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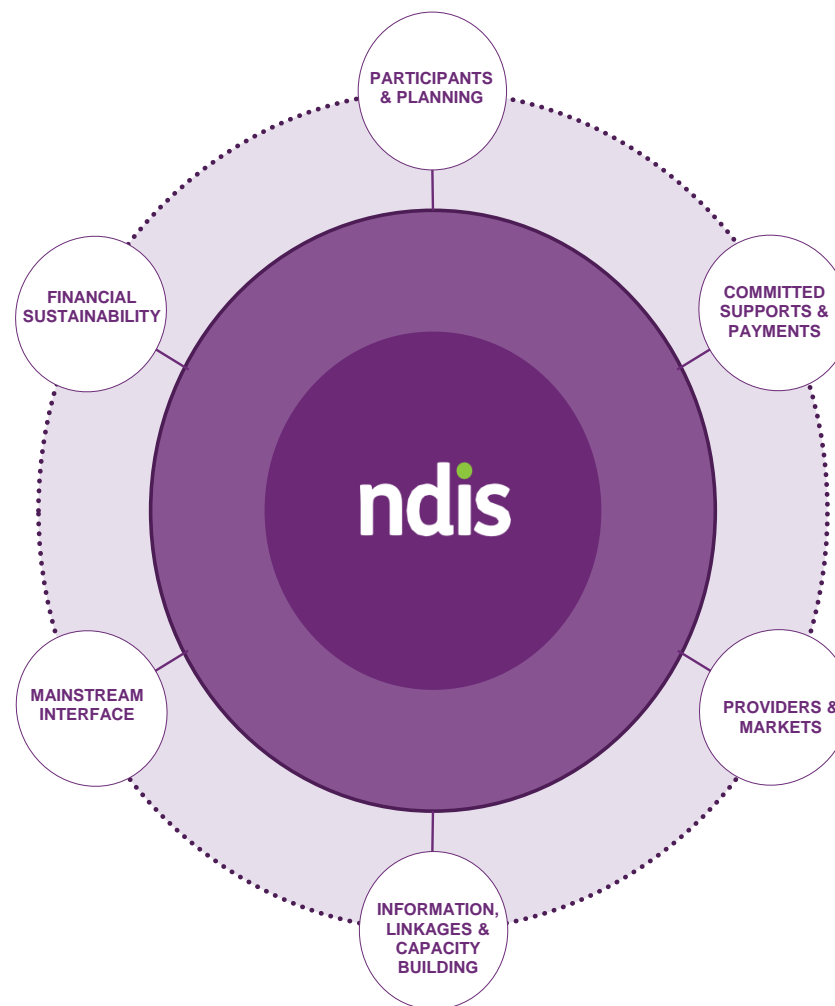
## Disability Reform Council Quarterly Performance Report

Victoria - 31 March 2018



# Overview

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



# Summary

## Participants and Planning

6,428 additional participants with plans this quarter.

As at 31 March 2018, plans approved and ECEI referrals represent:

- 74% of year to date bilateral estimate met (1 July 2017 - 31 March 2018)
- 77% of scheme to date bilateral estimate met (1 July 2013 - 31 March 2018)

Satisfaction rating remained high with 93% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

## Committed Supports and Payments

\$1.2 billion has been paid to providers and participants since Scheme inception.

Overall,

- 61% of committed supports were utilised in 2013-14,
  - 79% in 2014-15,
  - 79% in 2015-16,
  - 67% in 2016-17.
- 2017-18 experience is still emerging.

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

## Providers and Markets

4,177 approved providers, a 14% increase for the quarter.

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

38% of service providers are individual/sole traders.

## Mainstream Interface

87% of active participants with a plan approved in 2017-18 Q3 access mainstream services.

# Participants and Planning

As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 6,428 additional participants with approved plans this quarter.

# Summary

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

## Key Statistics

**9,140**

ACCESS DECISIONS IN 2017-18 Q3

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

**6,428**

INITIAL PLANS APPROVED IN 2017-18 Q3

OF THE 6,428 INITIAL PLANS APPROVED THIS QUARTER, 809 WERE PREVIOUSLY CONFIRMED AS ECEI AT 2017-18 Q2

**1,129**

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q3

**74%**

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 31 MARCH 2018)

**74%**

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 MARCH 2018)

**77%**

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 MARCH 2018)

**18%**

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q3 ARE AGED 0 TO 6 YEARS

**27%**

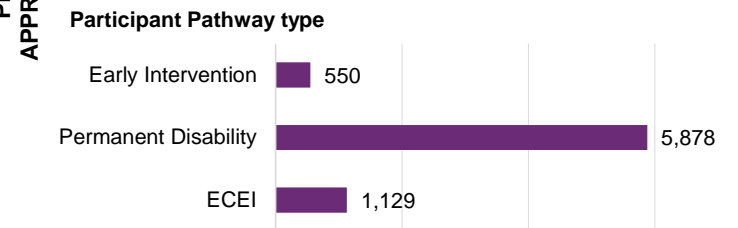
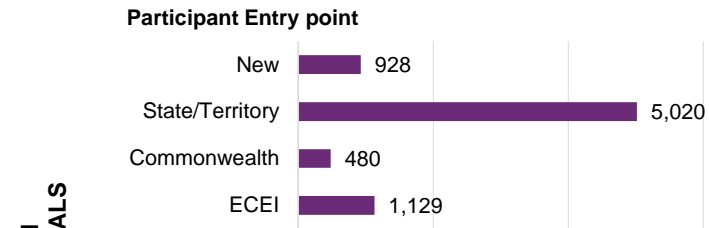
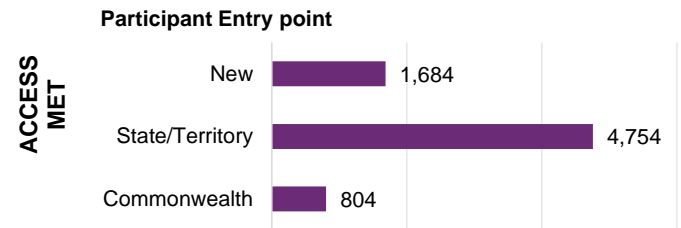
OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q3 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

# Quarterly Intake

2017-18 Q3

Of the 7,242 participants deemed 'eligible' this quarter 66% entered from an existing State/Territory program.

Of the 6,428 plan approvals this quarter, 78% had transitioned from an existing State/Territory program, 91% entered with a permanent disability and 809 were previously confirmed as ECEI at 2017-18 Q2.



# Quarterly Intake Detail

## Plan approvals as at 31 March 2018

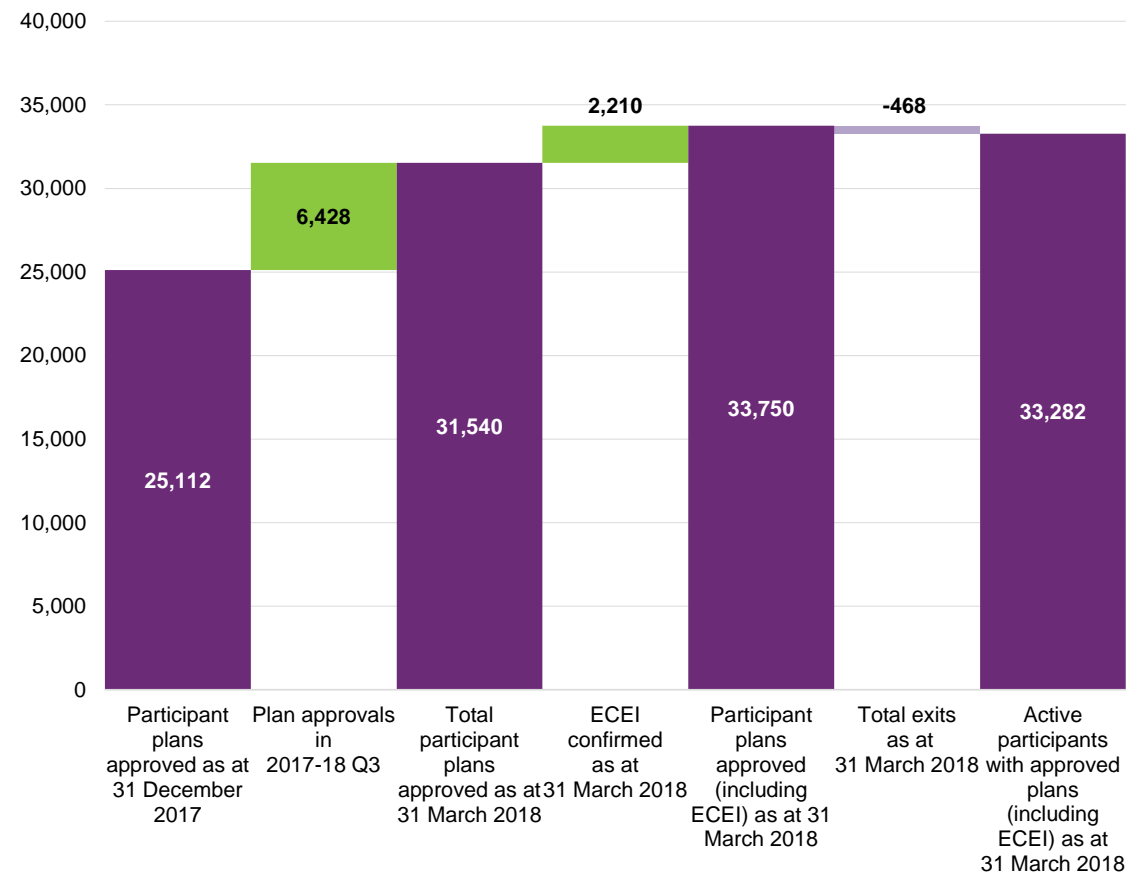
Plan approval numbers have increased from 25,112 at the end of 2017-18 Q2 to 31,540 by the end of 2017-18 Q3, an increase of 6,428 approvals.

As at 31 March 2018 there were 2,210 children with a confirmed ECEI referral bringing the total number to 33,750. Overall, 468 participants with approved plans have exited the Scheme.

Of the 2,210 children with a confirmed ECEI referral as at 31 March 2018, 1,081 were previously confirmed as ECEI at 31 December 2017 and an additional 1,129 entered the gateway this quarter.

In the quarter of 2017-18 Q3 there were 5,205 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 December 2017 and 31 March 2018



# Cumulative Position

## Plan approvals as at 31 March 2018

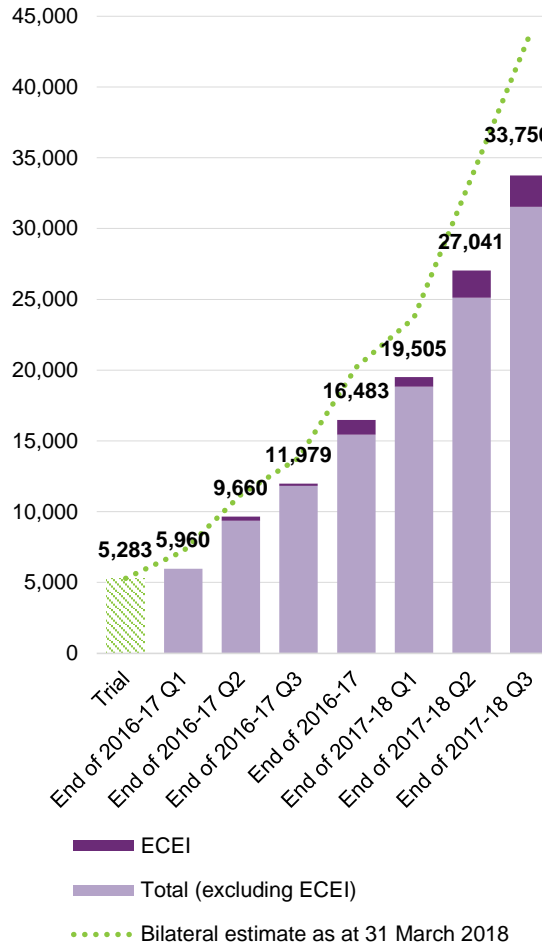
As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 33,750 (including 2,210 children supported through the ECEI gateway). Of these, 21,584 transitioned from an existing State/Territory program and 2,959 transitioned from an existing Commonwealth program.

In addition, 10,018 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 July 2013, there have been 48,260 people with access decisions.

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

Cumulative plan approvals compared with bilateral estimate



**74%**

of year to date bilateral estimate met (1 July 2017 - 31 March 2018)

**74%**

of transition to date bilateral estimate met (1 July 2016 - 31 March 2018)

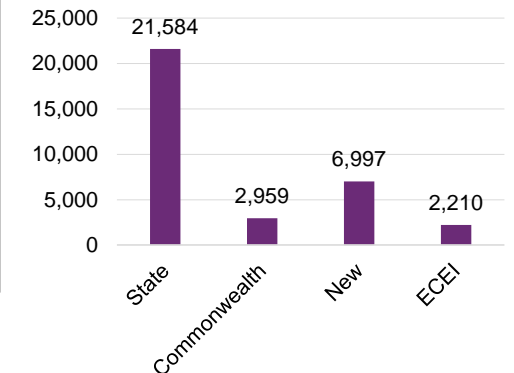
**77%**

of scheme to date bilateral estimate met (1 July 2013 - 31 March 2018)

**31,540**

plan approvals to date; 33,750 including ECEI confirmed

Plan approvals by participant referral pathway





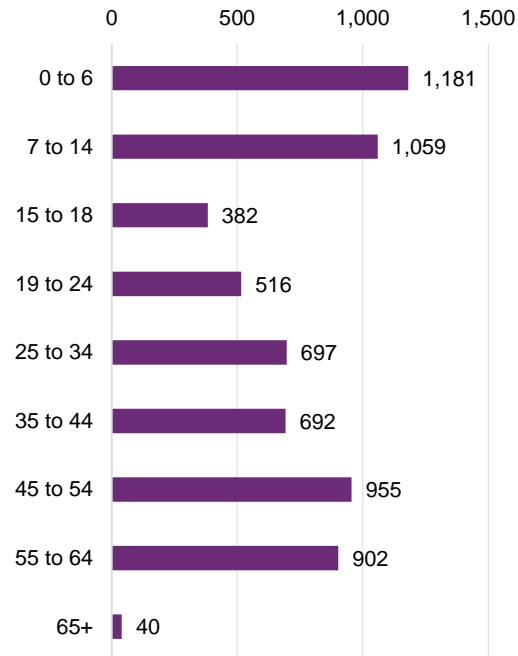
# Participant Profiles by Age Group

**Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by age group.**

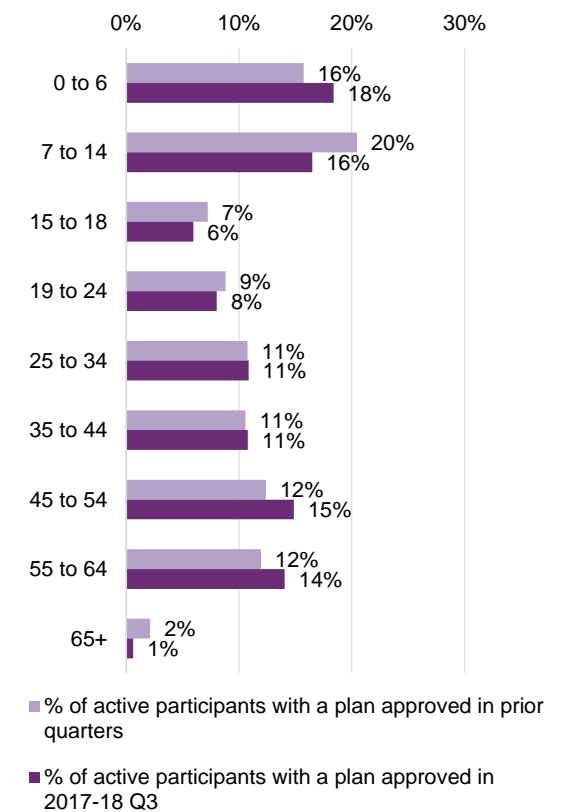
**Approximately 18% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 16% in prior quarters.**

**Further, 16% of participants entering in this quarter are aged 7 to 14 years. This is lower compared to 20% in prior quarters.**

**Active participants with a plan approved in the quarter of 2017-18 Q3 by age group**



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



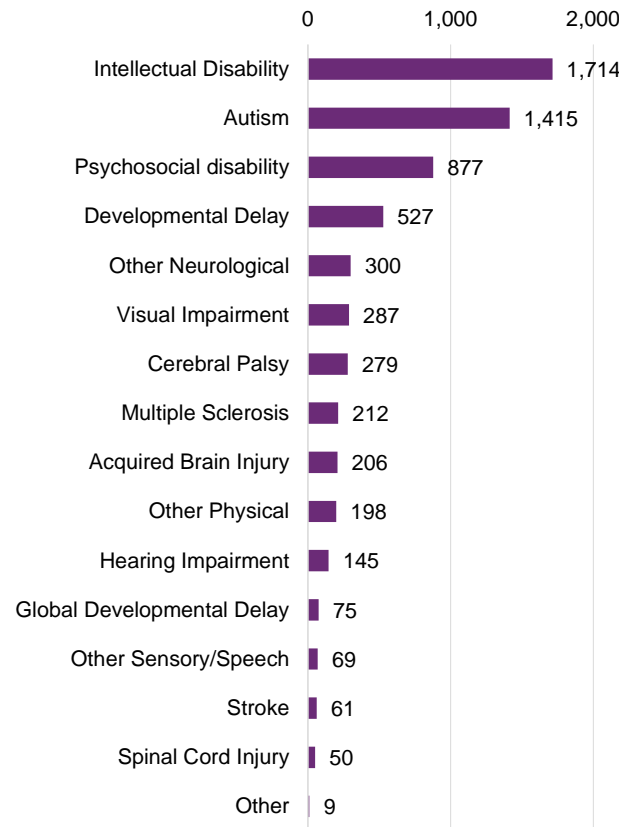
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Participant Profiles by Disability Group

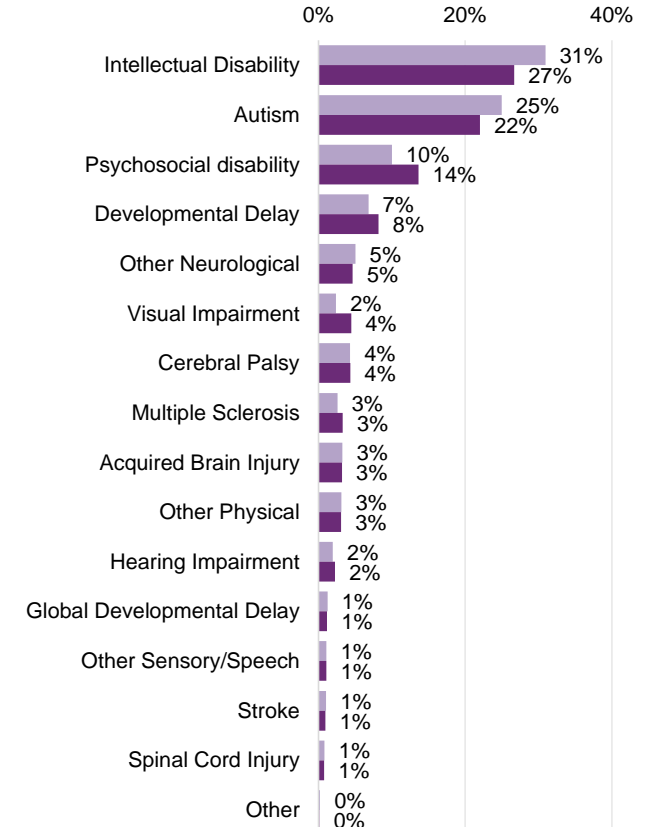
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by disability group.

27% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Intellectual Disability. This is lower compared to prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q3 by disability group



% of active participants with a plan approved by disability group



Note: Of the 1714 active participants identified as having an intellectual disability, 249 (15%), have down syndrome.

■ % of active participants with a plan approved in prior quarters  
 ■ % of active participants with a plan approved in 2017-18 Q3

# Participant Profiles by Level of Function

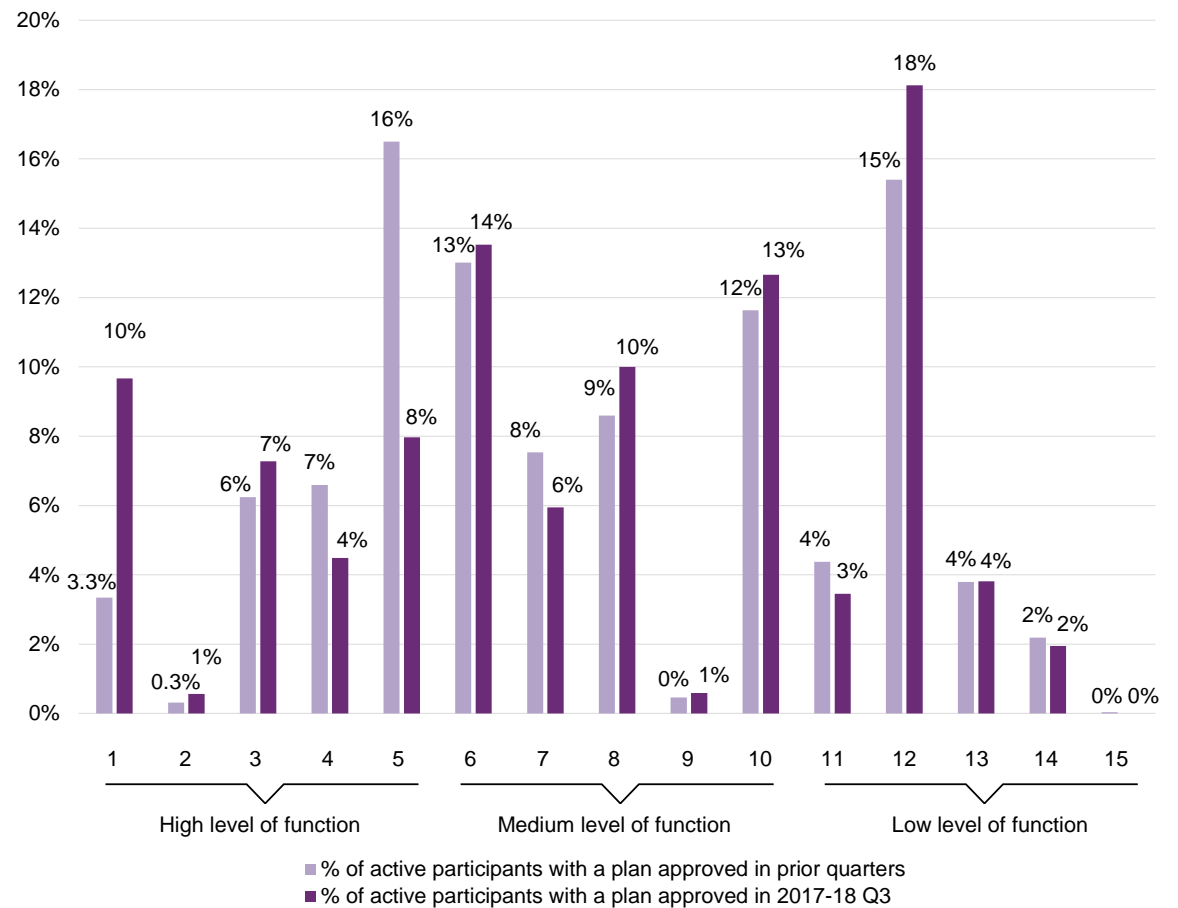
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by level of function.

For participants with a plan approval in the current quarter:

- 30% of active participants had a relatively high level of function
- 43% of active participants had a relatively moderate level of function
- 27% had a relatively low level of function

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

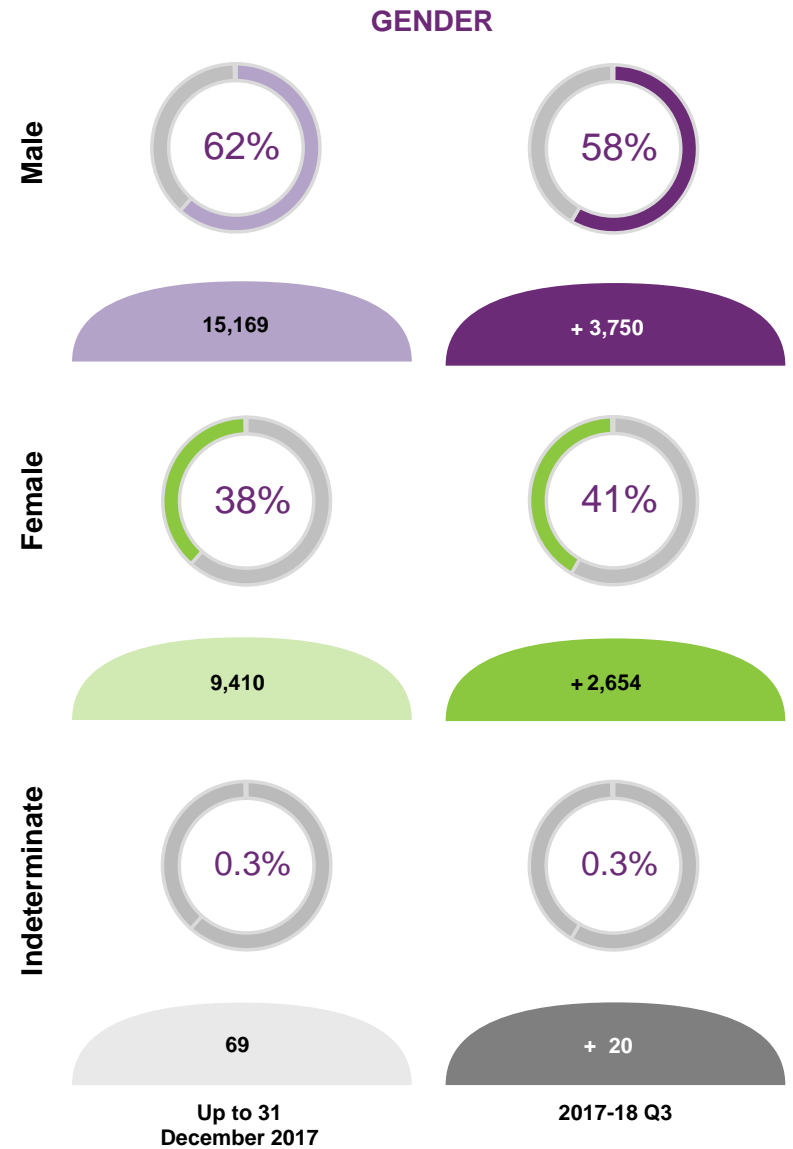
% of active participants with a plan approved by level of function



# Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by gender.

The majority of participants are males.





# Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017.

Of the participants with a plan approved in 2017-18 Q3:

- 2.3% were Aboriginal or Torres Strait Islander, compared with 2.2% for prior periods.
- 0.9% were young people in residential aged care, compared with 1.4% for prior periods.
- 6.8% were culturally and linguistically diverse, compared with 5.8% for prior periods.

## Aboriginal & Torres-Strait Islander status

Aboriginal and Torres Strait Islander

2017-18 Q3

148

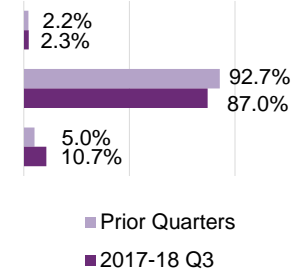
Not Aboriginal and Torres Strait Islander

5,590

Not Stated

686

% of active participants



## Young people in residential aged care status

Young people in residential aged care

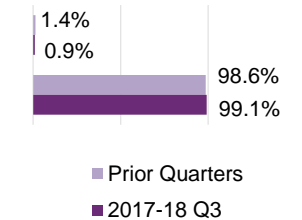
2017-18 Q3

60

Young people not in residential aged care

6,364

% of active participants



## Culturally and linguistically diverse status

Culturally and linguistically diverse

2017-18 Q3

435

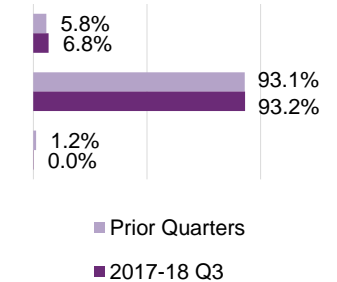
Not culturally and linguistically diverse

5,987

Not stated

2

% of active participants

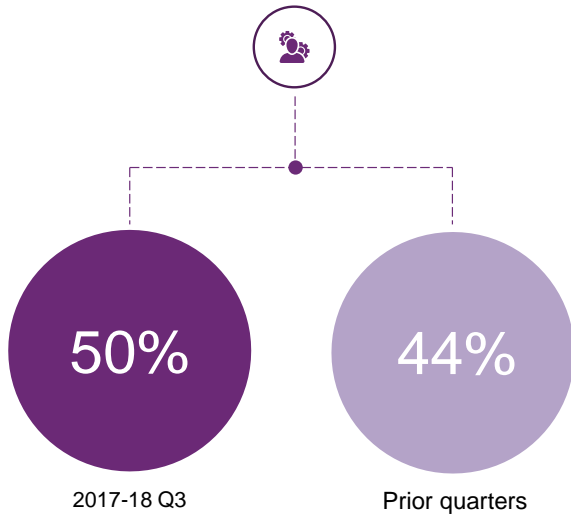


# Plan Management Support Co-ordination

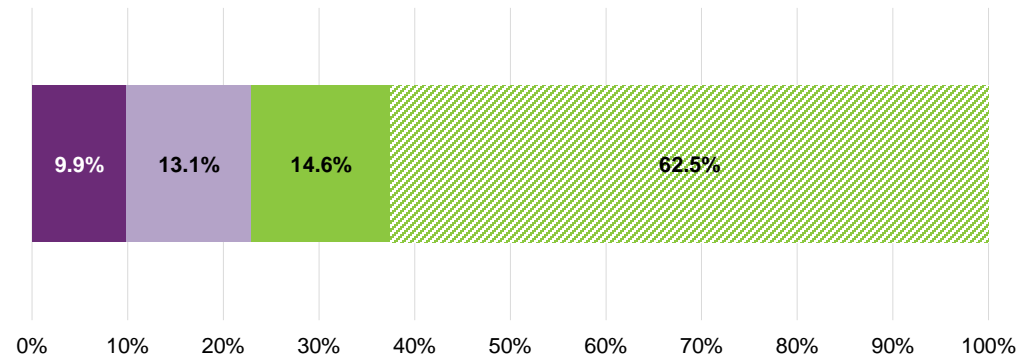
The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q3 (25%) compared with prior quarters of transition (23%).

50% of participants who have had a plan approved in 2017-18 Q3 have support coordination in their plan, compared with 44% in prior quarters during transition.

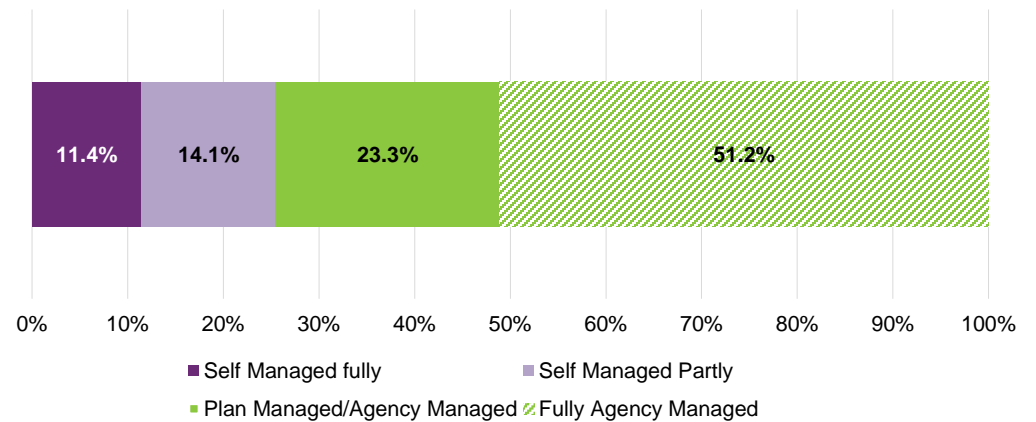
## Support Co-ordination



Prior quarters (transition only)



2017-18 Q3



# Plan Activation

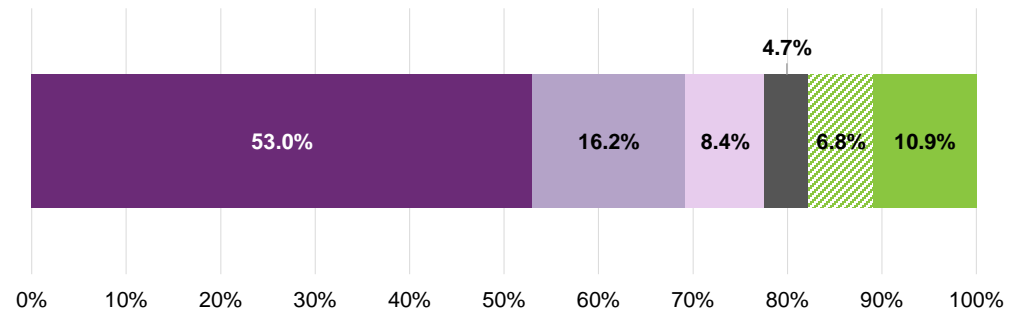
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

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

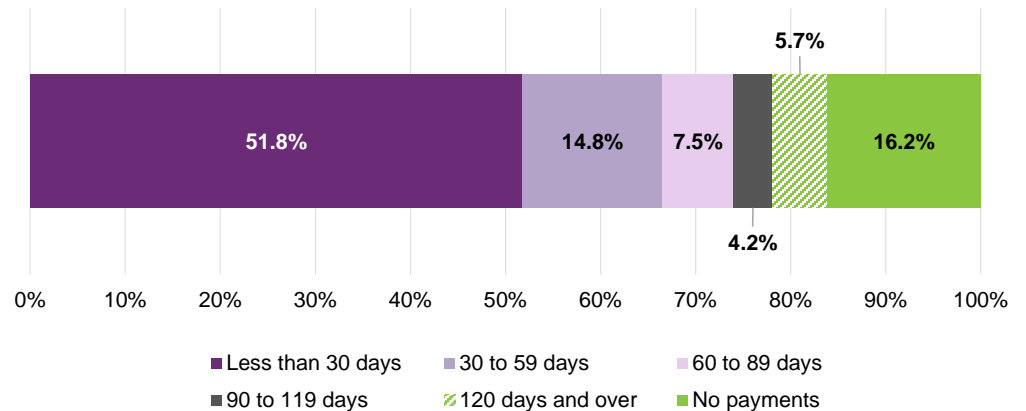
- 78% of plans approved in prior quarters
- 74% of plans approved in 2017-18 Q1.

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q1



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

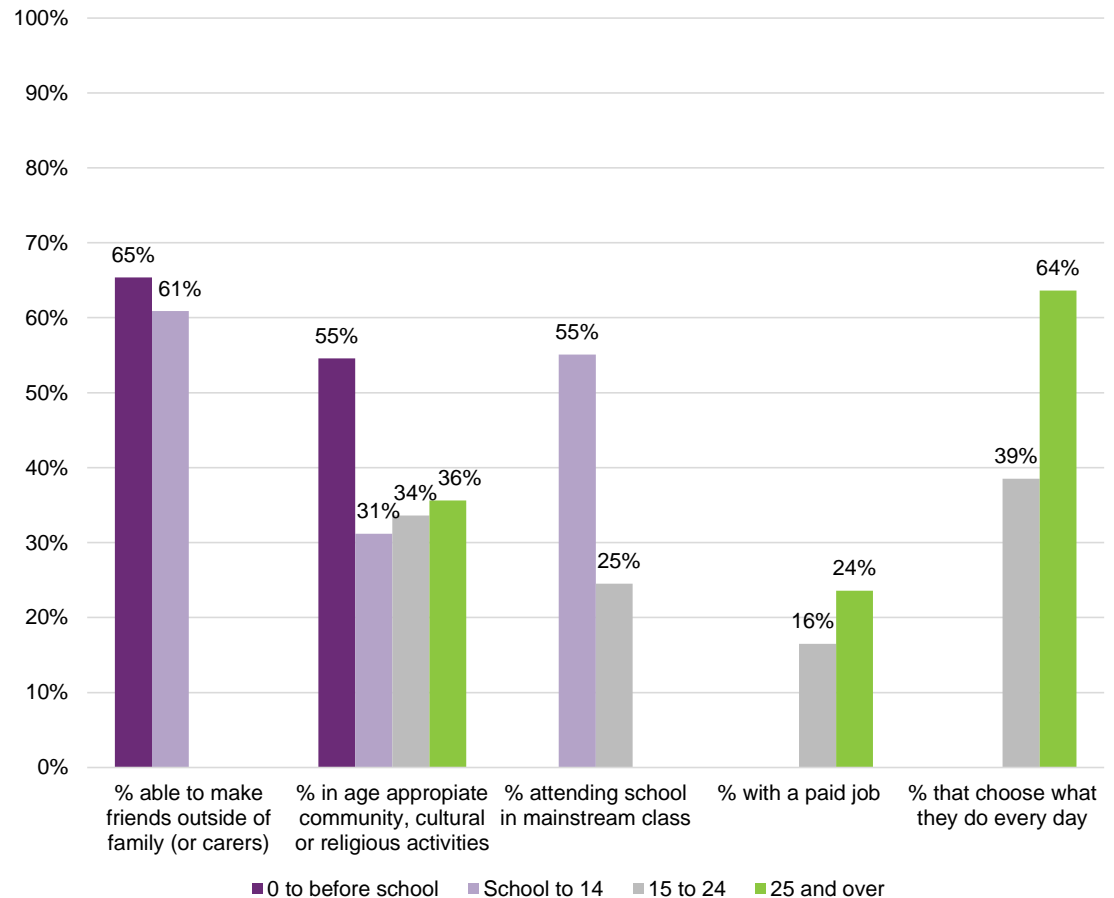
Note: Given that plans approved since 2017-18 Q1 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

# Participant Outcomes

Baseline outcome measures were collected from 99% of participants receiving their initial plan since 1 July 2016.

- 65% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 61% of participants from school age to 14
- 55% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 36% for other age groups
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 25% of participants aged 15 to 24
- 24% of participants aged 25 and over have a paid job, compared to 16% of participants aged 15 to 24
- 64% of participants aged 25 and over choose what they do every day, compared to 39% of participants aged 15 to 24

Selected key baseline indicators for participants



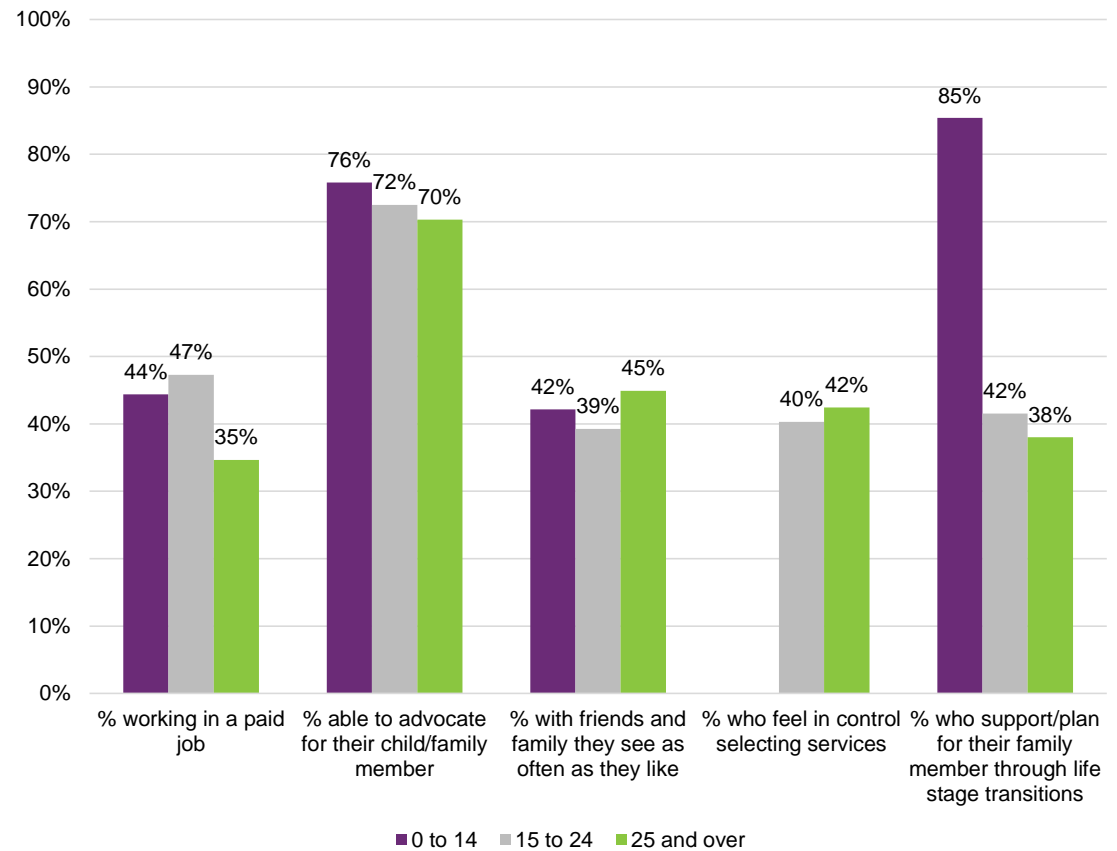


# Family/Carers Outcomes

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (47%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (76%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (45%)
- who feel in control selecting services was highest for participants aged 25 and over (42%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Selected key baseline indicators for families and carers of participants



# Has the NDIS helped? Participants

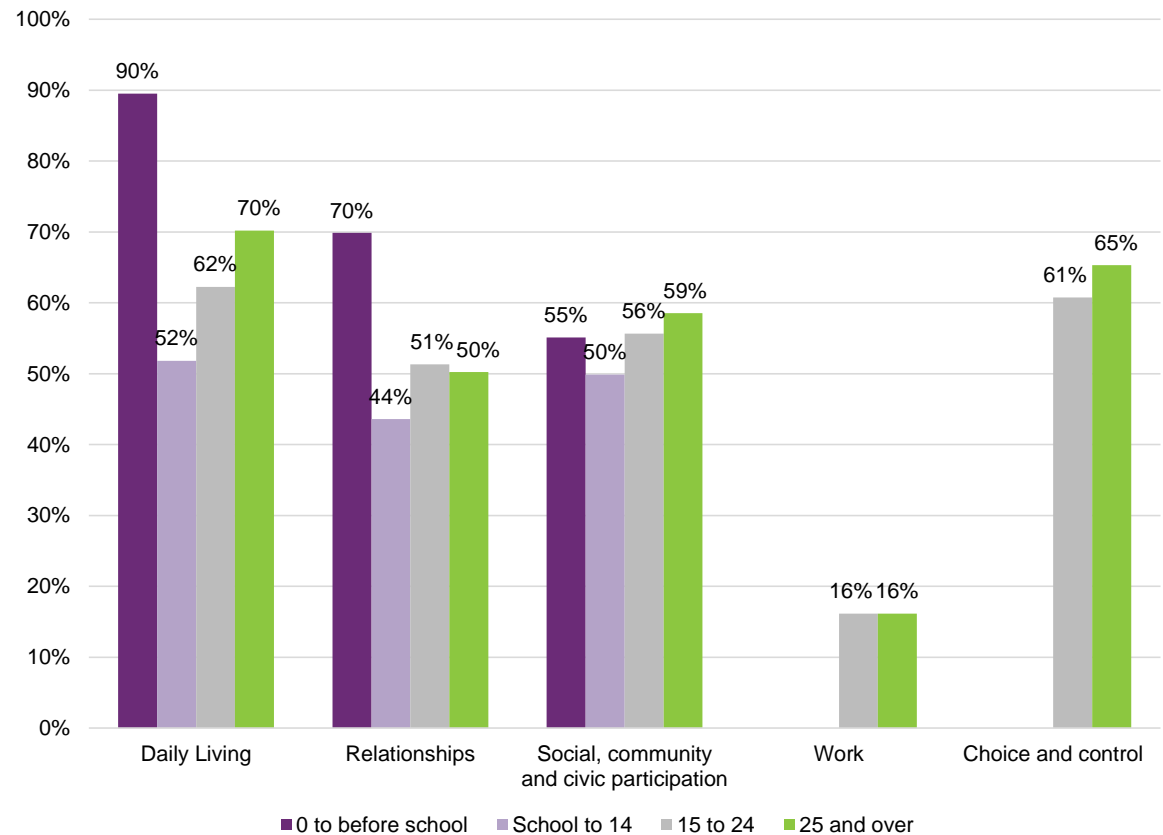
## Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first three quarters of 2016-17 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

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

- Daily Living (90%), for participants aged 0 to before school
- Daily Living (52%), for participants of school age to 14
- Daily Living (62%), for participants aged 15 to 24
- Daily Living (70%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



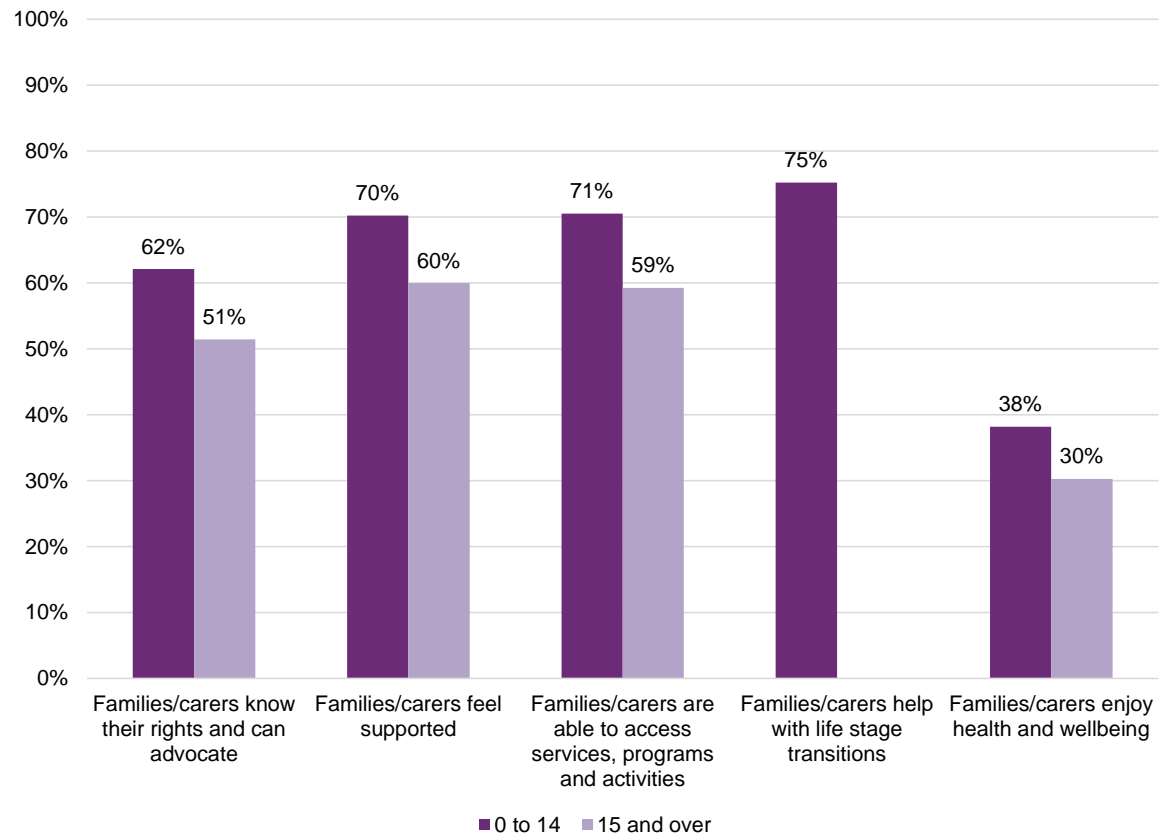
# Has the NDIS helped? Family/Carers

## Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first three quarters of 2016-17 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most with life stage transitions and with feeling supported.

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



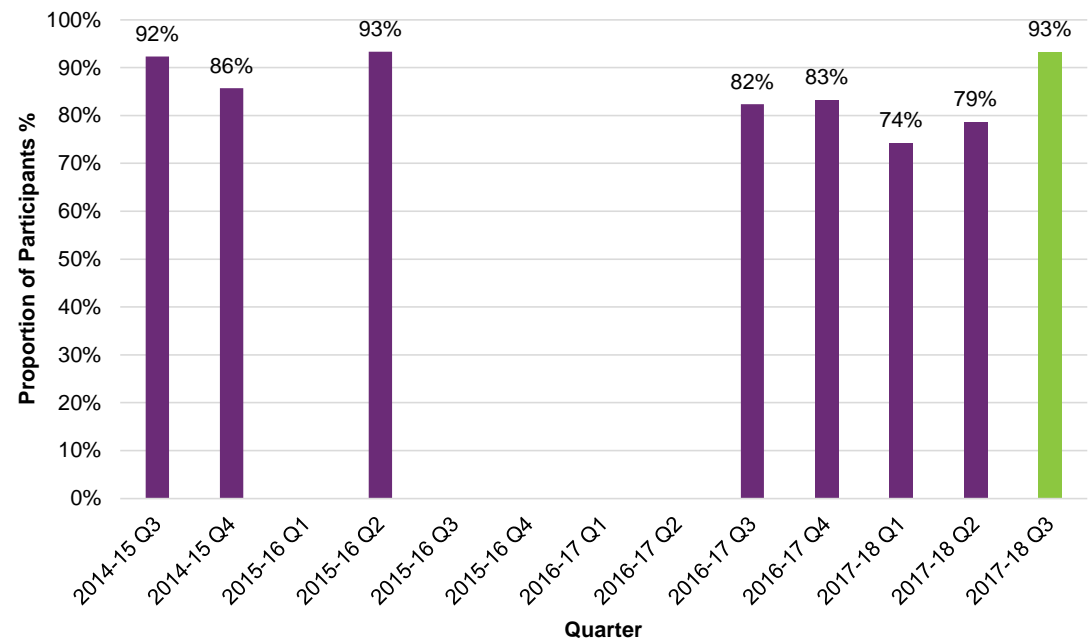
# Participant Satisfaction

**93% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased since the last quarter.**

**The Participant Pathway Review aims to improve the participant experience.**

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

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



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

# Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to \$2.9 billion (including support periods in the future), of which \$1.2 billion has been paid.

## Summary

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

### Key Statistics

**\$2.9**  
BILLION OF SUPPORTS HAS BEEN COMMITTED TO 31,540 PARTICIPANTS

**\$911.5**  
MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

**\$1.3**  
BILLION OF SUPPORTS IN RESPECT OF 2017-18<sup>^</sup>

**\$666.7**  
MILLION OF SUPPORTS IN RESPECT OF LATER YEARS\*

**\$1.2**  
BILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 61% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 79% IN 2014-15, 79% IN 2015-16 AND 67% IN 2016-17. THE 2017-18 EXPERIENCE IS STILL EMERGING.

<sup>^</sup>Note: The \$1.3 billion in respect of 2017-18 only includes approved plans to date.

\*Note: The \$666.7 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

# Committed Supports and Payments

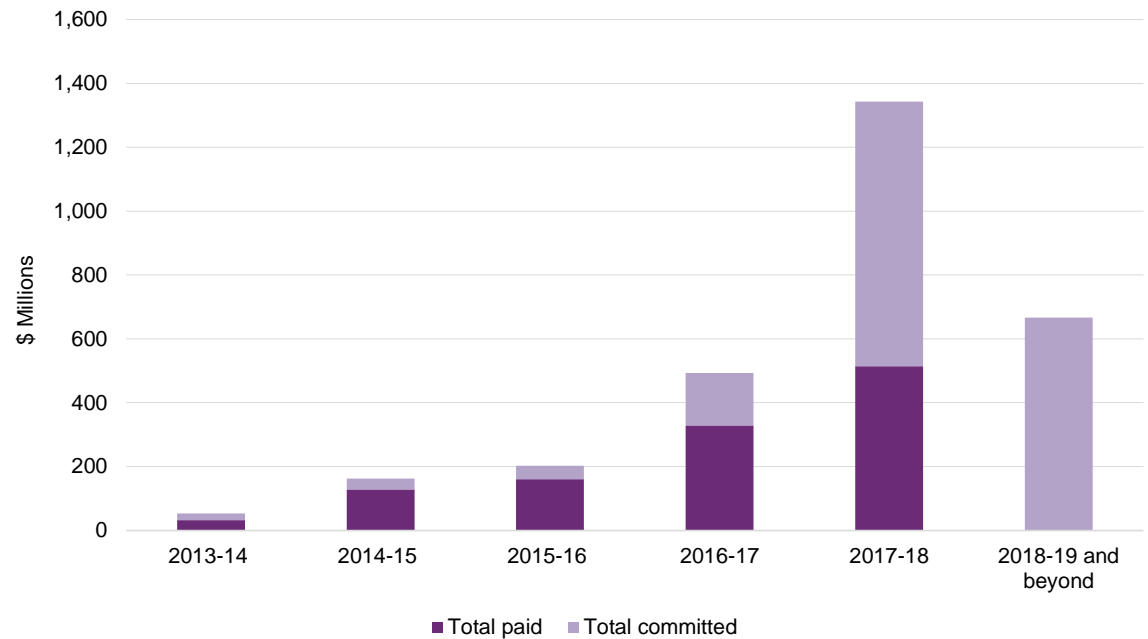
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the \$2.9 billion that has been committed in participant plans, \$1.2 billion has been paid to date.

In particular, for supports provided in:  
 2013-14: \$32.3m has been paid  
 2014-15: \$128.3m has been paid  
 2015-16: \$160.7m has been paid  
 2016-17: \$329.0m has been paid  
 2017-18 to date: \$514.0m has been paid

Committed and paid by expected support year

\$Million	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	1,343.3	666.7	2,921.6
Total paid	32.3	128.3	160.7	329.0	514.0	0.0	1,164.3

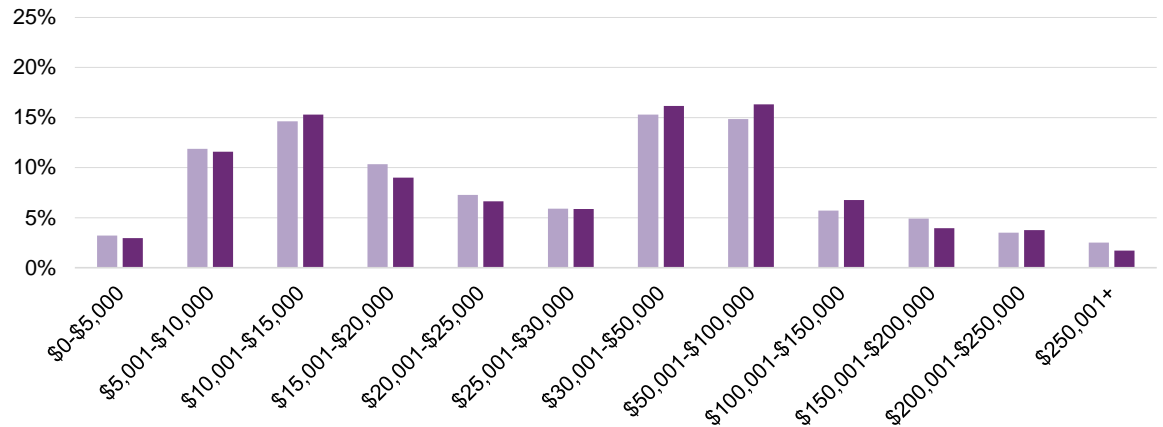


# Committed Supports by Cost Band

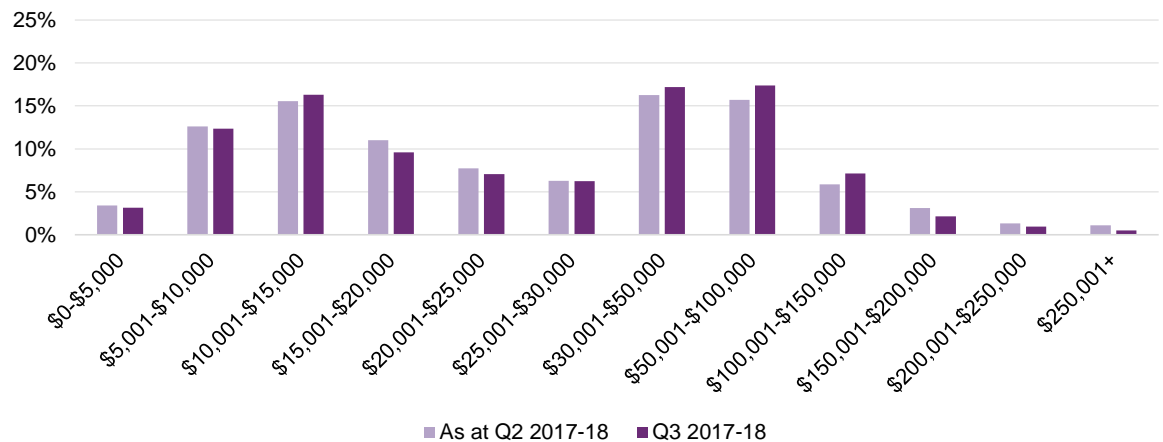
A lower proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports between \$15,000 and \$30,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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



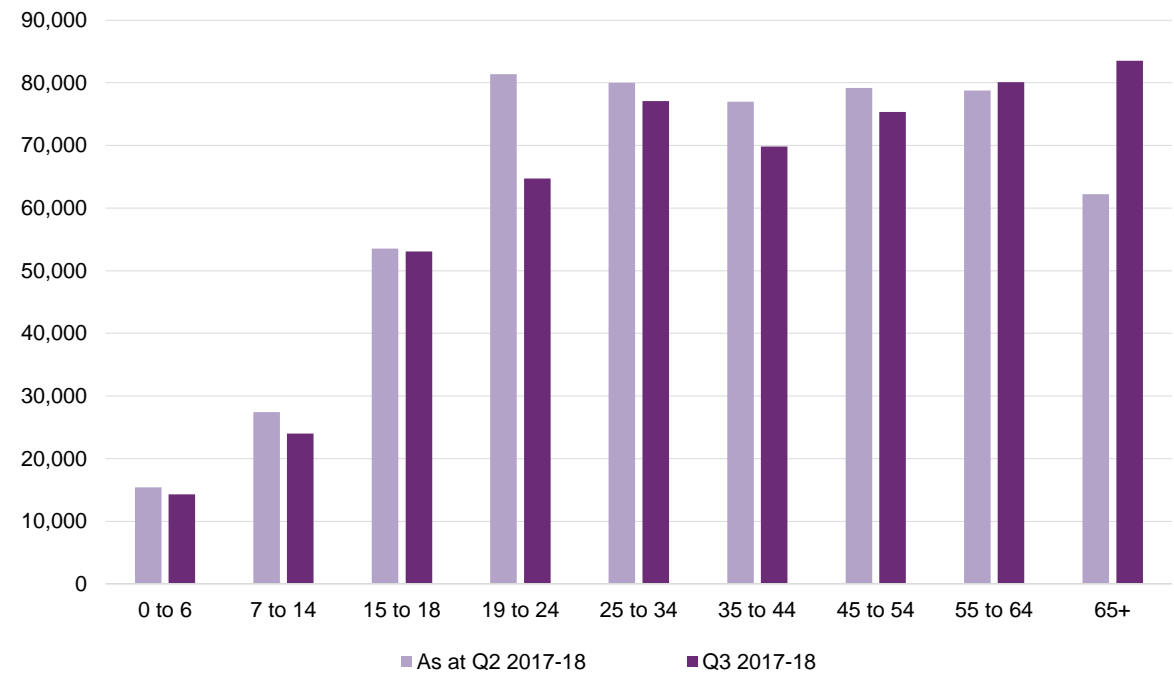


# Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 19, stabilises to age 64 and then reduces at older ages.

The average annualised committed supports was lower in 2017-18 Q3 compared to previous quarters for most age groups.

Average annualised committed supports by age band

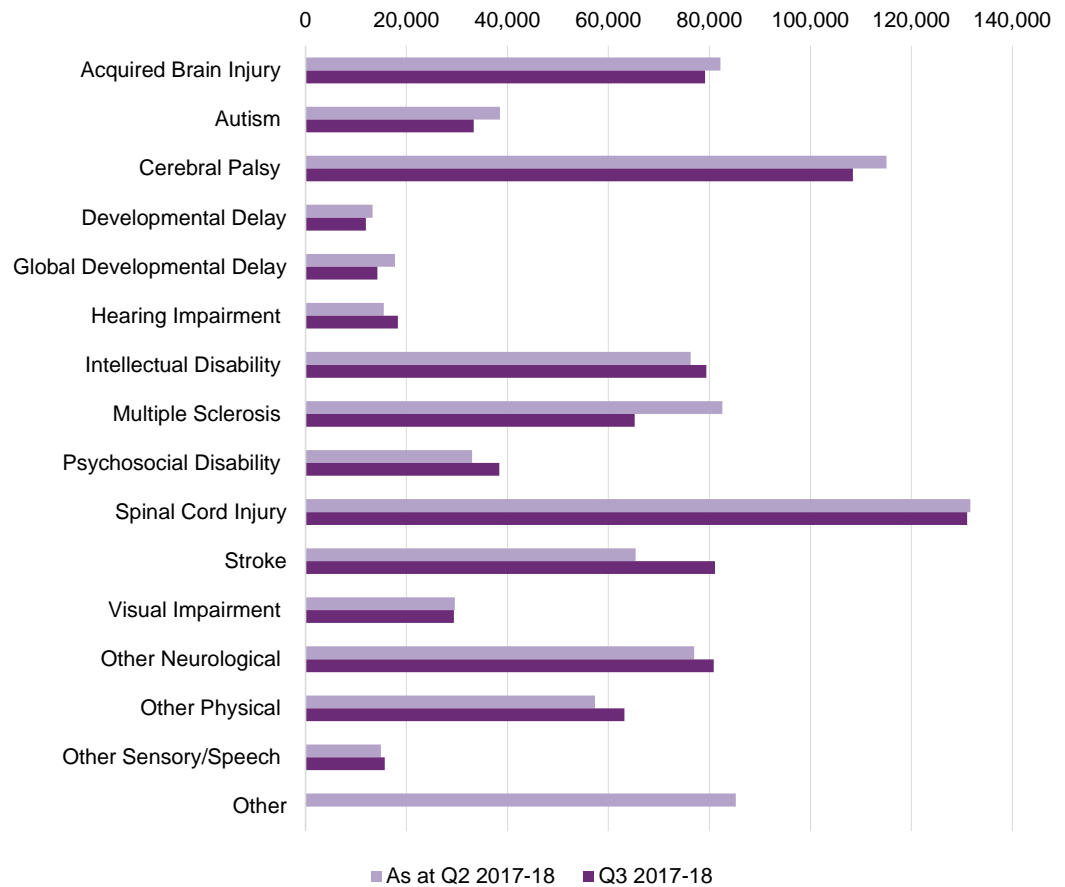


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

# Committed Supports by Disability Group

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

Average annualised committed supports by primary disability group



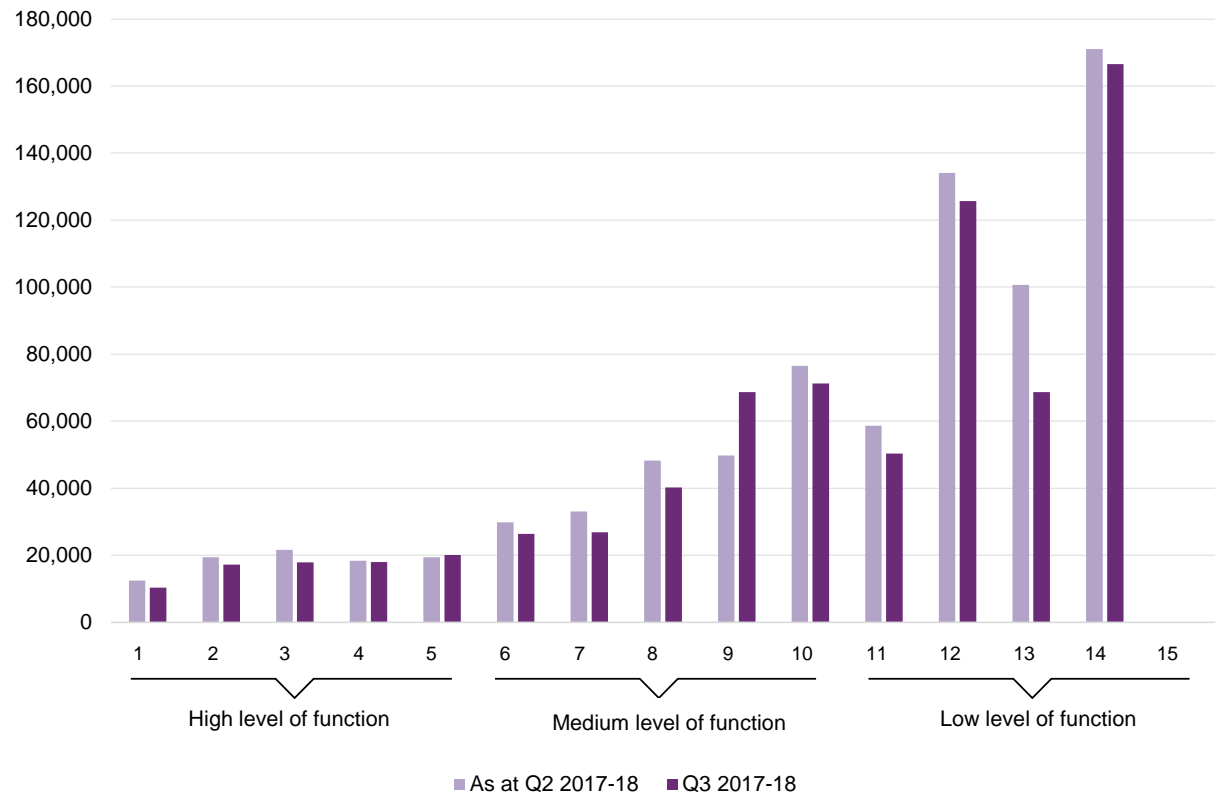
Note: Average annualised committed supports are not shown if there are insufficient data in the group

# Committed Supports by Level of Function

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

The average annualised committed supports for participants with an initial plan approval in 2017-18 Q3 is lower compared with participants who entered in prior quarters for participants across low, medium and high levels of function.

Average annualised committed supports by level of function



Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

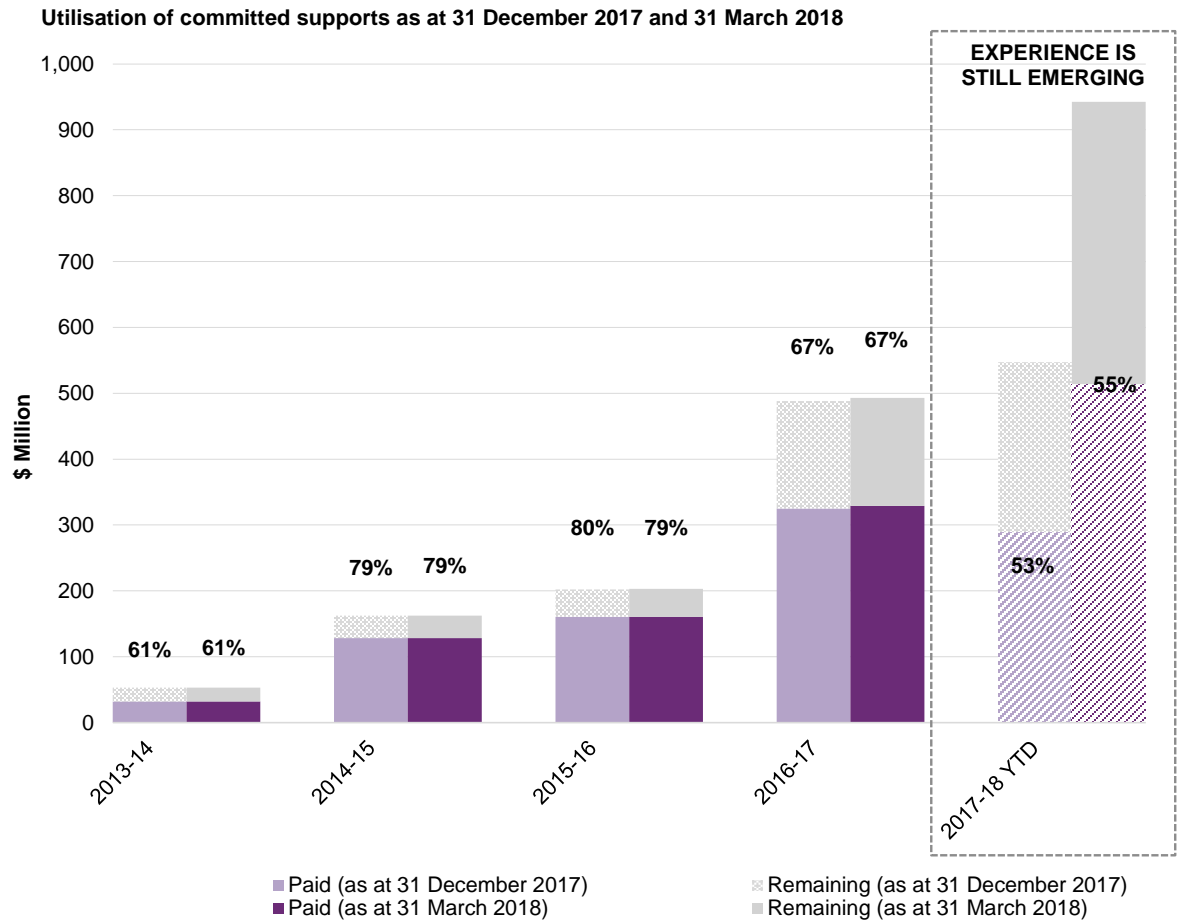
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

# Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 31 December 2017, compared with 31 March 2018.

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

The utilisation of committed supports in 2017-18 YTD is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.



# Providers and Markets

The scale and extent of the market continues to grow, with a 14% increase in the number of providers during the quarter to 4,177.

# Summary

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

### Provider registration

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

### How providers interact with participants

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



### Key Statistics

**4,177**  
APPROVED PROVIDERS

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

**38%**  
OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

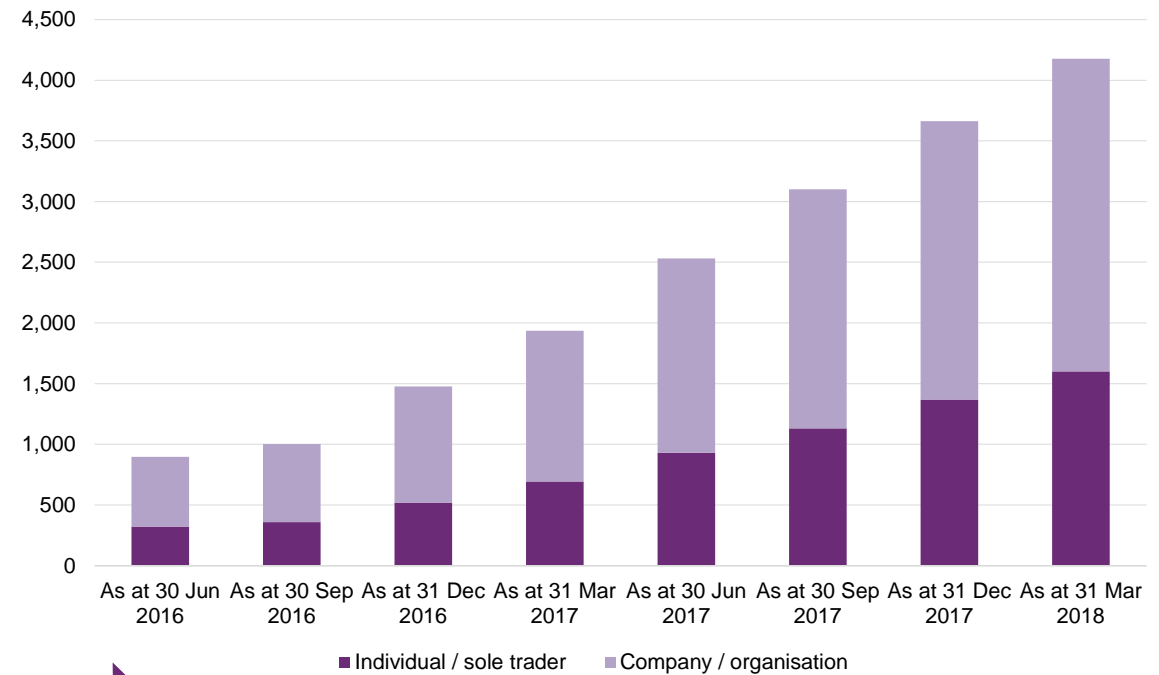
THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

# Providers over time

As at 31 March 2018, there were 4,177 registered service providers of which 1,600 were individual/sole trader operated business while the remaining 2,577 providers were registered as a company or organisation.



Approved providers over time by type of provider



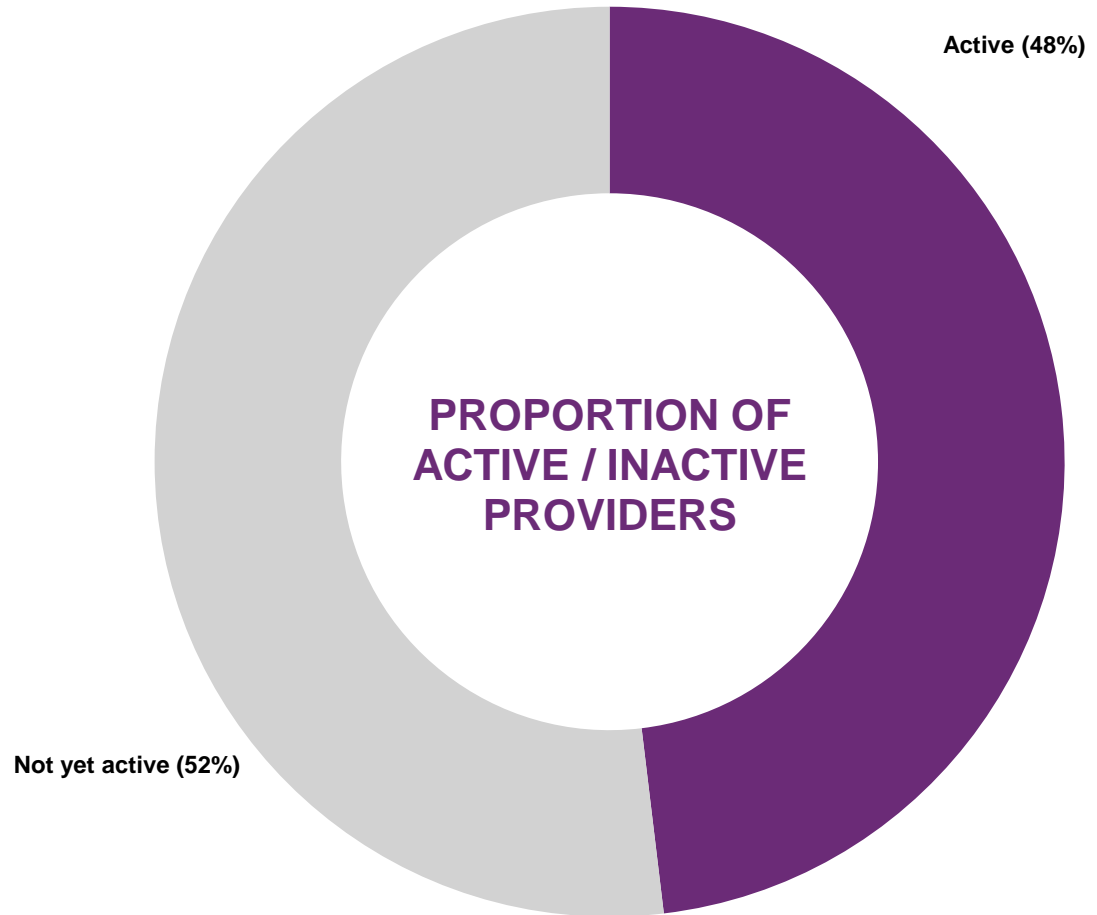
38% of approved service providers are individual/sole traders.  
The number of approved service providers increased by 14% from 3,662 to 4,177 in the quarter.

# Proportion of Active Providers

Change in the activity status of providers.

As at 31 March 2018, 48% of providers have been active and 52% were yet to have evidence of activity. Of the overall stock of providers, 616 providers began delivering new supports in the quarter.

**616**  
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS





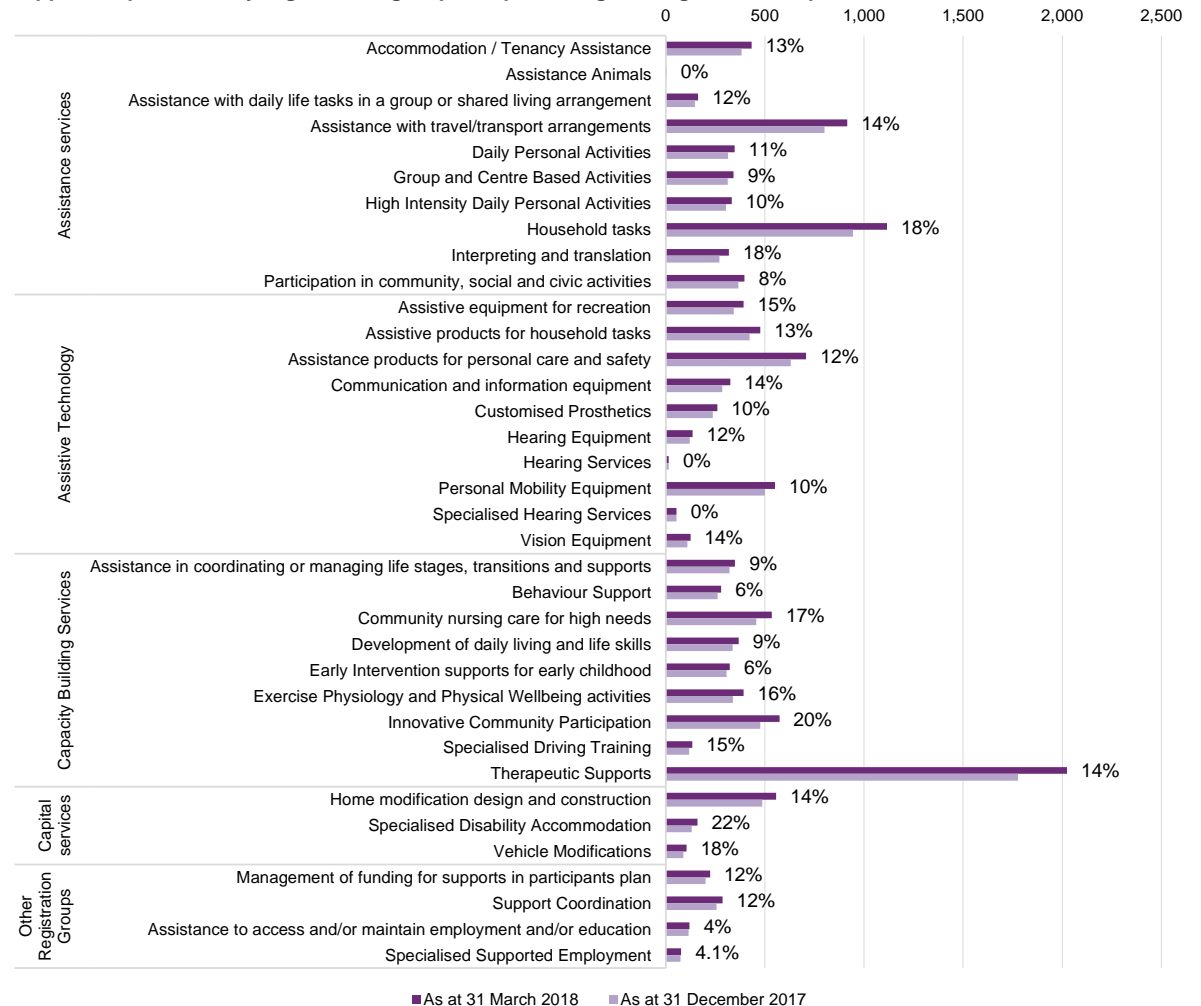
# Approved Registration groups

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

Therapeutic Supports has the highest number of approved service providers and has seen a 14% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 131 as at 31 December 2017 to 160 as at 31 March 2018. This was followed by Innovative Community Participation, Vehicle Modifications and Household Tasks.

Approved providers by registration group and percentage change over the quarter



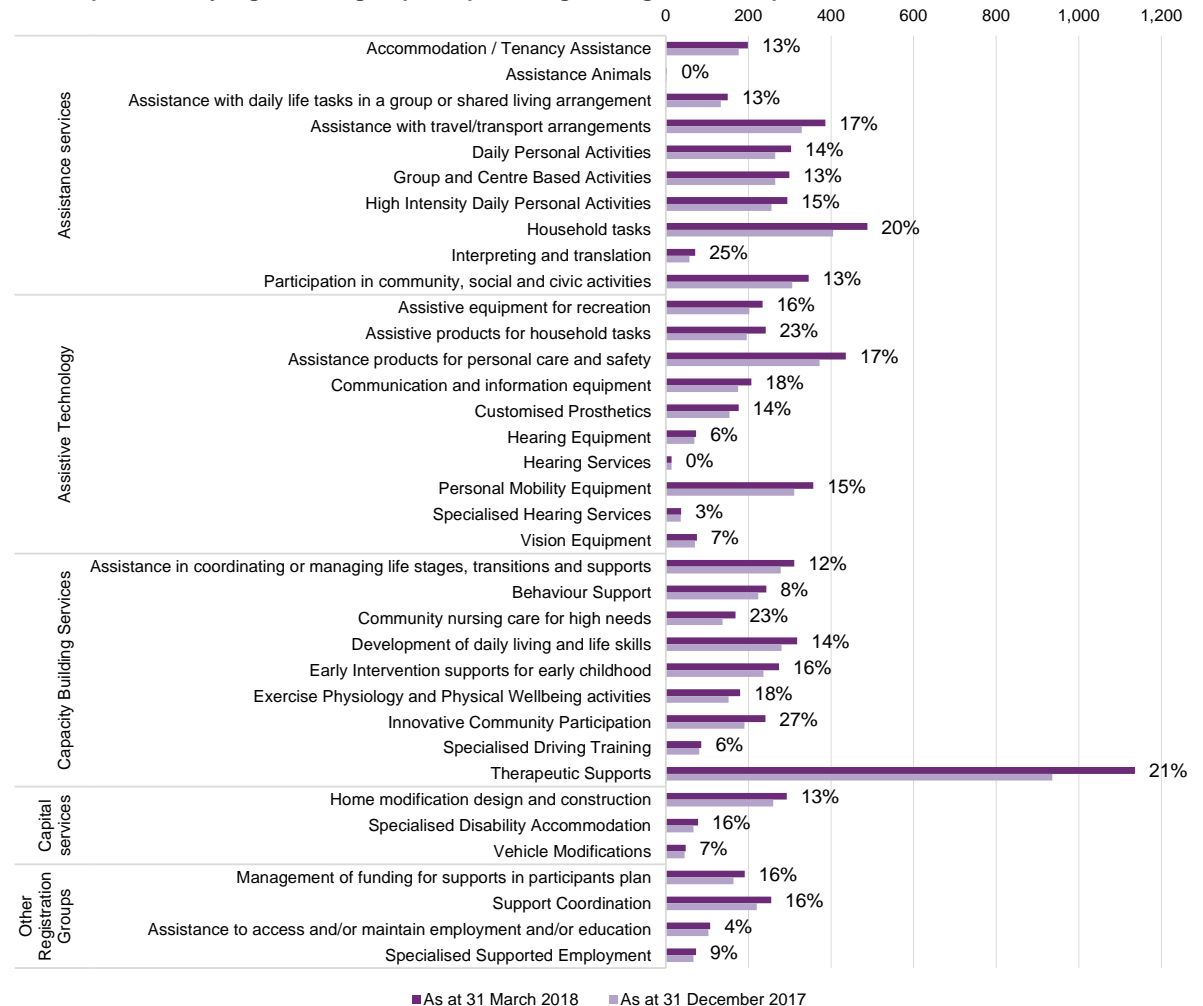
# Active Registration groups

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

Therapeutic Supports has the highest number of active service providers and has seen a 21% increase since the previous quarter.

The largest percentage increase in active providers was for the Innovative Community Participation registration group in the quarter, increasing from 190 as at 31 December 2017 to 241 as at 31 March 2018. This was followed by Interpreting and translation, Assistive products for household tasks and Community nursing care for high needs.

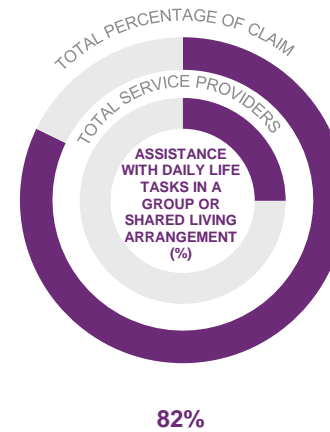
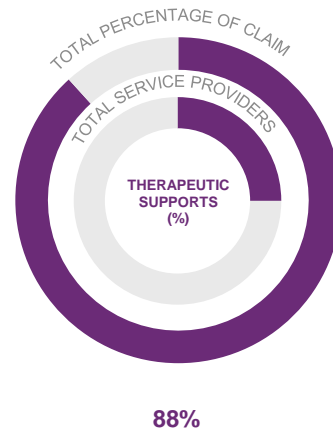
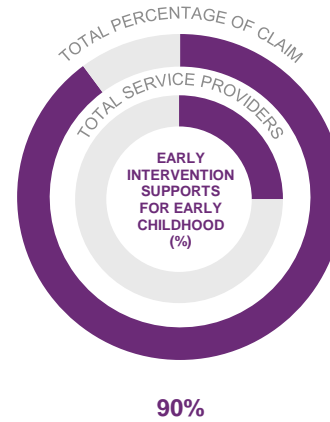
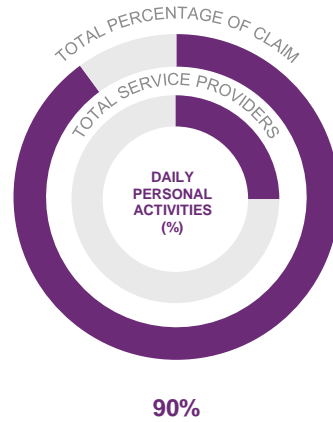
Active providers by registration group and percentage change over the quarter



# Market share of top providers

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

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



# Information, Linkages and Capacity Building

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

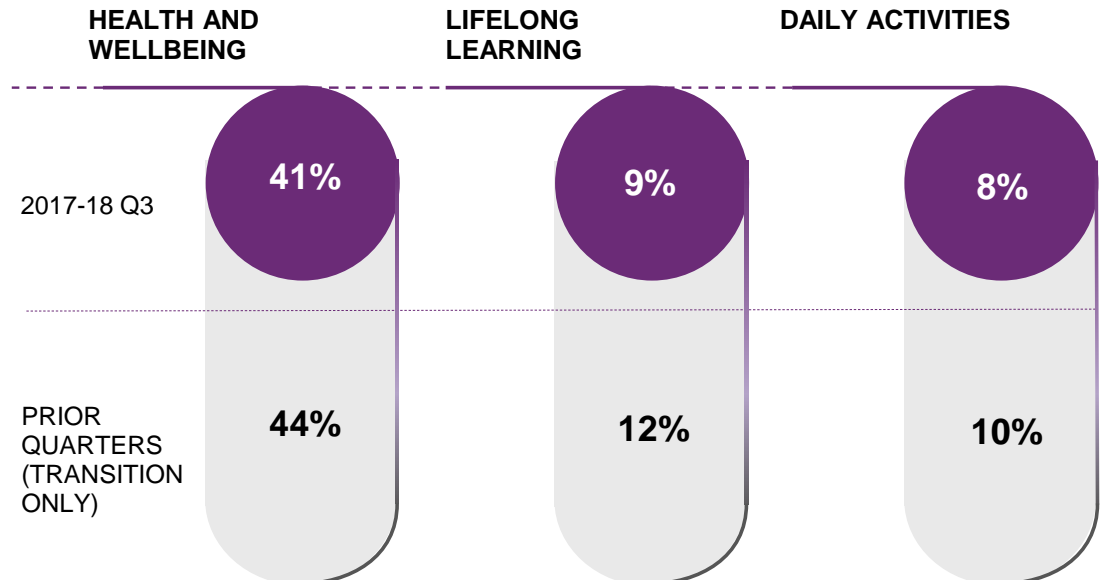
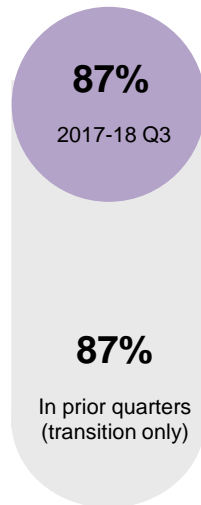
# Mainstream Interface

The proportion of participants entering in the current quarter accessing mainstream services is consistent with prior quarters.

# Mainstream Interface

87% of active participants with a plan approved in 2017-18 Q3 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

% of active participants accessing mainstream supports



# Financial Sustainability

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