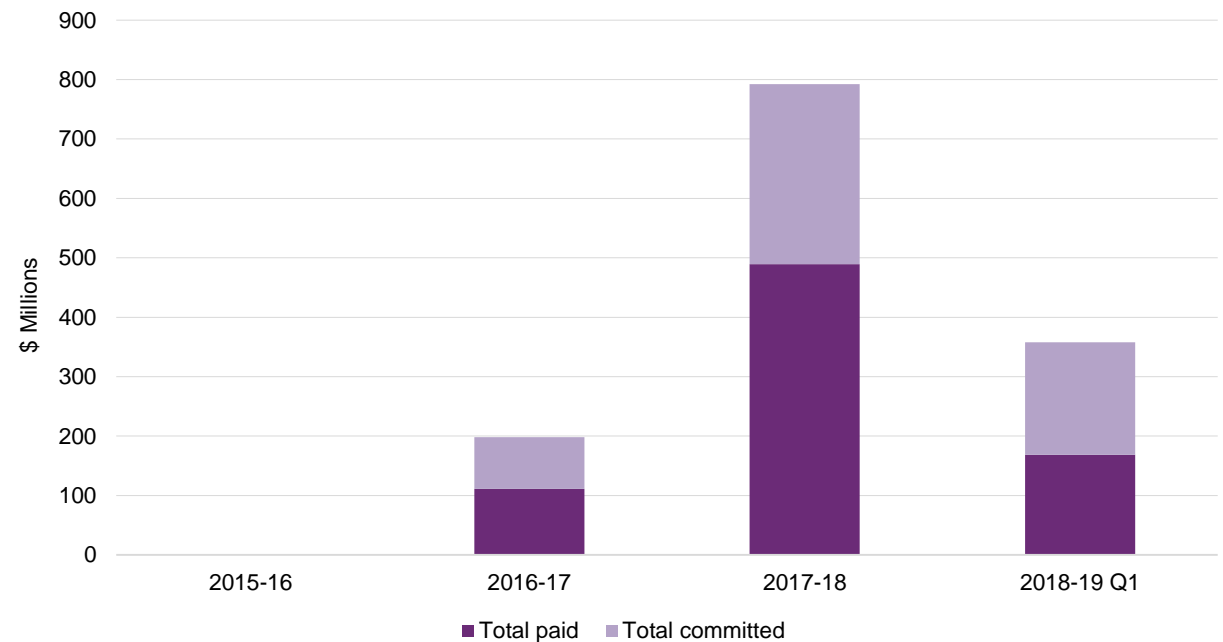
Of the \$1.3 billion that has been committed in participant plans, \$769.0 million has been paid to date.

In particular, for supports provided in:

- 2015-16: \$0.3m has been paid
- 2016-17: \$111.1m has been paid
- 2017-18: \$489.3m has been paid
- 2018-19 Q1: \$168.4m 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	N/A	N/A	1.0	198.2	792.5	357.8	1,349.4
Total paid	N/A	N/A	0.3	111.1	489.3	168.4	769.0



# Committed Supports by Cost Band

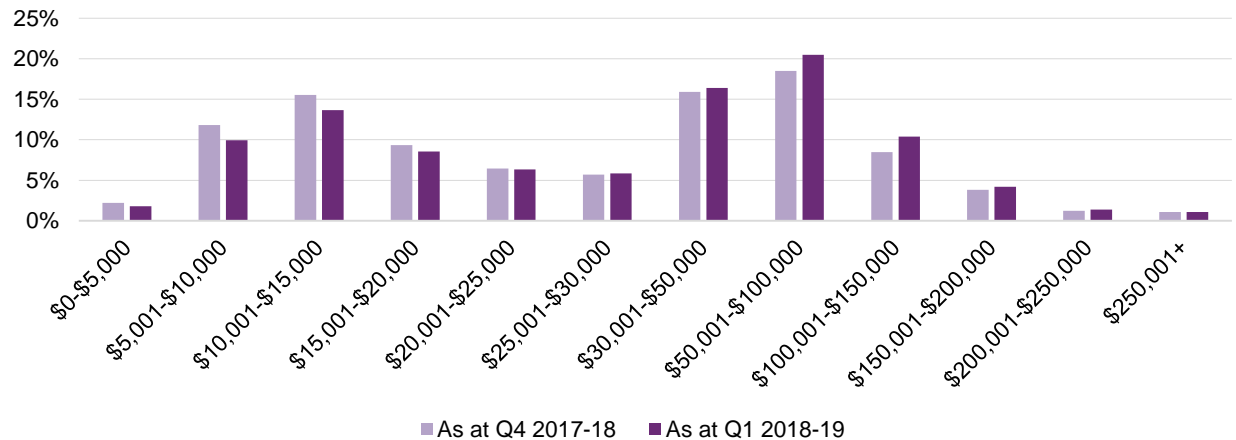
As at 2018-19 Q1 the proportion of initial plan approvals with average annualised committed supports greater than \$30,000 has slightly increased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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

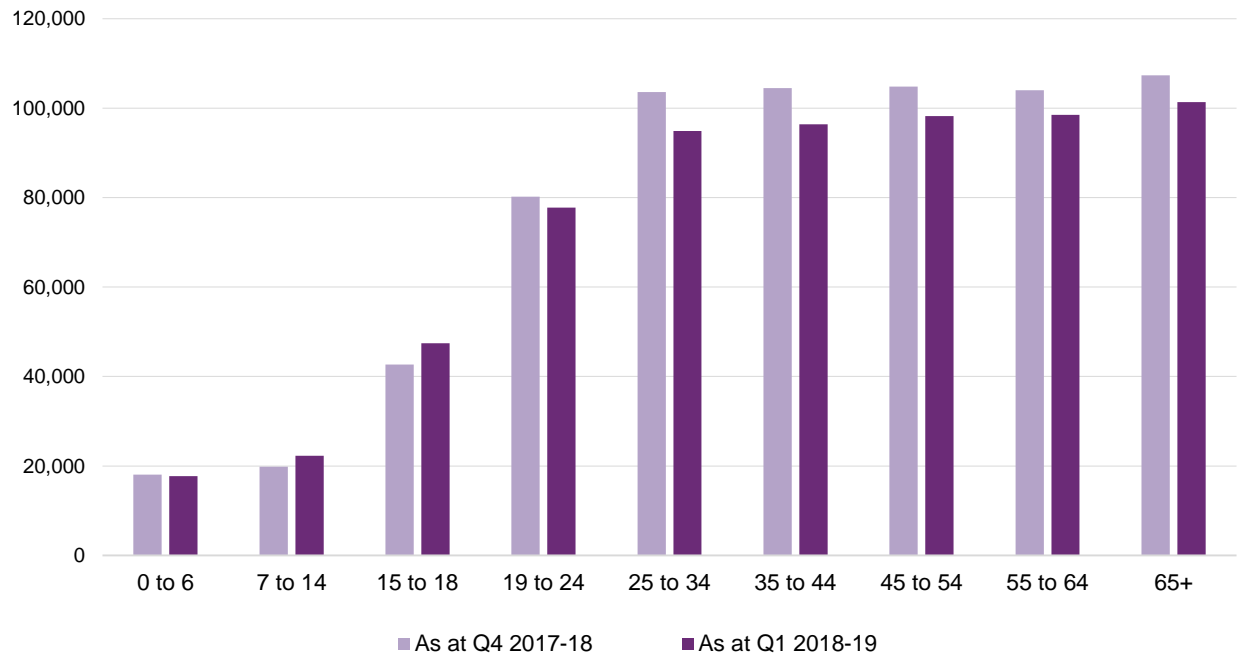




# Committed Supports by Age Band

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

Average annualised committed supports by age band

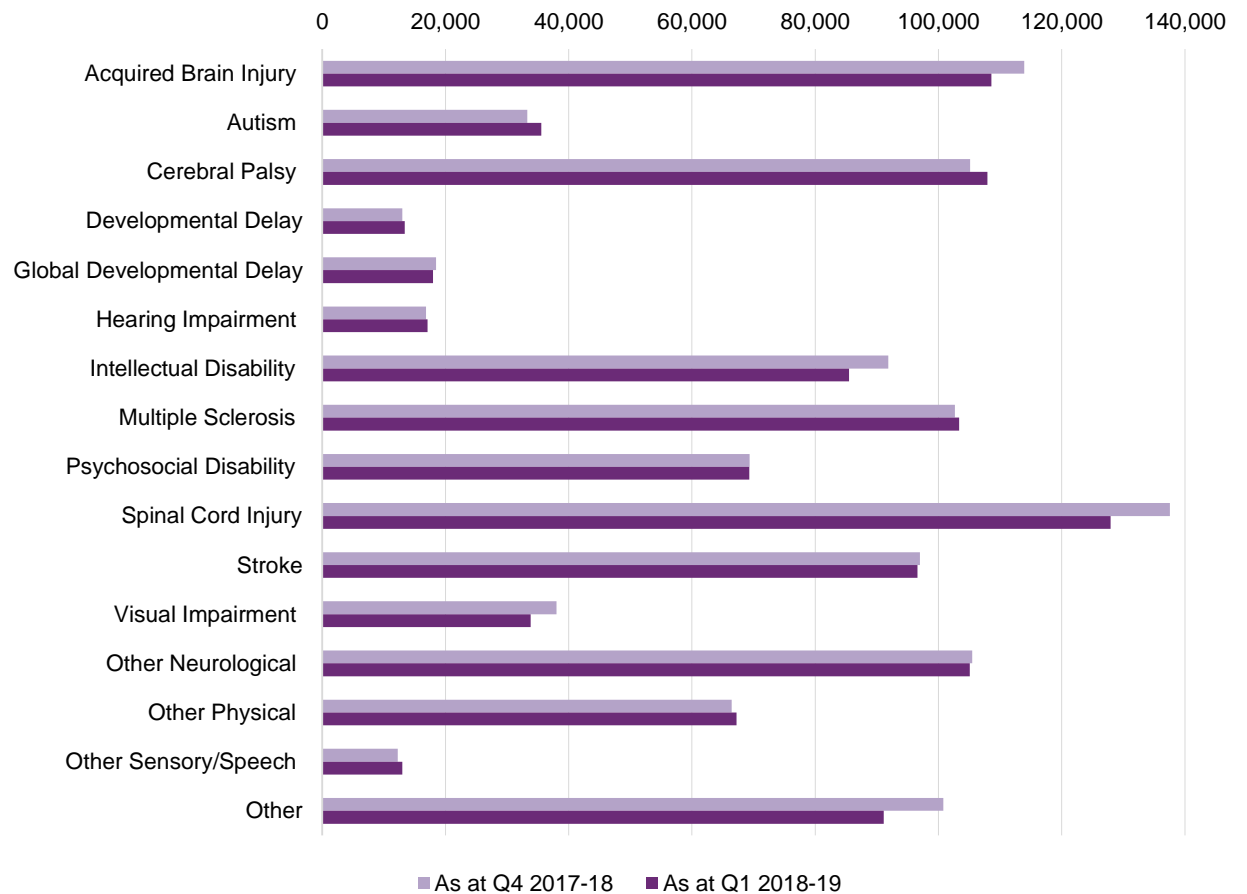


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

Participants with Spinal Cord Injury have the highest average annualised committed supports.

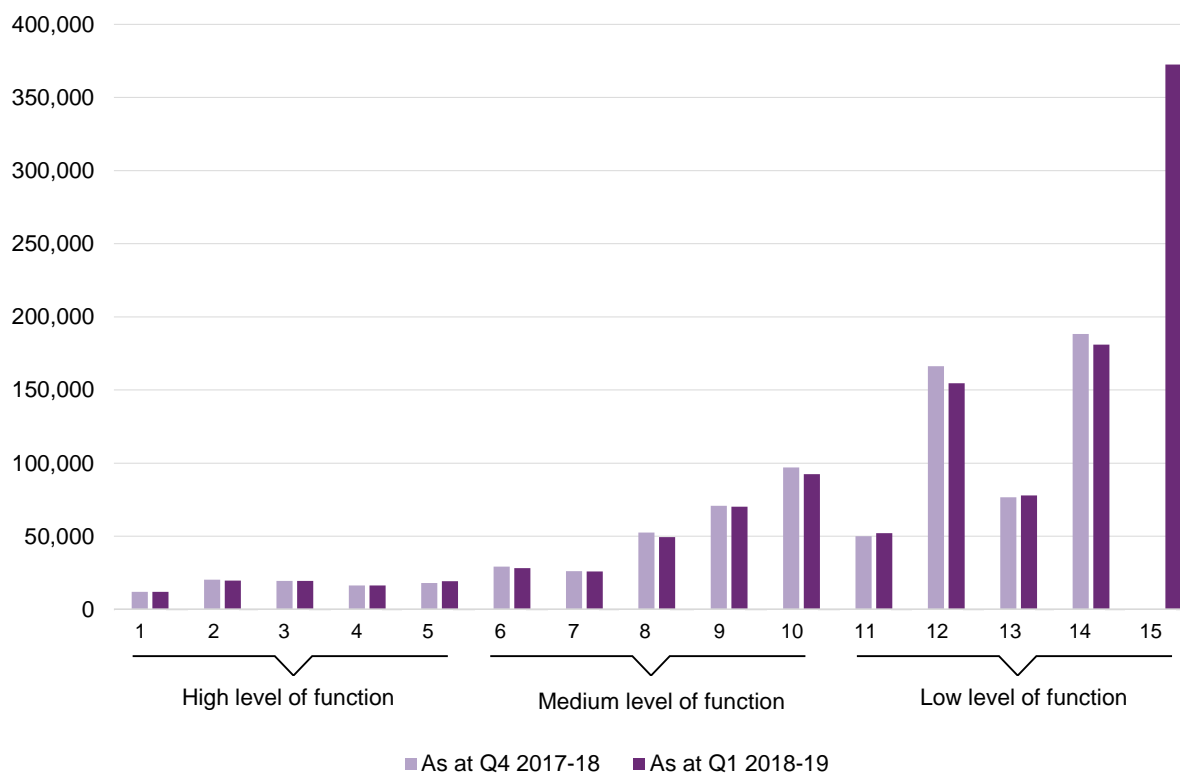
Average annualised committed supports by primary disability group



# Committed Supports by Level of Function

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

Average annualised committed supports by level of function



Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.  
 Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

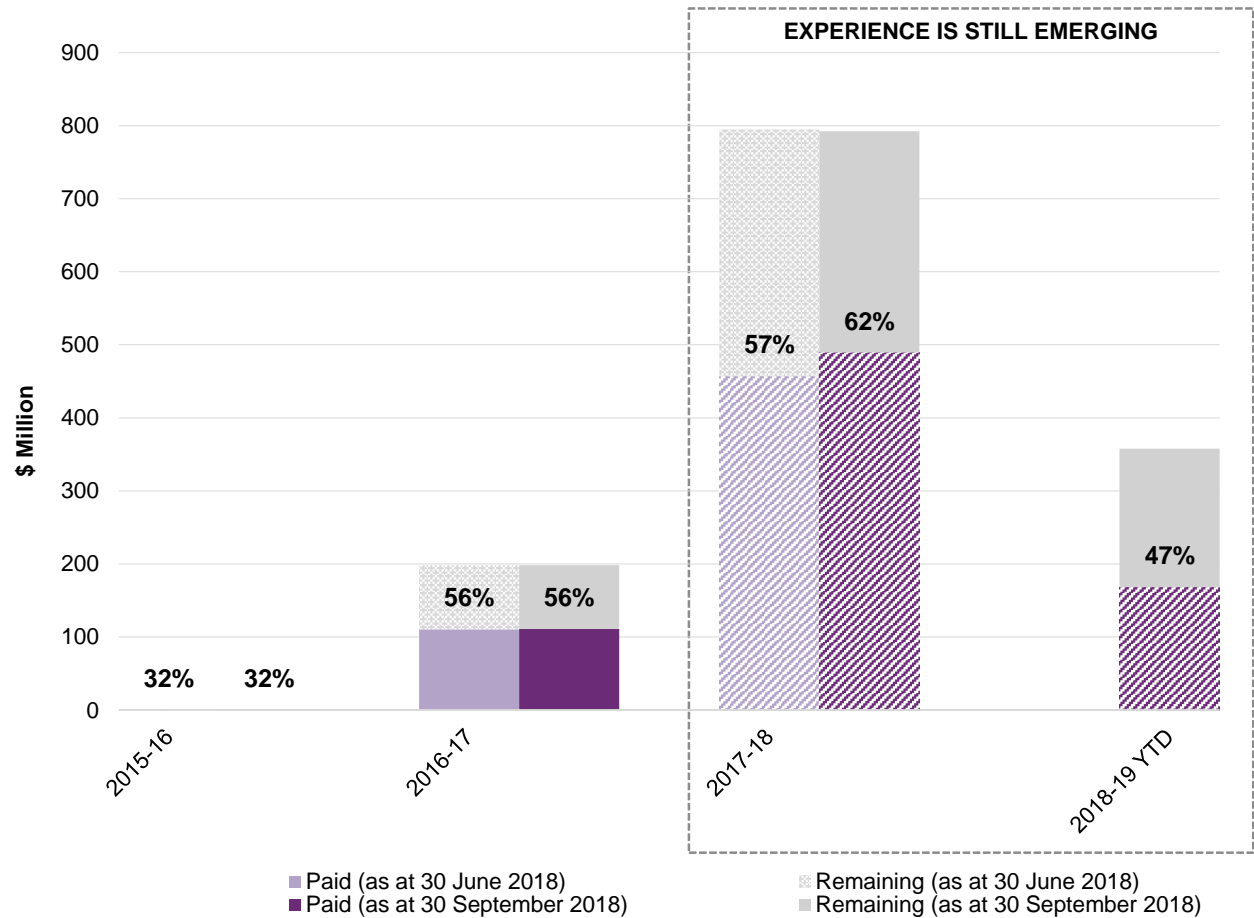
# Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 30 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.

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



# Providers and Markets

The scale and extent of the market continues to grow, with a 15% increase in the number of providers during the quarter to 4,110.

37% of approved providers were active in Queensland at 30 September 2018, and 63% were yet to have evidence of activity.

## Summary

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

### Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.
- Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

### How providers interact with participants

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



### Key Statistics

**4,110**

APPROVED PROVIDERS, 37% OF WHICH WERE ACTIVE IN QUEENSLAND AT 30 SEPTEMBER 2018

**80-95%**

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

**38%**

OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

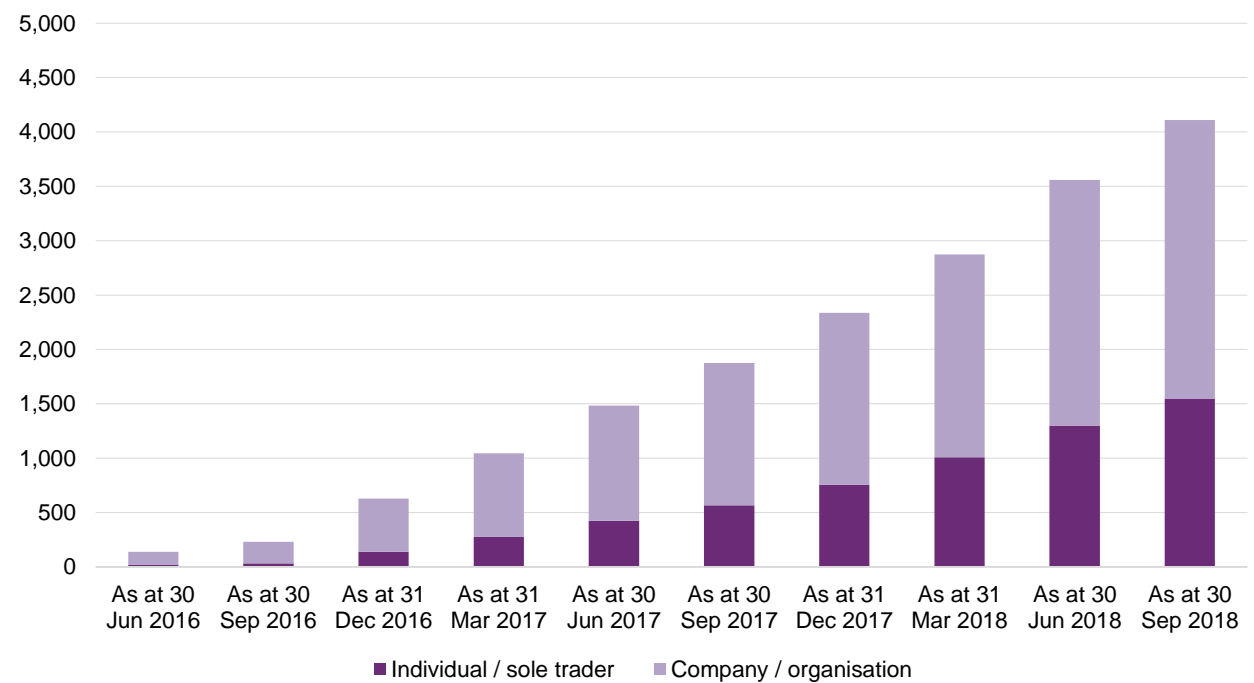
THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND EARLY INTERVENTION SUPPORTS FOR EARLY CHILDHOOD

# Providers over time

As at 30 September 2018, there were 4,110 registered service providers, of which 1,548 were individual/sole trader operated businesses and 2,562 were companies or organisations.



Approved providers over time by type of provider

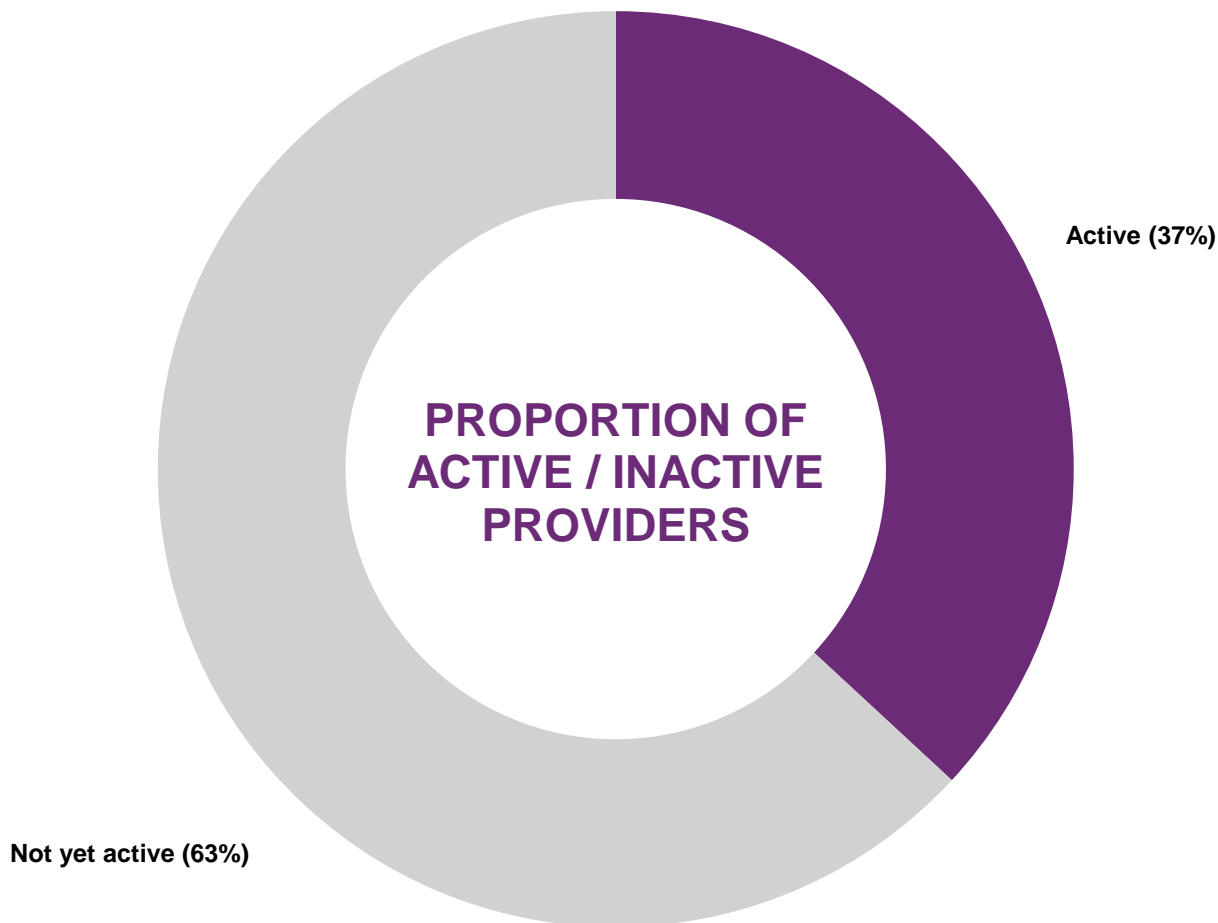


38% of approved service providers are individuals/sole traders.  
The number of approved service providers increased by 15% from 3,559 to 4,110 in the quarter.

# Proportion of Active Providers

Change in the activity status of providers.

As at 30 September 2018, 37% of providers were active and 63% were yet to have evidence of activity. Of all providers, 722 began delivering new supports in the quarter.





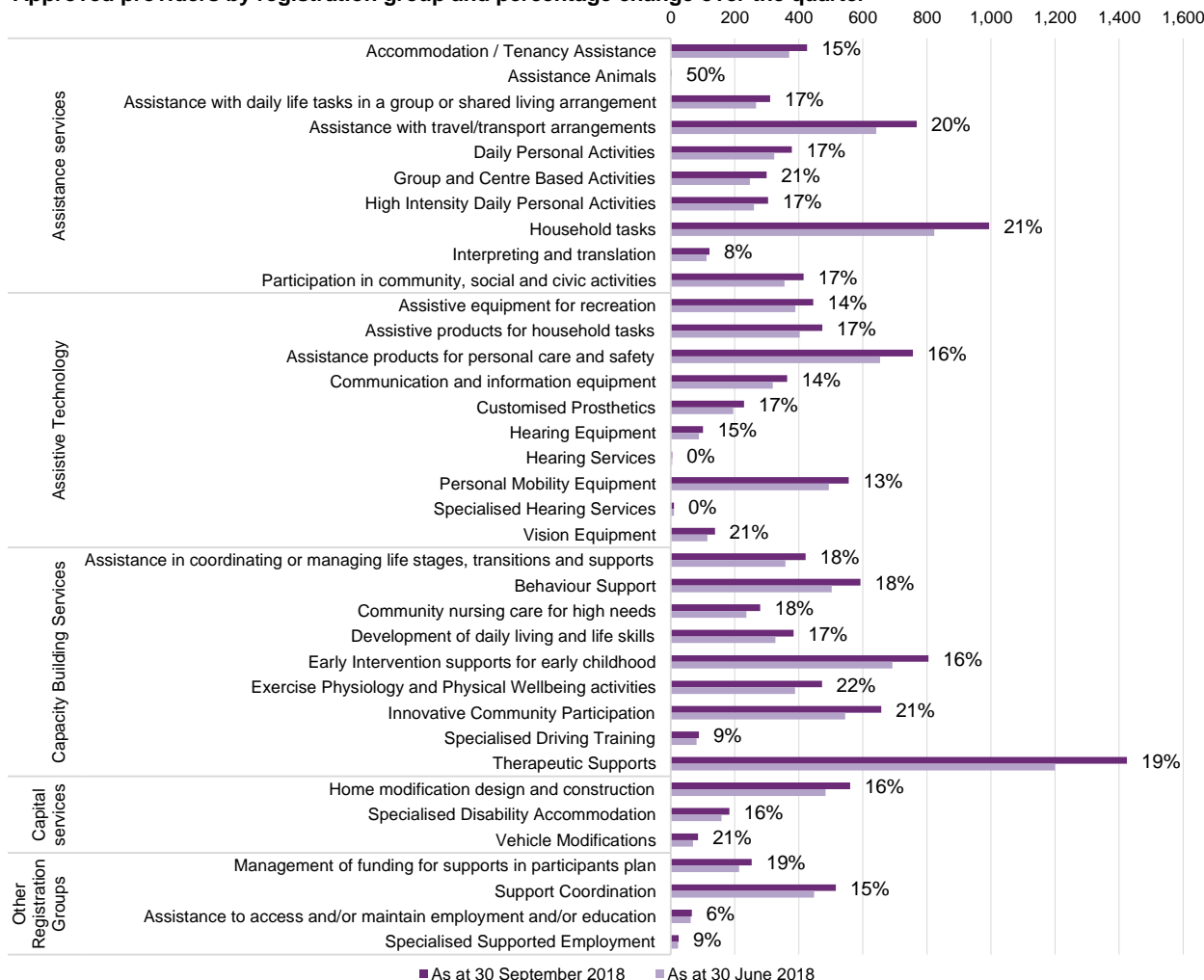
# Approved Registration groups

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 1,200 to 1,424 (19% increase)
- Household Tasks: from 823 to 994 (21% increase)
- Early Intervention supports for early childhood: from 692 to 805 (16% increase)
- Assistance with travel/transport arrangements: from 642 to 768 (20% increase)
- Assistance products for personal care and safety: from 654 to 756 (16% increase)

Approved providers by registration group and percentage change over the quarter



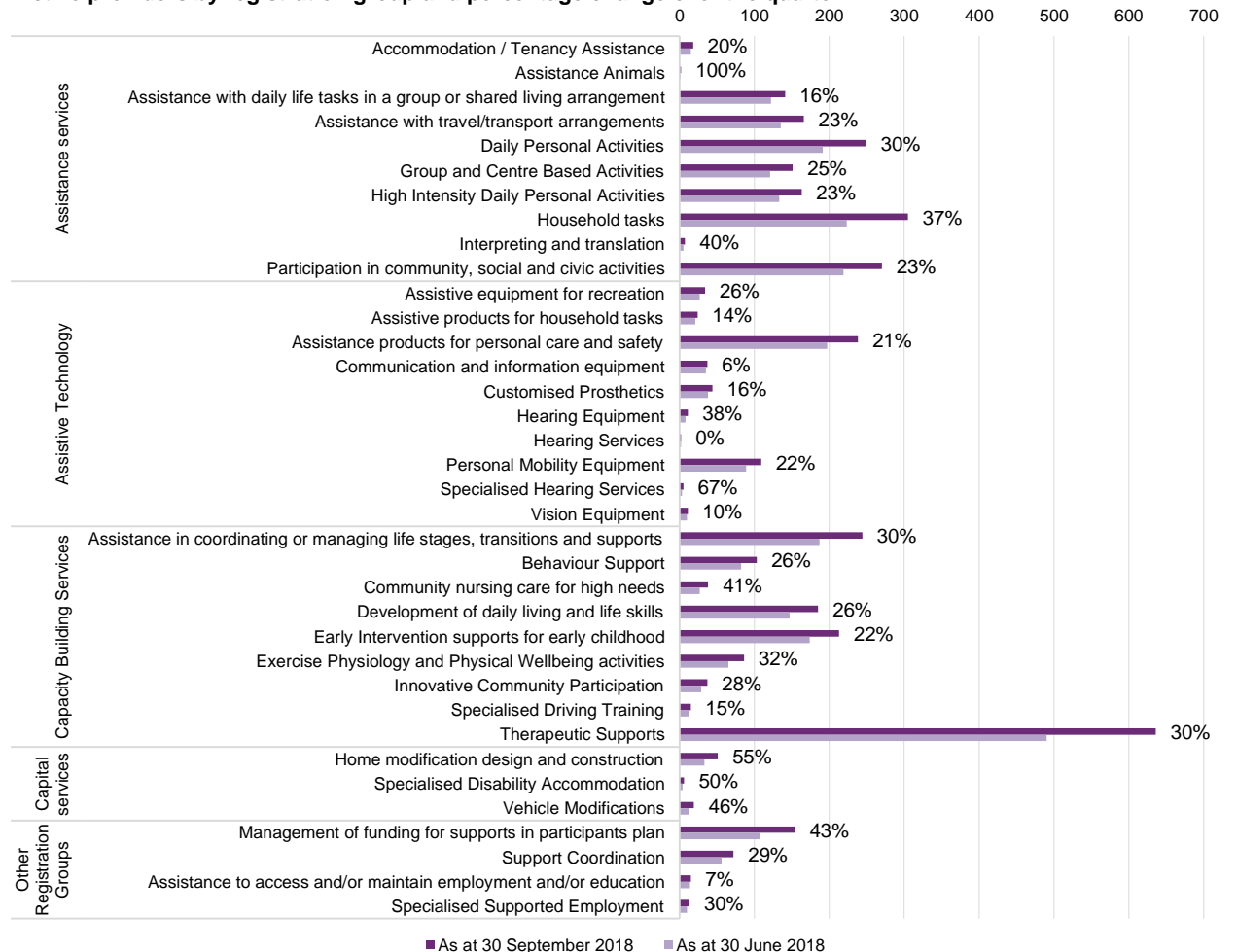
# Active Registration groups

The number of active providers 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 490 to 636 (30% increase)
- **Household tasks:** from 223 to 305 (37% increase)
- **Participation in community, social and civic activities:** from 219 to 270 (23% increase)
- **Daily Personal Activities:** from 191 to 249 (30% increase)
- **Assistance in coordinating or managing life stages, transitions and supports:** from 187 to 244 (30% increase)

Active providers by registration group and percentage change over the quarter



# Market share of top providers

25% of service providers received 80-95% of the dollars paid for major registration groups.

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



# Information, Linkages and Capacity Building

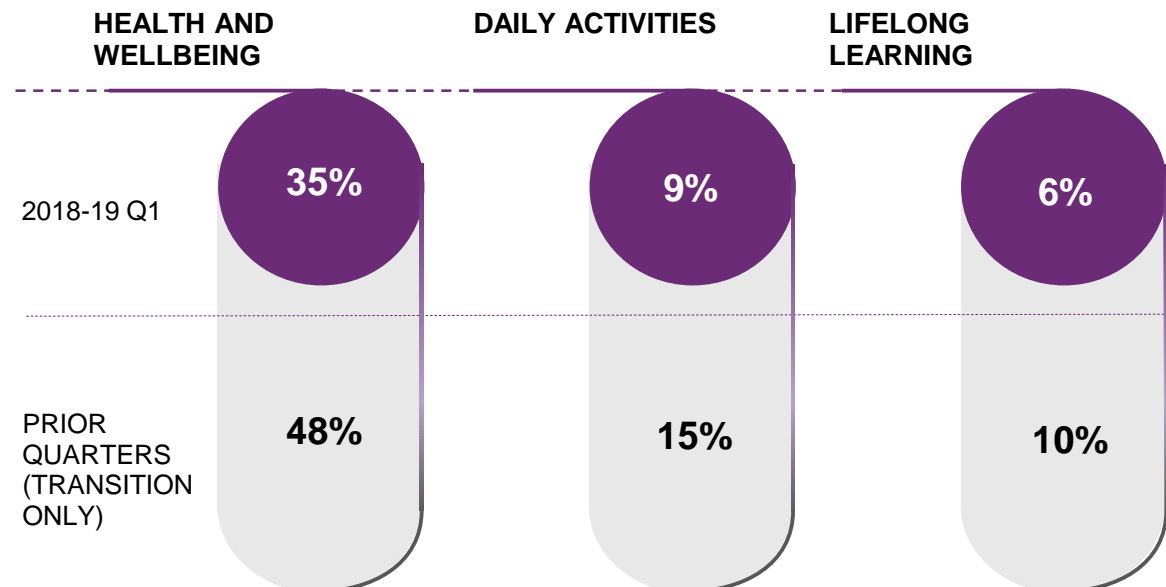
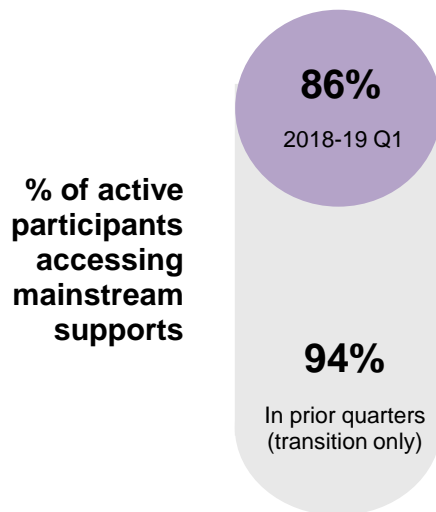
Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

# Mainstream Interface

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

# Mainstream Interface

86% 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, daily activities and lifelong learning.



# Financial Sustainability

Financial Sustainability was covered in the national version of the COAG Quarterly Performance Report.