



COAG Disability Reform Council
Quarterly Report
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ndis

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Executive Summary

The National Disability Insurance Scheme (NDIS) is a world leading reform for all Australians. The Scheme's purpose is to support people with disability to achieve their goals, helping them to realise their full potential, participate in and contribute to society and exercise choice and control over their lives and futures.

The Scheme is phasing in rapidly around Australia. At 30 June 2018, the NDIS was supporting 183,965 participants (including children in the ECEI gateway), with an additional 24,228 participants receiving approved plans this quarter. This 13% growth is inclusive of participants from an increasingly diverse range of geographies, extending to rural and remote areas of the country.

The NDIS is now fully operational in all regions of New South Wales, South Australia and Australian Capital Territory. The first regions of Western Australia entered the Scheme this quarter, and this expansion will continue in the second half of 2018. With these successes, there is still progress the NDIA needs to make on the path to full Scheme. Delivering on the speed of the roll-out as outlined in the bilateral agreements has been challenging, and significant actions are being taken to address the issues that have impacted the Scheme to date.

The NDIA is committed to providing participants and their families, carers and providers with a high quality service. The experience of those participating in the Scheme improved by four percentage points this quarter, with 88% of participants rating their overall experience with the Agency as either 'Good' or 'Very Good'. Participants have reported improved outcomes across multiple life domains, with the highest impact felt within the domains of Choice and Control, Daily Living Activities and Health and Wellbeing. Higher satisfaction rates and improved outcomes demonstrate the positive effect the participant pathway reform is having on the participant experience. As the new pathway improvements continue to roll-out, and as participants engage with the Scheme over longer periods of time, positive outcomes across all life domains are expected to grow.

A vibrant and competitive provider market is integral to supporting participants to achieve their goals. At 30 June 2018 there were a total of 16,755 providers across the country offering a range of supports, representing a 17% increase on last quarter.

A number of initiatives are underway to further grow the market, and following recommendations of McKinsey & Company's 2017 Independent Pricing Review (IPR), the Agency has announced a series of key additional supports for providers implemented as of 1 July 2018. The proportion of complaints by registered service providers decreased significantly from 6.5% in previous quarters to 4.8% in this quarter, and the NDIA is looking to continue to improve the provider experience through ongoing enhancements to the provider pathway.

The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIA to connect people with disability to their community. As the Agency's investment in ILC has grown, so too has the geographic diversity and scope of the community projects being delivered. Since the first jurisdictional allocation of close to \$3 million of ILC funding was made in Australian Capital Territory on 1 July 2017, \$28.5 million has been awarded through 104 grants to community organisations in New South Wales, South Australia and Australian Capital Territory.

The key to the success of the NDIS is ensuring its long-term financial sustainability. The NDIS has been within budget in each year of its operation, including the 2017-18 financial year. In line with the Scheme's insurance approach, the NDIA has identified factors influencing financial sustainability and is managing them proactively. The best estimate of the longer-term cost of a well-managed NDIS remains at \$22 billion a year at full Scheme, consistent with the Productivity Commission's Report released on 19 October 2017. To further the advancement of a high performing Agency, the NDIA is increasing staff and partner capacity by attracting skilled professionals, refining systems and processes to better support staff, and instilling the NDIA values across the organisation.

The NDIA is dedicated to providing positive experiences and meaningful outcomes for participants, and to the development of a robust provider market. This report demonstrates the increasing number and diversity of participants and providers in the NDIS, the improved outcomes for stakeholders, and the positive steps the NDIA is taking to better understand the impact of the Scheme. By July 2020, the NDIS aims to deliver life-changing support to an estimated 460,000 eligible Australians.

Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for Quarter 4 of 2017-18 (1 April – 30 June 2018), as required in the NDIS Act 2013 (Section 174).¹

The key insights from the analysis are presented in the report, with detailed supplementary tables included in the appendices. The national results are presented in Appendix E, followed by individual appendices for each State/Territory. A list of key definitions of the terms used in this report is included in Appendix A.



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

“The NDIS has changed Benjamin’s life. It has brought him the supports he needs to be happy, and it has changed our whole family’s lives too. We no longer have to dream about what Benjamin could have to make his life better, it’s now possible.”

— Janine Scott, mum of Benjamin Scott
(pictured), QLD NDIS participant



Part One: Participants and outcomes

More participants from diverse geographies are experiencing better outcomes.

1.1 Roll-out

The Scheme is phasing in rapidly around Australia and is achieving good outcomes for participants in diverse rural, remote, regional and metropolitan locations. The NDIS is now fully operational in New South Wales, South Australia and Australian Capital Territory and further progress was made this quarter with Western Australia entering the Scheme. The NDIS aims to be supporting all eligible Australians by July 2020.

Figure 1 shows the regions in Australia where the NDIS has commenced phasing, where phasing has commenced for some age groups, and where phasing is yet to commence.

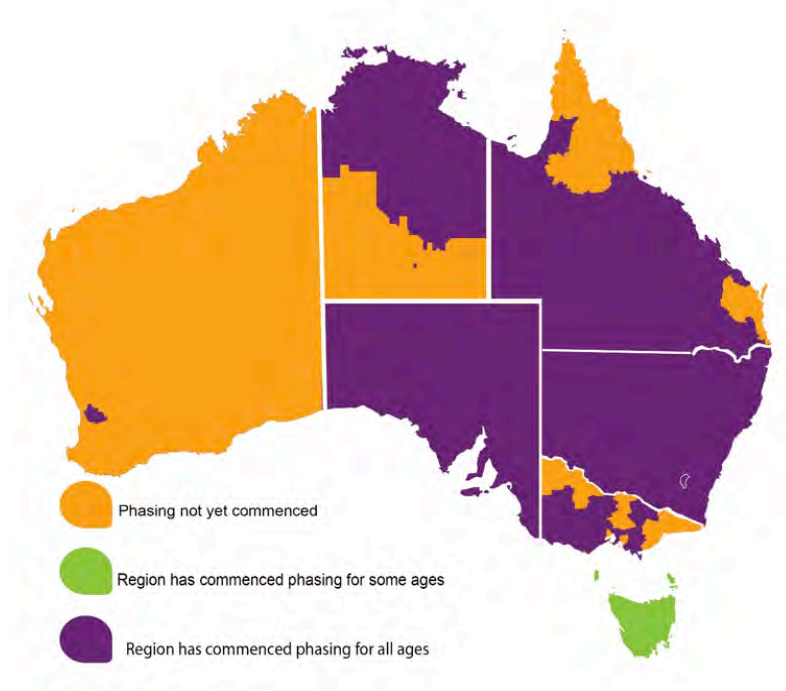
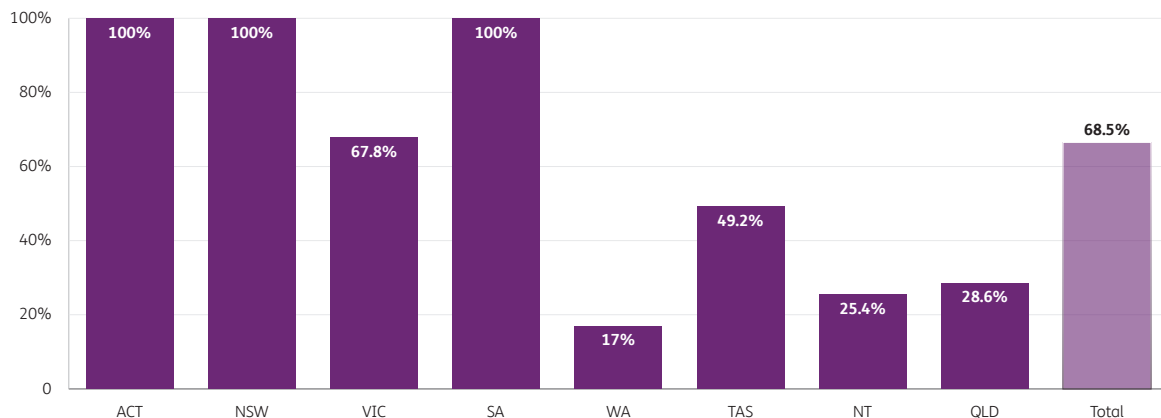


Figure 2 shows the proportion of each State/Territory population who are now able to seek access to the NDIS, if eligible.²



²While recognising that there are some participants within these areas that are waiting for plans to be approved.

1.2 Number of participants

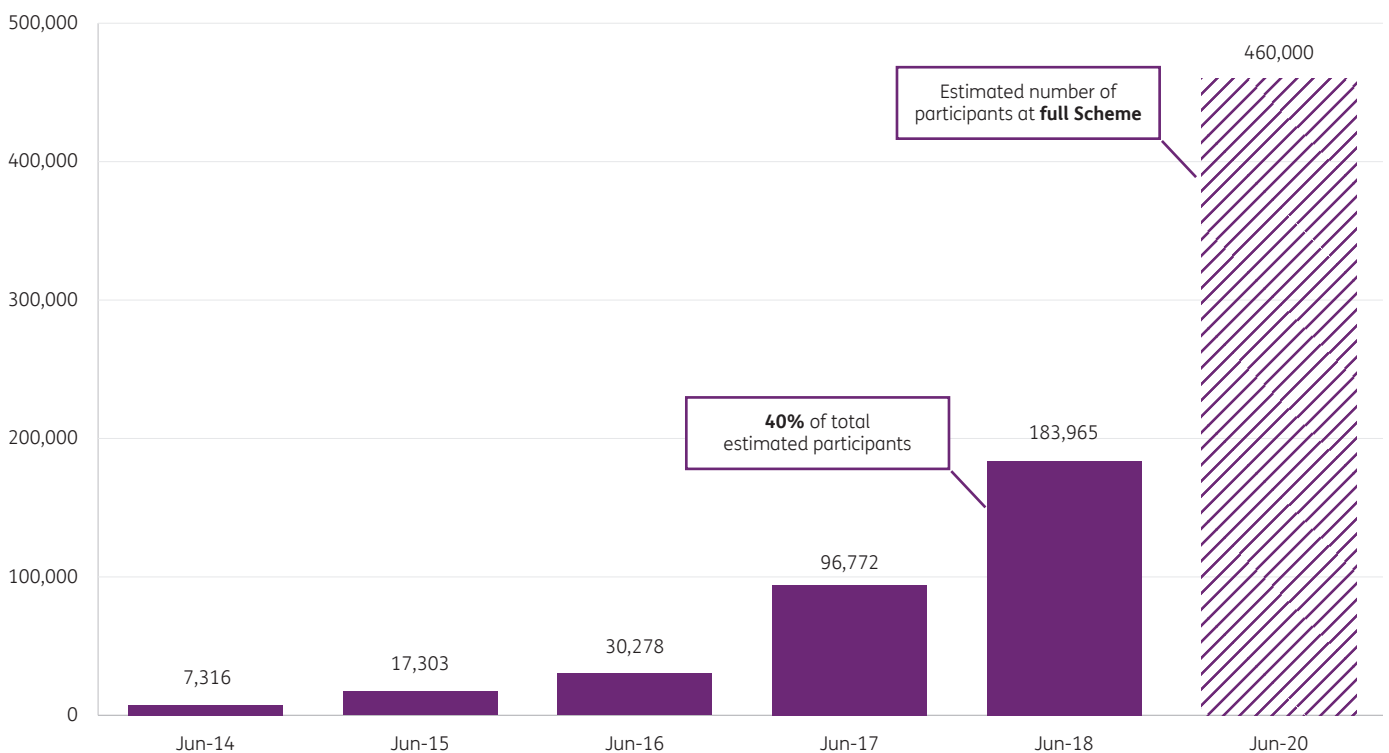
The NDIS supports Australians under the age of 65 who have a permanent or significant disability, and their families and carers. Together with the NDIA and their Local Area Coordinator (LAC) partners, participants develop a plan that suits their individual needs, provides access to reasonable and necessary supports, and helps them to achieve their goals.

An additional 24,228 participants received approved plans this quarter. At 30 June 2018, there were a total of **183,965** participants across Australia with approved plans (including children in the ECEI gateway), representing a 13% increase on last quarter.

The NDIS aims to support an estimated 460,000 Australians with disability by July 2020, hence the Scheme is currently supporting 40% of the participants expected by the end of the transition period.

Importantly, the Scheme is supporting a combination of people from existing systems and people who haven't previously received services. Of the 183,965 participants being supported by the Scheme, 121,395 received supports in existing State/Territory or Commonwealth programs, 54,802 have never previously received supports, and 7,768 are being supported in the ECEI gateway.

Figure 3 shows the annual growth in participants (including children in the ECEI gateway) since Scheme inception, through to the estimated number of participants anticipated at full Scheme.



1.3 Operational progress

The NDIS is transitioning in sites across Australia in line with phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. The bilateral agreements outline an estimate of the number of people who were predicted to participate in the NDIS from each State/Territory, at particular points in time. The estimates are split into people who received support from the existing State/Territory systems and those that haven't previously received any support.

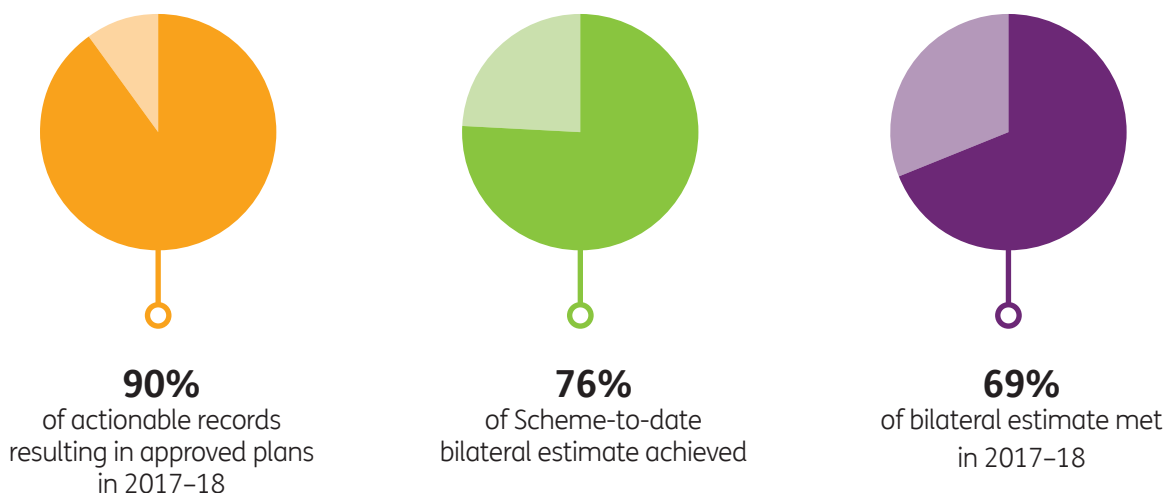
In 2017-18, the Agency achieved 90% of the operational target, meaning that of the participants who could be contacted, who met the access requirements and whose records were provided to the Agency, 90% received approved plans.

At 30 June 2018, 76% of the Scheme-to-date bilateral estimate was reached, and 69% of the 2017-18 bilateral estimate met.³ The progress against bilateral estimates reflects existing challenges within the Scheme, including the rapid growth and geographical diversity of participants, and the challenges associated with transitioning clients from State/Territory-based programs into a national Scheme.

For transitioning State/Territory and Commonwealth clients, participant estimates were based on existing client data. There are multiple reasons why a client might not enter the Scheme, including difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records and some individuals being ineligible or no longer requiring support. Since transition, there have been 20,483 people who could not be contacted, declined to enter the Scheme, or withdrew from the access process. The NDIA is undertaking a number of initiatives to connect with as many of those potential participants as possible, including proactively working with the State/Territory governments.

There were 7,291 participants from existing State/Territory systems who had met NDIS access requirements prior to 30 June 2018, but were unable to progress to planning before the end of this quarter. The Agency is undertaking a number of initiatives to ensure the Scheme is progressing towards bilateral estimates of all actionable records. As well as significant improvements to the participant and provider pathway, which will advance the consistency and efficiency of plan approvals, the NDIA continues to monitor the key performance metrics of the regional service delivery team.

Figure 4 highlights three key statistics related to progress against bilateral estimates.



³Detail on the bilateral estimates is included in Appendix C.

1.4 Participant characteristics

Of the 24,228 participants joining the Scheme this quarter, there was an increase in the diversity of the participants, specifically:

- **Aboriginal and/or Torres Strait Islanders: 6.4%** of participants who received a plan in the quarter, compared with 5.2% in previous quarters combined.
- **Culturally and Linguistically Diverse (CALD): 9.3%** of participants who received a plan in the quarter, compared with 7.2% in previous quarters combined.
- **Self-managing or partly self-managing their plan: 24%** of participants who received a plan in the quarter, compared with 21% in previous quarters combined.
- **Remote / very remote: 1.5%** of participants who received a plan in the June quarter, compared with 1.1% in previous quarters combined.
- **Psychosocial disability: 10%** of participants who received a plan in the June quarter, compared with 7% in previous quarters combined.
- **Support coordination: 41%** of participants received support coordination in their plan in the June quarter, compared with 37% in previous quarters combined.

Given that the NDIS has not fully phased across all regions of Australia, the profiles of current participants vary depending on how far their region is in the phasing schedule. For example, the phasing schedules in some bilateral agreements prioritise age group and/or people in existing State/Territory disability systems. Considering the areas in which the NDIS has rolled out across Australia, the participants who are Aboriginal and/or Torres Strait Islanders are in line with expectations.

The proportion of participants who are CALD and the proportion of participants who have a psychosocial disability is lower than expected. As part of the work underway on tailored pathways, the Agency is looking to increase these numbers. As phasing continues in urban areas of Queensland and Victoria, the proportion of CALD participants is expected to increase. The proportion of participants with psychosocial disability is also expected to increase as Commonwealth programs continue to phase into the Scheme.

1.5 Participant outcomes

The NDIA is committed to building positive outcomes for participants and their families and carers. The Agency uses the NDIS outcomes framework questionnaires⁴ as one of the key tools to assess the medium and long-term benefits of the Scheme.

Whilst it is relatively new to many, the NDIS has already shown to be helping different age groups across multiple life domains. From transition to 30 June 2018, the following outcomes have been recorded⁵:

For child participants aged 0 to before starting school:



- **91%** of parents and carers consider the NDIS to have helped with their child's development.
- **89%** thought the NDIS had improved their child's access to specialist services.
- **82%** thought the NDIS had increased their child's ability to communicate what they want.

For participants aged 25 and over:



- **71%** indicated that the NDIS had helped them with their Daily Living Activities.
- **67%** indicated that the NDIS had helped them with Choice and Control.
- **59%** considered the NDIS had helped them with Social, Community and Civic Participation.

For families and carers of participants aged 0 to 14:



- **69%** felt that the NDIS had improved their ability/capacity to help their child develop and learn.
- **64%** thought that the NDIS had improved their access to services, programs and activities in the community.
- **61%** considered that the NDIS had improved the level of support for their family.

There are also areas for improvement in the outcomes for participants. Only 36% of participants aged 25 and over have been actively involved in a community, cultural or religious group in the last 12 months, and only 25% of the same cohort report having a paid job. While this will improve as participants gain longer exposure and experience with the NDIS, the NDIA is committed to focusing on capacity building and community support through ILC investment, and is working closely with the Department of Social Services to progress employment initiatives for participants.

⁴ Detail on the outcomes framework is included in Appendix D.

⁵ Results are for participants who entered the Scheme in 2016-17 and had a plan review in 2017-18 (approximately one year after entering the Scheme).

Part Two: Participant experience

The participant experience is strong, with further improvement work underway.

2.1 Participant satisfaction

Plan development is a key milestone on the participant pathway. In order to better understand the impact of the NDIS on participants and their families and carers, and to ensure the delivery of a high quality service, the Agency conducts satisfaction surveys on the planning process each quarter.

Following feedback, significant improvements to the participant pathway are underway. This quarter, the proportion of participants who rated their overall experience with the planning process as either 'Good' or 'Very Good' increased from 84% to 88%, indicating that the Agency's progress with the pathway experience is having a positive impact.

In addition, 95% of participants indicated that their planner listened to them, and 94% of participants indicated that they had enough time to tell their story. Seventy-one percent (71%) of participants indicated that they knew what was in their plan. The NDIA is looking to improve this figure via the development of the participant pathway, including introducing improved tools for planners to help them better connect participants with the right services to achieve their goals.

Figure 5 highlights the key statistics related to participant satisfaction this quarter.



The planning process is one aspect of the NDIA's operations, and the Agency is implementing a more detailed participant satisfaction survey to be progressively rolled out in coming quarters. The survey will include participant interactions with the NDIA throughout the access, plan implementation and plan review processes, as well as the initial planning phase.



“I love my job. I’m getting to learn about the industry and there’s talk I could go full-time! Prior to the NDIS, I was getting into a lot of trouble...but now I am an NDIS participant, I’ve been able to use my funding to help me find a job and settle down. The NDIS has changed my life!”

— Jonathon Brimfield (pictured, right), TAS NDIS participant

2.2 Unscheduled plan reviews and complaints

There was a significant reduction in the number of completed unscheduled plan reviews, with 13.9% this quarter, compared to 20.4% in previous quarters.

The proportion of complaints relative to the number of people who have sought access to the Scheme remained steady over the quarter at close to 6.5%, with timeliness and reasonable and necessary supports reported as the most common issues. The proportion of complaints by registered service providers decreased significantly from 6.5% in previous quarters to 4.8% in the June quarter, with timeliness the leading issue, resulting in 40% of complaints.

Since transition commenced, there has been a total of 20,510 complaints made by 13,568 participants or those who have sought access to the Scheme. The planning phase has been a central point of the participant pathway review, with enhancements focusing on improving access to reasonable and necessary supports. The Agency’s new NDIS Contact Centre will be an important point of call for Scheme stakeholders who require fast and effective support to understand and navigate the NDIS.

Figure 6 shows the number of complaints made by or on behalf of participants or those who have sought access, registered service providers and other in Quarter 4.



2.3 Administrative Appeals Tribunal (AAT) appeals

Appeals to the AAT increased in the quarter relative to the proportion of access decisions made. Of the 250 appeals made this quarter, 46% of appeals were in relation to the participant’s initial plan and 36% were in relation to the access decision.

Figure 7 shows the number of AAT appeals made by or on behalf of participants or those who have sought access in Quarter 4.



2.4 Actions to improve participant satisfaction

2.4.1 Participant pathway improvements

The NDIA is committed to providing participants with a high quality experience and is making significant progress with pathway reform to ensure smooth and supportive engagement with the NDIS. Following a successful initial pilot that focused on the planning phase, some pathway enhancements have now been implemented with further improvements scheduled to roll-out across Australia in the second half of 2018.

Developments to the participant pathway include:

- Clearer links to other service systems, including housing, education and health systems.
- Clear information provided in Easy English and multiple languages.
- Stronger connections between LACs and NDIA planners.
- An easy-to-understand and accessible plan.
- Face-to-face planning support.
- Skilled planning and improved training, with a focus on disability awareness and cultural competency.
- Better connections between participants and providers, including improvements to the provider finder.
- Improvements to systems, including updates to the participant and provider portals and NDIS website.

The NDIA has held 37 workshops across Australia and engaged with over 1,100 stakeholders to better understand how the NDIS can be improved to meet the specific needs and characteristics of all its participants. A participant reference group has been established as a mechanism to provide additional engagement for the development and roll-out of pathway advancements, and the group continues to meet monthly to provide feedback and input on improvements to the NDIS.

In addition, the NDIA has been working closely with stakeholder groups to ensure that advancements to the participant experience are innovative and inclusive.

- The Agency has been working with **Mental Health Australia (MHA)** to improve the experience and outcomes of participants with psychosocial disability, with a focus on community programs pathways and access to reasonable and necessary supports.
- Until 30 June 2020, **Australian Hearing** will act as the Agency's national ECEI partner for early intervention hearing services for families of deaf and hard of hearing children.
- An **Autism Advisory Group** has been established to provide feedback and advice to the Agency on improving the NDIS experience for participants with autism.

Lastly, since the Agency transitioned the operation of the NDIS Contact Centre to a new service delivery partner in June, a significant reduction in the percentage of abandoned calls has been recorded, and key targets relating to call answer rates are being exceeded.



“As a parent, it has been hard to learn to trust alternative sources of support, especially when your children are extremely vulnerable but being part of the NDIS, and having choice and control, has definitely helped to make those decisions easier.”

— John Coyle, father of Bridget and Riley, TAS NDIS participants.
Pictured: Bridget and Riley (centre) with their father John (right) and sister Fianna (left) with their dog.

Part Three: Providers and the growing market

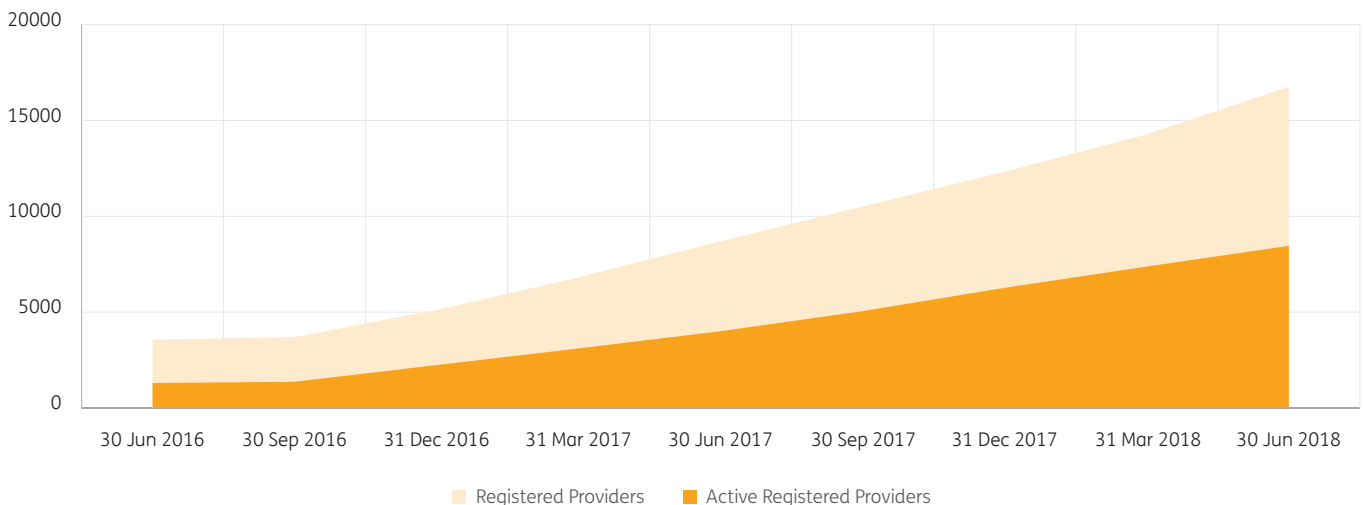
The number and diversity of providers is increasing with new initiatives underway.

3.1 Growth of providers

There were a total of 16,755 registered providers this quarter, representing a 17% increase on last quarter. Of the 16,755 providers, 2,618 were new to the Scheme this quarter. Fifty percent (50%) of the cumulative total number of providers were active at 30 June 2018, remaining consistent with previous quarters. The growth of the provider market is shared amongst the States/Territories, with Queensland experiencing a 24% increase in the number of providers, followed by 19% growth in New South Wales and Northern Territory, 18% in Victoria, 16% in South Australia and Tasmania and 3.6% in Western Australia, where the Scheme has only recently begun operating.

There have been 134 (0.8% of registered providers) provider revocations during the quarter, inclusive of providers that have deregistered with the Agency. The NDIS Quality and Safeguards Commission, a new independent Commonwealth body, has been established to oversee the delivery of quality supports and services, and to regulate the registration and compliance of providers. The Commission commenced operations on 1 July 2018.

Figure 8 shows the growth in registered and active registered service providers from 30 June 2016 to 30 June 2018.



3.2 Diversity of providers

Access to a growing, vibrant and competitive provider market is vital to participants achieving their desired outcomes. Each of the registration groups experienced an increase in provider numbers this quarter, with the most significant growth occurring in:

- Specialist Disability Accommodation – **31%**
- Innovative Community Participation – **29%**
- Vision Equipment – **28%**
- Interpreting and Translation – **25%**

The substantial growth and increasing diversity of the market builds participants' capacity to exercise choice and control, allowing them to select the best services to suit their individual needs.

3.3 Initiatives to grow the market

The Agency is progressing initiatives to further develop a competitive and innovative provider market. This quarter the NDIA enhanced the provider finder tool and participant and provider portal, established a dedicated National Provider Payments Team, and released information on the new NDIS price guide.

The modifications made to the provider finder tool this quarter included improvements in search functionality, added information about providers, and the introduction of a mapping tool that helps participants better understand the locations of different providers. The tool experienced a 26% increase in hits this quarter, indicating that the changes implemented are having a positive impact. Improvements have also been made to the portal, giving both participants and providers the opportunity to amend service bookings, as well as providing step-by-step guides that better enable users to operate the platform.

The National Provider Payments Team acts as a single point of contact for providers who are having difficulty making claims. It also supports regional staff to resolve issues, ensuring there is national consistency in claiming approvals. When a plan rebuild or review is required, the team will pass this work on to the relevant region.

The NDIA recognises the integral role a vibrant market has in supporting participants to achieve their goals. Following recommendations of the 2017 Independent Pricing Review (IPR) undertaken by McKinsey & Company, as commissioned by the NDIA Board, the Agency has announced a new price guide effective as of 1 July 2018.

Changes implemented on 1 July 2018 include:

- **7.6% price increase** for standard intensity attendant care representing a combination of:
 - A new **2.5% Temporary Support Overhead (TSO)** loading, intended to support providers with their overhead costs during 2018–19, reducing to 1.25% in 2019–20.
 - **5.14% increase** in prices to take into account increases in the SCHCADS Award (3.50%) and the Equal Remuneration Order (2.27%).
- **5.14% price increase** for high intensity attendant care, as the TSO does not apply.
- **2.1% increase** for capacity building support based on national Wage Price Index.
- **\$2 per hour increase** for centre-based group supports, to support providers meeting increased costs associated with delivering care in a specialist centre.
- **1:3 support worker to participant ratio** for participants in Short Term Accommodation (STA), remaining consistent with existing STA price limits.
- **90% service booking price** is now billable by providers for short notice cancellations (up to 12 times per year for core supports and six hours per year for therapy).
- **1:4 and 1:5 ratios** for standard and high intensity community-based group supports.
- **Providers can negotiate with participants** to pay for the cost of their transport in addition to the support worker's time.
- **Therapists may now charge up to 45 minutes of travel time** in rural areas against the appointment they are travelling to. Outside of rural areas, this limit is 20 minutes.

Part Four: Information, Linkages and Capacity Building (ILC)

The NDIS is supporting community organisations through ILC grants.

4.1 Building inclusive communities

The Information, Linkages and Capacity Building (ILC) policy is a commitment made by the NDIS to connect people with disability to their community. There are two primary areas identified to achieve this:

- **Personal capacity building:** Making sure people with disability have the skills, confidence and resources to participate in their community, and access the same opportunities and services as other people.
- **Community capacity building:** Building the capacity of the community to include people with disability, including mainstream services and community organisations.

Unlike the rest of the NDIS, ILC does not provide funding to participants. Instead, it provides grants to organisations to deliver activities in the community, benefiting people with disability and their families. It increases the capacity of communities to be more inclusive and diverse, and therefore benefits society at large. The investment policy also supports the financial sustainability of the NDIS by reducing the demand for individualised packages and the need for funded supports within packages.

The Agency's investment in ILC is growing and community organisations in diverse locations are delivering a varied scope of projects. Currently there are two main types of open, competitive ILC grant rounds: National Readiness grants and Jurisdictional Based grants.

Approximately \$14 million was allocated to 39 National Readiness grants in 2016-17, with a focus on mainstream services and community awareness. An additional \$28 million was allocated in June 2018 to 44 National Readiness grants with a focus on Information, Linkages and Referral activities across Australia.

Australian Capital Territory was the first jurisdiction to transition to ILC on 1 July 2017 and the NDIA awarded close to \$3 million to 22 organisations to deliver activities in the Territory. Recently, 104 grants worth a total of \$28.5 million were awarded to community organisations in New South Wales, South Australia and Australian Capital Territory.

A targeted Remote grant round ran in April 2018 to fund organisations to deliver activities in remote areas of South Australia, Northern Territory and Queensland. Grant winners will be announced in the first quarter of 2018-19.

The NDIA is currently developing an ILC Investment Strategy that will guide investment at full Scheme. As the NDIA continues to refine its approach to ILC, organisations will be advised of further opportunities to apply for funding.

Part Five: Financial sustainability

The Scheme is financially sustainable.

5.1 Delivering within budget

The NDIS is an insurance-based Scheme for all Australians. It takes a lifetime approach to supporting people with disability, by investing in people early and building their capacity to achieve their desired social and economic outcomes. The NDIA is committed to delivering a financially sustainable Scheme that inspires community and stakeholder confidence.

The key to the success of the NDIS is ensuring its long-term financial sustainability, so that it can support future generations of Australians. The NDIS receives funding from both the State/Territory and Commonwealth governments for each participant that enters the Scheme. On this basis, the NDIS has been within budget in each year of its operation, including the 2016-17 target of \$3 billion and the 2017-18 target of \$6.7 billion. The best estimate of a well-managed NDIS remains at \$22 billion in 2019-20, when the NDIS is at full Scheme, consistent with the Productivity Commission's Report, which was released on 19 October 2017.

There was \$7.7 billion in committed supports in 2017-18, with \$4.9 billion paid to participants. Utilisation was at 64%. The proportion of utilisation reflects the increased amount of first plans approved in the quarter. Experience shows that as participants experience their second and third plans, utilisation tends to increase. The figure below shows committed support⁷ and payments since the Scheme's inception.

Figure 9 shows payments by financial year, compared to committed supports (\$m).

	2013-14	2014-15	2015-16	2016-17	2017-18	2019 and beyond	Total
Total Committed	132.8	496.8	939.3	3,238.5	7,723.1	5,669.7	18,200.3
Total Paid	86.2	370.8	703.2	2,164.7	4,912.9	3.0 ⁶	8,240.9
% utilised to date	65%	75%	75%	67%	64%	-	66% ⁷

⁶ The \$3.0m paid in 2019 and beyond are payments that have been received for supports that are to be provided in 2019.

⁷ Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

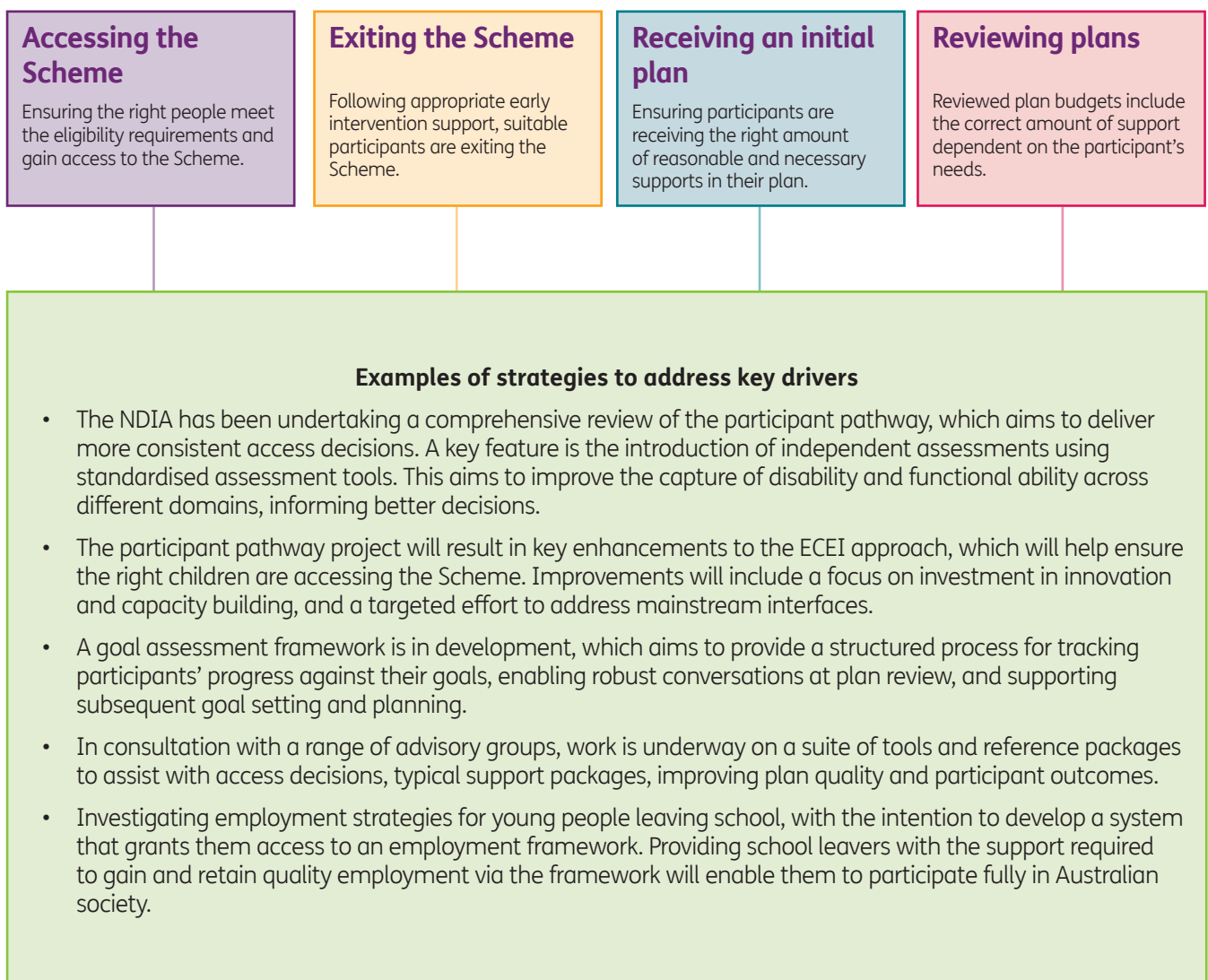
5.2 Addressing Scheme pressures

Financial sustainability is monitored by comparing emerging experience with expectations. The insurance approach allows any differences between emerging experience and expectations to be identified quickly, and management responses put in place if required. The Board recognises that pressures exist within the Scheme and in-line with the insurance approach, these pressures have been identified and are being proactively managed.

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

Figure 10 demonstrates the current key drivers that influence financial sustainability and how the NDIA is managing them.

Financial sustainability key drivers



Part Six: A growing Agency

The NDIA is being resourced to meet the challenges of rapid growth and roll-out.

6.1 Building a high performing NDIA

The NDIS is phasing in rapidly across Australia. In 2019 participant numbers are set to double, and by July 2020 the NDIS will be supporting an estimated 460,000 participants. In order to deliver a national reform of this scale, the Agency must remain flexible and expand the skills of a capable and talented workforce as required.

This quarter, the following initiatives have been implemented to further the advancement of a high performing Agency:

- Enhanced the NDIA executive leadership team with new appointments.
- Furthered the Agency's commitment to cultural transformation by launching and embedding refreshed NDIA values.
- Invested in leaders, capabilities and training to develop NDIA staff.
- Refreshed the NDIA's performance review framework.

The NDIA is expanding its workforce in a way that balances short-term requirements with long-term capacity building. During transition this growth has included a mix of ongoing, non-ongoing and contracted NDIA staff, community partners as LACs and a small number of specialist advisers, led by an experienced and dedicated senior management team. The large scale and fast pace of the transition can pose recruitment challenges, however the NDIA is addressing these methodically.

The geographical diversity of NDIA staff and partners is increasing as the Scheme rolls out across Australia. Over 3,000 staff and partners are based in Victoria, including in the National Office based in Geelong. Nearly 150 staff and partners are working across Western Australia where the Scheme is starting to phase, and there are over 2,500 staff and partners in New South Wales and Australia Capital Territory. There are 750 NDIA staff and partners based in Queensland, 600 in South Australia, 400 in Northern Territory and 130 based in Tasmania.

The Agency is successfully operating within the budget outlined in the federal budget statements, which stipulates costs of \$692 million in 2016-17 and \$1 billion in 2017-18.



“It just goes to show you what early intervention can do. Billy has come along in leaps and bounds. At the start of the year, he literally didn’t speak – nothing, not a sound. All he did was cry but now with regular physio, speech and occupational therapies he is walking and he’s starting to say words.”

— Kim Childs (pictured, right), parent of Billy Childs (pictured, left),
SA NDIS participant

Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander: Response of: Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

Access request: A formal request by an individual for a determination of eligibility to access the Scheme.

Access requirements: The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

Active participant: Those who have been determined eligible and have not exited the Scheme.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

Assistive Technology (AT): The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall wellbeing.

Bilateral Agreement: An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme roll-out.

Bilateral estimates: Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory over the next three years. These figures are estimates only.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Early Childhood Early Intervention (ECEI): An approach which supports children aged 0-6 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECEI program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

Information, linkages and capacity building (ILC): The community activities supported by the NDIS to promote the social and economic inclusion of all people with disability.

In-kind: Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Mainstream services: The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market: Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as ‘the Agency’.

National Disability Insurance Scheme (NDIS): A new way of providing support for Australians with disability, their families and carers. In this report the NDIS is also referred to as ‘the Scheme.’

Outcomes framework questionnaires: One of the ways in which the Agency is measuring success for people with disability across eight different life domains.

Payment: Made to providers, participants or their nominees for supports received as part of a participant’s plan.

Participant: An individual whose access request has been determined ‘eligible’. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25). If a participant is in a “defined” program, they automatically meet the access criteria because that program is deemed to be eligible in line with the access criteria in the NDIS Act.

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the Agency will pay for that support.

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

Registered provider: An approved person or provider of supports that has met NDIS registration requirements.

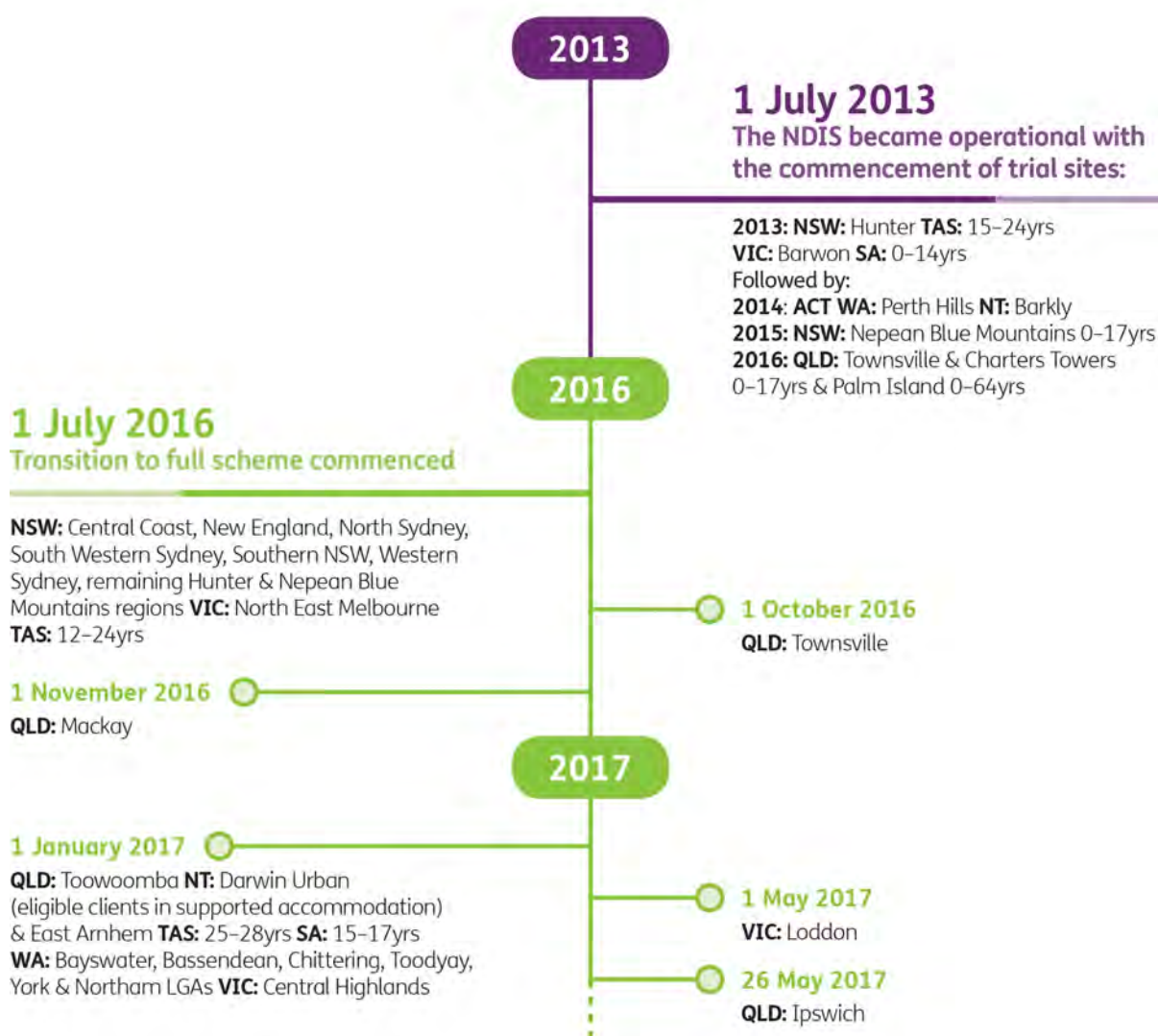
Quality and safeguards: Quality is about ensuring people receive good supports and safeguarding is about keeping people safe from harm. Features of quality and safeguarding systems generally include systems for handling complaints, staff screening processes and service provider standards checks.

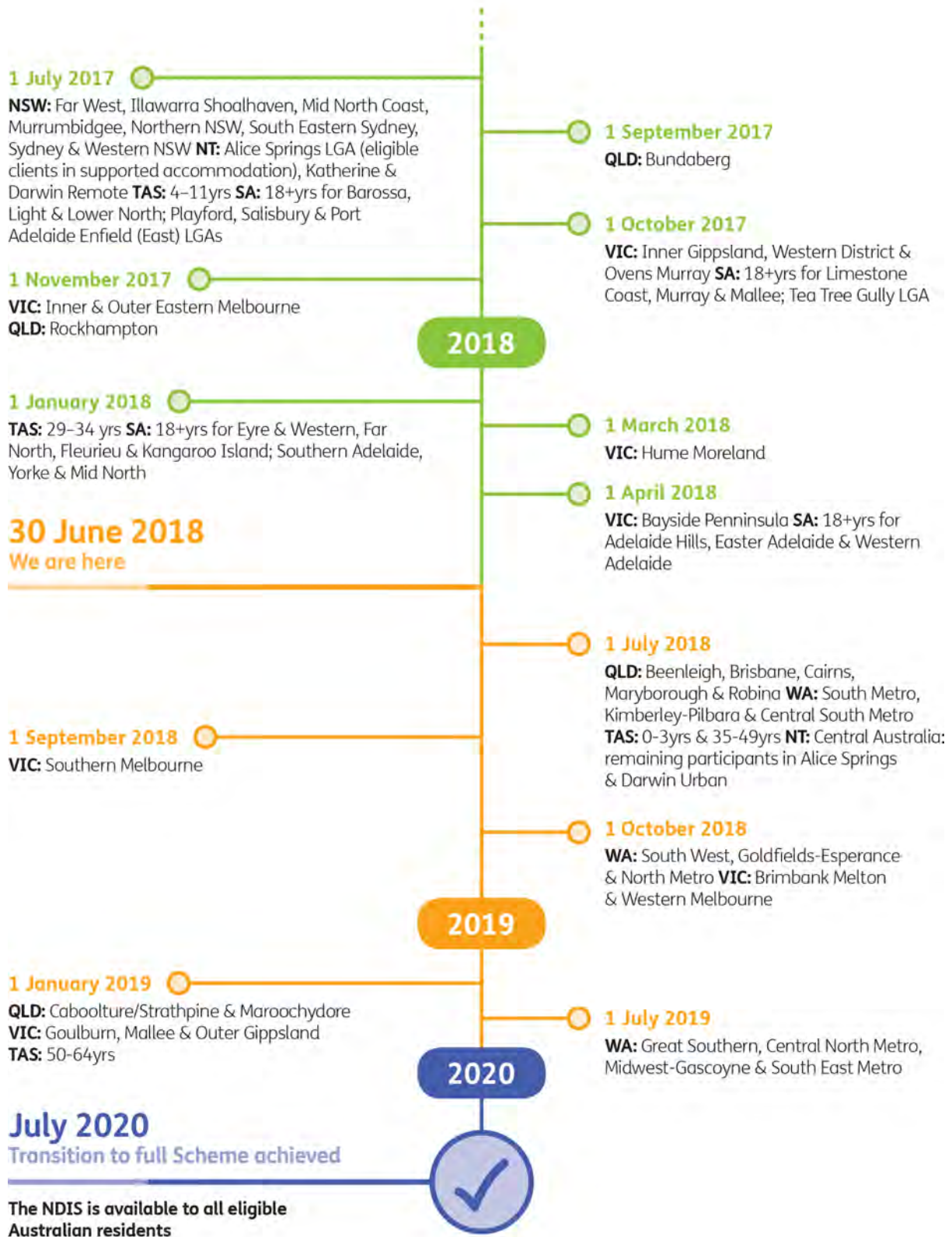
Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS, including the progress that has been made to date and where the Scheme is being implemented next.

Figure B.1 NDIS roll-out schedule





Appendix C:

Operational progress

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

The comparisons are made on different bases:

- Table C.1 compares plan approvals in 2017-18 against operational targets.
- Table C.2 compares plan approvals in 2017-18 against bilateral estimates, split by Existing and New or Commonwealth participants.
- Table C.3 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

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

For transitioning State/Territory and Commonwealth clients, participant estimates were based on existing client data. There are multiple reasons why a client might not enter the Scheme, including difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records and some individuals being ineligible or no longer requiring support. Of the participants who could be contacted, who met the access requirements and whose records were provided to the Agency, 90% received approved plans. There are a significant number of people who have not been contacted. The NDIA is proactively working with the State/Territory governments to connect with as many potential participants as possible.

Plan approvals relative to bilateral estimates have been relatively lower in 2017-18 than in 2016-17. For Queensland and Northern Territory, plan approvals for existing State/Territory participants is relatively higher than for New and Commonwealth participants.

Table C.1 Plan approvals operational progress in 2017-18

	N	%
2017-18 bilateral estimate	125,468	
Actionable data available	96,874	
<i>Access in progress</i>	10,169	10%
<i>Plans approved</i>	86,705	90%

Table C.2 Plan approvals in 2017-18 (including confirmed ECEI referrals) compared to estimates^{8,9}

State/Territory	2017-18 plans approved (incl. ECEI)			2017-18 Bilateral estimates			Comparison for 2017-18 plan approvals (incl. ECEI) with 2017-18 bilateral estimates		
	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	23,439	18,184	41,623	35,570	24,650	60,220	66%	74%	69%
VIC	18,300	7,533	25,833	22,986	7,505	30,491	80%	100%	85%
QLD	5,020	4,564	9,584	8,305	7,884	16,189	60%	58%	59%
WA	109	436	545	1,007	781	1,788	11%	56%	30%
SA	3,936	2,560	6,496	10,177	2,893	13,070	39%	88%	50%
TAS	834	1,335	2,169	1,141	1,492	2,632	73%	90%	82%
ACT	17	739	756						
NT	306	149	455	441	636	1,077	69%	23%	42%
Total (excluding ACT)	51,944	34,761	86,705	79,627	45,841	125,468	65%	76%	69%
Total	51,961	35,500	87,461						

Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates¹⁰

State/Territory	All plans approved (incl. ECEI)			Total Bilateral estimates			Comparison for all plan approvals (incl. ECEI) with bilateral estimates		
	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	80,013	89,622	12,111	103,442	115,553	79%	77%	78%
VIC	5,282	36,922	42,204	5,289	45,408	50,697	100%	81%	83%
QLD	361	16,638	16,999	600	30,555	31,155	60%	54%	55%
WA	2,494	1,829	4,323	2,493	3,073	5,566	100%	60%	78%
SA	7,117	11,448	18,565	8,500	17,457	25,957	84%	66%	72%
TAS	1,162	3,254	4,416	1,125	3,749	4,874	103%	87%	91%
ACT	4,098	2,710	6,808	4,278	797	5,075	96%	340%	134%
NT	155	688	843	149	1,474	1,623	104%	47%	52%
Total	30,278	153,502	183,780	34,545	205,955	240,500	88%	75%	76%

⁸ WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 181 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this financial year.

⁹ Note: 'CW' stands for Commonwealth.

¹⁰ WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

Appendix D:

Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one of the ways in which the NDIA is measuring Scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers tracks how participants are progressing across eight life domains:

- **Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.
- **Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.
- **Health and Wellbeing:** Relates to health, lifestyle and access to health services.
- **Work:** Explores participants' experiences in the workforce and goals for employment.
- **Daily Living Activities:** Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.
- **Home:** Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.
- **Lifelong Learning:** Includes educational, training and learning experiences.
- **Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the Agency can track the type of supports that lead to the best outcomes.

Appendix E: National

Part One: Participants and outcomes

Table E.1 Plan approvals compared to estimates – NATIONAL¹¹

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	151,969	24,228	176,197	183,965	240,500

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	216,399	46,991	263,390
Access Met¹²	190,621	33,218	223,839
State	118,493	16,132	134,625
Commonwealth	17,960	3,213	21,173
New	54,168	13,873	68,041
Total Participant Plans	162,222	31,996	183,965
State	92,907	11,712	104,619
Commonwealth	14,054	2,722	16,776
New	45,008	9,794	54,802
ECEI ¹³	10,253	7,768	7,768
Total Participant Plans	162,222	31,996	183,965
EI (s25) plans	29,550	4,411	33,961
PD (s24) plans	122,419	19,817	142,236
ECEI ¹⁴	10,253	7,768	7,768

Table E.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – NATIONAL

Exits	
Total participant exits	3,864
Early Intervention participants	1,364
Permanent disability participants	2,500

¹¹ Of the 176,197 participants, 185 had transferred from the WA NDIS to the nationally delivered NDIS. These participants are not included in the comparison against bilateral estimates.

¹² The number of people who had their access met is higher than the number of approved plans. This is because a large number of these people are due to phase in during future quarters.

¹³ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹⁴ Ibid.

Table E.4 Cumulative position by services previously received – NATIONAL¹⁵

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,352	2,073	13,853		30,278	34,545	88%
End of 2016-17	53,629	6,086	30,909	6,134	96,758	115,032	84%
End of 2017-18 Q1	67,893	8,917	35,965	6,716	119,491	141,607	84%
End of 2017-18 Q2	81,034	11,786	39,920	9,523	142,263	173,506	82%
End of 2017-18 Q3	92,907	14,054	45,008	10,253	162,222	208,726	78%
End of 2017-18 Q4	104,619	16,776	54,802	7,768	183,965 ¹⁶	240,500	76% ¹⁷

Table E.5 Cumulative position by entry into the Scheme – NATIONAL

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	12,195	18,083		30,278	34,545	88%
End of 2016-17	21,456	69,168	6,134	96,758	115,032	84%
End of 2017-18 Q1	24,389	88,386	6,716	119,491	141,607	84%
End of 2017-18 Q2	26,697	106,043	9,523	142,263	173,506	82%
End of 2017-18 Q3	29,550	122,419	10,253	162,222	208,726	78%
End of 2017-18 Q4	33,961	142,236	7,768	183,965 ¹⁸	240,500	76% ¹⁹

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table E.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	7,716	5.2%	1,539	6.4%	9,255	5.4%
Not Aboriginal and Torres Strait Islander	134,234	90.6%	21,174	87.5%	155,408	90.2%
Not Stated	6,178	4.2%	1,492	6.2%	7,670	4.5%
Total	148,128	100%	24,205	100%	172,333	100%

Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	10,705	7.2%	2,248	9.3%	12,953	7.5%
Not CALD	136,351	92.0%	21,810	90.1%	158,161	91.8%
Not Stated	1,072	0.7%	147	0.6%	1,219	0.7%
Total	148,128	100%	24,205	100%	172,333	100%

¹⁵ Each quarter, updated lists of clients are provided by State/Territory and Commonwealth governments. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹⁶ This number includes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹⁷ WA bilateral estimates include NDIA trial sites only. This calculation excludes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹⁸ This number includes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹⁹ WA bilateral estimates include NDIA trial sites only. This calculation excludes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL²⁰

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	2,143	1.4%	388	1.6%	2,531	1.5%
Not YPIRAC	145,985	98.6%	23,817	98.4%	169,802	98.5%
Total	148,128	100%	24,205	100%	172,333	100%

Table E.9 Participant profile per quarter by remoteness – NATIONAL²¹

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	93,314	63.9%	14,962	62.2%	108,276	63.6%
Regional	51,175	35.0%	8,749	36.4%	59,924	35.2%
Remote / very remote	1,560	1.1%	354	1.5%	1,914	1.1%
Missing	2,079		140		2,219	
Total	148,128	100%	24,205	100%	172,333	100%

Table E.10 Active participants with approved plans per quarter by disability group - NATIONAL²²

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	43,452	29%	6,856	28%	50,308	29%
Intellectual Disability ²³	42,493	29%	5,314	22%	47,807	28%
Psychosocial disability	10,999	7%	2,483	10%	13,482	8%
Cerebral Palsy	7,796	5%	894	4%	8,690	5%
Developmental Delay	6,377	4%	1,663	7%	8,040	5%
Other Neurological	6,820	5%	1,208	5%	8,028	5%
Other Physical	5,799	4%	1,141	5%	6,940	4%
Acquired Brain Injury	4,911	3%	819	3%	5,730	3%
Hearing Impairment	4,207	3%	1,212	5%	5,419	3%
Visual Impairment	3,687	2%	660	3%	4,347	3%
Multiple Sclerosis	3,125	2%	447	2%	3,572	2%
Other Sensory/Speech	2,700	2%	217	1%	2,917	2%
Global Developmental Delay	1,806	1%	583	2%	2,389	1%
Stroke	1,825	1%	390	2%	2,215	1%
Spinal Cord Injury	1,851	1%	271	1%	2,122	1%
Other	280	0%	47	0%	327	0%
Total	148,128	100%	24,205	100%	172,333	100%

²⁰ Young People in Residential Aged Care (YPIRAC) refers to all people who enter an aged care facility prior to age 65. In the NDIS, at the end of the quarter, 106 participants (4.2%) were under 45 years and 1,972 (77.9%) were over 55 years.

²¹ The distributions are calculated excluding active participants with a missing remoteness classification.

²² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²³ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (6,517).

Table E.11 Active participants with approved plan per quarter by level of function – NATIONAL²⁴

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	5,914	4%	2,249	9%	8,163	5%
2 (High Function)	362	0%	40	0%	402	0%
3 (High Function)	8,287	6%	1,769	7%	10,056	6%
4 (High Function)	11,378	8%	1,703	7%	13,081	8%
5 (High Function)	18,184	12%	1,965	8%	20,149	12%
6 (Moderate Function)	21,818	15%	4,401	18%	26,219	15%
7 (Moderate Function)	11,716	8%	1,605	7%	13,321	8%
8 (Moderate Function)	11,553	8%	1,893	8%	13,446	8%
9 (Moderate Function)	782	1%	106	0%	888	1%
10 (Moderate Function)	16,315	11%	2,752	11%	19,067	11%
11 (Low Function)	7,450	5%	834	3%	8,284	5%
12 (Low Function)	22,526	15%	3,469	14%	25,995	15%
13 (Low Function)	7,350	5%	1,072	4%	8,422	5%
14 (Low Function)	3,867	3%	343	1%	4,210	2%
15 (Low Function)	55	0%	4	0%	59	0%
Missing	571		0		571	
Total	148,128	100%	24,205	100%	172,333	100%

Table E.12 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	17,385	12%	5,547	23%	22,932	13%
7 to 14	38,481	26%	4,809	20%	43,290	25%
15 to 18	12,580	8%	1,516	6%	14,096	8%
19 to 24	15,055	10%	1,482	6%	16,537	10%
25 to 34	14,628	10%	2,140	9%	16,768	10%
35 to 44	13,371	9%	2,223	9%	15,594	9%
45 to 54	16,276	11%	2,899	12%	19,175	11%
55 to 64	17,323	12%	3,348	14%	20,671	12%
65+	3,029	2%	241	1%	3,270	2%
Total	148,128	100%	24,205	100%	172,333	100%

Table E.13 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	92,321	62%	14,788	61%	107,109	62%
Female	54,205	37%	8,837	37%	63,042	37%
Indeterminate	1,602	1%	580	2%	2,182	1%
Total	148,128	100%	24,205	100%	172,333	100%

²⁴ The distributions are calculated excluding active participants with a missing level of function.

Table E.14 Number of questionnaires completed by SFOF version - NATIONAL²⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	7,861	2,949	2,604	2,779	3,648	19,841
Participant school to 14	14,341	4,845	4,700	5,455	6,748	36,089
Participant 15 to 24	9,671	3,511	3,407	2,641	2,925	22,155
Participant 25 and over	25,207	10,443	9,062	8,251	10,590	63,553
Total Participant	57,080	21,748	19,773	19,126	23,911	141,638
Family 0 to 14	20,895	7,386	7,158	8,099	10,194	53,732
Family 15 to 24	2,766	1,575	2,657	2,119	2,170	11,287
Family 25 and over	802	1,355	3,581	3,133	3,856	12,727
Total Family	24,463	10,316	13,396	13,351	16,220	77,746
Total	81,543	32,064	33,169	32,477	40,131	219,384

Table E.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NATIONAL

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC % who say their child is able to tell them what he/she wants	74%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL % who say their child is becoming more independent		42%		
CC % of children who have a genuine say in decisions about themselves		64%		
CC % who are happy with the level of independence/control they have now			39%	
CC % who choose who supports them			34%	54%
CC % who choose what they do each day			44%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC % who want more choice and control in their life			80%	75%

²⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table E.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NATIONAL

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	64%	63%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	55%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	76%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			29%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			32%	36%

Table E.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NATIONAL

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		57%		
HM	% who are happy with their home			81%	76%
HM	% who feel safe or very safe in their home			85%	76%
HW	% who rate their health as good, very good or excellent			68%	48%
HW	% who did not have any difficulties accessing health services			68%	66%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				14%
LL	Of those who participate, % who do so in mainstream settings				48%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	25%
WK	% who volunteer			13%	13%

Table E.18 Selected key indicators for families/carers of participants – NATIONAL

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	28%	23%
% receiving Carer Allowance	55%	52%	35%
% working in a paid job	46%	48%	34%
Of those in a paid job, % in permanent employment	75%	74%	77%
Of those in a paid job, % working 15 hours or more	77%	84%	84%
% who say they (and their partner) are able to work as much as they want	41%	46%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	89%	86%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	32%	21%
% able to advocate for their child/family member	78%	73%	70%
% who have friends and family they see as often as they like	45%	45%	48%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		40%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	61%	59%

Table E.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2,879)– NATIONAL

Question	% Yes
DL Has the NDIS improved your child's development?	91%
DL Has the NDIS improved your child's access to specialist services?	89%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	72%
S/CP Has the NDIS improved how your child fits into community life?	59%

Table E.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=9,616) – NATIONAL

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	51%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

Table E.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=7,458) and ‘Participant 25 and over’ (n=20,201) – NATIONAL

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	67%
DL	Has the NDIS helped you with daily living activities?	59%	71%
REL	Has the NDIS helped you to meet more people?	53%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	20%
S/CP	Has the NDIS helped you be more involved?	56%	59%

Table E.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=14,865); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,254) – NATIONAL

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	47%
Has the NDIS improved the level of support for your family?	61%	57%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	64%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	38%	34%

Part Two: Participant experience

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

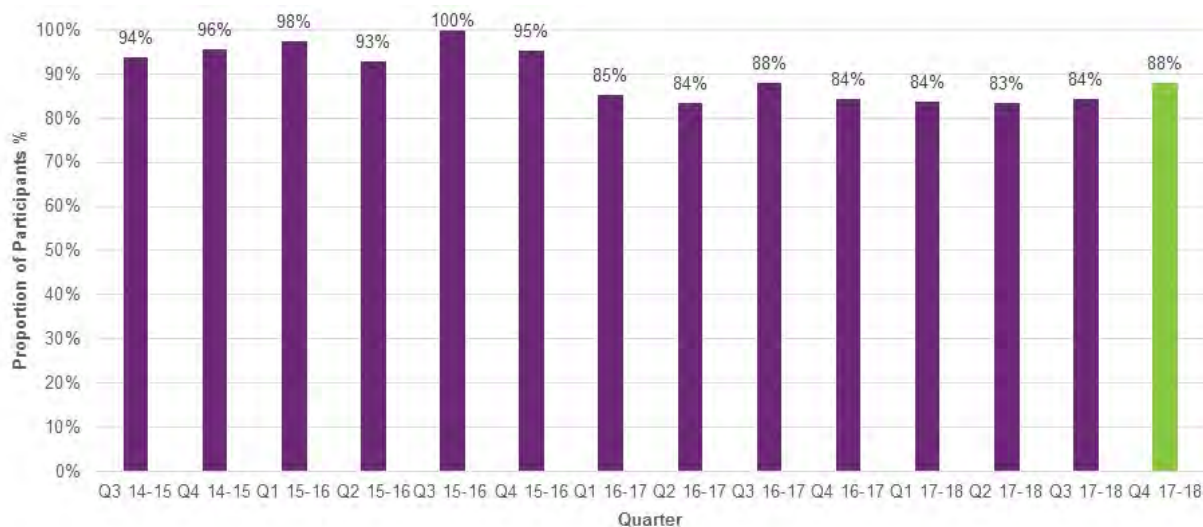


Table E.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – NATIONAL

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	95%	3%	2%
I had enough time to tell my story and say what support I need	94%	3%	2%
The planner knows what I can do well	83%	11%	5%
The planner had some good ideas for my plan	84%	10%	6%
I know what is in my plan	71%	20%	9%
The planner helped me think about my future	81%	13%	6%
I think my plan will make my life better	82%	14%	4%
The planning meeting went well	93%	5%	3%

Table E.24 Plan reviews conducted per quarter – NATIONAL²⁶

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	111,875	34,595	146,470
Early intervention plans	26,277	7,701	33,978
Permanent disability plans	85,598	26,894	112,492

²⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table E.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL²⁷

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	81,201	28,882	110,083
<i>Trial participants</i>	38,886	9,109	47,995
<i>Transition participants</i>	42,315	19,773	62,088

Table E.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL²⁸

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	30,674	5,713	36,387
<i>Trial participants</i>	7,550	648	8,198
<i>Transition participants</i>	23,124	5,065	28,189

Table E.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL²⁹

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	20.4%	13.9%	19.0%

²⁷ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

²⁸ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

²⁹ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table E.28 Complaints by quarter – NATIONAL

Complaints made by or on behalf of	Prior Quarters (Transition only)	2017-18 Q4	Transition Total	Number of unique complainants ³⁰
Participants or those who have sought access				
Complaints about service providers	722	210	932	826
Complaints about the Agency	13,623	4,053	17,676	12,076
Unclassified	1,422	480	1,902	1,697
Total	15,767	4,743	20,510	13,568
<i>% of all people who have sought access³¹</i>	6.3%	6.5%	6.3%	
Registered providers				
Complaints about the Agency	1,278	214	1,492	1,309
Unclassified	124	62	186	172
Total	1,402	276	1,678	1,448
<i>% of all registered providers³²</i>	6.5%	4.8%	6.2%	
Other				
Complaints about the Agency	834	85	919	917
Unclassified	125	76	201	193
Total	959	161	1,120	1,107
Total	18,128	5,180	23,308	16,123

³⁰ Note that 75% of all complainants made only one complaint, 16% made two complaints and 9% made three or more complaints.

³¹ This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

³² This is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Table E.29 Complaints by type – NATIONAL

Complaints made by or on behalf of	Prior Quarters (Transition only)		2017-18 Q4		Transition Total	
Participants or those who have sought access						
<i>Complaints about service providers</i>						
Supports being provided	171	(24%)	58	(28%)	229	(25%)
Service Delivery	102	(14%)	40	(19%)	142	(15%)
Staff conduct	100	(14%)	24	(11%)	124	(13%)
Provider process	96	(13%)	13	(6%)	109	(12%)
Provider costs.	84	(12%)	25	(12%)	109	(12%)
Other	169	(23%)	50	(24%)	219	(23%)
Total	722		210		932	
<i>Complaints about the Agency</i>						
Timeliness	4,143	(30%)	1,452	(36%)	5,595	(32%)
Individual needs	2,627	(19%)	412	(10%)	3,039	(17%)
Reasonable and necessary supports	1,083	(8%)	851	(21%)	1,934	(11%)
Information unclear	783	(6%)	137	(3%)	920	(5%)
The way the NDIA carried out its decision making	657	(5%)	108	(3%)	765	(4%)
Other	4,330	(32%)	1,093	(27%)	5,423	(31%)
Total	13,623		4,053		17,676	
<i>Unclassified</i>	1,422		480		1,902	
Registered providers						
<i>Complaints about the Agency</i>						
Timeliness	283	(22%)	86	(40%)	369	(25%)
Individual needs	275	(22%)	13	(6%)	288	(19%)
Provider Portal	241	(19%)	37	(17%)	278	(19%)
Information unclear	115	(9%)	3	(1%)	118	(8%)
Participation, engagement and inclusion	41	(3%)	1	(0%)	42	(3%)
Other	323	(25%)	74	(35%)	397	(27%)
Total	1,278		214		1,492	
<i>Unclassified</i>	124		62		186	
Other						
<i>Complaints about the Agency</i>						
Individual needs	323	(39%)	10	(12%)	333	(36%)
Timeliness	179	(21%)	9	(11%)	188	(20%)
Information unclear	80	(10%)	7	(8%)	87	(9%)
Participation, engagement and inclusion	30	(4%)	5	(6%)	35	(4%)
Staff conduct - Agency	21	(3%)	3	(4%)	24	(3%)
Other	201	(24%)	51	(60%)	252	(27%)
Total	834		85		919	
<i>Unclassified</i>	125		76		201	

Table E.30 AAT Cases by category – NATIONAL

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	270	35%	89	36%	359	35%
Plan	338	44%	114	46%	452	44%
Plan Review	126	16%	29	12%	155	15%
Other	37	5%	18	7%	55	5%
Total	771	100%	250	100%	1,021	100%
% of all access decisions³³	0.30%		0.42%		0.32%	

Table E.31 AAT cases by open/closed and decision – NATIONAL

	N
AAT Cases	1,021
Open AAT Cases	536
Closed AAT Cases	485
<i>Resolved before hearing</i>	460
<i>Gone to hearing and received a substantive decision</i>	25*

*Of the 25 cases which went to hearing and received a substantive decision: 14 affirmed the Agency's decision, 8 varied the Agency's decision, 0 overturned the Agency's decision and 3 set aside the Agency's decision.

Table E.32 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL^{34,35}

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	11%	12%	11%
Self-managed partly	10%	12%	11%
Plan managed	17%	21%	18%
Agency managed	62%	55%	60%
Total	100%	100%	100%

Table E.33 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL³⁶

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	37%	41%	38%

³³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

³⁴ Participants can use more than one method to manage their funding. This table is a hierarchy therefore each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

³⁵ Trial participants are not included.

³⁶ Trial participants are not included.

Table E.34 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL

Plan activation	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Less than 30 days	43,780	54%	10,204	51%
30 to 59 days	11,309	14%	2,858	14%
60 to 89 days	5,595	7%	1,635	8%
Activated within 90 days	60,684	75%	14,697	74%
90 to 119 days	3,301	4%	941	5%
120 days and over	6,768	8%	1,197	6%
Activated between 90 and 180 days	10,069	12%	2,138	11%
No payments	9,969	12%	3,026	15%
Total plans approved	80,722	100%	19,861	100%

Table E.35 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – NATIONAL³⁷

Plan utilisation ³⁸	Prior Quarters (Transition only)	2017-18 Q2	Total
0% to 50%	45%	72%	48%
50% to 75%	24%	16%	23%
> 75%	31%	13%	29%
Total	100%	100%	100%

Table E.36 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL³⁹

	Prior Quarters	2017-18 Q4	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	50%	47%	49%
Lifelong Learning	13%	11%	12%
Other	14%	13%	13%
Non-categorised	29%	32%	30%
Any mainstream service	91%	90%	91%

Part Three: Providers and the growing market

Table E.37 Key provider indicators by quarter - NATIONAL⁴⁰

Provider indicators	Prior Quarters	2017-18 Q4	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	6,175	1,312	7,420
<i>Company/ organisation</i>	8,096	1,306	9,335
<i>Total</i>	14,271	2,618	16,755
b) Registration revoked	134		

³⁷ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³⁸ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

³⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁰ The total number of providers as at 30 June 2018 (16,755) is not the sum of the number of providers as at 31 March 2018 (14,271) and the providers registered in the fourth quarter of 2017-18 (2,618). This is due to 134 providers whose registration ended during the fourth quarter of 2017-18.

Table E.38 Number of approved providers by registration group - NATIONAL⁴¹

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	1,470	308	1,778	21%
Assistance Animals	20	0	20	0%
Assistance with daily life tasks in a group or shared living arrangement	1,022	149	1,171	15%
Assistance with travel/transport arrangements	2,884	558	3,442	19%
Daily Personal Activities	1,498	233	1,731	16%
Group and Centre Based Activities	1,334	200	1,534	15%
High Intensity Daily Personal Activities	1,336	198	1,534	15%
Household tasks	3,729	853	4,582	23%
Interpreting and translation	640	161	801	25%
Participation in community, social and civic activities	1,736	258	1,994	15%
Assistive Technology				
Assistive equipment for recreation	1,150	224	1,374	19%
Assistive products for household tasks	1,442	330	1,772	23%
Assistance products for personal care and safety	2,000	383	2,383	19%
Communication and information equipment	1,025	185	1,210	18%
Customised Prosthetics	947	151	1,098	16%
Hearing Equipment	380	73	453	19%
Hearing Services	38	0	38	0%
Personal Mobility Equipment	1,702	290	1,992	17%
Specialised Hearing Services	153	0	153	0%
Vision Equipment	382	108	490	28%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,526	249	1,775	16%
Behaviour Support	1,458	191	1,649	13%
Community nursing care for high needs	1,192	254	1,446	21%
Development of daily living and life skills	1,599	235	1,834	15%
Early Intervention supports for early childhood	2,470	346	2,816	14%
Exercise Physiology and Physical Wellbeing activities	1,594	326	1,920	20%
Innovative Community Participation	1,957	560	2,517	29%
Specialised Driving Training	469	75	544	16%
Therapeutic Supports	7,078	1,122	8,200	16%
Capital services				
Home modification design and construction	1,801	343	2,144	19%
Specialised Disability Accommodation	529	163	692	31%
Vehicle Modifications	251	58	309	23%
Choice and control support services				
Management of funding for supports in participants plan	1,250	229	1,479	18%
Support Coordination	1,429	265	1,694	19%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	633	87	720	14%
Specialised Supported Employment	262	9	271	3%
Total approved providers⁴²	14,137	2,618	16,755	19%

⁴¹ The 134 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

⁴² Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

Table E.39 Key markets indicators by quarter - NATIONAL

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant ⁴³	1.53	1.61
b) Number of providers delivering new supports	2,258	2,345
c) Change in the number of active/inactive providers: ⁴⁴		
Active (%)	45%	44%
Not yet active (%)	48%	50%
Inactive (%)	7%	7%
d) Share of payments - top 25% ⁴⁵		
Daily Tasks/Shared Living (%)	86%	87%
Therapeutic Supports (%)	88%	88%
Participate Community (%)	83%	84%
Early Childhood Supports (%)	88%	88%
Assist Personal Activities (%)	85%	85%

⁴³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁴ 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

⁴⁵ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.40 Cumulative number of providers that have been active by registration group - NATIONAL⁴⁶

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	145	31	176	21%
Assistance Animals	5	2	7	40%
Assistance with daily life tasks in a group or shared living arrangement	584	72	656	12%
Assistance with travel/transport arrangements	756	124	880	16%
Daily Personal Activities	1,059	128	1,187	12%
Group and Centre Based Activities	777	101	878	13%
High Intensity Daily Personal Activities	924	97	1,021	10%
Household tasks	1,444	331	1,775	23%
Interpreting and translation	70	8	78	11%
Participation in community, social and civic activities	1,230	150	1,380	12%
Assistive Technology				
Assistive equipment for recreation	133	21	154	16%
Assistive products for household tasks	124	20	144	16%
Assistance products for personal care and safety	754	124	878	16%
Communication and information equipment	160	30	190	19%
Customised Prosthetics	327	40	367	12%
Hearing Equipment	103	9	112	9%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	435	59	494	14%
Specialised Hearing Services	24	1	25	4%
Vision Equipment	53	4	57	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,047	136	1,183	13%
Behaviour Support	499	65	564	13%
Community nursing care for high needs	215	37	252	17%
Development of daily living and life skills	873	122	995	14%
Early Intervention supports for early childhood	1,204	137	1,341	11%
Exercise Physiology and Physical Wellbeing activities	395	88	483	22%
Innovative Community Participation	160	55	215	34%
Specialised Driving Training	83	24	107	29%
Therapeutic Supports	3,988	584	4,572	15%
Capital services				
Home modification design and construction	214	41	255	19%
Specialised Disability Accommodation	53	22	75	42%
Vehicle Modifications	61	12	73	20%
Choice and control support services				
Management of funding for supports in participants plan	538	75	613	14%
Support Coordination	335	50	385	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	270	28	298	10%
Specialised Supported Employment	179	13	192	7%
Total approved active providers⁴⁷	7,327	1,130	8,457	15%

⁴⁶ Previously, providers were counted as active in a registration group if they were approved in the registration group and active in any group. This has been refined in this report to only count those providers which are active in the registration group considered.

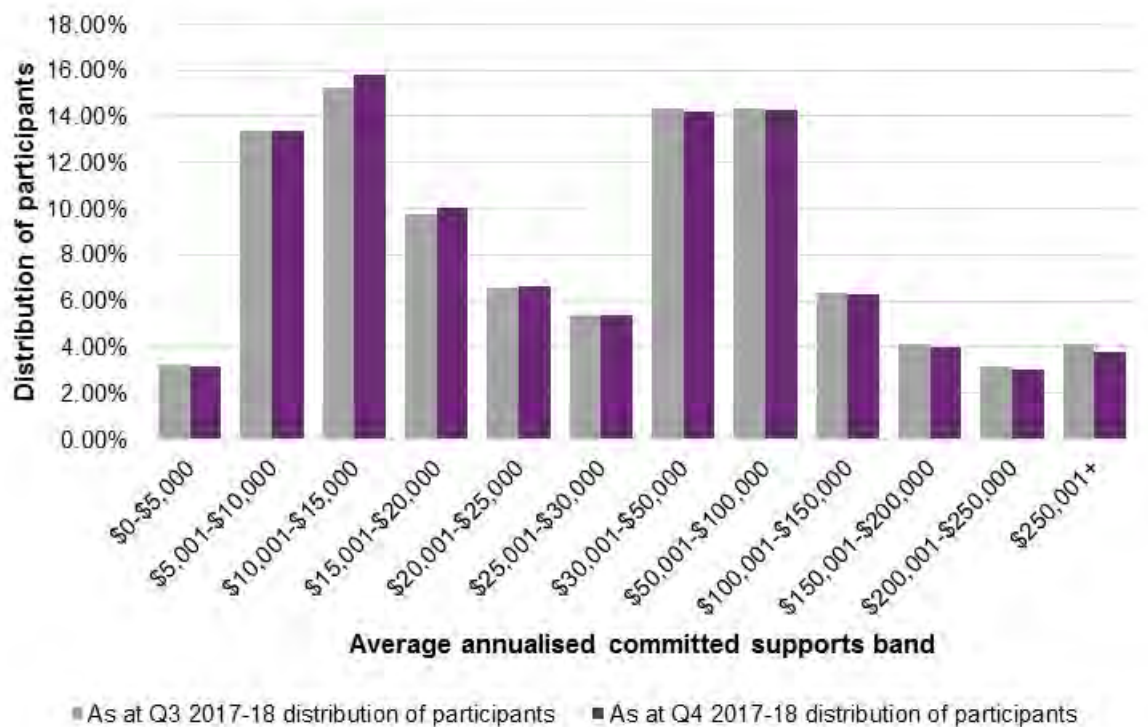
⁴⁷ Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

Part Five: Financial sustainability

Table E.41 Committed supports by financial year (\$m) - NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ⁴⁸	Total
Total Committed	132.8	496.8	939.3	3,238.5	7,723.1	5,669.7	18,200.3

Figure E.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NATIONAL)



⁴⁸ Note: The \$5.7 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure E.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NATIONAL)

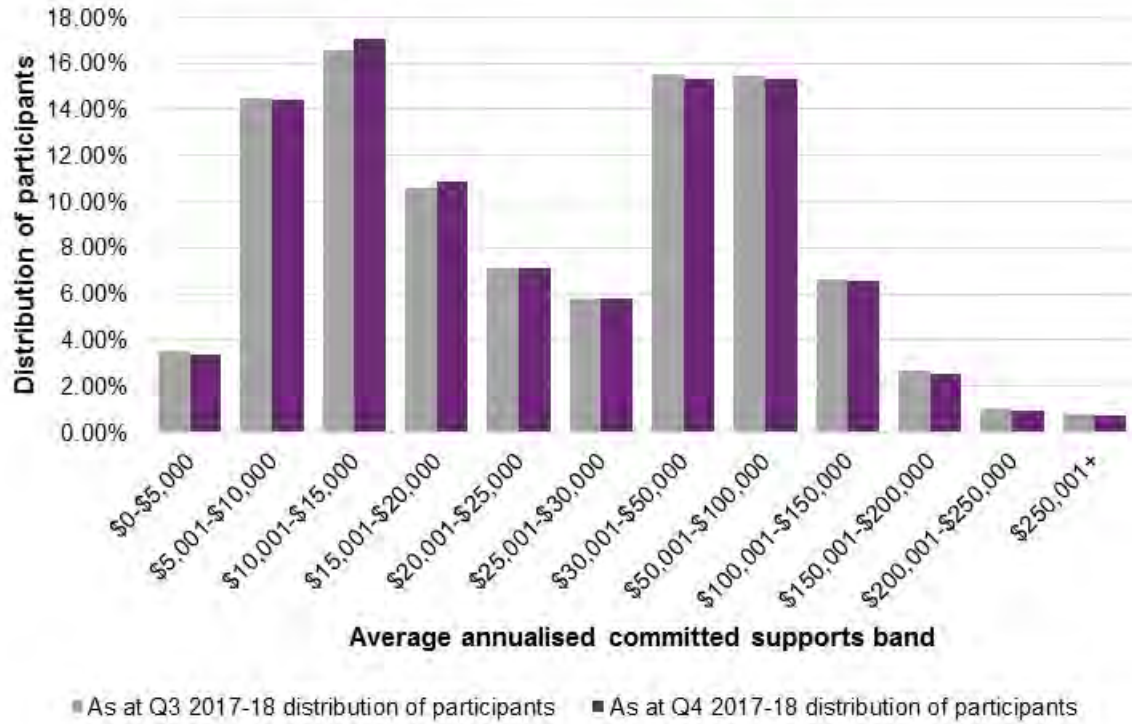


Figure E.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NATIONAL)

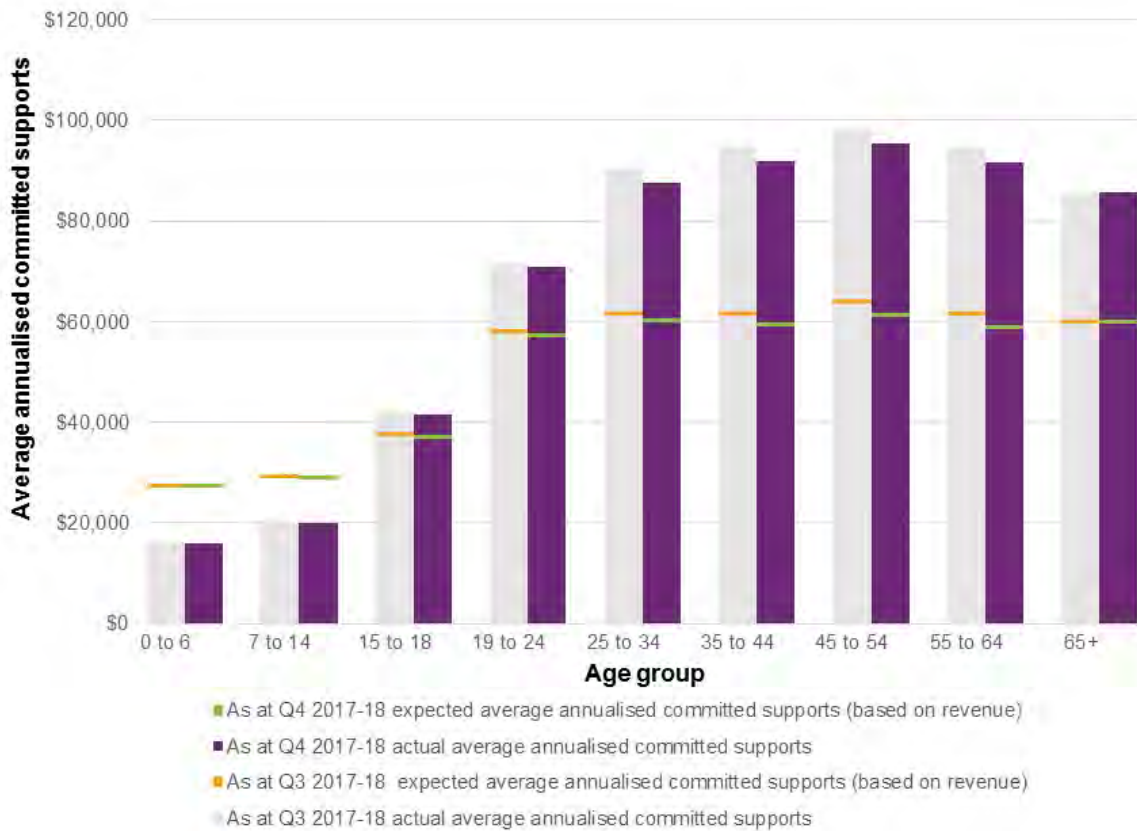


Figure E.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NATIONAL)

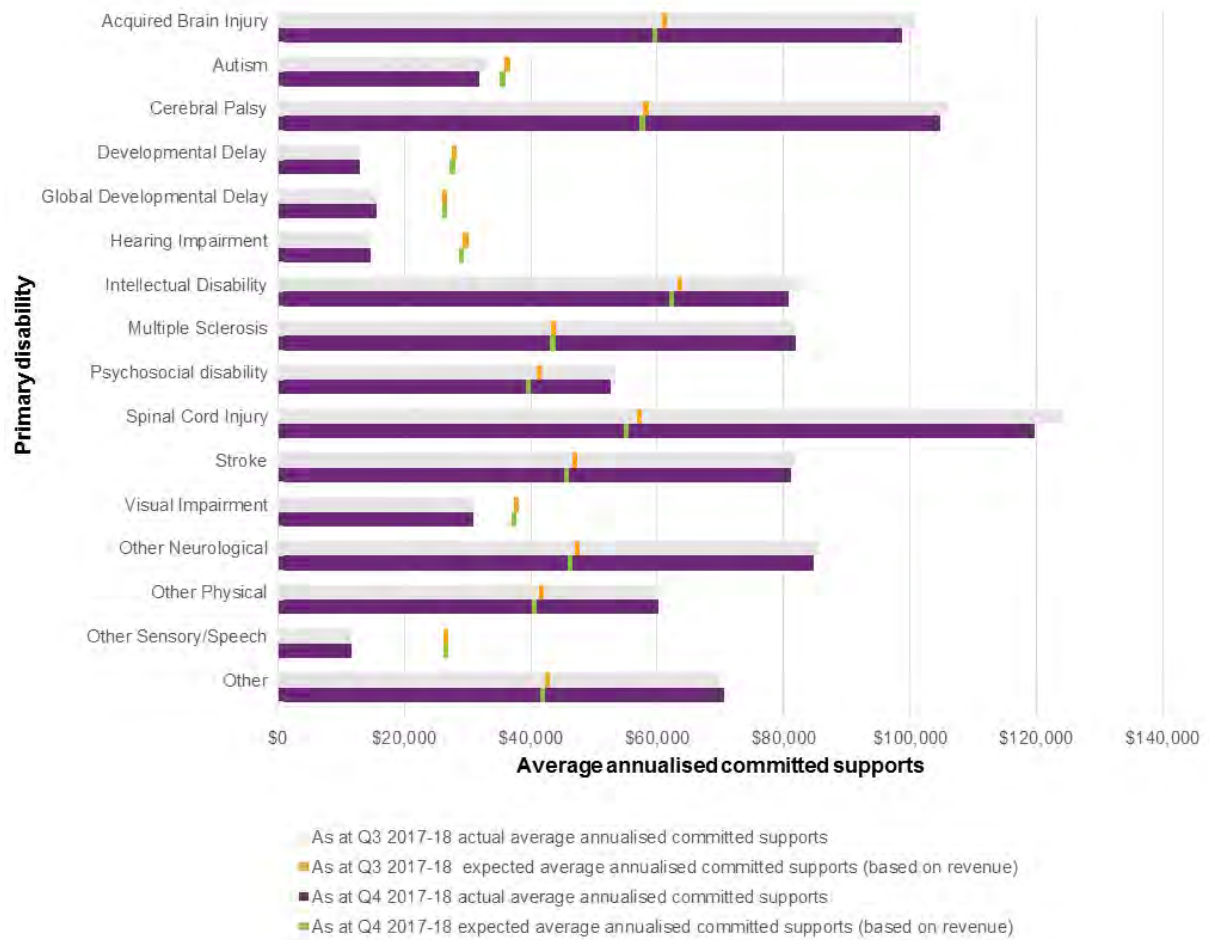


Figure E.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3⁴⁹ (NATIONAL)

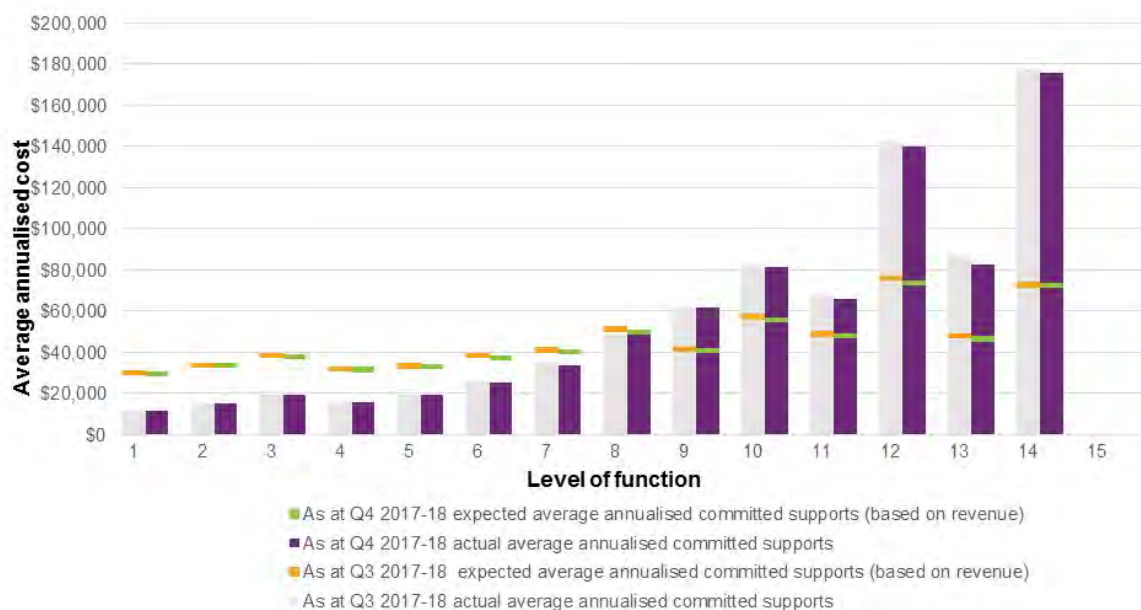


Table E.42 Payments by financial year, compared to committed supports (\$m) – NATIONAL

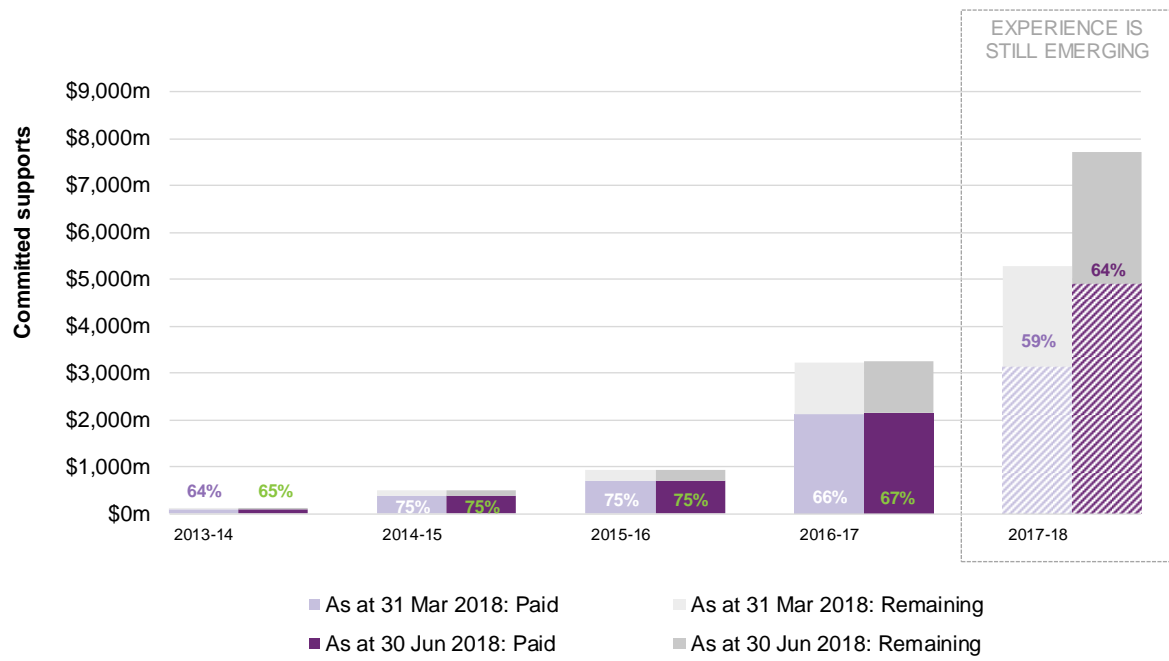
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	132.8	496.8	939.3	3,238.5	7,723.1	5,669.7	18,200.3
Total Paid	86.2	370.8	703.2	2,164.7	4,912.9	3.0 ⁵⁰	8,240.9
% utilised to date	65%	75%	75%	67%	64%	-	66% ⁵¹

⁴⁹ Level of function 15 does not have sufficient data to show an average cost.

⁵⁰ Note: The \$3.0m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

⁵¹ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure E.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (NATIONAL)



Appendix F:

New South Wales

Part One: Participants and outcomes

Table F.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	74,682	11,362	86,044	89,622	115,553

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	99,404	13,128	112,532
Access Met	86,509	7,544	94,053
State	54,362	1,084	55,446
Commonwealth	9,648	870	10,518
New	22,499	5,590	28,089
Total Participant Plans	81,355	14,940	89,622
State	48,503	3,884	52,387
Commonwealth	8,201	1,316	9,517
New	17,978	6,162	24,140
ECEI ⁵²	6,673	3,578	3,578
Total Participant Plans	81,355	14,940	89,622
EI (s25) plans	10,266	2,324	12,590
PD (s24) plans	64,416	9,038	73,454
ECEI ⁵³	6,673	3,578	3,578

Table F.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – NSW

Exits	
Total participant exits	1,450
Early Intervention participants	159
Permanent disability participants	1,291

⁵² The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

⁵³ Ibid.

Table F.4 Cumulative position by services previously received – NSW

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	4,164	961	4,484		9,609	12,111	79%
End of 2016-17	28,862	3,504	11,561	4,330	48,257	55,333	87%
End of 2017-18 Q1	38,818	5,380	14,162	4,926	63,286	72,483	87%
End of 2017-18 Q2	43,743	6,914	15,754	6,100	72,511	85,931	84%
End of 2017-18 Q3	48,503	8,201	17,978	6,673	81,355	100,945	81%
End of 2017-18 Q4	52,387	9,517	24,140	3,578	89,622	115,553	78%

Table F.5 Cumulative position by entry into the Scheme – NSW

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	3,509	6,100		9,609	12,111	79%
End of 2016-17	6,790	37,137	4,330	48,257	55,333	87%
End of 2017-18 Q1	8,173	50,187	4,926	63,286	72,483	87%
End of 2017-18 Q2	9,129	57,282	6,100	72,511	85,931	84%
End of 2017-18 Q3	10,266	64,416	6,673	81,355	100,945	81%
End of 2017-18 Q4	12,590	73,454	3,578	89,622	115,553	78%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table F.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	3,735	5.1%	942	8.3%	4,677	5.5%
Not Aboriginal and Torres Strait Islander	66,889	91.3%	9,879	87.1%	76,768	90.7%
Not Stated	2,623	3.6%	526	4.6%	3,149	3.7%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	6,327	8.6%	1,162	10.2%	7,489	8.9%
Not CALD	66,634	91.0%	10,179	89.7%	76,813	90.8%
Not Stated	286	0.4%	6	0.1%	292	0.3%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	1,396	1.9%	231	2.0%	1,627	1.9%
Not YPIRAC	71,851	98.1%	11,116	98.0%	82,967	98.1%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.9 Participant profile per quarter by remoteness – NSW

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	51,728	71.9%	6,811	60.5%	58,539	70.3%
Regional	20,127	28.0%	4,316	38.3%	24,443	29.4%
Remote / very remote	112	0.2%	139	1.2%	251	0.3%
Missing	1,280		81		1,361	
Total	73,247	100%	11,347	100%	84,594	100%

Table F.10 Active participants with approved plans per quarter by disability group - NSW^{54,55}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	20,764	28%	3,695	33%	24,459	29%
Intellectual Disability	22,067	30%	1,859	16%	23,926	28%
Psychosocial disability	5,206	7%	1,078	10%	6,284	7%
Cerebral Palsy	4,259	6%	341	3%	4,600	5%
Developmental Delay	2,046	3%	796	7%	2,842	3%
Other Neurological	3,560	5%	606	5%	4,166	5%
Other Physical	2,864	4%	604	5%	3,468	4%
Acquired Brain Injury	2,577	4%	298	3%	2,875	3%
Hearing Impairment	2,338	3%	780	7%	3,118	4%
Visual Impairment	2,049	3%	287	3%	2,336	3%
Multiple Sclerosis	1,596	2%	153	1%	1,749	2%
Other Sensory/Speech	1,058	1%	139	1%	1,197	1%
Global Developmental Delay	606	1%	330	3%	936	1%
Stroke	1,048	1%	210	2%	1,258	1%
Spinal Cord Injury	1,086	1%	139	1%	1,225	1%
Other	123	0%	32	0%	155	0%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.11 Active participants with approved plan per quarter by level of function – NSW

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	2,206	3%	1,260	11%	3,466	4%
2 (High Function)	198	0%	12	0%	210	0%
3 (High Function)	3,825	5%	830	7%	4,655	6%
4 (High Function)	6,425	9%	1,051	9%	7,476	9%
5 (High Function)	7,594	10%	1,060	9%	8,654	10%
6 (Moderate Function)	10,811	15%	2,202	19%	13,013	15%
7 (Moderate Function)	5,812	8%	791	7%	6,603	8%
8 (Moderate Function)	5,657	8%	697	6%	6,354	8%
9 (Moderate Function)	459	1%	51	0%	510	1%
10 (Moderate Function)	8,289	11%	1,042	9%	9,331	11%
11 (Low Function)	3,592	5%	357	3%	3,949	5%
12 (Low Function)	12,399	17%	1,364	12%	13,763	16%
13 (Low Function)	3,636	5%	537	5%	4,173	5%
14 (Low Function)	2,191	3%	92	1%	2,283	3%
15 (Low Function)	40	0%	1	0%	41	0%
Missing	113		0		113	
Total	73,247	100%	11,347	100%	84,594	100%

⁵⁴ Table order based on national proportions (highest to lowest)

⁵⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table F.12 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	6,573	9%	3,191	28%	9,764	12%
7 to 14	17,863	24%	2,544	22%	20,407	24%
15 to 18	5,843	8%	823	7%	6,666	8%
19 to 24	8,493	12%	542	5%	9,035	11%
25 to 34	7,646	10%	713	6%	8,359	10%
35 to 44	7,141	10%	815	7%	7,956	9%
45 to 54	8,598	12%	1,068	9%	9,666	11%
55 to 64	9,401	13%	1,546	14%	10,947	13%
65+	1,689	2%	105	1%	1,794	2%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.13 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	45,632	62%	7,150	63%	52,782	62%
Female	27,081	37%	3,926	35%	31,007	37%
Indeterminate	534	1%	271	2%	805	1%
Total	73,247	100%	11,347	100%	84,594	100%

Table F.14 Number of questionnaires completed by SFOF version - NSW ⁵⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	3,026	1,471	1,050	1,296	2,108	8,951
Participant school to 14	7,899	3,163	1,984	2,618	3,617	19,281
Participant 15 to 24	6,246	2,451	1,321	1,217	1,292	12,527
Participant 25 and over	15,431	7,072	3,624	3,097	4,137	33,361
Total Participant	32,602	14,157	7,979	8,228	11,154	74,120
Family 0 to 14	10,200	4,395	3,015	3,874	5,644	27,128
Family 15 to 24	1,477	1,050	1,017	998	982	5,524
Family 25 and over	403	932	1,411	1,191	1,487	5,424
Total Family	12,080	6,377	5,443	6,063	8,113	38,076
Total	44,682	20,534	13,422	14,291	19,267	112,196

⁵⁶ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table F.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	72%			
CC % who say their child is able to tell them what he/she wants	72%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		62%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			34%	53%
CC % who choose what they do each day			44%	62%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC % who want more choice and control in their life			80%	74%

Table F.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	64%	61%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	54%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL Of these, % who are welcomed or actively included	61%	76%		
REL % of children who spend time with friends without an adult present		10%		
REL % with no friends other than family or paid staff			29%	27%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			31%	35%

Table F.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		53%		
HM	% who are happy with their home			82%	76%
HM	% who feel safe or very safe in their home			86%	76%
HW	% who rate their health as good, very good or excellent			68%	48%
HW	% who did not have any difficulties accessing health services			66%	65%
LL	% who currently attend or previously attended school in a mainstream class			28%	
LL	% who participate in education, training or skill development				13%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	28%
WK	% who volunteer			12%	12%

Table F.18 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	25%	26%	21%
% receiving Carer Allowance	58%	50%	32%
% working in a paid job	48%	51%	35%
Of those in a paid job, % in permanent employment	74%	75%	78%
Of those in a paid job, % working 15 hours or more	78%	86%	85%
% who say they (and their partner) are able to work as much as they want	39%	47%	57%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	89%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	41%	34%	22%
% able to advocate for their child/family member	78%	71%	66%
% who have friends and family they see as often as they like	44%	45%	46%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		38%	39%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			36%
% who rate their health as good, very good or excellent	72%	61%	59%

Table F.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=842)– NSW

Question	% Yes
DL Has the NDIS improved your child's development?	92%
DL Has the NDIS improved your child's access to specialist services?	88%
CC Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL Has the NDIS improved how your child fits into family life?	73%
S/CP Has the NDIS improved how your child fits into community life?	60%

Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=5,564) – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	33%
REL	Has the NDIS improved your child's relationships with family and friends?	41%
S/CP	Has the NDIS improved your child's social and recreational life?	40%

Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=4,885) and ‘Participant 25 and over’ (n=12,201) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	60%	66%
DL	Has the NDIS helped you with daily living activities?	58%	69%
REL	Has the NDIS helped you to meet more people?	54%	52%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	41%	50%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	23%	22%
S/CP	Has the NDIS helped you be more involved?	56%	59%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=7,466); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,223) – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	50%	44%
Has the NDIS improved the level of support for your family?	55%	56%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	60%	53%
Has the NDIS improved your ability/capacity to help your child develop and learn?	65%	
Has the NDIS improved your health and wellbeing?	35%	32%

Part Two: Participant experience

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

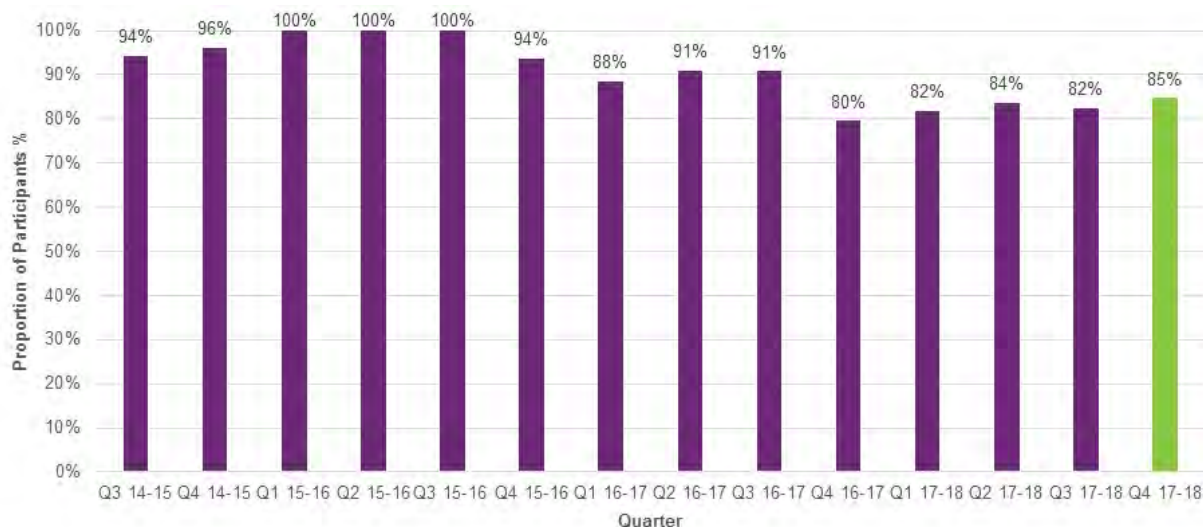


Table F.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – NSW

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	4%	2%
I had enough time to tell my story and say what support I need	93%	4%	3%
The planner knows what I can do well	82%	11%	7%
The planner had some good ideas for my plan	81%	9%	10%
I know what is in my plan	72%	23%	5%
The planner helped me think about my future	81%	14%	5%
I think my plan will make my life better	81%	12%	8%
The planning meeting went well	92%	6%	2%

Table F.24 Plan reviews conducted per quarter – NSW

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	51,207	17,145	68,352
<i>Early intervention plans</i>	7,284	3,085	10,369
<i>Permanent disability plans</i>	43,923	14,060	57,983

Table F.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	35,099	14,445	49,544
<i>Trial participants</i>	10,754	3,440	14,194
<i>Transition participants</i>	24,345	11,005	35,350

Table F.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	16,108	2,700	18,808
<i>Trial participants</i>	2,255	192	2,447
<i>Transition participants</i>	13,853	2,508	16,361

Table F.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW⁵⁷

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	22.2%	13.4%	20.3%

Table F.28 AAT Cases by category – NSW

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	130	36%	54	45%	184	38%
Plan	158	44%	47	39%	205	43%
Plan Review	56	16%	12	10%	68	14%
Other	13	4%	8	7%	21	4%
Total	357	100%	121	100%	478	100%
% of all access decisions ⁵⁸	0.30%		0.52%		0.34%	

Table F.29 AAT cases by open/closed and decision – NSW

	N
AAT Cases	478
Open AAT Cases	260
Closed AAT Cases	218
<i>Resolved before hearing</i>	210
<i>Gone to hearing and received a substantive decision</i>	8*

*Of the 8 cases which went to hearing and received a substantive decision: 6 affirmed the Agency's decision, 2 varied the Agency's decision, 0 overturned the Agency's decision and 0 set aside the Agency's decision.

Table F.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	10%	13%	11%
Self-managed partly	9%	11%	10%
Plan managed	18%	20%	19%
Agency managed	63%	56%	61%
Total	100%	100%	100%

Table F.31 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	34%	36%	34%

⁵⁷ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁵⁸ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.32 Duration to plan activation by quarter of initial plan approval for active participants – NSW

Plan activation	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Less than 30 days	26,383	55%	4,098	51%
30 to 59 days	6,747	14%	1,126	14%
60 to 89 days	3,192	7%	658	8%
Activated within 90 days	36,322	76%	5,882	74%
90 to 119 days	1,886	4%	433	5%
120 days and over	3,943	8%	499	6%
Activated between 90 and 180 days	5,829	12%	932	12%
No payments	5,721	12%	1,187	15%
Total plans approved	47,872	100%	8,001	100%

Table F.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – NSW

Plan utilisation ⁵⁹	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	43%	73%	46%
50% to 75%	23%	15%	23%
> 75%	34%	12%	32%
Total	100%	100%	100%

Table F.34 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2017-18 Q4	Total
Daily Activities	6%	7%	6%
Health & Wellbeing	56%	49%	54%
Lifelong Learning	11%	10%	10%
Other	10%	10%	10%
Non-categorised	27%	34%	30%
Any mainstream service	92%	91%	91%

Part Three: Providers and the growing market

Table F.35 Key provider indicators by quarter - NSW

Provider indicators	Prior Quarters	2017-18 Q4	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,074	712	3,749
<i>Company/ organisation</i>	4,076	700	4,736
<i>Total</i>	7,150	1,412	8,485
b) Registration revoked	77		

⁵⁹ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table F.36 Number of approved providers by registration group - NSW⁶⁰

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	705	144	849	20%
Assistance Animals	8	0	8	0%
Assistance with daily life tasks in a group or shared living arrangement	416	75	491	18%
Assistance with travel/transport arrangements	1,360	281	1,641	21%
Daily Personal Activities	614	127	741	21%
Group and Centre Based Activities	534	115	649	22%
High Intensity Daily Personal Activities	539	112	651	21%
Household tasks	1,853	461	2,314	25%
Interpreting and translation	267	83	350	31%
Participation in community, social and civic activities	707	143	850	20%
Assistive Technology				
Assistive equipment for recreation	629	135	764	21%
Assistive products for household tasks	751	184	935	25%
Assistance products for personal care and safety	1,061	229	1,290	22%
Communication and information equipment	537	109	646	20%
Customised Prosthetics	480	82	562	17%
Hearing Equipment	182	45	227	25%
Hearing Services	10	-1	9	-10%
Personal Mobility Equipment	918	164	1,082	18%
Specialised Hearing Services	56	0	56	0%
Vision Equipment	209	68	277	33%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	586	125	711	21%
Behaviour Support	401	31	432	8%
Community nursing care for high needs	489	120	609	25%
Development of daily living and life skills	652	131	783	20%
Early Intervention supports for early childhood	1,032	172	1,204	17%
Exercise Physiology and Physical Wellbeing activities	843	178	1,021	21%
Innovative Community Participation	925	266	1,191	29%
Specialised Driving Training	221	43	264	19%
Therapeutic Supports	3,463	582	4,045	17%
Capital services				
Home modification design and construction	858	177	1,035	21%
Specialised Disability Accommodation	243	79	322	33%
Vehicle Modifications	128	39	167	30%
Choice and control support services				
Management of funding for supports in participants plan	814	174	988	21%
Support Coordination	536	130	666	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	326	74	400	23%
Specialised Supported Employment	113	6	119	5%
Total approved providers	7,073	1,412	8,485	20%

⁶⁰ The 77 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table F.37 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.61	1.69
b) Number of providers delivering new supports	1,255	1,322
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	44%
<i>Not yet active (%)</i>	47%	49%
<i>Inactive (%)</i>	7%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	89%
<i>Therapeutic Supports (%)</i>	87%	88%
<i>Participate Community (%)</i>	85%	86%
<i>Early Childhood Supports (%)</i>	89%	90%
<i>Assist Personal Activities (%)</i>	86%	87%

Table F.38 Cumulative number of providers that have been active by registration group - NSW⁶¹

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	79	23	102	29%
Assistance Animals	0	1	1	-
Assistance with daily life tasks in a group or shared living arrangement	257	35	292	14%
Assistance with travel/transport arrangements	280	58	338	21%
Daily Personal Activities	476	51	527	11%
Group and Centre Based Activities	347	38	385	11%
High Intensity Daily Personal Activities	425	50	475	12%
Household tasks	819	170	989	21%
Interpreting and translation	39	3	42	8%
Participation in community, social and civic activities	544	62	606	11%
Assistive Technology				
Assistive equipment for recreation	72	14	86	19%
Assistive products for household tasks	69	12	81	17%
Assistance products for personal care and safety	392	80	472	20%
Communication and information equipment	88	16	104	18%
Customised Prosthetics	170	20	190	12%
Hearing Equipment	44	5	49	11%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	206	31	237	15%
Specialised Hearing Services	6	1	7	17%
Vision Equipment	22	2	24	9%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	440	58	498	13%
Behaviour Support	225	20	245	9%
Community nursing care for high needs	99	18	117	18%
Development of daily living and life skills	392	59	451	15%
Early Intervention supports for early childhood	475	62	537	13%
Exercise Physiology and Physical Wellbeing activities	224	56	280	25%
Innovative Community Participation	83	30	113	36%
Specialised Driving Training	43	16	59	37%
Therapeutic Supports	2,024	268	2,292	13%
Capital services				
Home modification design and construction	105	24	129	23%
Specialised Disability Accommodation	36	13	49	36%
Vehicle Modifications	30	3	33	10%
Choice and control support services				
Management of funding for supports in participants plan	300	46	346	15%
Support Coordination	126	22	148	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	152	16	168	11%
Specialised Supported Employment	82	6	88	7%
Total approved active providers	3,768	570	4,338	15%

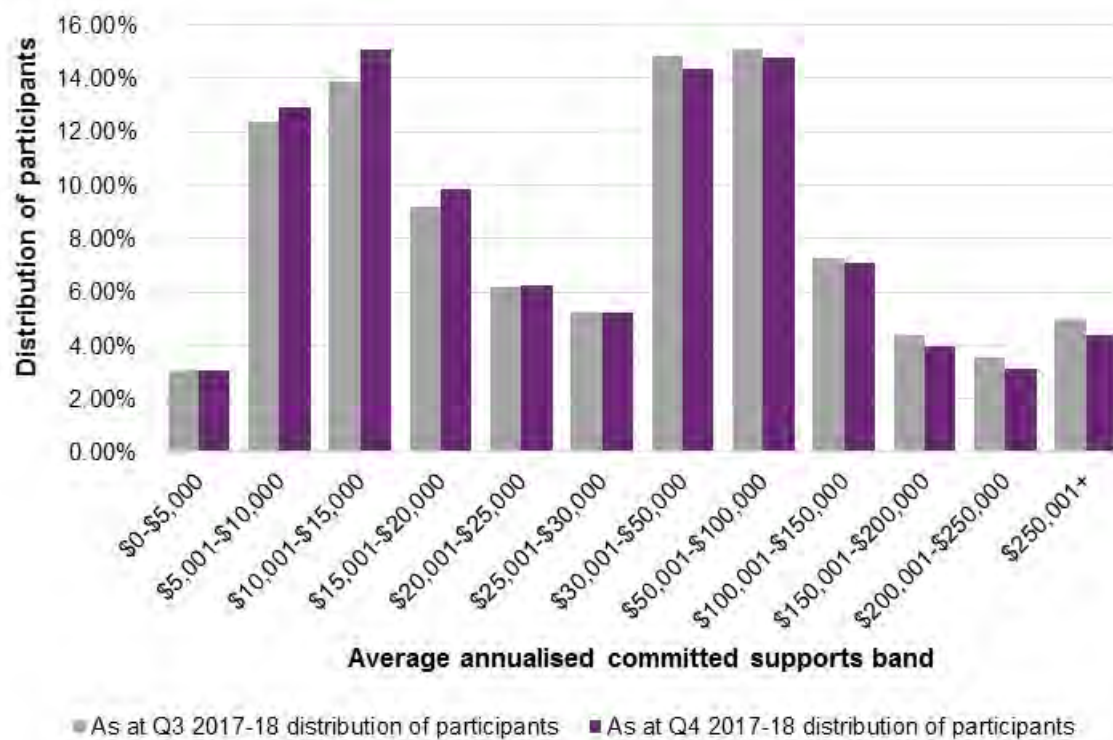
⁶¹ Previously, providers were counted as active in a registration group if they were approved in the registration group in NSW and active in any group. This has been refined in this report to only count those providers which are active in NSW in the registration group considered.

Part Five: Financial sustainability

Table F.39 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ⁶²	Total
Total Committed	50.6	184.5	349.4	1,787.4	4,307.3	2,860.3	9,539.5

Figure F.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NSW)



⁶² Note: The \$2.9 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure F.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NSW)

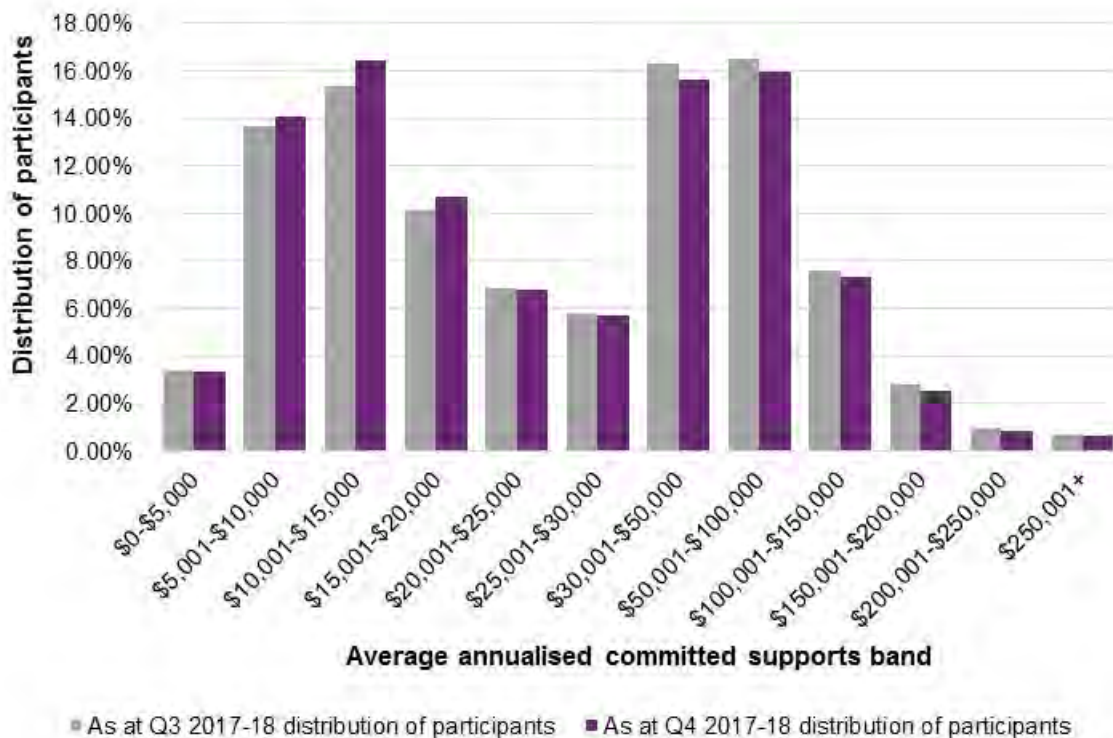


Figure F.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NSW)

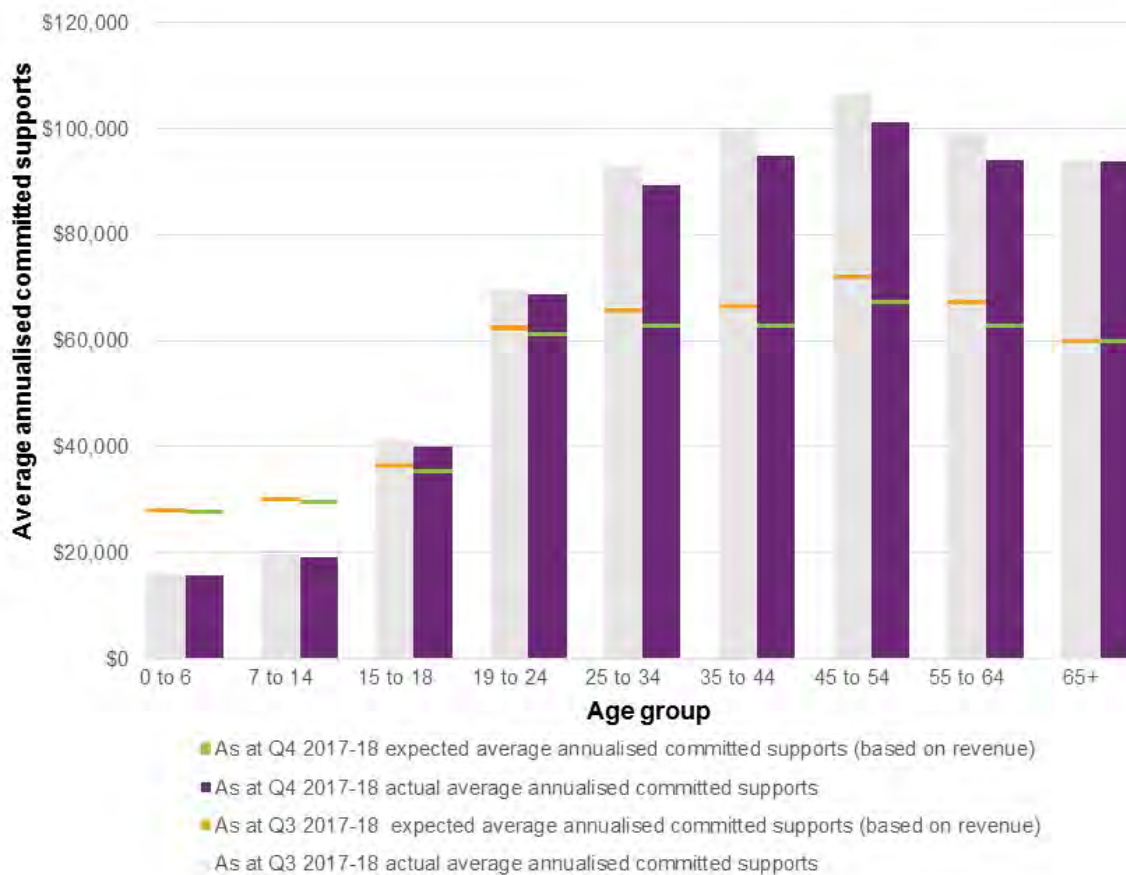


Figure F.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NSW)

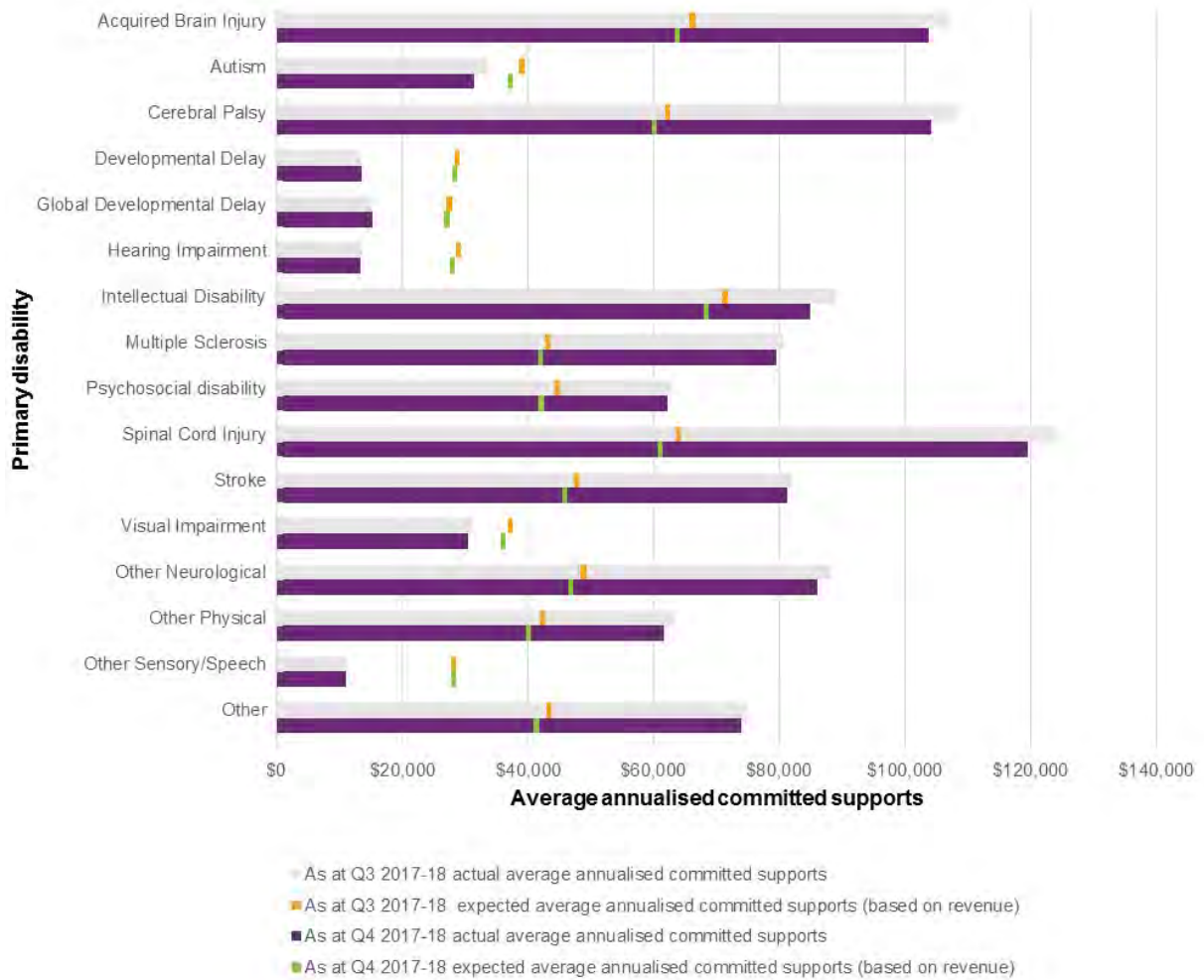


Figure F.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3⁶³ (NSW)

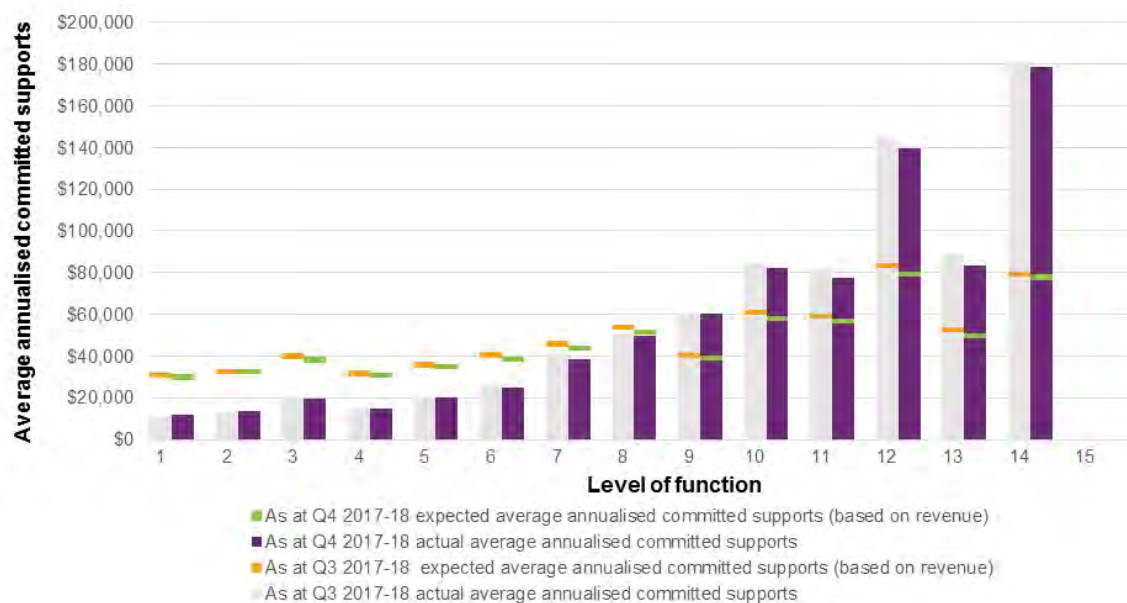


Table F.40 Payments by financial year, compared to committed supports (\$m) – NSW

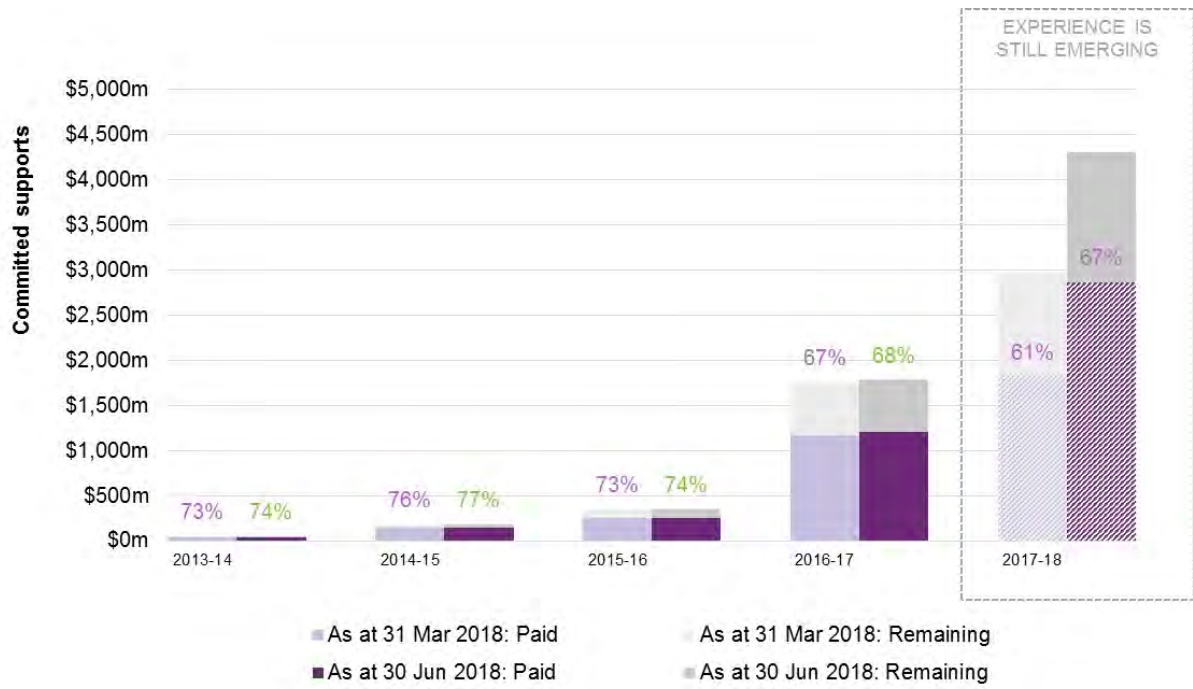
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	50.6	184.5	349.4	1,787.4	4,307.3	2,860.3	9,539.5
Total Paid	37.4	141.3	257.2	1,207.5	2,869.5	1.8 ⁶⁴	4,514.7
% utilised to date	74%	77%	74%	68%	67%	-	68% ⁶⁵

⁶³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁶⁴ Note: The \$1.8m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

⁶⁵ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure F.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (NSW)



Appendix G:

Victoria

Part One: Participants and outcomes

Table G.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	31,539	7,641	39,180	42,204	50,697

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	47,926	12,687	60,613
Access Met	43,390	9,554	52,944
State	30,838	5,852	36,690
Commonwealth	4,134	1,079	5,213
New	8,418	2,623	11,041
Total Participant Plans	33,749	10,665	42,204
State	21,704	5,470	27,174
Commonwealth	3,029	802	3,831
New	6,806	1,369	8,175
ECEI ⁶⁶	2,210	3,024	3,024
Total Participant Plans	33,749	10,665	42,204
EI (s25) plans	4,243	994	5,237
PD (s24) plans	27,296	6,647	33,943
ECEI ⁶⁷	2,210	3,024	3,024

Table G.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – VIC

Exits	
Total participant exits	616
Early Intervention participants	85
Permanent disability participants	531

⁶⁶ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

⁶⁷ Ibid.

Table G.4 Cumulative position by services previously received – VIC

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,901	386	1,995		5,282	5,289	100%
End of 2016-17	9,832	1,240	4,360	1,050	16,482	20,205	82%
End of 2017-18 Q1	11,851	1,795	5,178	680	19,504	23,686	82%
End of 2017-18 Q2	16,584	2,527	6,000	1,929	27,040	33,639	80%
End of 2017-18 Q3	21,704	3,029	6,806	2,210	33,749	43,599	77%
End of 2017-18 Q4	27,174	3,831	8,175	3,024	42,204	50,697	83%

Table G.5 Cumulative position by entry into the Scheme – VIC

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	1,423	3,859		5,282	5,289	100%
End of 2016-17	2,700	12,732	1,050	16,482	20,205	82%
End of 2017-18 Q1	3,182	15,642	680	19,504	23,686	82%
End of 2017-18 Q2	3,693	21,418	1,929	27,040	33,639	80%
End of 2017-18 Q3	4,243	27,296	2,210	33,749	43,599	77%
End of 2017-18 Q4	5,237	33,943	3,024	42,204	50,697	83%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table G.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	705	2.3%	165	2.2%	870	2.3%
Not Aboriginal and Torres Strait Islander	28,297	91.5%	6,805	89.1%	35,102	91.0%
Not Stated	1,926	6.2%	666	8.7%	2,592	6.7%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	1,845	6.0%	745	9.8%	2,590	6.7%
Not CALD	28,787	93.1%	6,889	90.2%	35,676	92.5%
Not Stated	296	1.0%	2	0.0%	298	0.8%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	414	1.3%	102	1.3%	516	1.3%
Not YPIRAC	30,514	98.7%	7,534	98.7%	38,048	98.7%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.9 Participant profile per quarter by remoteness – VIC

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	18,226	59.5%	5,614	73.8%	23,840	62.4%
Regional	12,365	40.4%	1,984	26.1%	14,349	37.6%
Remote / very remote	16	0.1%	5	0.1%	21	0.1%
Missing	321		33		354	
Total	30,928	100%	7,636	100%	38,564	100%

Table G.10 Active participants with approved plans per quarter by disability group - VIC^{68,69}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	7,619	25%	1,804	24%	9,423	24%
Intellectual Disability	9,305	30%	2,206	29%	11,511	30%
Psychosocial disability	3,352	11%	1,037	14%	4,389	11%
Cerebral Palsy	1,362	4%	334	4%	1,696	4%
Developmental Delay	2,131	7%	481	6%	2,612	7%
Other Neurological	1,514	5%	332	4%	1,846	5%
Other Physical	942	3%	216	3%	1,158	3%
Acquired Brain Injury	1,019	3%	261	3%	1,280	3%
Hearing Impairment	627	2%	221	3%	848	2%
Visual Impairment	876	3%	267	3%	1,143	3%
Multiple Sclerosis	855	3%	164	2%	1,019	3%
Other Sensory/Speech	328	1%	44	1%	372	1%
Global Developmental Delay	358	1%	113	1%	471	1%
Stroke	318	1%	83	1%	401	1%
Spinal Cord Injury	260	1%	66	1%	326	1%
Other	62	0%	7	0%	69	0%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.11 Active participants with approved plan per quarter by level of function – VIC

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	1,677	5%	580	8%	2,257	6%
2 (High Function)	111	0%	23	0%	134	0%
3 (High Function)	1,982	6%	498	7%	2,480	6%
4 (High Function)	1,873	6%	362	5%	2,235	6%
5 (High Function)	3,995	13%	576	8%	4,571	12%
6 (Moderate Function)	4,089	13%	1,138	15%	5,227	14%
7 (Moderate Function)	2,171	7%	498	7%	2,669	7%
8 (Moderate Function)	2,805	9%	657	9%	3,462	9%
9 (Moderate Function)	142	0%	28	0%	170	0%
10 (Moderate Function)	3,692	12%	1,052	14%	4,744	12%
11 (Low Function)	1,280	4%	327	4%	1,607	4%
12 (Low Function)	5,010	16%	1,409	18%	6,419	17%
13 (Low Function)	1,244	4%	334	4%	1,578	4%
14 (Low Function)	685	2%	153	2%	838	2%
15 (Low Function)	8	0%	1	0%	9	0%
Missing	164		0		164	
Total	30,928	100%	7,636	100%	38,564	100%

⁶⁸ Table order based on national proportions (highest to lowest)

⁶⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table G.12 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	4,712	15%	1,225	16%	5,937	15%
7 to 14	6,251	20%	1,478	19%	7,729	20%
15 to 18	2,179	7%	473	6%	2,652	7%
19 to 24	2,708	9%	519	7%	3,227	8%
25 to 34	3,369	11%	863	11%	4,232	11%
35 to 44	3,280	11%	844	11%	4,124	11%
45 to 54	3,975	13%	1,133	15%	5,108	13%
55 to 64	3,818	12%	1,024	13%	4,842	13%
65+	636	2%	77	1%	713	2%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.13 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	18,725	61%	4,445	58%	23,170	60%
Female	11,926	39%	3,026	40%	14,952	39%
Indeterminate	277	1%	165	2%	442	1%
Total	30,928	100%	7,636	100%	38,564	100%

Table G.14 Number of questionnaires completed by SFOF version – VIC⁷⁰

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	1,963	718	1,064	830	859	5,434
Participant school to 14	1,907	640	1,368	1,454	1,891	7,260
Participant 15 to 24	1,235	414	1,074	879	978	4,580
Participant 25 and over	4,665	1,562	2,723	3,224	3,841	16,015
Total Participant	9,770	3,334	6,229	6,387	7,569	33,289
Family 0 to 14	3,724	1,306	2,381	2,229	2,675	12,315
Family 15 to 24	316	211	899	693	721	2,840
Family 25 and over	152	191	1,215	1,214	1,346	4,118
Total Family	4,192	1,708	4,495	4,136	4,742	19,273
Total	13,962	5,042	10,724	10,523	12,311	52,562

⁷⁰ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table G.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	64%			
CC % who say their child is able to tell them what he/she wants	76%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		41%		
CC % of children who have a genuine say in decisions about themselves		61%		
CC % who are happy with the level of independence/control they have now			35%	
CC % who choose who supports them			31%	53%
CC % who choose what they do each day			38%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	32%
CC % who want more choice and control in their life			81%	77%

Table G.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	65%	60%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	54%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		32%		
REL Of these, % who are welcomed or actively included	65%	74%		
REL % of children who spend time with friends without an adult present		13%		
REL % with no friends other than family or paid staff			31%	28%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			34%	36%

Table G.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		57%		
HM	% who are happy with their home			79%	74%
HM	% who feel safe or very safe in their home			84%	76%
HW	% who rate their health as good, very good or excellent			67%	48%
HW	% who did not have any difficulties accessing health services			71%	68%
LL	% who currently attend or previously attended school in a mainstream class			25%	
LL	% who participate in education, training or skill development				18%
LL	Of those who participate, % who do so in mainstream settings				33%
LL	% unable to do a course or training they wanted to do in the last 12 months				38%
WK	% who have a paid job			15%	23%
WK	% who volunteer			12%	13%

Table G.18 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	30%	22%
% receiving Carer Allowance	52%	56%	38%
% working in a paid job	45%	48%	34%
Of those in a paid job, % in permanent employment	78%	77%	76%
Of those in a paid job, % working 15 hours or more	74%	81%	82%
% who say they (and their partner) are able to work as much as they want	38%	40%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	91%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	29%	19%
% able to advocate for their child/family member	76%	72%	69%
% who have friends and family they see as often as they like	42%	40%	47%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		41%	
% who feel in control selecting services		40%	41%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			41%
% who rate their health as good, very good or excellent	72%	59%	58%

Table G.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=906) – VIC

Question	% Yes
DL Has the NDIS improved your child's development?	89%
DL Has the NDIS improved your child's access to specialist services?	87%
CC Has the NDIS helped increase your child's ability to communicate what they want?	79%
REL Has the NDIS improved how your child fits into family life?	68%
S/CP Has the NDIS improved how your child fits into community life?	54%

Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1,326) – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	50%
LL	Has the NDIS improved your child's access to education?	29%
REL	Has the NDIS improved your child's relationships with family and friends?	41%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=939) and ‘Participant 25 and over’ (n=3,832) – VIC

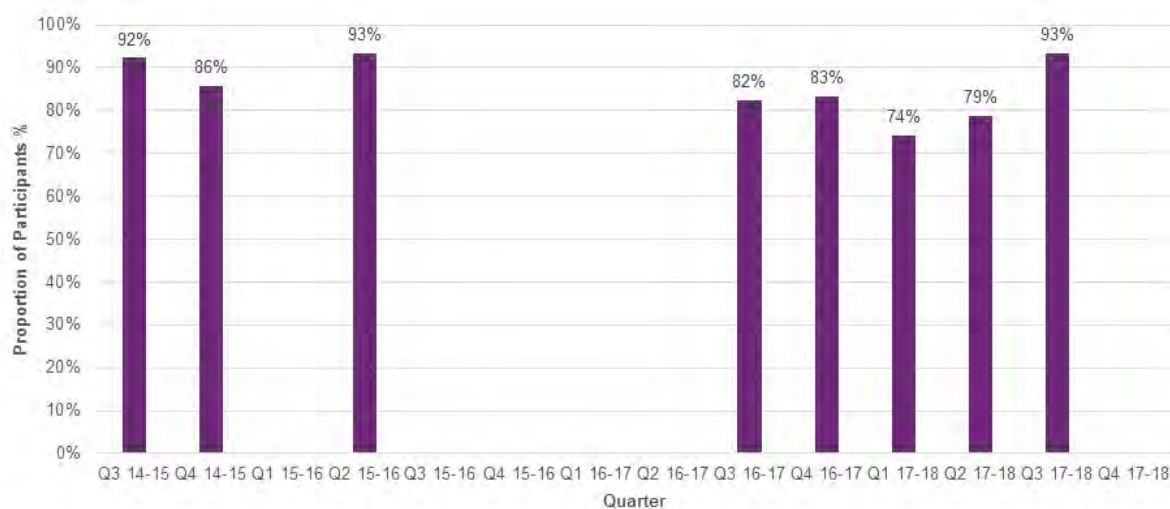
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	63%
DL	Has the NDIS helped you with daily living activities?	59%	68%
REL	Has the NDIS helped you to meet more people?	49%	48%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	21%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	46%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	18%	17%
S/CP	Has the NDIS helped you be more involved?	53%	56%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,883); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=266) – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	53%
Has the NDIS improved the level of support for your family?	66%	58%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	67%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	35%	28%

Part Two: Participant experience

Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (VIC)⁷¹



There is insufficient data to present information on participant satisfaction in VIC this quarter.

Table G.23 Plan reviews conducted per quarter – VIC

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	18,707	6,903	25,610
<i>Early intervention plans</i>	3,526	888	4,414
<i>Permanent disability plans</i>	15,181	6,015	21,196

Table G.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	13,442	5,501	18,943
<i>Trial participants</i>	7,289	1,177	8,466
<i>Transition participants</i>	6,153	4,324	10,477

Table G.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	5,265	1,402	6,667
<i>Trial participants</i>	1,377	135	1,512
<i>Transition participants</i>	3,888	1,267	5,155

⁷¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table G.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC⁷²

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	20.1%	15.9%	19.0%

Table G.27 AAT cases by category – VIC

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	41	33%	8	20%	49	29%
Plan	52	41%	25	61%	77	46%
Plan Review	20	16%	6	15%	26	16%
Other	13	10%	2	5%	15	9%
Total	126	100%	41	100%	167	100%
% of all access decisions⁷³	0.25%		0.30%		0.26%	

Table G.28 AAT cases by open/closed and decision – VIC

	N
AAT Cases	167
Open AAT Cases	86
Closed AAT Cases	81
<i>Resolved before hearing</i>	71
<i>Gone to hearing and received a substantive decision</i>	10*

*Of the 10 cases which went to hearing and received a substantive decision: 4 affirmed the Agency's decision, 3 varied the Agency's decision, 0 overturned the Agency's decision and 3 set aside the Agency's decision.

Table G.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	11%	12%	12%
Self-managed partly	14%	14%	14%
Plan managed	18%	26%	21%
Agency managed	57%	48%	53%
Total	100%	100%	100%

Table G.30 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	45%	50%	47%

⁷² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁷³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.31 Duration to plan activation by quarter of initial plan approval for active participants – VIC

Plan activation	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Less than 30 days	7,160	54%	3,125	50%
30 to 59 days	2,074	16%	953	15%
60 to 89 days	1,072	8%	570	9%
Activated within 90 days	10,306	78%	4,648	74%
90 to 119 days	594	4%	259	4%
120 days and over	988	7%	373	6%
Activated between 90 and 180 days	1,582	12%	632	10%
No payments	1,409	11%	982	16%
Total plans approved	13,297	100%	6,262	100%

Table G.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – VIC

Plan utilisation ⁷⁴	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	46%	73%	51%
50% to 75%	24%	15%	22%
> 75%	30%	12%	26%
Total	100%	100%	100%

Table G.33 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2017-18 Q4	Total
Daily Activities	9%	8%	9%
Health & Wellbeing	42%	43%	42%
Lifelong Learning	11%	9%	10%
Other	13%	12%	12%
Non-categorised	31%	31%	31%
Any mainstream service	88%	88%	88%

Part Three: Providers and the growing market

Table G.34 Key provider indicators by quarter - VIC

Provider indicators	Prior Quarters	2017-18 Q4	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,600	344	1,926
<i>Company/ organisation</i>	2,577	436	2,997
<i>Total</i>	4,177	780	4,923
b) Registration revoked	34		

⁷⁴ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table G.35 Number of approved providers by registration group - VIC⁷⁵

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	427	104	531	24%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	161	12	173	7%
Assistance with travel/transport arrangements	906	190	1,096	21%
Daily Personal Activities	339	32	371	9%
Group and Centre Based Activities	336	27	363	8%
High Intensity Daily Personal Activities	325	31	356	10%
Household tasks	1,103	257	1,360	23%
Interpreting and translation	314	81	395	26%
Participation in community, social and civic activities	385	36	421	9%
Assistive Technology				
Assistive equipment for recreation	387	81	468	21%
Assistive products for household tasks	475	126	601	27%
Assistance products for personal care and safety	702	156	858	22%
Communication and information equipment	325	61	386	19%
Customised Prosthetics	255	29	284	11%
Hearing Equipment	135	29	164	21%
Hearing Services	15	0	15	0%
Personal Mobility Equipment	541	90	631	17%
Specialised Hearing Services	53	0	53	0%
Vision Equipment	122	36	158	30%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	335	36	371	11%
Behaviour Support	270	19	289	7%
Community nursing care for high needs	529	118	647	22%
Development of daily living and life skills	358	31	389	9%
Early Intervention supports for early childhood	320	24	344	8%
Exercise Physiology and Physical Wellbeing activities	385	88	473	23%
Innovative Community Participation	561	182	743	32%
Specialised Driving Training	131	27	158	21%
Therapeutic Supports	2,008	326	2,334	16%
Capital services				
Home modification design and construction	550	95	645	17%
Specialised Disability Accommodation	155	54	209	35%
Vehicle Modifications	102	26	128	25%
Choice and control support services				
Management of funding for supports in participants plan	217	36	253	17%
Support Coordination	274	40	314	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	118	3	121	3%
Specialised Supported Employment	76	6	82	8%
Total approved providers	4,143	780	4,923	19%

⁷⁵ The 34 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table G.36 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.64	1.66
b) Number of providers delivering new supports	616	682
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	35%	35%
<i>Not yet active (%)</i>	60%	59%
<i>Inactive (%)</i>	6%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	82%	79%
<i>Therapeutic Supports (%)</i>	88%	88%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	90%	90%

Table G.37 Cumulative number of providers that have been active by registration group – VIC⁷⁶

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	20	4	24	20%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	86	12	98	14%
Assistance with travel/transport arrangements	180	40	220	22%
Daily Personal Activities	226	41	267	18%
Group and Centre Based Activities	207	25	232	12%
High Intensity Daily Personal Activities	199	14	213	7%
Household tasks	285	97	382	34%
Interpreting and translation	16	2	18	13%
Participation in community, social and civic activities	257	40	297	16%
Assistive Technology				
Assistive equipment for recreation	18	2	20	11%
Assistive products for household tasks	19	5	24	26%
Assistance products for personal care and safety	167	38	205	23%
Communication and information equipment	28	5	33	18%
Customised Prosthetics	54	10	64	19%
Hearing Equipment	29	0	29	0%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	84	13	97	15%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	13	3	16	23%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	233	34	267	15%
Behaviour Support	84	16	100	19%
Community nursing care for high needs	63	11	74	17%
Development of daily living and life skills	176	30	206	17%
Early Intervention supports for early childhood	198	27	225	14%
Exercise Physiology and Physical Wellbeing activities	48	15	63	31%
Innovative Community Participation	32	10	42	31%
Specialised Driving Training	15	5	20	33%
Therapeutic Supports	918	180	1,098	20%
Capital services				
Home modification design and construction	50	6	56	12%
Specialised Disability Accommodation	12	3	15	25%
Vehicle Modifications	12	3	15	25%
Choice and control support services				
Management of funding for supports in participants plan	99	10	109	10%
Support Coordination	50	12	62	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	51	4	55	8%
Specialised Supported Employment	51	9	60	18%
Total approved active providers	1,675	345	2,020	21%

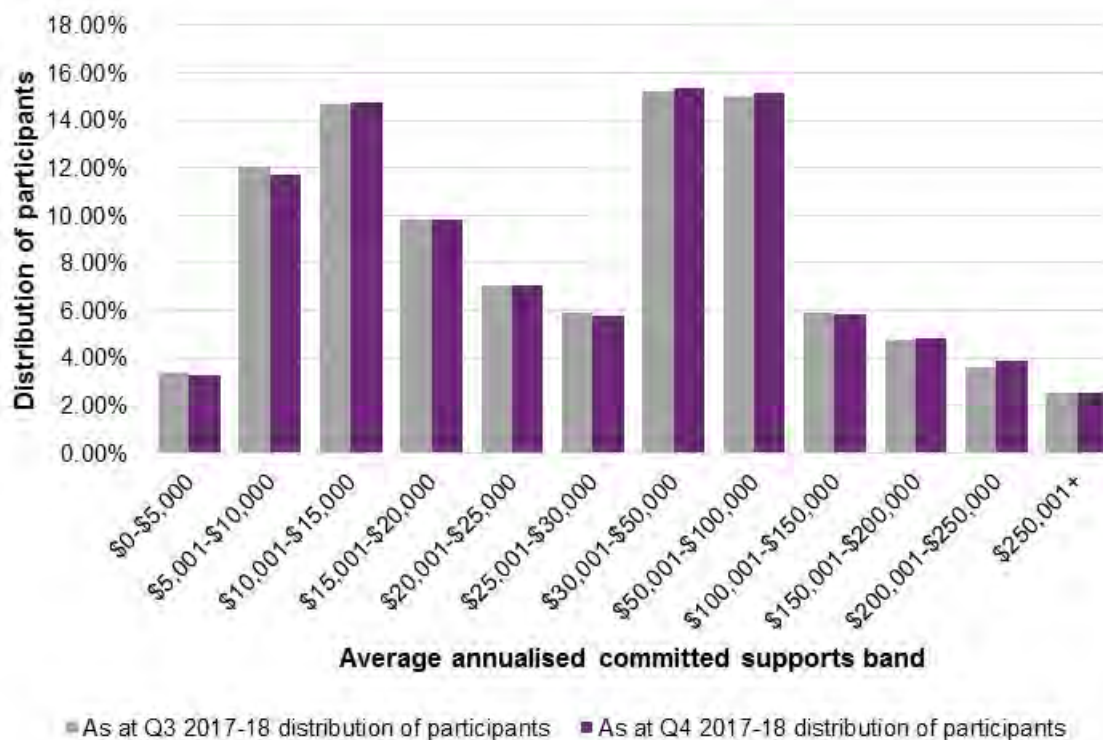
⁷⁶ Previously, providers were counted as active in a registration group if they were approved in the registration group in VIC and active in any group. This has been refined in this report to only count those providers which are active in VIC in the registration group considered.

Part Five: Financial sustainability

Table G.38 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ⁷⁷	Total
Total Committed	53.1	162.6	203.0	492.9	1,439.4	1,339.2	3,690.2

Figure G.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (VIC)



⁷⁷ Note: The \$1.3 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure G.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (VIC)

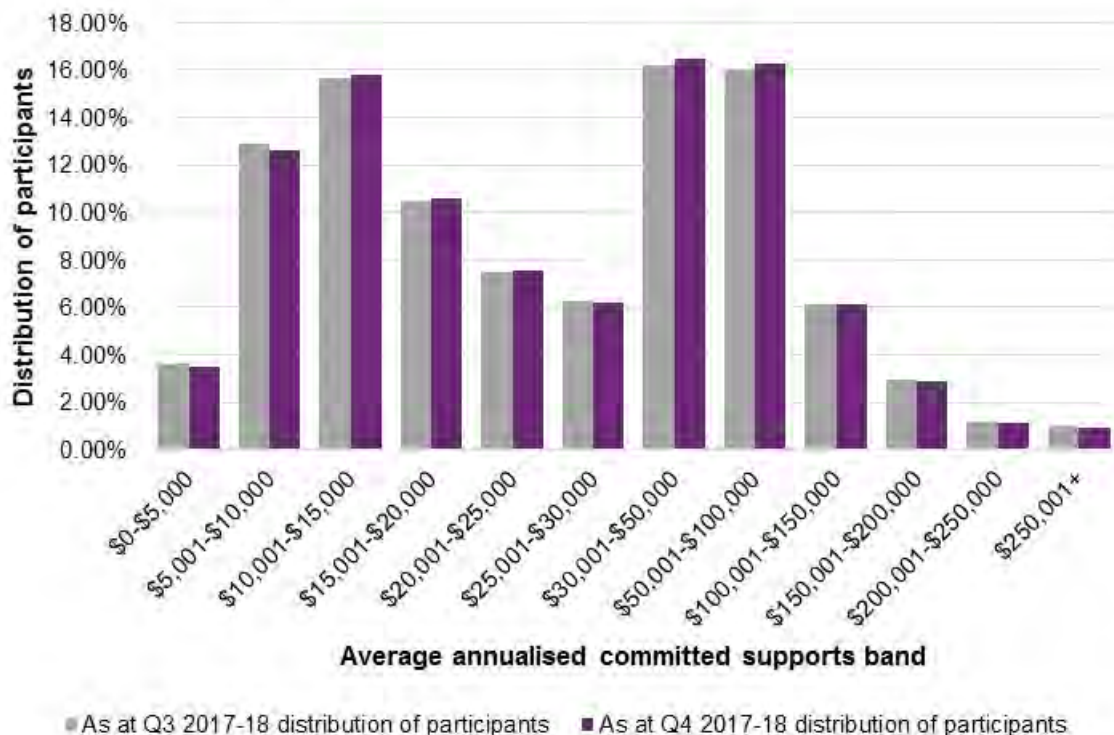


Figure G.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (VIC)

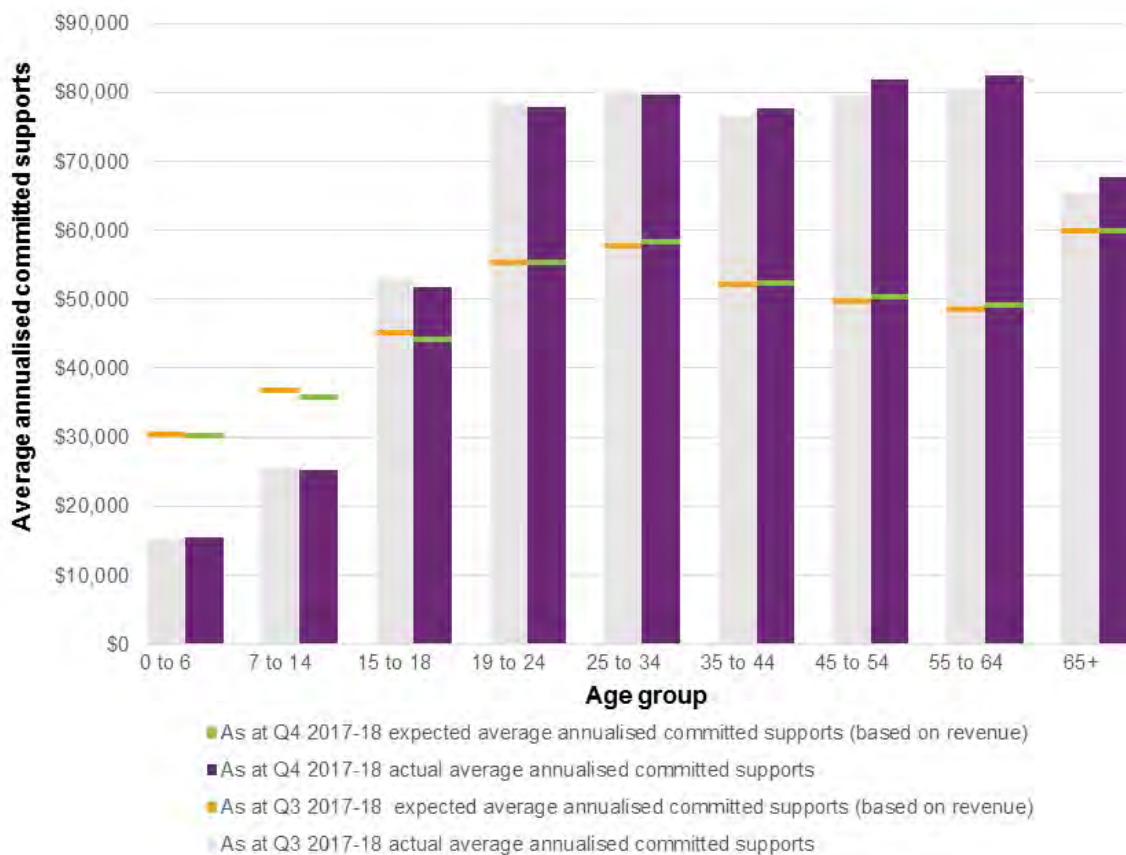


Figure G.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (VIC)

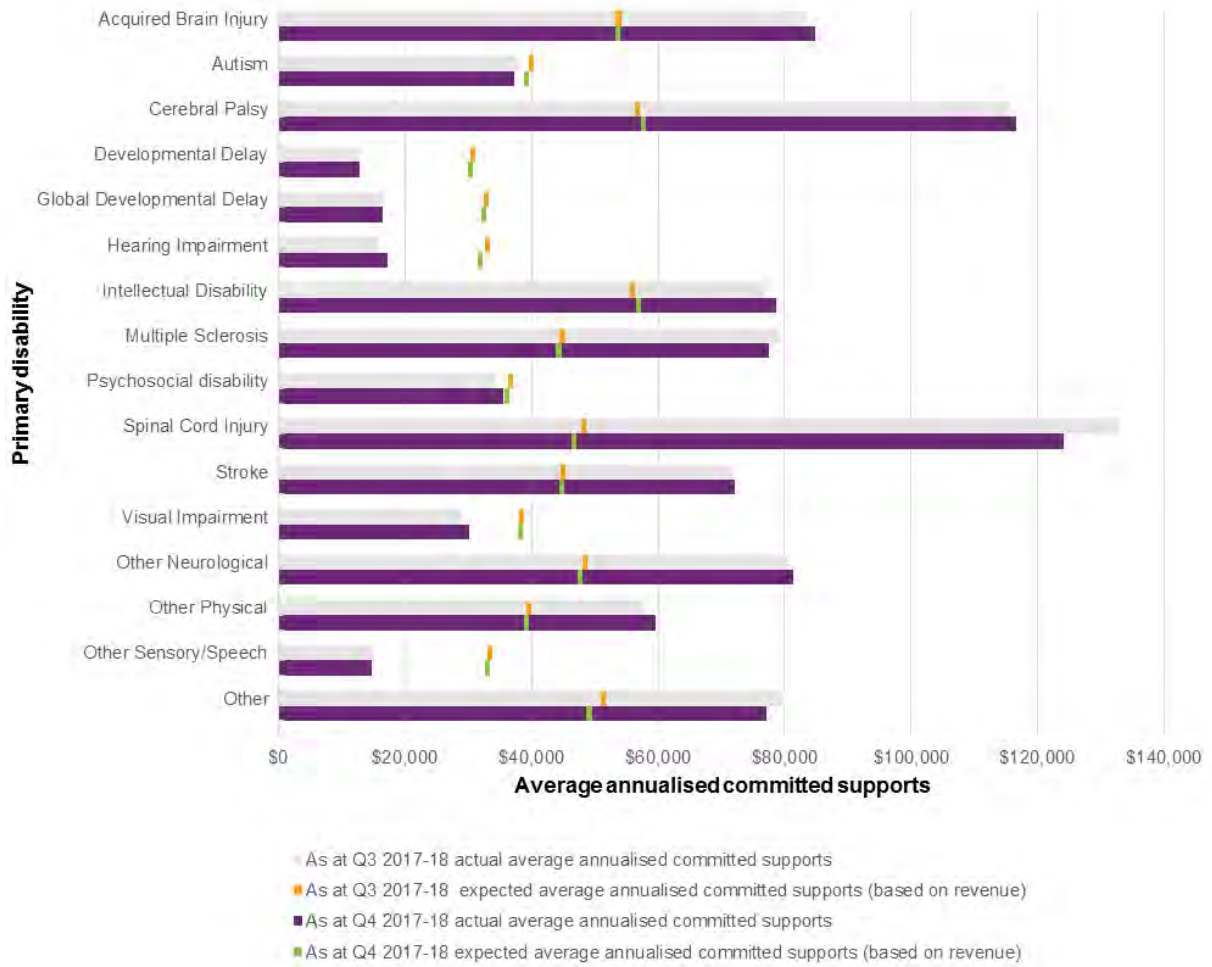


Figure G.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3⁷⁸ (VIC)

⁷⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

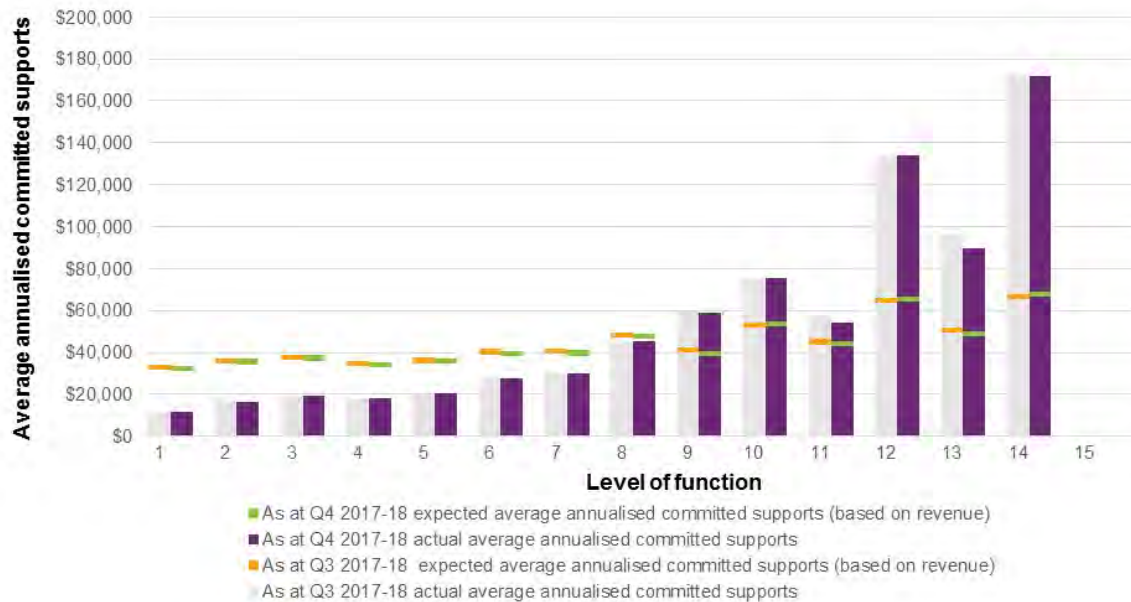


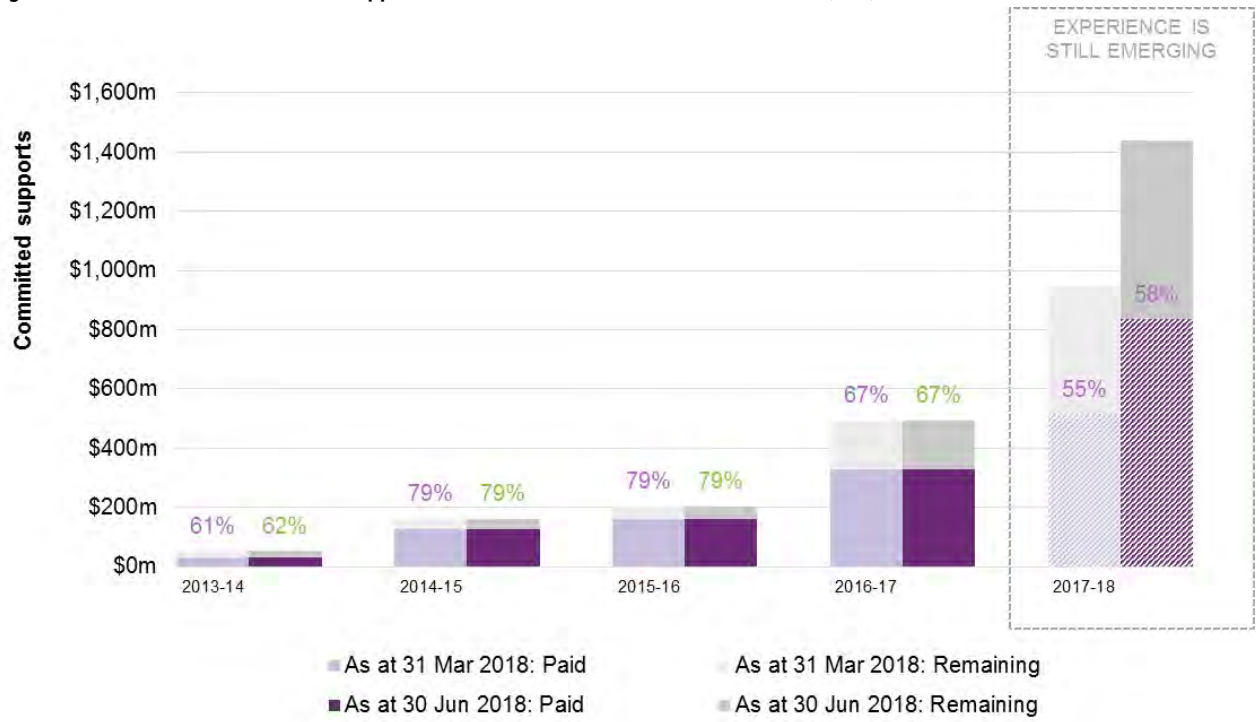
Table G.39 Payments by financial year, compared to committed supports (\$m) – VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	53.1	162.6	203.0	492.9	1,439.4	1,339.2	3,690.2
Total Paid	32.9	128.3	160.8	330.4	835.6	0.6 ⁷⁹	1,488.7
% utilised to date	62%	79%	79%	67%	58%	-	63% ⁸⁰

⁷⁹ Note: The \$0.6m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

⁸⁰ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure G.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (VIC)



Appendix H:

Queensland

Part One: Participants and outcomes

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	14,612	1,912	16,524	16,999	31,155

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	25,414	8,066	33,480
Access Met	21,362	6,088	27,450
State	14,632	3,854	18,486
Commonwealth	1,660	563	2,223
New	5,070	1,671	6,741
Total Participant Plans	15,277	2,387	16,999
State	9,266	755	10,021
Commonwealth	1,217	200	1,417
New	4,129	957	5,086
ECEI ⁸¹	665	475	475
Total Participant Plans	15,277	2,387	16,999
EI (s25) plans	2,890	502	3,392
PD (s24) plans	11,722	1,410	13,132
ECEI ⁸²	665	475	475

Table H.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – QLD

Exits	
Total participant exits	295
Early Intervention participants	63
Permanent disability participants	232

⁸¹ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

⁸² Ibid.

Table H.4 Cumulative position by services previously received – QLD

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	255	40	66		361	600	60%
End of 2016-17	5,124	462	1,601	254	7,441	14,966	50%
End of 2017-18 Q1	6,274	678	2,285	496	9,733	18,463	53%
End of 2017-18 Q2	8,381	966	3,008	584	12,939	23,271	56%
End of 2017-18 Q3	9,266	1,217	4,129	665	15,277	27,213	56%
End of 2017-18 Q4	10,021	1,417	5,086	475	16,999	31,155	55%

Table H.5 Cumulative position by entry into the Scheme – QLD

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	165	196		361	600	60%
End of 2016-17	1,337	5,850	254	7,441	14,966	50%
End of 2017-18 Q1	1,803	7,434	496	9,733	18,463	53%
End of 2017-18 Q2	2,168	10,187	584	12,939	23,271	56%
End of 2017-18 Q3	2,890	11,722	665	15,277	27,213	56%
End of 2017-18 Q4	3,392	13,132	475	16,999	31,155	55%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table H.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,340	9.4%	211	11.0%	1,551	9.6%
Not Aboriginal and Torres Strait Islander	12,626	88.2%	1,571	82.2%	14,197	87.5%
Not Stated	352	2.5%	129	6.8%	481	3.0%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	363	2.5%	64	3.3%	427	2.6%
Not CALD	13,928	97.3%	1,847	96.7%	15,775	97.2%
Not Stated	27	0.2%	0	0.0%	27	0.2%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	237	1.7%	18	0.9%	255	1.6%
Not YPIRAC	14,081	98.3%	1,893	99.1%	15,974	98.4%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.9 Participant profile per quarter by remoteness – QLD

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	2,402	17.1%	290	15.2%	2,692	16.9%
Regional	11,152	79.3%	1,536	80.7%	12,688	79.4%
Remote / very remote	514	3.7%	77	4.0%	591	3.7%
Missing	250		8		258	
Total	14,318	100%	1,911	100%	16,229	100%

Table H.10 Active participants with approved plans per quarter by disability group – QLD^{83,84}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	3,822	27%	559	29%	4,381	27%
Intellectual Disability	4,032	28%	399	21%	4,431	27%
Psychosocial disability	1,120	8%	156	8%	1,276	8%
Cerebral Palsy	818	6%	81	4%	899	6%
Developmental Delay	647	5%	191	10%	838	5%
Other Neurological	741	5%	93	5%	834	5%
Other Physical	825	6%	109	6%	934	6%
Acquired Brain Injury	592	4%	46	2%	638	4%
Hearing Impairment	425	3%	112	6%	537	3%
Visual Impairment	233	2%	31	2%	264	2%
Multiple Sclerosis	257	2%	37	2%	294	2%
Other Sensory/Speech	151	1%	14	1%	165	1%
Global Developmental Delay	119	1%	28	1%	147	1%
Stroke	223	2%	36	2%	259	2%
Spinal Cord Injury	295	2%	17	1%	312	2%
Other	18	0%	2	0%	20	0%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.11 Active participants with approved plan per quarter by level of function – QLD

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	684	5%	193	10%	877	5%
2 (High Function)	24	0%	1	0%	25	0%
3 (High Function)	824	6%	181	9%	1,005	6%
4 (High Function)	844	6%	139	7%	983	6%
5 (High Function)	1,448	10%	148	8%	1,596	10%
6 (Moderate Function)	1,856	13%	358	19%	2,214	14%
7 (Moderate Function)	945	7%	143	7%	1,088	7%
8 (Moderate Function)	1,401	10%	174	9%	1,575	10%
9 (Moderate Function)	84	1%	9	0%	93	1%
10 (Moderate Function)	2,135	15%	197	10%	2,332	14%
11 (Low Function)	681	5%	67	4%	748	5%
12 (Low Function)	2,448	17%	207	11%	2,655	16%
13 (Low Function)	513	4%	64	3%	577	4%
14 (Low Function)	423	3%	30	2%	453	3%
15 (Low Function)	7	0%	0	0%	7	0%
Missing	1		0		1	
Total	14,318	100%	1,911	100%	16,229	100%

⁸³ Table order based on national proportions (highest to lowest)

⁸⁴ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table H.12 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	1,768	12%	511	27%	2,279	14%
7 to 14	3,047	21%	408	21%	3,455	21%
15 to 18	1,154	8%	112	6%	1,266	8%
19 to 24	1,396	10%	102	5%	1,498	9%
25 to 34	1,476	10%	133	7%	1,609	10%
35 to 44	1,415	10%	170	9%	1,585	10%
45 to 54	1,762	12%	211	11%	1,973	12%
55 to 64	2,041	14%	249	13%	2,290	14%
65+	259	2%	15	1%	274	2%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.13 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	8,890	62%	1,213	63%	10,103	62%
Female	5,277	37%	673	35%	5,950	37%
Indeterminate	151	1%	25	1%	176	1%
Total	14,318	100%	1,911	100%	16,229	100%

Table H.14 Number of questionnaires completed by SFOF version – QLD⁸⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	776	315	249	424	316	2,080
Participant school to 14	1,323	473	732	719	605	3,852
Participant 15 to 24	1,018	306	608	257	211	2,400
Participant 25 and over	3,391	925	1,488	850	767	7,421
Total Participant	6,508	2,019	3,077	2,250	1,899	15,753
Family 0 to 14	1,956	751	923	1,110	913	5,653
Family 15 to 24	249	132	440	196	155	1,172
Family 25 and over	177	127	496	335	281	1,416
Total Family	2,382	1,010	1,859	1,641	1,349	8,241
Total	8,890	3,029	4,936	3,891	3,248	23,994

⁸⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table H.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC % who say their child is able to tell them what he/she wants	73%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		30%		
DL % who say their child is becoming more independent		42%		
CC % of children who have a genuine say in decisions about themselves		67%		
CC % who are happy with the level of independence/control they have now			41%	
CC % who choose who supports them			35%	55%
CC % who choose what they do each day			48%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	28%
CC % who want more choice and control in their life			83%	77%

Table H.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	70%	64%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	54%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL Of these, % who are welcomed or actively included	61%	76%		
REL % of children who spend time with friends without an adult present		13%		
REL % with no friends other than family or paid staff			30%	27%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			32%	36%

Table H.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		57%		
HM	% who are happy with their home			79%	76%
HM	% who feel safe or very safe in their home			83%	75%
HW	% who rate their health as good, very good or excellent			67%	47%
HW	% who did not have any difficulties accessing health services			66%	66%
LL	% who currently attend or previously attended school in a mainstream class			24%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				53%
LL	% unable to do a course or training they wanted to do in the last 12 months				34%
WK	% who have a paid job			20%	18%
WK	% who volunteer			16%	15%

Table H.18 Selected key indicators for families/carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	31%	28%
% receiving Carer Allowance	56%	56%	37%
% working in a paid job	40%	44%	31%
Of those in a paid job, % in permanent employment	71%	68%	76%
Of those in a paid job, % working 15 hours or more	78%	82%	83%
% who say they (and their partner) are able to work as much as they want	46%	49%	63%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	86%	83%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	43%	38%	23%
% able to advocate for their child/family member	82%	79%	78%
% who have friends and family they see as often as they like	47%	48%	51%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		50%	
% who feel in control selecting services		47%	47%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	71%	62%	57%

Table H.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=278) - QLD

Question	% Yes
DL Has the NDIS improved your child's development?	91%
DL Has the NDIS improved your child's access to specialist services?	90%
CC Has the NDIS helped increase your child's ability to communicate what they want?	79%
REL Has the NDIS improved how your child fits into family life?	70%
S/CP Has the NDIS improved how your child fits into community life?	59%

Table H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=879) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	51%
LL	Has the NDIS improved your child's access to education?	28%
REL	Has the NDIS improved your child's relationships with family and friends?	42%
S/CP	Has the NDIS improved your child's social and recreational life?	44%

Table H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=762) and ‘Participant 25 and over’ (n=2,734) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	68%	71%
DL	Has the NDIS helped you with daily living activities?	70%	77%
REL	Has the NDIS helped you to meet more people?	56%	58%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	31%
HW	Has your involvement with the NDIS improved your health and wellbeing?	47%	53%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	32%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	17%
S/CP	Has the NDIS helped you be more involved?	64%	64%

Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,480); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=265) - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	55%	51%
Has the NDIS improved the level of support for your family?	62%	65%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	39%	42%

Part Two: Participant experience

Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (QLD)⁸⁶

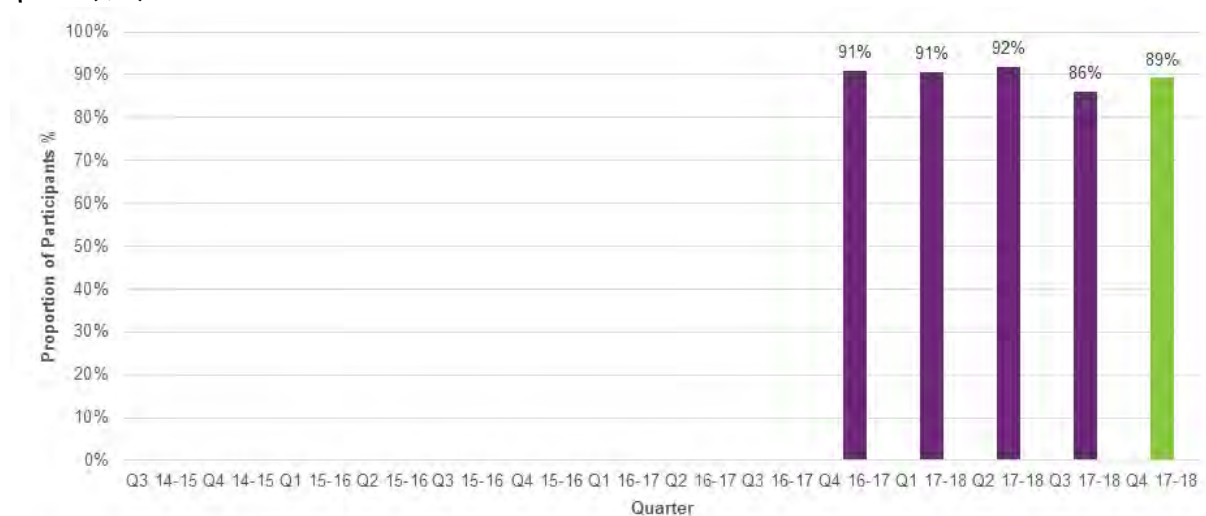


Table H.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – QLD

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	3%	1%
I had enough time to tell my story and say what support I need	94%	4%	2%
The planner knows what I can do well	83%	12%	5%
The planner had some good ideas for my plan	83%	13%	3%
I know what is in my plan	65%	20%	15%
The planner helped me think about my future	83%	12%	6%
I think my plan will make my life better	81%	17%	2%
The planning meeting went well	93%	5%	2%

Table H.24 Plan reviews conducted per quarter – QLD

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	7,890	3,334	11,224
Early intervention plans	1,316	625	1,941
Permanent disability plans	6,574	2,709	9,283

⁸⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

Table H.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	4,719	2,600	7,319
<i>Trial participants</i>	435	189	624
<i>Transition participants</i>	4,284	2,411	6,695

Table H.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	3,171	734	3,905
<i>Trial participants</i>	200	17	217
<i>Transition participants</i>	2,971	717	3,688

Table H.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD⁸⁷

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	28.4%	18.9%	25.9%

Table H.28 AAT cases by category – QLD

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	23	32%	11	35%	34	33%
Plan	26	37%	13	42%	39	38%
Plan Review	18	25%	5	16%	23	23%
Other	4	6%	2	6%	6	6%
Total	71	100%	31	100%	102	100%
% of all access decisions⁸⁸	0.42%		0.42%		0.42%	

⁸⁷ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁸⁸ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table H.29 AAT cases by open/closed and decision – QLD

	N
AAT Cases	102
Open AAT Cases	58
Closed AAT Cases	44
<i>Resolved before hearing</i>	43
<i>Gone to hearing and received a substantive decision</i>	1*

*The 1 case which went to hearing and received a substantive decision varied the Agency's decision.

Table H.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	9%	8%	9%
Self-managed partly	7%	12%	9%
Plan managed	14%	18%	15%
Agency managed	70%	62%	67%
Total	100%	100%	100%

Table H.31 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	29%	36%	31%

Table H.32 Duration to plan activation by quarter of initial plan approval for active participants – QLD

	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	5,017	58%	1,696	55%
30 to 59 days	1,066	12%	427	14%
60 to 89 days	532	6%	234	8%
Activated within 90 days	6,615	77%	2,357	76%
90 to 119 days	328	4%	148	5%
120 days and over	641	7%	186	6%
Activated between 90 and 180 days	969	11%	334	11%
No payments	1,041	12%	403	13%
Total plans approved	8,625	100%	3,094	100%

Table H.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – QLD

Plan utilisation ⁸⁹	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	52%	71%	56%
50% to 75%	23%	16%	22%
> 75%	25%	13%	23%
Total	100%	100%	100%

⁸⁹ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table H.34 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2017-18 Q4	Total
Daily Activities	14%	17%	15%
Health & Wellbeing	46%	51%	47%
Lifelong Learning	9%	11%	10%
Other	13%	13%	13%
Non-categorised	35%	29%	33%
Any mainstream service	93%	94%	93%

Part Three: Providers and the growing market

Table H.35 Key provider indicators by quarter - QLD

	Prior Quarters	2017-18 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,008	299	1,299
<i>Company/ organisation</i>	1,867	408	2,260
<i>Total</i>	2,875	707	3,559
b) Registration revoked	23		

Table H.36 Number of approved providers by registration group - QLD⁹⁰

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	302	70	372	23%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	233	34	267	15%
Assistance with travel/transport arrangements	517	127	644	25%
Daily Personal Activities	277	50	327	18%
Group and Centre Based Activities	215	34	249	16%
High Intensity Daily Personal Activities	219	43	262	20%
Household tasks	644	184	828	29%
Interpreting and translation	93	19	112	20%
Participation in community, social and civic activities	307	51	358	17%
Assistive Technology				
Assistive equipment for recreation	321	71	392	22%
Assistive products for household tasks	320	89	409	28%
Assistance products for personal care and safety	544	114	658	21%
Communication and information equipment	260	64	324	25%
Customised Prosthetics	164	34	198	21%
Hearing Equipment	77	14	91	18%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	415	81	496	20%
Specialised Hearing Services	10	0	10	0%
Vision Equipment	89	27	116	30%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	303	59	362	19%
Behaviour Support	422	93	515	22%
Community nursing care for high needs	191	49	240	26%
Development of daily living and life skills	286	43	329	15%
Early Intervention supports for early childhood	583	116	699	20%
Exercise Physiology and Physical Wellbeing activities	305	89	394	29%
Innovative Community Participation	419	126	545	30%
Specialised Driving Training	70	11	81	16%
Therapeutic Supports	998	215	1,213	22%
Capital services				
Home modification design and construction	388	97	485	25%
Specialised Disability Accommodation	117	41	158	35%
Vehicle Modifications	57	14	71	25%
Choice and control support services				
Management of funding for supports in participants plan	186	28	214	15%
Support Coordination	402	61	463	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	59	4	63	7%
Specialised Supported Employment	23	0	23	0%
Total approved providers	2,852	707	3,559	25%

⁹⁰ The 23 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table H.37 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.52	1.66
b) Number of providers delivering new supports	444	469
c) Change in the number of active/inactive providers:		
Active (%)	31%	30%
Not yet active (%)	66%	67%
Inactive (%)	3%	4%
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	84%	85%
Therapeutic Supports (%)	81%	83%
Participate Community (%)	81%	82%
Early Childhood Supports (%)	89%	89%
Assist Personal Activities (%)	80%	80%

Table H.38 Cumulative number of providers that have been active by registration group - QLD⁹¹

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	12	3	15	25%
Assistance Animals	0	1	1	-
Assistance with daily life tasks in a group or shared living arrangement	99	23	122	23%
Assistance with travel/transport arrangements	116	20	136	17%
Daily Personal Activities	170	23	193	14%
Group and Centre Based Activities	103	19	122	18%
High Intensity Daily Personal Activities	112	22	134	20%
Household tasks	180	44	224	24%
Interpreting and translation	4	1	5	25%
Participation in community, social and civic activities	194	27	221	14%
Assistive Technology				
Assistive equipment for recreation	20	7	27	35%
Assistive products for household tasks	21	3	24	14%
Assistance products for personal care and safety	171	26	197	15%
Communication and information equipment	27	8	35	30%
Customised Prosthetics	31	8	39	26%
Hearing Equipment	7	1	8	14%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	74	14	88	19%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	2	10	25%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	162	26	188	16%
Behaviour Support	67	18	85	27%
Community nursing care for high needs	22	5	27	23%
Development of daily living and life skills	123	26	149	21%
Early Intervention supports for early childhood	140	34	174	24%
Exercise Physiology and Physical Wellbeing activities	58	10	68	17%
Innovative Community Participation	22	7	29	32%
Specialised Driving Training	11	2	13	18%
Therapeutic Supports	417	79	496	19%
Capital services				
Home modification design and construction	20	13	33	65%
Specialised Disability Accommodation	2	2	4	100%
Vehicle Modifications	6	7	13	117%
Choice and control support services				
Management of funding for supports in participants plan	96	12	108	13%
Support Coordination	53	7	60	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	8	6	14	75%
Specialised Supported Employment	9	1	10	11%
Total approved active providers	983	205	1,188	21%

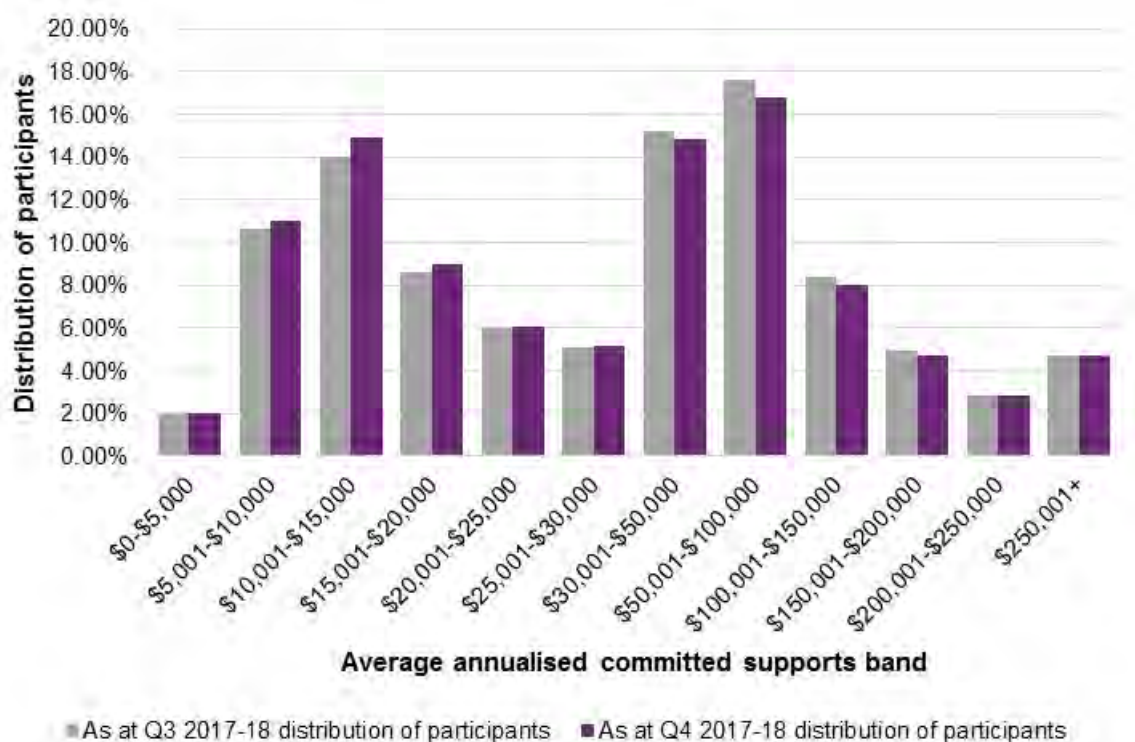
⁹¹ Previously, providers were counted as active in a registration group if they were approved in the registration group in QLD and active in any group. This has been refined in this report to only count those providers which are active in QLD in the registration group considered.

Part Five: Financial sustainability

Table H.39 Committed supports by financial year (\$m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ⁹²	Total
Total Committed	-	-	1.0	198.1	794.7	623.0	1,616.9

Figure H.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (QLD)



⁹² Note: The \$623 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure H.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (QLD)

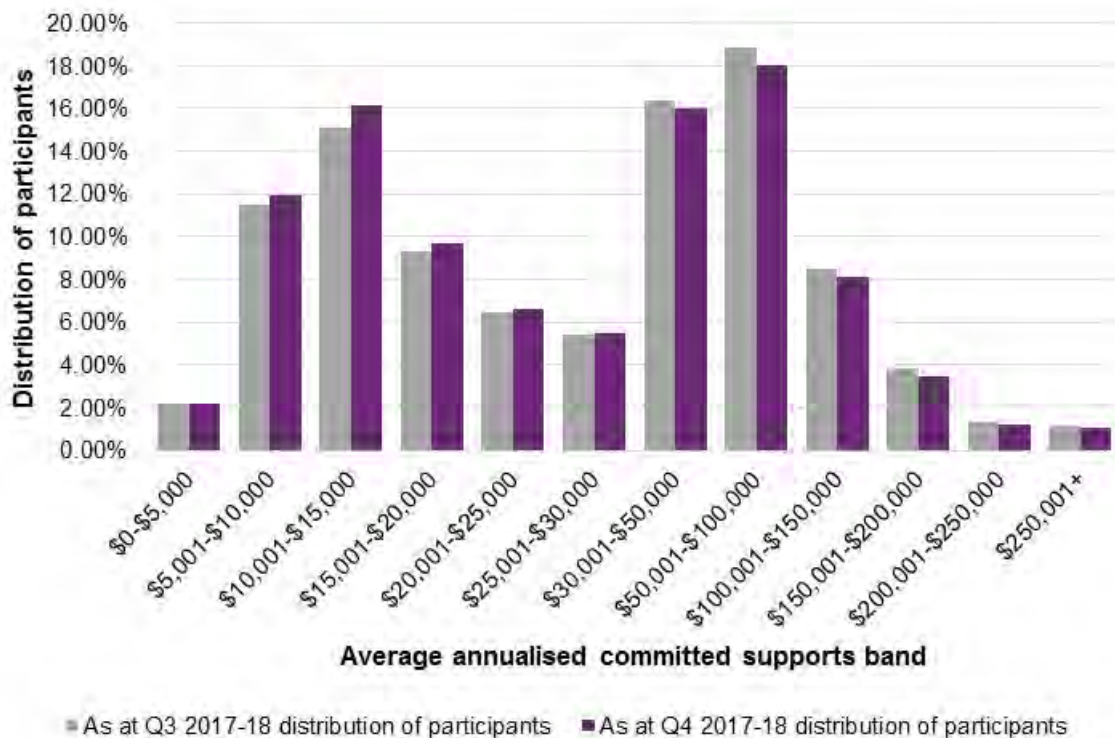


Figure H.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (QLD)

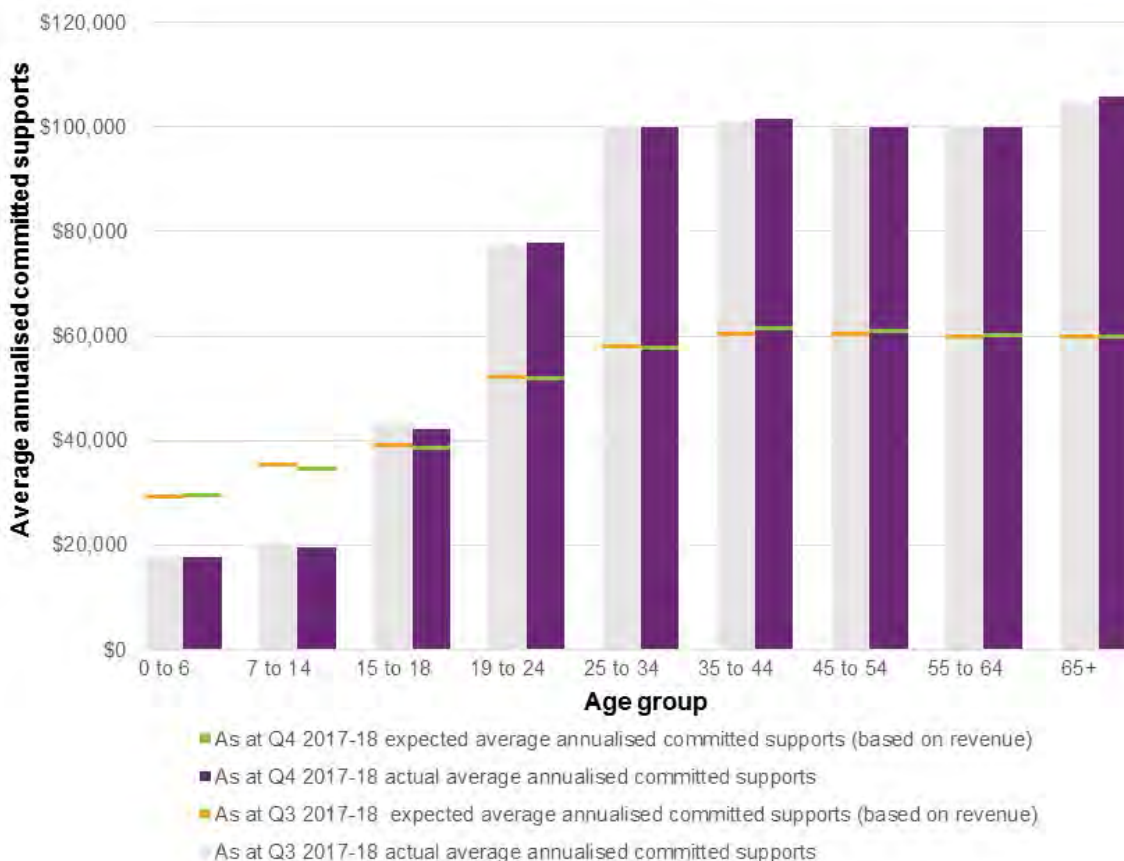


Figure H.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (QLD)

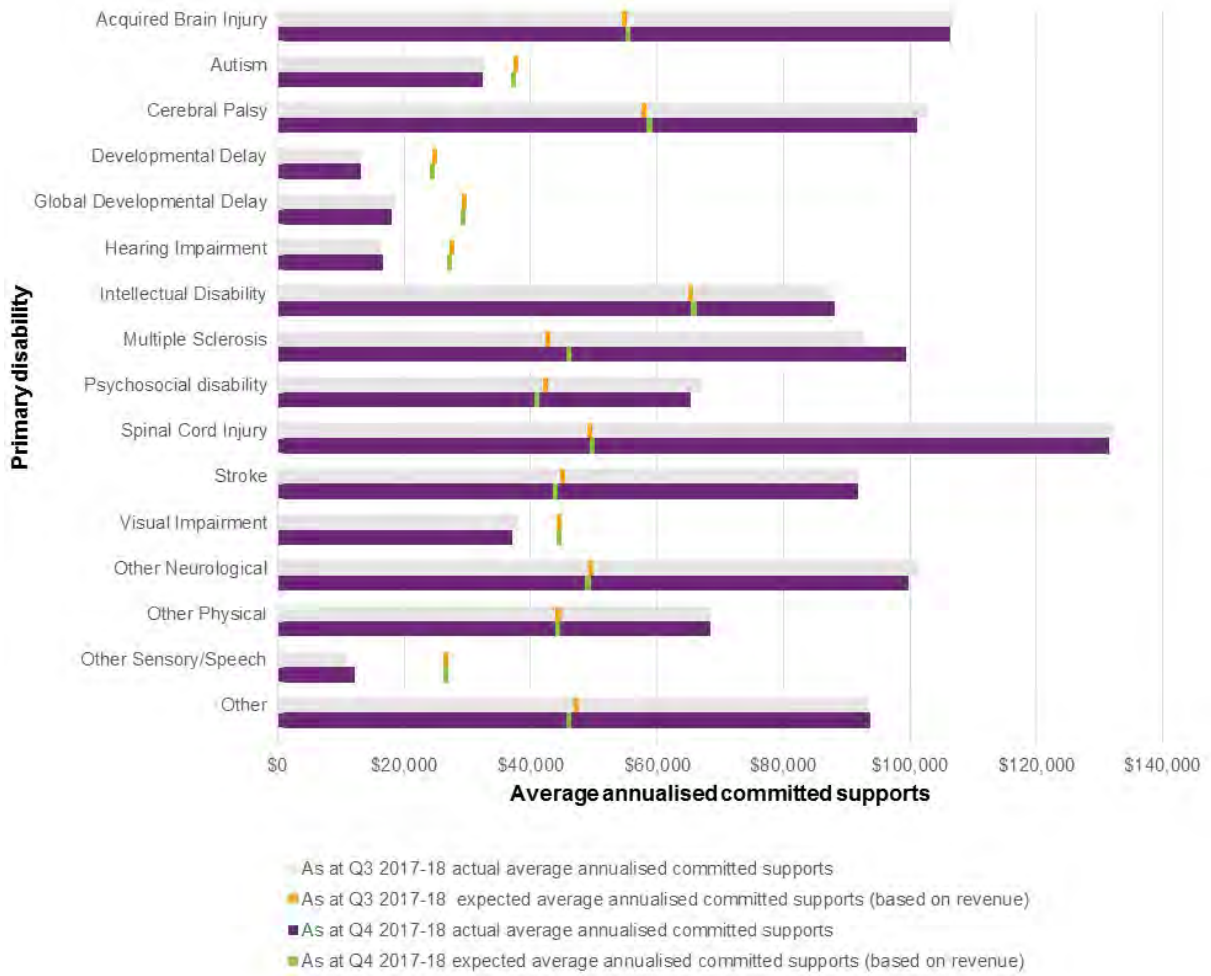


Figure H.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3⁹³ (QLD)

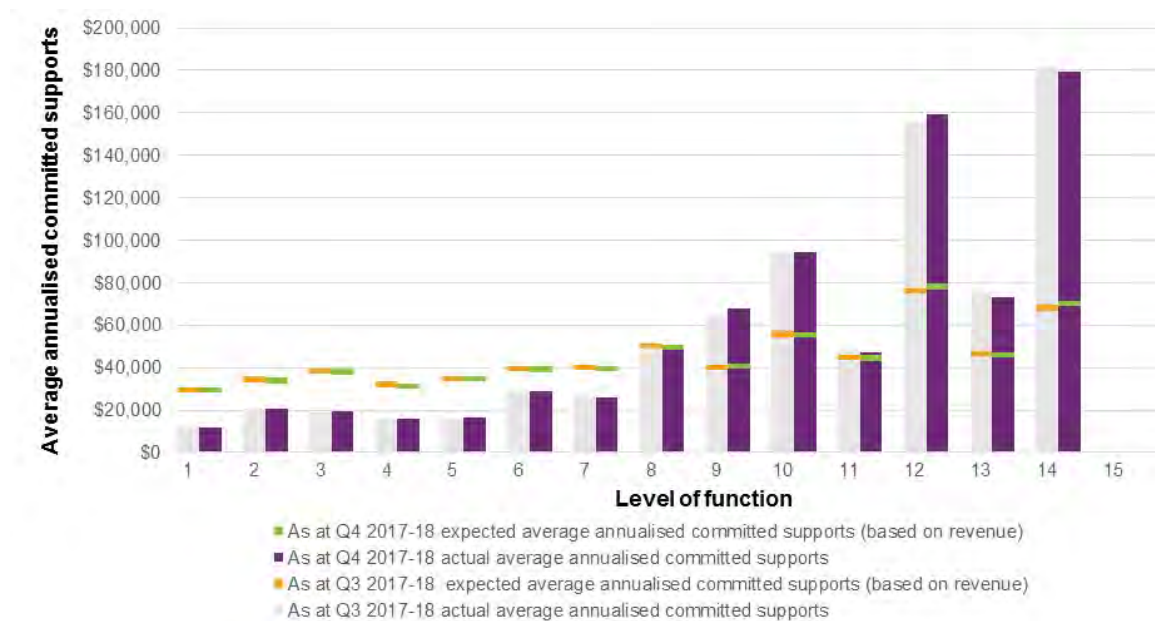


Table H.40 Payments by financial year, compared to committed supports (\$m) – QLD

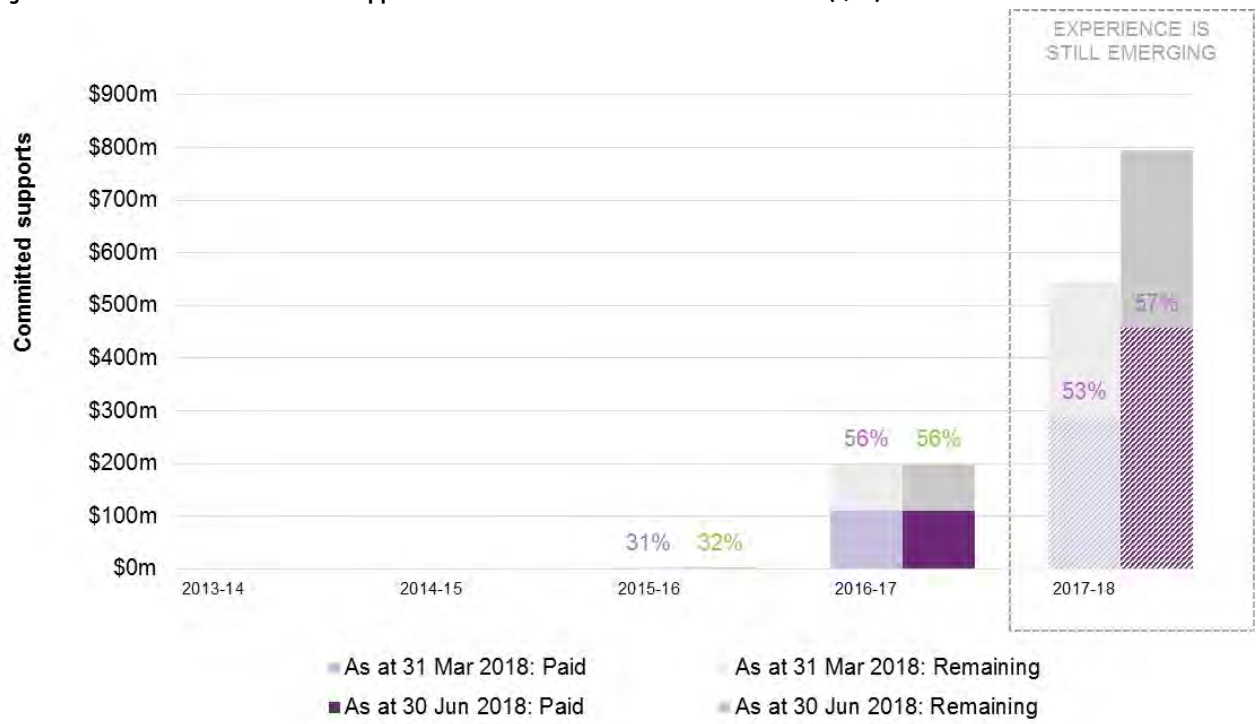
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	-	1.0	198.1	794.7	623.0	1,616.9
Total Paid	-	-	0.3	110.5	456.8	0.2 ⁹⁴	567.9
% utilised to date	-	-	32%	56%	57%	-	57% ⁹⁵

⁹³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

⁹⁴ Note: The \$0.2m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

⁹⁵ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure H.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (QLD)



Appendix I: Western Australia

Part One: Participants and outcomes

Table I.1 Plan approvals compared to estimates – WA⁹⁶

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	4,092	416	4,508	4,508	5,566

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	5,204	5,762	10,966
Access Met	4,482	5,477	9,959
State	1,862	3,729	5,591
Commonwealth	102	301	403
New	2,518	1,447	3,965
Total Participant Plans	4,092	416	4,508
State	1,713	51	1,764
Commonwealth	89	28	117
New	2,290	337	2,627
ECEI	0	0	0
Total Participant Plans	4,092	416	4,508
EI (s25) plans	763	91	854
PD (s24) plans	3,329	325	3,654
ECEI	0	0	0

Table I.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – WA

Exits	
Total participant exits	93
Early Intervention participants	15
Permanent disability participants	78

⁹⁶ Of the 4,508 participants, 185 had transferred from the WA NDIS to the nationally delivered NDIS. These participants are not included in the comparison against bilateral estimates.

Table I.4 Cumulative position by services previously received – WA

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	1,069	83	1,342		2,494	2,493	100%
End of 2016-17	1,629	87	2,066	0	3,782	3,778	100%
End of 2017-18 Q1	1,692	87	2,203	0	3,982	4,179	95%
End of 2017-18 Q2	1,709	87	2,262	0	4,058	4,579	89%
End of 2017-18 Q3	1,713	89	2,290	0	4,092	5,073	81%
End of 2017-18 Q4	1,764	117	2,627	0	4,508 ⁹⁷	5,566	78% ⁹⁸

Table I.5 Cumulative position by entry into the Scheme – WA

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	363	2,131		2,494	2,493	100%
End of 2016-17	667	3,115	0	3,782	3,778	100%
End of 2017-18 Q1	739	3,243	0	3,982	4,179	95%
End of 2017-18 Q2	756	3,302	0	4,058	4,579	89%
End of 2017-18 Q3	763	3,329	0	4,092	5,073	81%
End of 2017-18 Q4	854	3,654	0	4,508 ⁹⁹	5,566	78% ¹⁰⁰

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table I.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	171	4.3%	25	6.0%	196	4.4%
Not Aboriginal and Torres Strait Islander	3,763	94.1%	372	89.6%	4,135	93.7%
Not Stated	66	1.7%	18	4.3%	84	1.9%
Total	4,000	100%	415	100%	4,415	100%

⁹⁷ This number includes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

⁹⁸ WA bilateral estimates include NDIA trial sites only. This calculation excludes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

⁹⁹ This number includes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

¹⁰⁰ WA bilateral estimates include NDIA trial sites only. This calculation excludes the 185 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	290	7.3%	31	7.5%	321	7.3%
Not CALD	3,622	90.6%	245	59.0%	3,867	87.6%
Not Stated	88	2.2%	139	33.5%	227	5.1%
Total	4,000	100%	415	100%	4,415	100%

Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	27	0.7%	1	0.2%	28	0.6%
Not YPIRAC	3,973	99.3%	414	99.8%	4,387	99.4%
Total	4,000	100%	415	100%	4,415	100%

Table I.9 Participant profile per quarter by remoteness – WA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	3,617	91.1%	360	87.0%	3,977	90.7%
Regional	341	8.6%	53	12.8%	394	9.0%
Remote / very remote	12	0.3%	1	0.2%	13	0.3%
Missing	30		1		31	
Total	4,000	100%	415	100%	4,415	100%

Table I.10 Active participants with approved plans per quarter by disability group - WA^{101,102}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	1,330	33%	147	35%	1,477	33%
Intellectual Disability	984	25%	53	13%	1,037	23%
Psychosocial disability	308	8%	57	14%	365	8%
Cerebral Palsy	217	5%	7	2%	224	5%
Developmental Delay	126	3%	23	6%	149	3%
Other Neurological	172	4%	20	5%	192	4%
Other Physical	159	4%	24	6%	183	4%
Acquired Brain Injury	121	3%	9	2%	130	3%
Hearing Impairment	73	2%	23	6%	96	2%
Visual Impairment	76	2%	6	1%	82	2%
Multiple Sclerosis	109	3%	3	1%	112	3%
Other Sensory/Speech	79	2%	1	0%	80	2%
Global Developmental Delay	135	3%	30	7%	165	4%
Stroke	55	1%	6	1%	61	1%
Spinal Cord Injury	52	1%	6	1%	58	1%
Other	4	0%	0	0%	4	0%
Total	4,000	100%	415	100%	4,415	100%

¹⁰¹ Table order based on national proportions (highest to lowest)

¹⁰² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table I.11 Active participants with approved plan per quarter by level of function – WA

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	179	5%	44	11%	223	5%
2 (High Function)	16	0%	1	0%	17	0%
3 (High Function)	236	6%	40	10%	276	6%
4 (High Function)	195	5%	22	5%	217	5%
5 (High Function)	562	14%	35	8%	597	14%
6 (Moderate Function)	546	14%	94	23%	640	15%
7 (Moderate Function)	320	8%	38	9%	358	8%
8 (Moderate Function)	305	8%	33	8%	338	8%
9 (Moderate Function)	26	1%	0	0%	26	1%
10 (Moderate Function)	425	11%	43	10%	468	11%
11 (Low Function)	242	6%	15	4%	257	6%
12 (Low Function)	513	13%	34	8%	547	13%
13 (Low Function)	276	7%	13	3%	289	7%
14 (Low Function)	96	2%	3	1%	99	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	63		0		63	
Total	4,000	100%	415	100%	4,415	100%

Table I.12 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	447	11%	116	28%	563	13%
7 to 14	1,097	27%	88	21%	1,185	27%
15 to 18	353	9%	26	6%	379	9%
19 to 24	359	9%	15	4%	374	8%
25 to 34	426	11%	42	10%	468	11%
35 to 44	334	8%	27	7%	361	8%
45 to 54	420	11%	47	11%	467	11%
55 to 64	456	11%	48	12%	504	11%
65+	108	3%	6	1%	114	3%
Total	4,000	100%	415	100%	4,415	100%

Table I.13 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	2,599	65%	254	61%	2,853	65%
Female	1,375	34%	149	36%	1,524	35%
Indeterminate	26	1%	12	3%	38	1%
Total	4,000	100%	415	100%	4,415	100%

Table I.14 Number of questionnaires completed by SFOF version – WA¹⁰³

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	307	65	11	5	53	441
Participant school to 14	285	46	20	6	150	507
Participant 15 to 24	147	12	8	2	35	204
Participant 25 and over	510	73	37	20	166	806
Total Participant	1,249	196	76	33	404	1,958
Family 0 to 14	572	107	30	11	199	919
Family 15 to 24	41	7	5	1	27	81
Family 25 and over	23	10	17	6	48	104
Total Family	636	124	52	18	274	1,104
Total	1,885	320	128	51	678	3,062

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	59%			
CC % who say their child is able to tell them what he/she wants	74%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL % who say their child is becoming more independent		53%		
CC % of children who have a genuine say in decisions about themselves		69%		
CC % who are happy with the level of independence/control they have now			50%	
CC % who choose who supports them			32%	57%
CC % who choose what they do each day			50%	71%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			26%	33%
CC % who want more choice and control in their life			70%	59%

¹⁰³ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	58%	68%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	45%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		45%		
REL	Of these, % who are welcomed or actively included	68%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			35%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		69%		
HM	% who are happy with their home			83%	75%
HM	% who feel safe or very safe in their home			88%	76%
HW	% who rate their health as good, very good or excellent			69%	46%
HW	% who did not have any difficulties accessing health services			71%	77%
LL	% who currently attend or previously attended school in a mainstream class			42%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				70%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			18%	25%
WK	% who volunteer			17%	12%

Table I.18 Selected key indicators for families/carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	16%	7%	17%
% receiving Carer Allowance	41%	29%	20%
% working in a paid job	45%	58%	40%
Of those in a paid job, % in permanent employment	76%	74%	85%
Of those in a paid job, % working 15 hours or more	77%	71%	90%
% who say they (and their partner) are able to work as much as they want	44%	57%	64%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	85%	78%	81%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	4%	19%
% able to advocate for their child/family member	82%	72%	82%
% who have friends and family they see as often as they like	53%	62%	63%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		30%	
% who feel in control selecting services		37%	49%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	76%	63%	77%

Table I.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=91) – WA

Question	% Yes
DL Has the NDIS improved your child's development?	91%
DL Has the NDIS improved your child's access to specialist services?	91%
CC Has the NDIS helped increase your child's ability to communicate what they want?	74%
REL Has the NDIS improved how your child fits into family life?	70%
S/CP Has the NDIS improved how your child fits into community life?	54%

Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=216) – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	65%
LL	Has the NDIS improved your child's access to education?	45%
REL	Has the NDIS improved your child's relationships with family and friends?	53%
S/CP	Has the NDIS improved your child's social and recreational life?	57%

Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=111) and ‘Participant 25 and over’ (n=434) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	73%	75%
DL	Has the NDIS helped you with daily living activities?	71%	80%
REL	Has the NDIS helped you to meet more people?	55%	57%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	25%	32%
HW	Has your involvement with the NDIS improved your health and wellbeing?	55%	52%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	35%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	31%	24%
S/CP	Has the NDIS helped you be more involved?	67%	68%

Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=461); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=38) – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	53%
Has the NDIS improved the level of support for your family?	72%	57%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	77%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	76%	
Has the NDIS improved your health and wellbeing?	50%	44%

Part Two: Participant experience

Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (WA)¹⁰⁴

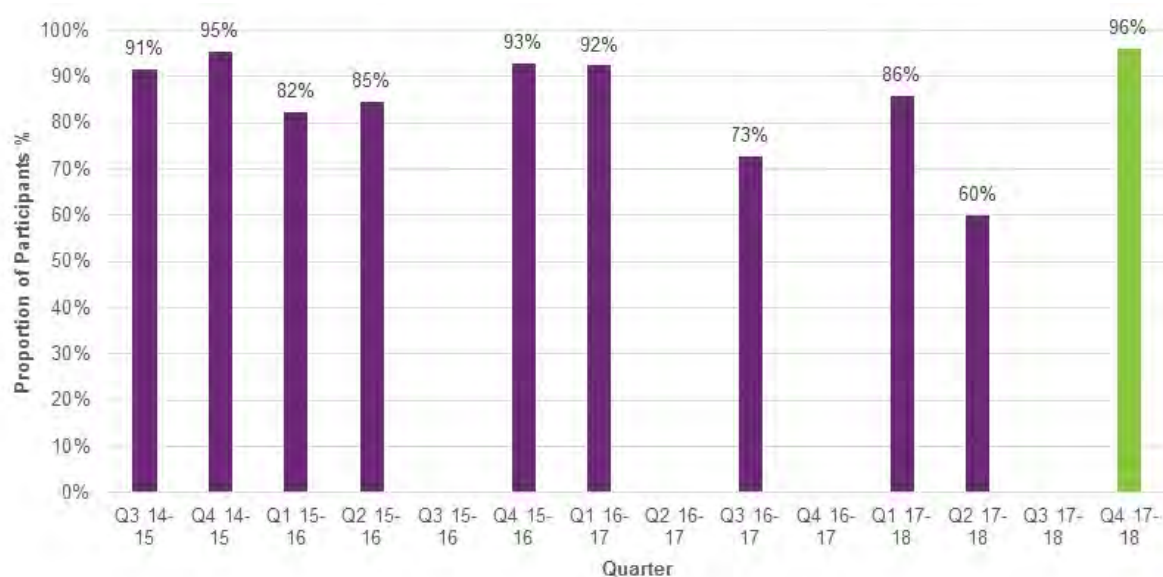


Table I.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – WA

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	1%	3%
I had enough time to tell my story and say what support I need	99%	0%	1%
The planner knows what I can do well	89%	7%	4%
The planner had some good ideas for my plan	88%	7%	5%
I know what is in my plan	84%	10%	7%
The planner helped me think about my future	81%	12%	7%
I think my plan will make my life better	89%	10%	1%
The planning meeting went well	96%	3%	1%

Table I.24 Plan reviews conducted per quarter – WA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	5,074	1,261	6,335
Early intervention plans	775	214	989
Permanent disability plans	4,299	1,047	5,346

Table I.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	4,271	1,199	5,470
Trial participants	3,400	835	4,235
Transition participants	871	364	1,235

¹⁰⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

Table I.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	803	62	865
<i>Trial participants</i>	638	39	677
<i>Transition participants</i>	165	23	188

Table I.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA¹⁰⁵

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	13.3%	5.8%	12.2%

Table I.28 AAT cases by category – WA

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	9	35%	0	0%	9	31%
Plan	11	42%	3	100%	14	48%
Plan Review	6	23%	0	0%	6	21%
Other	0	0%	0	0%	0	0%
Total	26	100%	3	100%	29	100%
% of all access decisions¹⁰⁶	0.25%		0.15%		0.24%	

Table I.29 AAT cases by open/closed and decision – WA

	N
AAT Cases	29
Open AAT Cases	14
Closed AAT Cases	15
<i>Resolved before hearing</i>	15
<i>Gone to hearing and received a substantive decision</i>	0

Table I.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	11%	11%	11%
Self-managed partly	19%	20%	20%
Plan managed	7%	5%	6%
Agency managed	63%	63%	63%
Total	100%	100%	100%

¹⁰⁵ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁰⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table I.31 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	73%	66%	70%

Table I.32 Duration to plan activation by quarter of initial plan approval for active participants – WA

Plan activation	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Less than 30 days	898	61%	35	46%
30 to 59 days	171	12%	17	22%
60 to 89 days	97	7%	8	11%
Activated within 90 days	1,166	79%	60	79%
90 to 119 days	65	4%	5	7%
120 days and over	110	7%	4	5%
Activated between 90 and 180 days	175	12%	9	12%
No payments	131	9%	7	9%
Total plans approved	1,472	100%	76	100%

Table I.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – WA

Plan utilisation ¹⁰⁷	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	40%	74%	41%
50% to 75%	27%	18%	27%
> 75%	33%	8%	33%
Total	100%	100%	100%

Table I.34 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2017-18 Q4	Total
Daily Activities	8%	7%	8%
Health & Wellbeing	45%	49%	46%
Lifelong Learning	22%	22%	22%
Other	21%	20%	21%
Non-categorised	34%	24%	30%
Any mainstream service	95%	90%	93%

Part Three: Providers and the growing market

Table I.35 Key provider indicators by quarter - WA

Provider indicators	Prior Quarters	2017-18 Q4	Total
a) Registrations by profile			
<i>Individual/ sole trader</i>	205	6	207
<i>Company/ organisation</i>	807	38	841
<i>Total</i>	1,012	44	1,048
b) Registration revoked	8		

¹⁰⁷ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.36 Number of approved providers by registration group - WA¹⁰⁸

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	95	7	102	7%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	74	18	92	24%
Assistance with travel/transport arrangements	161	14	175	9%
Daily Personal Activities	89	22	111	25%
Group and Centre Based Activities	71	19	90	27%
High Intensity Daily Personal Activities	85	19	104	22%
Household tasks	166	16	182	10%
Interpreting and translation	52	0	52	0%
Participation in community, social and civic activities	109	25	134	23%
Assistive Technology				
Assistive equipment for recreation	164	4	168	2%
Assistive products for household tasks	130	1	131	1%
Assistance products for personal care and safety	309	1	310	0%
Communication and information equipment	119	4	123	3%
Customised Prosthetics	85	0	85	0%
Hearing Equipment	49	0	49	0%
Hearing Services	7	0	7	0%
Personal Mobility Equipment	231	2	233	1%
Specialised Hearing Services	16	0	16	0%
Vision Equipment	50	-1	49	-2%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	94	22	116	23%
Behaviour Support	93	5	98	5%
Community nursing care for high needs	68	1	69	1%
Development of daily living and life skills	98	17	115	17%
Early Intervention supports for early childhood	98	16	114	16%
Exercise Physiology and Physical Wellbeing activities	80	5	85	6%
Innovative Community Participation	105	12	117	11%
Specialised Driving Training	54	1	55	2%
Therapeutic Supports	231	17	248	7%
Capital services				
Home modification design and construction	122	3	125	2%
Specialised Disability Accommodation	22	1	23	5%
Vehicle Modifications	33	0	33	0%
Choice and control support services				
Management of funding for supports in participants plan	39	8	47	21%
Support Coordination	62	9	71	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	59	6	65	10%
Specialised Supported Employment	22	1	23	5%
Total approved providers	1,004	44	1,048	4%

¹⁰⁸ The 8 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table I.37 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.59	1.71
b) Number of providers delivering new supports	90	79
c) Change in the number of active/inactive providers:		
Active (%)	24%	25%
Not yet active (%)	71%	70%
Inactive (%)	5%	6%
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	84%	81%
Therapeutic Supports (%)	92%	93%
Participate Community (%)	75%	79%
Early Childhood Supports (%)	93%	89%
Assist Personal Activities (%)	80%	81%

Table I.38 Cumulative number of providers that have been active by registration group – WA¹⁰⁹

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	9	1	10	11%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	42	0	42	0%
Assistance with travel/transport arrangements	49	1	50	2%
Daily Personal Activities	57	2	59	4%
Group and Centre Based Activities	30	4	34	13%
High Intensity Daily Personal Activities	54	4	58	7%
Household tasks	39	3	42	8%
Interpreting and translation	5	0	5	0%
Participation in community, social and civic activities	69	6	75	9%
Assistive Technology				
Assistive equipment for recreation	11	2	13	18%
Assistive products for household tasks	4	0	4	0%
Assistance products for personal care and safety	76	8	84	11%
Communication and information equipment	8	3	11	38%
Customised Prosthetics	26	2	28	8%
Hearing Equipment	2	1	3	50%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	42	4	46	10%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	0	8	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	57	2	59	4%
Behaviour Support	32	1	33	3%
Community nursing care for high needs	9	0	9	0%
Development of daily living and life skills	53	2	55	4%
Early Intervention supports for early childhood	42	2	44	5%
Exercise Physiology and Physical Wellbeing activities	10	0	10	0%
Innovative Community Participation	1	1	2	100%
Specialised Driving Training	9	0	9	0%
Therapeutic Supports	107	12	119	11%
Capital services				
Home modification design and construction	20	1	21	5%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	3	0	3	0%
Choice and control support services				
Management of funding for supports in participants plan	14	3	17	21%
Support Coordination	23	1	24	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	26	1	27	4%
Specialised Supported Employment	9	0	9	0%
Total approved active providers	291	28	319	10%

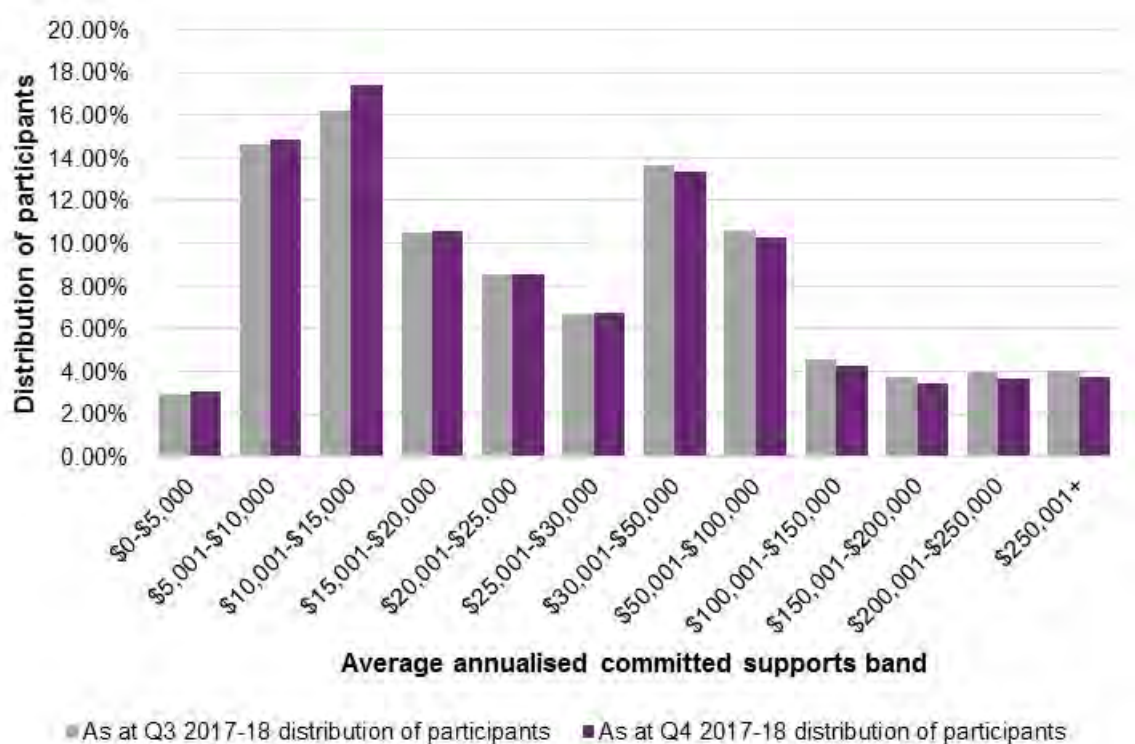
¹⁰⁹ Previously, providers were counted as active in a registration group if they were approved in the registration group in WA and active in any group. This has been refined in this report to only count those providers which are active in WA in the registration group considered. In WA, the number of active providers is relatively low due to a high proportion (29%) of providers that are approved nationally but not specifically in WA.

Part Five: Financial sustainability

Table I.39 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ¹¹⁰	Total
Total Committed	-	18.9	69.6	168.1	212.1	128.3	596.9

Figure I.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (WA)



¹¹⁰ Note: The \$128 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure I.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (WA)

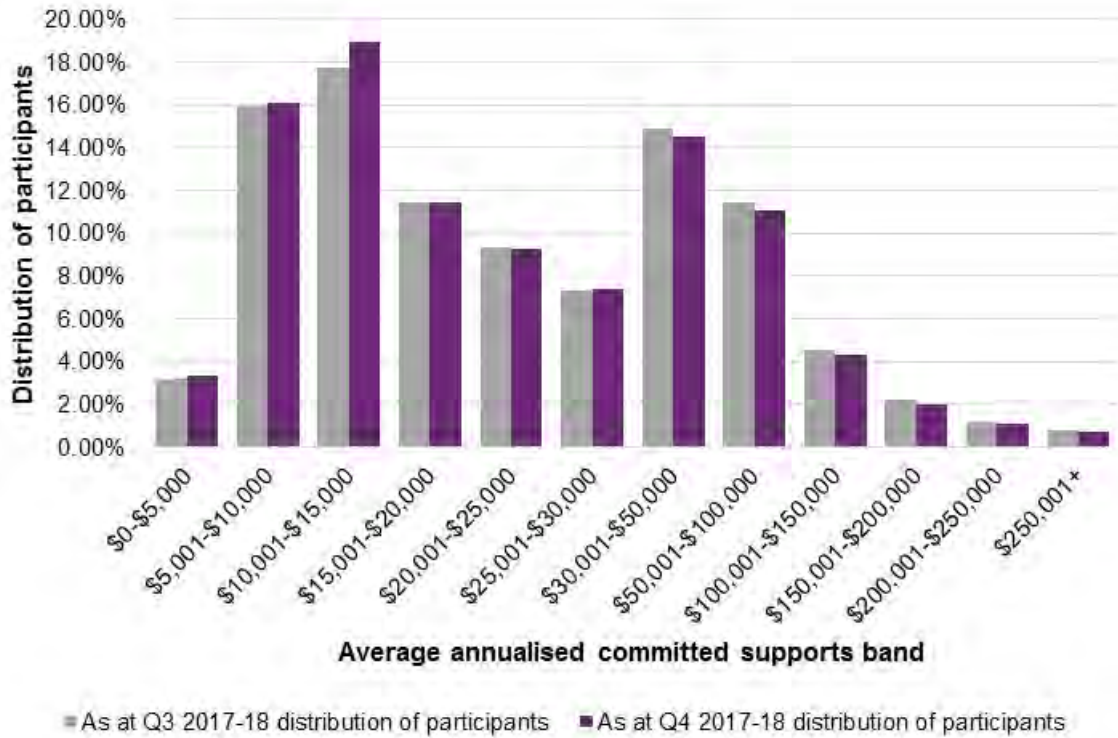


Figure I.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (WA)

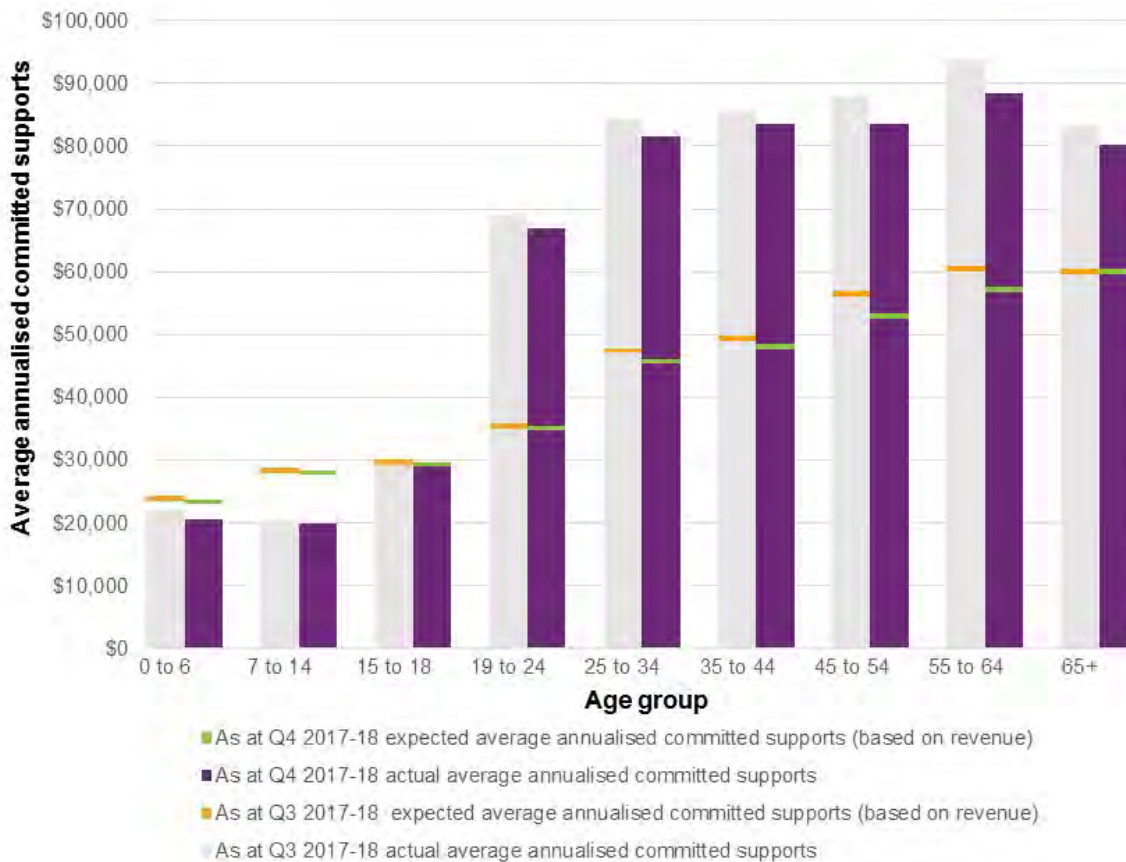
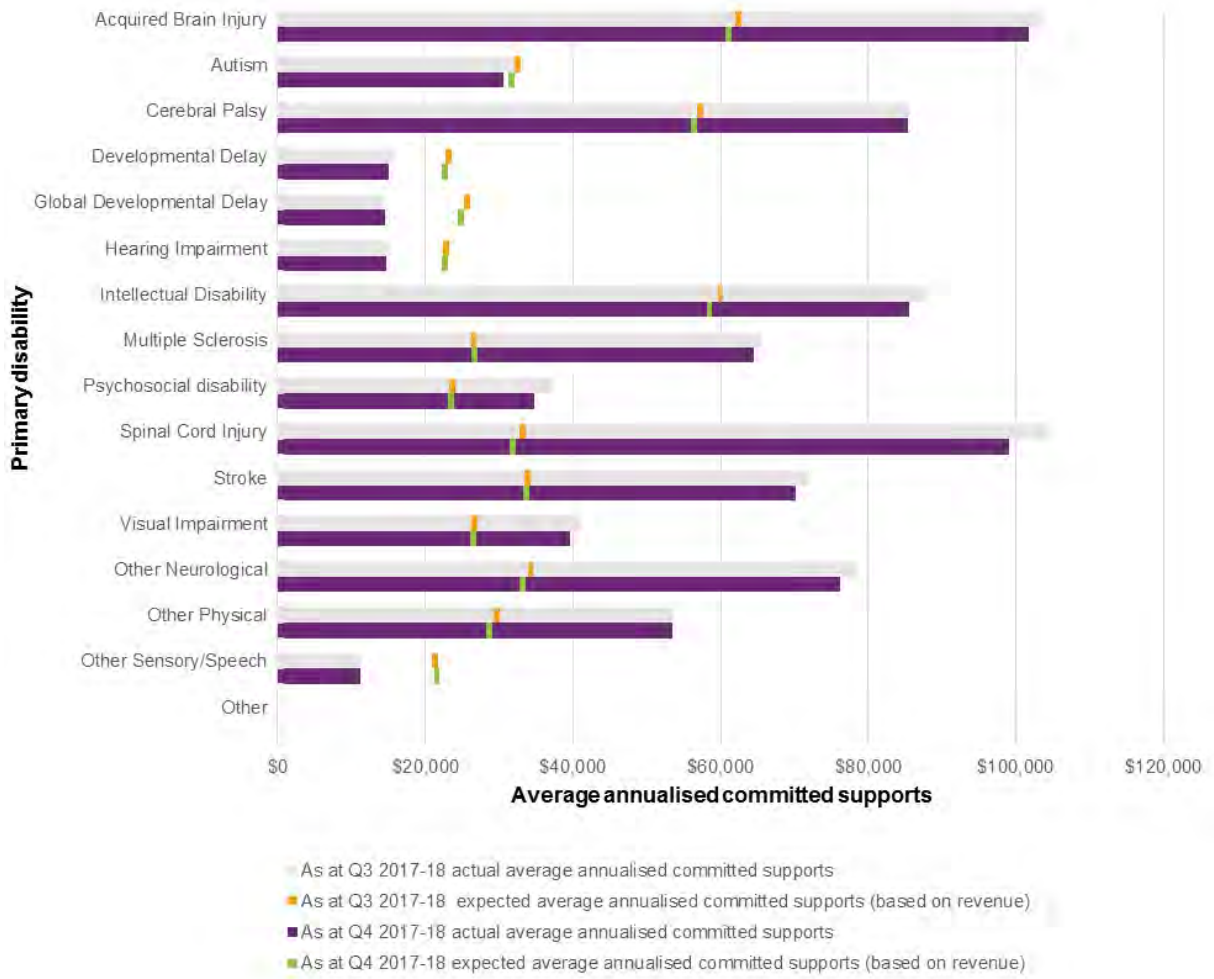


Figure I.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹¹¹ (WA)



¹¹¹ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure I.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹¹² (WA)

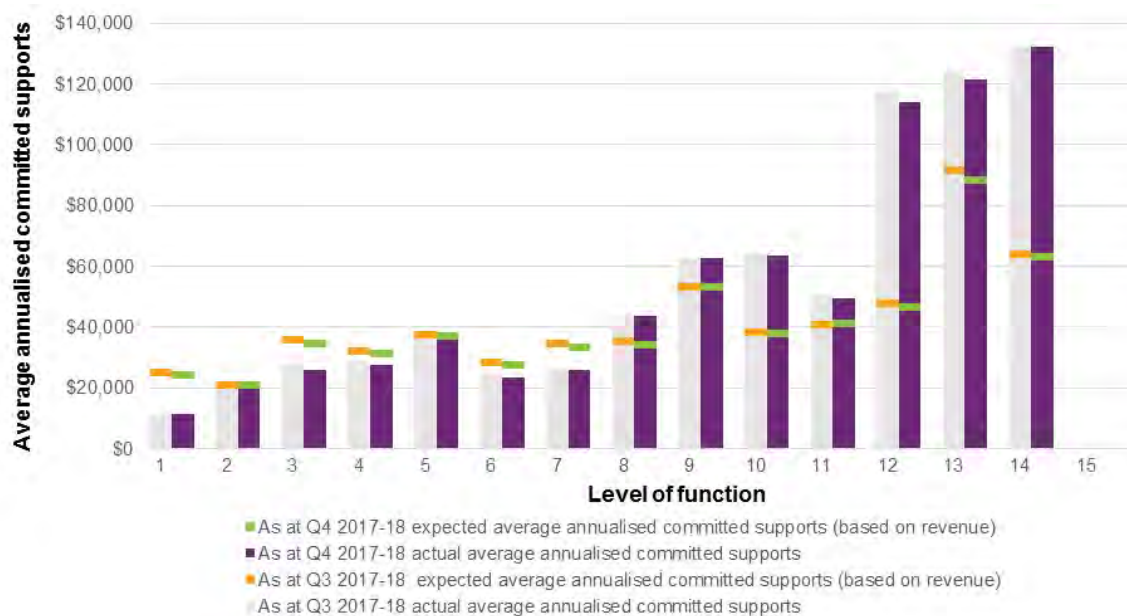


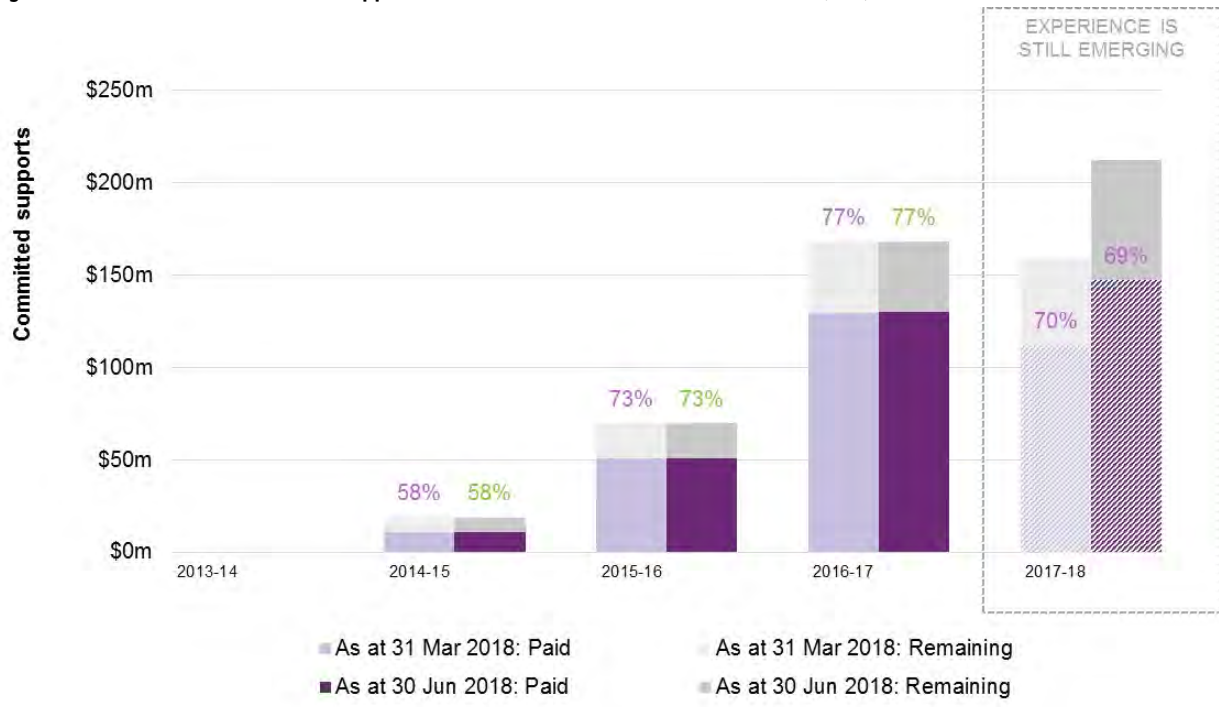
Table I.40 Payments by financial year, compared to committed supports (\$m) – WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	18.9	69.6	168.1	212.1	128.3	596.9
Total Paid	-	10.9	51.1	129.9	147.3	0.0	339.2
% utilised to date	-	58%	73%	77%	69%	-	72% ¹¹³

¹¹² Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹¹³ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure I.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (WA)



Appendix J:

South Australia

Part One: Participants and outcomes

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	16,223	2,237	18,460	18,565	25,957

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	24,843	5,476	30,319
Access Met	22,952	3,354	26,306
State	11,096	1,149	12,245
Commonwealth	1,723	230	1,953
New	10,133	1,975	12,108
Total Participant Plans	16,402	2,342	18,565
State	6,422	1,355	7,777
Commonwealth	989	283	1,272
New	8,812	599	9,411
ECEI ¹¹⁴	179	105	105
Total Participant Plans	16,402	2,342	18,565
EI (s25) plans	8,500	304	8,804
PD (s24) plans	7,723	1,933	9,656
ECEI ¹¹⁵	179	105	105

Table J.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – SA

Exits	
Total participant exits	709
Early Intervention participants	640
Permanent disability participants	69

¹¹⁴ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹¹⁵ Ibid.

Table J.4 Cumulative position by services previously received – SA

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,472	515	4,130		7,117	8,500	84%
End of 2016-17	3,829	541	7,261	482	12,113	12,887	94%
End of 2017-18 Q1	4,554	676	7,762	232	13,224	13,969	95%
End of 2017-18 Q2	5,598	891	8,238	349	15,076	16,406	92%
End of 2017-18 Q3	6,422	989	8,812	179	16,402	21,270	77%
End of 2017-18 Q4	7,777	1,272	9,411	105	18,565	25,957	72%

Table J.5 Cumulative position by entry into the Scheme – SA

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	5,113	2,004		7,117	8,500	84%
End of 2016-17	7,584	4,047	482	12,113	12,887	94%
End of 2017-18 Q1	7,934	5,058	232	13,224	13,969	95%
End of 2017-18 Q2	8,224	6,503	349	15,076	16,406	92%
End of 2017-18 Q3	8,500	7,723	179	16,402	21,270	77%
End of 2017-18 Q4	8,804	9,656	105	18,565	25,957	72%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table J.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	693	4.5%	80	3.6%	773	4.4%
Not Aboriginal and Torres Strait Islander	13,978	90.1%	2,054	91.9%	16,032	90.3%
Not Stated	844	5.4%	102	4.6%	946	5.3%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	961	6.2%	162	7.2%	1,123	6.3%
Not CALD	14,331	92.4%	2,074	92.8%	16,405	92.4%
Not Stated	223	1.4%	0	0.0%	223	1.3%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	26	0.2%	30	1.3%	56	0.3%
Not YPIRAC	15,489	99.8%	2,206	98.7%	17,695	99.7%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.9 Participant profile per quarter by remoteness – SA

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	11,599	75.2%	1,689	75.9%	13,288	75.3%
Regional	3,485	22.6%	491	22.1%	3,976	22.5%
Remote / very remote	340	2.2%	45	2.0%	385	2.2%
Missing	91		11		102	
Total	15,515	100%	2,236	100%	17,751	100%

Table J.10 Active participants with approved plans per quarter by disability group - SA^{116,117}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	7,082	46%	441	20%	7,523	42%
Intellectual Disability	3,143	20%	648	29%	3,791	21%
Psychosocial disability	123	1%	104	5%	227	1%
Cerebral Palsy	582	4%	107	5%	689	4%
Developmental Delay	1,013	7%	122	5%	1,135	6%
Other Neurological	442	3%	128	6%	570	3%
Other Physical	474	3%	160	7%	634	4%
Acquired Brain Injury	314	2%	179	8%	493	3%
Hearing Impairment	423	3%	48	2%	471	3%
Visual Impairment	263	2%	59	3%	322	2%
Multiple Sclerosis	141	1%	85	4%	226	1%
Other Sensory/Speech	847	5%	12	1%	859	5%
Global Developmental Delay	491	3%	56	3%	547	3%
Stroke	67	0%	48	2%	115	1%
Spinal Cord Injury	75	0%	35	2%	110	1%
Other	35	0%	4	0%	39	0%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.11 Active participants with approved plan per quarter by level of function – SA

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	773	5%	116	5%	889	5%
2 (High Function)	1	0%	2	0%	3	0%
3 (High Function)	794	5%	183	8%	977	6%
4 (High Function)	1,257	8%	77	3%	1,334	8%
5 (High Function)	3,372	22%	92	4%	3,464	20%
6 (Moderate Function)	2,964	19%	476	21%	3,440	20%
7 (Moderate Function)	1,554	10%	72	3%	1,626	9%
8 (Moderate Function)	568	4%	283	13%	851	5%
9 (Moderate Function)	30	0%	16	1%	46	0%
10 (Moderate Function)	752	5%	359	16%	1,111	6%
11 (Low Function)	1,087	7%	26	1%	1,113	6%
12 (Low Function)	889	6%	398	18%	1,287	7%
13 (Low Function)	1,111	7%	84	4%	1,195	7%
14 (Low Function)	189	1%	51	2%	240	1%
15 (Low Function)	0	0%	1	0%	1	0%
Missing	174		0		174	
Total	15,515	100%	2,236	100%	17,751	100%

¹¹⁶ Table order based on national proportions (highest to lowest)

¹¹⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table J.12 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	2,953	19%	336	15%	3,289	19%
7 to 14	7,621	49%	143	6%	7,764	44%
15 to 18	1,896	12%	35	2%	1,931	11%
19 to 24	653	4%	273	12%	926	5%
25 to 34	553	4%	300	13%	853	5%
35 to 44	420	3%	319	14%	739	4%
45 to 54	618	4%	372	17%	990	6%
55 to 64	716	5%	423	19%	1,139	6%
65+	85	1%	35	2%	120	1%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.13 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	10,361	67%	1,305	58%	11,666	66%
Female	4,712	30%	856	38%	5,568	31%
Indeterminate	442	3%	75	3%	517	3%
Total	15,515	100%	2,236	100%	17,751	100%

Table J.14 Number of questionnaires completed by SFOF version – SA¹¹⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	1,508	299	158	172	228	2,365
Participant school to 14	2,114	267	274	303	252	3,210
Participant 15 to 24	529	259	319	211	334	1,652
Participant 25 and over	29	523	973	802	1,417	3,744
Total Participant	4,180	1,348	1,724	1,488	2,231	10,971
Family 0 to 14	3,472	515	427	471	449	5,334
Family 15 to 24	482	131	242	168	238	1,261
Family 25 and over	1	52	370	278	600	1,301
Total Family	3,955	698	1,039	917	1,287	7,896
Total	8,135	2,046	2,763	2,405	3,518	18,867

¹¹⁸ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.

Table J.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	55%			
CC % who say their child is able to tell them what he/she wants	78%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL % who say their child is becoming more independent		54%		
CC % of children who have a genuine say in decisions about themselves		78%		
CC % who are happy with the level of independence/control they have now			45%	
CC % who choose who supports them			37%	63%
CC % who choose what they do each day			47%	71%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	27%
CC % who want more choice and control in their life			77%	74%

Table J.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	63%	69%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	61%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL Of these, % who are welcomed or actively included	64%	79%		
REL % of children who spend time with friends without an adult present		19%		
REL % with no friends other than family or paid staff			29%	25%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			35%	41%

Table J.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		72%		
HM	% who are happy with their home			85%	81%
HM	% who feel safe or very safe in their home			88%	80%
HW	% who rate their health as good, very good or excellent			72%	53%
HW	% who did not have any difficulties accessing health services			76%	76%
LL	% who currently attend or previously attended school in a mainstream class			31%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			21%	31%
WK	% who volunteer			12%	13%

Table J.18 Selected key indicators for families/carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	31%	29%
% receiving Carer Allowance	48%	54%	43%
% working in a paid job	47%	45%	31%
Of those in a paid job, % in permanent employment	74%	68%	71%
Of those in a paid job, % working 15 hours or more	79%	84%	81%
% who say they (and their partner) are able to work as much as they want	47%	52%	67%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	86%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	35%	31%	21%
% able to advocate for their child/family member	78%	77%	76%
% who have friends and family they see as often as they like	52%	52%	56%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		48%	
% who feel in control selecting services		44%	51%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	73%	62%	60%

Table J.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=608)– SA

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	94%
CC Has the NDIS helped increase your child's ability to communicate what they want?	87%
REL Has the NDIS improved how your child fits into family life?	81%
S/CP Has the NDIS improved how your child fits into community life?	69%

Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=1,154) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	60%
LL	Has the NDIS improved your child's access to education?	43%
REL	Has the NDIS improved your child's relationships with family and friends?	51%
S/CP	Has the NDIS improved your child's social and recreational life?	47%

Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=377) and ‘Participant 25 and over’ (n=5) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	61%	Numbers are too small
DL	Has the NDIS helped you with daily living activities?	57%	Numbers are too small
REL	Has the NDIS helped you to meet more people?	47%	Numbers are too small
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	Numbers are too small
HW	Has your involvement with the NDIS improved your health and wellbeing?	46%	Numbers are too small
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	Numbers are too small
WK	Has your involvement with the NDIS helped you find a job that's right for you?	17%	Numbers are too small
S/CP	Has the NDIS helped you be more involved?	49%	Numbers are too small

Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,947); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=291) – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	62%	48%
Has the NDIS improved the level of support for your family?	74%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	73%	61%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	
Has the NDIS improved your health and wellbeing?	50%	40%

Part Two: Participant experience

Figure J.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (SA)¹¹⁹

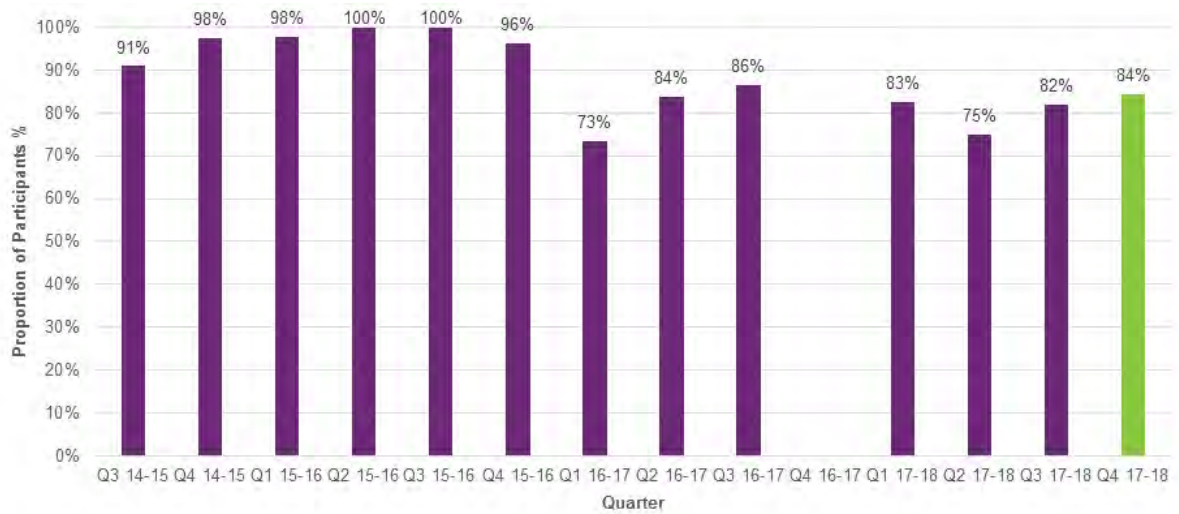


Table J.23 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – SA

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	0%	7%
I had enough time to tell my story and say what support I need	93%	2%	4%
The planner knows what I can do well	78%	16%	7%
The planner had some good ideas for my plan	87%	2%	11%
I know what is in my plan	76%	18%	7%
The planner helped me think about my future	73%	13%	13%
I think my plan will make my life better	73%	18%	9%
The planning meeting went well	89%	2%	9%

Table J.24 Plan reviews conducted per quarter – SA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	15,888	3,551	19,439
Early intervention plans	10,310	2,289	12,599
Permanent disability plans	5,578	1,262	6,840

¹¹⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.25 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	13,577	3,239	16,816
<i>Trial participants</i>	9,338	2,298	11,636
<i>Transition participants</i>	4,239	941	5,180

Table J.26 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	2,311	312	2,623
<i>Trial participants</i>	1,376	63	1,439
<i>Transition participants</i>	935	249	1,184

Table J.27 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA¹²⁰

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	11.5%	7.2%	10.8%

Table J.28 AAT cases by category – SA

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	10	14%	5	25%	15	16%
Plan	43	61%	11	55%	54	59%
Plan Review	13	18%	1	5%	14	15%
Other	5	7%	3	15%	8	9%
Total	71	100%	20	100%	91	100%
% of all access decisions¹²¹	0.18%		0.29%		0.20%	

¹²⁰ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹²¹ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.29 AAT cases by open/closed and decision – SA

	N
AAT Cases	91
Open AAT Cases	36
Closed AAT Cases	55
<i>Resolved before hearing</i>	53
<i>Gone to hearing and received a substantive decision</i>	2*

*Of the 2 cases which went to hearing and received a substantive decision: 1 affirmed the Agency’s decision, 1 varied the Agency’s decision, 0 overturned the Agency’s decision and 0 set aside the Agency’s decision.

Table J.30 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	12%	11%	11%
Self-managed partly	11%	11%	11%
Plan managed	13%	24%	16%
Agency managed	64%	54%	61%
Total	100%	100%	100%

Table J.31 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	40%	42%	40%

Table J.32 Duration to plan activation by quarter of initial plan approval for active participants – SA

	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	2,492	44%	940	54%
30 to 59 days	788	14%	249	14%
60 to 89 days	462	8%	105	6%
Activated within 90 days	3,742	66%	1,294	75%
90 to 119 days	265	5%	58	3%
120 days and over	697	12%	83	5%
Activated between 90 and 180 days	962	17%	141	8%
No payments	936	17%	299	17%
Total plans approved	5,640	100%	1,734	100%

Table J.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – SA

Plan utilisation ¹²²	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	48%	67%	49%
50% to 75%	26%	20%	25%
> 75%	26%	13%	25%
Total	100%	100%	100%

¹²² This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.34 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2017-18 Q4	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	34%	35%	35%
Lifelong Learning	32%	19%	28%
Other	9%	10%	9%
Non-categorised	30%	34%	31%
Any mainstream service	90%	89%	90%

Part Three: Providers and the growing market

Table J.35 Key provider indicators by quarter - SA

	Prior Quarters	2017-18 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	586	94	667
<i>Company/ organisation</i>	1,109	199	1,293
<i>Total</i>	1,695	293	1,960
b) Registration revoked	28		

Table J.36 Number of approved providers by registration group - SA¹²³

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	109	6	115	6%
Assistance Animals	6	0	6	0%
Assistance with daily life tasks in a group or shared living arrangement	94	21	115	22%
Assistance with travel/transport arrangements	209	12	221	6%
Daily Personal Activities	128	23	151	18%
Group and Centre Based Activities	127	20	147	16%
High Intensity Daily Personal Activities	124	17	141	14%
Household tasks	276	70	346	25%
Interpreting and translation	65	12	77	18%
Participation in community, social and civic activities	162	24	186	15%
Assistive Technology				
Assistive equipment for recreation	217	42	259	19%
Assistive products for household tasks	178	55	233	31%
Assistance products for personal care and safety	377	80	457	21%
Communication and information equipment	167	32	199	19%
Customised Prosthetics	110	8	118	7%
Hearing Equipment	68	13	81	19%
Hearing Services	9	-1	8	-11%
Personal Mobility Equipment	296	41	337	14%
Specialised Hearing Services	19	0	19	0%
Vision Equipment	57	13	70	23%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	143	19	162	13%
Behaviour Support	229	41	270	18%
Community nursing care for high needs	103	22	125	21%
Development of daily living and life skills	163	27	190	17%
Early Intervention supports for early childhood	422	38	460	9%
Exercise Physiology and Physical Wellbeing activities	97	4	101	4%
Innovative Community Participation	200	71	271	36%
Specialised Driving Training	30	0	30	0%
Therapeutic Supports	606	74	680	12%
Capital services				
Home modification design and construction	147	39	186	27%
Specialised Disability Accommodation	66	30	96	45%
Vehicle Modifications	35	8	43	23%
Choice and control support services				
Management of funding for supports in participants plan	63	17	80	27%
Support Coordination	157	35	192	22%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	73	4	77	5%
Specialised Supported Employment	15	0	15	0%
Total approved providers	1,667	293	1,960	18%

¹²³ The 28 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table J.37 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.19	1.25
b) Number of providers delivering new supports	212	294
c) Change in the number of active/inactive providers:		
Active (%)	34%	34%
Not yet active (%)	60%	61%
Inactive (%)	6%	6%
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	88%	84%
Therapeutic Supports (%)	93%	94%
Participate Community (%)	82%	78%
Early Childhood Supports (%)	86%	87%
Assist Personal Activities (%)	85%	84%

Table J.38 Cumulative number of providers that have been active by registration group – SA¹²⁴

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	11	2	13	18%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	30	5	35	17%
Assistance with travel/transport arrangements	59	8	67	14%
Daily Personal Activities	84	14	98	17%
Group and Centre Based Activities	48	14	62	29%
High Intensity Daily Personal Activities	73	11	84	15%
Household tasks	66	22	88	33%
Interpreting and translation	6	1	7	17%
Participation in community, social and civic activities	91	15	106	16%
Assistive Technology				
Assistive equipment for recreation	18	1	19	6%
Assistive products for household tasks	6	3	9	50%
Assistance products for personal care and safety	77	26	103	34%
Communication and information equipment	21	4	25	19%
Customised Prosthetics	31	3	34	10%
Hearing Equipment	19	1	20	5%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	27	11	38	41%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	7	0	7	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	89	11	100	12%
Behaviour Support	55	9	64	16%
Community nursing care for high needs	11	4	15	36%
Development of daily living and life skills	68	10	78	15%
Early Intervention supports for early childhood	302	12	314	4%
Exercise Physiology and Physical Wellbeing activities	7	4	11	57%
Innovative Community Participation	5	3	8	60%
Specialised Driving Training	2	0	2	0%
Therapeutic Supports	353	51	404	14%
Capital services				
Home modification design and construction	3	2	5	67%
Specialised Disability Accommodation	0	2	2	-
Vehicle Modifications	9	4	13	44%
Choice and control support services				
Management of funding for supports in participants plan	31	10	41	32%
Support Coordination	50	2	52	4%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	8	4	12	50%
Specialised Supported Employment	11	0	11	0%
Total approved active providers	664	109	773	16%

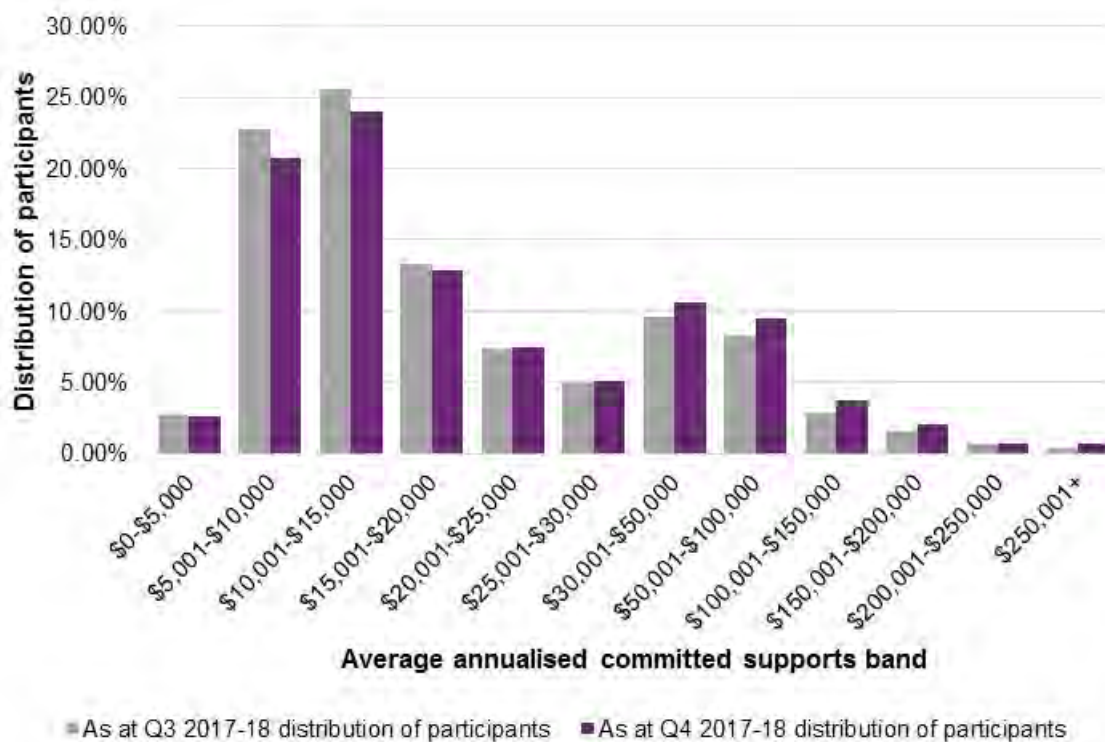
¹²⁴ Previously, providers were counted as active in a registration group if they were approved in the registration group in SA and active in any group. This has been refined in this report to only count those providers which are active in SA in the registration group considered. In SA, the number of active providers is relatively low due to a high proportion (15%) of providers that are approved nationally but not specifically in SA.

Part Five: Financial sustainability

Table J.39 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ¹²⁵	Total
Total Committed	11.0	50.7	106.3	190.5	363.1	321.0	1,042.6

Figure J.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (SA)



¹²⁵ Note: The \$321 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure J.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (SA)

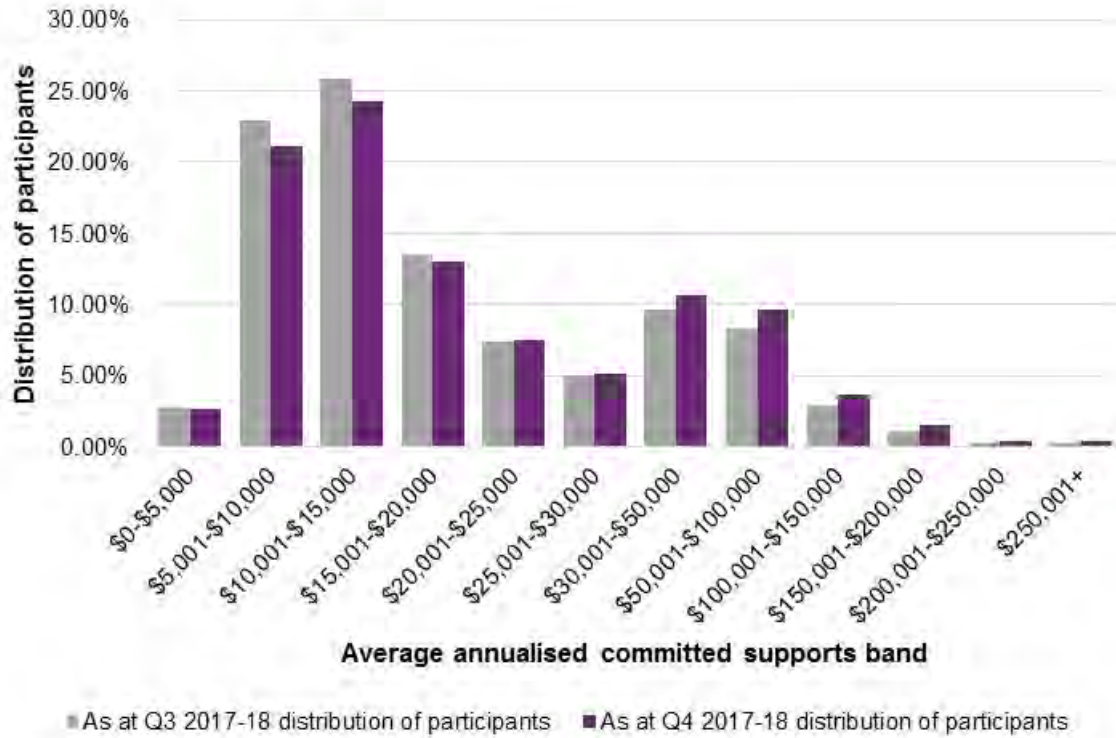


Figure J.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (SA)

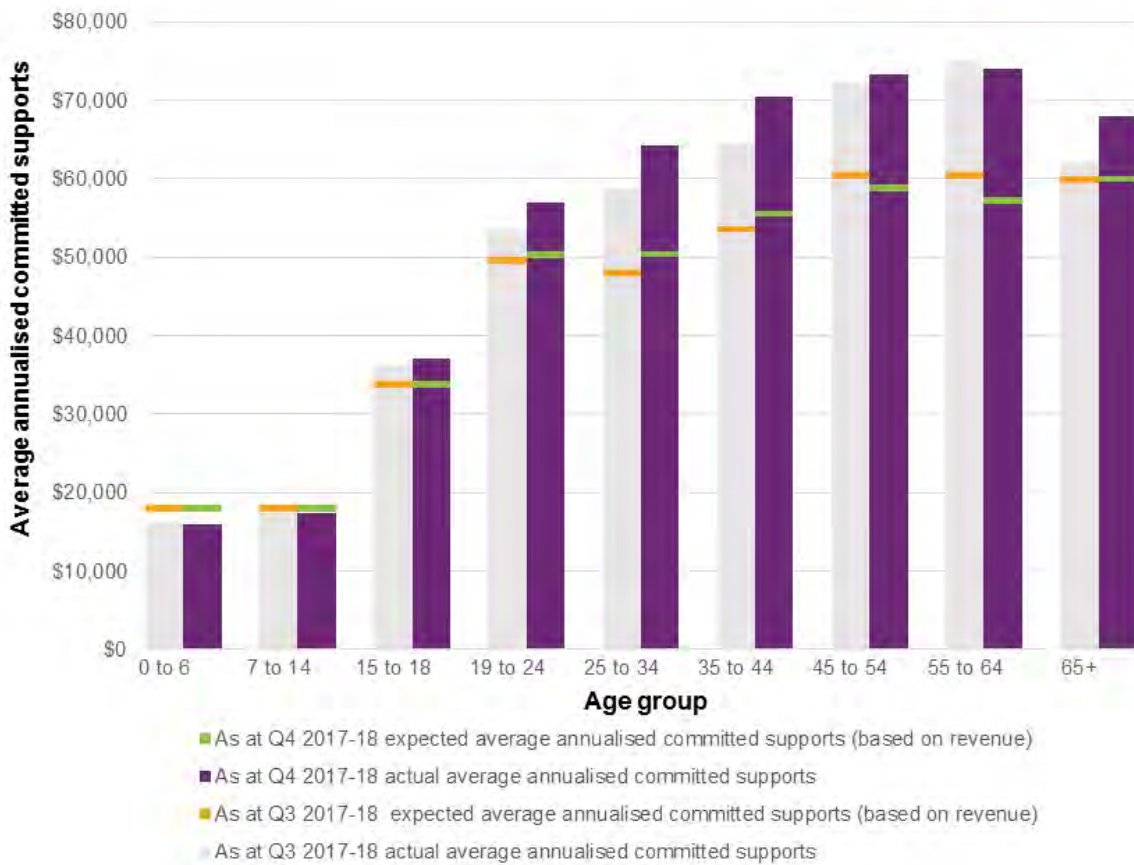


Figure J.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (SA)

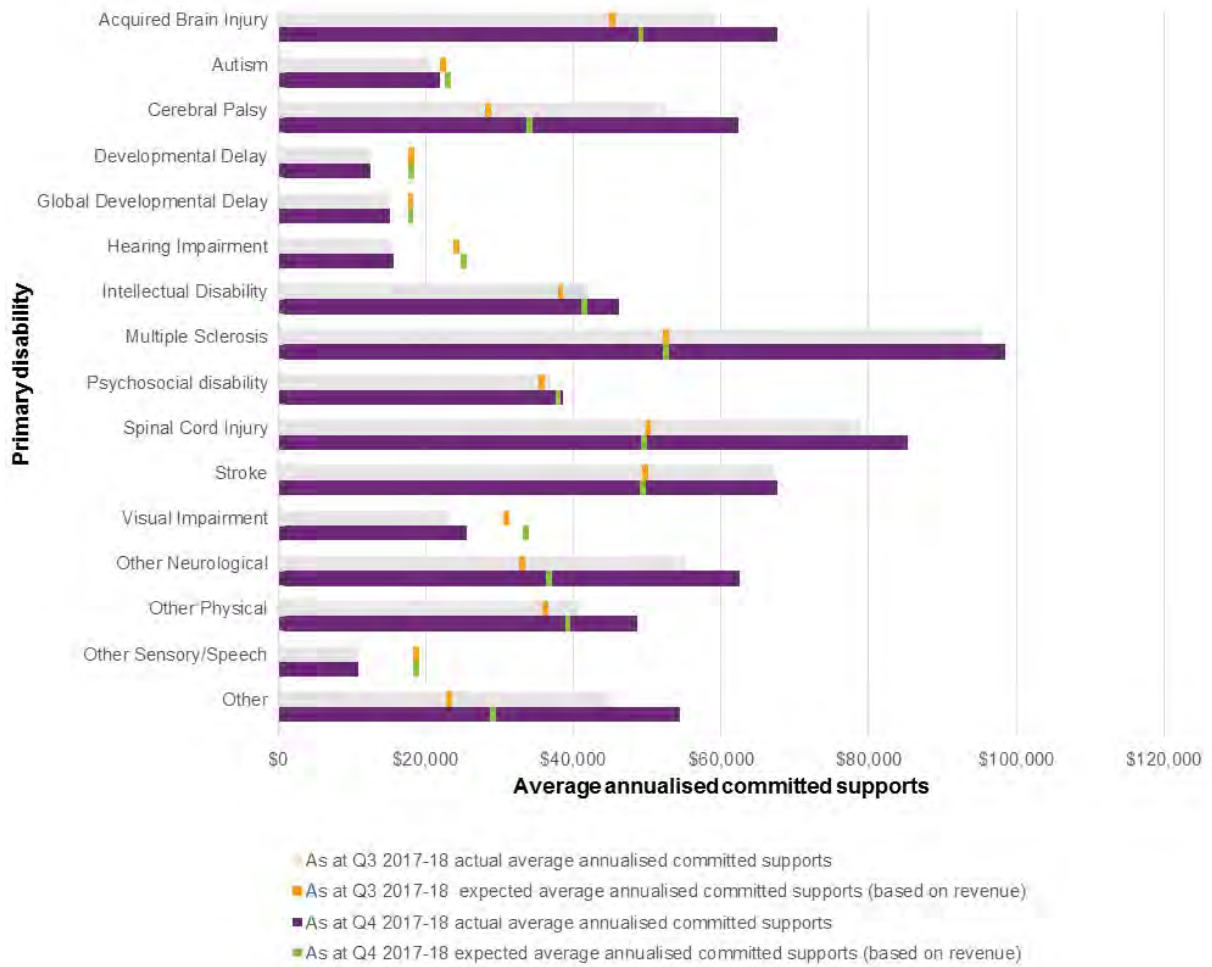


Figure J.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹²⁶ (SA)

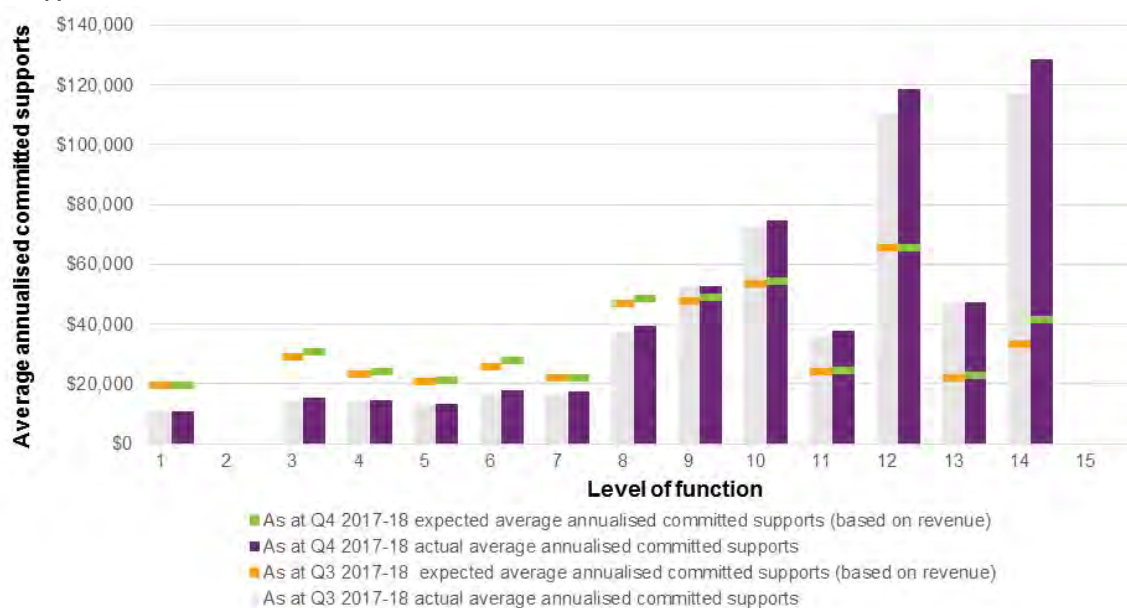


Table J.40 Payments by financial year, compared to committed supports (\$m) – SA

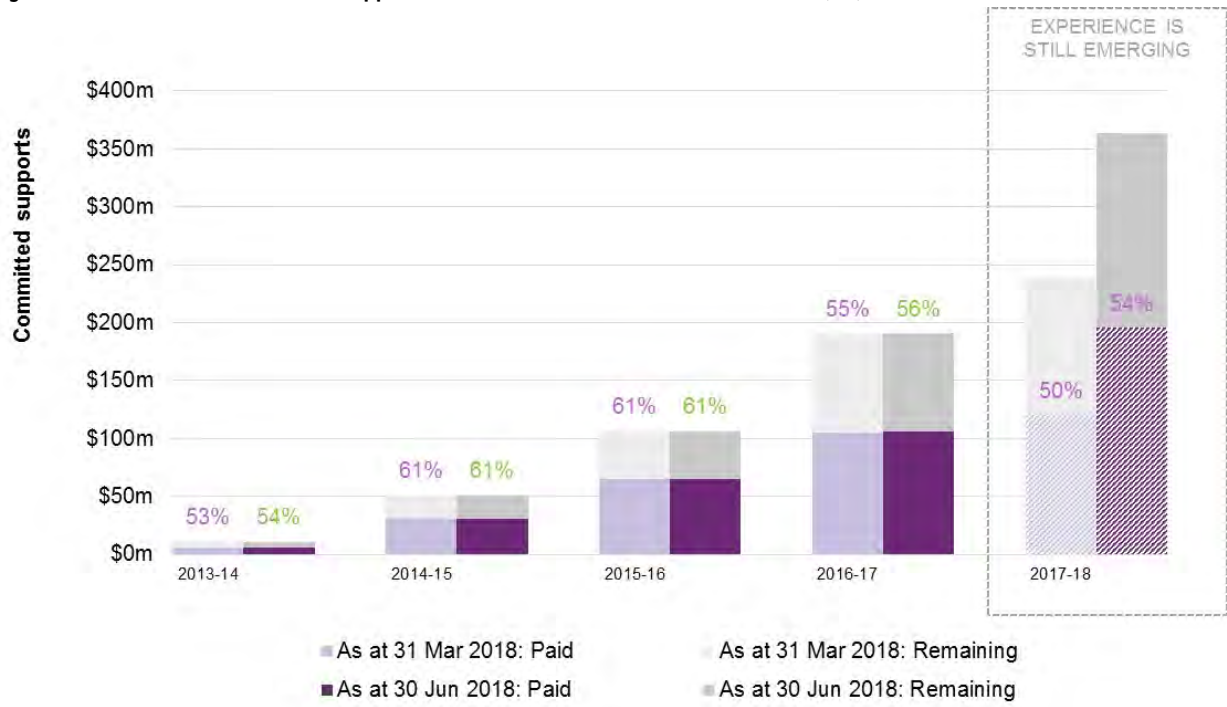
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	11.0	50.7	106.3	190.5	363.1	321.0	1,042.6
Total Paid	5.9	30.9	65.1	106.0	195.4	0.1 ¹²⁷	403.4
% utilised to date	54%	61%	61%	56%	54%	-	56% ¹²⁸

¹²⁶ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹²⁷ Note: The \$0.1m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

¹²⁸ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure J.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (SA)



Appendix K:

Tasmania

Part One: Participants and outcomes

Table K.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	3,539	340	3,879	4,416	4,874

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	4,424	591	5,015
Access Met	4,018	453	4,471
State	2,138	159	2,297
Commonwealth	380	105	485
New	1,500	189	1,689
Total Participant Plans	4,005	877	4,416
State	1,919	132	2,051
Commonwealth	268	67	335
New	1,352	141	1,493
ECEI ¹²⁹	466	537	537
Total Participant Plans	4,005	877	4,416
EI (s25) plans	440	75	515
PD (s24) plans	3,099	265	3,364
ECEI ¹³⁰	466	537	537

Table K.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – TAS

Exits	
Total participant exits	58
Early Intervention participants	6
Permanent disability participants	52

¹²⁹ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹³⁰ Ibid.

Table K.4 Cumulative position by services previously received – TAS

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	701	33	428		1,162	1,125	103%
End of 2016-17	1,231	63	935	18	2,247	2,242	100%
End of 2017-18 Q1	1,431	90	1,013	381	2,915	2,853	102%
End of 2017-18 Q2	1,669	166	1,144	540	3,519	3,464	102%
End of 2017-18 Q3	1,919	268	1,352	466	4,005	4,169	96%
End of 2017-18 Q4	2,051	335	1,493	537	4,416	4,874	91%

Table K.5 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	25	1,137		1,162	1,125	103%
End of 2016-17	190	2,039	18	2,247	2,242	100%
End of 2017-18 Q1	249	2,285	381	2,915	2,853	102%
End of 2017-18 Q2	334	2,645	540	3,519	3,464	102%
End of 2017-18 Q3	440	3,099	466	4,005	4,169	96%
End of 2017-18 Q4	515	3,364	537	4,416	4,874	91%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	272	7.8%	25	7.4%	297	7.8%
Not Aboriginal and Torres Strait Islander	3,069	88.2%	279	82.1%	3,348	87.6%
Not Stated	140	4.0%	36	10.6%	176	4.6%
Total	3,481	100%	340	100%	3,821	100%

Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	69	2.0%	9	2.6%	78	2.0%
Not CALD	3,398	97.6%	331	97.4%	3,729	97.6%
Not Stated	14	0.4%	0	0.0%	14	0.4%
Total	3,481	100%	340	100%	3,821	100%

Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	0	0.0%	4	1.2%	4	0.1%
Not YPIRAC	3,481	100.0%	336	98.8%	3,817	99.9%
Total	3,481	100%	340	100%	3,821	100%

Table K.9 Participant profile per quarter by remoteness – TAS

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	43	1.2%	0	0.0%	43	1.1%
Regional	3,385	97.9%	336	98.8%	3,721	98.0%
Remote / very remote	29	0.8%	4	1.2%	33	0.9%
Missing	24		0		24	
Total	3,481	100%	340	100%	3,821	100%

Table K.10 Active participants with approved plans per quarter by disability group – TAS^{131,132}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	1,314	38%	144	42%	1,458	38%
Intellectual Disability	1,464	42%	111	33%	1,575	41%
Psychosocial disability	79	2%	6	2%	85	2%
Cerebral Palsy	214	6%	15	4%	229	6%
Developmental Delay	22	1%	10	3%	32	1%
Other Neurological	83	2%	10	3%	93	2%
Other Physical	73	2%	10	3%	83	2%
Acquired Brain Injury	66	2%	11	3%	77	2%
Hearing Impairment	65	2%	4	1%	69	2%
Visual Impairment	42	1%	4	1%	46	1%
Multiple Sclerosis	10	0%	1	0%	11	0%
Other Sensory/Speech	11	0%	3	1%	14	0%
Global Developmental Delay	14	0%	6	2%	20	1%
Stroke	4	0%	0	0%	4	0%
Spinal Cord Injury	11	0%	4	1%	15	0%
Other	9	0%	1	0%	10	0%
Total	3,481	100%	340	100%	3,821	100%

Table K.11 Active participants with approved plan per quarter by level of function – TAS

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	56	2%	14	4%	70	2%
2 (High Function)	2	0%	0	0%	2	0%
3 (High Function)	265	8%	14	4%	279	7%
4 (High Function)	215	6%	17	5%	232	6%
5 (High Function)	340	10%	23	7%	363	10%
6 (Moderate Function)	728	21%	85	25%	813	21%
7 (Moderate Function)	436	13%	42	12%	478	13%
8 (Moderate Function)	275	8%	24	7%	299	8%
9 (Moderate Function)	3	0%	0	0%	3	0%
10 (Moderate Function)	235	7%	16	5%	251	7%
11 (Low Function)	236	7%	36	11%	272	7%
12 (Low Function)	335	10%	27	8%	362	10%
13 (Low Function)	246	7%	31	9%	277	7%
14 (Low Function)	91	3%	11	3%	102	3%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	18		0		18	
Total	3,481	100%	340	100%	3,821	100%

¹³¹ Table order based on national proportions (highest to lowest)

¹³² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	90	3%	74	22%	164	4%
7 to 14	993	29%	106	31%	1,099	29%
15 to 18	611	18%	24	7%	635	17%
19 to 24	894	26%	12	4%	906	24%
25 to 34	583	17%	47	14%	630	16%
35 to 44	96	3%	16	5%	112	3%
45 to 54	96	3%	32	9%	128	3%
55 to 64	113	3%	27	8%	140	4%
65+	5	0%	2	1%	7	0%
Total	3,481	100%	340	100%	3,821	100%

Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	2,117	61%	216	64%	2,333	61%
Female	1,216	35%	97	29%	1,313	34%
Indeterminate	148	4%	27	8%	175	5%
Total	3,481	100%	340	100%	3,821	100%

Table K.14 Number of questionnaires completed by SFOF version – TAS¹³³

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	6	11	15	28	27	87
Participant school to 14	567	170	270	302	155	1,464
Participant 15 to 24	308	25	48	55	30	466
Participant 25 and over	157	97	110	172	124	660
Total Participant	1,038	303	443	557	336	2,677
Family 0 to 14	522	171	284	330	184	1,491
Family 15 to 24	162	25	39	47	22	295
Family 25 and over	5	22	53	76	53	209
Total Family	689	218	376	453	259	1,995
Total	1,727	521	819	1,010	595	4,672

¹³³ Baseline outcomes for participants and/or their families and carers were collected for 100% of participants.

Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC % who say their child is able to tell them what he/she wants	74%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		36%		
DL % who say their child is becoming more independent		46%		
CC % of children who have a genuine say in decisions about themselves		71%		
CC % who are happy with the level of independence/control they have now			45%	
CC % who choose who supports them			46%	34%
CC % who choose what they do each day			54%	48%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			18%	44%
CC % who want more choice and control in their life			79%	76%

Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	73%	68%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	46%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		30%		
REL Of these, % who are welcomed or actively included	74%	82%		
REL % of children who spend time with friends without an adult present		13%		
REL % with no friends other than family or paid staff			31%	25%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			21%	35%

Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		77%		
HM	% who are happy with their home			77%	81%
HM	% who feel safe or very safe in their home			85%	86%
HW	% who rate their health as good, very good or excellent			73%	55%
HW	% who did not have any difficulties accessing health services			75%	79%
LL	% who currently attend or previously attended school in a mainstream class			66%	
LL	% who participate in education, training or skill development				11%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				21%
WK	% who have a paid job			9%	19%
WK	% who volunteer			11%	9%

Table K.18 Selected key indicators for families/carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	44%	33%	17%
% receiving Carer Allowance	68%	42%	26%
% working in a paid job	42%	40%	34%
Of those in a paid job, % in permanent employment	72%	69%	78%
Of those in a paid job, % working 15 hours or more	73%	80%	86%
% who say they (and their partner) are able to work as much as they want	42%	42%	70%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	92%	84%	92%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	30%	19%
% able to advocate for their child/family member	79%	77%	69%
% who have friends and family they see as often as they like	39%	52%	52%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		38%	49%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			64%
% who rate their health as good, very good or excellent	68%	63%	72%

Table K.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=0) – TAS

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

Table K.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=291) – TAS

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	40%
LL	Has the NDIS improved your child's access to education?	16%
REL	Has the NDIS improved your child's relationships with family and friends?	23%
S/CP	Has the NDIS improved your child's social and recreational life?	32%

Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=225) and ‘Participant 25 and over’ (n=115) – TAS

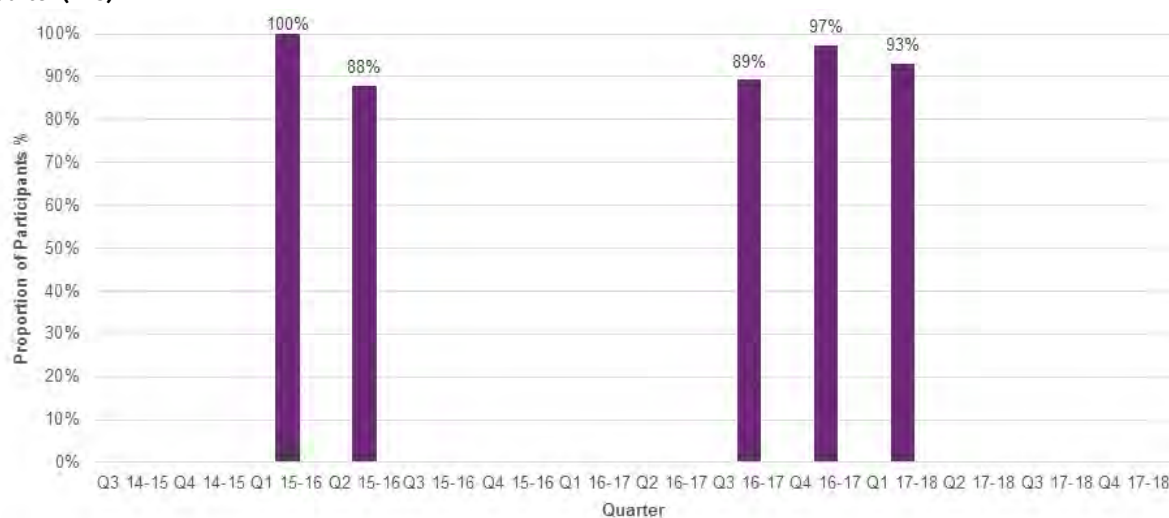
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	53%	72%
DL	Has the NDIS helped you with daily living activities?	50%	72%
REL	Has the NDIS helped you to meet more people?	45%	60%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	15%	26%
HW	Has your involvement with the NDIS improved your health and wellbeing?	29%	49%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	29%	18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	9%	17%
S/CP	Has the NDIS helped you be more involved?	43%	59%

Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=288); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=122) – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	28%	52%
Has the NDIS improved the level of support for your family?	43%	51%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	46%	60%
Has the NDIS improved your ability/capacity to help your child develop and learn?	39%	
Has the NDIS improved your health and wellbeing?	25%	30%

Part Two: Participant experience

Figure K.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (TAS)¹³⁴



There is insufficient data to present information on participant satisfaction in TAS this quarter.

Table K.23 Plan reviews conducted per quarter – TAS

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	3,436	796	4,232
<i>Early intervention plans</i>	213	92	305
<i>Permanent disability plans</i>	3,223	704	3,927

Table K.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	2,511	573	3,084
<i>Trial participants</i>	1,842	216	2,058
<i>Transition participants</i>	669	357	1,026

Table K.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	925	223	1,148
<i>Trial participants</i>	480	74	554
<i>Transition participants</i>	445	149	594

¹³⁴ Participant satisfaction results are not shown if there is insufficient data in the group.

Table K.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS¹³⁵

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	24.8%	24.0%	24.6%

Table K.27 AAT cases by category – TAS

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	2	20%	0	0%	2	11%
Plan	5	50%	5	63%	10	56%
Plan Review	3	30%	3	38%	6	33%
Other	0	0%	0	0%	0	0%
Total	10	100%	8	100%	18	100%
% of all access decisions¹³⁶	0.14%		0.68%		0.21%	

Table K.28 AAT cases by open/closed and decision – TAS

	N
AAT Cases	18
Open AAT Cases	8
Closed AAT Cases	10
<i>Resolved before hearing</i>	10
<i>Gone to hearing and received a substantive decision</i>	0

Table K.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	9%	8%	9%
Self-managed partly	9%	14%	11%
Plan managed	2%	4%	3%
Agency managed	80%	73%	78%
Total	100%	100%	100%

¹³⁵ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹³⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table K.30 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	38%	42%	39%

Table K.31 Duration to plan activation by quarter of initial plan approval for active participants – TAS

Plan activation	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Less than 30 days	510	38%	174	39%
30 to 59 days	161	12%	51	12%
60 to 89 days	94	7%	48	11%
Activated within 90 days	765	57%	273	62%
90 to 119 days	73	5%	20	5%
120 days and over	157	12%	39	9%
Activated between 90 and 180 days	230	17%	59	13%
No payments	354	26%	111	25%
Total plans approved	1,349	100%	443	100%

Table K.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – TAS

Plan utilisation ¹³⁷	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	36%	62%	39%
50% to 75%	14%	13%	14%
> 75%	49%	25%	47%
Total	100%	100%	100%

Table K.33 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2017-18 Q4	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	60%	57%	59%
Lifelong Learning	34%	29%	33%
Other	15%	14%	15%
Non-categorised	22%	24%	23%
Any mainstream service	95%	93%	94%

Part Three: Providers and the growing market

Table K.34 Key provider indicators by quarter - TAS

	Prior Quarters	2017-18 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	238	46	278
<i>Company/ organisation</i>	764	121	881
<i>Total</i>	1,002	167	1,159
b) Registration revoked	10		

¹³⁷ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table K.35 Number of approved providers by registration group - TAS¹³⁸

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	69	13	82	19%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	65	4	69	6%
Assistance with travel/transport arrangements	135	19	154	14%
Daily Personal Activities	91	2	93	2%
Group and Centre Based Activities	77	3	80	4%
High Intensity Daily Personal Activities	88	3	91	3%
Household tasks	126	23	149	18%
Interpreting and translation	36	5	41	14%
Participation in community, social and civic activities	115	5	120	4%
Assistive Technology				
Assistive equipment for recreation	159	33	192	21%
Assistive products for household tasks	117	31	148	26%
Assistance products for personal care and safety	295	59	354	20%
Communication and information equipment	124	21	145	17%
Customised Prosthetics	66	6	72	9%
Hearing Equipment	58	7	65	12%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	211	29	240	14%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	51	8	59	16%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	113	7	120	6%
Behaviour Support	66	3	69	5%
Community nursing care for high needs	39	9	48	23%
Development of daily living and life skills	98	5	103	5%
Early Intervention supports for early childhood	63	1	64	2%
Exercise Physiology and Physical Wellbeing activities	70	16	86	23%
Innovative Community Participation	85	30	115	35%
Specialised Driving Training	40	2	42	5%
Therapeutic Supports	234	23	257	10%
Capital services				
Home modification design and construction	96	15	111	16%
Specialised Disability Accommodation	41	14	55	34%
Vehicle Modifications	33	3	36	9%
Choice and control support services				
Management of funding for supports in participants plan	35	3	38	9%
Support Coordination	59	3	62	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	45	2	47	4%
Specialised Supported Employment	25	1	26	4%
Total approved providers	992	167	1,159	17%

¹³⁸ The 10 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table K.36 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.41	1.58
b) Number of providers delivering new supports	95	103
c) Change in the number of active/inactive providers:		
Active (%)	21%	20%
Not yet active (%)	73%	74%
Inactive (%)	7%	6%
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	75%	79%
Therapeutic Supports (%)	76%	78%
Participate Community (%)	77%	81%
Early Childhood Supports (%)	75%	68%
Assist Personal Activities (%)	81%	81%

Table K.37 Cumulative number of providers that have been active by registration group - TAS¹³⁹

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	8	0	8	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	39	2	41	5%
Assistance with travel/transport arrangements	46	2	48	4%
Daily Personal Activities	59	4	63	7%
Group and Centre Based Activities	39	4	43	10%
High Intensity Daily Personal Activities	55	3	58	5%
Household tasks	23	0	23	0%
Interpreting and translation	3	0	3	0%
Participation in community, social and civic activities	67	7	74	10%
Assistive Technology				
Assistive equipment for recreation	1	3	4	300%
Assistive products for household tasks	2	0	2	0%
Assistance products for personal care and safety	45	8	53	18%
Communication and information equipment	12	1	13	8%
Customised Prosthetics	10	2	12	20%
Hearing Equipment	8	0	8	0%
Hearing Services	0	0	0	-
Personal Mobility Equipment	17	1	18	6%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	5	0	5	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	64	8	72	13%
Behaviour Support	20	4	24	20%
Community nursing care for high needs	3	0	3	0%
Development of daily living and life skills	51	3	54	6%
Early Intervention supports for early childhood	19	4	23	21%
Exercise Physiology and Physical Wellbeing activities	11	3	14	27%
Innovative Community Participation	5	3	8	60%
Specialised Driving Training	2	1	3	50%
Therapeutic Supports	110	14	124	13%
Capital services				
Home modification design and construction	9	0	9	0%
Specialised Disability Accommodation	2	3	5	150%
Vehicle Modifications	6	0	6	0%
Choice and control support services				
Management of funding for supports in participants plan	14	1	15	7%
Support Coordination	14	3	17	21%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	28	1	29	4%
Specialised Supported Employment	16	0	16	0%
Total approved active providers	271	31	302	11%

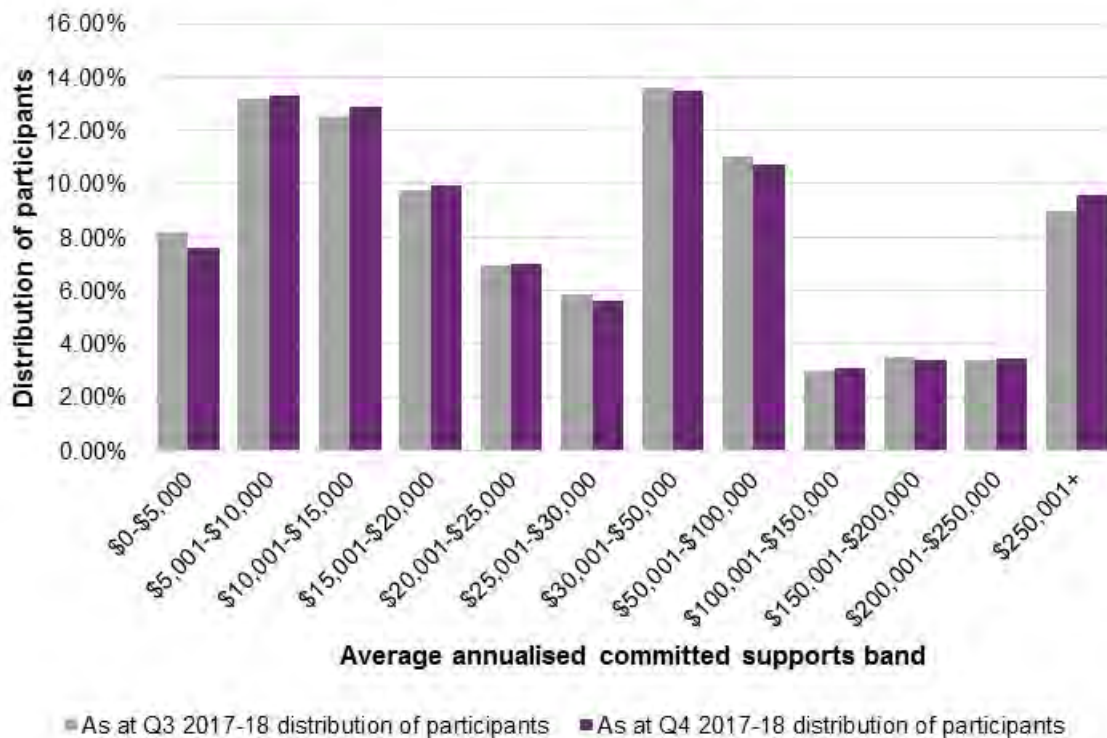
¹³⁹ Previously, providers were counted as active in a registration group if they were approved in the registration group in TAS and active in any group. This has been refined in this report to only count those providers which are active in TAS in the registration group considered. In TAS, the number of active providers is relatively low due to a high proportion (26%) of providers that are approved nationally but not specifically in TAS.

Part Five: Financial sustainability

Table K.38 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ¹⁴⁰	Total
Total Committed	18.0	51.6	65.9	99.6	187.4	148.9	571.5

Figure K.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (TAS)



¹⁴⁰ Note: The \$149 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure K.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (TAS)

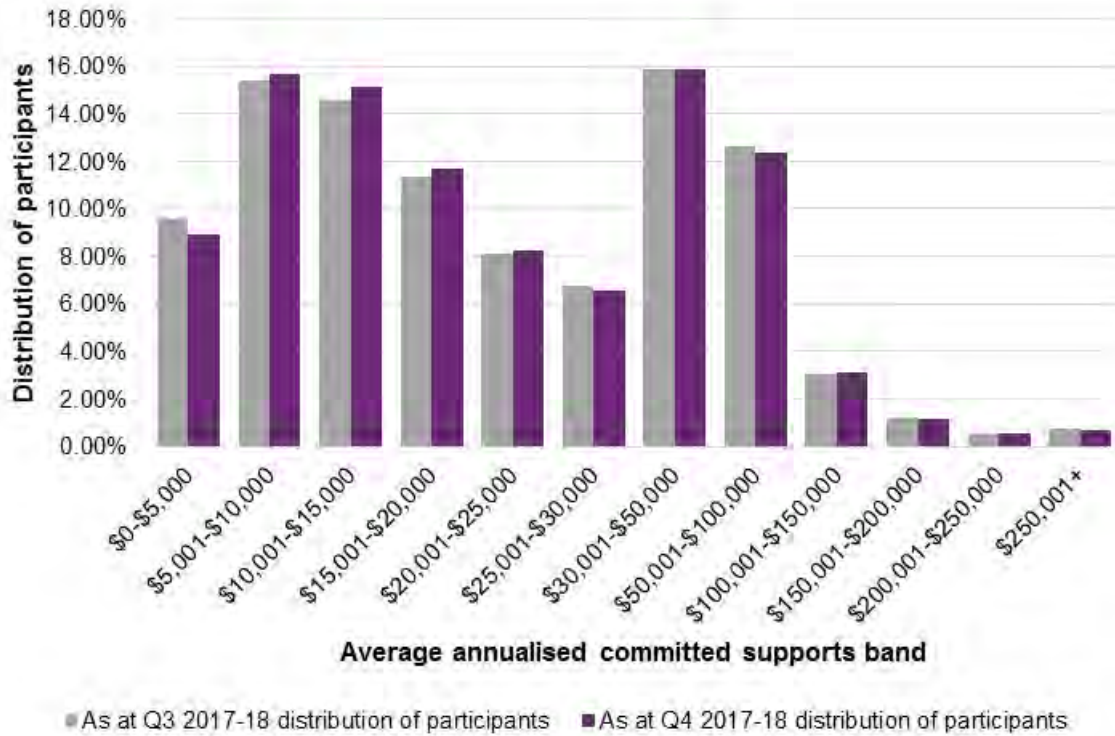
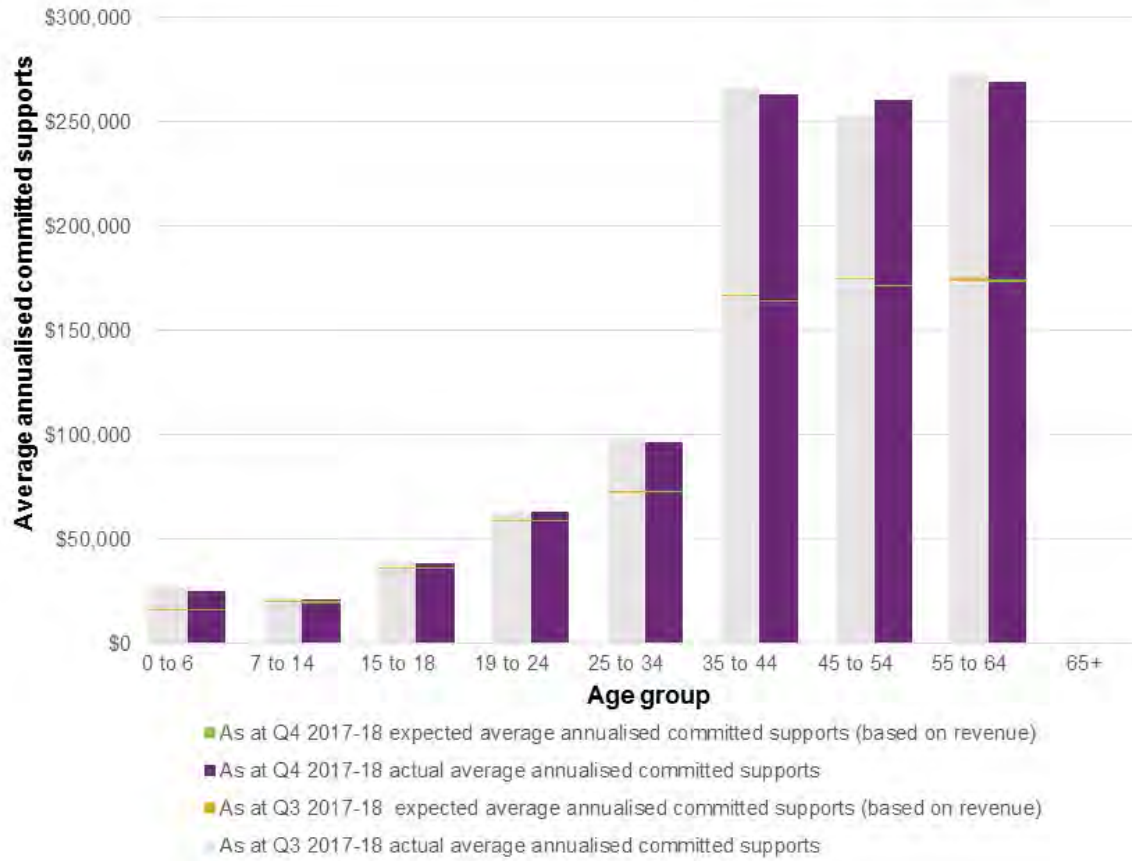
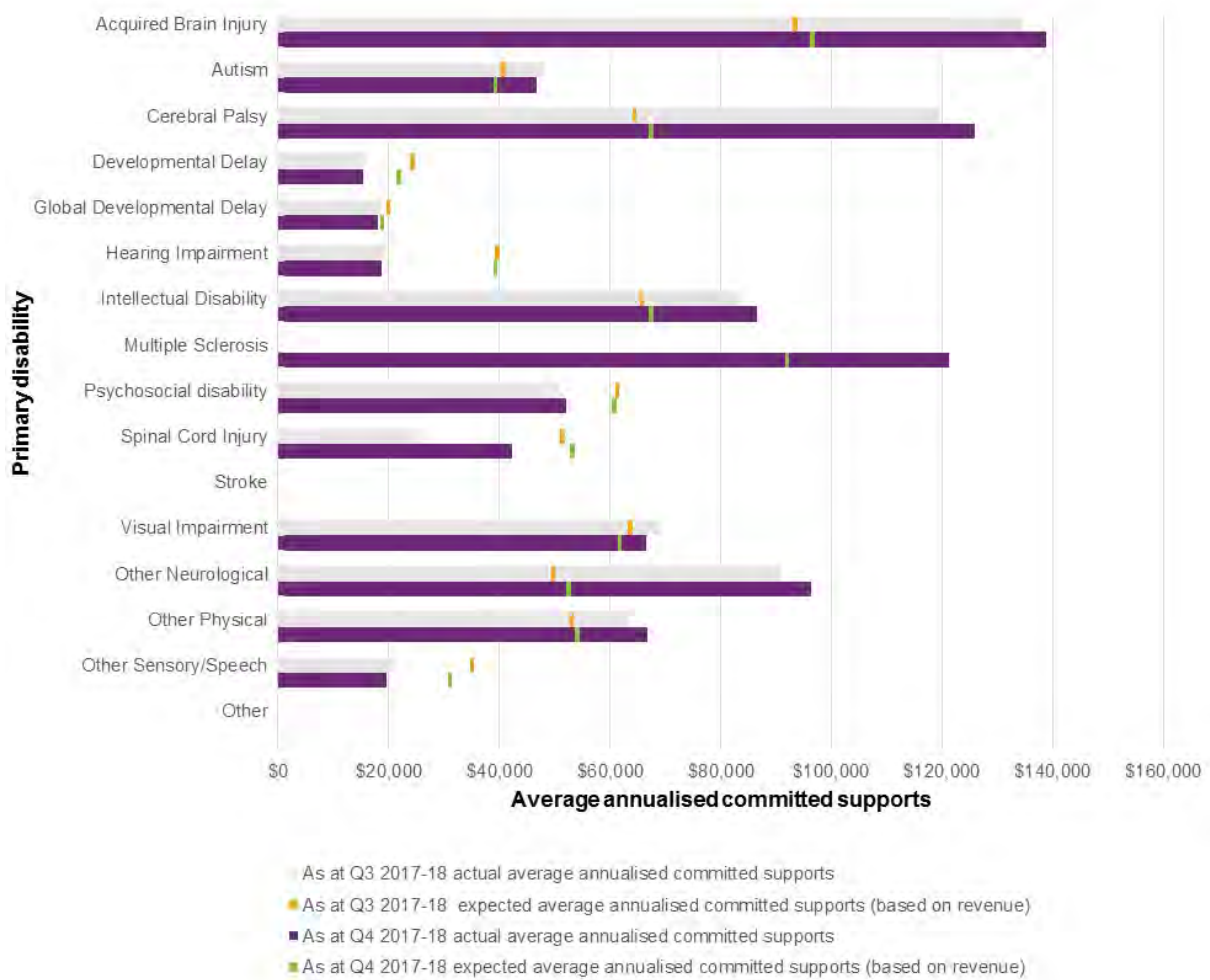


Figure K.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁴¹ (TAS)



¹⁴¹ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure K.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁴² (TAS)



¹⁴² Average annualised committed supports are not shown where there is insufficient data in the group.

Figure K.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁴³ (TAS)

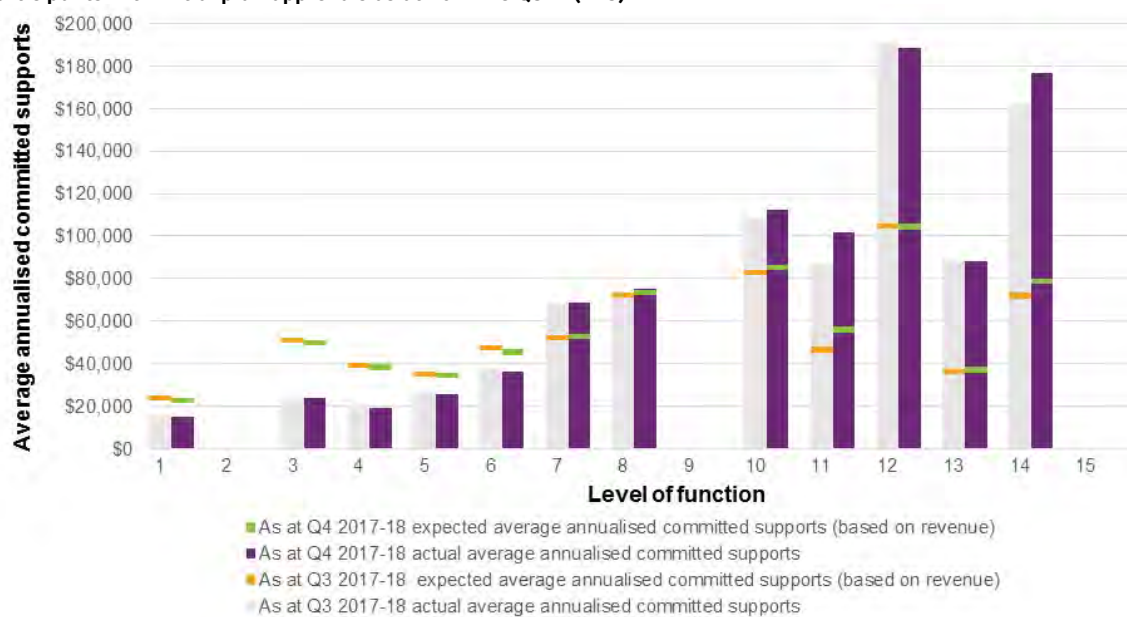


Table K.39 Payments by financial year, compared to committed supports (\$m) – TAS

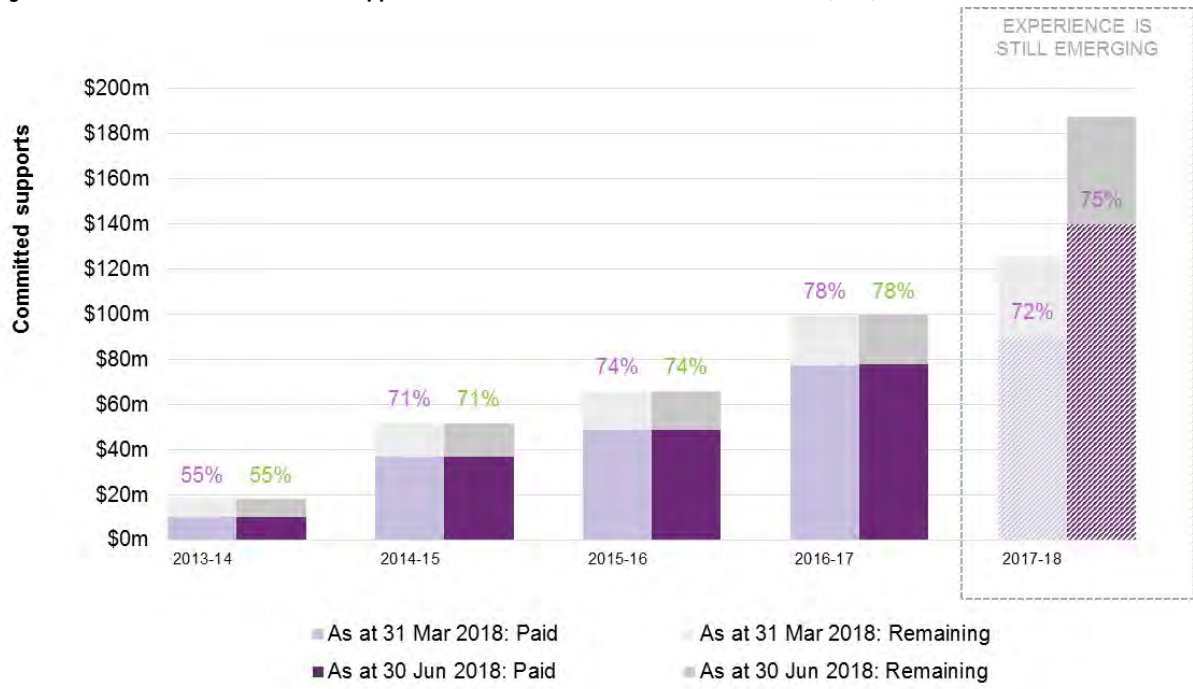
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	18.0	51.6	65.9	99.6	187.4	148.9	571.5
Total Paid	10.0	36.6	48.6	77.6	139.9	0.1 ¹⁴⁴	312.8
% utilised to date	55%	71%	74%	78%	75%	-	74% ¹⁴⁵

¹⁴³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹⁴⁴ Note: The \$0.1m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

¹⁴⁵ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure K.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (TAS)



Appendix L:

Australian Capital Territory

Part One: Participants and outcomes

Table L.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	6,553	206	6,759	6,808	5,075

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	8,046	804	8,850
Access Met	6,933	338	7,271
State	2,901	5	2,906
Commonwealth	261	12	273
New	3,771	321	4,092
Total Participant Plans	6,613	255	6,808
State	2,869	5	2,874
Commonwealth	233	15	248
New	3,451	186	3,637
ECEI ¹⁴⁶	60	49	49
Total Participant Plans	6,613	255	6,808
EI (s25) plans	2,342	104	2,446
PD (s24) plans	4,211	102	4,313
ECEI ¹⁴⁷	60	49	49

Table L.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – ACT

Exits	
Total participant exits	618
Early Intervention participants	392
Permanent disability participants	226

¹⁴⁶ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹⁴⁷ Ibid.

Table L.4 Cumulative position by services previously received – ACT

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,712	52	1,334		4,098	4,278	96%
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%
End of 2017-18 Q1	2,863	204	3,232	0	6,299	5,075	124%
End of 2017-18 Q2	2,864	217	3,357	21	6,459	5,075	127%
End of 2017-18 Q3	2,869	233	3,451	60	6,613	5,075	130%
End of 2017-18 Q4	2,874	248	3,637	49	6,808	5,075	134%

Table L.5 Cumulative position by entry into the Scheme – ACT

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	1,559	2,539		4,098	4,278	96%
End of 2016-17	2,119	3,929	0	6,048	5,075	119%
End of 2017-18 Q1	2,232	4,067	0	6,299	5,075	124%
End of 2017-18 Q2	2,304	4,134	21	6,459	5,075	127%
End of 2017-18 Q3	2,342	4,211	60	6,613	5,075	130%
End of 2017-18 Q4	2,446	4,313	49	6,808	5,075	134%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table L.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	250	4.2%	7	3.4%	257	4.2%
Not Aboriginal and Torres Strait Islander	5,471	92.2%	185	89.8%	5,656	92.1%
Not Stated	214	3.6%	14	6.8%	228	3.7%
Total	5,935	100%	206	100%	6,141	100%

Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	586	9.9%	29	14.1%	615	10.0%
Not CALD	5,211	87.8%	177	85.9%	5,388	87.7%
Not Stated	138	2.3%	0	0.0%	138	2.2%
Total	5,935	100%	206	100%	6,141	100%

Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	36	0.6%	0	0.0%	36	0.6%
Not YPIRAC	5,899	99.4%	206	100.0%	6,105	99.4%
Total	5,935	100%	206	100%	6,141	100%

Table L.9 Participant profile per quarter by remoteness – ACT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	5,693	96.8%	198	97.1%	5,891	96.8%
Regional	188	3.2%	6	2.9%	194	3.2%
Remote / very remote	1	0.0%	0	0.0%	1	0.0%
Missing	53		2		55	
Total	5,935	100%	206	100%	6,141	100%

Table L.10 Active participants with approved plans per quarter by disability group – ACT^{148,149}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	1,454	24%	53	26%	1,507	25%
Intellectual Disability	1,284	22%	15	7%	1,299	21%
Psychosocial disability	771	13%	27	13%	798	13%
Cerebral Palsy	259	4%	3	1%	262	4%
Developmental Delay	380	6%	36	17%	416	7%
Other Neurological	253	4%	7	3%	260	4%
Other Physical	404	7%	11	5%	415	7%
Acquired Brain Injury	149	3%	3	1%	152	2%
Hearing Impairment	239	4%	19	9%	258	4%
Visual Impairment	136	2%	4	2%	140	2%
Multiple Sclerosis	154	3%	3	1%	157	3%
Other Sensory/Speech	217	4%	3	1%	220	4%
Global Developmental Delay	74	1%	16	8%	90	1%
Stroke	79	1%	5	2%	84	1%
Spinal Cord Injury	56	1%	0	0%	56	1%
Other	26	0%	1	0%	27	0%
Total	5,935	100%	206	100%	6,141	100%

Table L.11 Active participants with approved plan per quarter by level of function – ACT

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	317	5%	31	15%	348	6%
2 (High Function)	10	0%	1	0%	11	0%
3 (High Function)	340	6%	18	9%	358	6%
4 (High Function)	547	9%	32	16%	579	9%
5 (High Function)	816	14%	24	12%	840	14%
6 (Moderate Function)	774	13%	36	17%	810	13%
7 (Moderate Function)	427	7%	16	8%	443	7%
8 (Moderate Function)	479	8%	13	6%	492	8%
9 (Moderate Function)	33	1%	2	1%	35	1%
10 (Moderate Function)	688	12%	17	8%	705	12%
11 (Low Function)	299	5%	3	1%	302	5%
12 (Low Function)	756	13%	8	4%	764	13%
13 (Low Function)	278	5%	5	2%	283	5%
14 (Low Function)	134	2%	0	0%	134	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	37		0		37	
Total	5,935	100%	206	100%	6,141	100%

¹⁴⁸ Table order based on national proportions (highest to lowest)

¹⁴⁹ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	779	13%	77	37%	856	14%
7 to 14	1,505	25%	32	16%	1,537	25%
15 to 18	516	9%	9	4%	525	9%
19 to 24	495	8%	10	5%	505	8%
25 to 34	476	8%	18	9%	494	8%
35 to 44	558	9%	21	10%	579	9%
45 to 54	663	11%	22	11%	685	11%
55 to 64	704	12%	17	8%	721	12%
65+	239	4%	0	0%	239	4%
Total	5,935	100%	206	100%	6,141	100%

Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	3,561	60%	130	63%	3,691	60%
Female	2,351	40%	72	35%	2,423	39%
Indeterminate	23	0%	4	2%	27	0%
Total	5,935	100%	206	100%	6,141	100%

Table L.14 Number of questionnaires completed by SFOF version – ACT¹⁵⁰

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	258	56	44	22	48	428
Participant school to 14	219	69	34	31	59	412
Participant 15 to 24	164	24	11	13	21	233
Participant 25 and over	866	94	45	49	76	1,130
Total Participant	1,507	243	134	115	204	2,203
Family 0 to 14	408	113	69	52	108	750
Family 15 to 24	36	16	5	10	9	76
Family 25 and over	24	14	8	14	20	80
Total Family	468	143	82	76	137	906
Total	1,975	386	216	191	341	3,109

¹⁵⁰ Baseline outcomes for participants and/or their families and carers were collected for 87% of participants.

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	49%			
CC	% who say their child is able to tell them what he/she wants	75%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		29%		
DL	% who say their child is becoming more independent		50%		
CC	% of children who have a genuine say in decisions about themselves		82%		
CC	% who are happy with the level of independence/control they have now			39%	
CC	% who choose who supports them			50%	68%
CC	% who choose what they do each day			61%	78%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	26%
CC	% who want more choice and control in their life			74%	72%

Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	64%	70%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	61%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	62%	80%		
REL	% of children who spend time with friends without an adult present		20%		
REL	% with no friends other than family or paid staff			22%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			35%	37%

Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		78%		
HM	% who are happy with their home			77%	71%
HM	% who feel safe or very safe in their home			83%	68%
HW	% who rate their health as good, very good or excellent			63%	43%
HW	% who did not have any difficulties accessing health services			74%	61%
LL	% who currently attend or previously attended school in a mainstream class			61%	
LL	% who participate in education, training or skill development				17%
LL	Of those who participate, % who do so in mainstream settings				79%
LL	% unable to do a course or training they wanted to do in the last 12 months				45%
WK	% who have a paid job			27%	32%
WK	% who volunteer			14%	16%

Table L.18 Selected key indicators for families/carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	12%	22%	14%
% receiving Carer Allowance	23%	32%	25%
% working in a paid job	55%	58%	50%
Of those in a paid job, % in permanent employment	87%	82%	88%
Of those in a paid job, % working 15 hours or more	85%	81%	88%
% who say they (and their partner) are able to work as much as they want	51%	60%	53%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	84%	96%	94%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	30%	37%	9%
% able to advocate for their child/family member	87%	85%	82%
% who have friends and family they see as often as they like	50%	49%	53%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		60%	
% who feel in control selecting services		59%	38%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			30%
% who rate their health as good, very good or excellent	78%	66%	70%

Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=148) – ACT

Question	% Yes
DL Has the NDIS improved your child's development?	93%
DL Has the NDIS improved your child's access to specialist services?	91%
CC Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL Has the NDIS improved how your child fits into family life?	67%
S/CP Has the NDIS improved how your child fits into community life?	61%

Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=174) – ACT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	52%
LL	Has the NDIS improved your child's access to education?	32%
REL	Has the NDIS improved your child's relationships with family and friends?	48%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=141) and ‘Participant 25 and over’ (n=762) – ACT

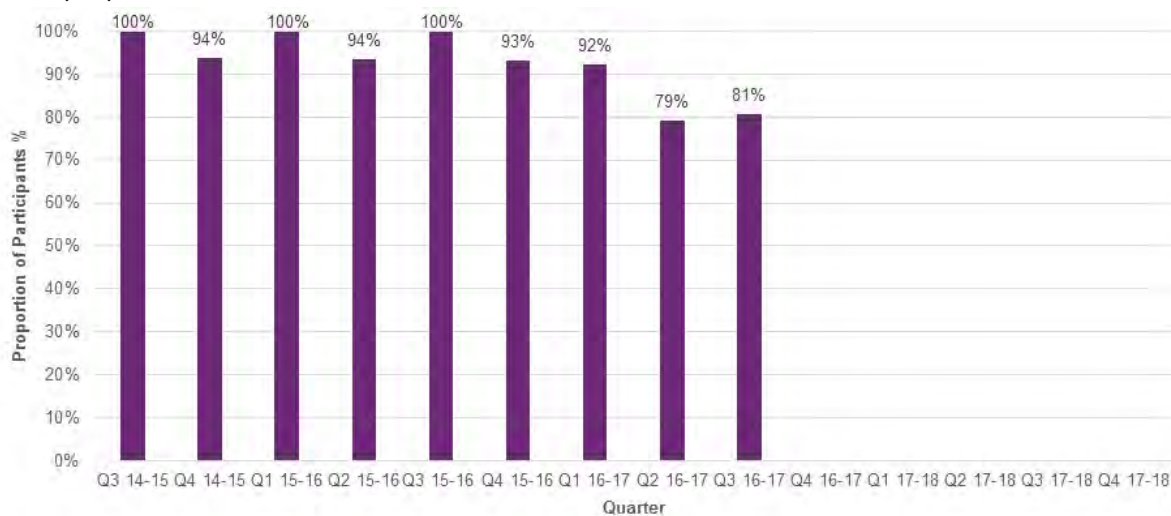
	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	74%
DL	Has the NDIS helped you with daily living activities?	53%	76%
REL	Has the NDIS helped you to meet more people?	43%	50%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	60%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	28%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	20%	16%
S/CP	Has the NDIS helped you be more involved?	45%	58%

Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=318); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=45) – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	24%
Has the NDIS improved the level of support for your family?	67%	43%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	43%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	45%	42%

Part Two: Participant experience

Figure L.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – by quarter (ACT)¹⁵¹



There is insufficient data to present information on participant satisfaction in ACT this quarter.

Table L.23 Plan reviews conducted per quarter – ACT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	8,852	1,332	10,184
<i>Early intervention plans</i>	2,749	484	3,233
<i>Permanent disability plans</i>	6,103	848	6,951

¹⁵¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	7,303	1,115	8,418
<i>Trial participants</i>	5,599	922	6,521
<i>Transition participants</i>	1,704	193	1,897

Table L.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	1,549	217	1,766
<i>Trial participants</i>	1,149	123	1,272
<i>Transition participants</i>	400	94	494

Table L.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT¹⁵²

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	15.2%	13.0%	14.9%

Table L.27 AAT cases by category – ACT

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	54	50%	11	42%	65	49%
Plan	41	38%	10	38%	51	38%
Plan Review	10	9%	2	8%	12	9%
Other	2	2%	3	12%	5	4%
Total	107	100%	26	100%	133	100%
% of all access decisions¹⁵³	0.63%		1.23%		0.70%	

¹⁵² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁵³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.28 AAT cases by open/closed and decision – ACT

	N
AAT Cases	133
Open AAT Cases	73
Closed AAT Cases	60
<i>Resolved before hearing</i>	57
<i>Gone to hearing and received a substantive decision</i>	3*

*Of the 3 cases which went to hearing and received a substantive decision: 2 affirmed the Agency's decision, 1 varied the Agency's decision, 0 overturned the Agency's decision and 0 set aside the Agency's decision.

Table L.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	24%	20%	23%
Self-managed partly	13%	14%	13%
Plan managed	29%	37%	31%
Agency managed	34%	29%	33%
Total	100%	100%	100%

Table L.30 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	33%	44%	35%

Table L.31 Duration to plan activation by quarter of initial plan approval for active participants – ACT

	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	1,120	54%	76	55%
30 to 59 days	277	13%	19	14%
60 to 89 days	128	6%	9	7%
Activated within 90 days	1,525	73%	104	75%
90 to 119 days	61	3%	10	7%
120 days and over	205	10%	7	5%
Activated between 90 and 180 days	266	13%	17	12%
No payments	292	14%	17	12%
Total plans approved	2,083	100%	138	100%

Table L.32 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – ACT

Plan utilisation ¹⁵⁴	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	49%	72%	49%
50% to 75%	21%	12%	21%
> 75%	30%	16%	30%
Total	100%	100%	100%

¹⁵⁴ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table L.33 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2017-18 Q4	Total
Daily Activities	6%	5%	6%
Health & Wellbeing	45%	41%	44%
Lifelong Learning	14%	15%	14%
Other	15%	13%	15%
Non-categorised	26%	27%	26%
Any mainstream service	87%	83%	86%

Part Three: Providers and the growing market

Table L.34 Key provider indicators by quarter – ACT

	Prior Quarters	2017-18 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	286	44	325
<i>Company/ organisation</i>	890	142	1,027
<i>Total</i>	1,176	186	1,352
b) Registration revoked	10		

Table L.35 Number of approved providers by registration group - ACT¹⁵⁵

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	44	1	45	2%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	64	4	68	6%
Assistance with travel/transport arrangements	173	20	193	12%
Daily Personal Activities	81	5	86	6%
Group and Centre Based Activities	64	5	69	8%
High Intensity Daily Personal Activities	71	5	76	7%
Household tasks	218	37	255	17%
Interpreting and translation	49	9	58	18%
Participation in community, social and civic activities	98	4	102	4%
Assistive Technology				
Assistive equipment for recreation	187	31	218	17%
Assistive products for household tasks	151	36	187	24%
Assistance products for personal care and safety	333	65	398	20%
Communication and information equipment	137	19	156	14%
Customised Prosthetics	99	3	102	3%
Hearing Equipment	54	7	61	13%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	257	33	290	13%
Specialised Hearing Services	15	0	15	0%
Vision Equipment	57	7	64	12%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	98	7	105	7%
Behaviour Support	76	2	78	3%
Community nursing care for high needs	83	18	101	22%
Development of daily living and life skills	97	6	103	6%
Early Intervention supports for early childhood	117	9	126	8%
Exercise Physiology and Physical Wellbeing activities	120	19	139	16%
Innovative Community Participation	117	33	150	28%
Specialised Driving Training	49	3	52	6%
Therapeutic Supports	259	18	277	7%
Capital services				
Home modification design and construction	139	18	157	13%
Specialised Disability Accommodation	39	14	53	36%
Vehicle Modifications	31	5	36	16%
Choice and control support services				
Management of funding for supports in participants plan	42	2	44	5%
Support Coordination	65	5	70	8%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	59	0	59	0%
Specialised Supported Employment	19	0	19	0%
Total approved providers	1,166	186	1,352	16%

¹⁵⁵ The 10 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table L.36 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.08	1.14
b) Number of providers delivering new supports	140	137
c) Change in the number of active/inactive providers:		
Active (%)	26%	24%
Not yet active (%)	66%	68%
Inactive (%)	8%	8%
d) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	79%	80%
Therapeutic Supports (%)	88%	89%
Participate Community (%)	85%	86%
Early Childhood Supports (%)	88%	83%
Assist Personal Activities (%)	85%	86%

Table L.37 Cumulative number of providers that have been active by registration group – ACT¹⁵⁶

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	4	0	4	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	37	2	39	5%
Assistance with travel/transport arrangements	37	1	38	3%
Daily Personal Activities	60	3	63	5%
Group and Centre Based Activities	31	1	32	3%
High Intensity Daily Personal Activities	48	1	49	2%
Household tasks	82	10	92	12%
Interpreting and translation	4	1	5	25%
Participation in community, social and civic activities	68	2	70	3%
Assistive Technology				
Assistive equipment for recreation	13	0	13	0%
Assistive products for household tasks	8	0	8	0%
Assistance products for personal care and safety	62	13	75	21%
Communication and information equipment	15	2	17	13%
Customised Prosthetics	27	3	30	11%
Hearing Equipment	14	1	15	7%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	39	3	42	8%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	8	0	8	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	64	7	71	11%
Behaviour Support	30	1	31	3%
Community nursing care for high needs	6	1	7	17%
Development of daily living and life skills	57	1	58	2%
Early Intervention supports for early childhood	58	3	61	5%
Exercise Physiology and Physical Wellbeing activities	35	2	37	6%
Innovative Community Participation	11	0	11	0%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	170	9	179	5%
Capital services				
Home modification design and construction	15	0	15	0%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	3	1	4	33%
Choice and control support services				
Management of funding for supports in participants plan	30	1	31	3%
Support Coordination	17	3	20	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	21	1	22	5%
Specialised Supported Employment	5	0	5	0%
Total approved active providers	398	38	436	10%

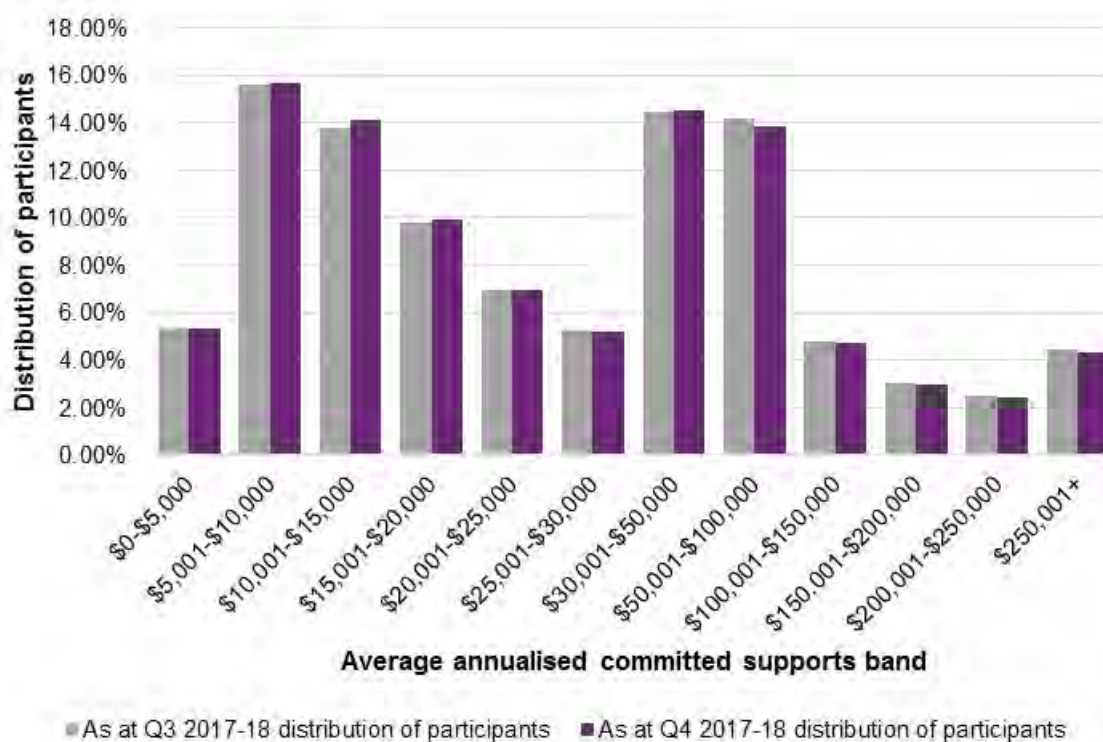
¹⁵⁶ Previously, providers were counted as active in a registration group if they were approved in the registration group in ACT and active in any group. This has been refined in this report to only count those providers which are active in ACT in the registration group considered. In ACT, the number of active providers is relatively low due to a high proportion (22%) of providers that are approved nationally but not specifically in ACT.

Part Five: Financial sustainability

Table L.38 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ¹⁵⁷	Total
Total Committed	-	26.6	138.5	282.1	320.6	177.8	945.6

Figure L.2 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (ACT)



¹⁵⁷ Note: The \$178 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure L.3 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (ACT)

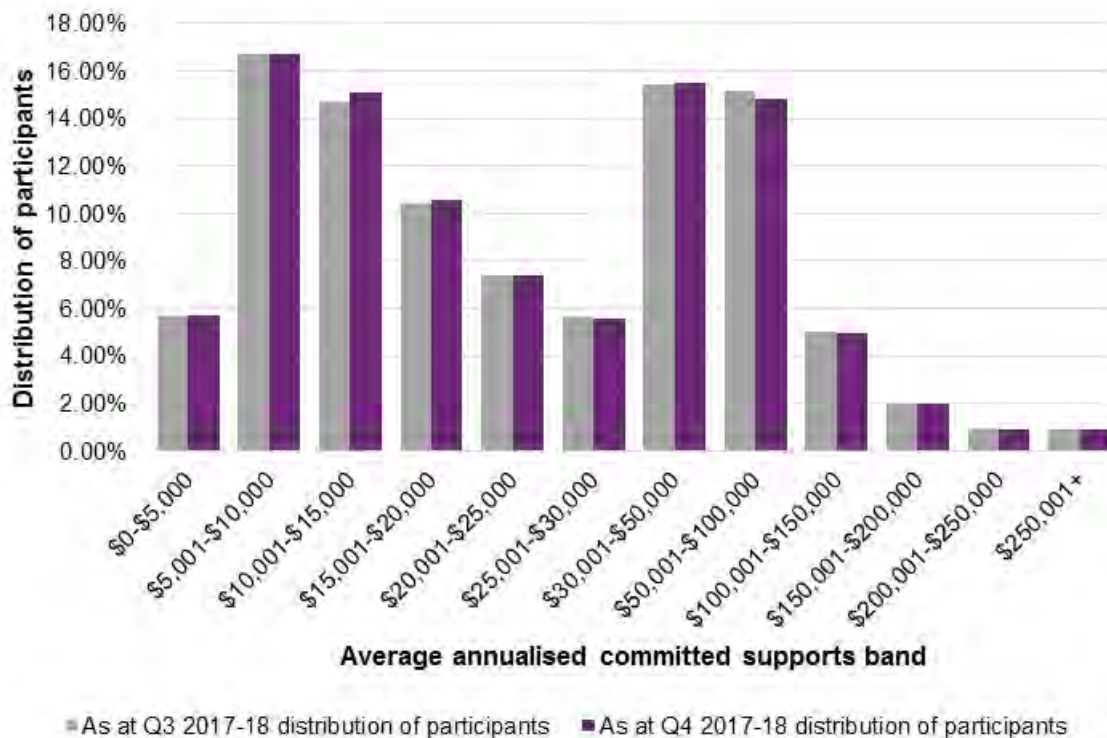


Figure L.4 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (ACT)

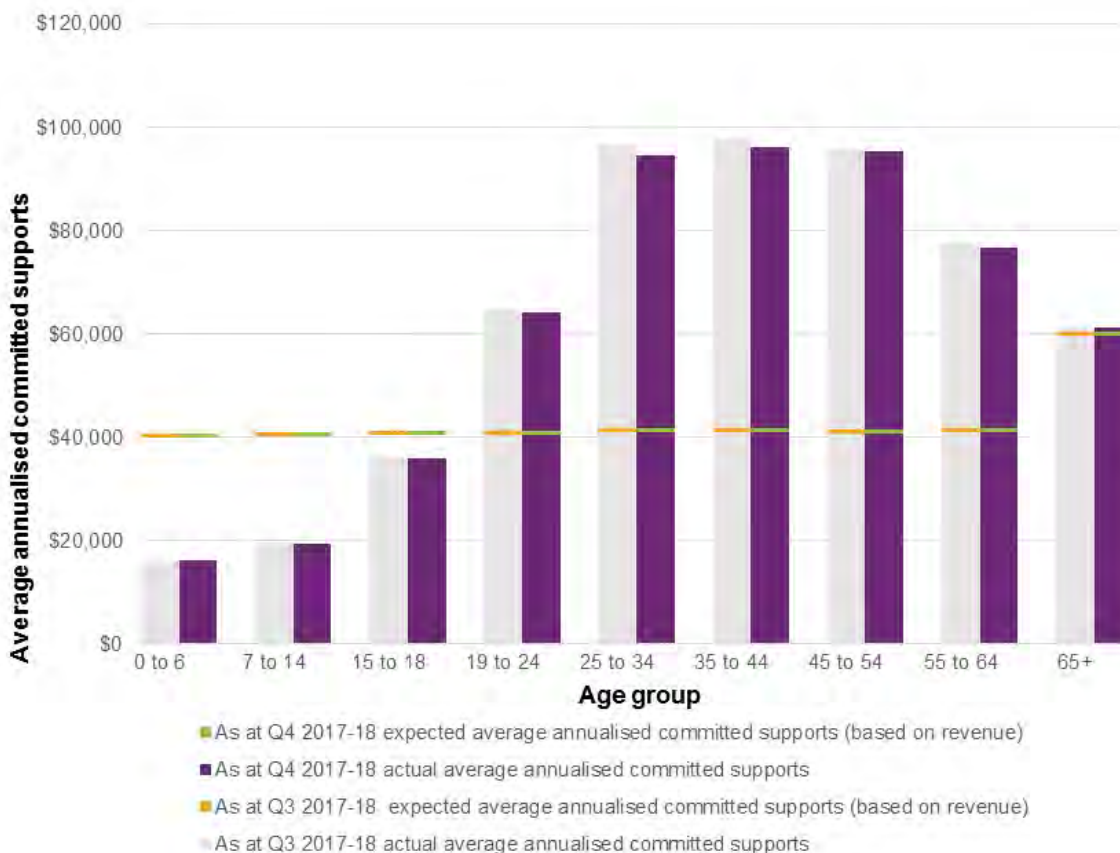


Figure L.5 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (ACT)

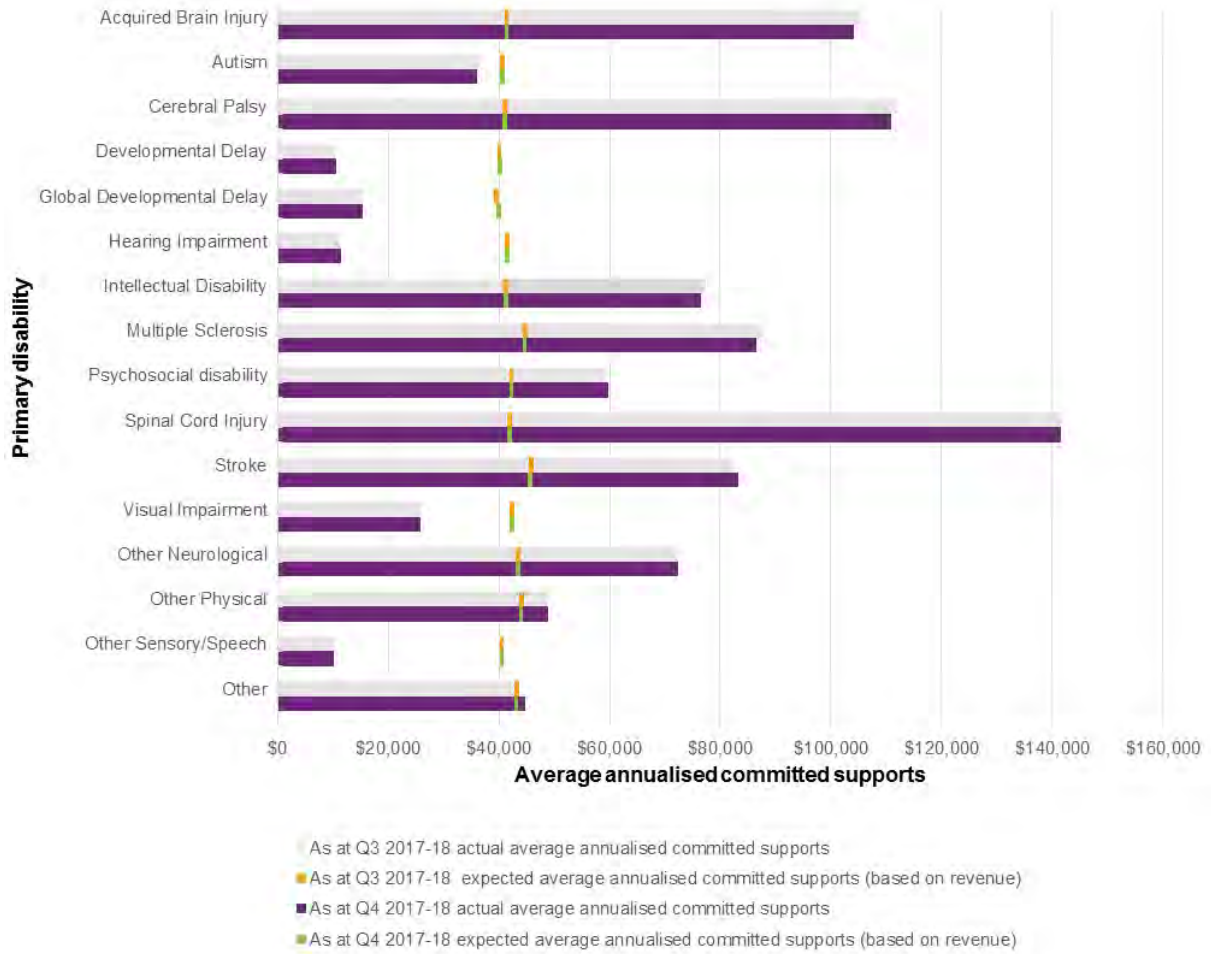


Figure L.6 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁵⁸ (ACT)

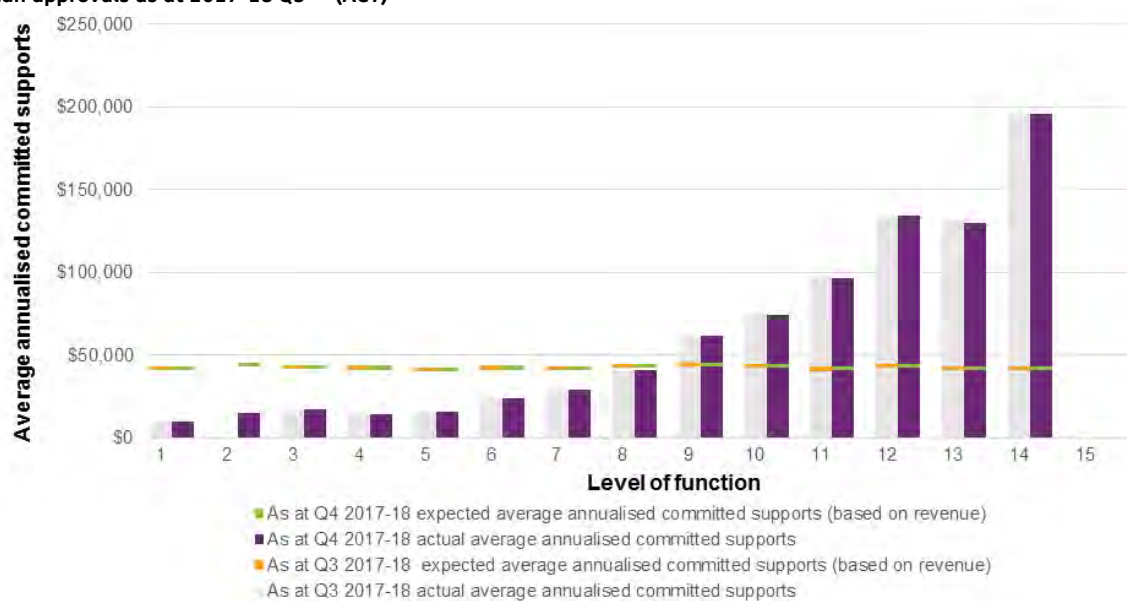


Table L.39 Payments by financial year, compared to committed supports (\$m) – ACT

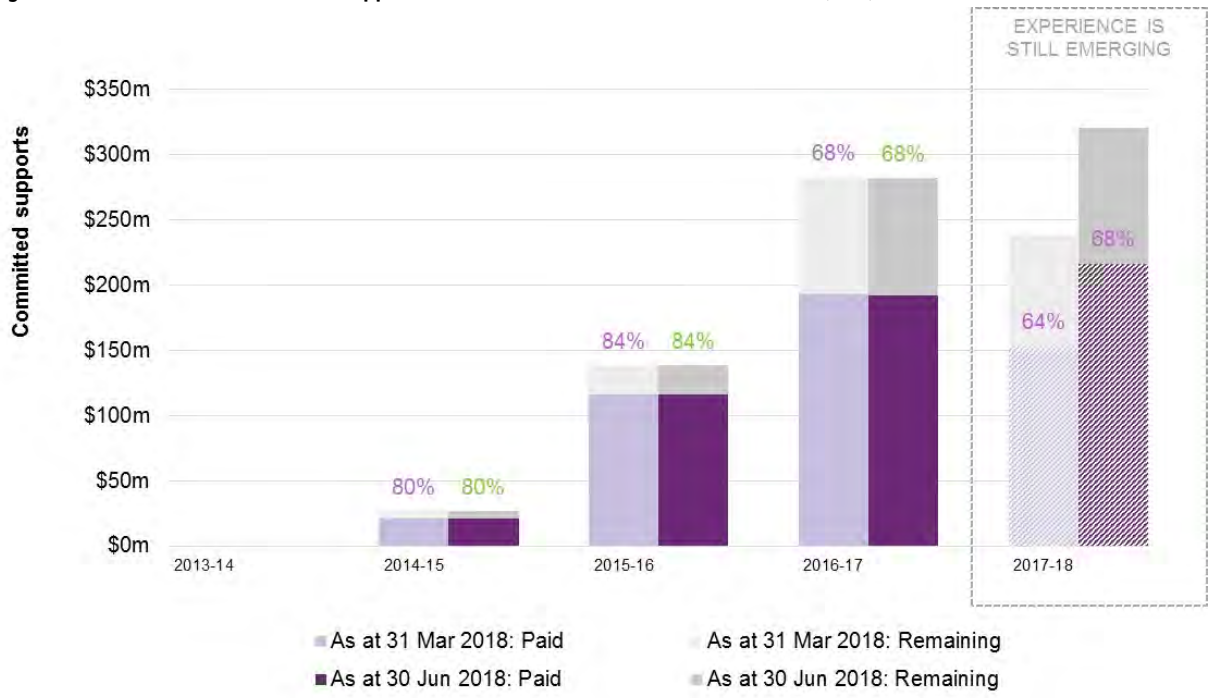
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	26.6	138.5	282.1	320.6	177.8	945.6
Total Paid	-	21.3	116.0	191.9	217.7	0.1 ¹⁵⁹	547.0
% utilised to date	-	80%	84%	68%	68%	-	71% ¹⁶⁰

¹⁵⁸ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹⁵⁹ Note: The \$0.1m paid in 2018-19 and beyond are payments that have been received for supports that are to be provided in 2018-19.

¹⁶⁰ Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure L.7 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (ACT)



Appendix M:

Northern Territory

Part One: Participants and outcomes

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2017-18 Q4	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	729	114	843	843	1,623

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

	Prior Quarters	2017-18 Q4	Total
Access decisions	1,106	474	1,580
Access Met	975	409	1,384
State	664	300	964
Commonwealth	52	53	105
New	259	56	315
Total Participant Plans	729	114	843
State	511	60	571
Commonwealth	28	11	39
New	190	43	233
ECEI	0	0	0
Total Participant Plans	729	114	843
EI (s25) plans	106	17	123
PD (s24) plans	623	97	720
ECEI	0	0	0

Table M.3 Exits from the Scheme since 1 July 2013 as at 30 June 2018 – NT

Exits	
Total participant exits	25
Early Intervention participants	4
Permanent disability participants	21

Table M.4 Cumulative position by services previously received – NT

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	78	3	74		155	149	104%
End of 2016-17	265	6	117	0	388	546	71%
End of 2017-18 Q1	410	7	130	0	547	898	61%
End of 2017-18 Q2	486	18	157	0	661	1,140	58%
End of 2017-18 Q3	511	28	190	0	729	1,381	53%
End of 2017-18 Q4	571	39	233	0	843	1,623	52%

Table M.5 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate
	EI (s25) plan	PD (s24) plan	ECEI	Total		
Trial	38	117		155	149	104%
End of 2016-17	69	319	0	388	546	71%
End of 2017-18 Q1	77	470	0	547	898	61%
End of 2017-18 Q2	89	572	0	661	1,140	58%
End of 2017-18 Q3	106	623	0	729	1,381	53%
End of 2017-18 Q4	123	720	0	843	1,623	52%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table M.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	550	78.1%	84	73.7%	634	77.5%
Not Aboriginal and Torres Strait Islander	141	20.0%	29	25.4%	170	20.8%
Not Stated	13	1.8%	1	0.9%	14	1.7%
Total	704	100%	114	100%	818	100%

Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
CALD	264	37.5%	46	40.4%	310	37.9%
Not CALD	440	62.5%	68	59.6%	508	62.1%
Not Stated	0	0.0%	0	0.0%	0	0.0%
Total	704	100%	114	100%	818	100%

Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
YPIRAC	7	1.0%	2	1.8%	9	1.1%
Not YPIRAC	697	99.0%	112	98.2%	809	98.9%
Total	704	100%	114	100%	818	100%

Table M.9 Participant profile per quarter by remoteness – NT

Participant profile	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Major Cities	6	0.9%	0	0.0%	6	0.8%
Regional	132	19.6%	27	24.5%	159	20.3%
Remote / very remote	536	79.5%	83	75.5%	619	79.0%
Missing	30		4		34	
Total	704	100%	114	100%	818	100%

Table M.10 Active participants with approved plans per quarter by disability group - NT^{161,162}

Disability	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Autism	67	10%	13	11%	80	10%
Intellectual Disability	214	30%	23	20%	237	29%
Psychosocial disability	40	6%	18	16%	58	7%
Cerebral Palsy	85	12%	6	5%	91	11%
Developmental Delay	12	2%	4	4%	16	2%
Other Neurological	55	8%	12	11%	67	8%
Other Physical	58	8%	7	6%	65	8%
Acquired Brain Injury	73	10%	12	11%	85	10%
Hearing Impairment	17	2%	5	4%	22	3%
Visual Impairment	12	2%	2	2%	14	2%
Multiple Sclerosis	3	0%	1	1%	4	0%
Other Sensory/Speech	9	1%	1	1%	10	1%
Global Developmental Delay	9	1%	4	4%	13	2%
Stroke	31	4%	2	2%	33	4%
Spinal Cord Injury	16	2%	4	4%	20	2%
Other	3	0%	0	0%	3	0%
Total	704	100%	114	100%	818	100%

Table M.11 Active participants with approved plan per quarter by level of function – NT

Level of Function	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
1 (High Function)	22	3%	11	10%	33	4%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	21	3%	5	4%	26	3%
4 (High Function)	22	3%	3	3%	25	3%
5 (High Function)	57	8%	7	6%	64	8%
6 (Moderate Function)	50	7%	12	11%	62	8%
7 (Moderate Function)	51	7%	5	4%	56	7%
8 (Moderate Function)	63	9%	12	11%	75	9%
9 (Moderate Function)	5	1%	0	0%	5	1%
10 (Moderate Function)	99	14%	26	23%	125	15%
11 (Low Function)	33	5%	3	3%	36	4%
12 (Low Function)	176	25%	22	19%	198	24%
13 (Low Function)	46	7%	4	4%	50	6%
14 (Low Function)	58	8%	3	3%	61	7%
15 (Low Function)	0	0%	1	1%	1	0%
Missing	1		0		1	
Total	704	100%	114	100%	818	100%

¹⁶¹ Table order based on national proportions (highest to lowest)

¹⁶² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Table M.12 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
0 to 6	63	9%	17	15%	80	10%
7 to 14	104	15%	10	9%	114	14%
15 to 18	28	4%	14	12%	42	5%
19 to 24	57	8%	9	8%	66	8%
25 to 34	99	14%	24	21%	123	15%
35 to 44	127	18%	11	10%	138	17%
45 to 54	144	20%	14	12%	158	19%
55 to 64	74	11%	14	12%	88	11%
65+	8	1%	1	1%	9	1%
Total	704	100%	114	100%	818	100%

Table M.13 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Male	436	62%	75	66%	511	62%
Female	267	38%	38	33%	305	37%
Indeterminate	1	0%	1	1%	2	0%
Total	704	100%	114	100%	818	100%

Table M.14 Number of questionnaires completed by SFOF version – NT¹⁶³

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected Q1 2017-18	Number of questionnaires collected Q2 2017-18	Number of questionnaires collected Q3 2017-18	Number of questionnaires collected Q4 2017-18	Number of questionnaires
Participant 0 to school	17	14	13	2	9	55
Participant school to 14	27	17	18	22	19	103
Participant 15 to 24	24	20	18	7	24	93
Participant 25 and over	158	97	62	37	62	416
Total Participant	226	148	111	68	114	667
Family 0 to 14	41	28	29	22	22	142
Family 15 to 24	3	3	10	6	16	38
Family 25 and over	17	7	11	19	21	75
Total Family	61	38	50	47	59	255
Total	287	186	161	115	173	922

¹⁶³ Baseline outcomes for participants and/or their families and carers were collected for 98% of participants.

Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	56%			
CC % who say their child is able to tell them what he/she wants	61%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		21%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		44%		
CC % who are happy with the level of independence/control they have now			29%	
CC % who choose who supports them			16%	23%
CC % who choose what they do each day			24%	35%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			18%	15%
CC % who want more choice and control in their life			85%	84%

Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT

Indicator	0 to before school	School to 14	15 to 24	25 and over
REL % of children who can make friends with people outside the family	62%	65%		
S/CP % of children who participate in age appropriate community, cultural or religious activities	77%			
REL % of children who spend time after school and on weekends with friends and/or in mainstream programs		32%		
REL Of these, % who are welcomed or actively included	61%	64%		
REL % of children who spend time with friends without an adult present		28%		
REL % with no friends other than family or paid staff			26%	27%
S/CP % who have been actively involved in a community, cultural or religious group in the last 12 months			56%	49%

Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		52%		
HM	% who are happy with their home			65%	55%
HM	% who feel safe or very safe in their home			71%	58%
HW	% who rate their health as good, very good or excellent			59%	34%
HW	% who did not have any difficulties accessing health services			39%	37%
LL	% who currently attend or previously attended school in a mainstream class			20%	
LL	% who participate in education, training or skill development				4%
LL	Of those who participate, % who do so in mainstream settings				Numbers are too small
LL	% unable to do a course or training they wanted to do in the last 12 months				32%
WK	% who have a paid job			9%	10%
WK	% who volunteer			7%	8%

Table M.18 Selected key indicators for families/carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	14%	11%
% receiving Carer Allowance	23%	11%	15%
% working in a paid job	35%	32%	29%
Of those in a paid job, % in permanent employment	78%	Numbers are too small	70%
Of those in a paid job, % working 15 hours or more	78%	Numbers are too small	Numbers are too small
% who say they (and their partner) are able to work as much as they want	49%	Numbers are too small	30%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	Numbers are too small	81%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	48%	Numbers are too small	58%
% able to advocate for their child/family member	46%	42%	34%
% who have friends and family they see as often as they like	48%	57%	48%
% who feel very confident or somewhat confident in supporting their child's development	63%		
% who know what their family can do to enable their family member with disability to become as independent as possible		0%	
% who feel in control selecting services		4%	16%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			24%
% who rate their health as good, very good or excellent	73%	54%	49%

There is insufficient data to present Information on “Has the NDIS helped?” questions in NT.

Part Two: Participant experience

There is insufficient data to present information on participant satisfaction in NT.

Table M.19 Plan reviews conducted per quarter – NT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total plan reviews	821	273	1,094
<i>Early intervention plans</i>	104	24	128
<i>Permanent disability plans</i>	717	249	966

Table M.20 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total scheduled plan reviews	279	210	489
<i>Trial participants</i>	229	32	261
<i>Transition participants</i>	50	178	228

Table M.21 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
Total unscheduled plan reviews	542	63	605
<i>Trial participants</i>	75	5	80
<i>Transition participants</i>	467	58	525

Table M.22 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT¹⁶⁴

	Prior Quarters (Transition only)	2017-18 Q4	Transition Total
% unscheduled reviews	81.7%	32.1%	70.4%

Table M.23 AAT cases by category – NT

Category	Prior Quarters		2017-18 Q4		Total	
	N	%	N	%	N	%
Access	1	33%	0	-	1	33%
Plan	2	67%	0	-	2	67%
Plan Review	0	0%	0	-	0	0%
Other	0	0%	0	-	0	0%
Total	3	100%	0	-	3	100%
% of all access decisions¹⁶⁵	0.29%		0.00%		0.22%	

¹⁶⁴ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁶⁵ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table M.24 AAT cases by open/closed and decision – NT

	N
AAT Cases	3
Open AAT Cases	1
Closed AAT Cases	2
<i>Resolved before hearing</i>	1
<i>Gone to hearing and received a substantive decision</i>	1*

*The 1 case which went to hearing and received a substantive decision affirmed the Agency's decision.

Table M.25 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q4	Total
Self-managed fully	1%	1%	1%
Self-managed partly	4%	4%	4%
Plan managed	24%	16%	20%
Agency managed	71%	80%	75%
Total	100%	100%	100%

Table M.26 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2017-18 Q4	Total
Support coordination	96%	99%	98%

Table M.27 Duration to plan activation by quarter of initial plan approval for active participants – NT

	Prior Quarters (Transition Only)		2017-18 Q2	
	N	%	N	%
Plan activation				
Less than 30 days	200	52%	60	53%
30 to 59 days	25	7%	16	14%
60 to 89 days	18	5%	3	3%
Activated within 90 days	243	63%	79	70%
90 to 119 days	29	8%	8	7%
120 days and over	27	7%	6	5%
Activated between 90 and 180 days	56	15%	14	12%
No payments	85	22%	20	18%
Total plans approved	384	100%	113	100%

Table M.28 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17 financial year and Quarters 1&2 of 2017-18 – NT

Plan utilisation ¹⁶⁶	Prior Quarters (Transition only)	2017-18 Q1	Total
0% to 50%	58%	88%	61%
50% to 75%	22%	5%	20%
> 75%	21%	7%	20%
Total	100%	100%	100%

¹⁶⁶ This table only considers committed supports and payments for supports provided to 31 March 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table M.29 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2017-18 Q4	Total
Daily Activities	13%	17%	15%
Health & Wellbeing	46%	60%	53%
Lifelong Learning	8%	4%	6%
Other	17%	15%	16%
Non-categorised	31%	13%	22%
Any mainstream service	95%	93%	94%

Part Three: Providers and the growing market

Table M.30 Key provider indicators by quarter – NT

	Prior Quarters	2017-18 Q4	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	87	17	101
<i>Company/ organisation</i>	421	83	501
<i>Total</i>	508	100	602
b) Registration revoked	6		

Table M.31 Number of approved providers by registration group – NT¹⁶⁷

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	61	16	77	26%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	35	1	36	3%
Assistance with travel/transport arrangements	65	4	69	6%
Daily Personal Activities	41	2	43	5%
Group and Centre Based Activities	34	3	37	9%
High Intensity Daily Personal Activities	33	1	34	3%
Household tasks	49	2	51	4%
Interpreting and translation	48	9	57	19%
Participation in community, social and civic activities	49	4	53	8%
Assistive Technology				
Assistive equipment for recreation	62	2	64	3%
Assistive products for household tasks	53	4	57	8%
Assistance products for personal care and safety	92	10	102	11%
Communication and information equipment	109	25	134	23%
Customised Prosthetics	29	0	29	0%
Hearing Equipment	38	8	46	21%
Hearing Services	3	0	3	0%
Personal Mobility Equipment	77	2	79	3%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	43	12	55	28%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	47	5	52	11%
Behaviour Support	19	1	20	5%
Community nursing care for high needs	20	1	21	5%
Development of daily living and life skills	39	3	42	8%
Early Intervention supports for early childhood	25	4	29	16%
Exercise Physiology and Physical Wellbeing activities	31	3	34	10%
Innovative Community Participation	94	43	137	46%
Specialised Driving Training	18	2	20	11%
Therapeutic Supports	53	8	61	15%
Capital services				
Home modification design and construction	45	4	49	9%
Specialised Disability Accommodation	25	16	41	64%
Vehicle Modifications	36	7	43	19%
Choice and control support services				
Management of funding for supports in participants plan	24	4	28	17%
Support Coordination	30	5	35	17%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	21	0	21	0%
Specialised Supported Employment	5	1	6	20%
Total approved providers	502	100	602	20%

¹⁶⁷ The 6 providers whose registration ended during the fourth quarter of 2017-18 are not included in the 2017-18 Q3 and prior numbers in this table.

Table M.32 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2017-18 Q4
a) Average number of providers per participant	1.55	1.87
b) Number of providers delivering new supports	53	37
c) Change in the number of active/inactive providers:		
Active (%)	12%	11%
Not yet active (%)	86%	86%
Inactive (%)	2%	3%
e) Share of payments - top 25%		
Daily Tasks/Shared Living (%)	90%	87%
Therapeutic Supports (%)	91%	80%
Participate Community (%)	82%	72%
Early Childhood Supports (%)	53%	76%
Assist Personal Activities (%)	78%	76%

Table M.33 Cumulative number of providers that have been active by registration group – NT¹⁶⁸

Registration Group	Prior Quarters	2017-18 Q4	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	1	0	1	0%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	18	0	18	0%
Assistance with travel/transport arrangements	15	1	16	7%
Daily Personal Activities	16	7	23	44%
Group and Centre Based Activities	9	4	13	44%
High Intensity Daily Personal Activities	15	0	15	0%
Household tasks	12	2	14	17%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	23	2	25	9%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	0	3	0%
Assistance products for personal care and safety	8	5	13	63%
Communication and information equipment	1	0	1	0%
Customised Prosthetics	0	0	0	-
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	7	1	8	14%
Specialised Hearing Services	0	0	0	-
Vision Equipment	2	0	2	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	26	3	29	12%
Behaviour Support	3	1	4	33%
Community nursing care for high needs	3	0	3	0%
Development of daily living and life skills	9	3	12	33%
Early Intervention supports for early childhood	3	2	5	67%
Exercise Physiology and Physical Wellbeing activities	1	0	1	0%
Innovative Community Participation	1	0	1	0%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	24	4	28	17%
Capital services				
Home modification design and construction	2	0	2	0%
Specialised Disability Accommodation	1	0	1	0%
Vehicle Modifications	2	0	2	0%
Choice and control support services				
Management of funding for supports in participants plan	7	1	8	14%
Support Coordination	3	0	3	0%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	2	0	2	0%
Specialised Supported Employment	2	0	2	0%
Total approved active providers	72	13	85	18%

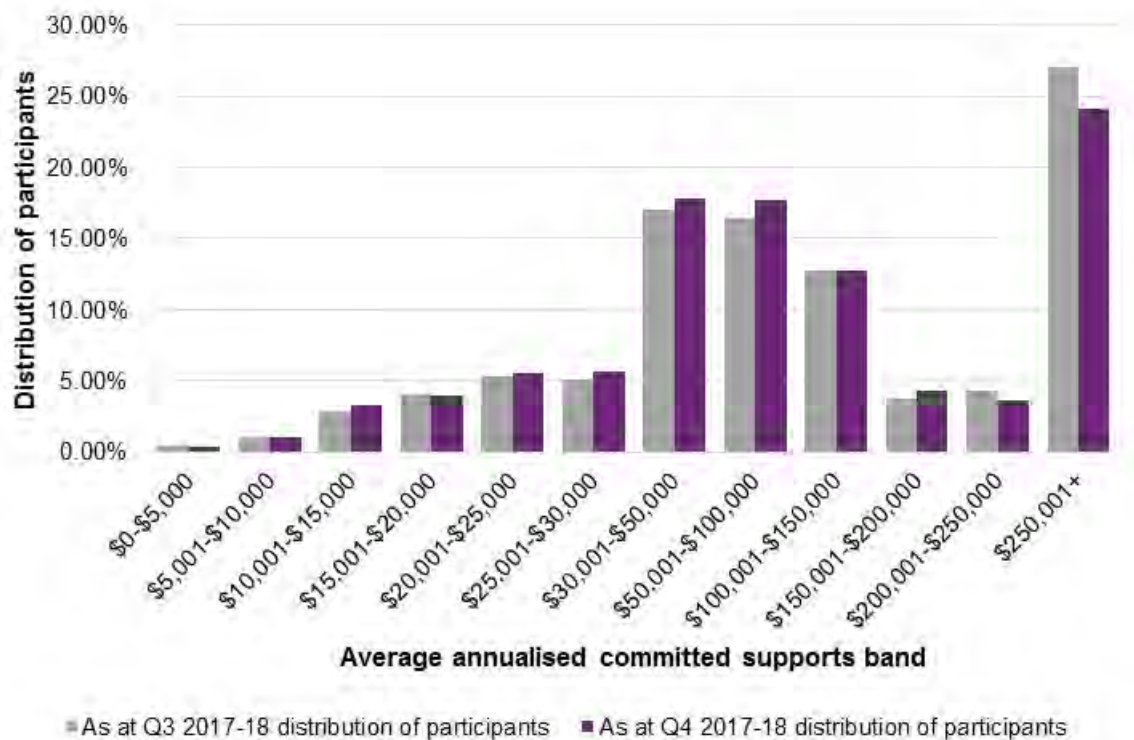
¹⁶⁸ Previously, providers were counted as active in a registration group if they were approved in the registration group in NT and active in any group. This has been refined in this report to only count those providers which are active in NT in the registration group considered. In NT, the number of active providers is relatively low due to a high proportion (52%) of providers that are approved nationally but not specifically in NT.

Part Five: Financial sustainability

Table M.34 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond ¹⁶⁹	Total
Total Committed	-	1.9	5.6	19.7	98.4	71.3	197.0

Figure M.1 Distribution of participants by annualised committed support band (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NT)



¹⁶⁹ Note: The \$71 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Figure M.2 Distribution of participants by annualised committed support band (excluding participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NT)

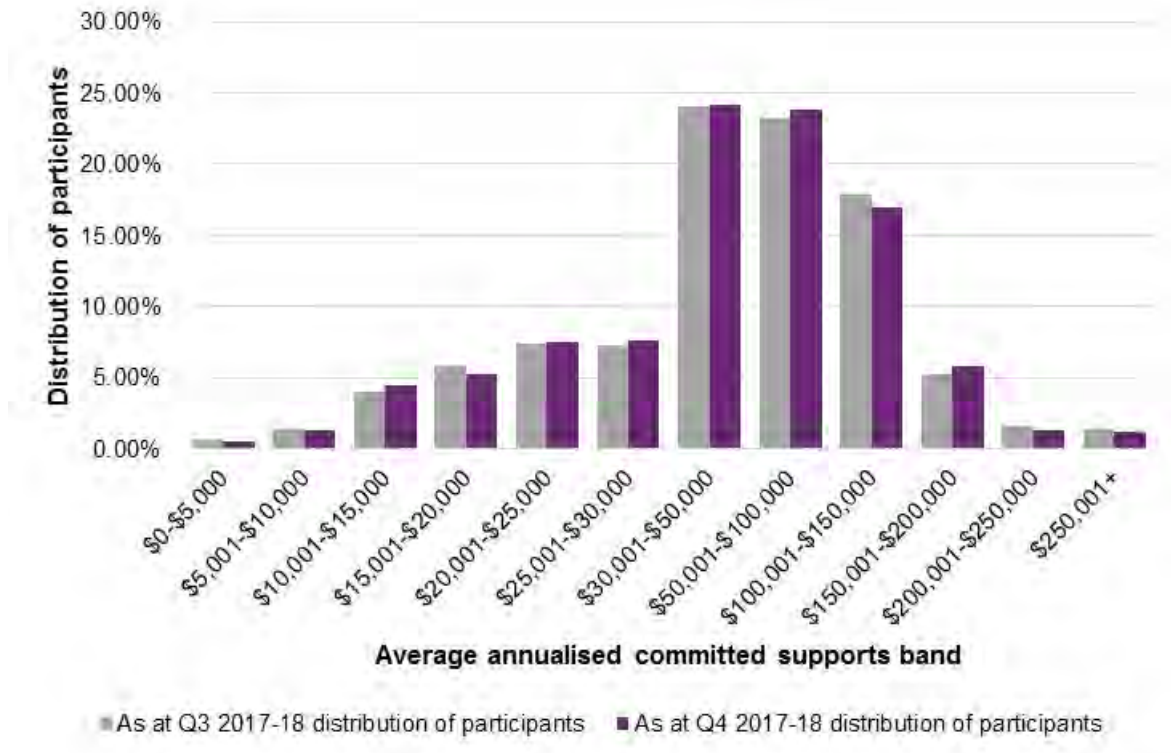


Figure M.3 Average committed support by age group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3 (NT)

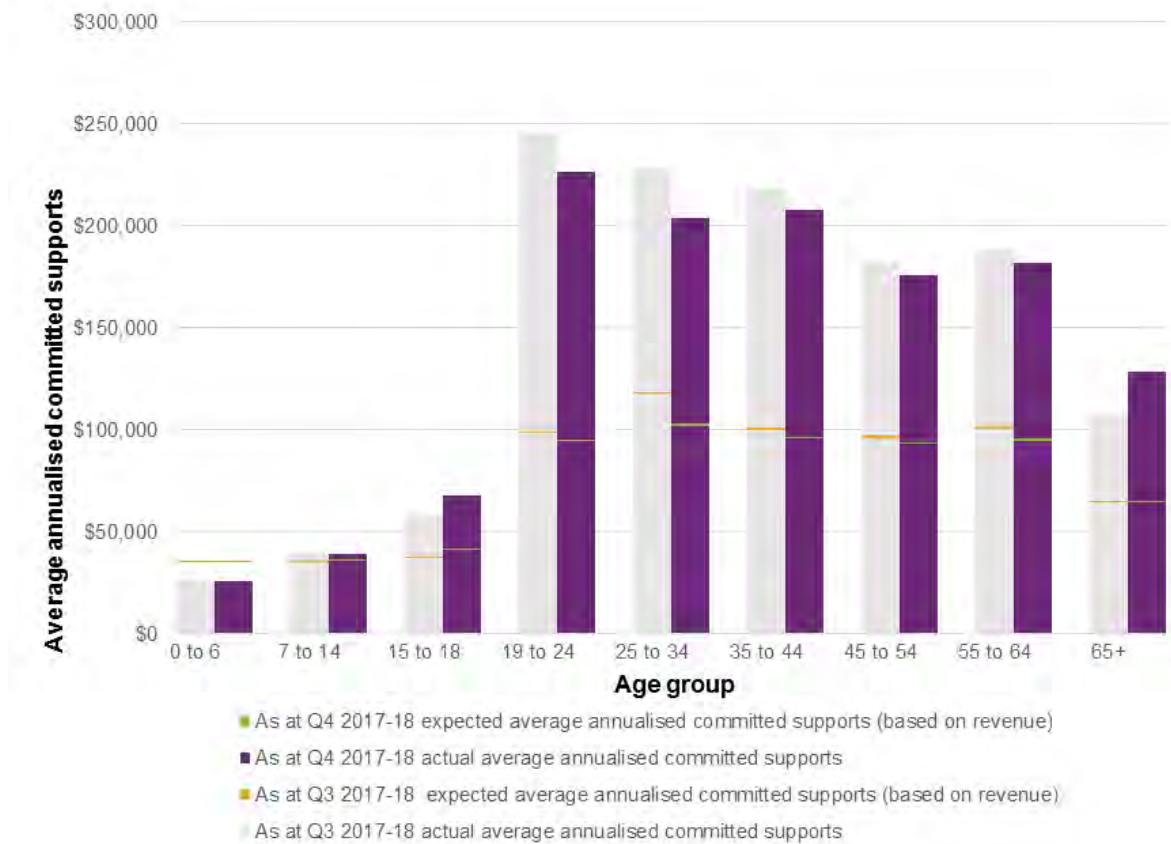
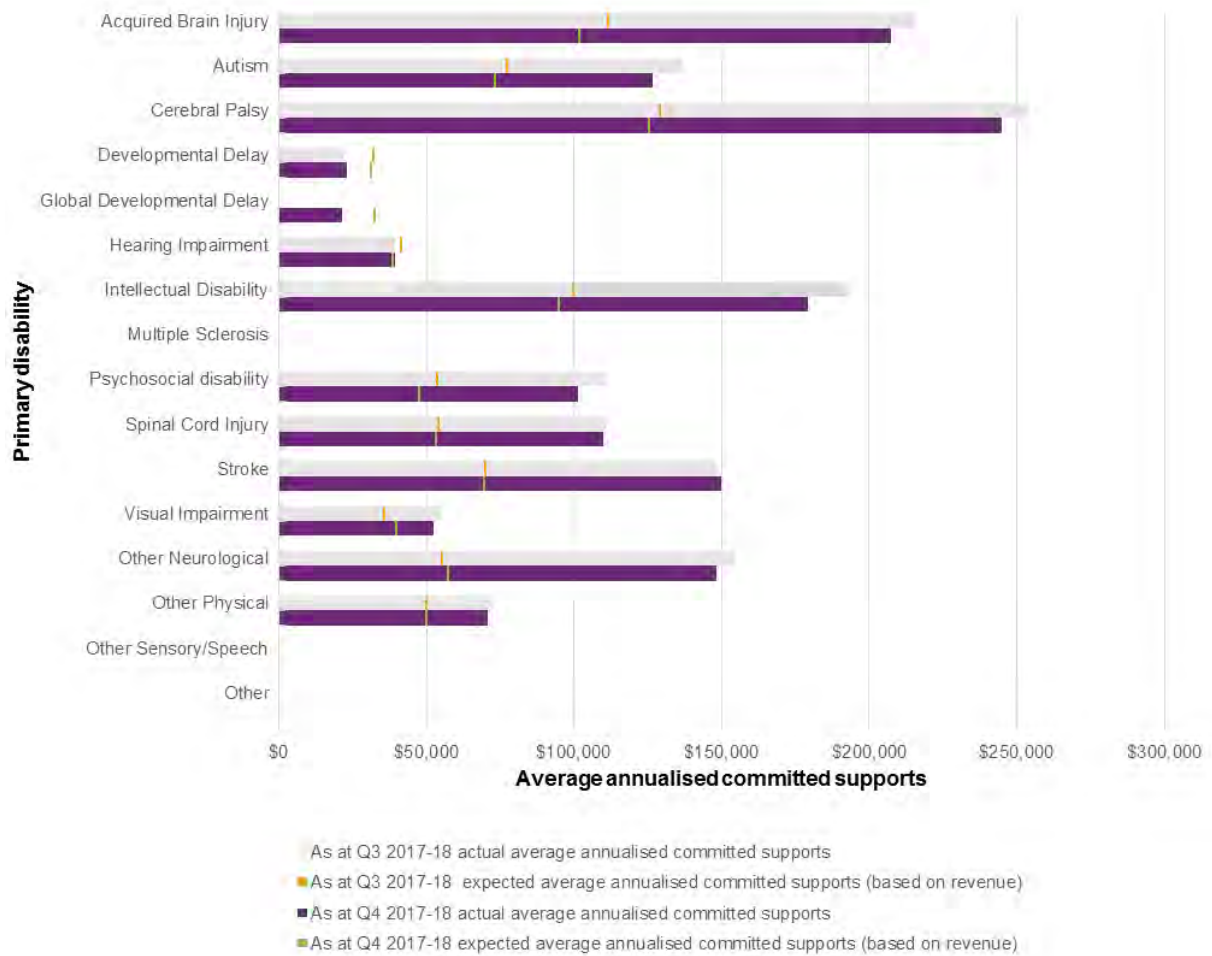


Figure M.4 Average committed support by primary disability group (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁷⁰ (NT)



¹⁷⁰ Average annualised committed supports are not shown where there is insufficient data in the group.

Figure M.5 Average committed support by level of function (including participants with shared supported accommodation supports) – active participants with initial plan approvals as at 2017-18 Q4 compared with active participants with initial plan approvals as at 2017-18 Q3¹⁷¹ (NT)

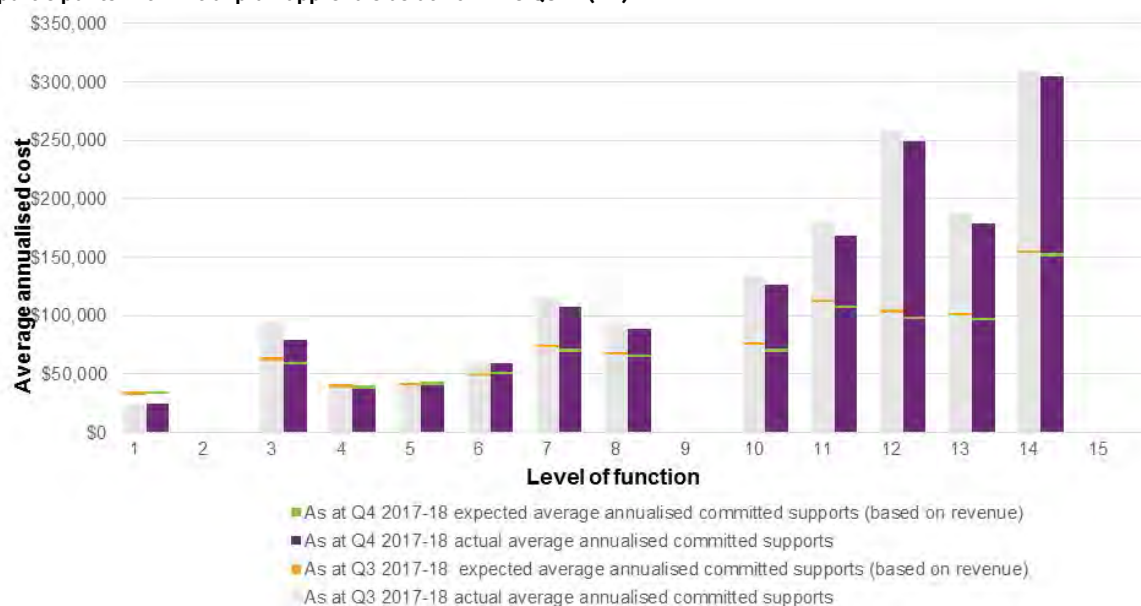


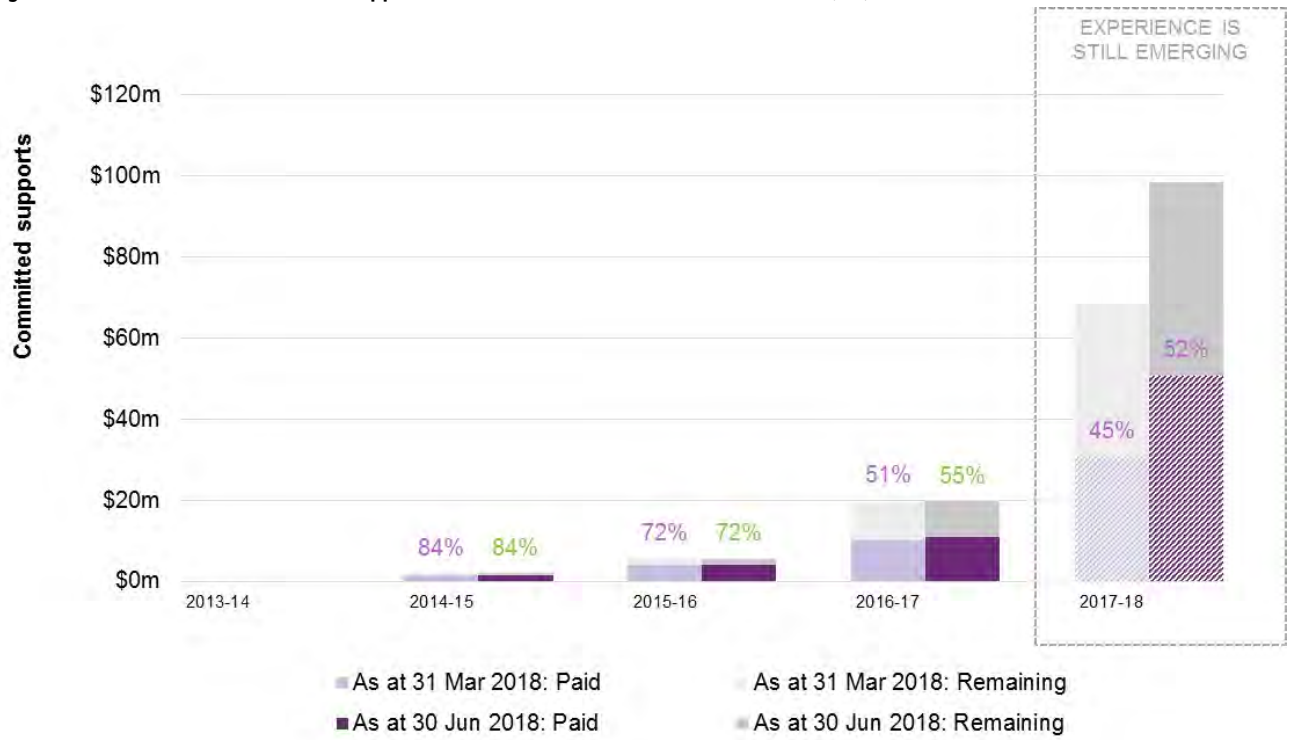
Table M.35 Payments by financial year, compared to committed supports (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total Committed	-	1.9	5.6	19.7	98.4	71.3	197.0
Total Paid	-	1.6	4.1	10.9	50.8	0.0	67.3
% utilised to date	-	84%	72%	55%	52%	-	54% ¹⁷²

¹⁷¹ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

¹⁷² Note: Only committed supports expected to be used to 30 June 2018 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure M.6 Utilisation of committed supports as at 31 March 2018 and 30 June 2018 (NT)



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