

Slide 1: COAG Disability Reform Council. This is the National Quarterly Performance Report.

This is the September 2019 update on NDIA performance.

Slide 2: Overview

This report is a summary of the performance and operations of the NDIA for Quarter 1 of 2019-20 (01 July 2019 - 30 September 2019).

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

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

- Participants and Planning,
- Committed Supports and Payments,
- Providers and Markets,
- Information, Linkages and Capacity Building,
- Mainstream Interface; and
- Financial Sustainability.

Slide 3: Summary

The following are the key statistics on the key six areas discussed in this report:

Participants and Planning

An additional 26,688 active participants received plans this quarter (excluding ECEI).

The Agency has achieved 133% of the 2019-20 to date operational target for new plan approvals.

At 30 September 2019, plans approved and ECEI referrals represent 77% of scheme to date bilateral estimate.

Participant satisfaction remains high in the quarter, with 87% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

The following amounts have been paid to providers and participants each financial year:

- \$85.8m in 2013-14,
- \$370.9m in 2014-15,
- \$704.1m in 2015-16,
- \$2,182.2m in 2016-17,
- \$5,408.6m in 2017-18,
- \$10,074.6m in 2018-19,

- \$2,993.9m in 2019-20 to date.

Overall,

- 65% of committed supports were utilised in 2013-14,
- 75% in 2014-15,
- 75% in 2015-16,
- 67% in 2016-17,
- 70% in 2017-18.
- 69% in 2018-19.

The 2018-19 and 2019-20 experience is still emerging.

The lower rates of utilisation since 2016-17 reflect the increased amount of participants who received their first plans in these years. Participants tend to 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

There were 13,434 active providers as at 30 September 2019.

43% of active providers are individuals/sole traders.

25% of active providers are receiving 80-95% of payments to providers made by the NDIA.

The NDIS Quality and Safeguards Commission (NQSC) was established to regulate providers in NSW and SA from 1 July 2018, and all other jurisdictions except for WA were incorporated from 1 July 2019. WA providers will be regulated by the NQSC from 1 July 2020.

Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22.

The NDIA has invested \$65 million during 2019 to States and Territories Governments, prior to the commissioning of new programs during 2019-20.

The NDIA have rolled out funding programs throughout 2019. The first program National Information Program (NIP) opened on 5 April 2019. The second program Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to \$100 million (excluding GST) available. The third and fourth programs, namely Mainstream Capacity Building Program (MCBP) and Economic and Community Participation Program (ECP), both opened on 9 September 2019 with up to \$64 million and \$59 million (both excluding GST) available respectively.

Mainstream Interface

94% of active participants with a plan approved in 2019-20 Q1 access mainstream services.

Financial Sustainability

The NDIA is responsible monitoring and risks to financial sustainability, using the insurance based structure as a means to evaluate emerging experience against expectations.

The primary drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. The current primary financial pressures relate to:

- Continued growth of plan budgets and support payments made to participants due to normal inflation and ageing.
- Scheme entry and funding decisions, testing the boundaries of Scheme access and what constitutes "reasonable and necessary" supports.

Specific management responses include: Participant Pathway review, Reference package and guided planning process, consistent and equitable decisions for those seeking access to support independent living.

Slide 4: Part 1: Participants and Planning

The NDIS nationally continues to grow with 26,688 additional active participants with approved plans this quarter.

In total, over 314,000 participants are being supported by the NDIS, with 36% of participants receiving support for the first time.

Slide 5: Summary

The NDIS has been transitioning to full-scheme according to phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. While full-scheme agreements are now in effect for all jurisdictions except for Queensland and WA, the phasing in of transition participants yet to receive approved plans is continuing.

The following are the key statistics on Participants and Planning:

314,247 participants are being supported by the NDIS, including children in the ECEI program.

26,688 initial plans approved in 2019-20 Q1, excluding children in the ECEI program (representing 9% growth since last quarter).

2,473 children are receiving initial supports in the ECEI program*.

114,069 people are being supported for the first time.

133% of year to date operational target met (1 July 2019 to 30 September 2019)**.

*Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

**Note: The operational target is based on actionable records, which are the records of participants who the NDIA have been able to contact based on the information provided, and who have 'access met' or 'in progress' status.

Slide 6: Quarterly Intake

There are three charts. The first chart displays the number of active participants with access met (Eligible) by Participant Entry point. The second chart displays the number of active participants with approved plans by Participant Entry Point. The third chart displays the number of active participants with approved plans by Participant Pathway Type.

2019-20 Q1

Of the 28,934 participants active and deemed 'eligible' this quarter 75% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program.)

Of the 26,688 new active participants this quarter, 67% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 70% entered with a permanent disability.

The diagram displays the following key statistics on quarterly intake:

40,596 access decisions.

28,934 access met.

26,688 Active participant plans (excluding ECEI).

2,283 ECEI.

Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection. This is the result of the introduction of new ICT capability. While the total number of children being supported in the ECEI gateway is accurate, the information on the timing of supports provided will improve going forward. Therefore, the results based on those who commenced receiving supports in the quarter should be treated with caution.

Slide 7: Quarterly Intake Detail

A chart displays the change in plan approvals between the current and previous quarter.

Plan approval numbers have increased from 293,502 at the end of 2018-19 Q4 to 320,214 by the end of 2019-20 Q1, an increase of 26,712 approvals.

At the end of the quarter, 2,473 children are receiving initial supports in the ECEI gateway.

Overall, 8,440 participants with approved plans have exited the Scheme, resulting in 314,247 active participants (including ECEI) as at 30 September 2019.

There were 63,909 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Slide 8: Cumulative Position

There are two charts. The first chart displays the cumulative number of active participants over time. The second chart displays the number of active participants by participant referral pathway.

At the end of 2019-20 Q1, the cumulative total number of participants that are receiving support is 314,247 (including 2,473 children receiving initial supports through the ECEI gateway). Of these, 167,574 transitioned from an existing State/Territory program, 30,131

transitioned from an existing Commonwealth program and 117,512 participants have received support for the first time.

Overall, since 1 July 2013, there have been 414,717 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who were active at the end of each period.

Note: The definition used to report on children being supported in the ECEI gateway has changed compared with the last quarter due to improvements in data collection.

The following are the key statistics on the cumulative position:

133% of year to date operational target met (1 July 2019 to 30 September 2019).

311,774 active participants to date; 314,247 including 2,473 ECEI confirmed.

Slide 9: Participant Profiles by Age Group

There are two charts. The first chart displays the number of active participants with an approved plan by age group for the current quarter. The second chart displays the percentage of active participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

Approximately 37% of participants entering in this quarter are aged 0 to 6 years, compared to 12% in prior quarters.

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.

Slide 10: Participant Profiles by Disability Group

There are two charts. The first chart displays the number of active participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of active participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

Of the participants entering in this quarter, 14% had a primary disability of Developmental Delay compared with 5% in previous quarters. Further, 11% had a primary disability of Intellectual Disability compared with 26% in previous quarters.

For the participants with a primary disability of Developmental Delay, the higher proportion was mainly driven by the increase in participants aged 0 to 6 years entering this quarter.

Note 1: Of the 3,023 active participants identified as having an intellectual disability, 351 (12%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Slide 11: Participant Profiles by Level of Function

A chart displays the percentage of active participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

For participants with a plan approval in this quarter:

- 39% of participants had a relatively high level of function.
- 43% of participants had a relatively moderate level of function.
- 18% of participants had a relatively low level of function.

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

Slide 12: Participant Profiles by Gender

The figure on the right displays the amount and percentage of active participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

The majority of participants are males. Consistent with population data, this is driven by autism and developmental delay where prevalence rates are higher for males compared with females.

Slide 13: Participant Profiles: Other

There are two charts. The first chart displays the percentage of active participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. Both charts compare the current quarter against all prior quarters.

Of the participants with a plan approved in 2019-20 Q1:

- 6.5% were Aboriginal or Torres Strait Islander, compared with 5.8% in previous periods combined.
- 11.5% were culturally and linguistically diverse, compared with 8.4% in previous periods combined.
- There were 4,859 participants in residential aged care. 3,788 of them were under the age of 65 years.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

1,739 Aboriginal and Torres Strait Islander.

21,158 Not Aboriginal and Torres Strait Islander.

3,791 Not Stated.

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

3,068 Culturally and Linguistically Diverse.

23,490 Not Culturally and Linguistically Diverse.

130 Not Stated.

*Note: The proportion of participants with a 'Not Stated' response regarding Indigenous status has increased compared with previous periods, with an offsetting reduction to the

proportion of participants with a 'No' response. This is the result of a correction to the data and has no impact on the proportion of Indigenous participants identified.

Slide 14: Plan Management Support Co-ordination

Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters (transition only).

The proportion of participants electing to fully or partly self-manage their plan was higher in 2019-20 Q1 at 31%, compared with 28% in previous quarters combined.

39% of participants who have had a plan approved in 2019-20 Q1 have support coordination in their plan, compared to 38% in previous quarters combined.

Slide 15: Plan Activation

Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q3, against those with initial plans approved in prior quarters (transition only).

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

The percentage of participants who activated plans within 90 days of initial plan approval was:

- 87% of participants entering in 2018-19 Q3.
- 86% of participants entering in previous quarters combined.

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Note: Participants with initial plans approved after the end of 2018-19 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Slide 16: Participant Outcomes

A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 98% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

- 61% of participants aged 0 to 14 are able to make friends outside of family/carers.
- 51% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 34% - 37% for other age groups.
- 63% of participants from school age to 14 attend school in a mainstream class, compared to 31% of participants aged 15 to 24.
- 23% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24.

- 65% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24.

Slide 17: Family/Carers Outcomes

A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' families/carers when they entered the Scheme (baseline indicators):

- working in a paid job was highest for participants aged 15 to 24 (50%).
- able to advocate for their child/family member was highest for participants aged 0 to 14 (77%).
- 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 equal for participants aged 15 to 24 and 25 and over (40%).
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%).

Slide 18: Has the NDIS helped? Participants

Charts display, from first plan review to second plan review, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Participant perceptions in general have improved from the first to the second plan review in the Scheme. The greatest improvements across most age groups were demonstrated within the 'Daily living' domain. However, for the 'Work' domain, the results deteriorated from year one to year two.

Slide 19: Has the NDIS helped? Participants

Charts display, from first plan review to third plan review, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to individuals when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Participant perceptions from the first to the third plan review have improved for all age groups surveyed in the domains of Daily Living, Social, community and civic participation and Choice and control.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

Slide 20: Has the NDIS helped? Family/Carers

Charts display, from first plan review to second plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 October 2016 and 30 September 2017 and have had a first and second plan review to date.

Overall, the perception of families and carers was that participant outcomes have improved from the first to the second plan review with the NDIS.

Slide 21: Has the NDIS helped? Family/Carers

Charts display, from first plan review to third plan review, the responses from family and carers to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asks the question 'Has the NDIS helped?' to families and carers of participants when they enter and at their subsequent plan reviews. These charts summarise the responses for participants who entered the Scheme between 1 July 2016 and 30 September 2016 and have had a first, second and third plan review to date.

Overall, the perceptions of families and carers was that participant outcomes had improved from the first to the third plan review with the NDIS. The one exception was the response to the question 'Has the NDIS helped you with your health and wellbeing?' for the 0 to 14 age group.

The number of participants is relatively small by age group. However, the volume of survey results collected and included in these tables will continue to grow over time.

Slide 22: Participants in Work

A chart displays, from baseline and at subsequent plan reviews, the percentage of participants in paid work by age group.

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

Baseline measures on employment are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

The percentage of participants in paid work has increased across plan reviews for those aged 15 to 24, but has decreased for those aged 25 and over.

Slide 23: Participants involved in community and social activities

A chart displays, from baseline and at subsequent plan reviews, the percentage of participants engaged in social activities in their community.

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

Baseline measures on engaging in community and social activities are collected as a participant enters the Scheme and at their subsequent plan reviews. The first chart relates to participants who have entered the Scheme between 1 October 2016 and 30 September 2017, and have had two plan reviews to date. The second chart relates to participants who have entered the Scheme between 1 July 2016 and 30 September 2016, and have had three plan reviews to date.

Across all ages and survey groups, there has been considerable increase in the percentage of participants engaged in community and social activities.

Slide 24: Participant Satisfaction

A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

87% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.

Slide 25: Participant Satisfaction - New Survey Method

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

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access.
- Pre-planning.
- Planning.
- Plan Review.

Generally there have been improvements in participant satisfaction at all stages of the pathway in this quarter. There is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

Slide 26: Part 2: Committed Supports and Payments

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

Of the \$32.5 billion that has been committed in participant plans, \$21.8 billion has been paid to date.

Slide 27: Summary

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

The following are the key statistics on Committed Supports and Payments:

Summary of payments for supports provided by financial year since the NDIS trial was launched in 2013-14:

2013-14: \$85.8m,

2014-15: \$370.9m,

2015-16: \$704.1m,

2016-17: \$2,182.2m,

2017-18: \$5,408.6m,

2018-19: \$10,074.6m,

2019-20: \$2,993.9m to date.

Percentage of committed supports utilisation by financial year:

2013-14: 65%,

2014-15: 75%,

2015-16: 75%,

2016-17: 67%,

2017-18: 70%,

2018-19: 69%.

Utilisation of committed supports in 2018-19 and 2019-20 is still emerging.

Slide 28: Committed Supports and Payments

A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the \$32.5 billion that has been committed in participant plans, \$21.8 billion has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:

2013-14: \$85.8m,

2014-15: \$370.9m,

2015-16: \$704.1m,

2016-17: \$2,182.2m,

2017-18: \$5,408.6m,

2018-19: \$10,074.6m,

2019-20 to date: \$2,993.9m.

Slide 29: Committed Supports by Cost Band

Two charts (including and excluding SIL) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Slide 30: Committed Supports by Age Band

A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

This quarter, the average annualised committed supports have remained consistent with prior quarters, increasing steeply between participants 0-6 through to age 34, stabilising by age 55 and reducing in participants of older years.

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.

Slide 31: Committed Supports by Disability Group

A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

The highest average annualised committed supports are for participants with Spinal Cord Injury, Cerebral Palsy and Acquired Brain Injury.

Slide 32: Committed Supports by Level of Function

A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

The average annualised committed supports generally increase among participants with higher needs.

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

Slide 33: Utilisation of Committed Supports

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 30 June 2019 and 30 September 2019.

As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 and 2019-20 will increase.

Experience shows that 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.

There were a large number of participants who received their first plan in 2016-17, 2017-18 and 2018-19 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 and 2019-20 is still emerging.

Slide 34: Utilisation of Committed Supports by Plan Number

A graph shows the utilisation of committed supports by plan number from 1 January 2019 to 30 June 2019.

Participants utilise a greater proportion of their subsequent plans when compared to their initial plan.

Note 1: Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans.

Note 2: Only utilisation of committed supports from 1 January 2019 to 30 June 2019 is shown, as experience in the most recent 3 months is still emerging.

Slide 35: Part 3: Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 13,434 active providers as at 30 September 2019, 797 of which were active for the first time in the quarter.

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA, which will commence from 1 July 2020.

Slide 36: Summary

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

Provider registration

- From 1 July 2019, providers in all States and Territories across Australia (except WA) register with the NQSC by submitting a registration request, indicating the types of support they are accredited to provide.
- The NQSC will commence operating in WA from 1 July 2020. Until then, new WA providers can continue to register by submitting a registration request to the NDIA.

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.

The following are the key statistics:

13,434 active providers as at 30 September 2019.

80-95% of payments to providers are received by 25% of active providers.

43% of active service providers are individuals/sole traders.

Therapeutic supports has the highest number of active service providers, followed by household tasks and participation in community, social and civic activities.

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in all States and Territories across Australia from 1 July 2019, with the exception of WA, which will commence from 1 July 2020.

Slide 37: Active providers at 30 September 2019

A chart displays the number of active providers as at 30 September 2019 by the type of provider, individual/sole trader or company/organisation.

As at 30 September 2019, there were 13,434 active service providers, of which 5,776 were individual/sole trader operated businesses and 7,658 were companies or organisations.

The number of active service providers increased by 6% from 12,637 to 13,434 in the quarter. Currently, 43% of active service providers are individuals/sole traders.

1.53 average number of providers per participant. 2,175 number of active providers delivering new types of supports.

Note: The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in all States and Territories (with the exception of WA) from 1 July 2019.

Slide 38: Active Registration Groups

A chart displays the active providers by the changes in registration group and percentage over the quarter.

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

The registration groups with the largest numbers of active providers continue to grow:

- Therapeutic Supports: from 7,161 to 7,541 (5% increase).
- Household tasks: from 3,245 to 3,509 (8% increase).
- Participation in community, social and civic activities: from 2,291 to 2,470 (8% increase).
- Early Intervention supports for early childhood: from 2,146 to 2,365 (10% increase).
- Daily Personal Activities: from 2,073 to 2,237 (8% increase).

Slide 39: Market share of top providers

An object displays the market share of the top 25% of active providers by registration group.

80-95% of payments to providers are received by 25% of active providers.

The following are the key statistics for the market share of the top 25% of providers by registration category:

87% Daily personal activities.

90% Early intervention supports for early childhood.

83% Participation in community, social and civic activities.

91% Therapeutic supports.

90% Assistance with daily life tasks in a group or shared living arrangement.

Slide 40: Part 4: Information, Linkages and Capacity Building

The Information, Linkages and Capacity Building (ILC) component of the NDIS aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.

Slide 41: Information, Linkages and Capacity Building (ILC)

ILC Strategy Towards 2022

In December 2018, the NDIA introduced the 'ILC Strategy Towards 2022' which guides the investment of ILC funds from 2019-20 to 2021-22.

Through the strategy, the NDIA provides grants to organisations that will provide ILC projects in the community that enable all people with disability, their families and their carers to benefit from a more inclusive, accessible and connected Australia.

The NDIA has invested \$65.9 million during 2019 through a combination of interim grant rounds and additional bridging support funding to State and Territories Governments to help ensure an orderly transition to the new ILC Investment Strategy, prior to the commissioning of four discrete but complementary funding programs during 2019-20.

As part of the ILC Investment Strategy the NDIA will continue the progressive roll-out of funding programs throughout 2019.

- The first program is National Information Program (NIP) opened on 5 April 2019, which aims to increase the accessibility, quality and consistency of information about disability types, current services and support options available to people with disability, carers and families throughout Australia.¹
- The second program is Individual Capacity Building Program (ICBP) opened on 19 August 2019 with up to \$100 million (excluding GST) available. This builds on the extensive evidence base for the use of peer support in building skills for people with disability and focuses on a national network of organisations to become the primary delivery mechanism for the Agency.²
- The third program is Mainstream Capacity Building Program (MCBP) opened on 9 September 2019 with up to \$64 million (excluding GST) available. This aims to ensure the equity of access to and increase inclusions of people with disability in mainstream services.³
- The fourth program is Economic and Community Participation Program (ECP) opened on 9 September 2019 with up to \$58 million (excluding GST) available. This aims to increase the social and economic participation, including employment outcomes, of people with disability. The third and fourth programs also aim to build the capacity of the community to

¹ Note 1: This grant round is the first full program of the ILC Strategy to be commissioned and the outcomes were announced on Friday 11 October 2019.

² Note 2: This grant round is currently under assessment with results to be announced in December 2019.

³ Note 3: These grants round are expected to be announced in February 2020.

create opportunities for people with disability to contribute to community prosperity and participant in community life and drive practice change in the delivery of critical mainstream services.

Slide 42: Part 5: Mainstream Interface

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

Slide 43: Mainstream Interface

An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

Of the total number of active participants with a plan approved in 2019-20 Q1*, 94% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

92% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (47%).
- Lifelong learning (12%).
- Daily activities (10%).

94% of active participants with a plan approved in 2019-20 Q1 access mainstream supports, across the following domains:

- Health and wellbeing (47%).
- Lifelong learning (12%).
- Daily activities (11%).

*Note: The results shown here are as at 31 August 2019. The next quarterly report will include data to 31 December 2019.

Slide 44: 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.

Slide 45: Financial sustainability

The NDIA is responsible monitoring and risks to financial sustainability, using the insurance-based structure as a means to evaluate emerging experience against expectations.

Specific strategies to address pressures on financial sustainability include:

- Participant Pathway review – The NDIA is working on strengthening the ‘outcomes focus’ of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decision.

- Reference package and guided planning process – To better align a participant's support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools are being used to inform plan decisions. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.
- Supported Independent Living (SIL) – The NDIA is working on consistent and equitable decisions for those seeking access to SIL, which constitutes a large proportion of NDIS cost.

The following are the key drivers:

Accessing 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.