

## COAG Disability Reform Council. This is the Quarterly Performance Report for Queensland.

This is the March 2018 update on NDIA performance.

### Overview

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

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

- Participants and Planning,
- Committed Supports and Payments,
- Providers and Markets,
- Information, Linkages and Capacity Building,
- Mainstream Interface; and
- Financial Sustainability.

### Summary

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The following are the key statistics discussed in this report:

#### Participants and Planning

2,257 additional participants with plans this quarter.

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

- 64% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)
- 56% of scheme to date bilateral estimate met (1 April 2016 to 31 March 2018)

Satisfaction rating remained high with 86% 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

\$398.5 million has been paid to providers and participants since Scheme inception.

Overall,

- 31% of committed supports were utilised in 2015-16, and
- 56% in 2016-17.

2017-18 experience is still emerging.

#### Providers and Markets

2,875 approved providers, a 23% increase for the quarter.

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

35% of service providers are individual/sole traders.

#### Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q3 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

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As the transition phase to full scheme continues, the NDIS in Queensland continues to grow with 2,257 additional participants with approved plans this quarter.

### Summary

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

The following are the key statistics on Participants and Planning:

8,609 access decisions in 2017-18 Q3 (including both access met and access not met)

2,257 initial plans approved in 2017-18 Q3 of the 2,257 initial plans approved this quarter, 160 were previously confirmed as ECEI at 31 December 2017

286 additional children with a confirmed ECEI gateway referral in 2017-18 Q3

64% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)

56% of transition to date bilateral estimate met (1 July 2016 to 31 March 2018)

56% of scheme to date bilateral estimate met (1 April 2016 to 31 March 2018)

29% of participants with an initial plan approved in 2017-18 Q3 are aged 0 to 6 years

28% of participants with an initial plan approved in 2017-18 Q3 have a reported primary disability of autism

### Quarterly Intake

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There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

2017-18 Q3

Of the 6,895 participants deemed 'eligible' this quarter 73% entered from an existing State/Territory program.

Of the 2,257 plan approvals this quarter, 51% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 68% entered with a permanent disability and 160 were previously confirmed as ECEI at 2017-18 Q2.

The diagram displays the following key statistics on quarterly intake:

8,609 access decisions

6,895 access met

2,257 plan approvals (excluding ECEI)

286 ECEI

### Quarterly Intake Detail

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A chart displays the change in plan approvals between the current and previous quarter.

Plan approvals as at 31 March 2018

Plan approval numbers have increased from 12,355 at the end of 2017-18 Q2 to 14,612 by the end of 2017-18 Q3, an increase of 2,257 approvals.

As at 31 March 2018 there were 665 children with a confirmed ECEI referral bringing the total number to 15,277. Overall, 202 participants with approved plans have exited the Scheme.

Of the 665 children with a confirmed ECEI referral as at 31 March 2018, 379 were previously confirmed as ECEI at 31 December 2017 and an additional 286 entered the gateway this quarter.

In the quarter of 2017-18 Q3 there were 3,009 plan reviews. This figure relates to all participants who have entered the scheme.

### Cumulative Position

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There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

Plan approvals as at 31 March 2018

As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 15,277 (including 665 children supported through the ECEI gateway). Of these, 9,334 transitioned from an existing State/Territory program and 1,148 transitioned from an existing Commonwealth program.

In addition, 6,246 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 April 2016, there have been 25,651 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.

The following are the key statistics on the cumulative position:

64% of year to date bilateral estimate met (1 July 2017 to 31 March 2018)

56% of transition to date bilateral estimate met (1 July 2016 to 31 March 2018)

56% of scheme to date bilateral estimate met (1 April 2016 to 31 March 2018)

14,612 plan approvals to date; 15,277 including ECEI confirmed

### Participant Profiles by Age Group

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There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

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 29% of participants entering in this quarter are aged 0 to 6 years, compared to 10% in prior quarters.

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

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There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

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.

28% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Autism.

14% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Developmental Delay, compared to 3% in previous quarters.

Note: Of the 447 active participants identified as having an intellectual disability, 63 (14%), have down syndrome.

### Participant Profiles by Level of Function

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A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in the quarter of 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 period:

- 37% of active participants had a relatively high level of function
- 45% of active participants had a relatively moderate level of function
- 17% had a relatively low level of function

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

### Participant Profiles by Gender

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The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

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

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There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

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:

- 8.1% were Aboriginal or Torres Strait Islander, compared with 9.3% for prior periods.
- 1.7% were young people in residential aged care, compared with 1.6% for prior periods.
- 3.0% were culturally and linguistically diverse, compared with 2.4% for prior periods.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

182 Aboriginal and Torres Strait Islander

1,955 Not Aboriginal and Torres Strait Islander

119 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

38 Young people in residential aged care

2,218 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

67 Culturally and linguistically diverse

2,189 Not culturally and linguistically diverse

0 Not stated

### Plan Management Support Co-ordination

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Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

The proportion of participants who are fully or partly self-managing their plan was slightly lower in 2017-18 Q3 (16%) compared with the prior quarters of transition (17%).

32% of participants who have had a plan approved in 2017-18 Q3 have support coordination in their plan, compared to 31% in prior quarters.

### Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q1, against plans approved in prior quarters.

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:

- 77% of plans approved in prior quarters
- 75% 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 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

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A chart displays selected key baseline indicators for participants.

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 64% of participants from school age to 14

- 56% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 32% - 36% for other age groups
- 55% of participants from school age to 14 attend school in a mainstream class, compared to 23% 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
- 64% of participants aged 25 and over choose what they do every day, compared to 47% of participants aged 15 to 24

### Family/Carers Outcomes

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A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (43%)
- able to advocate for their child/family member was highest for participants aged 0 to 14 (82%)
- who have friends and family they can see as often as they like was highest for participants aged 0 to 14 (47%)
- who feel in control selecting services was 47%
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (89%)

### Has the NDIS helped? Participants

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A chart displays the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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

### Has the NDIS helped? Family/Carers

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A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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, accessing services, programs and activities, and with feeling supported.

### Participant Satisfaction

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A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

86% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.

The Participant Pathway Review aims to improve the participant experience.

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

## PART 2: Committed Supports and Payments

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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 \$1.3 billion (including support periods in the future), of which \$398.5 million has been paid.

### Summary

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

The following are the key statistics on Committed Supports and Payments:

\$1.3 billion of supports has been committed to 14,612 participants

\$199.2 million of supports in respect of prior financial years

\$764.2 million of supports in respect of 2017-18

\$348.9 million of supports in respect of later years

\$398.5 million has been paid to providers & participants

Overall, 31% of committed supports were utilised in 2015-16 and 56% in 2016-17.

The 2017-18 experience is still emerging.

Note: The \$764.2 million in respect of 2017-18 only includes approved plans to date.

Note: The \$348.9 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

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A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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

Of the \$1.3 billion that has been committed in participant plans, \$398.5 million has been paid to date.

In particular, for supports provided in:

2015-16: \$0.3m has been paid

2016-17: \$110.1m has been paid

2017-18 to date: \$288.1m has been paid

### Committed Supports by Cost Band

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Two charts (including and excluding SSA) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

A lower proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports greater 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.

### Committed Supports by Age Band

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A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

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

In 2017-18 Q3, the average annualised committed supports for participants was lower for most age bands when compared to prior quarters, with participants aged 65+ being the only exception.

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

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A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

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

The average annualised committed supports for participants entering this quarter has decreased for most disability types, when comparing to prior quarters.

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

## Committed Supports by Level of Function

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A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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.

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

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A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

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.

## PART 3: Providers and Markets

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The scale and extent of the market continues to grow, with a 23% increase in the number of providers during the quarter to 2,875.

### Summary

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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.

The following are the key statistics:

2,875 approved providers

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

35% 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

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A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

As at 31 March 2018, there were 2,875 registered service providers of which 1,008 were individual/sole trader operated business while the remaining 1,867 providers were registered as a company or organisation.

35% of approved service providers are individual/sole traders.

The number of approved service providers increased by 23% from 2,338 to 2,875 in the quarter.

1.52 average number of providers per participant

### Proportion of Active Providers

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The figure displays the proportion of active and not yet active providers.

Change in the activity status of providers.

As at 31 March 2018, 47% of providers have been active and 53% were yet to have evidence of activity. Of the overall stock of providers, 444 providers began delivering new supports in the quarter.

### Approved Registration groups

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A chart displays the approved providers by the changes in registration group and percentage over the quarter.

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 29% increase since the previous quarter.

This was the largest percentage increase in approved providers of the registration groups in the quarter. Therapeutic Supports was followed by Early Intervention supports for early childhood, Innovative Community Participation and Household Tasks.

## Active Registration groups

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A chart displays the active providers by the changes in registration group and percentage over the quarter.

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 27% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Interpreting and translation registration group. This was followed by Customised Prosthetics, Exercise Physiology and Physical Wellbeing activities and Therapeutic Supports.

## Market share of top providers

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An object displays the market share of the top 25% of providers by registration group.

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

The following are the key statistics for the market share of the top 25% of providers by registration category:

80% Daily personal activities

89% Early intervention supports for early childhood

81% Participation in community, social and civic activities

81% Therapeutic supports

84% Assistance with daily life tasks in a group or shared living arrangement

## PART 4: Information, Linkages and Capacity Building

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

## PART 5: Mainstream Interface

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

## Mainstream Interface

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An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

94% of active participants with a plan approved in 2017-18 Q3 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.

The following are the key statistics:

90% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (44%)
- Daily activities (14%)
- Lifelong learning (9%)

94% of active participants with a plan approved in 2017-18 Q3 access mainstream supports, across the following domains:

- Health and wellbeing (47%)
- Daily activities (14%)
- Lifelong learning (8%)

## PART 6: Financial Sustainability

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