COAG

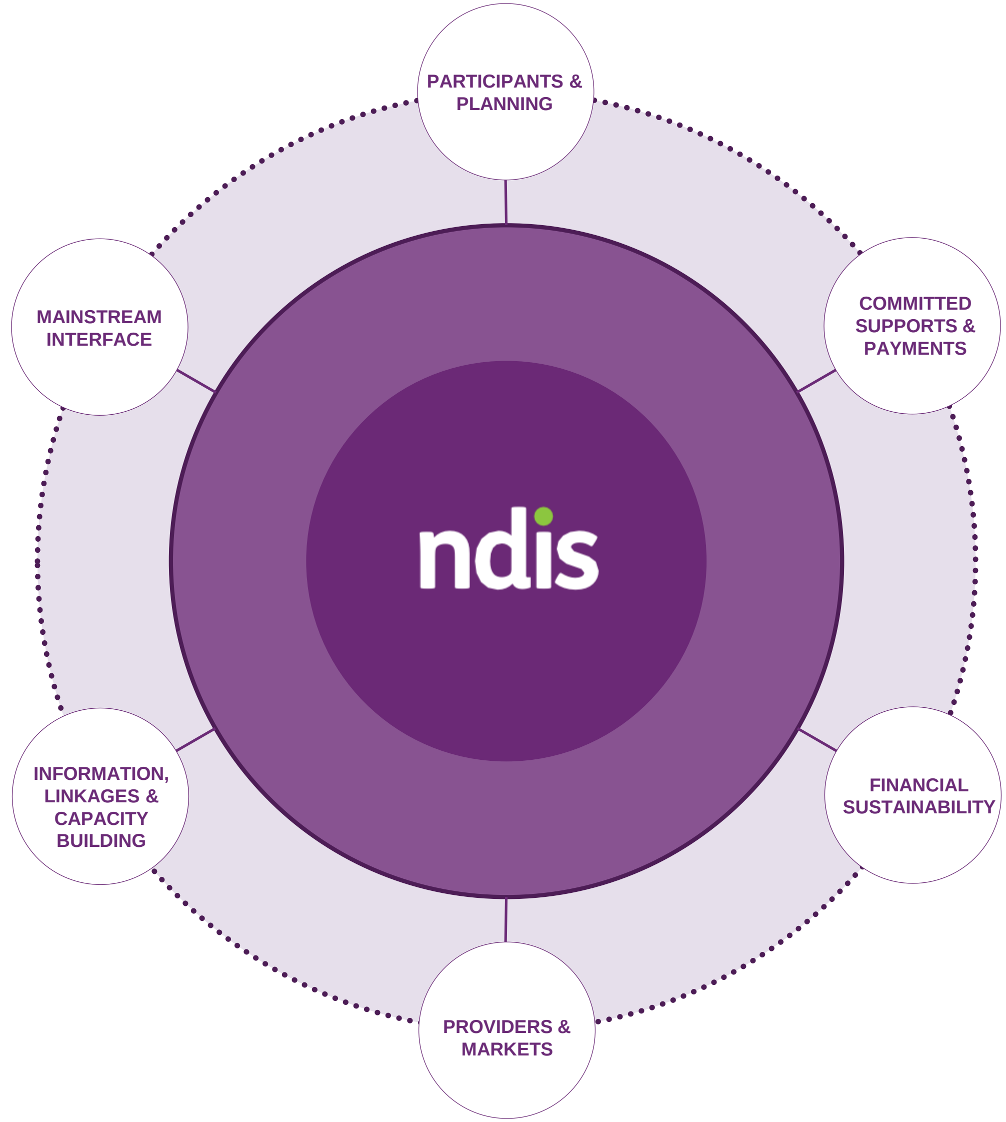
Disability Reform Council

Quarterly Performance Report

Australian Capital Territory – 30 June 2017

Overview

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



Summary

Participants and planning

60 additional participants with plans this quarter.

119% of the 30 June 2017 cumulative bilateral estimate has been met.

Committed supports and payments

$583.6 million of supports has been committed to 6,047 participants. This includes $162.7 million of support in respect of trial, $272.2 million in respect of 2016-17 and $148.7 million for later years.*

$312.8 million has been paid to providers and participants.

79% of committed supports were utilised in 2014-15 and this has increased to 84% in 2015-16. In 2016-17, utilisation of committed supports has decreased to 65%. As there is a lag between when support is provided and when it is paid, the 65% in 2016-17 will increase.

Providers and market

814 approved providers.

75-90% of payments made by the NDIA are received by 25% of providers.

23% of services providers are individual/sole traders.

Mainstream Interface

79% of active participants with a plan approved in 2016-17 Q4 access mainstream services.

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

*Note: The $148.7 million committed in future years is due to current plans in place that have an end date past 30 June 2017.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Australian Capital Territory continues to grow with 60 additional participants with approved plans this quarter.

Participants and Planning

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

Key Statistics

292	**60**	**119%**
ACCESS DECISIONS IN 2016-17 Q4	INITIAL PLANS APPROVED IN 2016-17 Q4	OF 30 JUNE 2017 BILATERAL ESTIMATE MET

Quarterly Intake

2016-17 Q4

3% of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program. Overall, since 1 July 2013, there have been 7,586 people with access decisions, and 6,047 participants with an approved plan.

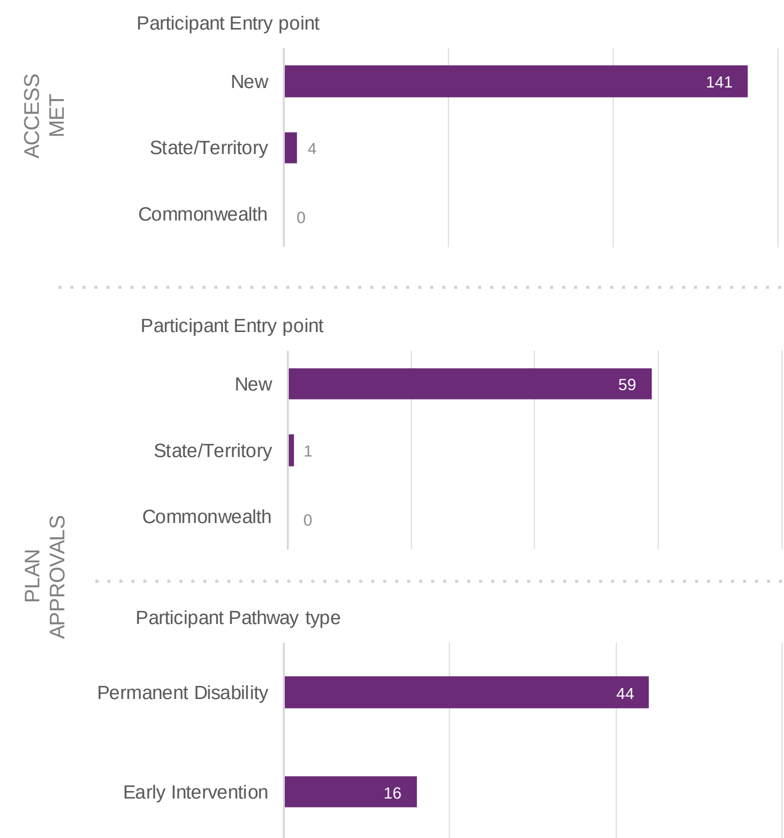
292
access decisions

↓

145
access met

↓

60
plan approvals



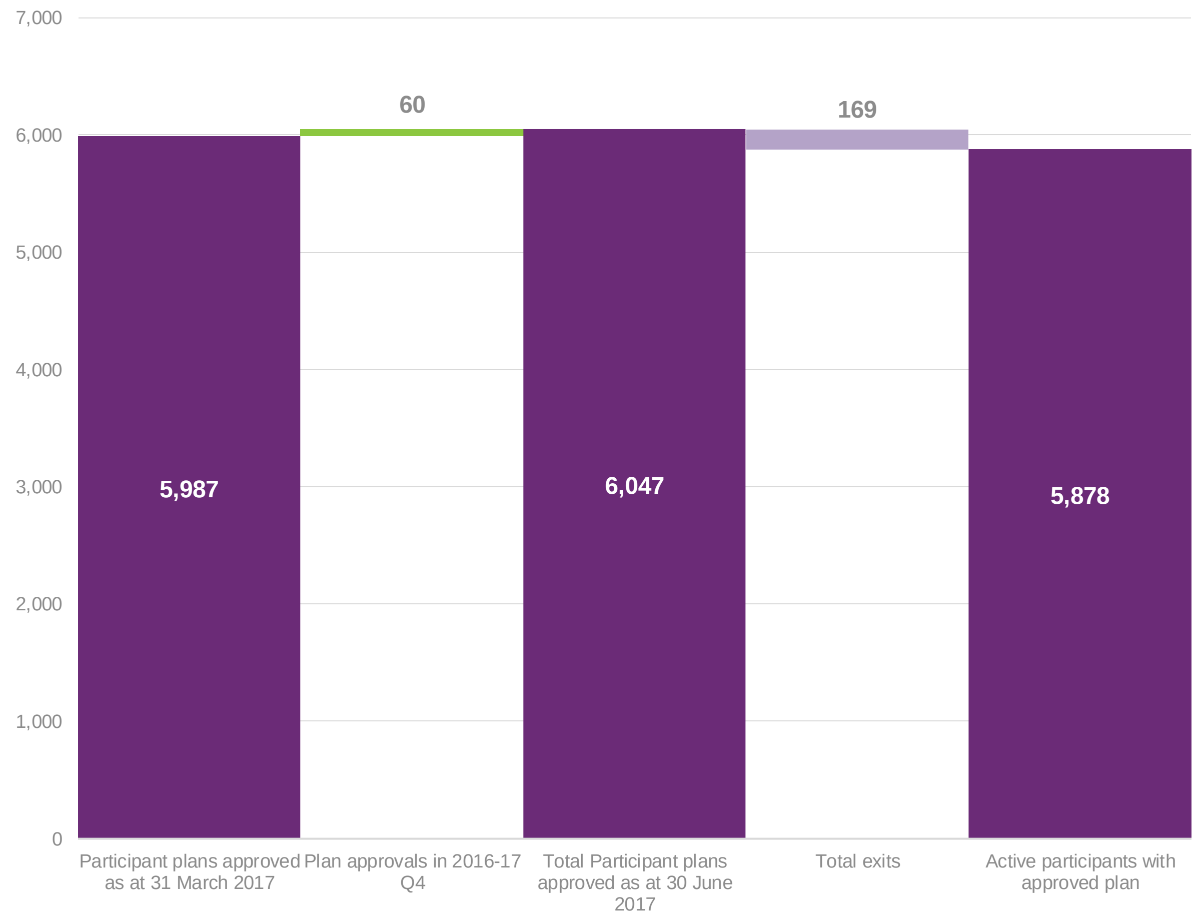
Quarterly Intake Detail

Plan approvals as at 30 June 2017

Plan approval numbers have increased from 5,987 at the end of 2016-17 Q3 to 6,047 by the end of 2016-17 Q4. This is an increase of 60 approvals. Additionally there were 169 exits bringing the overall numbers to 5,878.

In the quarter of 2016-17 Q4 there were 1,272 plan reviews. This figure relates to all participants who have entered the scheme (including transition).

Change in plan approvals between 31 March 2017 and 30 June 2017



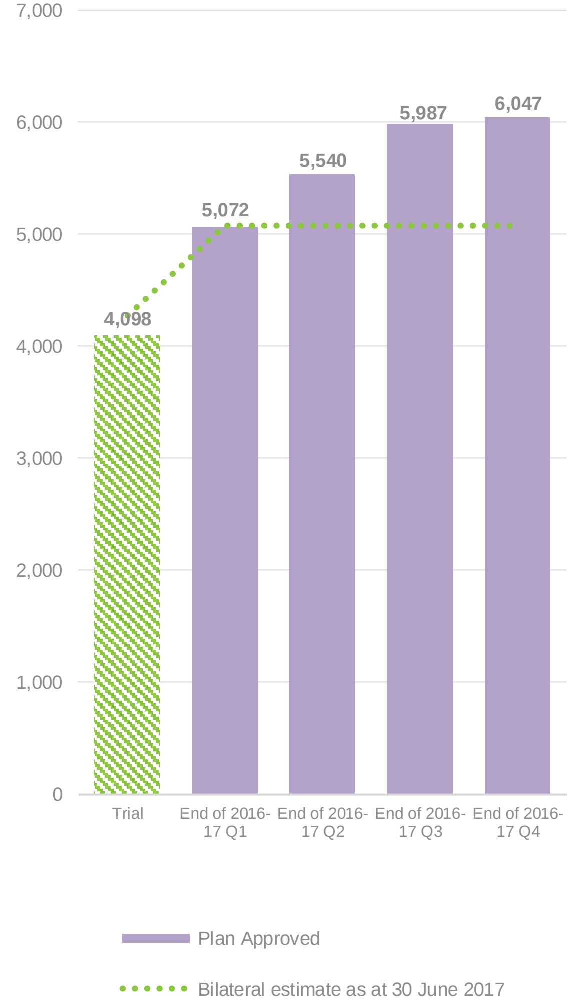
Cumulative Position

Plan approvals as at 30 June 2017

As at the end of 2016-17 Q4, the cumulative total number of participants receiving support was 6,047. In addition, 449 participants were awaiting a plan as at 30 June 2017.

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



119%

of 30 June 2017 bilateral estimate met

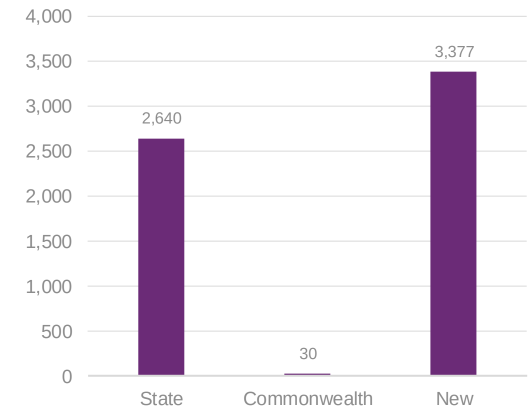
60

plan approvals in 2016-17 Q4

6,047

plan approvals to date

Plan approvals by participant referral pathway

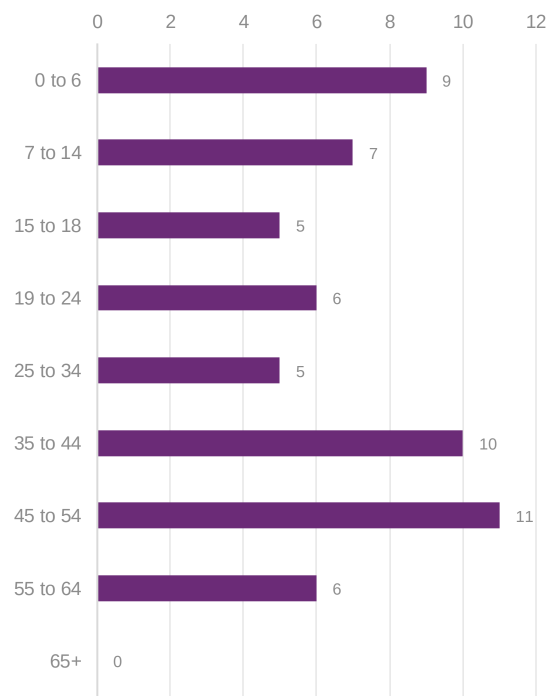


Participant Profiles

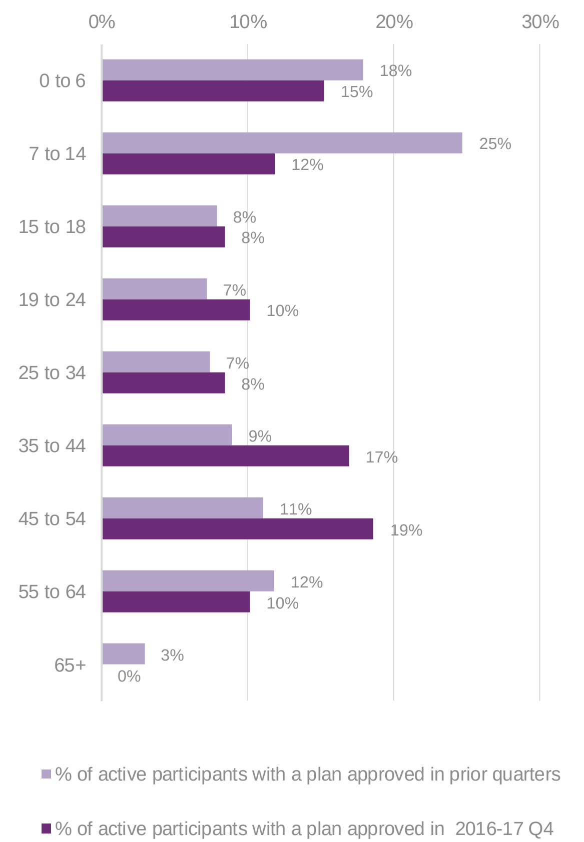
Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

Active participants with a plan approved in the quarter of 2016-17 Q4 by age group



% of active participants with a plan approved by age group



Participant Profiles

Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

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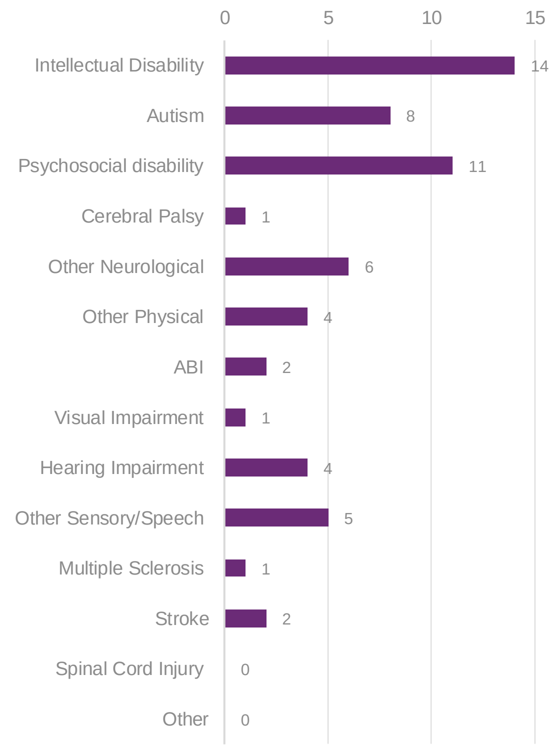
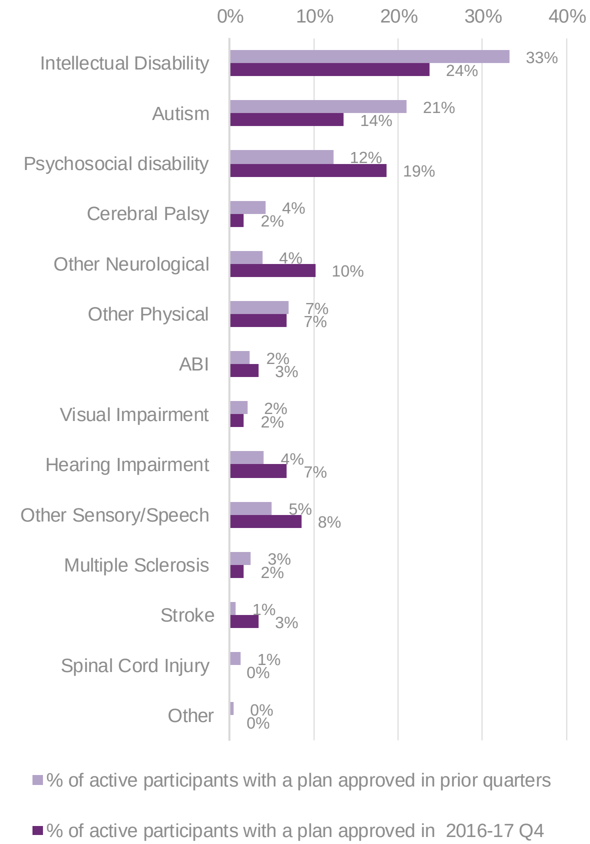
Active participants with a plan approved in the quarter of 2016-17 Q4 by disability group



% of active participants with a plan approved by disability group

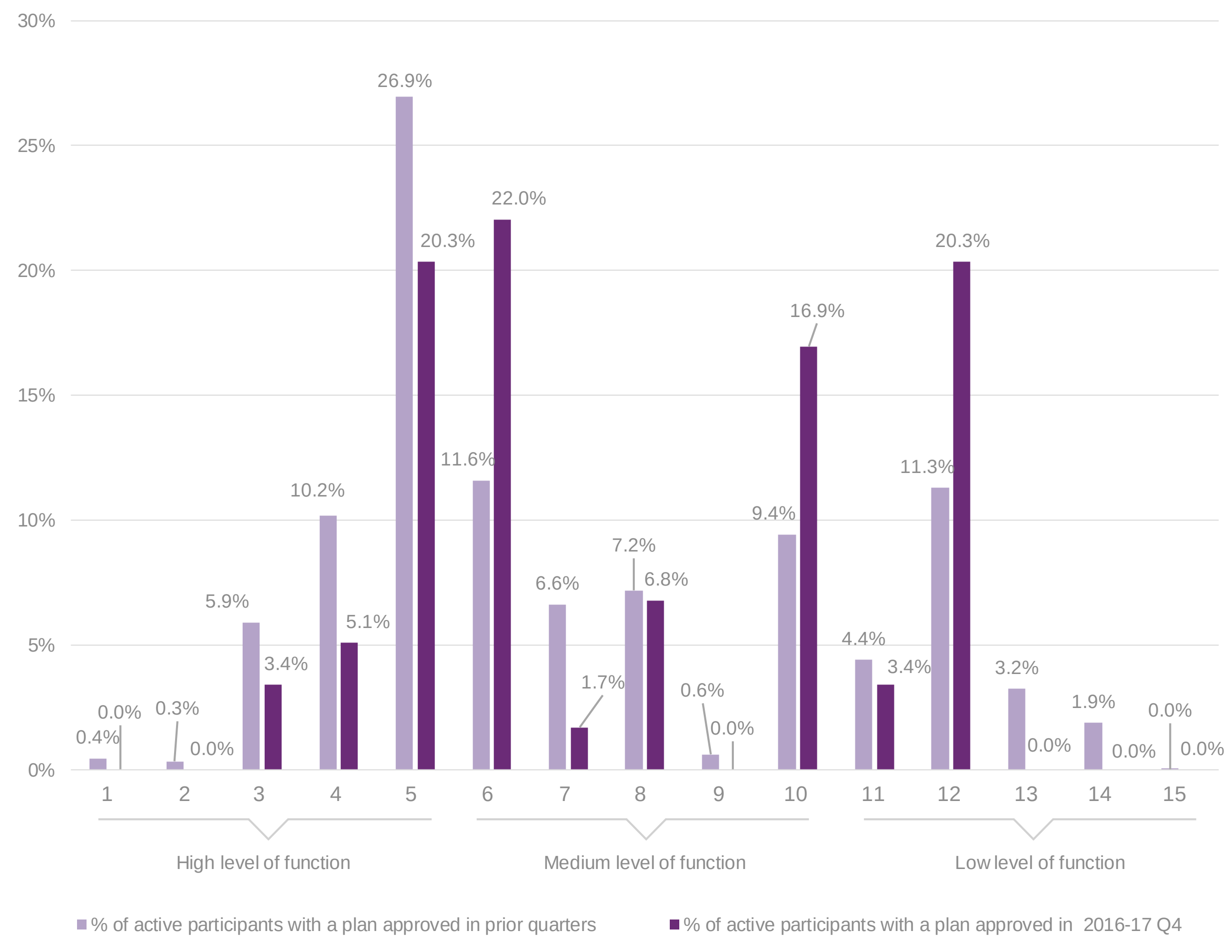


Participant Profiles

Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

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



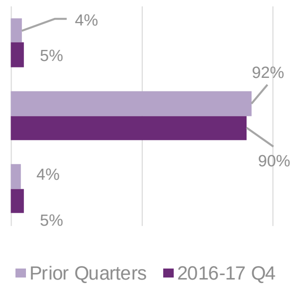
Note: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Participant Profiles

Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

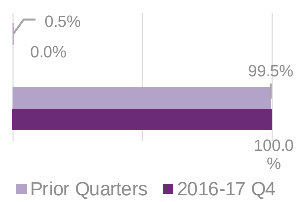
Aboriginal & Torres-Strait Islander Status	2016-17 Q4
Aboriginal and Torres Strait Islander	3
Not Aboriginal and Torres Strait Islander	53
Not Stated	3

% of active participants



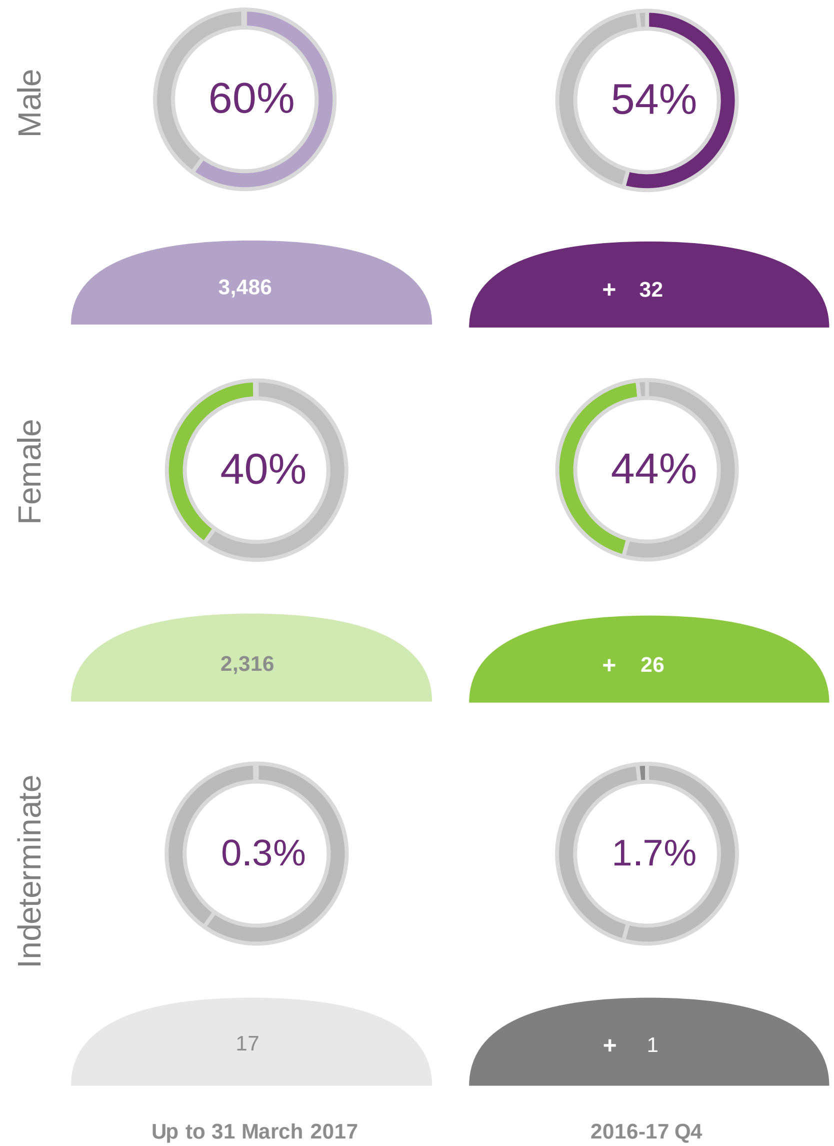
Young people in residential aged care (YPIRAC) status	2016-17 Q4
YPIRAC	0
Not YPIRAC	59

% of active participants



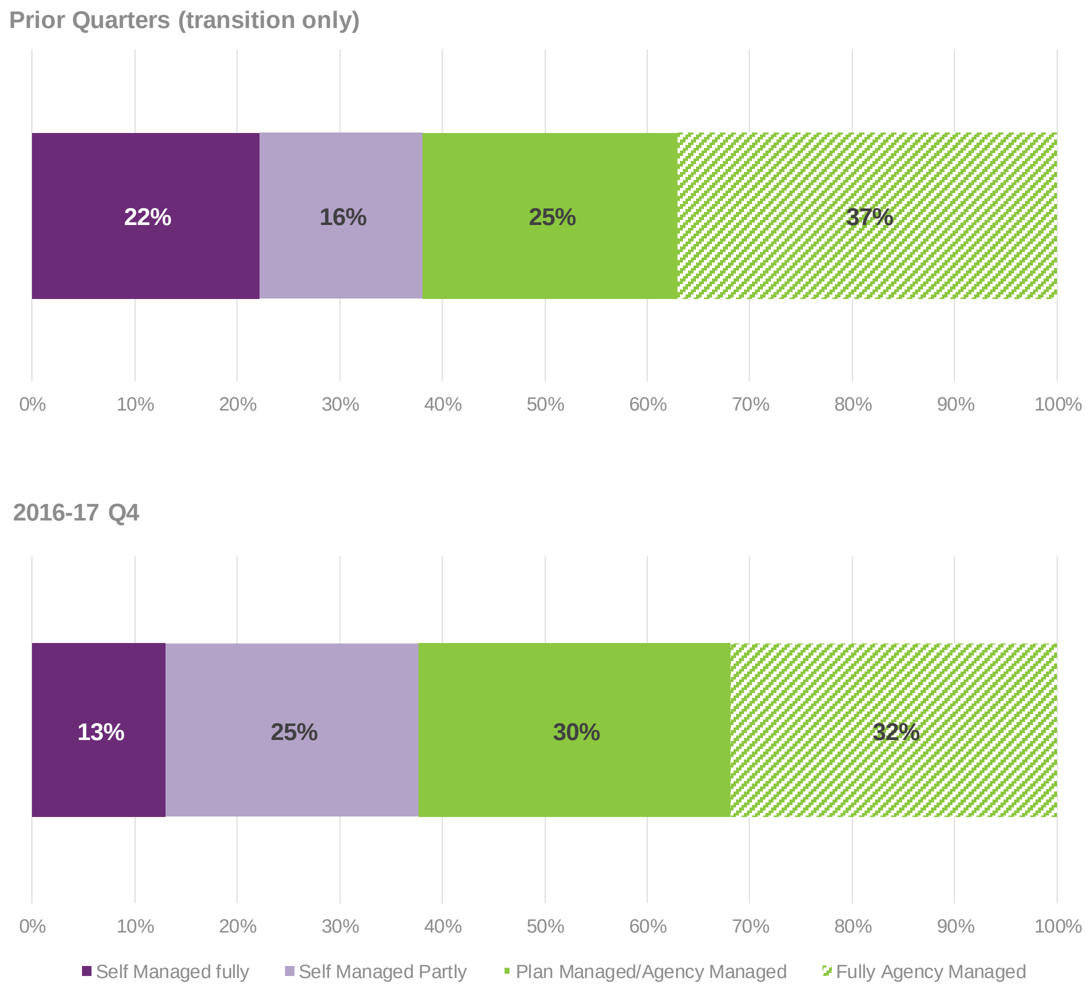
Note: due to low number of plan approvals in this quarter, the results should be interpreted with caution.

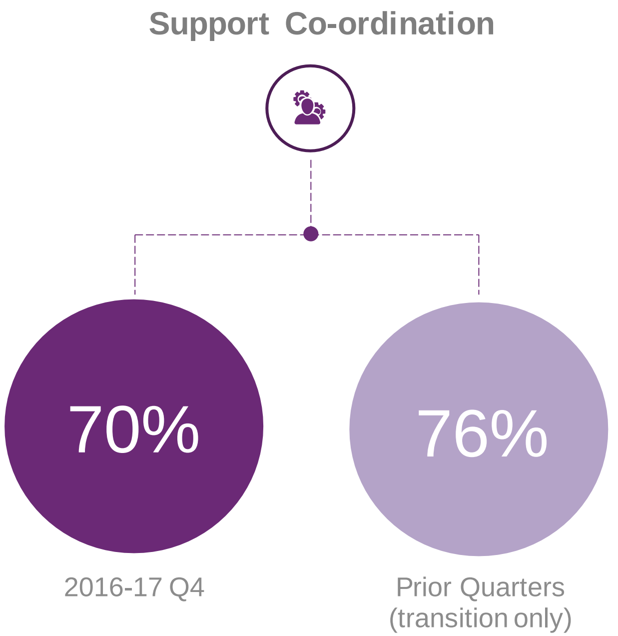
GENDER



Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan in 2016-17 Q4 (38%) is around the same as prior quarters (38%), and 70% of participants who have had a plan approved in 2016-17 Q4 have support coordination in their plan.

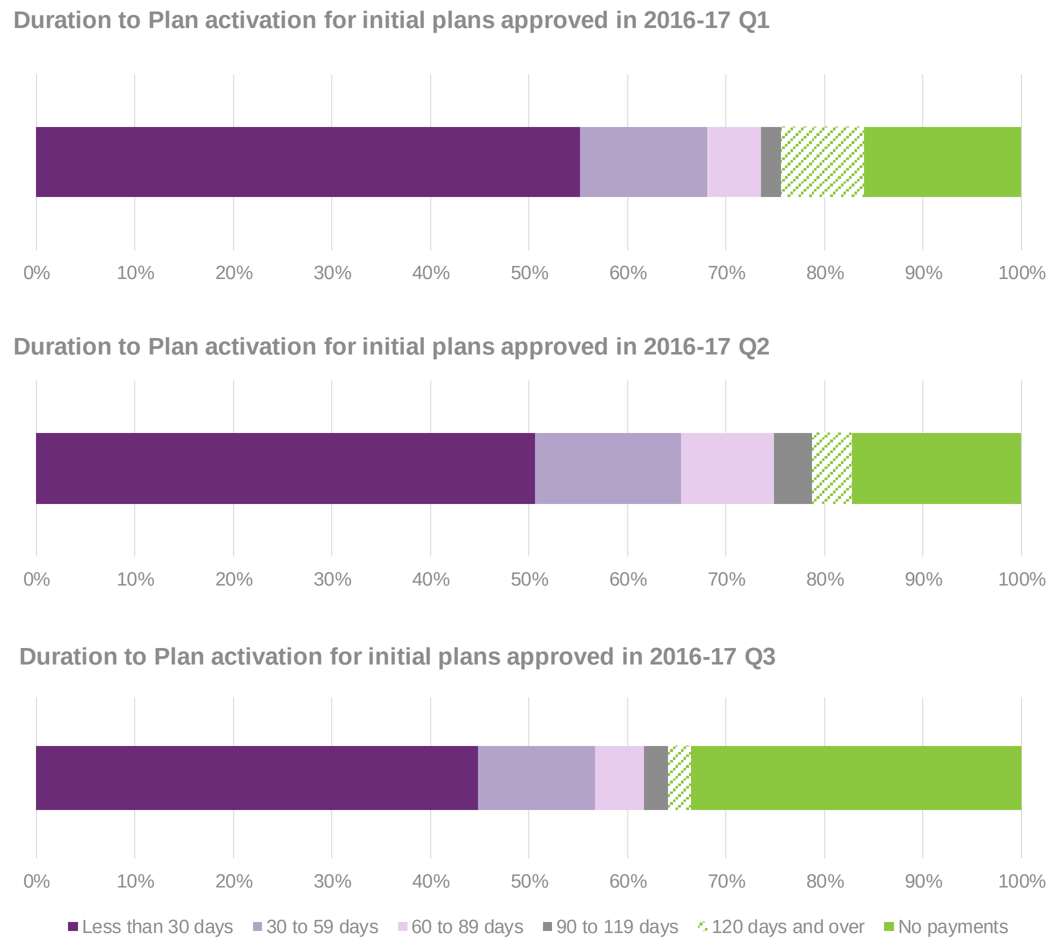




Plan Activation

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support. 74% of plans approved in Quarter 1 were activated within 90 days of approval, 75% of plans approved in Quarter 2 were activated within 90 days of approval, and 62% of plans approved in Quarter 3 were activated within 90 days of approval.

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 in Quarter 4 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Number of questionnaires completed in 2016-17 by Short Form Outcomes Framework (SFOF) version.

Baseline outcome measures were collected on 94% of participants receiving their initial plan in 2016-17. Most adult participants choose who supports them and what they do each day, however most also want more choice and control in their life. About one third do not feel safe or very safe in their home, and fewer than one half rate their health as good, very good or excellent. Fewer than one third have a paid job.

For family/carers of children aged 0 to 14, about half have a paid job and slightly more than half say they are able to work as much as they want. About half say they are able to see family and friends as much as they want. A high proportion (around 90%) express confidence in their ability to advocate for their child and support their child's development.

Version	Number of questionnaires collected Q1	Number of questionnaires collected Q2	Number of questionnaires collected Q3	Number of questionnaires collected Q4	Number of questionnaires
Participant 0 to school	147	60	87	9	303
Participant school to 14	120	51	66	10	247
Participant 15 to 24	80	56	35	7	178
Participant 25 and over	585	259	203	31	1,078
Total participant	**932**	**426**	**391**	**57**	**1,806**
Family 0 to 14	259	102	140	16	517
Family 15 to 24	19	12	4	1	36
Family 25 and over	19	8	4	1	32
Total family	**297**	**122**	**148**	**18**	**585**
Total	**1,229**	**548**	**539**	**75**	**2,391**

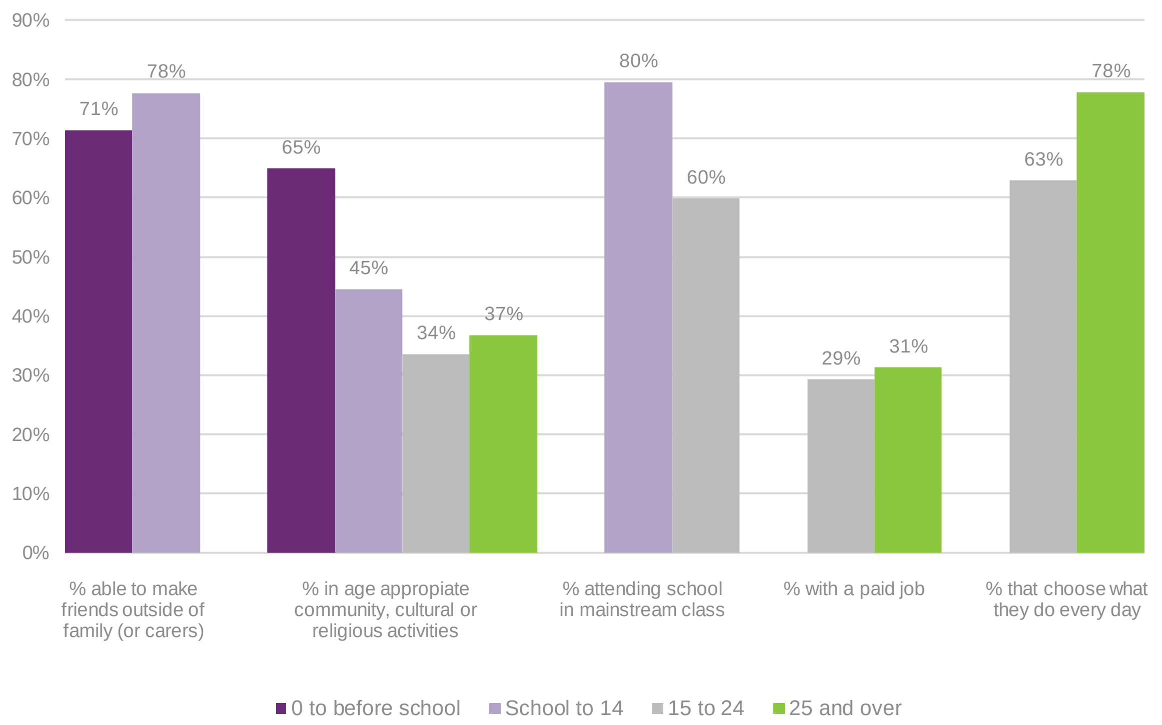
Participant Outcomes

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

For the 0 to before school and school to 14 groups, between 71% - 78% of the participants reported being able to make friends outside of their family or carers. Participation in age appropriate community, cultural or religious activities was highest among 0 to before school age with 65% and for all other age groups the proportion was below 50%.

Around 31% of 25+ year olds had a paid job.

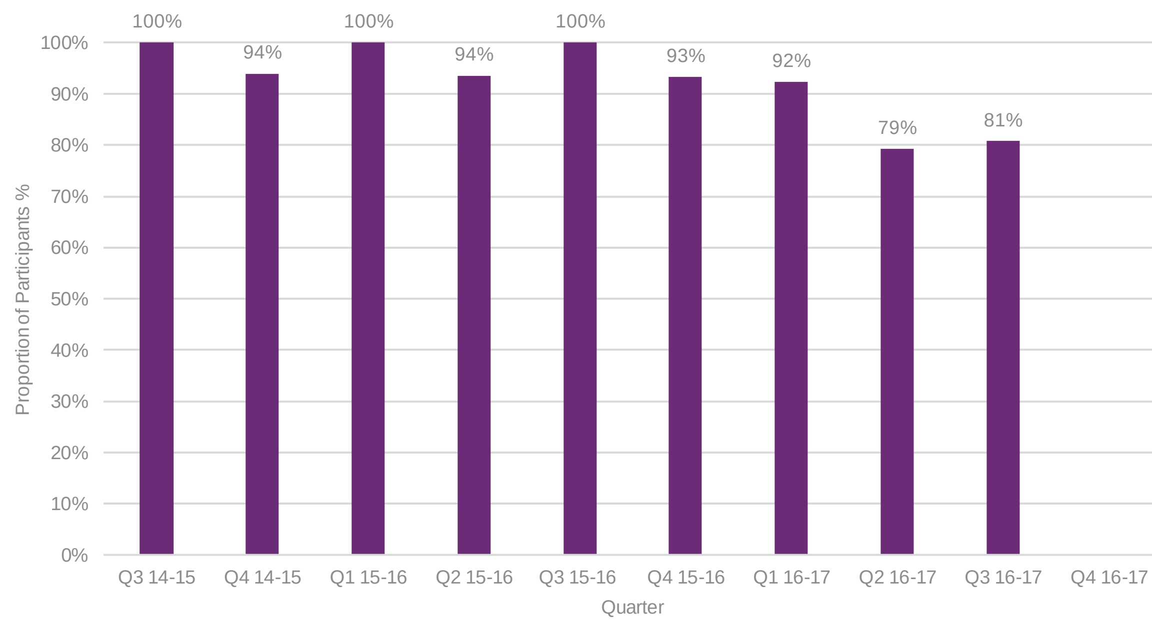
Selected key baseline indicators for participants



Participant Satisfaction

Due to low number of participant survey responses in 2016-17 Q4, participant satisfaction is not shown for this quarter.

Proportion of participants describing satisfaction with the agency as good or very good - by quarter



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

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

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 $583.6 million (including support periods in the future), of which $312.8 million has been paid.

This includes $162.7 million of support in respect of trial, $272.2 million in respect of 2016-17 and $148.7 million for later years.

Committed Supports and Payments

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

Key Statistics

$583.6

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 6,047 PARTICIPANTS.

$162.7

MILLION OF SUPPORTS IN RESPECT OF TRIAL

$272.2

MILLION OF SUPPORTS IN RESPECT OF 2016-17

$148.7

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$312.8

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

79% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15 AND THIS HAS INCREASED TO 84% IN 2015-16. IN 2016-17, UTILISATION OF COMMITTED SUPPORTS HAS DECREASED TO 65%.

AS THERE IS A LAG BETWEEN WHEN SUPPORT IS PROVIDED AND WHEN IT IS PAID, THE 65% IN 2016-17 WILL INCREASE.

*Note: The $148.7 million committed in future years is due to current plans in place that have an end date past 30 June 2017.

Committed Supports and Payments

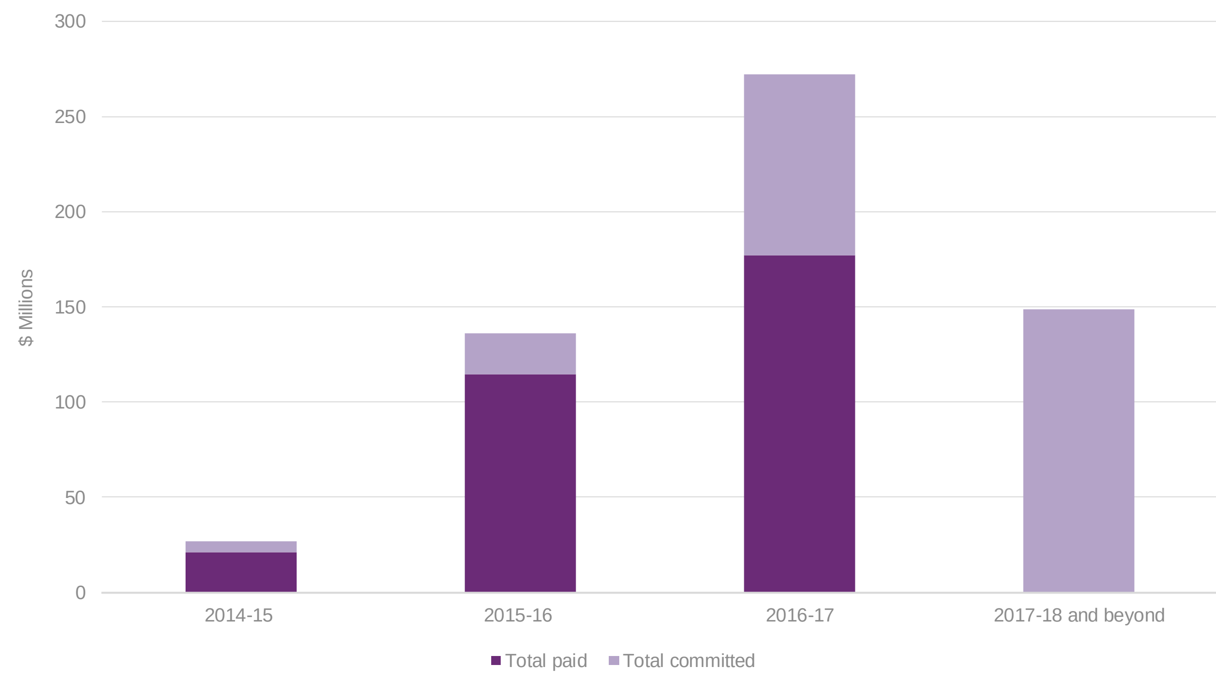
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $583.6 million that has been committed in participant plans, $312.8 million has been paid to date.

In particular, for supports provided in:
2014-15 : $21.1m has been paid
2015-16 : $114.5m has been paid
2016-17 to date: $177.2m has been paid

Committed and paid by expected support year

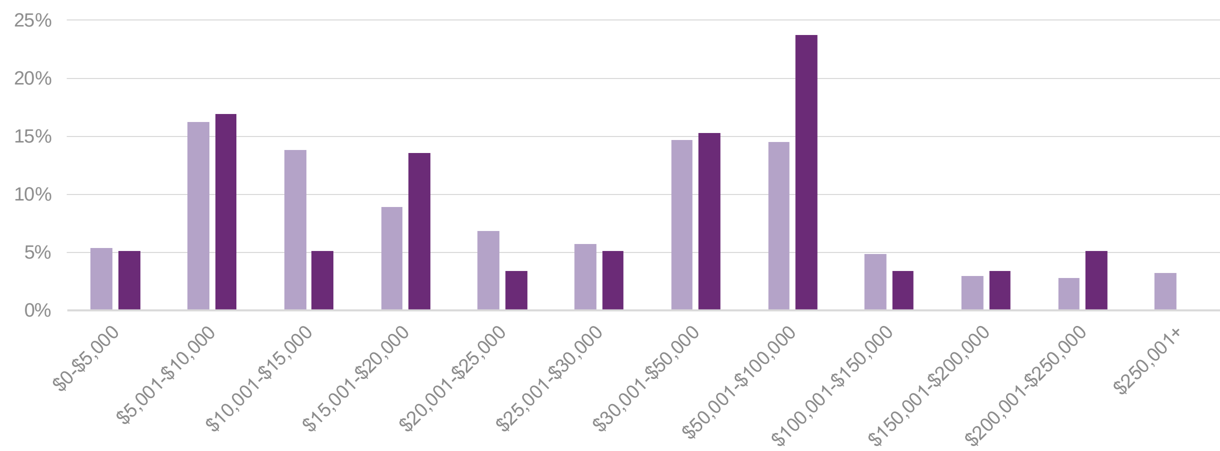
$Million	2013-14	2014-15	2015-16	2016-17	2017-18 and beyond	Total
Total committed	N/A	26.6	136.0	272.2	148.7	583.6
Total paid	N/A	21.1	114.5	177.2	0.0	312.8



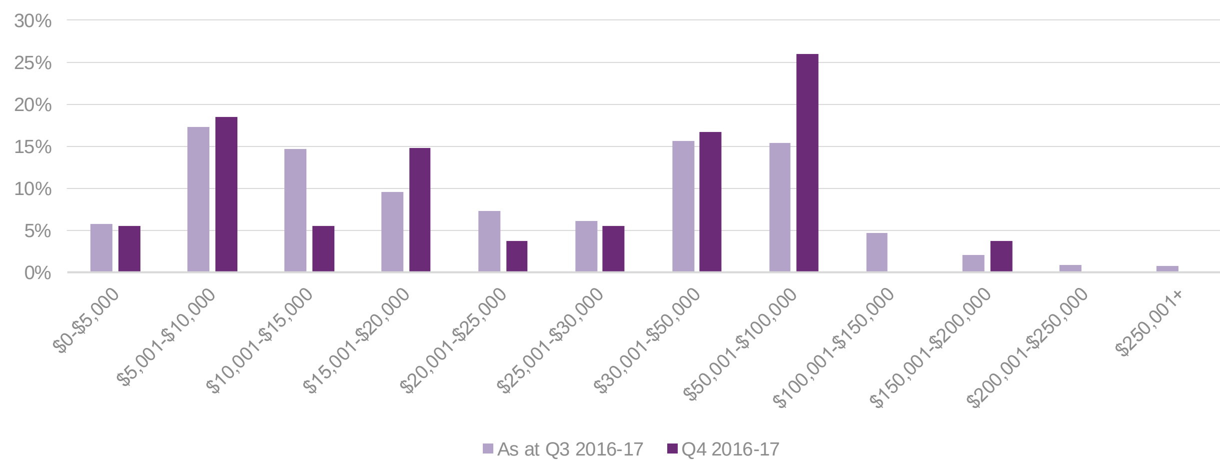
Committed Supports and Payments

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

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



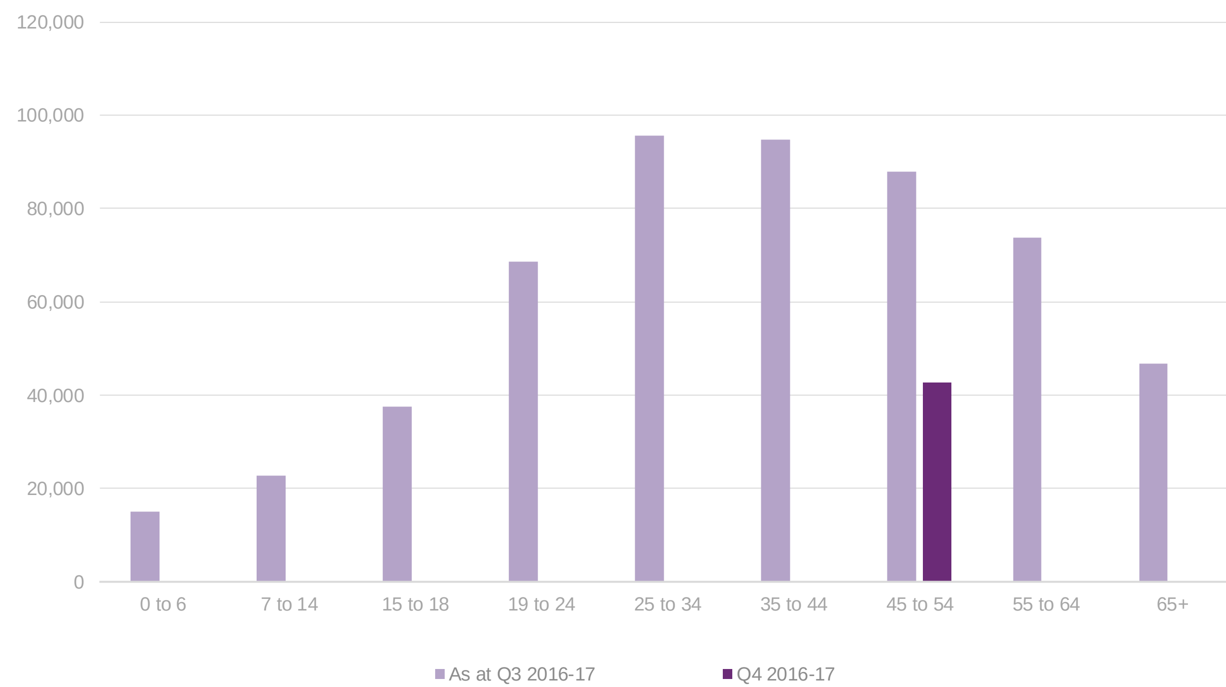
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports and Payments

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

Average annualised committed supports by age band

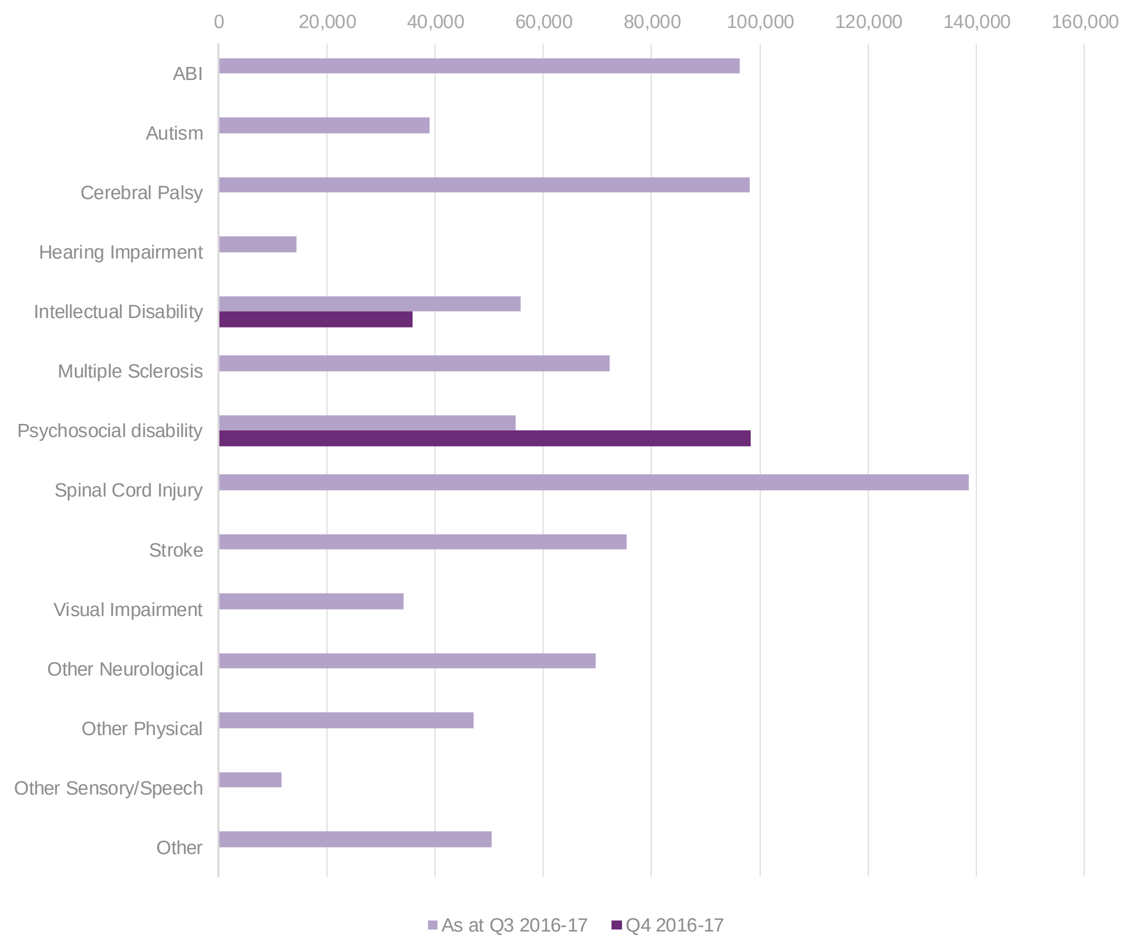


Note: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

Average annualised committed supports by primary disability group

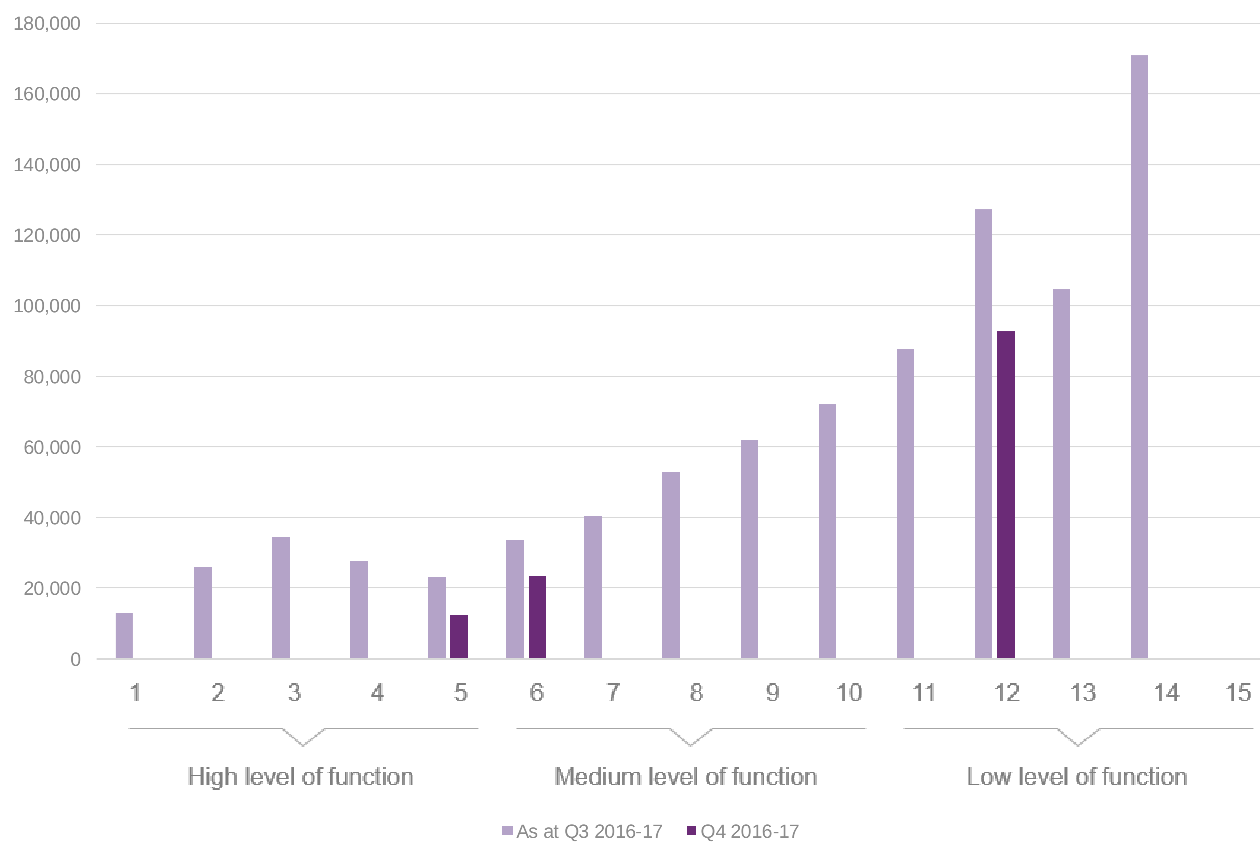


Note: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

Due to low number of plan approvals in this quarter, the results should be interpreted with caution.

Average annualised committed supports by level of function



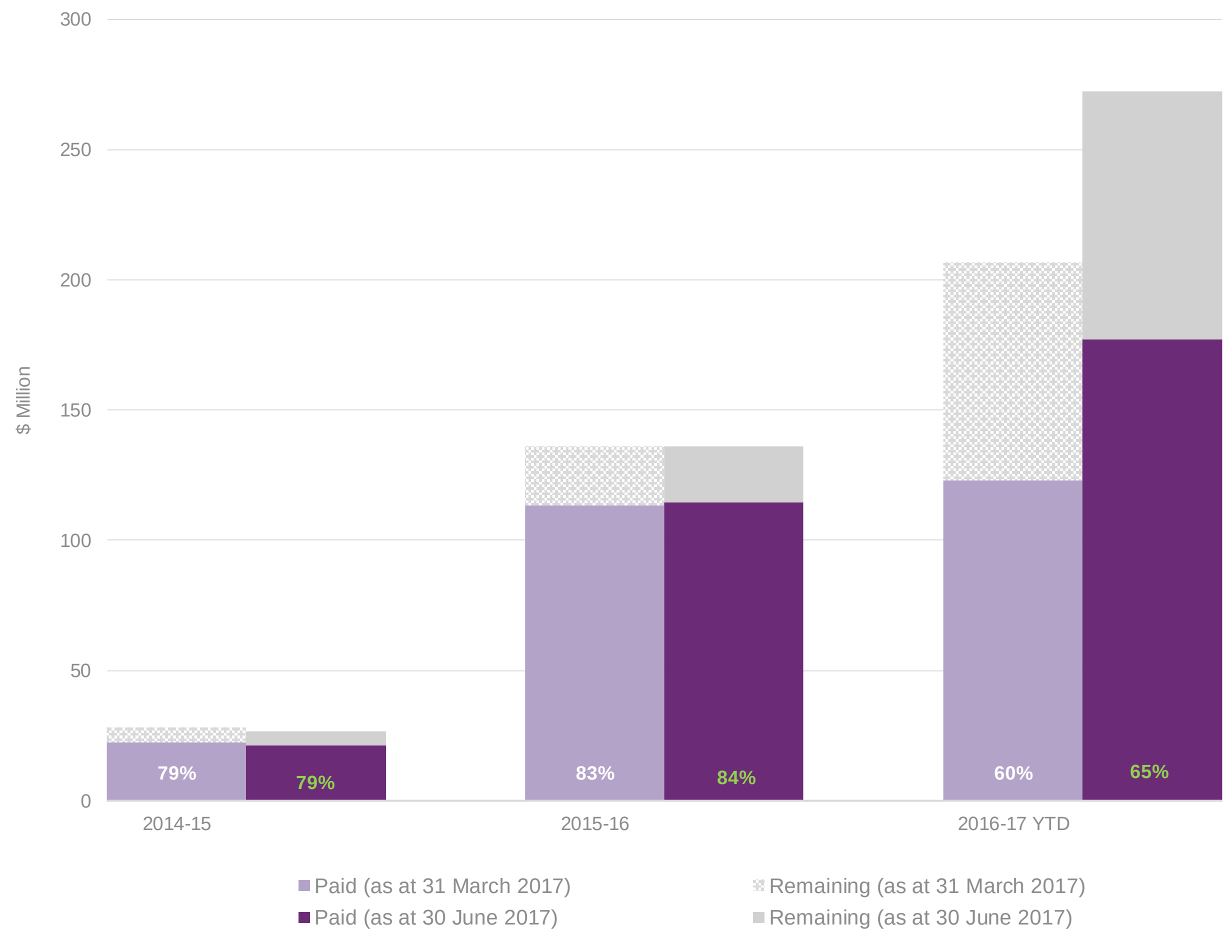
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Committed Supports and Payments

Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2017, compared with 30 June 2017. As there is a lag between when support is provided and when it is paid, the 65% in 2016-17 will increase.

The utilisation of committed supports has increased for supports provided in 2015-16. This percentage has increased during 2016-17 YTD.

Utilisation of committed supports as at 31 March 2017 and 30 June 2017



PART 3

Financial Sustainability

Financial Sustainability was covered in the national version of the COAG report.

PART 4

Providers and Markets

The scale and extent of the market continues to grow, with a 18% increase in the number of providers during the quarter to 814.

Providers and Markets

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.
- Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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

814

APPROVED PROVIDERS

75-90%

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

23%

OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY ASSISTANCE WITH PRODUCTS FOR PERSONAL CARE/SAFETY AND PERSONAL MOBILITY EQUIPMENT

Providers and Markets

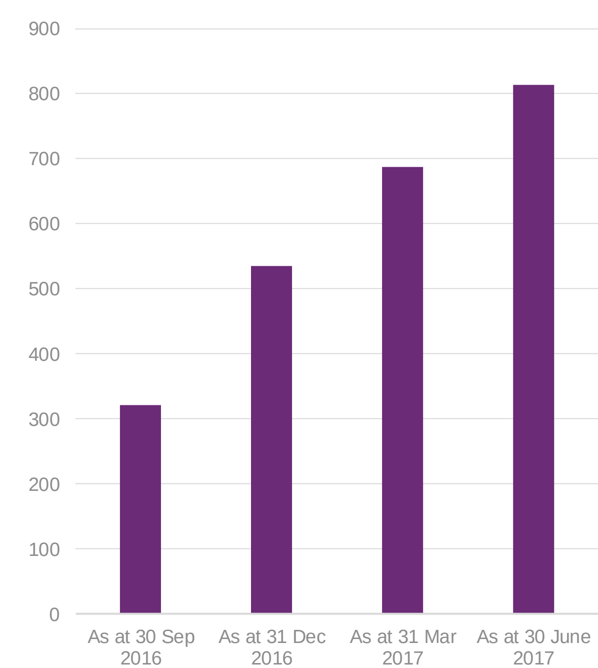
Increase in number of providers over time.

As at 30 June 2017, there were 814 registered service providers of which 191 were individual/sole trader operated business while the remaining 623 providers were registered as a company or organisation.

1.14
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

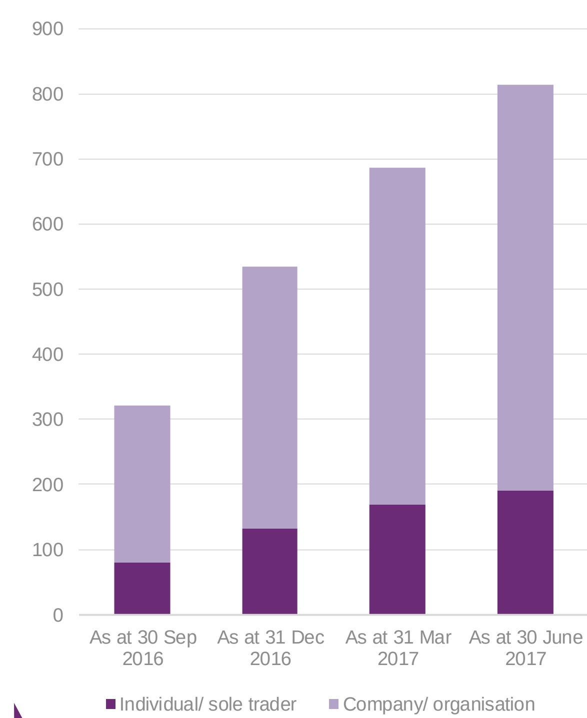
0.26
AVERAGE NEW PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 18% from 687 to 814 in the quarter.

Type of provider

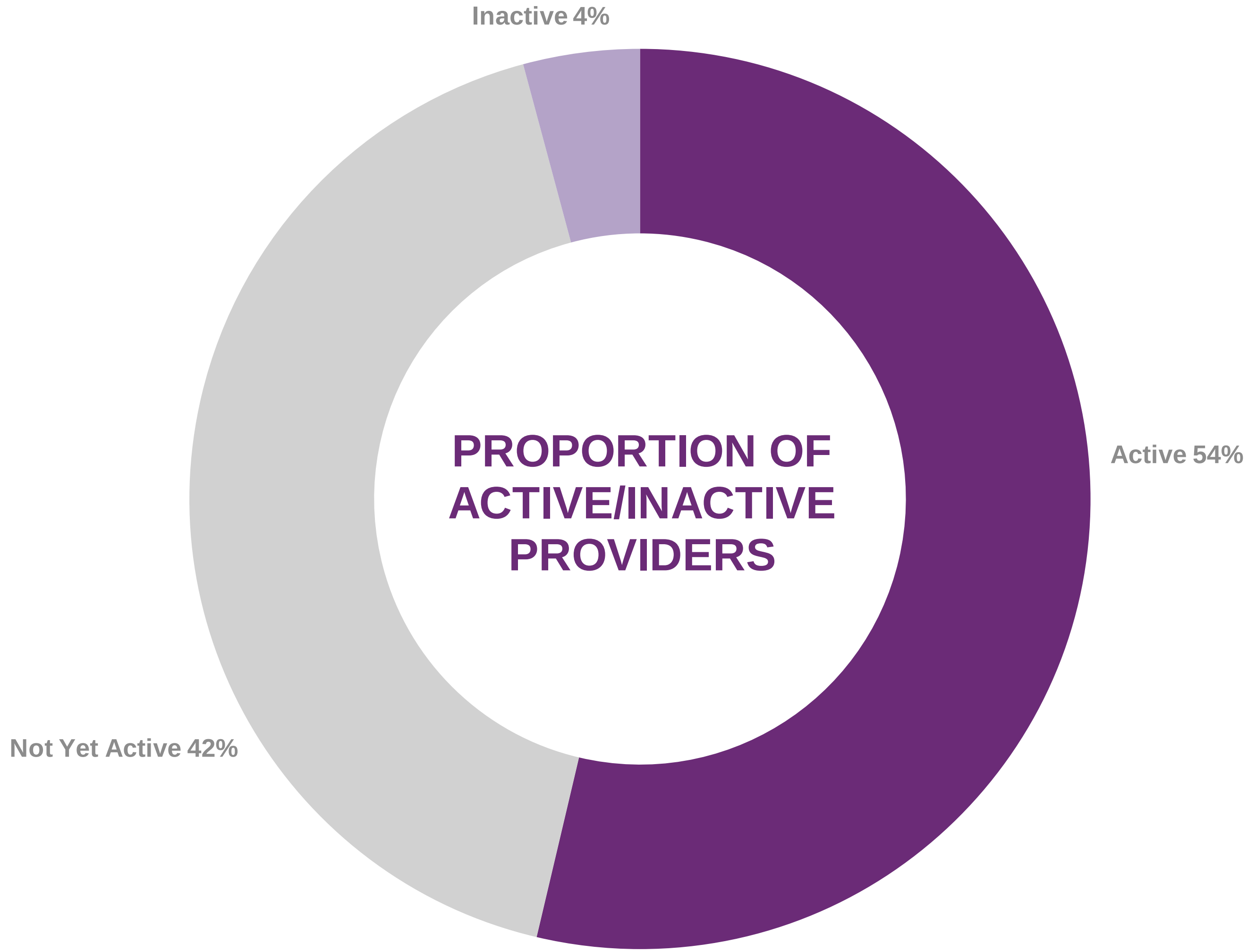


23% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers

As at 30 June 2017 54% of providers were active in the last quarter, 42% were yet to have evidence of activity and 4% were inactive. Of the overall stock of providers, 277 began delivering new supports in the quarter.



277

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

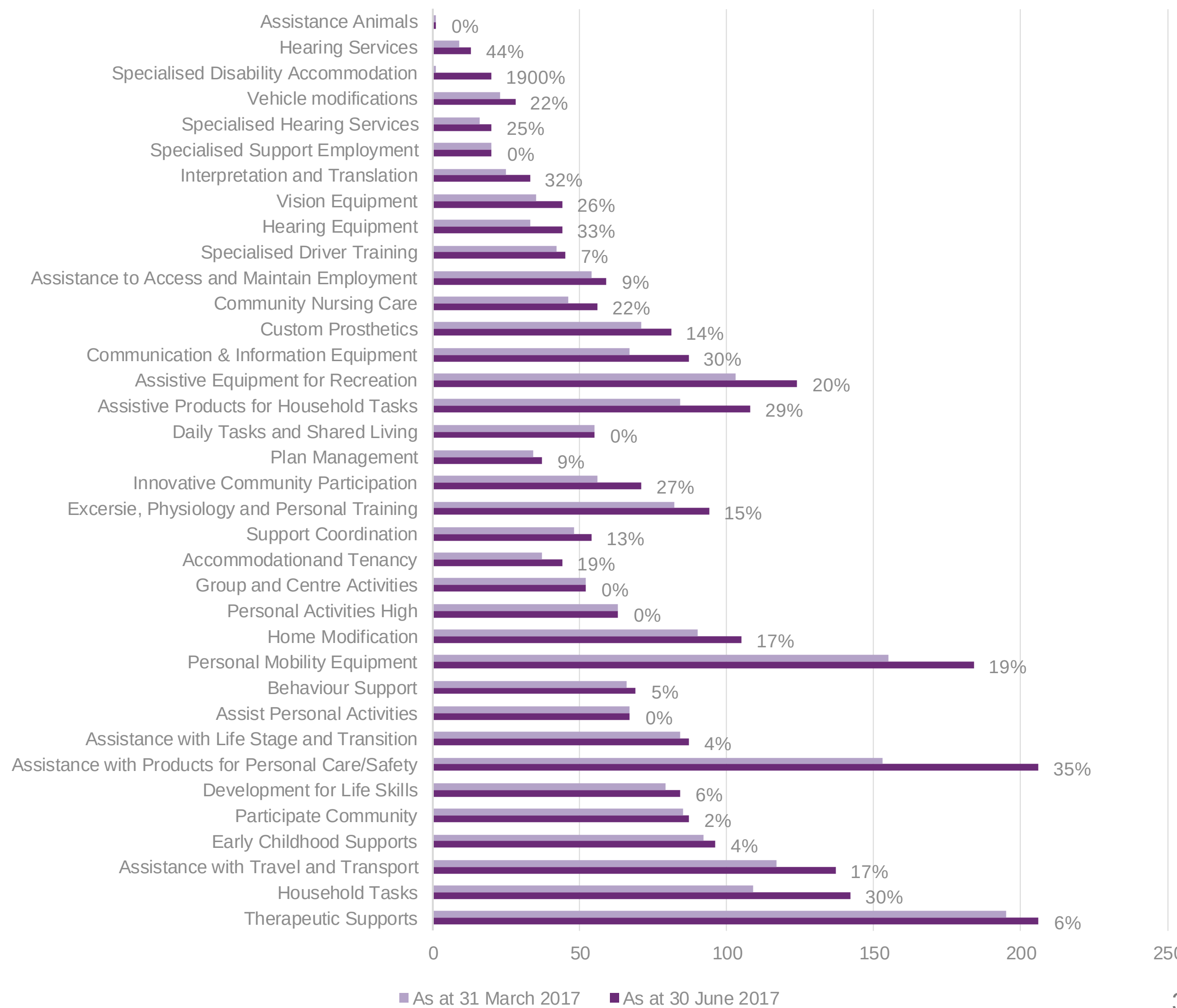
Registration groups

The increase in approved providers from 31 March 2017 to 30 June 2017 varies by registration group.

Therapeutic Supports has the highest number of approved service providers and has seen a 6% 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 1 as at 31 March 2017 to 20 as at 30 June 2017. This was followed by Hearing Services, Assistance with Products for Personal Care/Safety and Hearing Equipment.

Approved providers by registration group and percentage increase over the quarter



Market share of top providers

The largest 25% of providers by claims accounted for 75-90% of all claims in the period across all service provider major registration groups

25% of providers have received 86% of payments during the quarter of 2016-17 Q4 for personal activities.

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

PART 5

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building was covered in the national version of the COAG report.

PART 6

Mainstream Interface

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

Mainstream Interface

79% of active participants with a plan approved in 2016-17 Q4 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities