COAG

Disability Reform Council

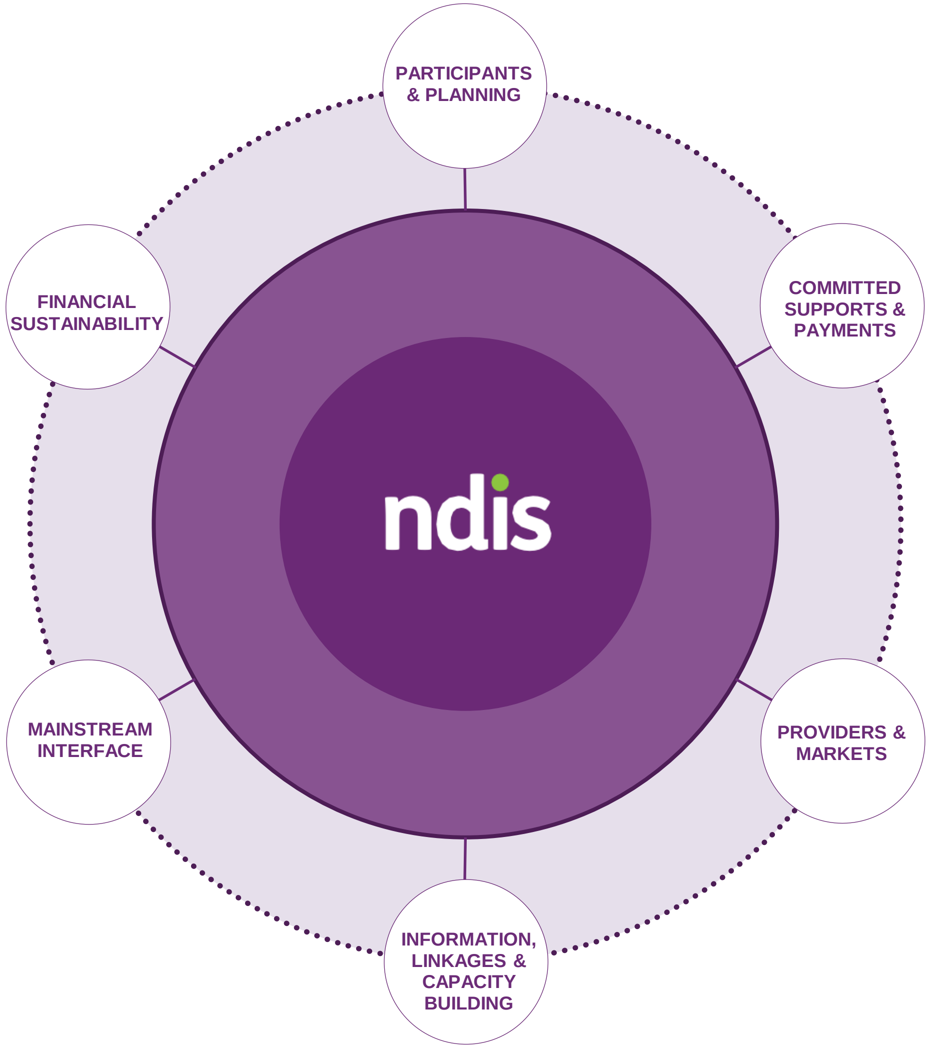
Quarterly Performance Report

Queensland - 31 December 2017

ndis

Overview

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



Summary

Participants and Planning

3,118 additional participants with plans this quarter, with 170 of those previously confirmed as ECEI at 2017-18 Q1.

297 additional children have a confirmed referral to the ECEI gateway this quarter.

As at 31 December 2017, plans approved and ECEI referrals represent:
• 67% of year to date bilateral estimate met
 (1 July 2017 - 31 December 2017)
• 55% of transition to date bilateral estimate met
 (1 July 2016 - 31 December 2017)
• 56% of scheme to date bilateral estimate met
(1 April 2016 - 31 December 2017)

Satisfaction rating remained high with 92% 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

$269.7 million has been paid to providers and participants since Scheme inception.

Overall,
• 32% of committed supports were utilised in 2015-16, and
• 56% in 2016-17.
2017-18 experience is still emerging.

Providers and Markets

2,338 approved providers, a 25% increase for the quarter.

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

32% of service providers are individual/sole traders.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q2 access mainstream services.

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

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Queensland continues to grow with 3,118 additional participants with approved plans this quarter.

Summary

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

Key Statistics

3,279

ACCESS DECISIONS IN 2017-18 Q2

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

3,118

INITIAL PLANS APPROVED IN 2017-18 Q2

OF THE 3,118 INITIAL PLANS APPROVED THIS QUARTER, 170 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 SEPTEMBER 2017

297

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q2

67%

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

55%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 DECEMBER 2017)

56%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 APRIL 2016 - 31 DECEMBER 2017)

18%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 ARE CHILDREN AGED 7-14 YEARS

30%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

Quarterly Intake

2017-18 Q2

Of the 2,085 participants deemed 'eligible' this quarter 54% entered from an existing State/Territory program.

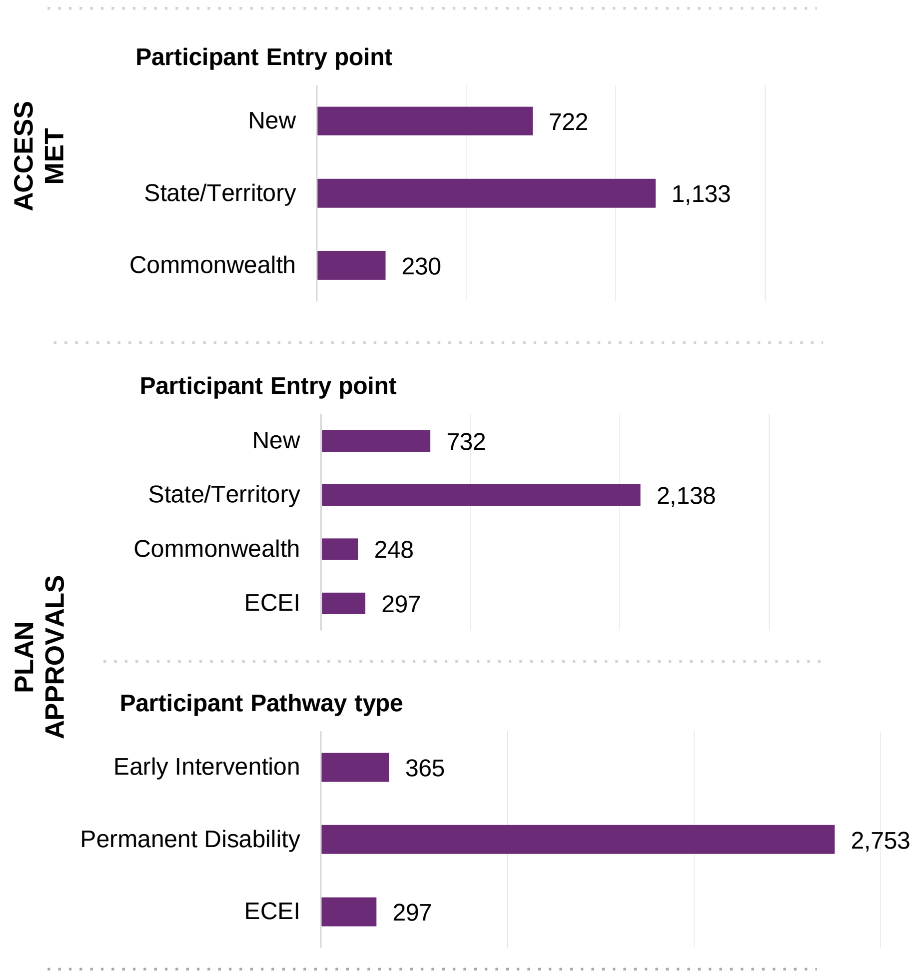
Of the 3,118 plan approvals this quarter, 69% had transitioned from an existing State/Territory program, 88% entered with a permanent disability and 170 were previously confirmed as ECEI at 2017-18 Q1.

3,279 access decisions

2,085 access met

3,118 plan approvals (excluding ECEI)

297 ECEI



Quarterly Intake Detail

Plan approvals as at 31 December 2017

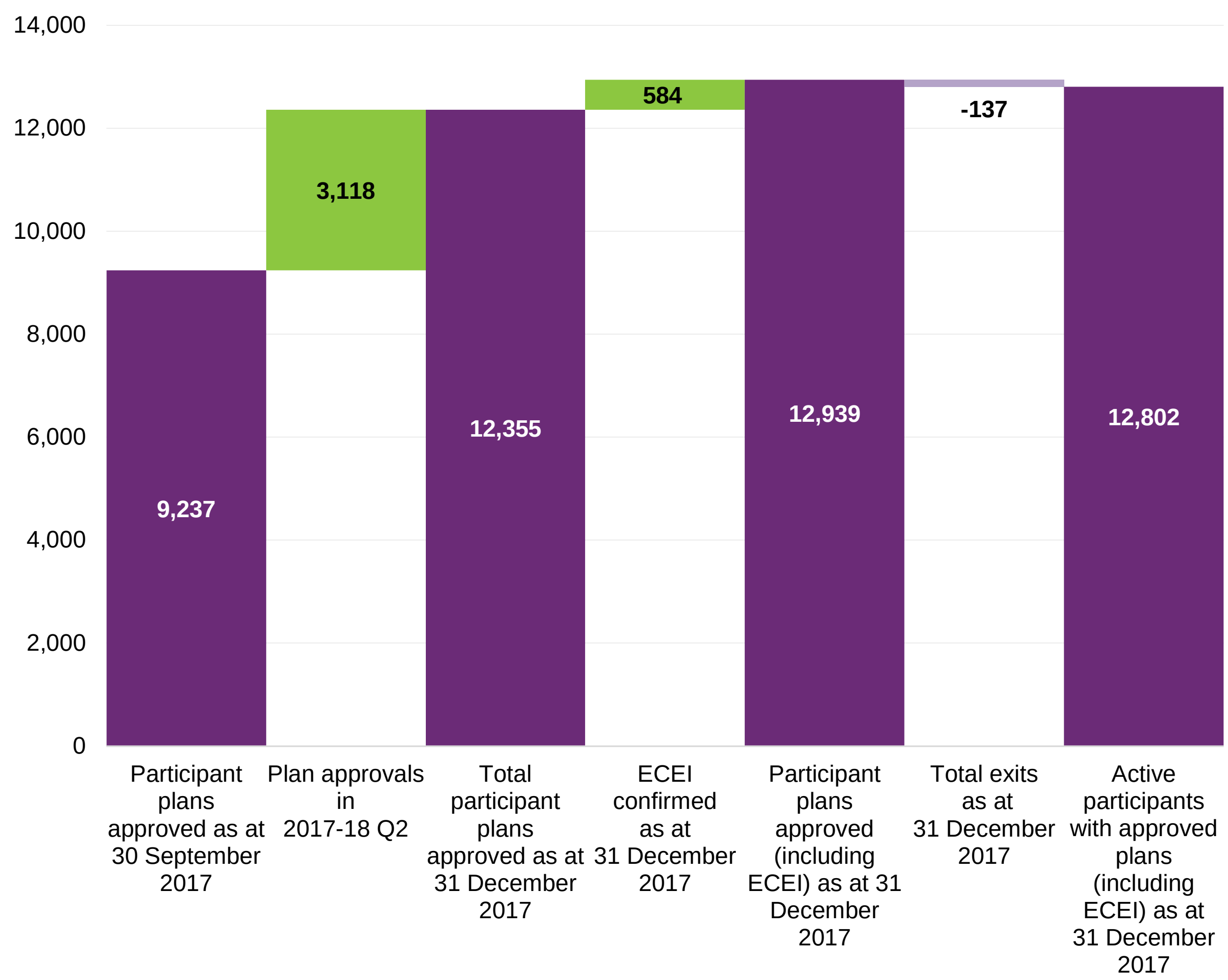
Plan approval numbers have increased from 9,237 at the end of 2017-18 Q1 to 12,355 by the end of 2017-18 Q2, an increase of 3,118 approvals.

As at 31 December 2017 there were 584 children with a confirmed ECEI referral bringing the total number to 12,939. Overall, 137 participants with approved plans have exited the Scheme.

Of the 584 children with a confirmed ECEI referral as at 31 December 2017, 287 were previously confirmed as ECEI at 30 September 2017 and an additional 297 entered the gateway this quarter.

In the quarter of 2017-18 Q2 there were 2,083 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 30 September 2017 and 31 December 2017



Cumulative Position

Plan approvals as at 31 December 2017

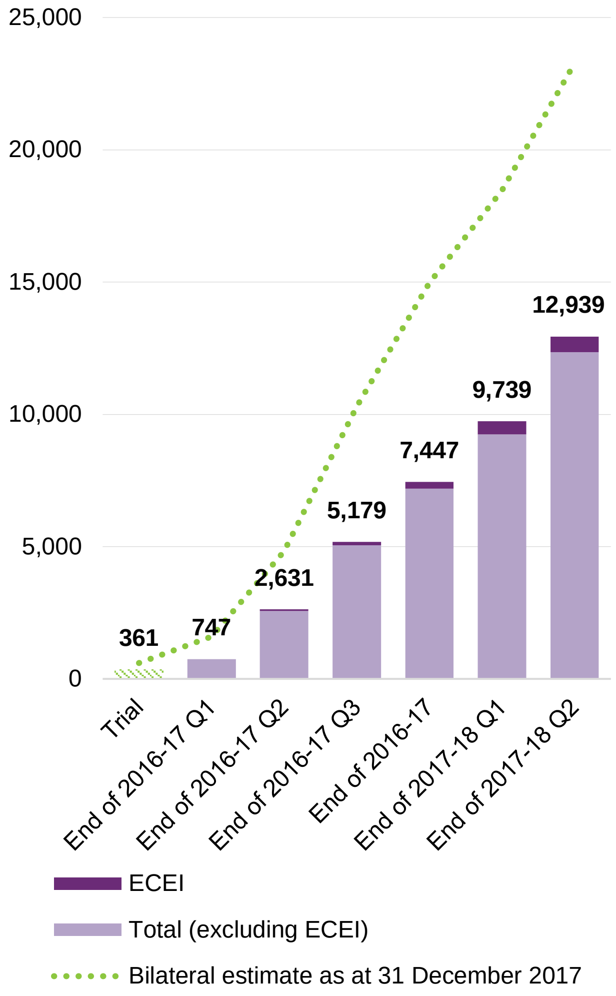
As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 12,939 (including 584 children supported through the ECEI gateway). Of these, 8,453 transitioned from an existing State/Territory program and 905 transitioned from an existing Commonwealth program.

In addition, 1,654 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 April 2016, there have been 17,269 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



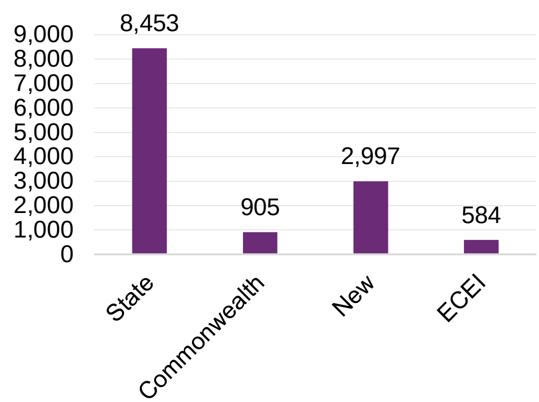
67%
of year to date bilateral estimate met (1 July 2017 - 31 December 2017)

55%
of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)

56%
of scheme to date bilateral estimate met (1 April 2016 - 31 December 2017)

12,355
plan approvals to date; 12,939 including ECEI confirmed

Plan approvals by participant referral pathway



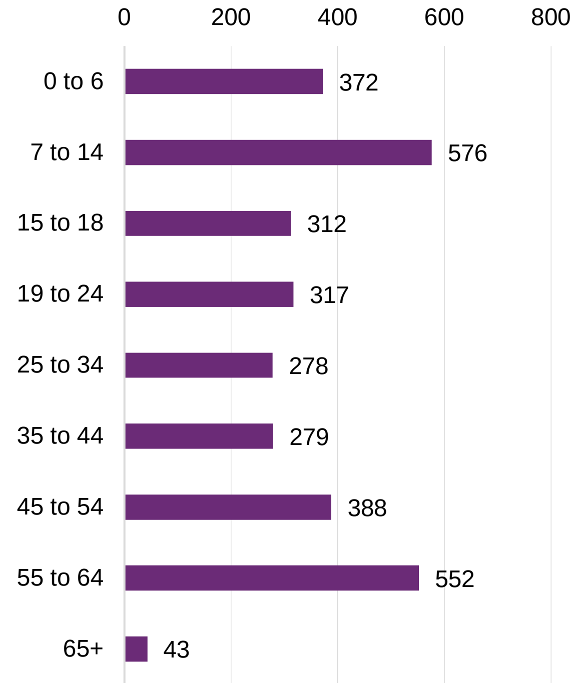
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by age group.

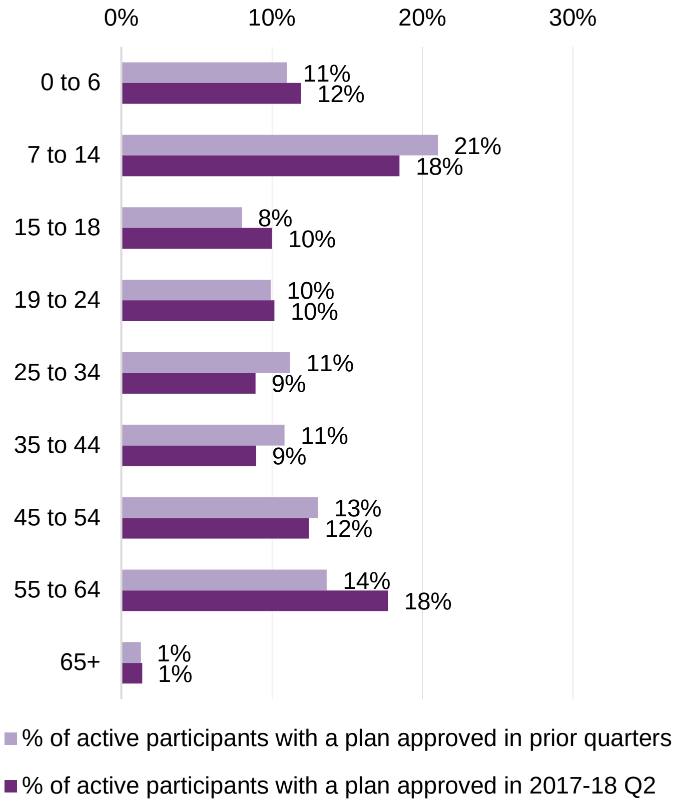
Around 12% of participants entering in this quarter are aged 0 to 6 years, and 18% of participants are aged 7 to 14 years.

The proportion of participants entering in this quarter aged 15 to 24 years is higher compared to prior quarters, and the proportion of participants entering aged 25 to 54 is lower.

Active participants with a plan approved in the quarter of 2017-18 Q2 by age group



% of active participants with a plan approved by age group



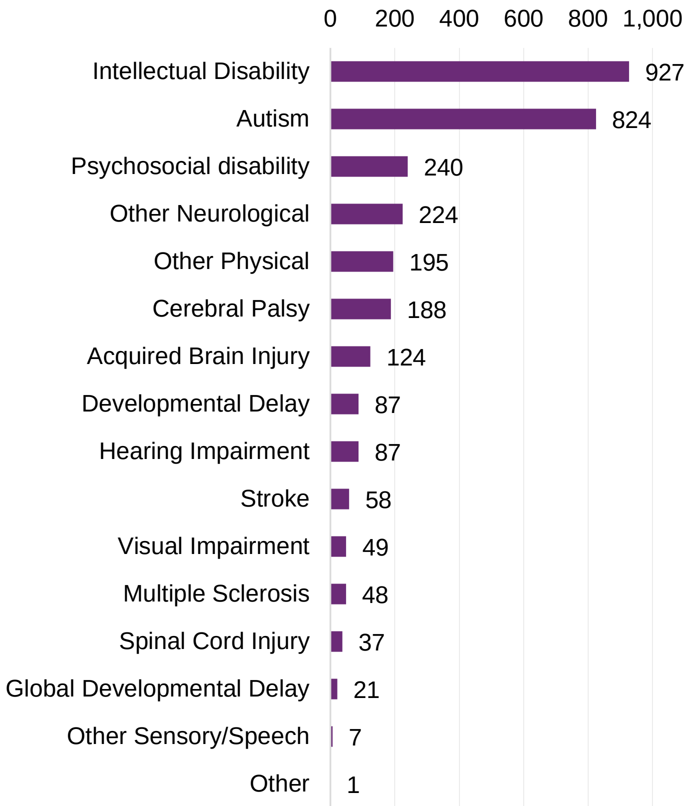
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by disability group.

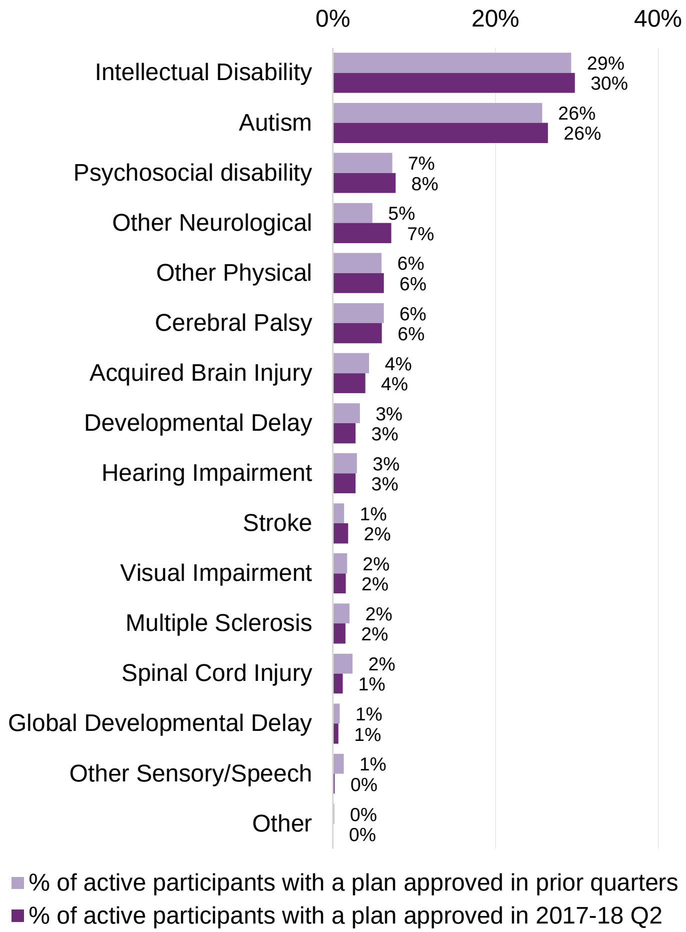
30% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Intellectual Disability.

Active participants with a plan approved in the quarter of 2017-18 Q2 by disability group



Note: Of the 927 active participants identified as having an intellectual disability, 135 (15%), have down syndrome.

% of active participants with a plan approved by disability group



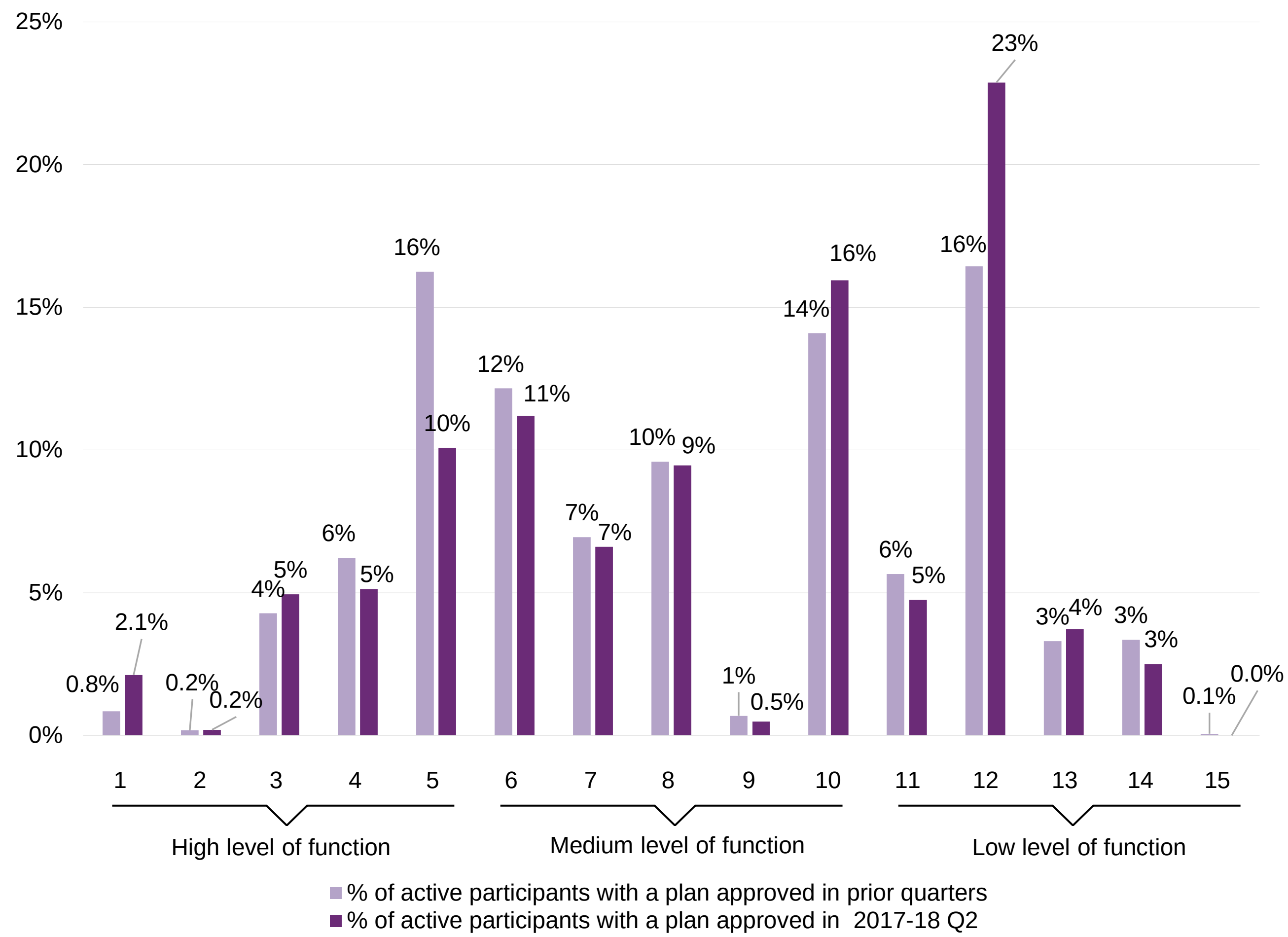
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q2, compared with plan approvals as at 30 September 2017, by level of function.

For participants with a plan approval in the current period:
• 22% of active participants had a relatively high level of function
• 44% of active participants had a relatively moderate level of function
• 34% had a relatively low level of function

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

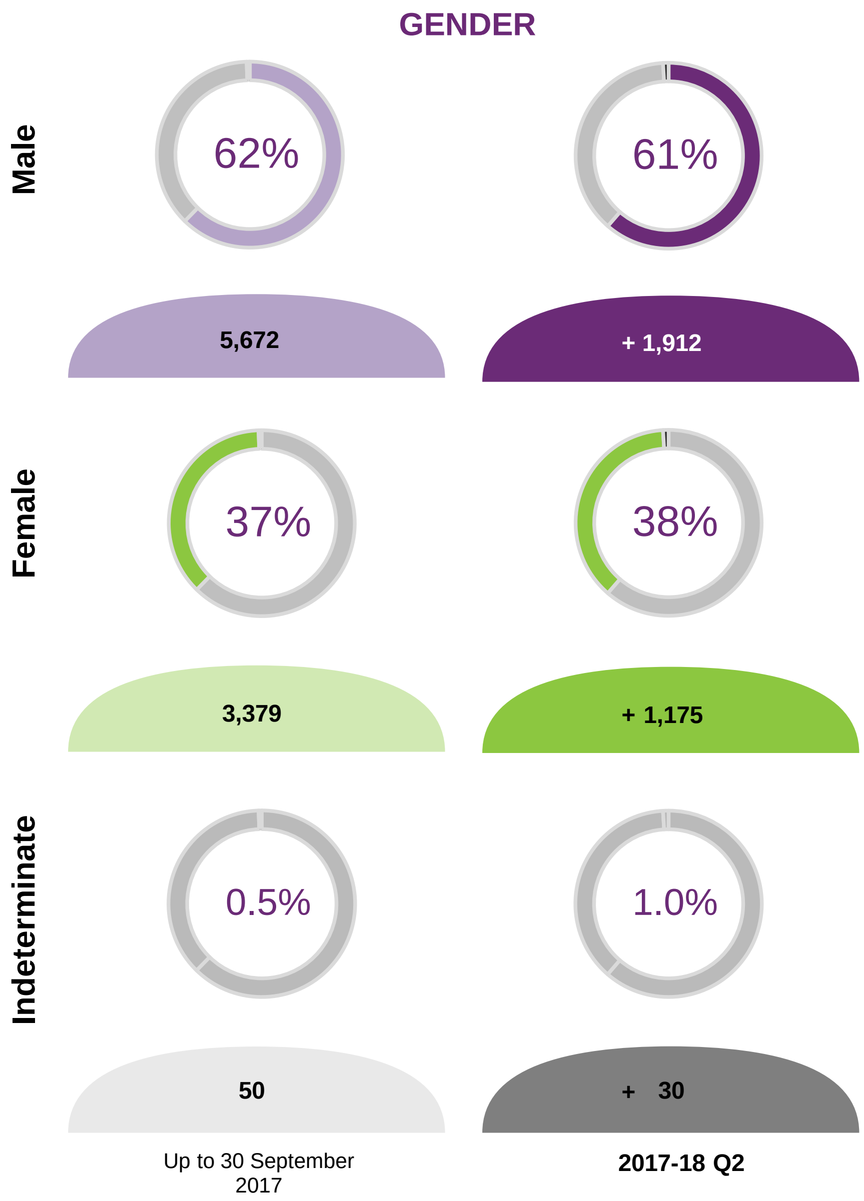
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by gender.

The majority of participants are males.



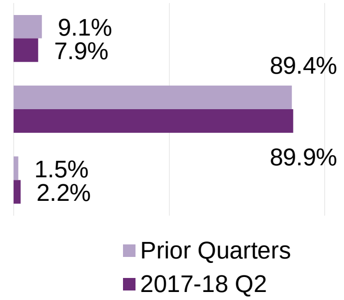
Participant Profiles

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

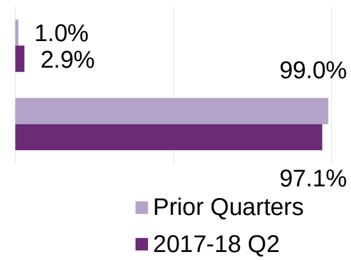
Of the participants with a plan approved in 2017-18 Q2:

- **7.9% were Aboriginal or Torres Strait Islander, compared with 9.1% for prior periods.**
- **2.9% were Young people in residential aged care, compared with 1.0% for prior periods.**
- **2.3% were Culturally and linguistically diverse, compared with 2.4% for prior periods.**

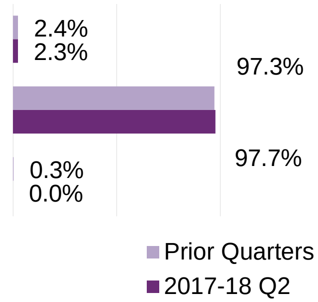
Aboriginal & Torres-Strait Islander status	2017-18 Q2	% of active participants
Aboriginal and Torres Strait Islander	246	
Not Aboriginal and Torres Strait Islander	2,801	
Not Stated	70	



Young people in residential aged care status	2017-18 Q2	% of active participants
Young people in residential aged care	90	
Young people not in residential aged care	3,027	



Culturally and linguistically diverse status	2017-18 Q2	% of active participants
Culturally and linguistically diverse	73	
Not culturally and linguistically diverse	3,044	
Not stated	0	

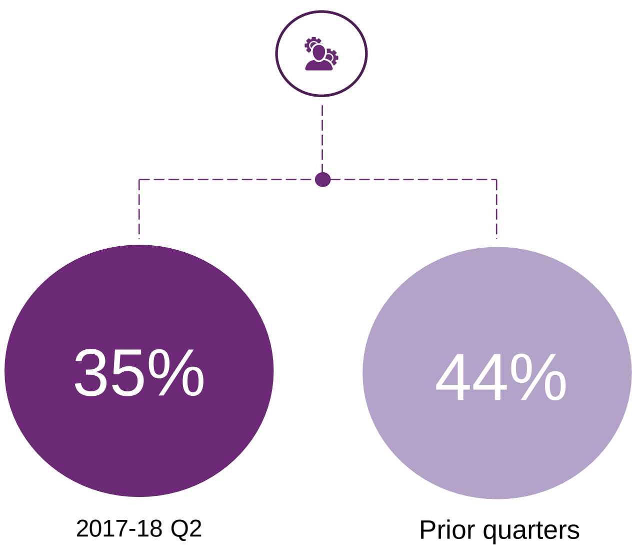


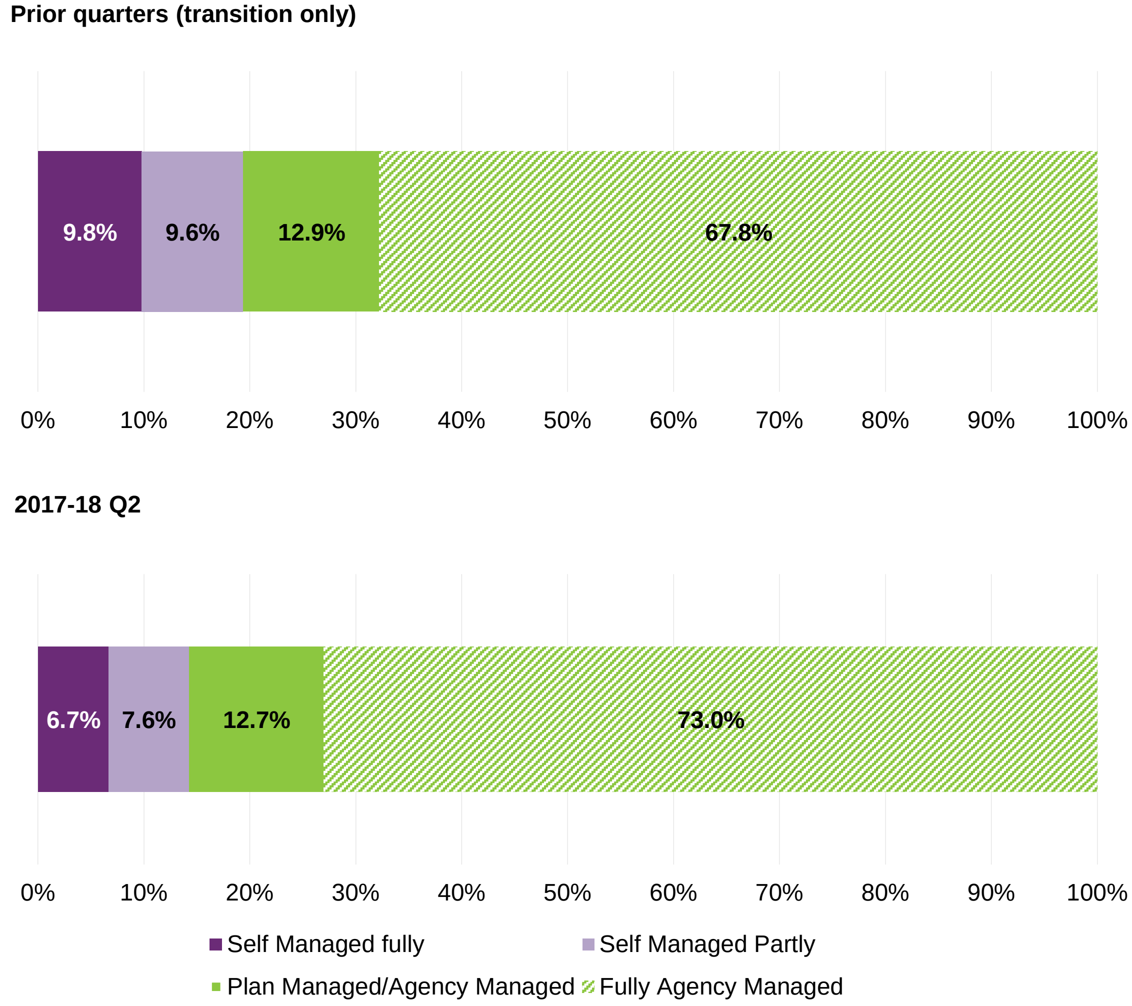
Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was lower in 2017-18 Q2 (14%) compared with the prior quarters of transition (19%).

35% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared to 44% in prior quarters.

Support Co-ordination





Plan Activation

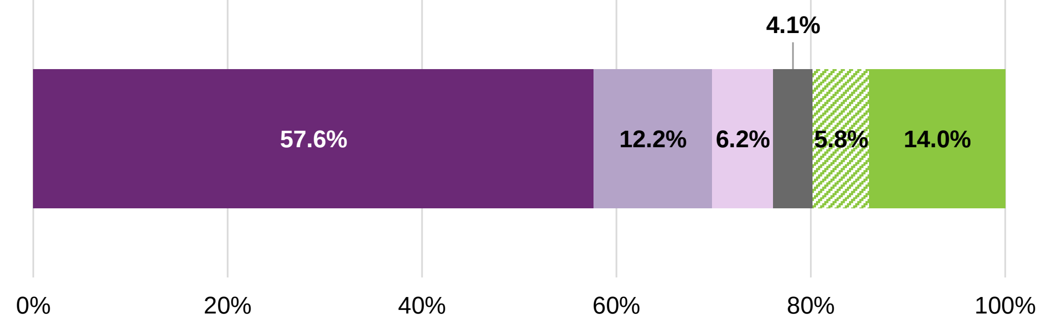
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:
- **76% of plans approved in prior quarters**
- **73% of plans approved in 2017-18 Q1.**

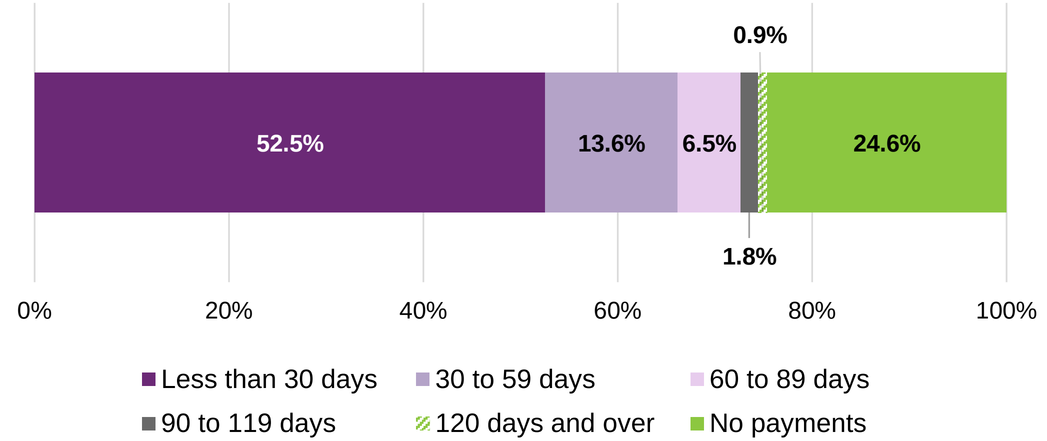
Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from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

Duration to Plan activation for initial plans

Prior Quarters (Transition Only)



2017-18 Q1



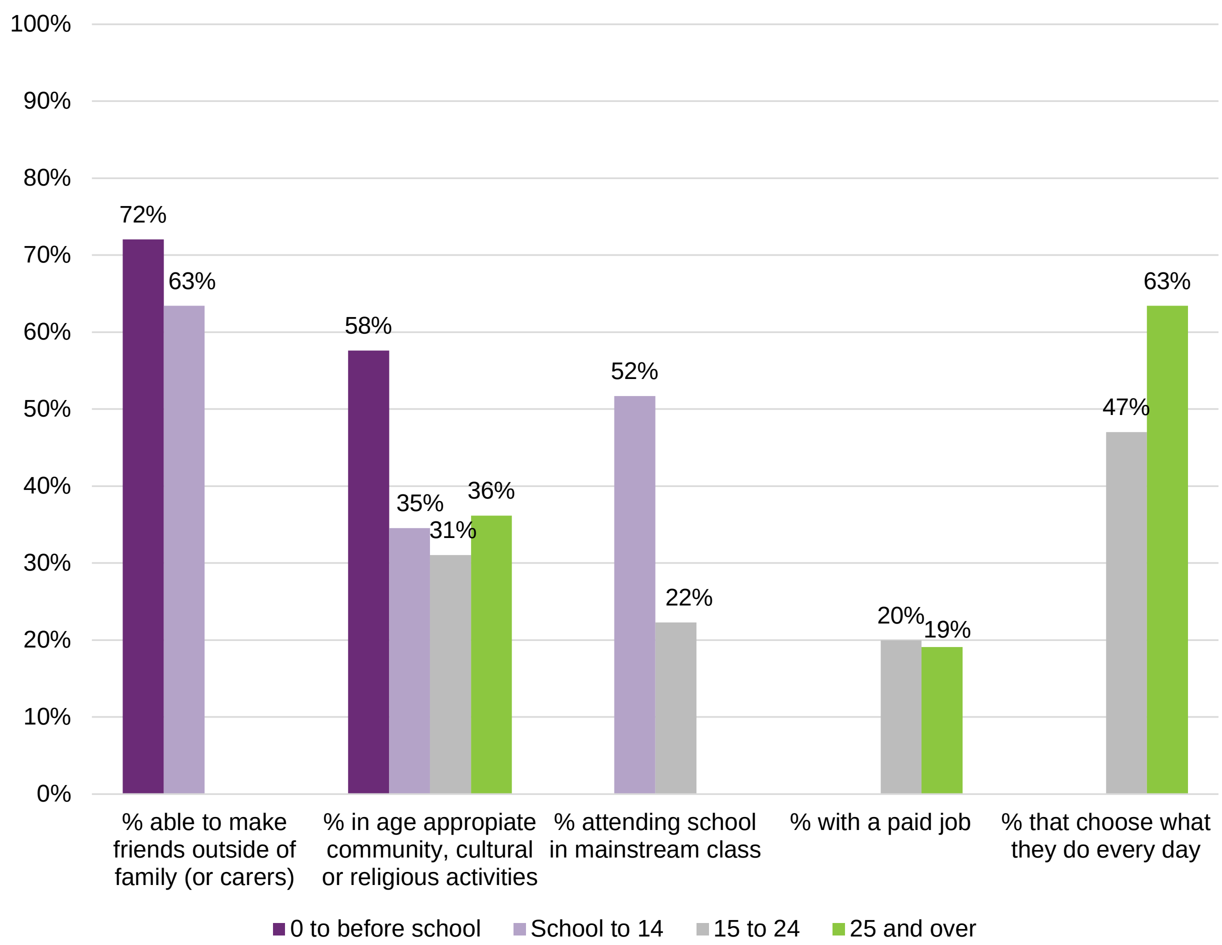
Note: Given that plans approved in 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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

- **72% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 63% of participants from school age to 14**
- **58% 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**
- **52% of participants from school age to 14 attend school in a mainstream class, compared to 22% of participants aged 15 to 24**
- **19% of participants aged 25 and over have a paid job, compared to 20% of participants aged 15 to 24**
- **63% of participants aged 25 and over choose what they do every day, compared to 47% of participants aged 15 to 24**

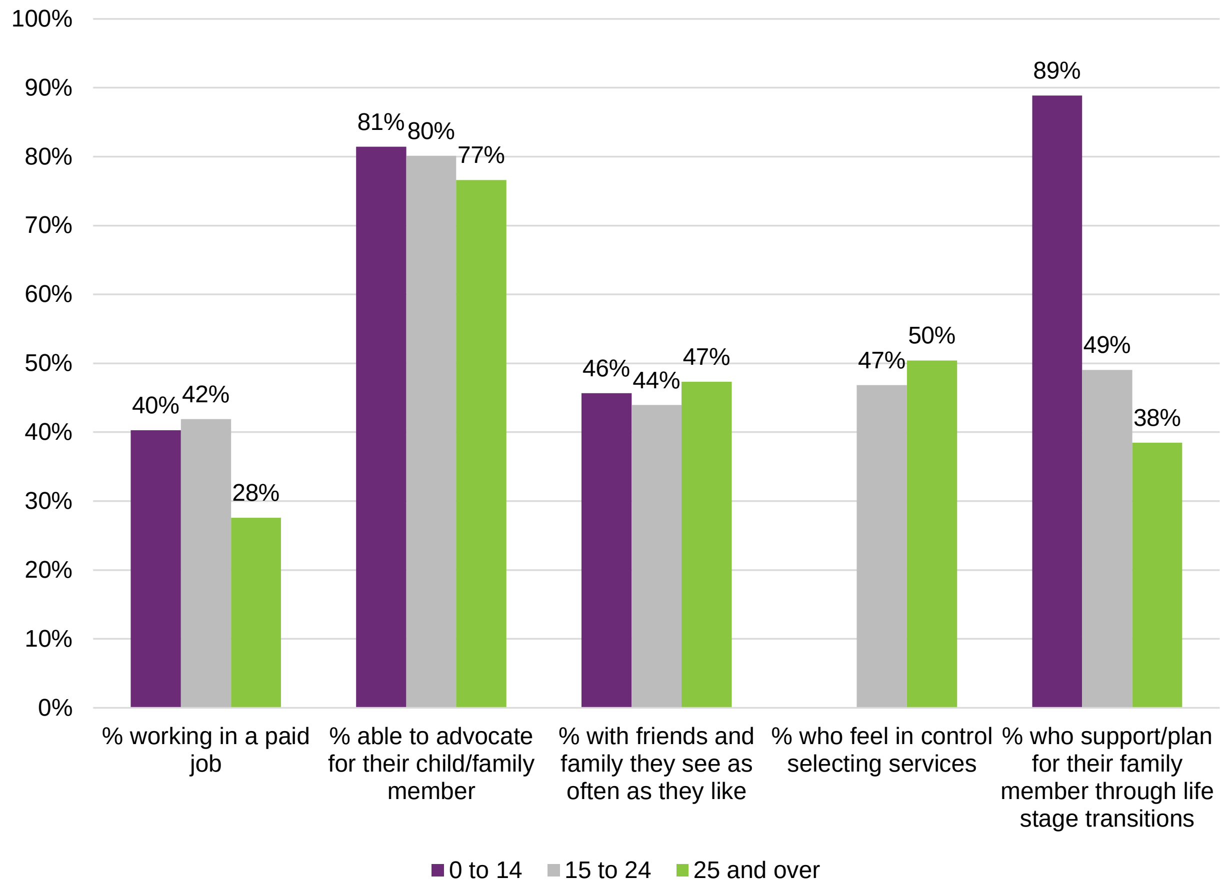
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 15 to 24 (42%)
• able to advocate for their child/family member was highest for participants aged 0 to 14 (81%)
• who have friends and family they can see as often as they like was highest for participants aged 25 and over (47%)
• who feel in control selecting services was highest for participants aged 25 and over (50%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (89%)

Selected key baseline indicators for families and carers of participants

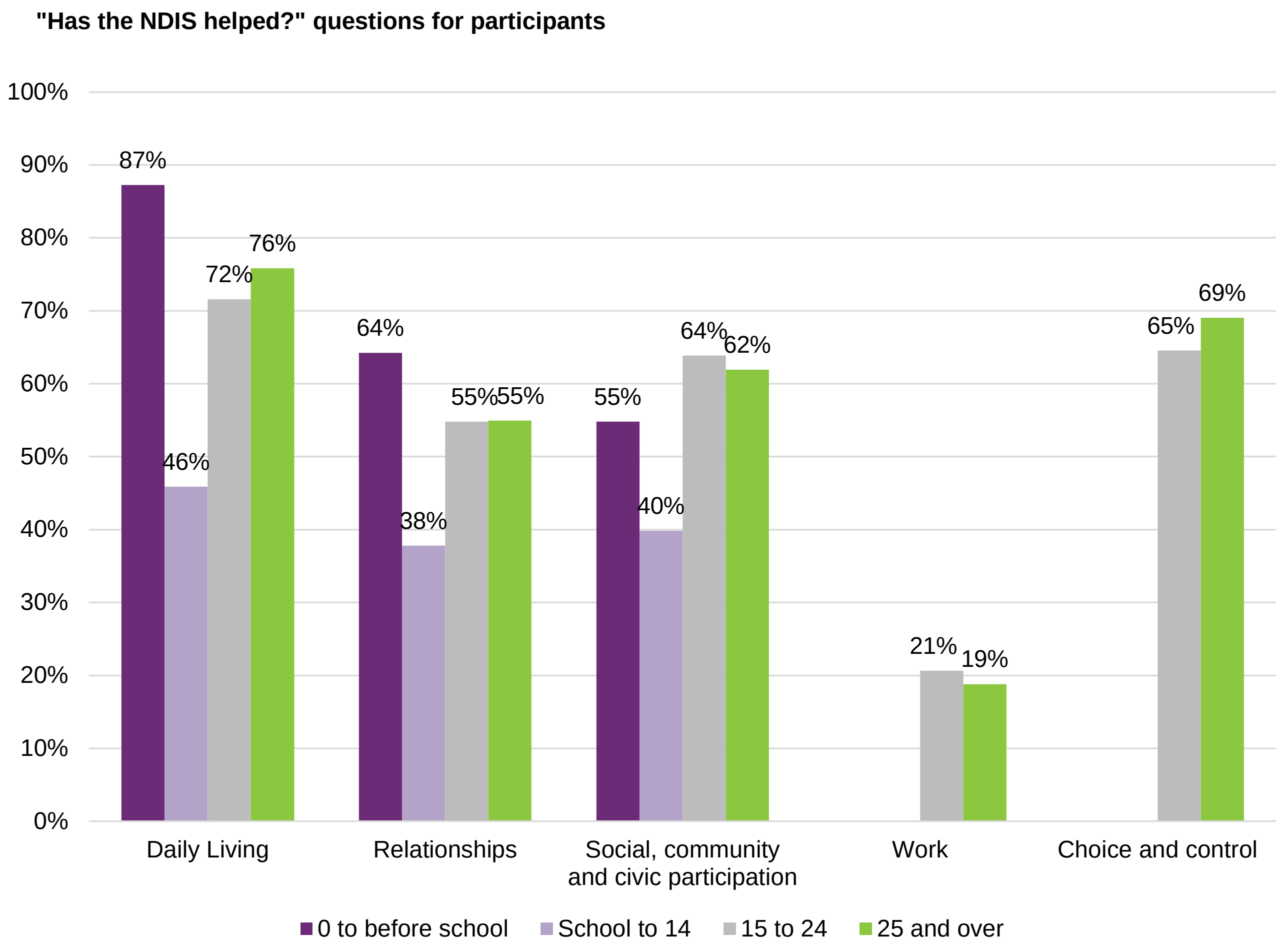


Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

The proportion of participants responding 'Yes' was the highest for the domain of Daily Living for all age bands.



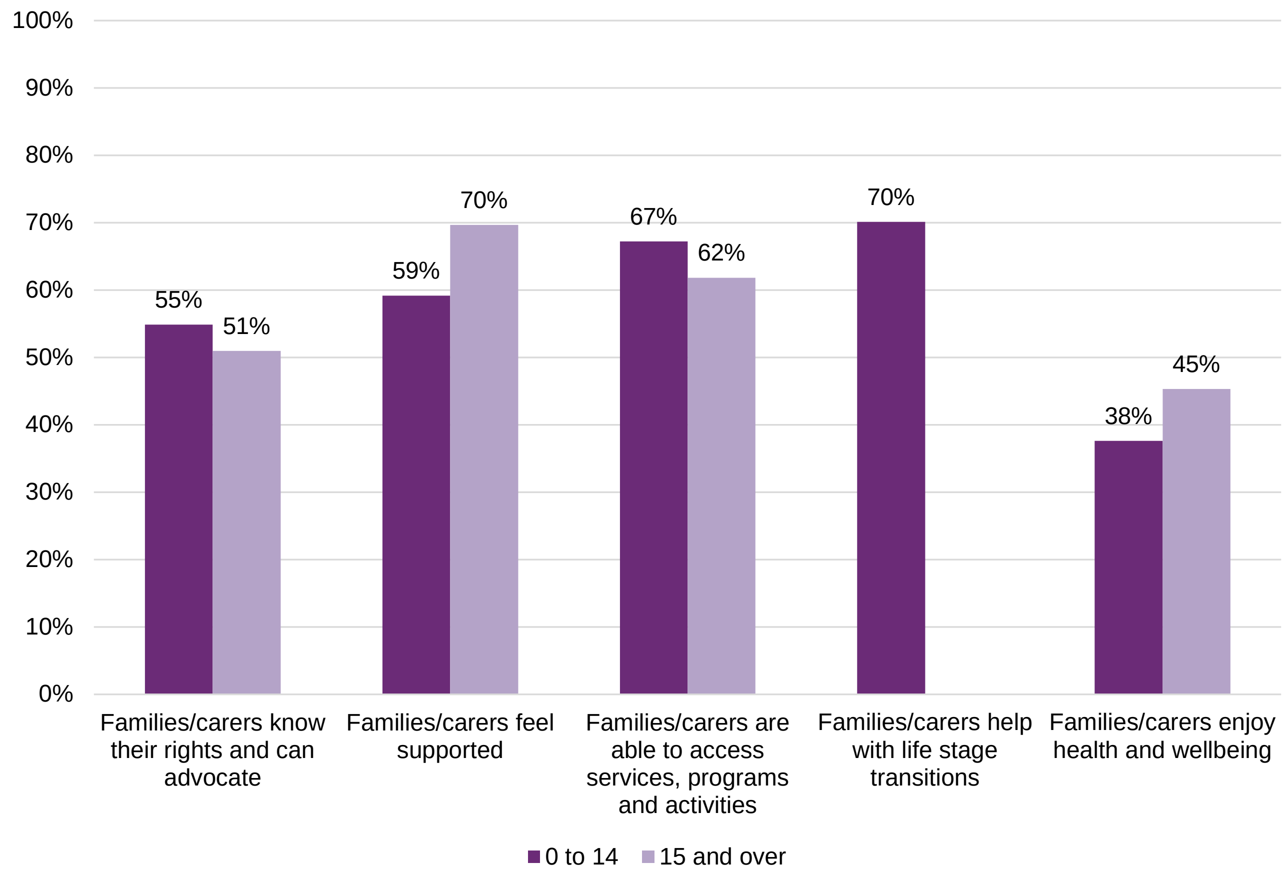
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

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

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

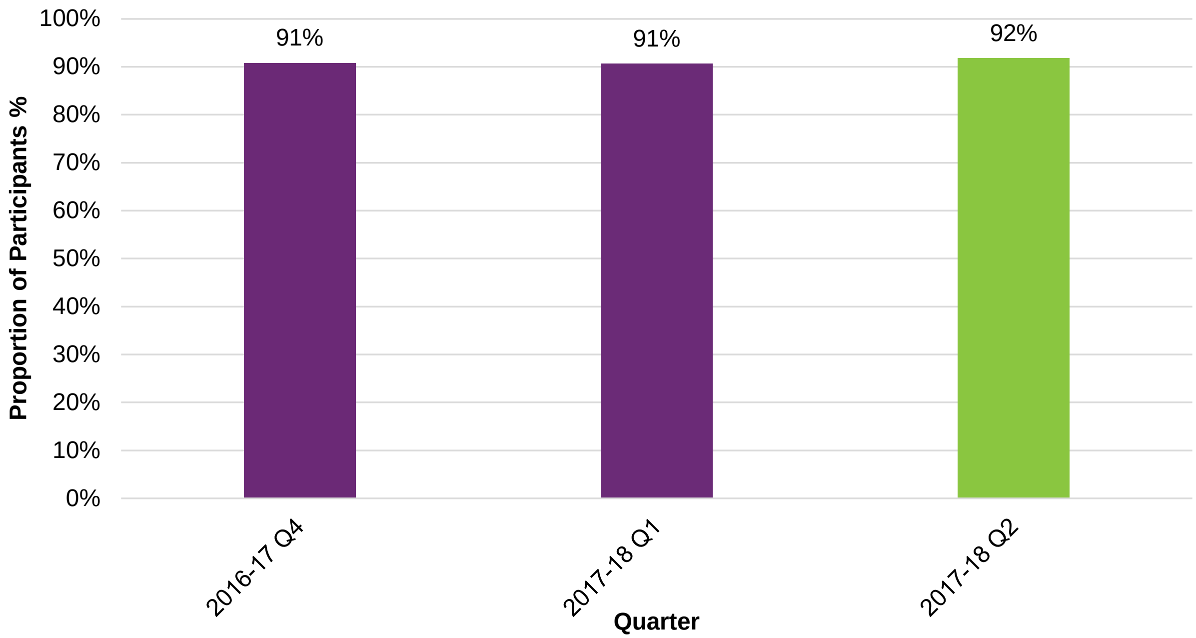


Participant Satisfaction

92% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has slightly increased since the last quarter.

The Participant Pathway Review aims to improve the participant 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.

PART 2

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 $1.0 billion (including support periods in the future), of which $269.7 million has been paid.

Summary

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

Key Statistics

$1.0

BILLION OF SUPPORTS HAS BEEN COMMITTED TO 12,355 PARTICIPANTS

$197.5

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS

$666.6

MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$177.2

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$269.7

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

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

THE 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $666.6 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $177.2 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

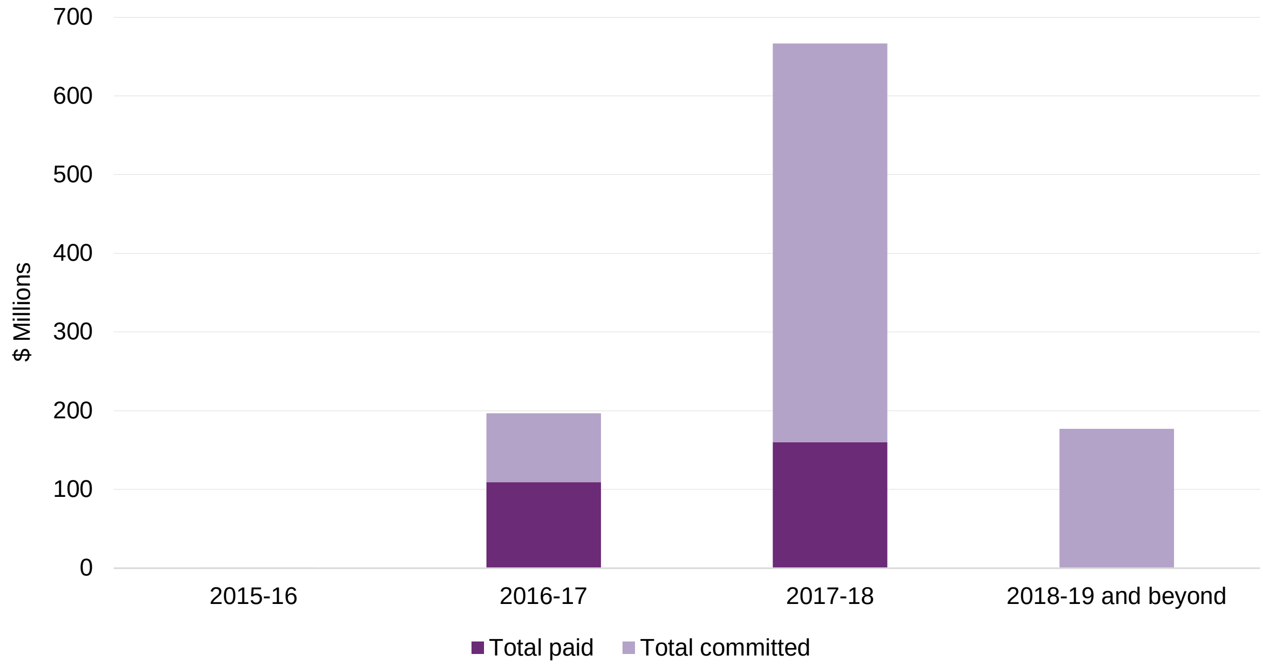
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $1.0 billion that has been committed in participant plans, $269.7 million has been paid to date.

In particular, for supports provided in:
2015-16: $0.3m has been paid
2016-17: $109.4m has been paid
2017-18 to date: $159.9m 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	N/A	N/A	1.0	196.5	666.6	177.2	1,041.3
Total paid	N/A	N/A	0.3	109.4	159.9	0.0	269.7



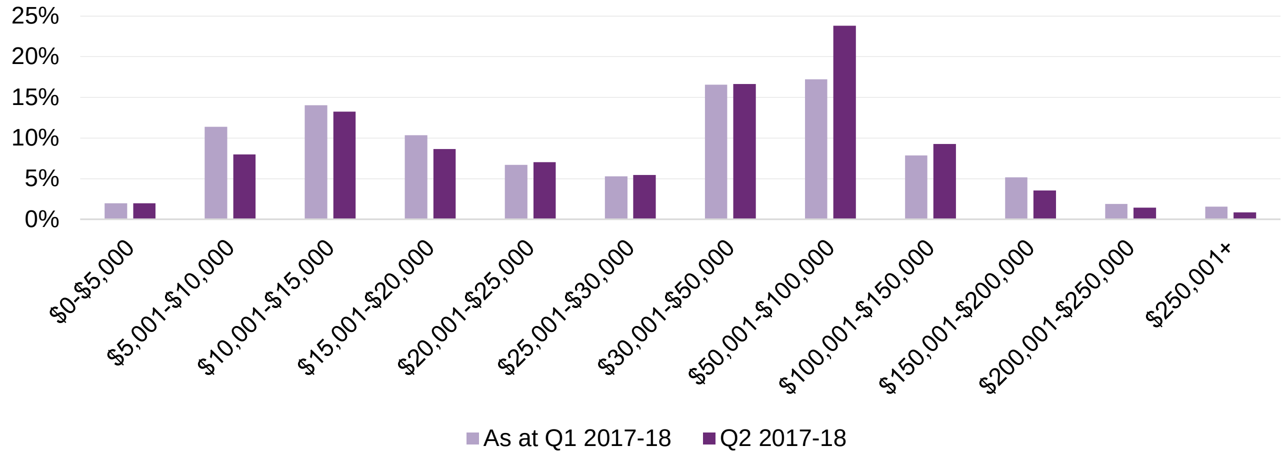
Committed Supports by Cost Band

A lower proportion of initial plan approvals in 2017-18 Q2 have average annualised committed supports less than $20,000 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)

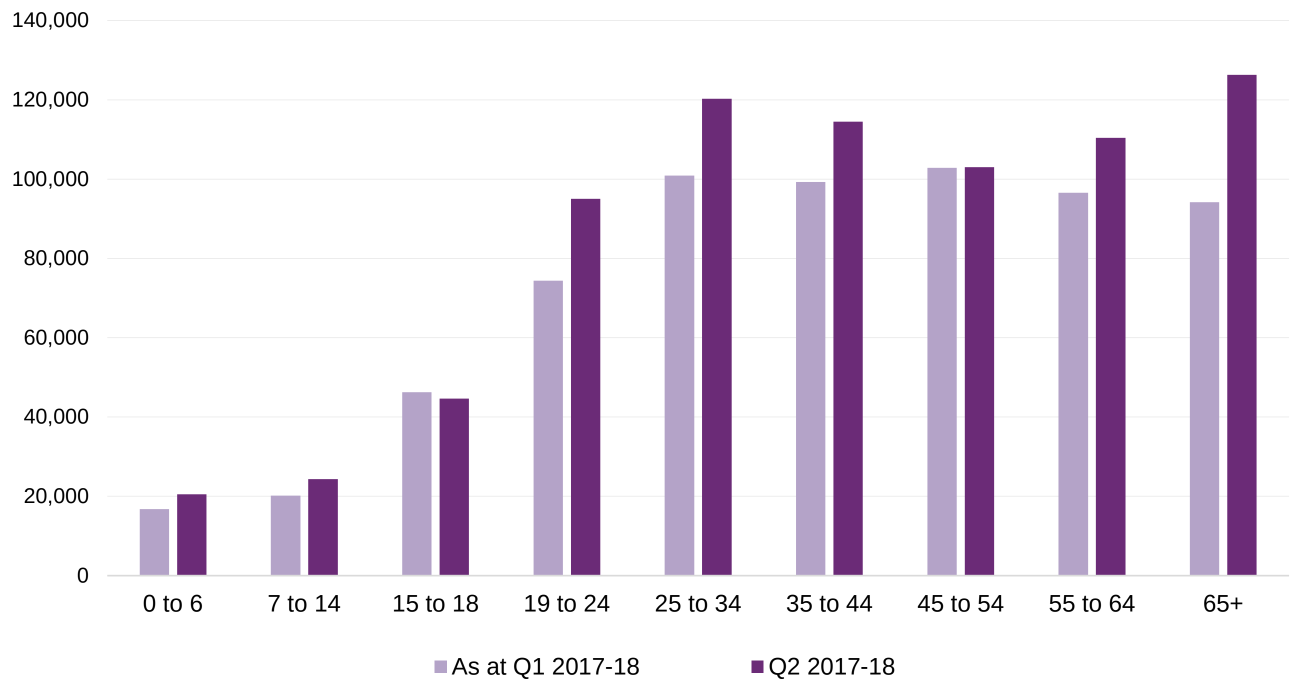


Committed Supports by Age Band

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

In the current quarter, the average annualised committed supports for participants has increased for all age bands except 15-18 year olds.

Average annualised committed supports by age band

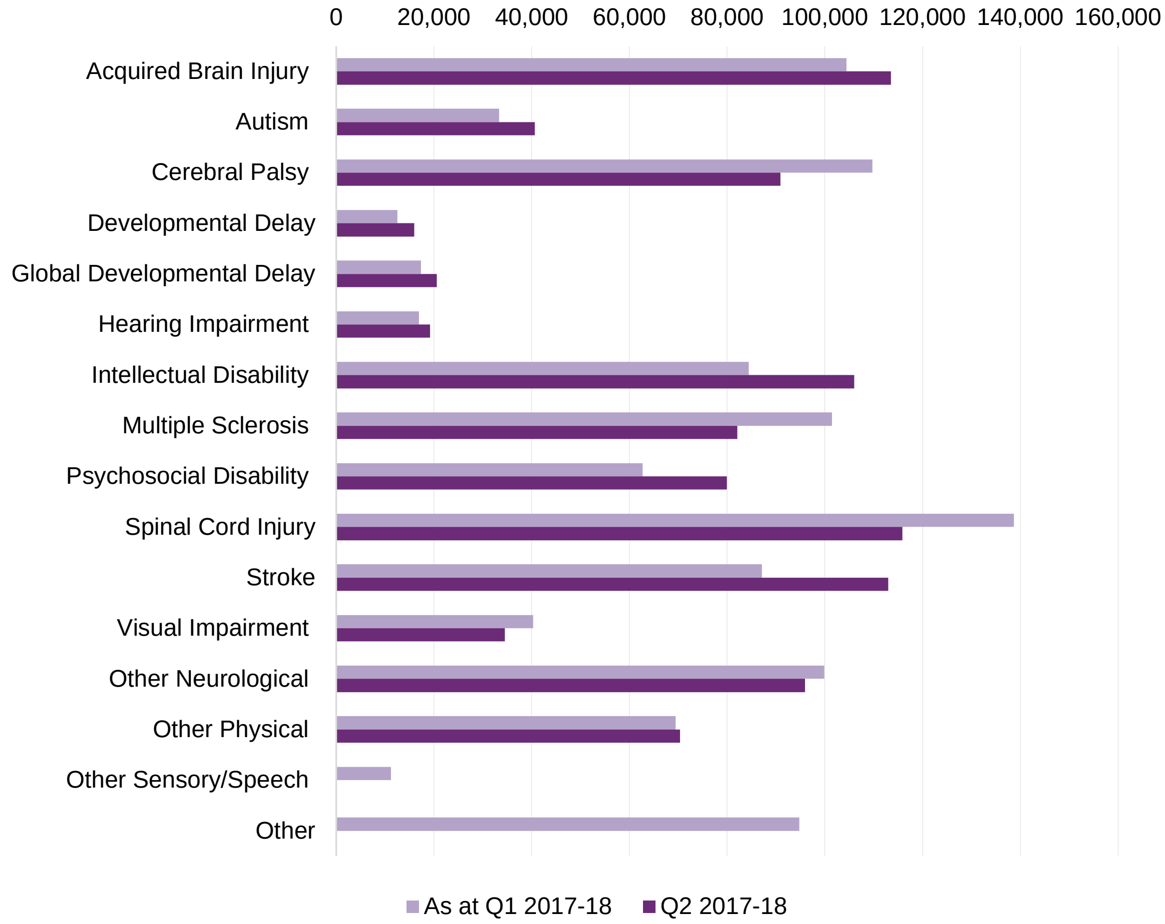


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

Average annualised committed supports by primary disability group



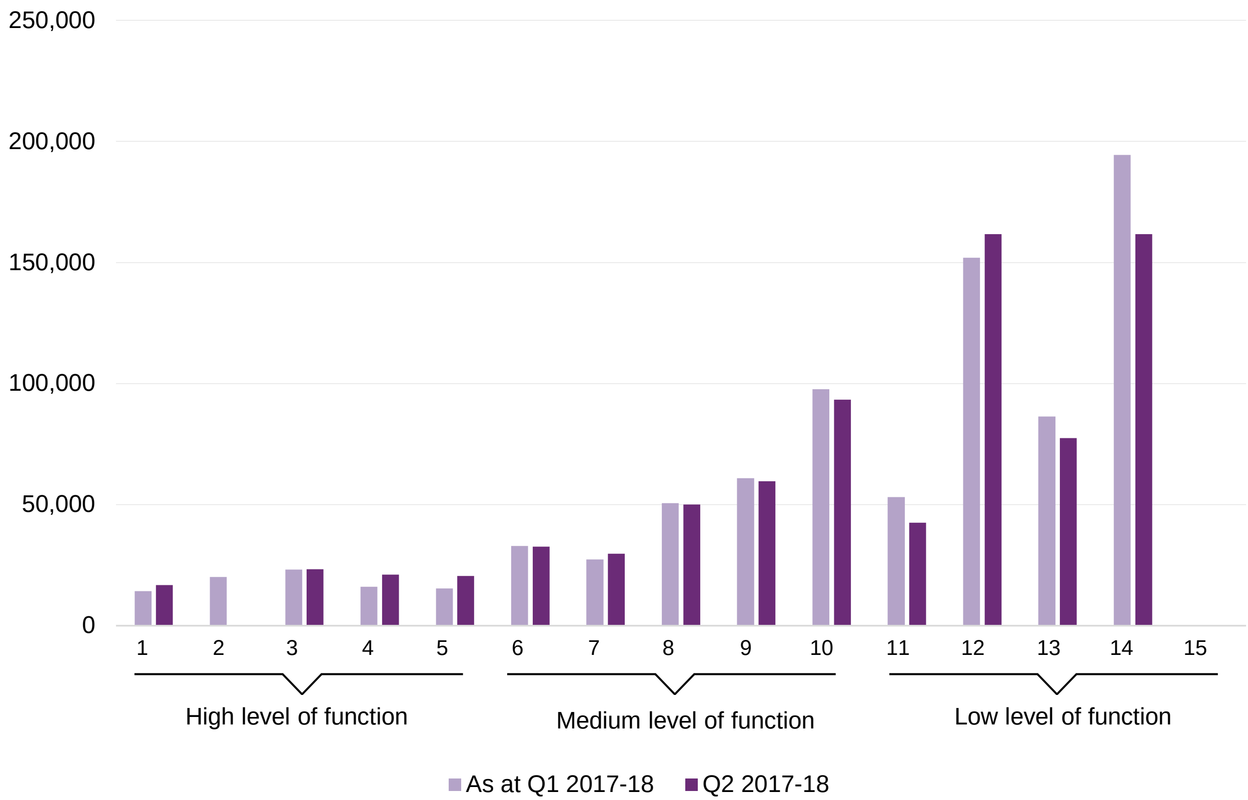
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

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 Q2 is higher 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.

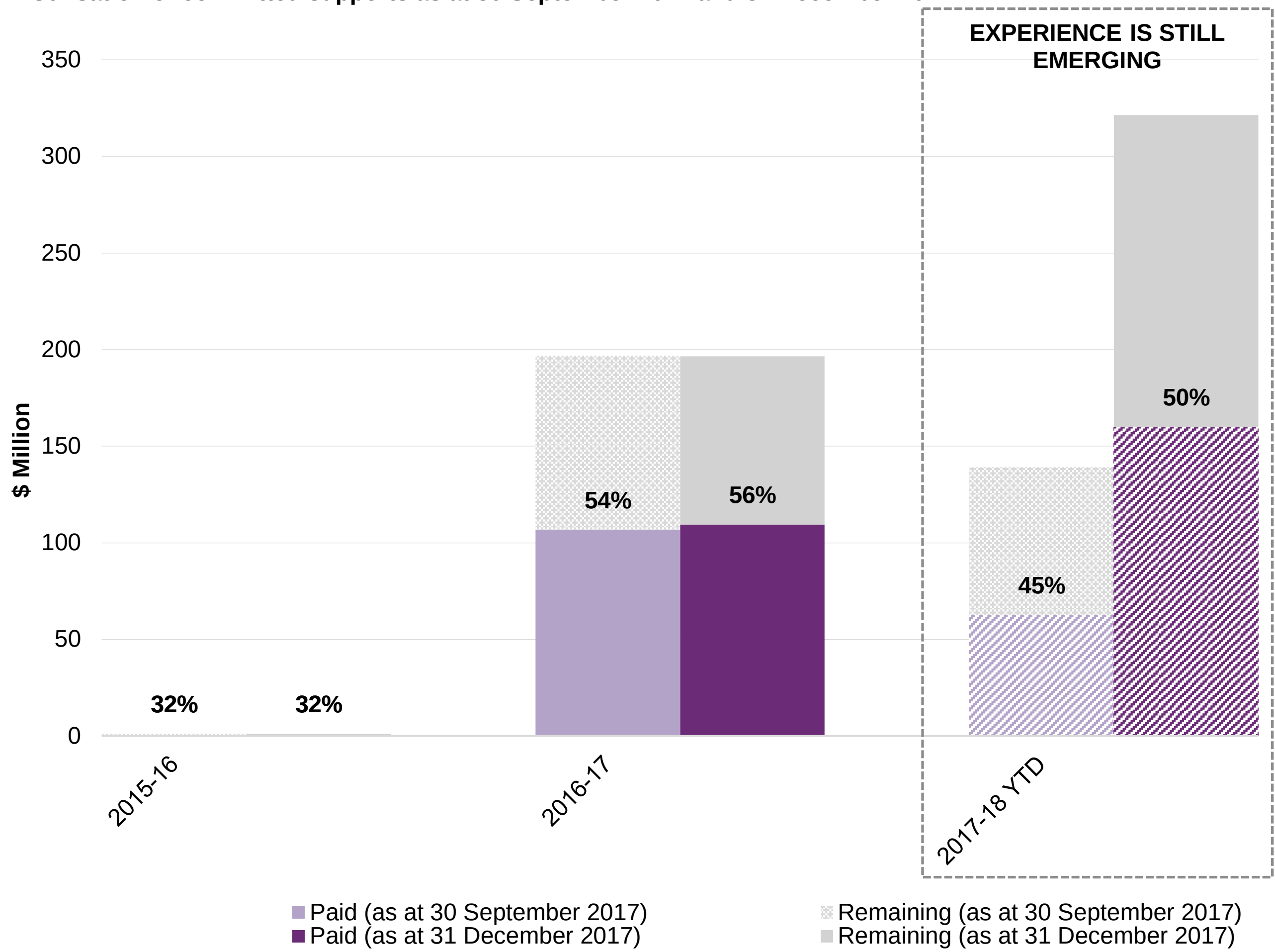
Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2017, compared with 31 December 2017.

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.

Utilisation of committed supports as at 30 September 2017 and 31 December 2017



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 25% increase in the number of providers during the quarter to 2,338.

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

2,338
APPROVED PROVIDERS

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

32%
OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

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

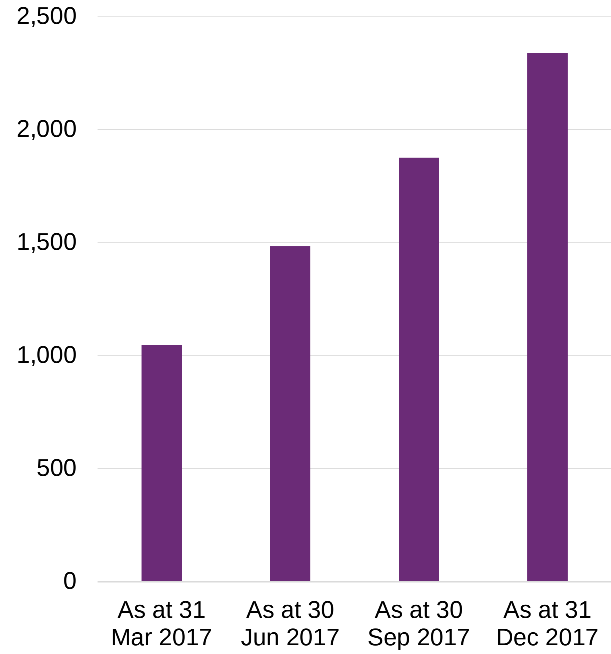
Providers over time

As at 31 December 2017, there were 2,338 registered service providers of which 756 were individual/sole trader operated business while the remaining 1,582 providers were registered as a company or organisation.

1.47

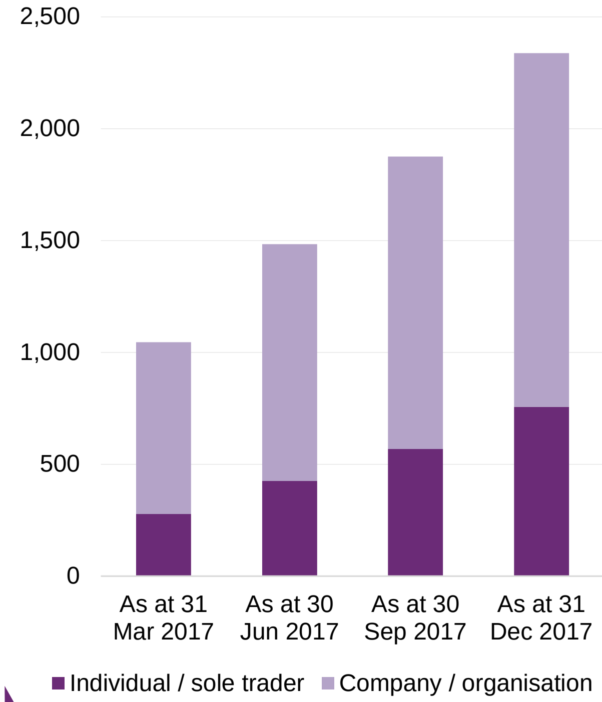
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 25% from 1,875 to 2,338 in the quarter.

Type of provider

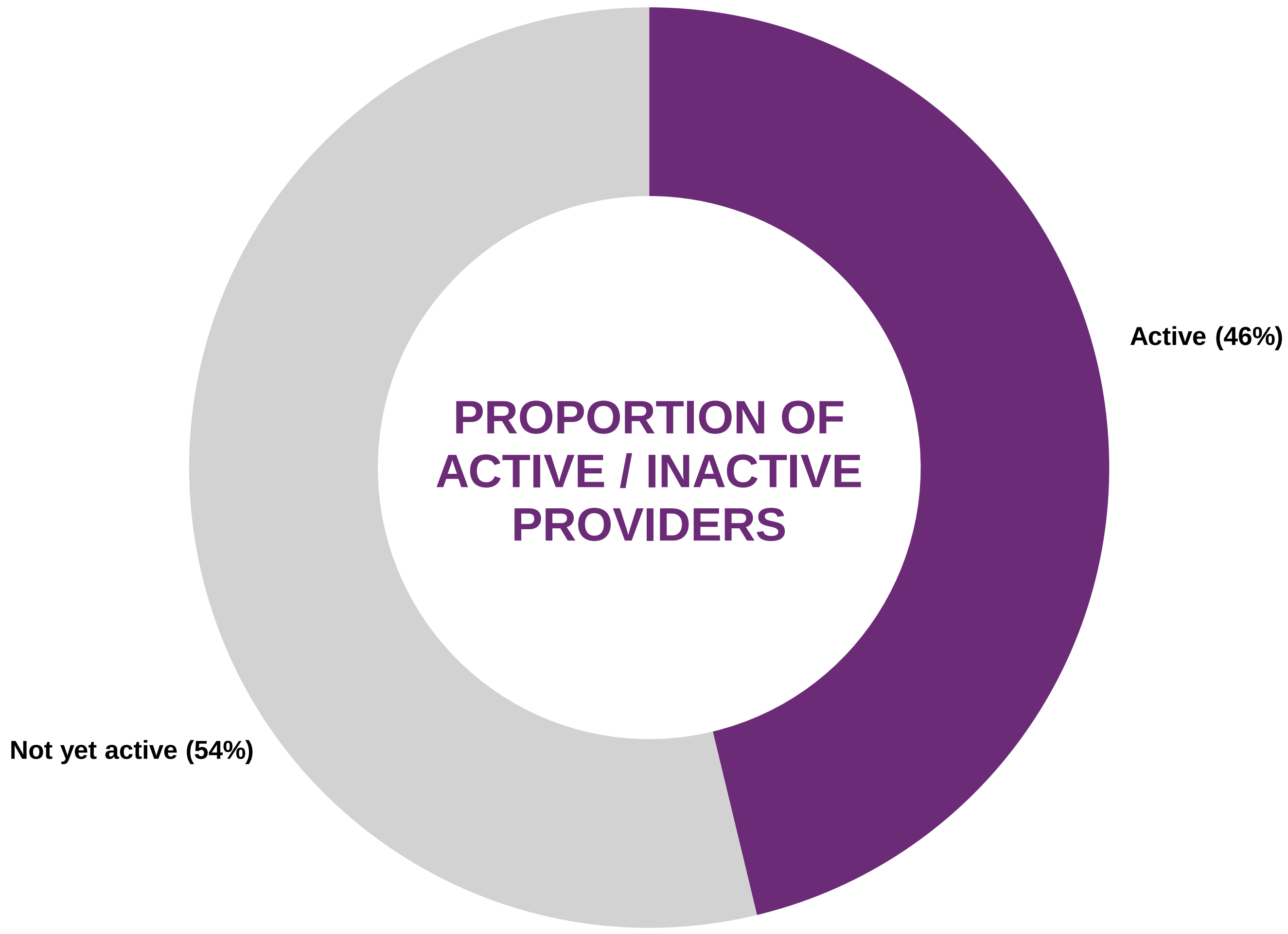


32% of approved service providers are individual/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2017, 46% of providers have been active and 54% were yet to have evidence of activity. Of the overall stock of providers, 386 providers began delivering new supports in the quarter.



386

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

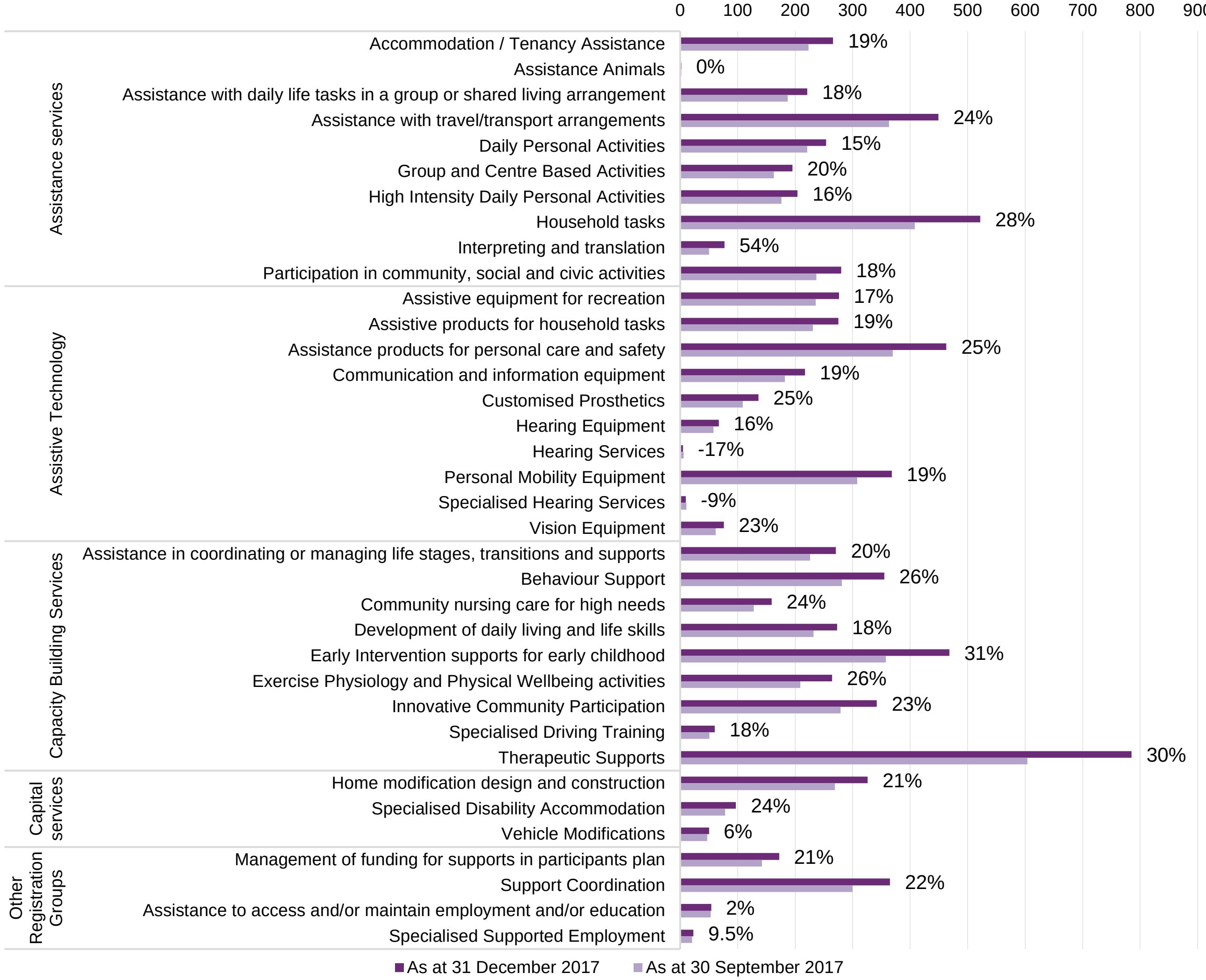
Registration groups

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 30% increase since the previous quarter.

The largest percentage increase in approved providers was for the Interpreting and translation registration group in the quarter. This was followed by Early Intervention supports for early childhood, Therapeutic Supports and Household Tasks.

Approved providers by registration group and percentage change over the quarter



Market share of top providers

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

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

PART 4

Information, Linkages and Capacity Building

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

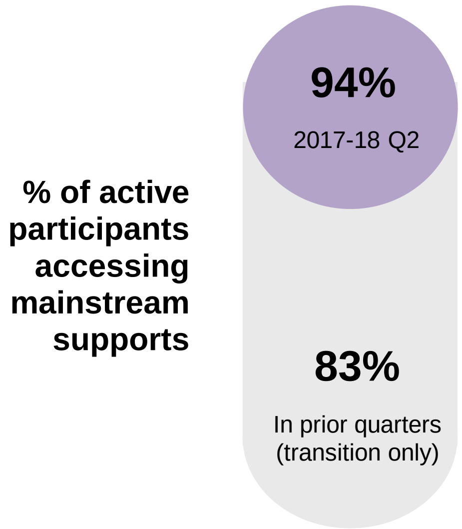
PART 5

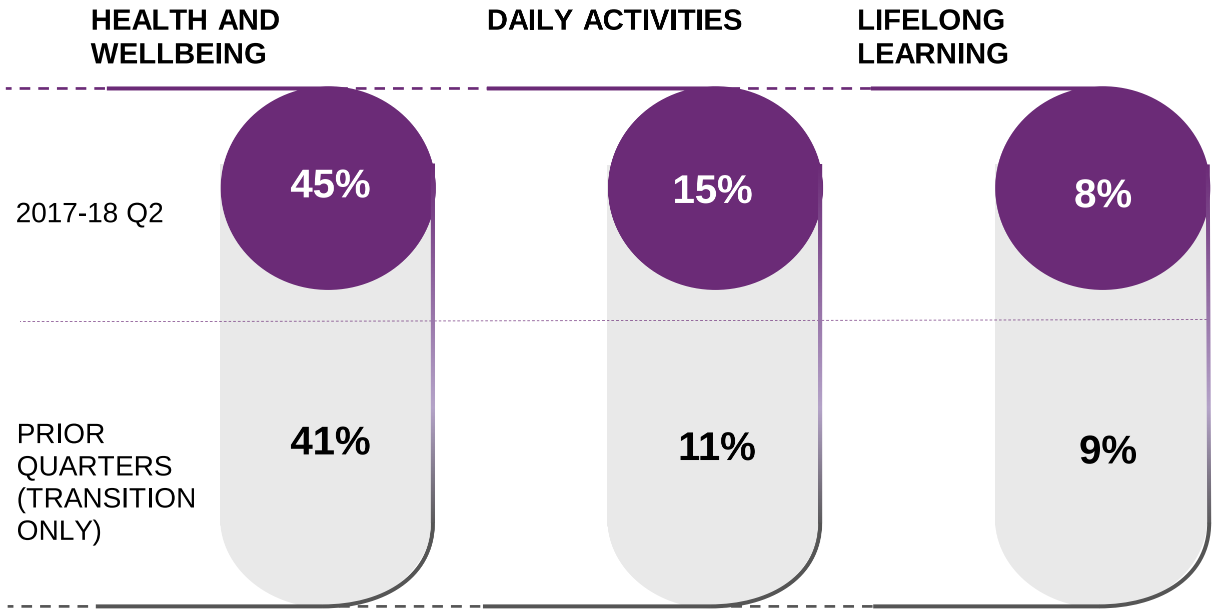
Mainstream Interface

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

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q2 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.





PART 6

Financial Sustainability

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