
COAG

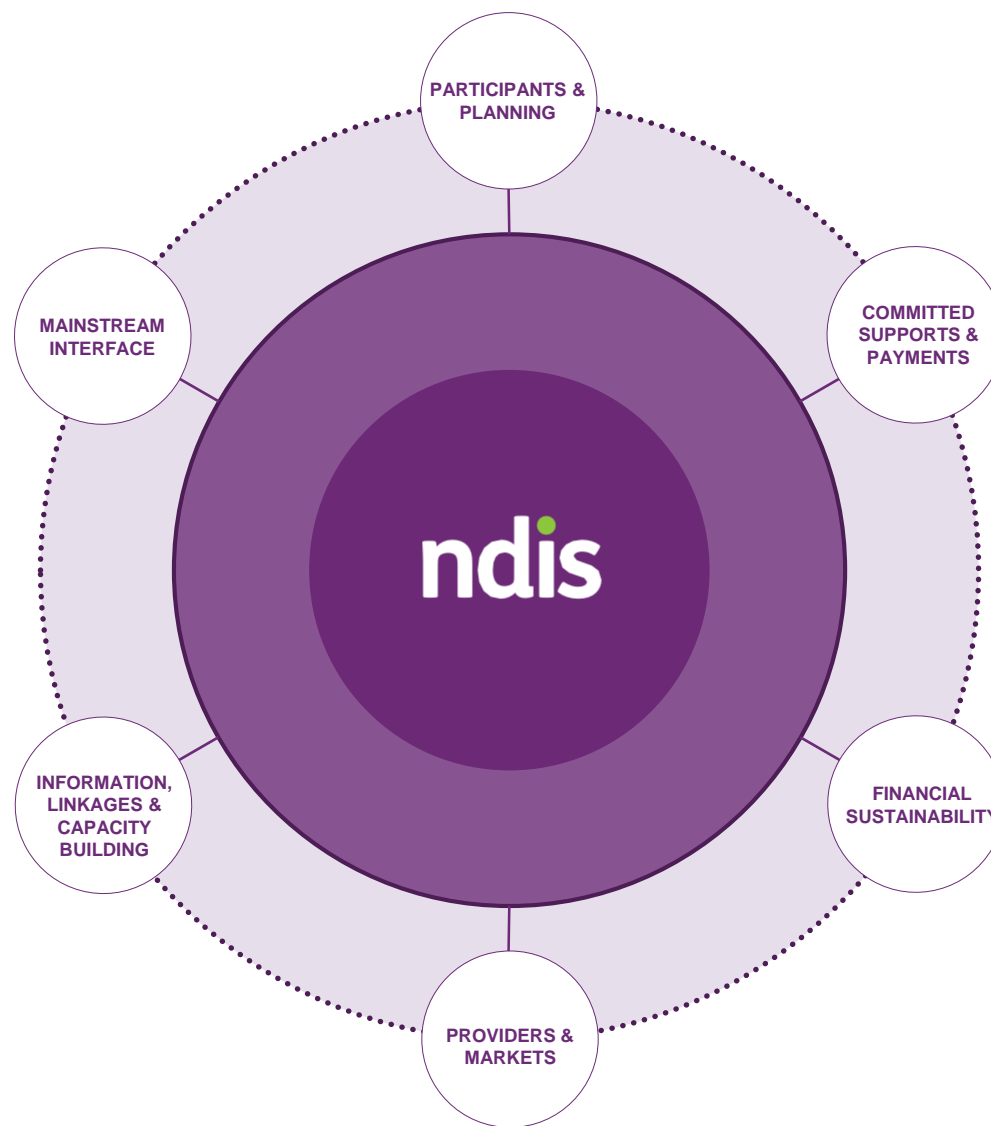
Disability Reform Council Quarterly Performance Report

Victoria – 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

3,611 additional participants with plans this quarter.

1,050 children have a confirmed referral to the ECEI gateway.

82% of the 30 June 2017 cumulative bilateral estimate has been met.

The satisfaction rating remained high with 83% of participants surveyed in the quarter rating their satisfaction with the Agency either good or very good.

Committed supports and payments

\$1.4 billion of supports has been committed to 15,434 participants. This includes \$415.9 million of support in respect of trial, \$483.5 million in respect of 2016-17 and \$477.6 million for later years.*

\$598.4 million has been paid to providers and participants.

Overall 61% of committed supports were utilised in 2013-14. 79% of committed supports were utilised in 2014-15 and this has increased to 80% in 2015-16. In 2016-17, utilisation of committed supports has decreased to 57%. As there is a lag between when support is provided and when it is paid, the 57% in 2016-17 will increase.

Providers and market

2,532 approved providers.

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

37% of services providers are individual/sole traders.

Mainstream Interface

82% 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 higher compared to prior quarters.

*Note: The \$477.6 million committed in future years is due to current plans in place that have an end date past 30 June 2017.

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Victoria continues to grow with 3,611 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

7,248

ACCESS DECISIONS IN 2016-17 Q4

3,611

INITIAL PLANS APPROVED IN 2016-17 Q4

1,050

CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL

82%

OF 30 JUNE 2017 BILATERAL ESTIMATE MET

18%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2016-17 Q4 ARE CHILDREN AGED 7-14 YEARS

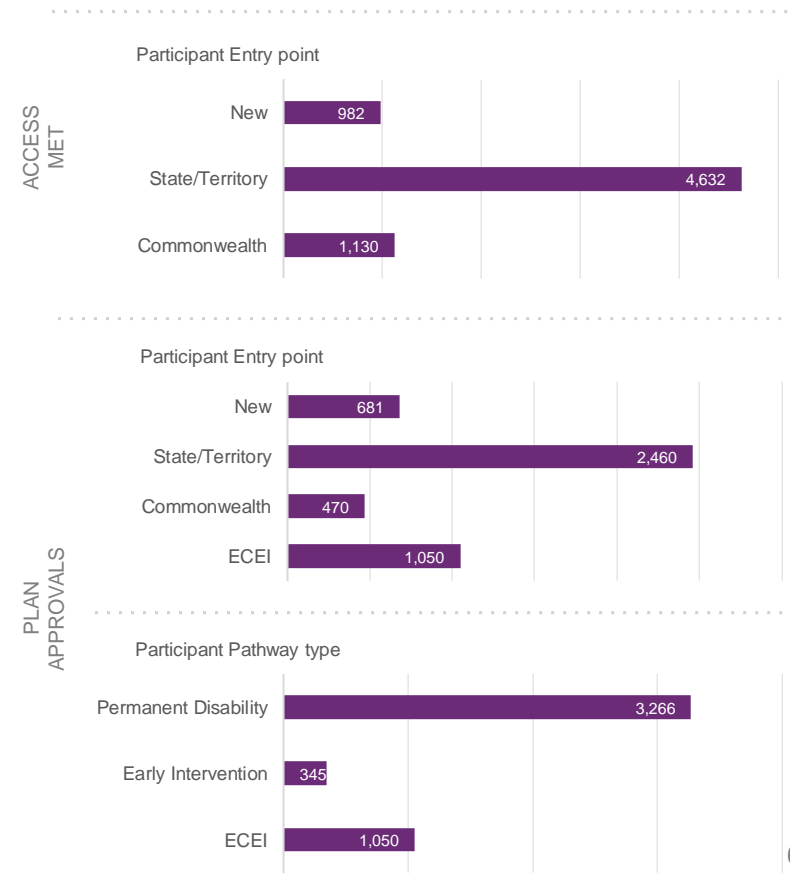
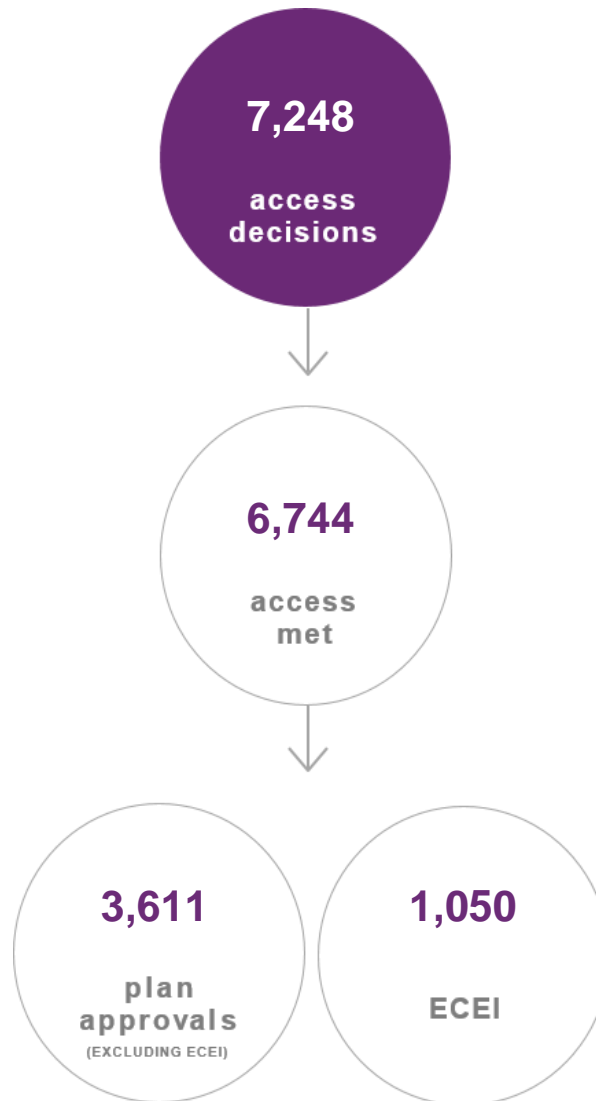
32%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2016-17 Q4 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

Quarterly Intake

2016-17 Q4

69% of participants determined 'eligible' in this quarter had transitioned from an existing State/Territory program. Overall, since 1 July 2013, there have been 24,061 people with access decisions, and 16,484 participants with an approved plan (including children in the ECEI gateway).



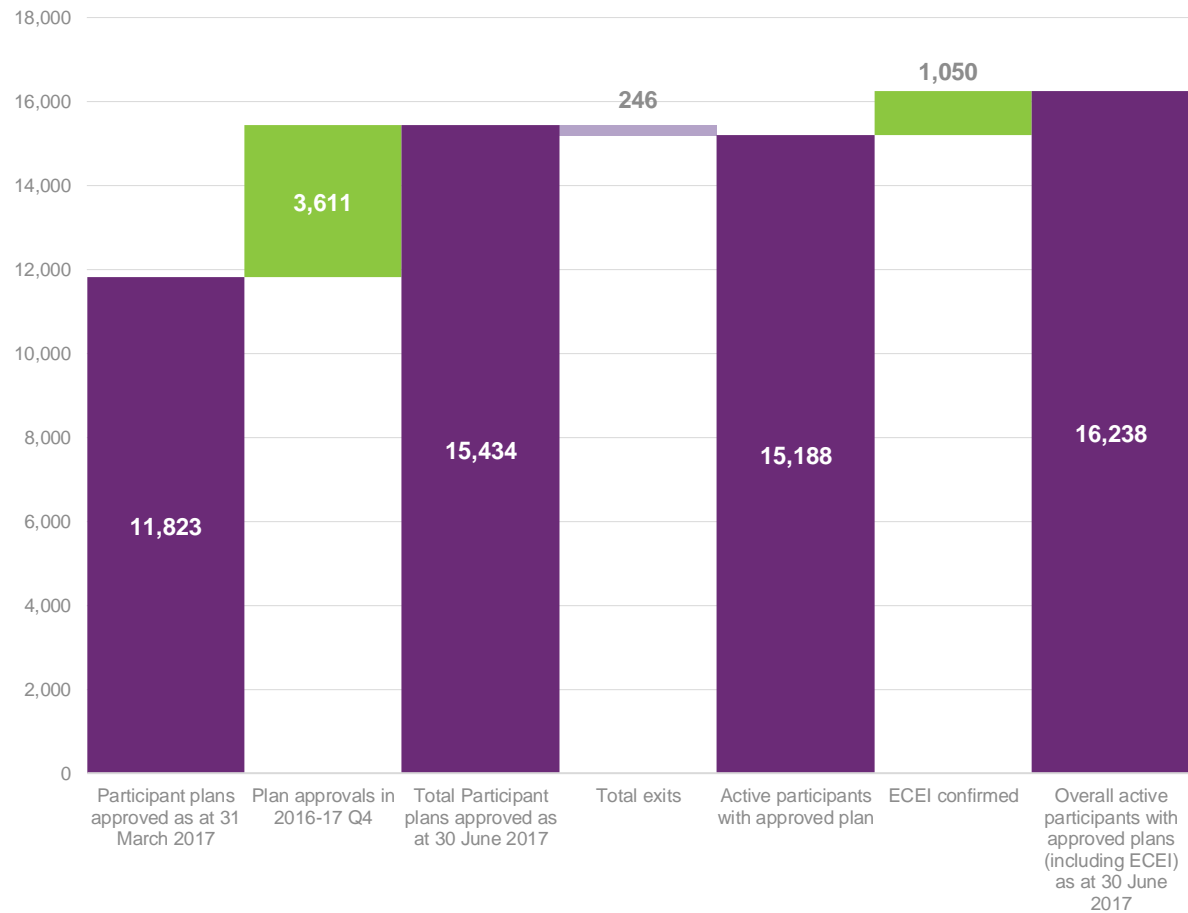
Quarterly Intake Detail

Plan approvals as at 30 June 2017

Plan approval numbers have increased from 11,823 at the end of 2016-17 Q3 to 15,434 by the end of 2016-17 Q4. This is an increase of 3,611 approvals. Additionally there were 1,050 children with a confirmed ECEI referral and 246 exits bringing the overall number to 16,238 (including ECEI).

In the quarter of 2016-17 Q4 there were 2,286 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



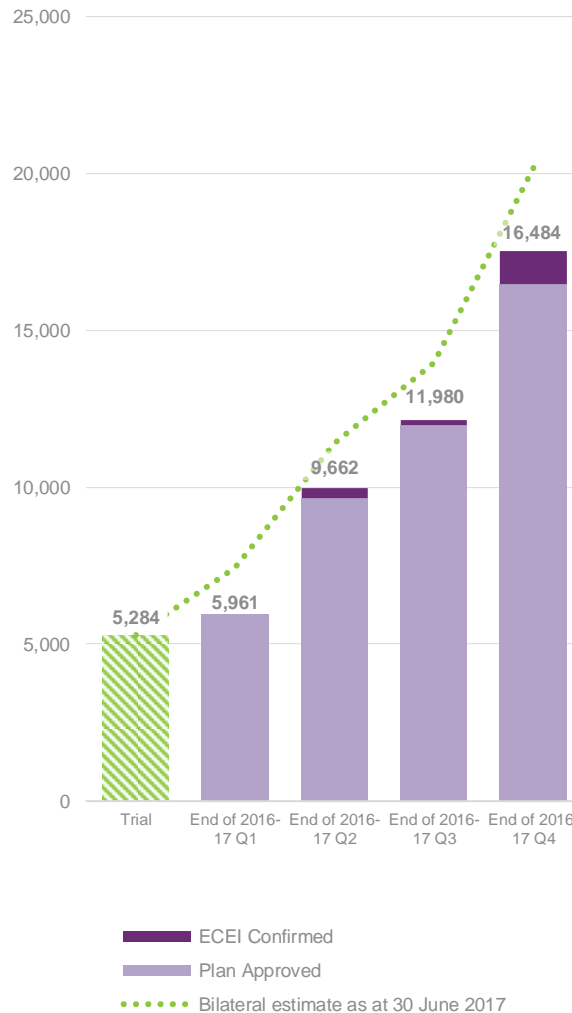
Cumulative Position

Plan approvals as at 30 June 2017

As at the end of 2016-17 Q4, the cumulative total number of participants receiving support was 16,484 (including 1,050 children supported through the ECEI gateway). In addition, 6,297 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



82%

of 30 June 2017 bilateral estimate met

3,611

plan approvals in 2016-17 Q4

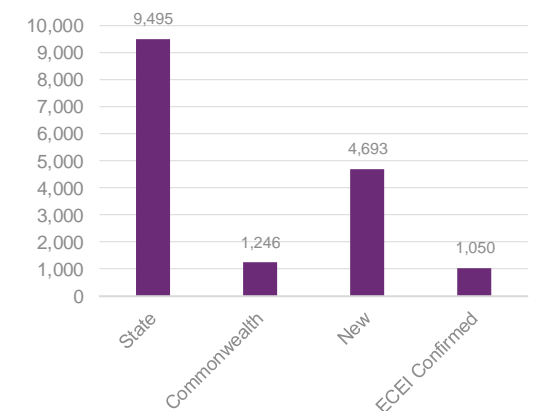
15,434

plan approvals to date; 16,484 including ECEI confirmed

1,050

ECEI referrals confirmed in gateway

Plan approvals by participant referral pathway



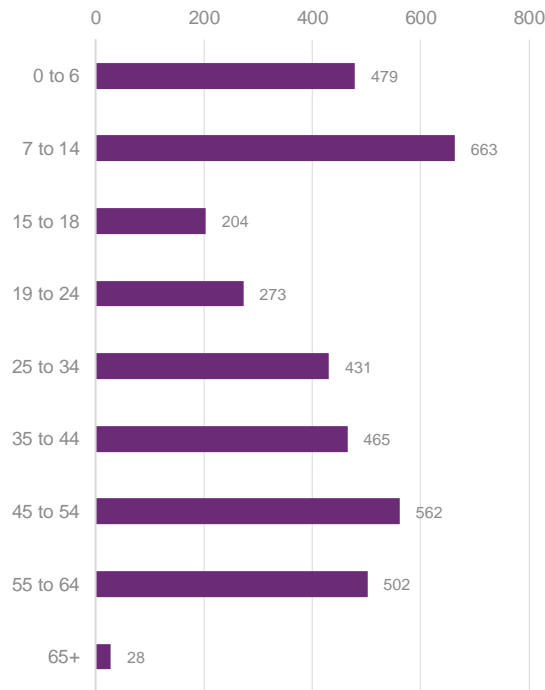
Participant Profiles

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.

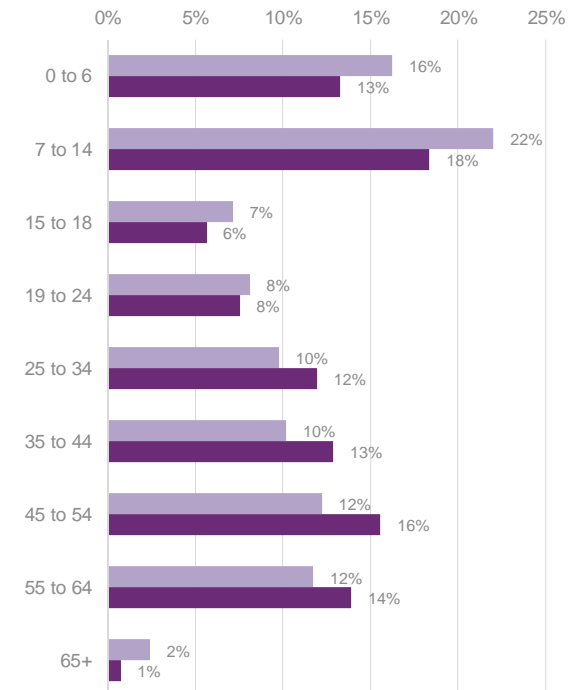
Around 18% of participants entering in this quarter are children aged 7-14 years.

A high proportion of participants aged 45-54 years have entered the scheme in the quarter of 2016-17 Q4 compared to prior quarters.

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



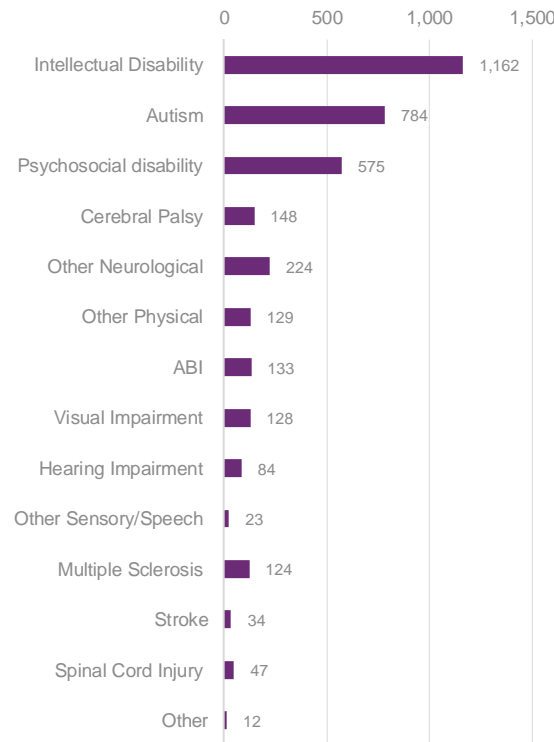
■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2016-17 Q4

Participant Profiles

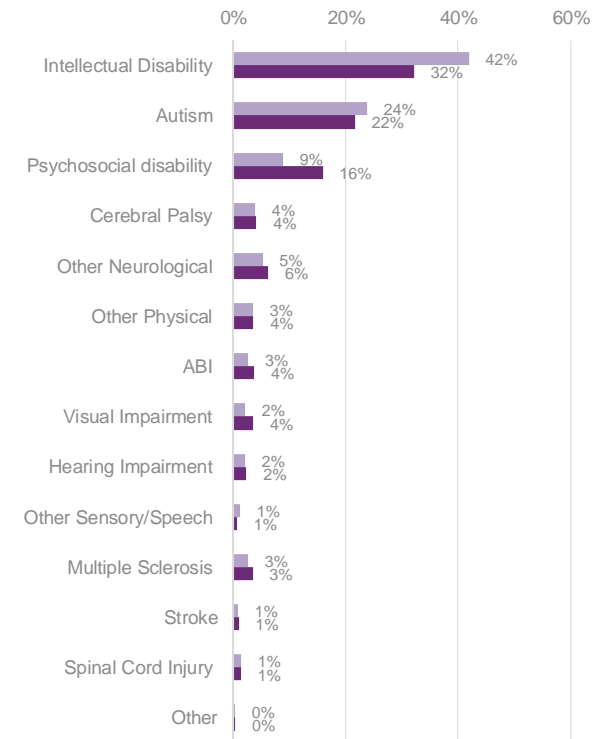
Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.

32% of participants entering in the quarter of 2016-17 Q4 have a primary disability group of Intellectual Disability.

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



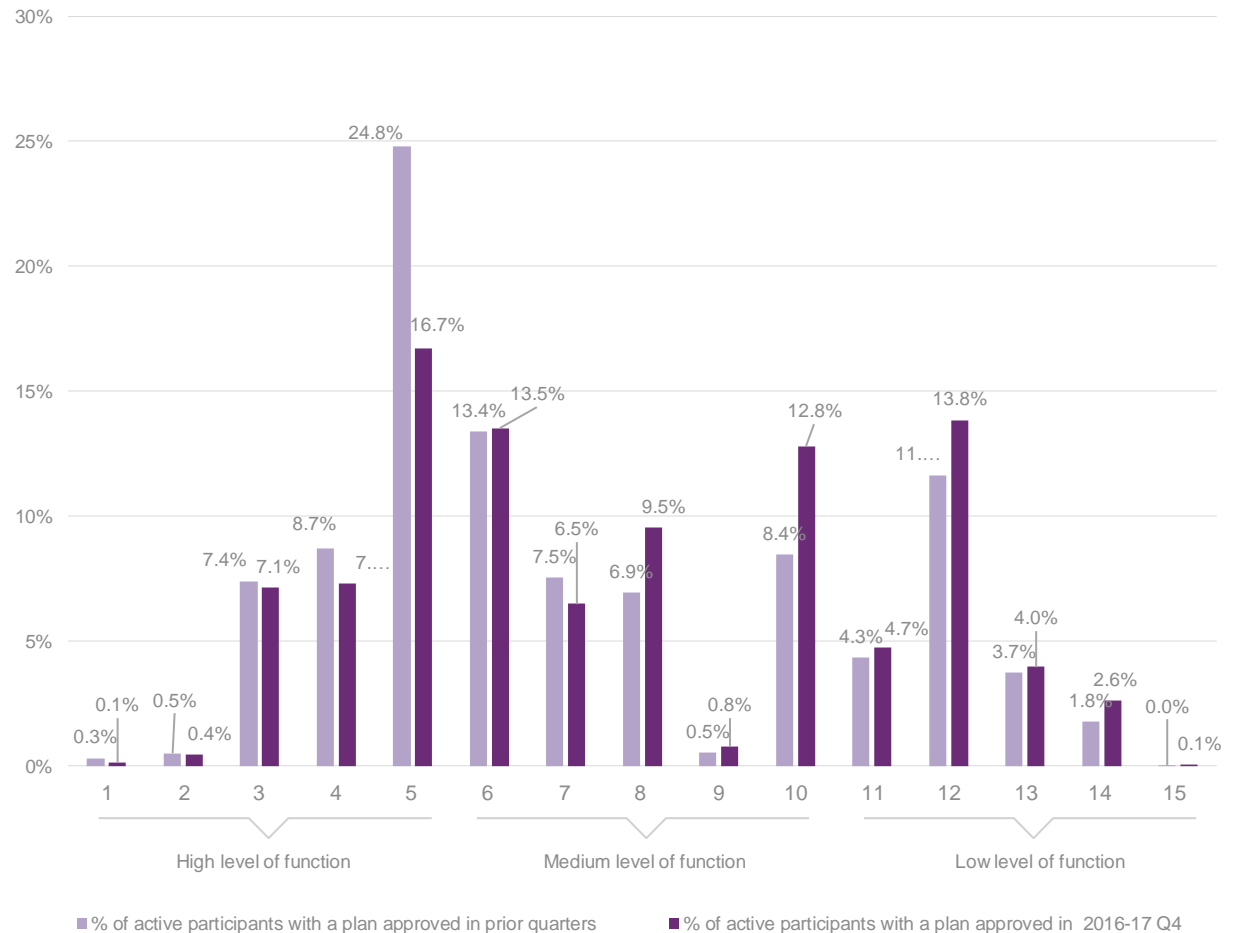
■ % of active participants with a plan approved in prior quarters
 ■ % of active participants with a plan approved in 2016-17 Q4

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.

For participants with a plan approval in the current period, around 44% have a level of function between 4 and 7 (moderate to high levels of function). 25% of participants with approved plans have low level of function (level 11 and above). This result is influenced by the phasing schedule.

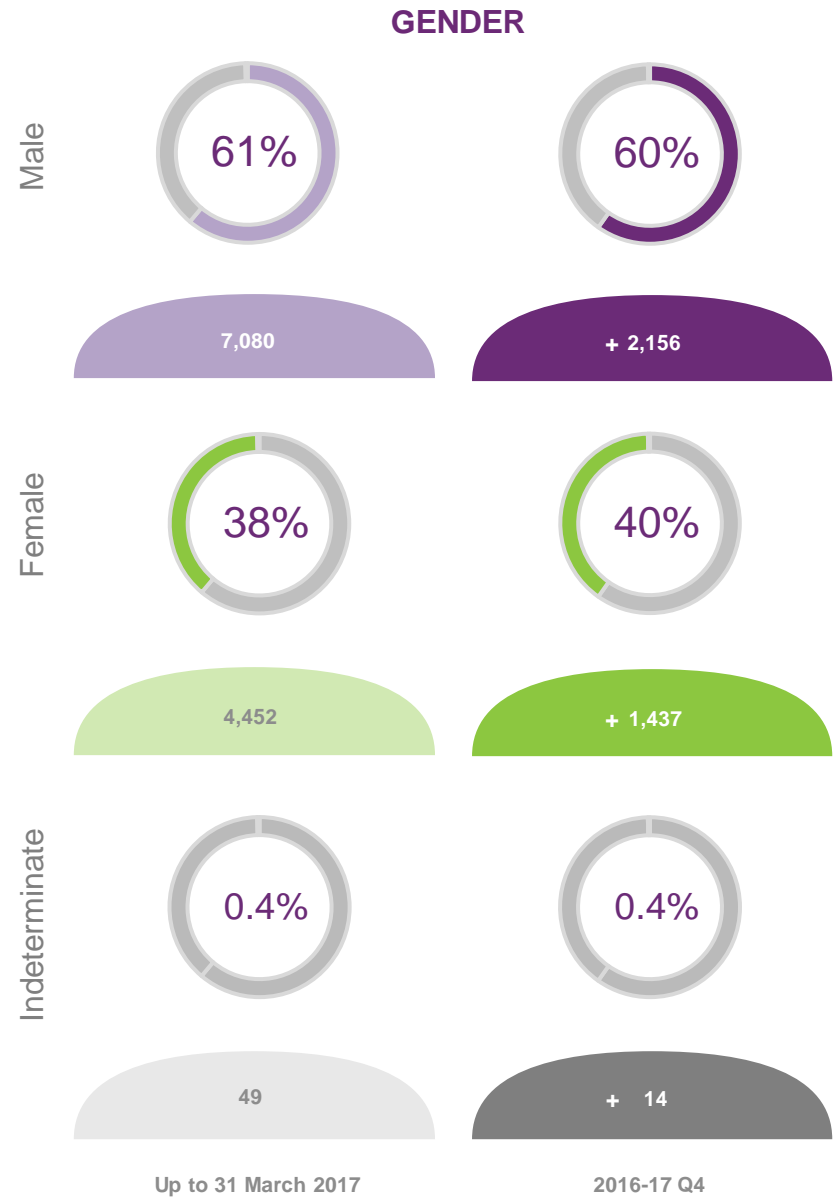
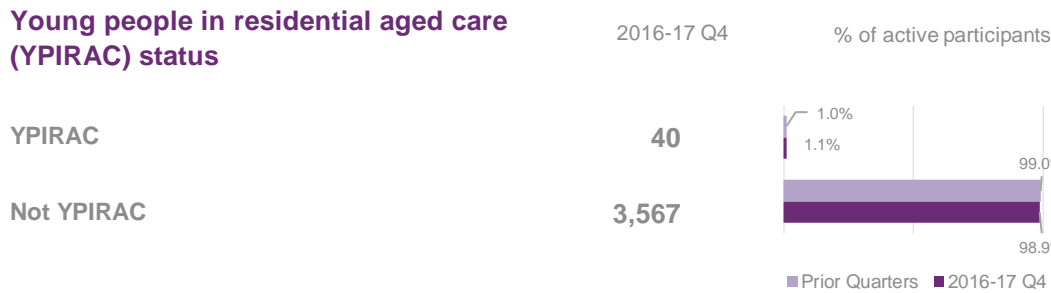
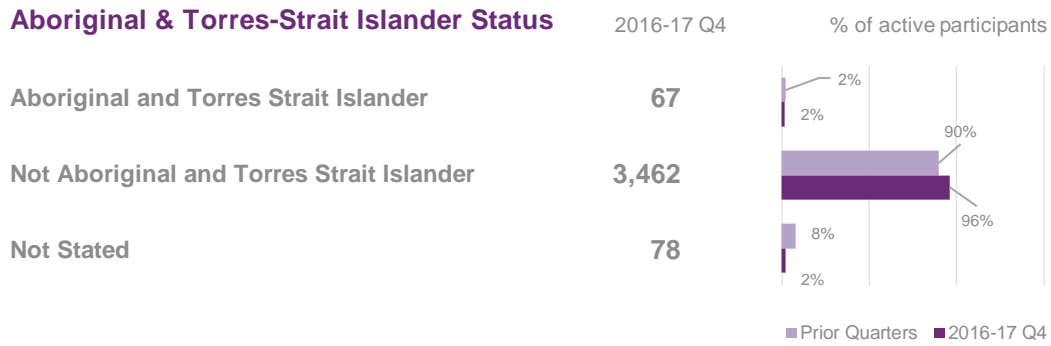
% of active participants with a plan approved by level of function



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

Participant Profiles

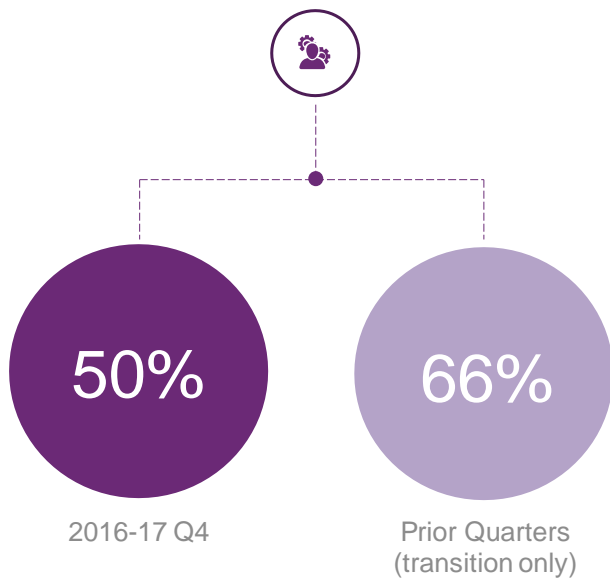
Demographic profile of active participants with a plan approved as at 31 March 2017, compared with plan approvals in the quarter of 2016-17 Q4.



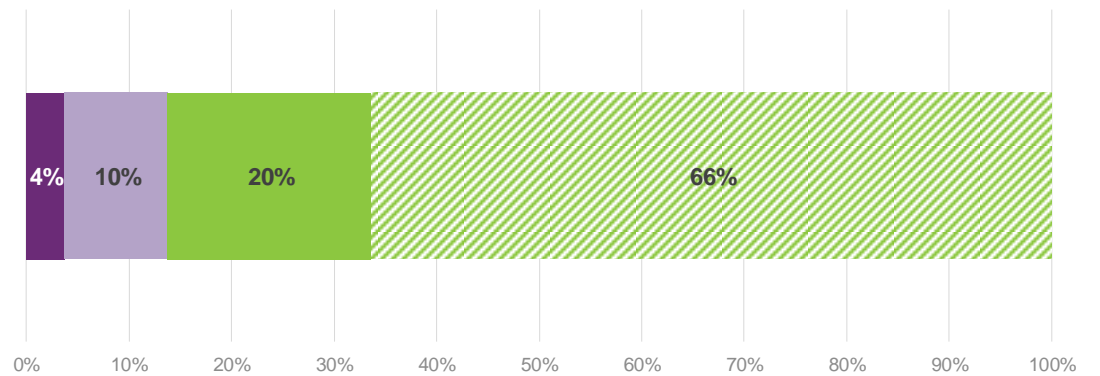
Plan Management Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan is higher in 2016-17 Q4 (18%) compared with the prior quarters of 2016-17 (14%), and 50% of participants who have had a plan approved in 2016-17 Q4 have support coordination in their plan.

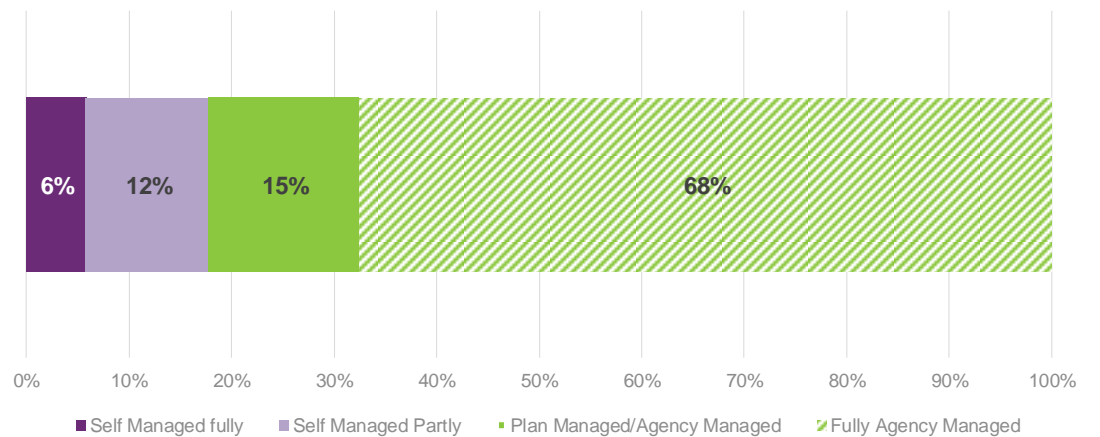
Support Co-ordination



Prior Quarters (transition only)



2016-17 Q4



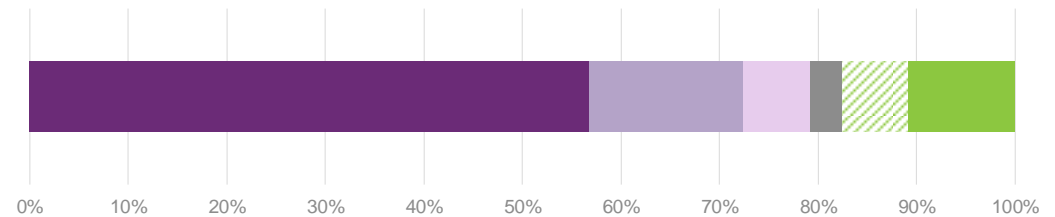
■ Self Managed fully ■ Self Managed Partly ■ Plan Managed/Agency Managed ■ Fully Agency Managed

Plan Activation

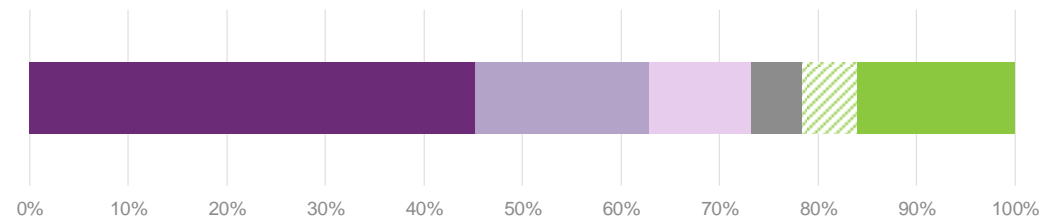
Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support. 79% of plans approved in Quarter 1 were activated within 90 days of approval, 73% of plans approved in Quarter 2 were activated within 90 days of approval, and 74% of plans approved 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.

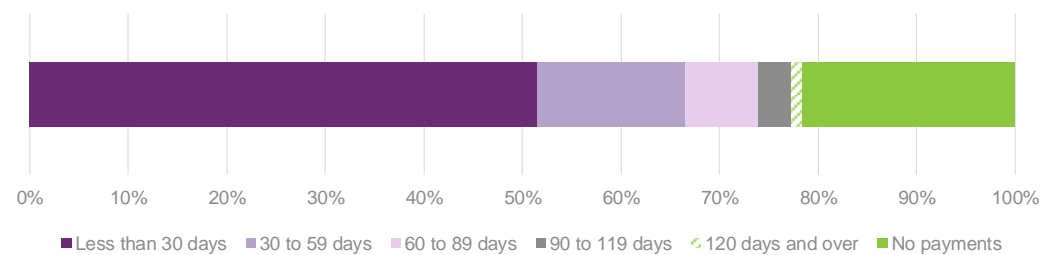
Duration to Plan activation for initial plans approved in 2016-17 Q1



Duration to Plan activation for initial plans approved in 2016-17 Q2



Duration to Plan activation for initial plans approved in 2016-17 Q3



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 98% of participants receiving their initial plan in 2016-17. Fewer than one half of adult participants choose who supports them and around two thirds want more choice and control in their life. Around 80% are happy with their home and feel safe or very safe there. Only 21% had a paid job, and about one third were actively involved in a community group in the past year.

For family/carers of children aged 0 to 14, fewer than one half have a paid job and only 36% say they are able to work as much as they want. Fewer than one half say they are able to see family and friends as much as they want.

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	93	899	455	526	1,973
Participant school to 14	68	651	520	663	1,902
Participant 15 to 24	92	390	359	403	1,244
Participant 25 and over	416	1,370	1,067	1,925	4,778
Total participant	669	3,310	2,401	3,517	9,897
Family 0 to 14	159	1,525	933	1,123	3,740
Family 15 to 24	10	112	53	141	316
Family 25 and over	2	19	14	105	140
Total family	171	1,656	1,000	1,369	4,196
Total	840	4,966	3,401	4,886	14,093

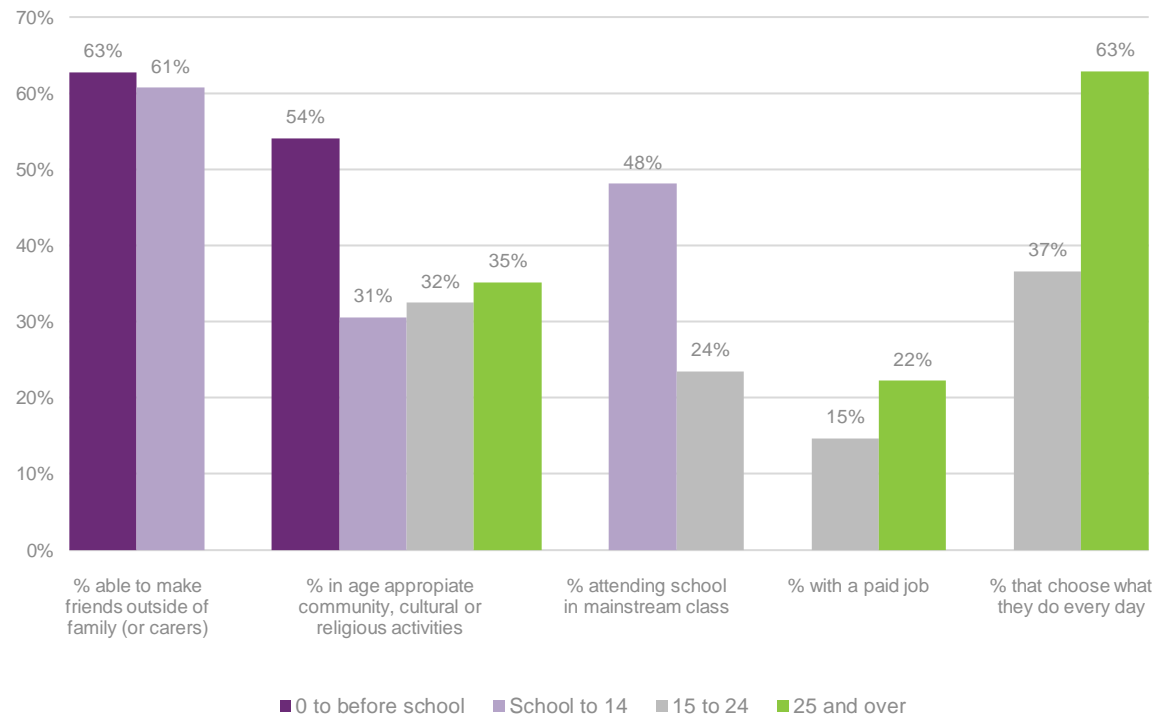
Participant Outcomes

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 61% - 63% 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 54% and for all other age groups the proportion was below 40%.

Around 22% of 25+ year olds had a paid job.

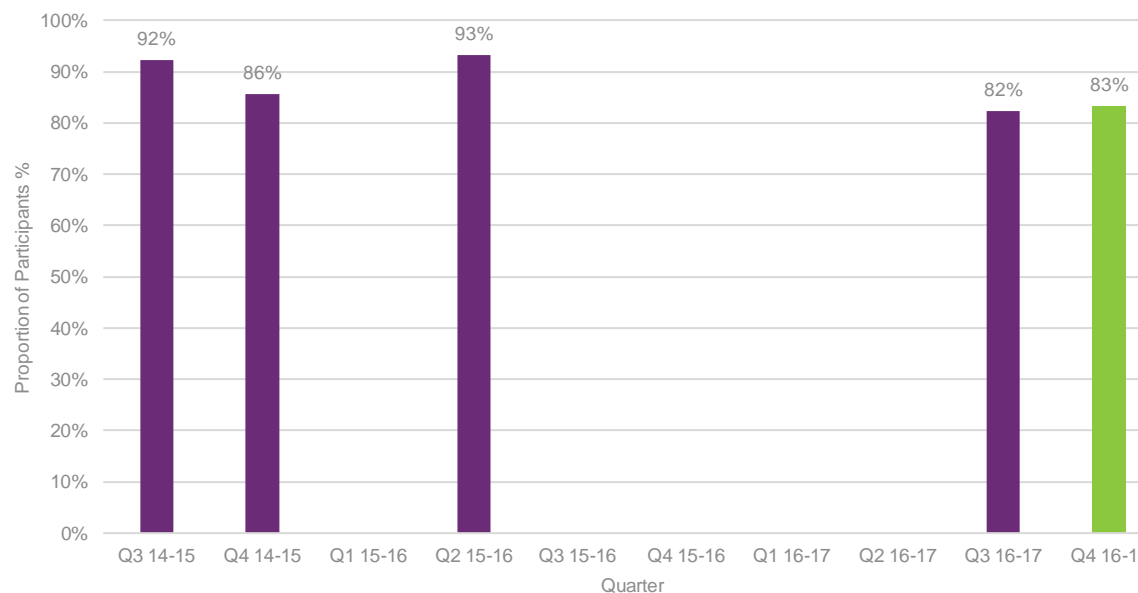
Selected key baseline indicators for participants



Participant Satisfaction

83% of participants rated their satisfaction with the Agency as either good or very good in the current quarter. This has increased since the last 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.

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 \$1.4 billion (including support periods in the future), of which \$598.4 million has been paid.

This includes \$415.9 million of support in respect of trial, \$483.5 million in respect of 2016-17 and \$477.6 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

\$1.4

BILLION OF SUPPORTS HAS BEEN COMMITTED TO 15,434 PARTICIPANTS.

\$415.9

MILLION OF SUPPORTS IN RESPECT OF TRIAL

\$483.5

MILLION OF SUPPORTS IN RESPECT OF 2016-17

\$477.6

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

\$598.4

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL 61% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14. 79% OF COMMITTED SUPPORTS WERE UTILISED IN 2014-15 AND THIS HAS INCREASED TO 80% IN 2015-16. IN 2016-17, UTILISATION OF COMMITTED SUPPORTS HAS DECREASED TO 57%.

AS THERE IS A LAG BETWEEN WHEN SUPPORT IS PROVIDED AND WHEN IT IS PAID, THE 57% IN 2016-17 WILL INCREASE.

*Note: The \$477.6 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).

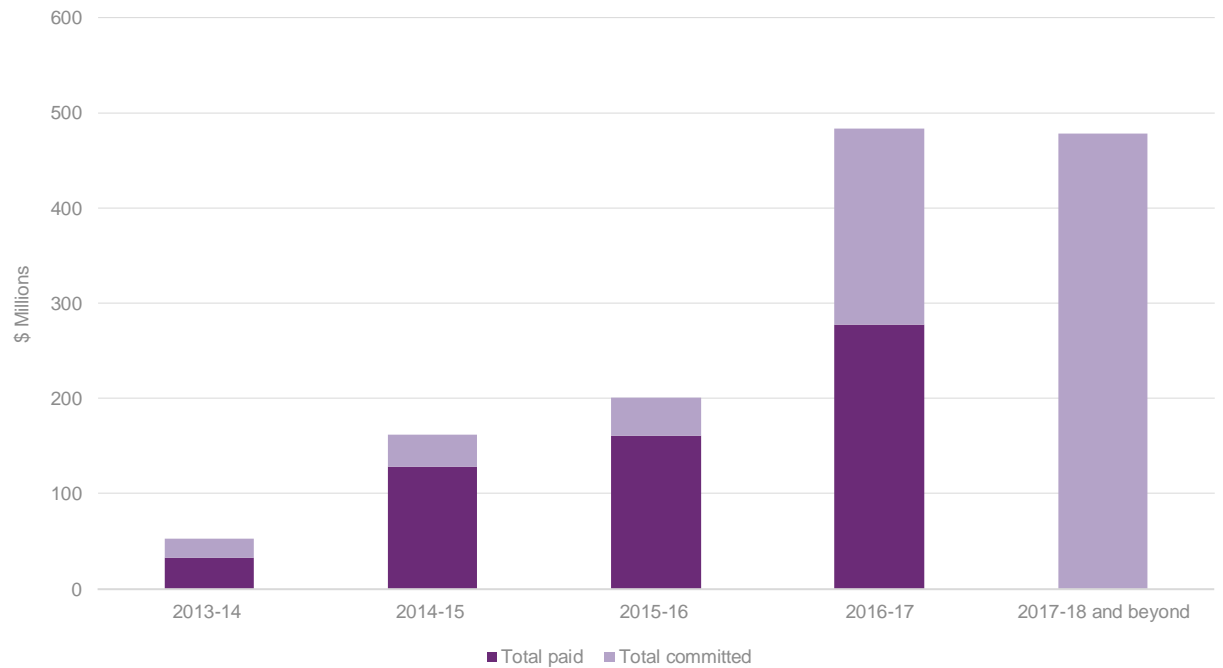
Of the \$1.4 billion that has been committed in participant plans, \$598.4 million has been paid to date.

In particular, for supports provided in:

- 2013-14 : \$32.3m has been paid
- 2014-15 : \$128.2m has been paid
- 2015-16 : \$160.6m has been paid
- 2016-17 to date: \$277.2m has been paid

Committed and paid by expected support year

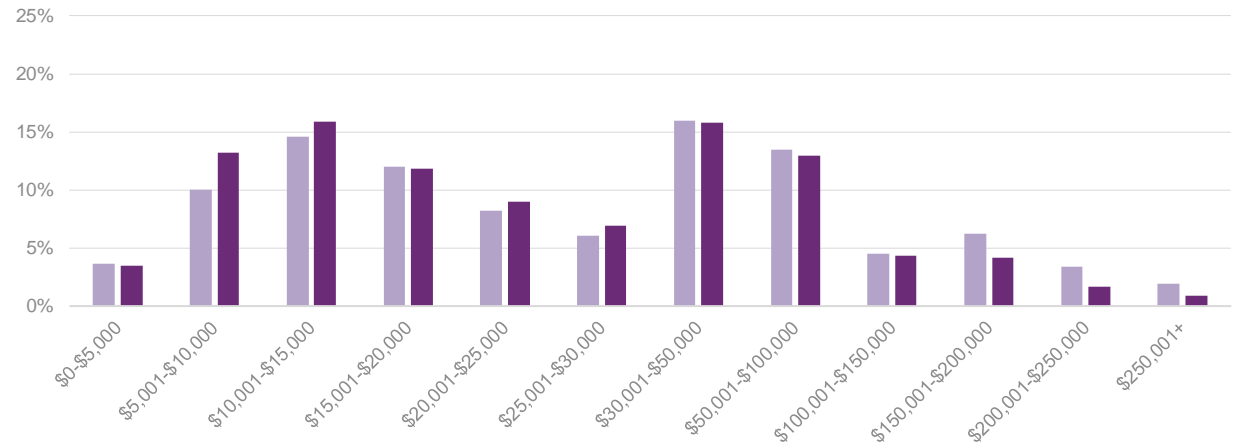
\$Million	2013-14	2014-15	2015-16	2016-17	2017-18 and beyond	Total
Total committed	53.0	162.2	200.7	483.5	477.6	1,377.1
Total paid	32.3	128.2	160.6	277.2	0.0	598.4



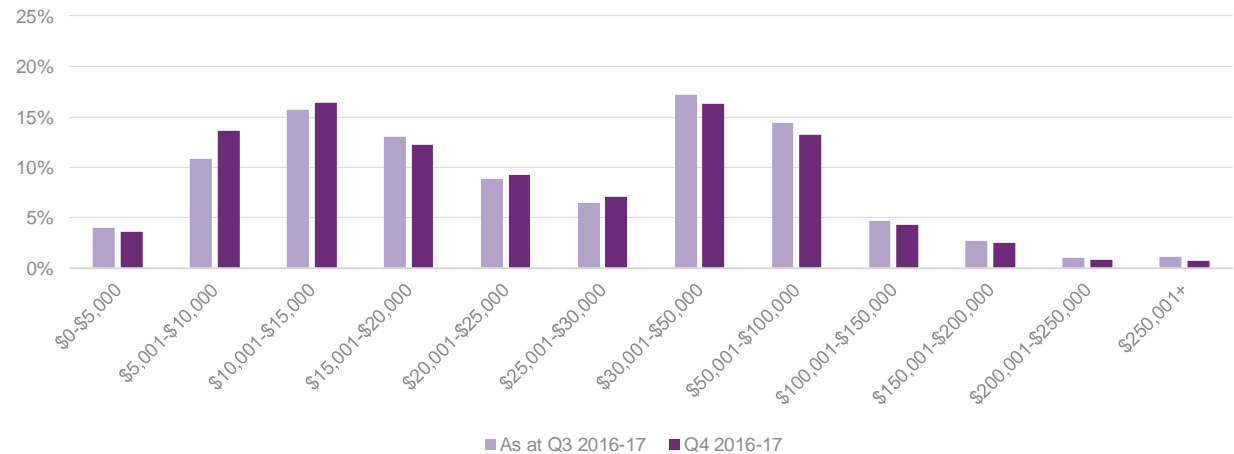
Committed Supports and Payments

A lower proportion of initial plan approvals in 2016-17 Q4 have average annualised committed supports greater than \$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)



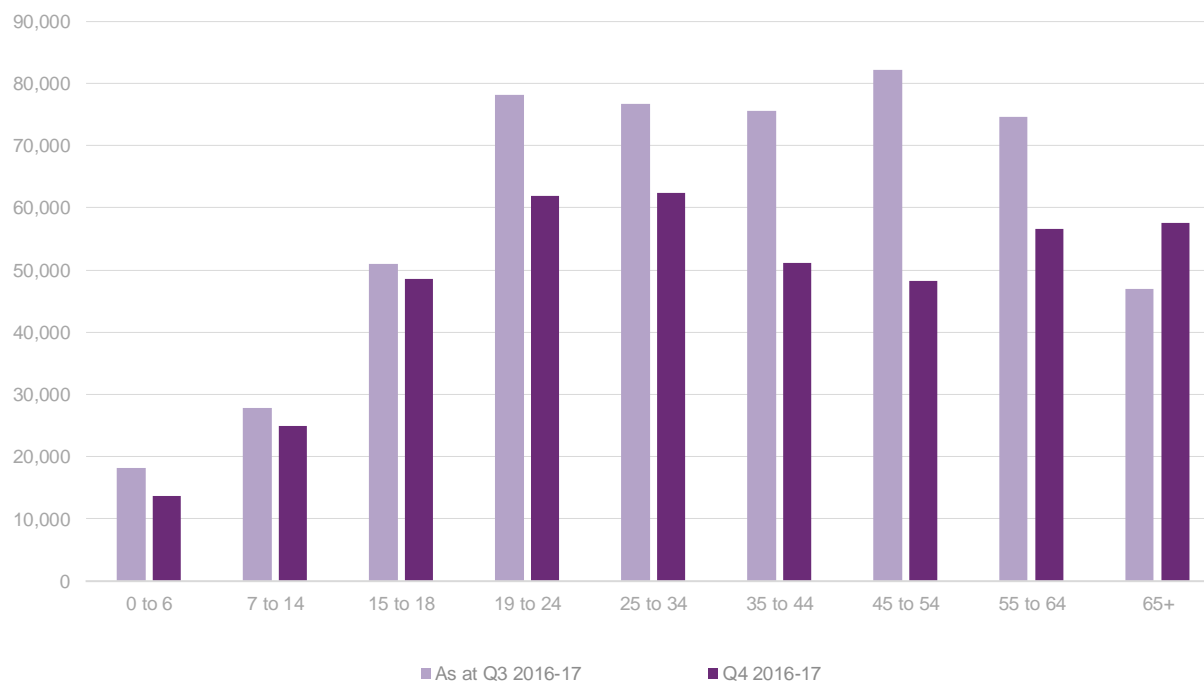
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports and Payments

Average annualised committed supports for participants at most ages was lower in 2016-17 Q4, with the largest percentage reduction attributable to participants aged 25 to 64. This is likely to reflect the phasing schedules outlined in the bilateral agreements.

Average annualised committed supports by age band

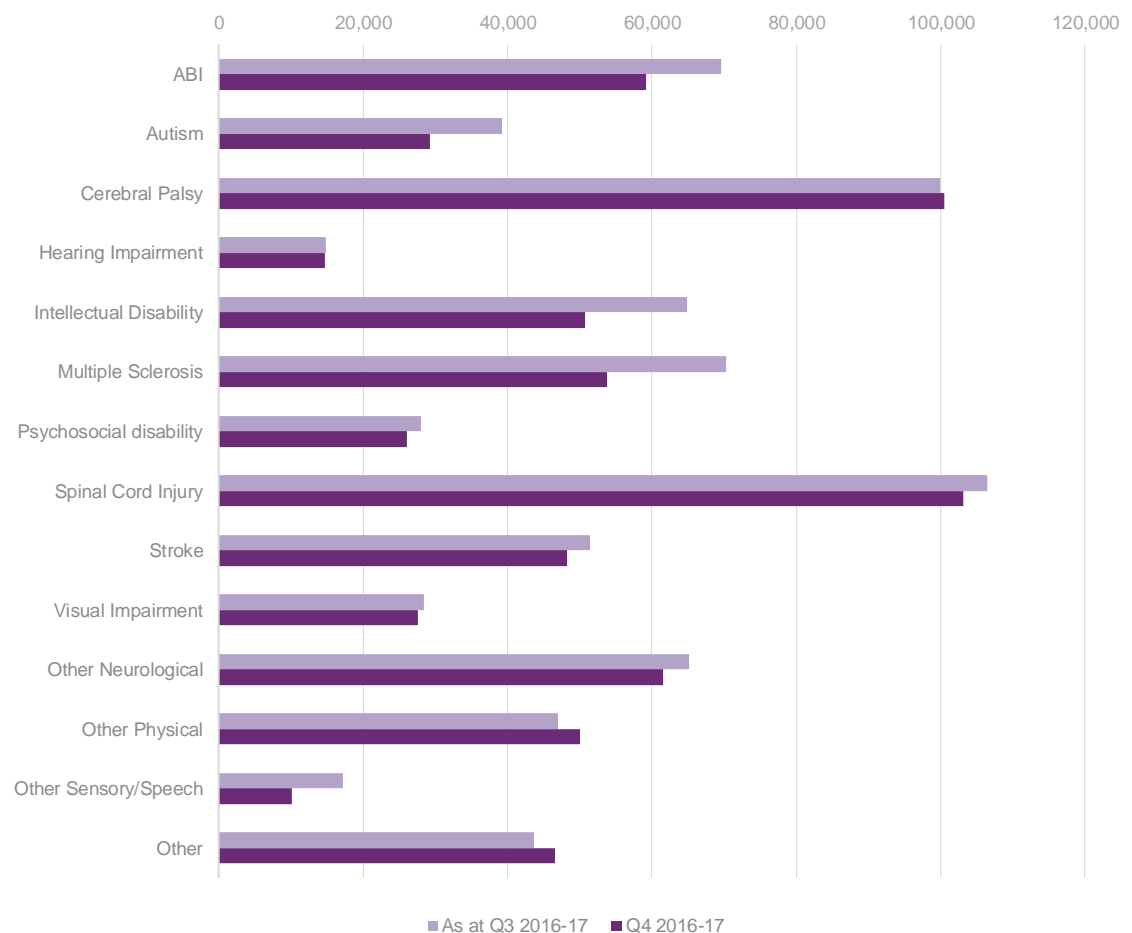


Note: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

Participants with a primary disability of Other Sensory/Speech and an initial plan approval in 2016-17 Q4 had the largest percentage change in average annualised committed supports when compared with participants who entered in prior quarters.

Average annualised committed supports by primary disability group

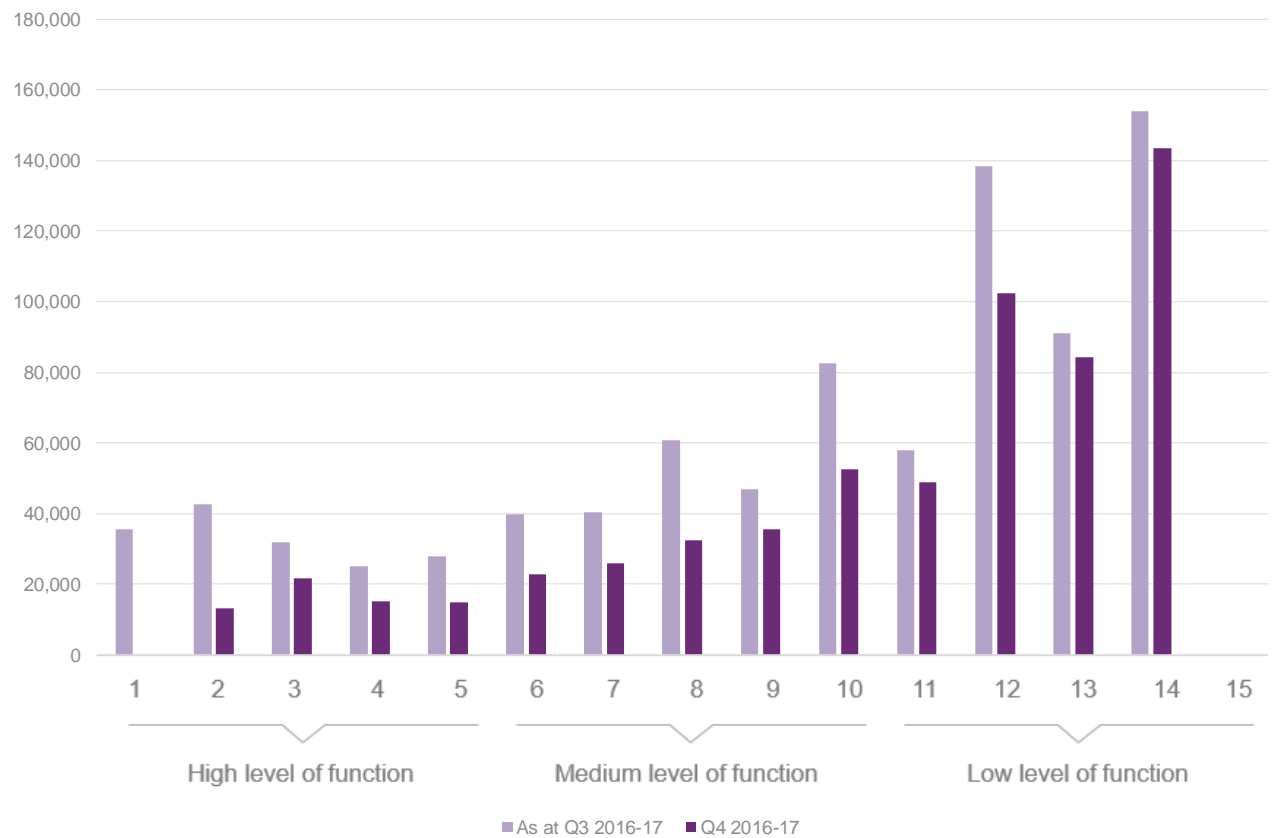


Note: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

The average annualised committed supports for participants with an initial plan approval as at 30 June 2017 and prior quarters is lower for participants at all levels of function.

Average annualised committed supports by level of function

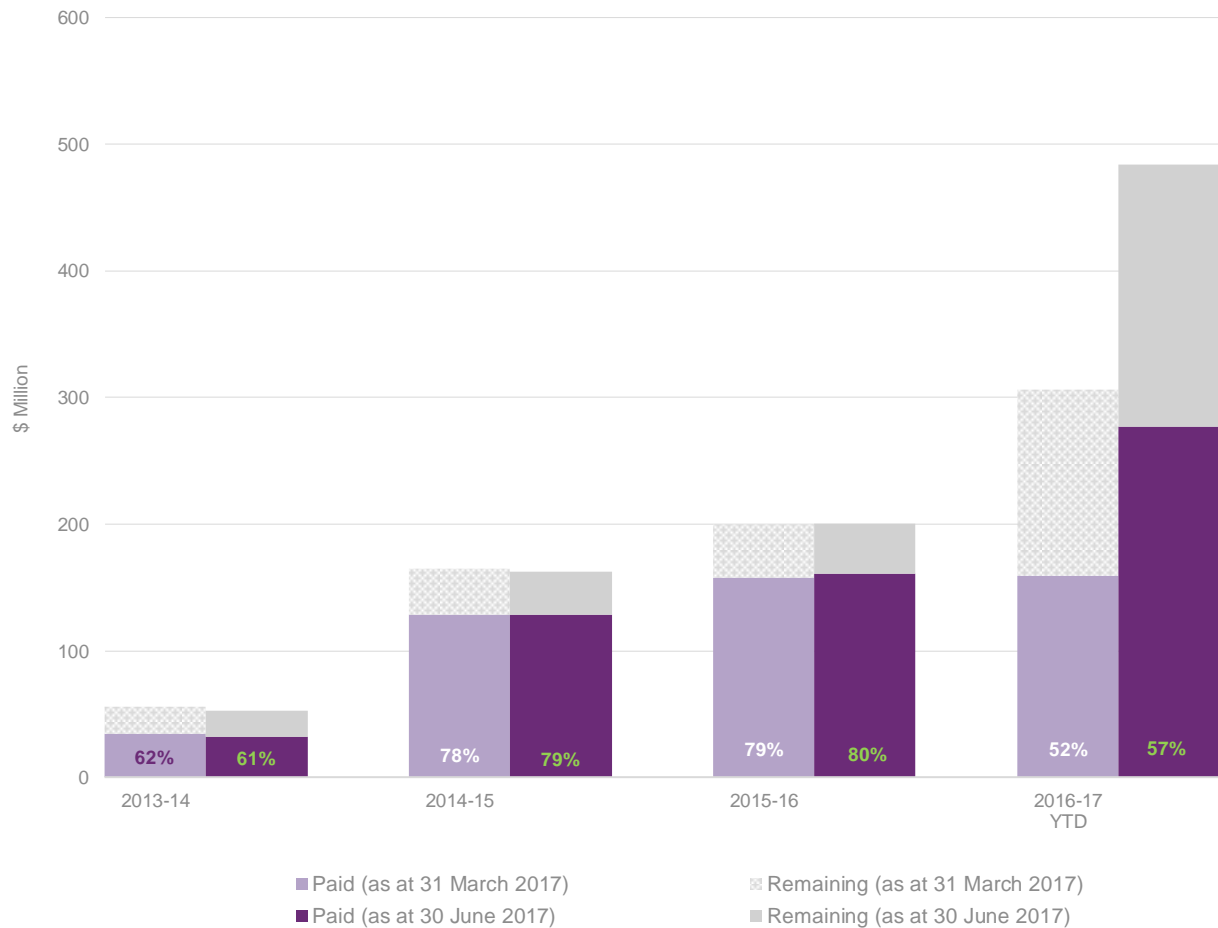


Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
 Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

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 57% in 2016-17 will increase.

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



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

Financial Sustainability

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

Providers and Markets

The scale and extent of the market continues to grow, with a 31% increase in the number of providers during the quarter to 2,532.

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

2,532

APPROVED PROVIDERS

80-90%

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

37%

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 AND TRANSPORT

Providers and Markets

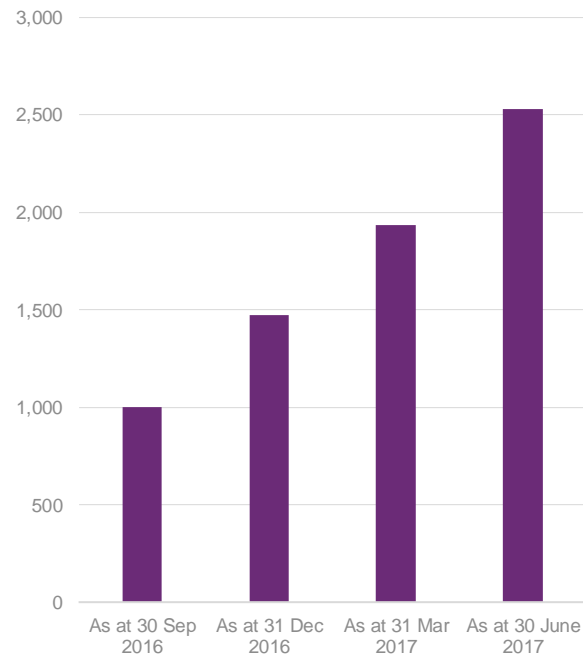
Increase in number of providers over time.

As at 30 June 2017, there were 2,532 registered service providers of which 931 were individual/sole trader operated business while the remaining 1,601 providers were registered as a company or organisation.

1.84
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

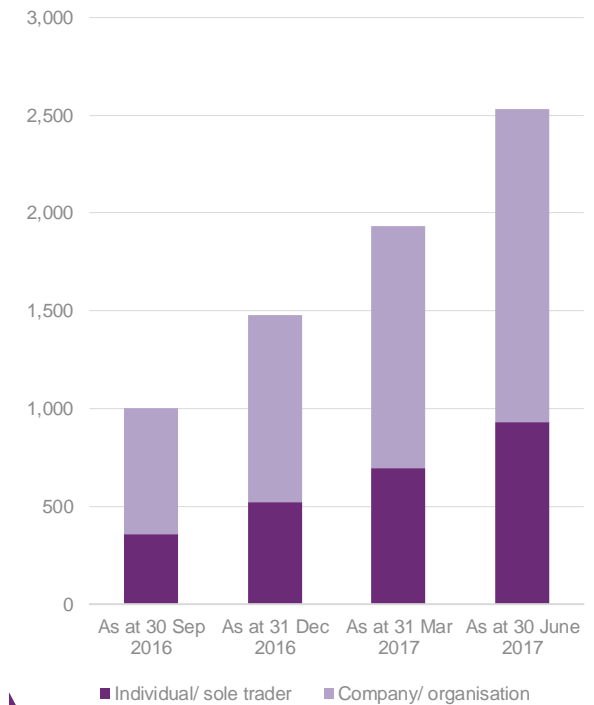
0.57
AVERAGE NEW PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 31% from 1,935 to 2,532 in the quarter.

Type of provider

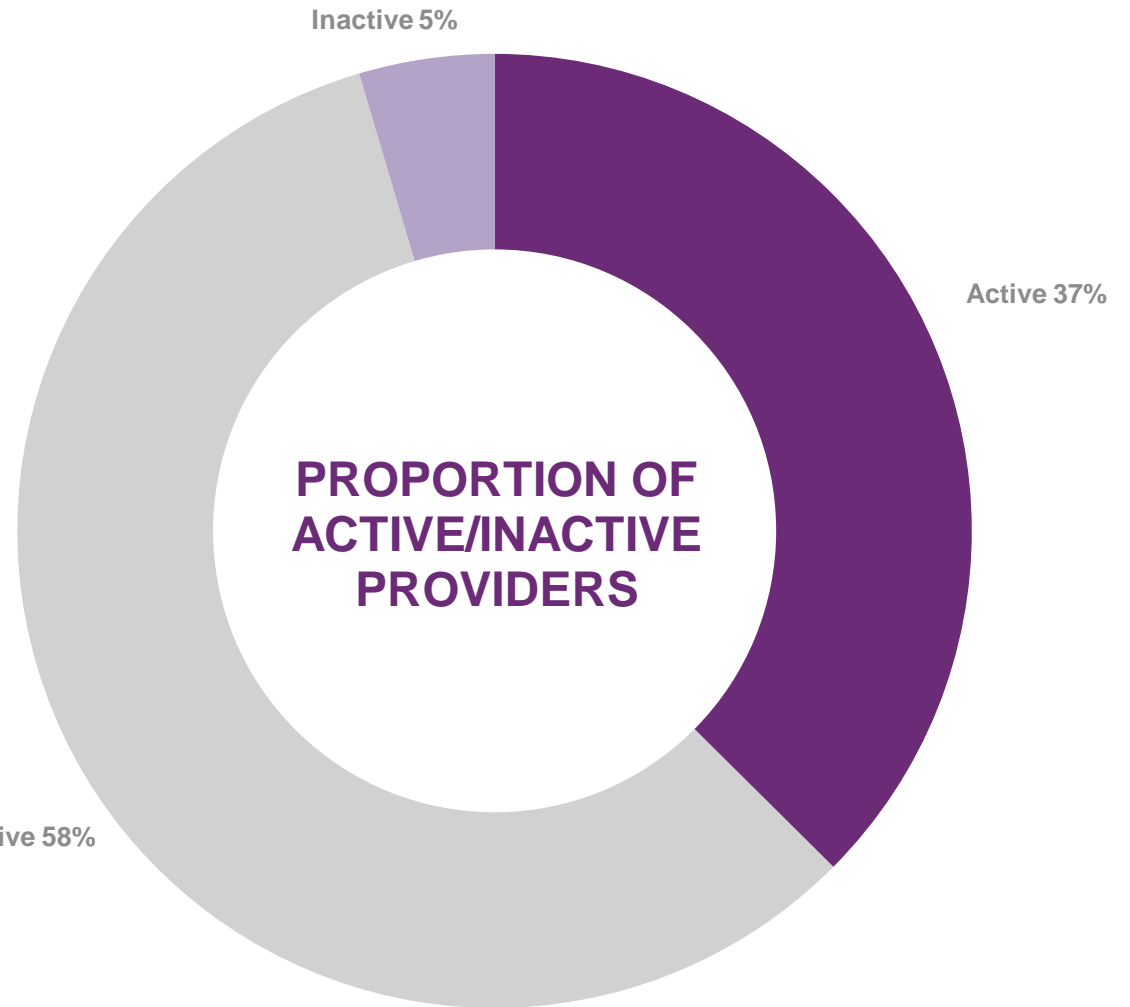


37% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers

As at 30 June 2017 37% of providers were active in the last quarter, 58% were yet to have evidence of activity and 5% were inactive. Of the overall stock of providers, 540 began delivering new supports in the quarter.



540
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

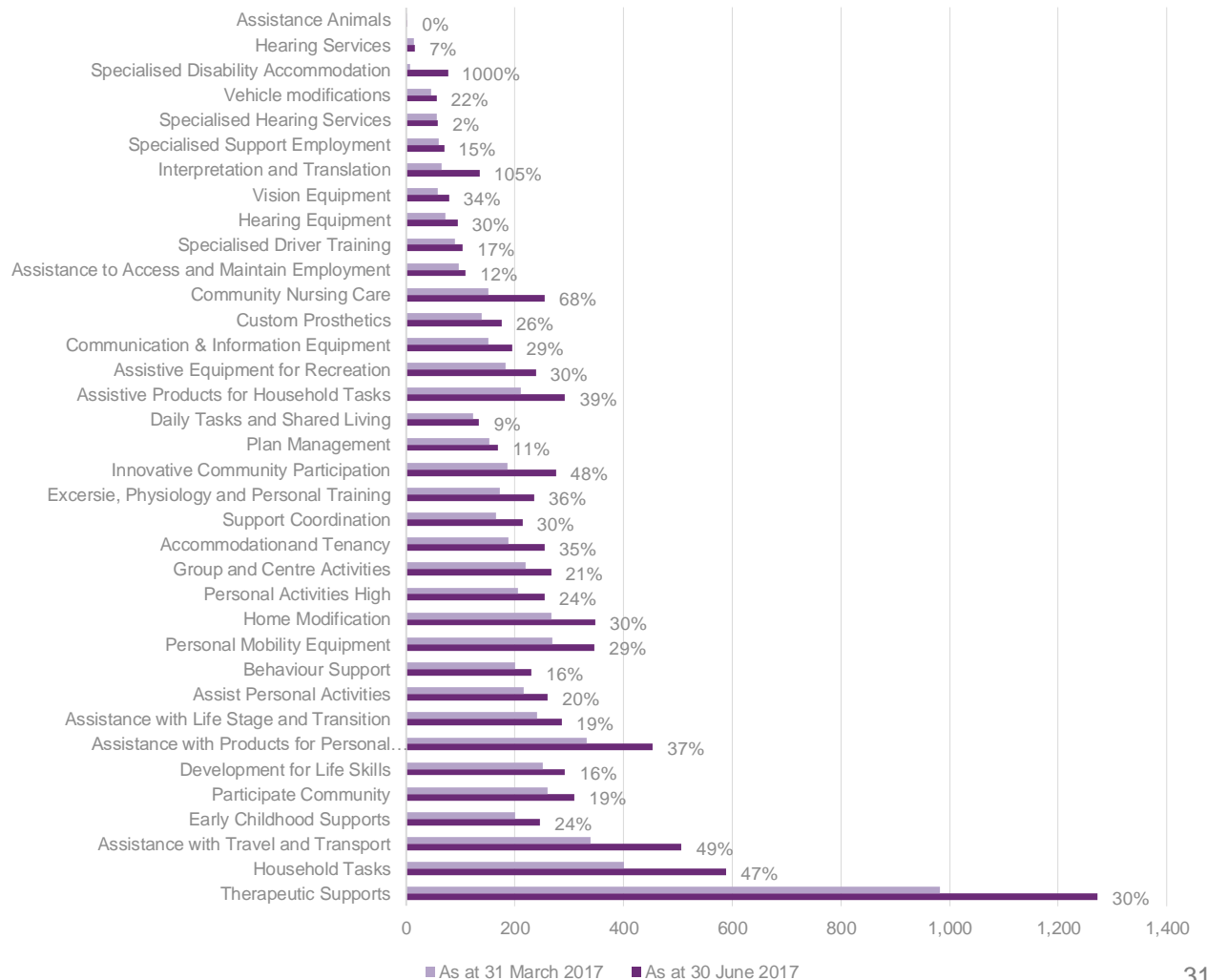
Registration groups

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 30% 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 7 as at 31 March 2017 to 77 as at 30 June 2017. This was followed by Interpretation and Translation, Community Nursing Care and Assistance with Travel and Transport.

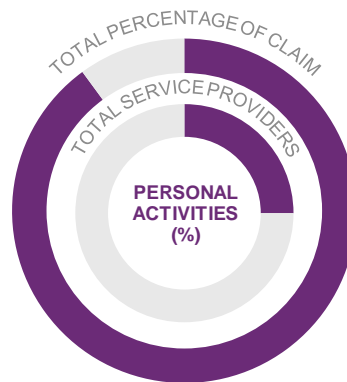
Approved providers by registration group and percentage increase over the quarter



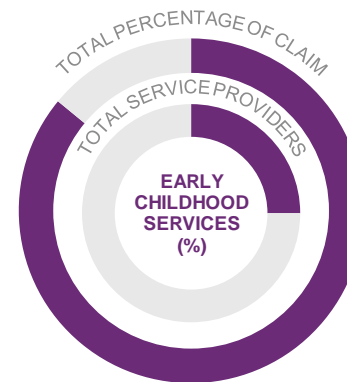
Market share of top providers

The largest 25% of providers by claims accounted for 80-90% of all claims in the period across all service provider major registration groups

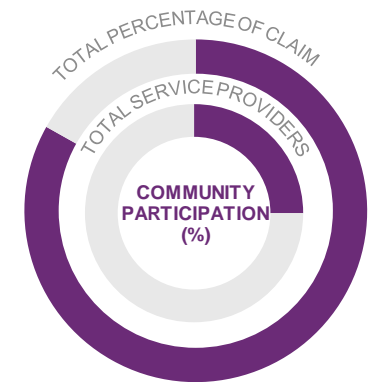
Market share of the top 25% of providers by registration group.



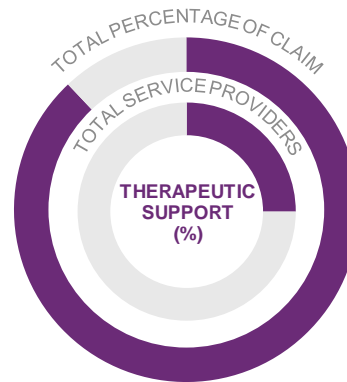
90%



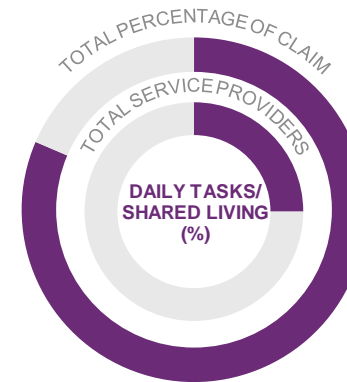
86%



83%



88%



81%

25% of providers have received 90% of payments during the quarter of 2016-17 Q4 for personal activities.

Information, Linkages and Capacity Building

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

Mainstream Interface

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

Mainstream Interface

82% of active participants with a plan approved in 2016-17 Q4 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities

