

National Disability Insurance Agency

Quarterly Report to COAG Disability Reform Council
30 June 2016

Note: Data extracted 24 June 10pm AEST

Published: 31/07/2016

Contact: Sarah Johnson (Scheme Actuary)

Key definitions:

Access request	A formal request by an individual for a determination of eligibility to access the Scheme. This includes all requests and is not unique to single participants.
Active participant	Active participants are those who are currently eligible, are not deceased and have a client status of "Active".
Annualised Package Cost	Approved Package Cost, pro-rated over a 12 month period to allow like-for-like comparisons.
Culturally and Linguistically Diverse (CALD)	Country of birth is not Australia, UK, USA, Canada or South Africa, or primary language spoken at home is not English.
Payments	Payments made to providers, participants or their nominees for supports received as part of the participant's plan.
Committed support	The cost of supports that are contained within a participant's plan, approved to be provided to support a participant's needs.
In-kind	"In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.
Aboriginal and/or Torres Strait Islander	Response of: <ul style="list-style-type: none">• Aboriginal but not Torres Strait Islander; or• Australian Aboriginal; or• Torres Strait Islander.
LAC	Local Area Coordinators conduct community capacity and awareness building activities, and assist, if necessary, in the coordination and sourcing of participant supports.
Participant	An individual whose access request has been determined 'eligible'.
State/Territory	Based on the jurisdiction administering the participant.

Introduction

This report to the COAG Disability Reform Council details the delivery of the National Disability Insurance Scheme (NDIS) by the National Disability Insurance Agency (NDIA). The report contains three sections:

- Part 1: A summary of progress against the Statement of Strategic Guidance
- Part 2: A summary report on the management of Scheme cost drivers
- Part 3: A report under the Integrated NDIS Performance Reporting Framework

Part 1

Progress against Statement of Strategic Guidance

1. Background

On 28 June 2013 the former Commonwealth Minister for Disability Reform issued the Statement of Strategic Guidance to the National Disability Agency (NDIA) Board (available online at [the NDIS website](#)). The statement was issued with the agreement of state and territory governments in accordance with section 125 of the *National Disability Insurance Scheme Act 2013* (NDIS Act).

The statement outlines government expectations of the Board and the NDIA for the duration of the trial phase of the NDIS and transition to full scheme.

The statement also requests that the Board report against a set of ongoing and time-specific key deliverables in each quarterly report. A report against the ongoing key deliverables and the June 2016 deliverables is below.

Ongoing deliverables for period of trial – Update on progress	
Deliverable:	Status:
1. Provide regular information to governments, including through the quarterly report to the Ministerial Council (as set out in section 174 of the NDIS Act and the Integrated NDIS Performance Reporting Framework in the IGA), to give all jurisdictions visibility of the Agency’s service delivery and fiscal outcomes and whether the Agency is meeting agreed performance targets, and keep governments informed of implementation issues as they emerge	<ul style="list-style-type: none"> • This is the Board’s twelfth Quarterly Report to COAG Disability Reform Council (CDRC) (NDIS Act, s 174). • The Board also prepared an additional ‘Report on the Sustainability of the NDIS’ for the twelfth quarter as part of the Agency’s function to report on the sustainability of the Scheme. • The Board has also provided market and participant dashboards to the CDRC with more information on the progress of the Scheme. • The Chair of the Board and the CEO appear before CDRC meetings when required. • The Agency appears before the Joint Standing Committee when required. • The Chair of the Board and the CEO continue to meet regularly with shareholder governments to discuss the ongoing roll out of the NDIS. • The Agency is supporting all jurisdictions to settle arrangements for transition to full scheme. This includes Schedule G of bilateral agreements for performance reporting. • The Board has provided its Risk Management Framework to the CDRC.
2. Maintain best practice standards of governance appropriate to the Agency, having regard to ANAO’s Public Sector Governance Better Practice Guides and ensuring Board members undertake their duties impartially with a high degree of diligence, care and skill and at all times act in a manner that promotes the highest level of corporate governance in Board operations	<ul style="list-style-type: none"> • All Board meetings are run in accordance with the NDIS Act, the <i>Public Governance, Performance and Accountability 2013 Act</i> (PGPA Act) and the ANAO Public Sector Governance Better Practice Guides. • The Board has established a Sustainability Committee, Audit, Risk and Finance Committee, and an ICT Committee. • The Board will hold strategic planning sessions to ensure it continues to undertake its governance duties at the highest level, including the Agency’s Corporate Plan.

Ongoing deliverables for period of trial – Update on progress

Deliverable:	Status:
<p>3. Operate in accordance with all relevant legislation including the NDIS Act, the CAC Act (since replaced by the PGPA Act) and IGA and comply with all responsibilities under these Acts, including those relating to the annual reports, significant events, financial accountability, conduct of directors and officers, director's duty to disclose, compliance with General Policy Orders and Audit Committee</p>	<ul style="list-style-type: none"> • Board members have a register of interests and continue to update this register. • The Board has approved the Agency's Risk Management Framework and Strategy. Risk management, including the active use of mitigation strategies, is a key priority for the Board. • The Board has just approved the Agency's Corporate Plan 2016-21 in accordance with the PGPA Act, and will shortly submit it to CDRC via the Minister responsible as required by the NDIS Act. • The Board approved the NDIA Annual Report for 2014-15, which was tabled in Parliament on 22 October 2015. • The Independent Advisory Council (IAC) provided formal advice to the Board on: <ul style="list-style-type: none"> – Understanding intellectual disability – building capacity and reducing vulnerability in participants in closed systems – equitable access to the NDIS by people with cognitive impairment on the margins of society – equitable access to the NDIS by people with cognitive disability in touch with the criminal justice system. • The Board will advise the CDRC of its responses to the IAC advice in due course, in accordance with the NDIS Act.
<p>4. Demonstrate evidence for how the Board has embedded a culture of decision making informed by actuarial advice throughout the Agency</p>	<ul style="list-style-type: none"> • The Scheme Actuary attends all Board meetings. • The Chair of the Sustainability Committee meets regularly with the Scheme Actuary and Chief Executive Officer, and supports close contact between the Scheme Actuary and the Board. • The Sustainability Committee meets once per quarter. • The Scheme Actuary provides a report at each Board meeting. • The Scheme Actuary also provides training to Agency staff at both the National Office and trial sites. • The Scheme Actuary sits on the Sustainability Committee and attends each Audit, Risk and Finance Committee meeting and ICT Committee meeting. • The Chief Financial Officer and Scheme Actuary collaborate to produce budget documents and quarterly and annual financial statements.
<p>5. Carefully monitor the use of discretionary powers set out in the legislation and the Rules, to ensure that these powers are subject to effective controls and operate consistently to support scheme sustainability and transparency in access to supports</p>	<ul style="list-style-type: none"> • Quality assurance activities continue to be implemented across the NDIA through the Continuous Improvement and Quality Assurance Framework. • Through internal operational reviews, the Agency is collecting and analysing data on delegate decisions especially in relation to access and the approval of reasonable and necessary supports in participant plans. These include desktop reviews of participant files and interviews with staff at trial sites. • The Agency also uses internal operational reviews to closely monitor the use of delegations, ensuring they are used appropriately and consistently across trial sites, having regard to local needs. • The Agency monitors and reviews the outcome of internal and external reviews of decisions and updates its processes and procedures in the light of this experience.

Ongoing deliverables for period of trial – Update on progress

Deliverable:	Status:
	<ul style="list-style-type: none">The Agency has developed a comprehensive set of operational guidelines to assist with consistency in decision making across the trial sites. These are reviewed and updated regularly, having regard to Agency experience including the outcome of internal and external reviews of decisions.

Specific deliverables for June 2016

Deliverable:	Status:
1. Ensure that the NDIA has a transition plan for participant phasing in Queensland to commence from 1 July 2016	<ul style="list-style-type: none">The Commonwealth and Queensland Governments agreed a Bilateral for Transition on 10 March 2016.An Operational Plan to support implementation of the Bilateral is currently under finalisation between the Agency, Commonwealth and Queensland Governments.All Agency operational implementation activities are on track.
2. Ensure that an agreed national quality framework has been presented for agreement to all jurisdictions	<ul style="list-style-type: none">The Department of Social Services is the lead on the National Quality Framework.The Agency is participating in discussions with States, Territories and the Commonwealth to finalise the National Quality Framework.
3. Fully implement the NDIS for all launch sites in accordance with implementation schedules.	<ul style="list-style-type: none">The Agency has fully implemented the NDIS for all launch sites in accordance with implementation schedules.

Part 2

Summary Report on Management of Scheme Cost Drivers

1. Overview of cost drivers

The analysis below addresses a recommendation from the Council of Australian Government's (COAG) May 2014 meeting - the NDIA Board is to outline in all Quarterly Reports the impact of past and future actions intended to manage cost drivers and ensure the financial sustainability of the Scheme.

As outlined in the NDIA Strategic Plan 2013-16, one of the goals of the NDIA is to ensure that the NDIS is financially sustainable and governed using insurance principles. Management of cost drivers is a key component of the insurance approach. The insurance approach enforces strong monitoring of Scheme experience, including actuarial analysis which compares actual experience with expected experience. This detailed comparison allows cost pressures to be identified and addressed in a timely manner. Significant training continues to be rolled out across the Agency to instil insurance principles within the Agency.

The Sustainability Committee has developed an Insurance Principles and Financial Sustainability Manual to more formally articulate the concepts of insurance principles and financial sustainability within the NDIS, and how these link to the NDIA Strategic Plan 2013-16. This document consolidates the process of Prudential Governance of the cost drivers set out below, and the levers open to the Board to monitor and manage financial sustainability. It should be noted that the financial sustainability of the Scheme is determined by the interrelationship of all cost drivers; it is inappropriate to consider the performance of any one cost driver in isolation.

At a high level, there are five categories of costs drivers which affect the financial sustainability of the National Disability Insurance Scheme (NDIS). These are:

Access: how many people meet the access criteria to be a participant in the Scheme, and who is entitled to a plan with supports funded or provided by the Scheme.

Scope: the scope of NDIS-funded supports that are available to be purchased by participants of the Scheme, as opposed to supports that are not within the scope of the Scheme, for example, because they are more appropriately funded or provided through other systems of service delivery like the health system.

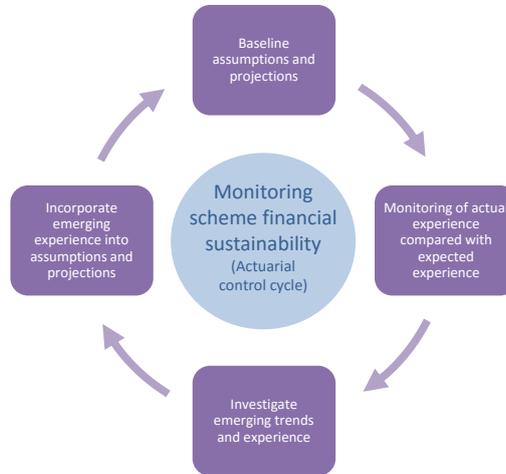
Volume: the resources available, for individual participants, to purchase supports within the scope of the Scheme.

Delivery: the manner in which supports are funded or provided, and in particular how effectively, efficiently and economically this is done.

Price: the price that it costs participants or the NDIA to purchase the supports that are funded by the Scheme.

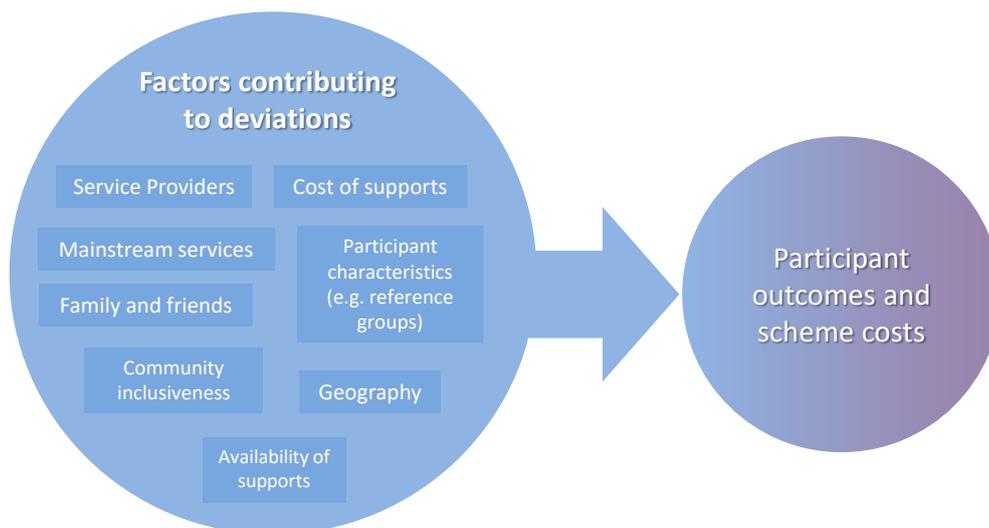
2. Monitoring framework related to cost drivers

The National Disability Insurance Agency has developed a framework for monitoring cost drivers and financial sustainability. This framework is summarised in the diagram below:



Specifically, the framework involves collecting data on the number of participants, the characteristics of these participants (to allow analysis of reference groups), the outcomes for these participants, and the cost of supports provided to participants. This allows a detailed understanding of deviations between actual and expected experience and hence identification of cost drivers. This information can then be used by the NDIA Board and NDIA management to implement any changes required to continue to ensure the NDIS remains financially sustainable.

Monitoring and investigation of actual experience compared with expected experience are continuous activities within the Agency. The Scheme Actuary prepares an annual report on the Scheme’s financial sustainability. The 2014-15 Summary Financial Sustainability Report was released with the NDIA Annual Report.



This Quarterly Report to COAG Council on Disability Reform contains a summary of performance related to cost drivers (reported in Part 3), and a summary of key initiatives related to cost drivers.

3. Summary of key initiatives related to cost drivers

During the 2015-16 reporting period, the NDIA has committed significant resources to the design of the National Disability Insurance Scheme operations required for the rollout of full scheme. This design work builds on the lessons from the NDIS trial, including the initiatives implemented related to cost drivers. In particular:

- The streamlining of access for full scheme participants through the use of existing data from State, Territory and Commonwealth governments.
- The allocation of funding in participant plans to outcome categories. This improves the understanding of the purpose of funding, increases participant choice and control over how those outcomes are achieved, and encourages sector innovation in service delivery.
- Earlier capture of actuarial data, and improved use of the NDIS reference packages. Reference packages provide a benchmark for scheme costs, and ensure that decisions are considered by a financial delegate appropriate to the level of risk.
- Increased use of support to assist participants in implementing their plan, including the engagement of providers and linkages to community and mainstream services.
- Development of a fit-for-purpose ICT system, in partnership with Commonwealth Department of Human Services.
- Development of the Early Childhood Early Intervention (ECEI) approach to better support children with a disability.
- Development of the School Leaver Employment Support (SLES) initiative to better support school leavers with a disability obtain employment.

The below table summarises key initiatives that have been implemented by NDIA during the trial period.

Cost Driver	Key Initiatives Implemented by Agency
Streamlining access	<ul style="list-style-type: none"> • Implementation of risk-based segmentation to streamline access and planning for participants in Western Australia, Northern Territory and Australian Capital Territory. This was reviewed after three months and improvements put in place. Risk-based segmentation has been integrated into the new ICT system. • The Agency has matured its use of data from existing State/Territory and Commonwealth programs to proactively approach potential participants. This has resulted in a more efficient and reliable phasing process, and where appropriate, pre-determined eligibility for some applicants. • Trial sites undertake regular reviews of decisions to check for local consistency. The National Quality and Innovation Team audit's decisions and monitors national consistency. • Detailed analysis of participants who have been found ineligible is undertaken to provide some indications of where possible cost pressures may arise. • A detailed review of access for people with psychosocial disability is currently underway.

Cost Driver	Key Initiatives Implemented by Agency
	<ul style="list-style-type: none"> • Weekly operational dashboards have been put in place, which allow timely monitoring of Scheme performance. Further, daily work in progress reports assist staff to best manage workflows. • A National Access Team has been established to improve the consistency of decision making, and to improve the staff coverage in response to peaks and troughs in work queues. • An increased operational focus on the collection of integral actuarial data has been embedded in the National Access Team. Operational reporting has been implemented to monitor the compliance in the capture of these data. • The introduction of the ECEI approach to better support the pathways of children with a disability into mainstream and community services as well as the NDIS.
Scope of supports funded under the Scheme	<ul style="list-style-type: none"> • A comparative review of supports funded under the NDIS versus those proposed by the Productivity Commission indicated that the scope of supports is in line. • Establishment of expert groups in autism and sensory disability to determine the evidence base for funding appropriate early intervention options for children. • Focusing the planning conversation on the availability of community and mainstream support to meet the needs of participants before consideration of funded supports. This also encourages innovative ways for individuals to achieve desired outcomes. • Supports funded in participant plans are being classified as core, capacity or capital, improving visibility of the expected purpose and duration of the support's funding. The inclusion of capacity and capital supports indicate active work to improve participant outcomes, and in some cases, reduce the intensity of future core supports. • The NDIA has provided input (through the Inter-jurisdictional Mainstream Interface Working Group) to the review of the COAG Applied Principles and Tables of support that determine the responsibilities of the NDIS and other service systems. The findings of this review will assist in construction of appropriate operational guidelines in relation to funding of supports. • The NDIA has redefined the supports funded to align to the NDIA Outcomes Framework. This reclassification increases the emphasis of the NDIA as funding participant outcomes, and increases the choice and control of participants in the delivery of those outcomes. Reporting and historical support catalogues have been updated to ensure consistency in longitudinal analyses. • A Technical Advisory Team has been established to provide specialist advice regarding home modifications and other complex supports.
Volume of supports funded	<ul style="list-style-type: none"> • Substantial research has been undertaken to refine reference packages – reference packages provide a benchmark amount for participants with similar characteristics (such as age, disability, and level of functional ability). This allows detailed monitoring of the amount of supports provided to certain groups of participants, and identification of any cost pressures in a timely manner. It is important

Cost Driver	Key Initiatives Implemented by Agency
	<p>to note that the reference packages are not used to determine the amount provided to individual participants but allow for detailed monitoring.</p> <ul style="list-style-type: none"> • Reference package research has facilitated a redesigned, streamlined planning process, by collecting most information in advance of these discussions. This redesign is now incorporated into the full Scheme operating model of the NDIA, with increased emphasis on the early capture of reference package information. • Operational guidelines providing information on reasonable and necessary supports assist in the planning process in allocation of resources. • The ICT system has been modified to escalate funded plans that vary (both positively and negatively) from the benchmarks in the reference packages to staff with higher delegations. This is to ensure that decisions deemed a higher financial risk are determined by an appropriately experienced officer. • A simplification of the support catalogue has reduced the need for additional supports and funding to be included in plans. Historically, these additional supports were included for use in the event that planned supports were unexpectedly required at different times of the day. • Monthly dashboards monitoring the amount of supports provided by services providers have been developed.
Delivery of supports funded	<ul style="list-style-type: none"> • A pilot of the NDIA outcomes framework was conducted through January, February and March 2015. The results of the pilot, along with feedback from consultation with the disability sector have been used to improve the framework. The need to develop a shorter form to assist in participant planning arose from this pilot. The outcomes framework will provide the NDIA Board with a dynamic feedback loop to evaluate the outcomes of particular groupings of Scheme participants, and the extent to which the NDIA is meeting its strategic objectives. A report on the outcomes of the pilot study has been publicly released: http://www.ndis.gov.au/search/node/outcomes%20framework • The implementation of the outcomes framework short form, and the aligning of participant funding to its domains, occurred August 2015. This will encourage the delivery of supports to strive towards achieving positive outcomes for participants, their families and carers. Further enhancements to the Short Form Outcomes Framework have been included into its operationalised form. • Participant flexibility in the choice and consumption of allocated funding has been delivered through the “bundling” of similar supports. Providing increased flexibility has also reduced the need to choose a wider range of fixed supports in participant plans. This flexibility has been expanded in the new ICT system. • Work to simplify the catalogue of supports to be outcomes that are focused and encourage more innovation is complete, and was implemented in August 2015.

Cost Driver	Key Initiatives Implemented by Agency
	<ul style="list-style-type: none"> • Enhancements to the ICT system allow participants to monitor expenditure against their plan, and to invoice online for self-purchased supports. • Work is underway to develop strategies and models of support for Indigenous communities, rural and remote communities, culturally and linguistically diverse (CALD) communities, and for participants with psychosocial disability. • The development of the SLES initiative to better support school leavers into employment. • In order to better understand links with other service systems and the use of mainstream supports, the NDIA is applying to be an accredited Data Integration Authority. • It is critical that the NDIA has developed a fit for purpose ICT System for full Scheme roll out. A Board Committee has been formed to provide enhanced governance of this crucial component of managing cost drivers. The release of the ICT system will be in line with the launch of the full scheme NDIS (1 July 2016). • System improvements implemented to improve monitoring and reconciliation of supports delivered under Commonwealth, State and Territory “in-kind” funding arrangements. • Quarterly participant and market dashboards have been developed and are being publicly released with these quarterly reports. • The NDIA will shortly release its protocol for the release of data to external parties.
Prices	<ul style="list-style-type: none"> • The development of the <u>Assistive Technology Strategy</u> is continuing. • Work is underway to establish an appropriate sector data collection to monitor the price and cost of supports delivered. • A sector discussion paper was released on the pricing for Specialist Disability Accommodation. • An efficient price has been developed for personal care and community participation. This price has been set higher in the short term to support the sector to transition to the NDIS. • Work is underway to establish an efficient pricing model for supports specific to addressing the needs of participants living with a psychosocial disability. • A number of market engagement forums have been conducted in 2015 to inform market expectations, ICT requirements for interactions with the Agency and Participants, “eMarketPlaces”, and workforce considerations.

Part 3

**Report under the Integrated NDIS Performance
Reporting Framework**

Index of Part 3 tables

Table 1.1.1. Information about participants with approved plans	33
Table 1.1.1(a). Information about participants with approved plans, split by gender and age	33
Table 1.1.1(b). Information about participants with approved plans, split by primary disability	34
Table 1.1.2. Support needs for participants with approved plans by life domain	35
Table 1.1.2(a) Support needs for participants with approved plans by life domain, split by State/Territory	35
Table 1.1.2(b). Support needs for participants with approved plans by life domain, split by primary disability	36
Table 1.2.1. Number of participant plans with each funded support category	37
Table 1.2.1(a). Number of participant plans with each funded support category, split by State/Territory	37
Table 1.2.1(b). Number of participant plans with each funded support category, split by primary disability	38
Table 1.2.2. Delivery of agreed supports as planned.....	39
Table 1.2.2(a). Delivery of agreed supports as planned, split by State/Territory	39
Table 1.2.2(b). Delivery of agreed supports as planned, split by primary disability	40
Table 1.2.3. Proportion of participants with payments, by plan length and State/Territory	42
Table 1.2.4. Proportion of plans approved within 90 days of access request.....	42
Table 1.2.5. Service provider characteristics and market profile.....	43
Table 1.3.1. Trends in the proportion of participants using each, or a combination, of plan management options	44
Table 1.3.2. Access requests made.....	45
Table 1.3.2(a). Access requests made	45
Table 1.3.2(b) Proportions of access requests made.....	45
Table 1.3.3. Reviews of decisions (internal)	46
Table 1.3.4. Total appeals by outcome with the Administrative Appeals Tribunal (AAT)	47
Table 1.3.5. Appeals by Category with the AAT.....	47
Table 1.3.6. Complaints by outcome	48
Table 1.3.7. Complaint type	48
Table 1.3.8(a) Participant/Carer/Family satisfaction with the Agency and life experience	49
Table 1.3.8(b) Participant/ Carer/ Family satisfaction with the Agency	49
Table 2.1.1 Total amount of committed supports	50
Table 2.1.2. Total payments (\$, in-kind)	51
Table 2.1.3 Operating Expenses Ratio (% total costs).....	51
Table 2.1.4 Annualised support package distributions.....	52
Table 2.1.5 Proportion of participants with approved plans receiving support within 180 days of access request	52
Table 2.1.6. Payments to providers and participants split by support cluster – since 1 July 2013	54
Table 2.1.7. Average and median costs of individual support packages.....	55
Table 2.1.8. Value of and number of active approved packages by participant group – since 1 July 2013	55
Table 2.1.9. Number of participants receiving supports paid for with cash and/or in-kind supports by State/Territory	56
Table 2.1.10. Ratio of cash to in-kind services by State/Territory	56
Table 2.1.11. Participant numbers	57
Table 2.1.11(a). Participant numbers, split by gender, CALD and Aboriginal and/or Torres Strait Islander status	57
Table 2.1.11(c). Participant numbers, split by age and site	57
Table 2.1.11(b). Participant numbers, split by primary disability	58
Table 2.1.12. Total number of plans developed	58

Table 2.1.13. Number of plans with single supports	59
Table 3.1.1. Proportion of participants accessing mainstream services	60
Table 3.1.2. Support categories with mainstream services	61
Table 3.2.1. Community awareness activities undertaken within the period by LACs	62
Table 3.3.1. Community capacity building activities undertaken by LACs within the period	65

Agency Performance

Overview

This section provides an overview of agency performance as at 30 June 2016¹ across the seven trial sites. The seven locations are:

- The Hunter trial site – Newcastle, Lake Macquarie, and Maitland Local Government Areas (LGAs) in New South Wales.
- The Barwon trial site – Greater Geelong, Surf Coast, Queenscliff and Colac-Otway LGAs in Victoria.
- The South Australian trial site – 0-14 year olds.
- The Tasmanian trial site – 15-24 year olds.

The first four trial sites commenced on 1 July 2013, the following three commenced on 1 July 2014:

- The Australian Capital Territory trial site.
- The Perth Hills trial site - Swan, Kalamunda and Mundaring LGAs in Western Australia.
- The Barkly region trial site in the Northern Territory.

In addition to the seven trial sites:

- Transition to full Scheme commenced in Nepean Blue Mountains in New South Wales on 1 July 2015. The LGAs in the site are Blue Mountains, Hawkesbury, Lithgow and Penrith. Information on this site is also included in this section and throughout the report.
- Transition to full Scheme also commenced in North Queensland on 1 April 2016. The LGAs in the site are Townsville City, Charters Towers Regional Council and Palm Island Aboriginal Shire. Information on this site is also included in this section and throughout the report.

Further, there are concurrent trials underway in the South West and Cockburn-Kwinana in Western Australia based on the WA NDIS Model. Information on these trials are not included in this report. Information on the WA NDIS Model trial sites are published separately by the Western Australian Disability Services Commission.

Access requests

41,523 access requests to the Scheme have been made by individuals, with 35,076 people currently eligible² for the Scheme (84.5% of access requests), and 2,823 people (6.8%) found ineligible (this falls to 5.6% when ineligibility due to age and residency requirements are excluded). Only 265 (0.64%) of these access request decisions have been requested to be internally reviewed. Figures 1 (a) and (b) show the numbers of people lodging access requests since July 2013. NSW HTR, SA, WA and the ACT all saw an

¹ The data for the report is at 24 June 2016. This was to facilitate the change of ICT case management systems.

² Note: 35,695 participants have ever been found eligible for the Scheme. However, 619 participants are now inactive.

increase in the number of access requests lodged in the quarter driven by June 30 operational targets. Overall access requests by month are in line with the individual jurisdiction's phasing arrangements, documented in the bilateral agreements.

Figure 1.(a). Number of access requests lodged by month – NSW Hunter (HTR), SA, TAS and VIC trial sites

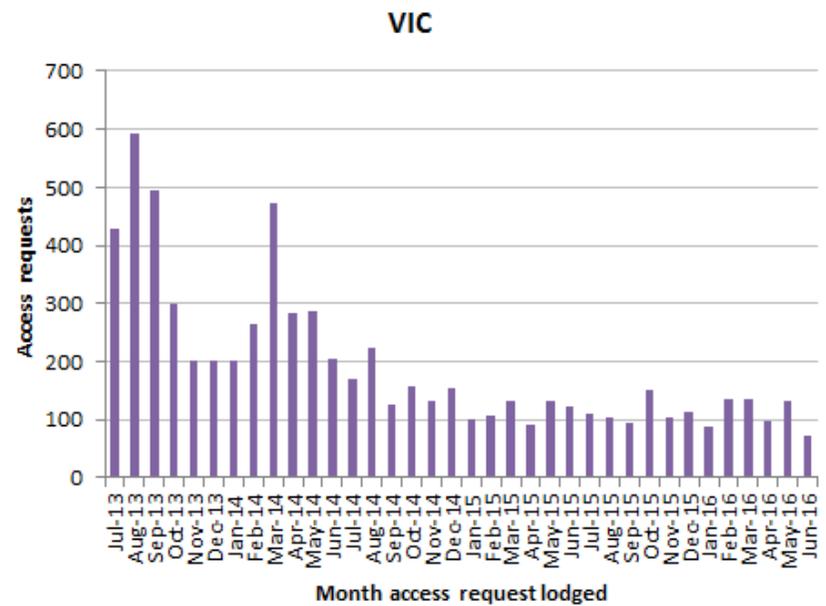
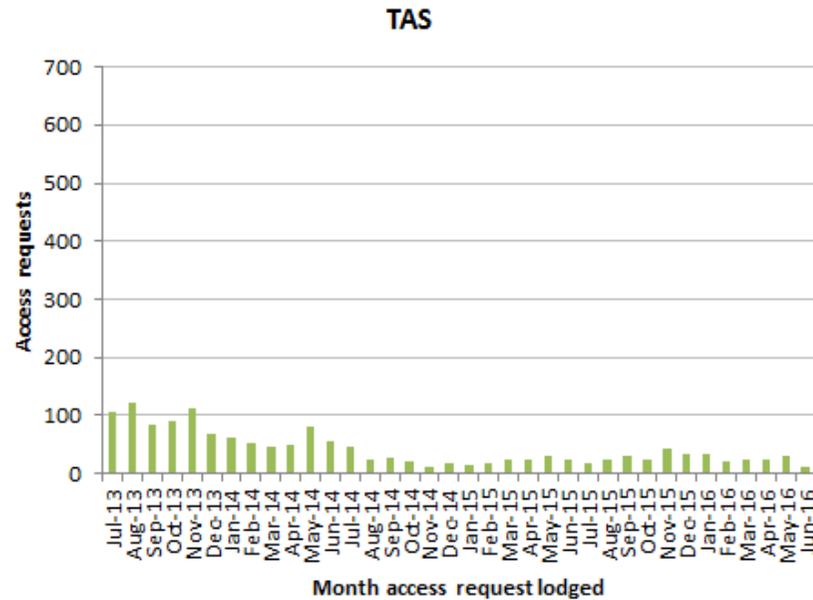
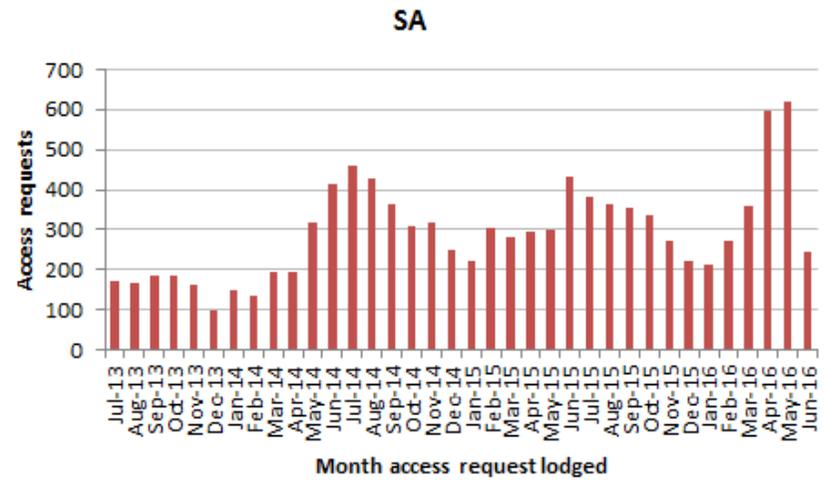
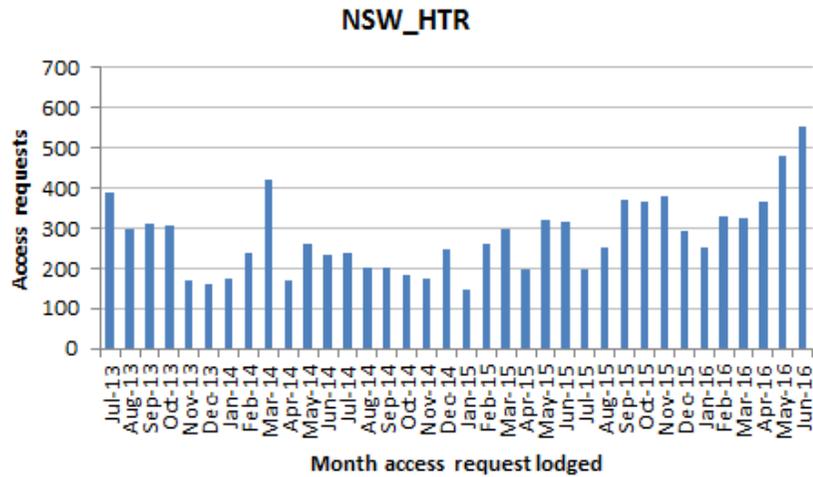
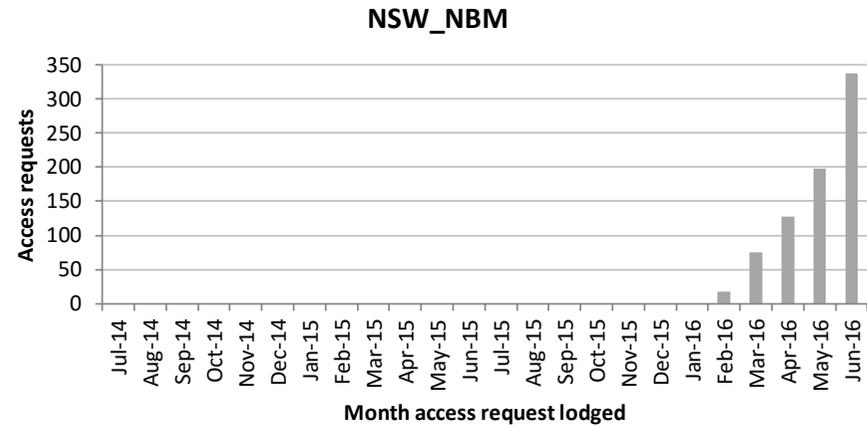
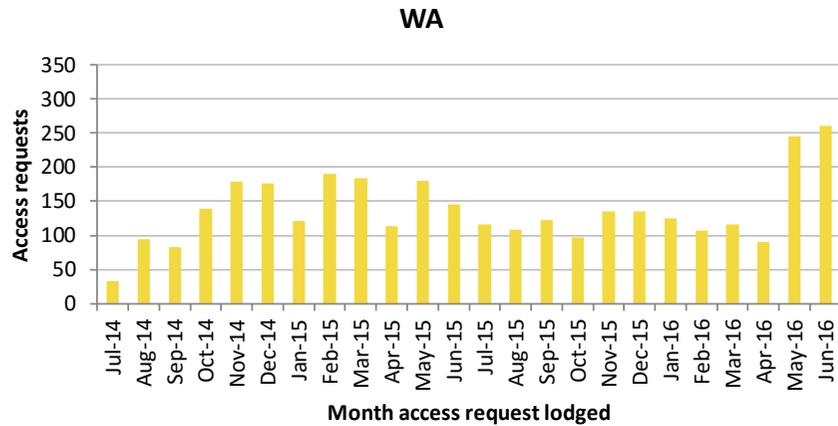
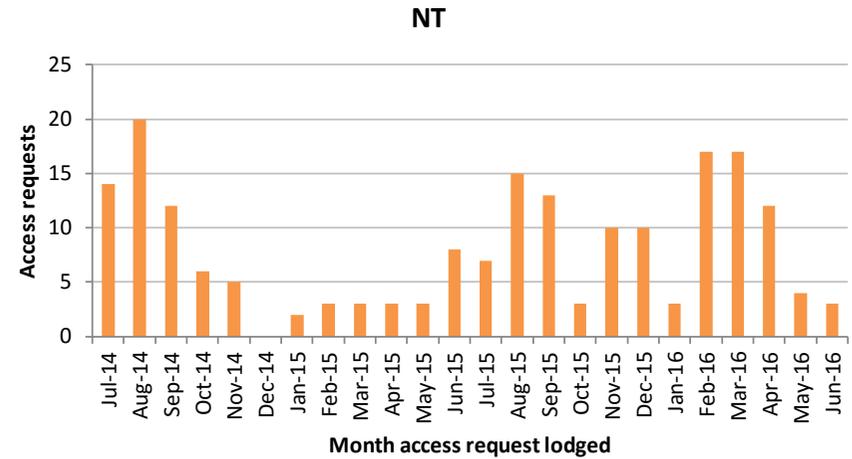
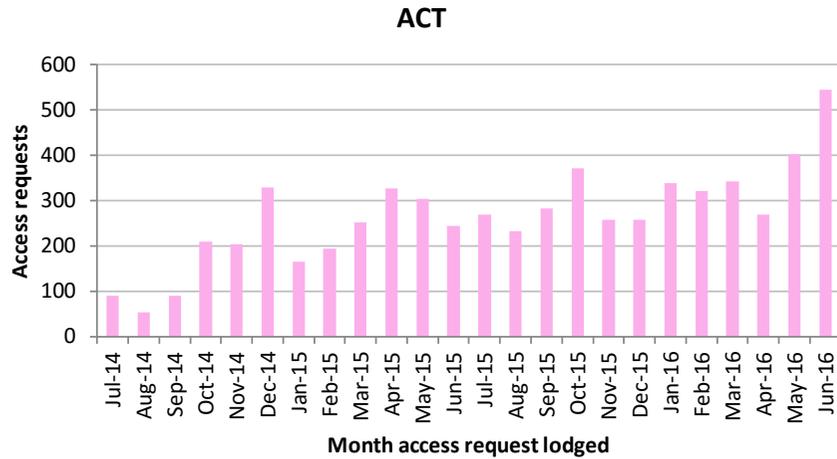
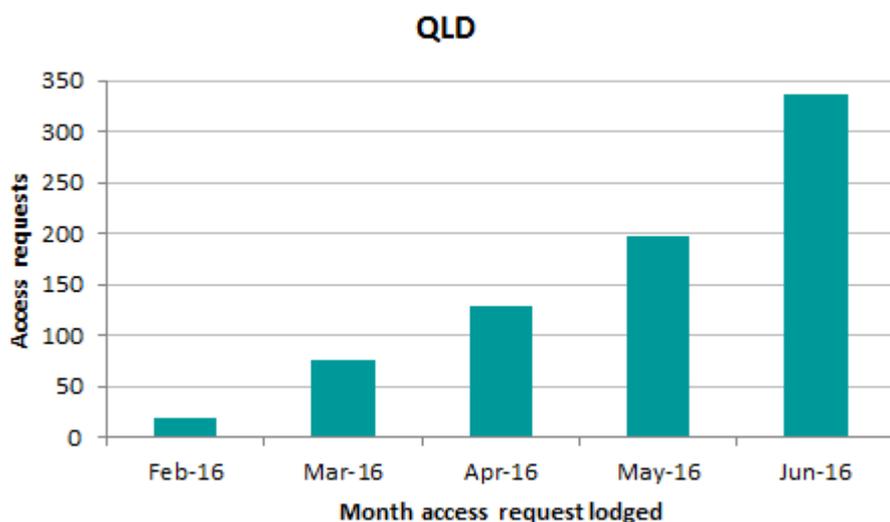


Figure 1.(b). People lodging an access request by month - ACT, NT, WA and NSW Nepean Blue Mountains (NBM) trial sites³



³ Note: The vertical axis for the Northern Territory is lower than the other States/Territories to make interpreting the figure easier. Further, the vertical axis is also different for the Australian Capital Territory due to the higher number of access requests.

Figure 1.(c). People lodging an access request by month - QLD site



Participants

Of the 35,695 active and inactive participants⁴, 30,281 have received an approved plan. Of the participants with approved plans, 6.0% are Aboriginal and/or Torres Strait Islander and 4.0% are Culturally and Linguistically Diverse (CALD). These percentages are consistent with those reported in the March 2016 quarter. The number of participants identifying as Aboriginal and/or Torres Strait Islander is largely in line with expectations. All sites have lower than expected CALD participants.

'Autism and related disorders' is the most common primary disability across all sites (31% of participants nationally), noting that the age-specific sites are included in this figure. In South Australia, 47% of participants have Autism and related disorders listed as their primary disability due to the young cohort of participants (0-14 year olds). In Tasmania, intellectual disability (including Down syndrome and other intellectual/learning disability) is the most prevalent primary disability at 49%, due to the young adult cohort (15-24 years). In New South Wales (Hunter) and Victoria, the two sites established in 2013-14 and inclusive of all ages, intellectual disability and Autism and related disorders are the most prevalent primary disabilities (27% and 22% respectively across the two sites). These sites also demonstrate higher proportions of participants with psychosocial and degenerative disabilities, reflecting the adult cohort in the trial population.

A number of participants in the NDIS received funded supports from existing Commonwealth and State/Territory disability programs 50% of active participants, down from 54% last quarter. Other participants entering the NDIS have not received any disability services before, either due to unmet need or new incidence –50% of active participants. There are 29,847 active participants with approved plans, of whom, 17,413 (58%) were found eligible for the Scheme because they met the disability requirements (section 24 of the NDIS Act), and 12,150 (41%) participants met the early invention requirements (section 25 of the NDIS Act). Note: there are a small proportion (1%) of participants who met the early intervention

⁴ Active participants are those who are currently eligible, are not deceased and have a client status of "Active". Inactive participants are all other participants, including participants who are now deceased or have chosen to exit the Scheme, as well as participants who have had their eligibility revoked.

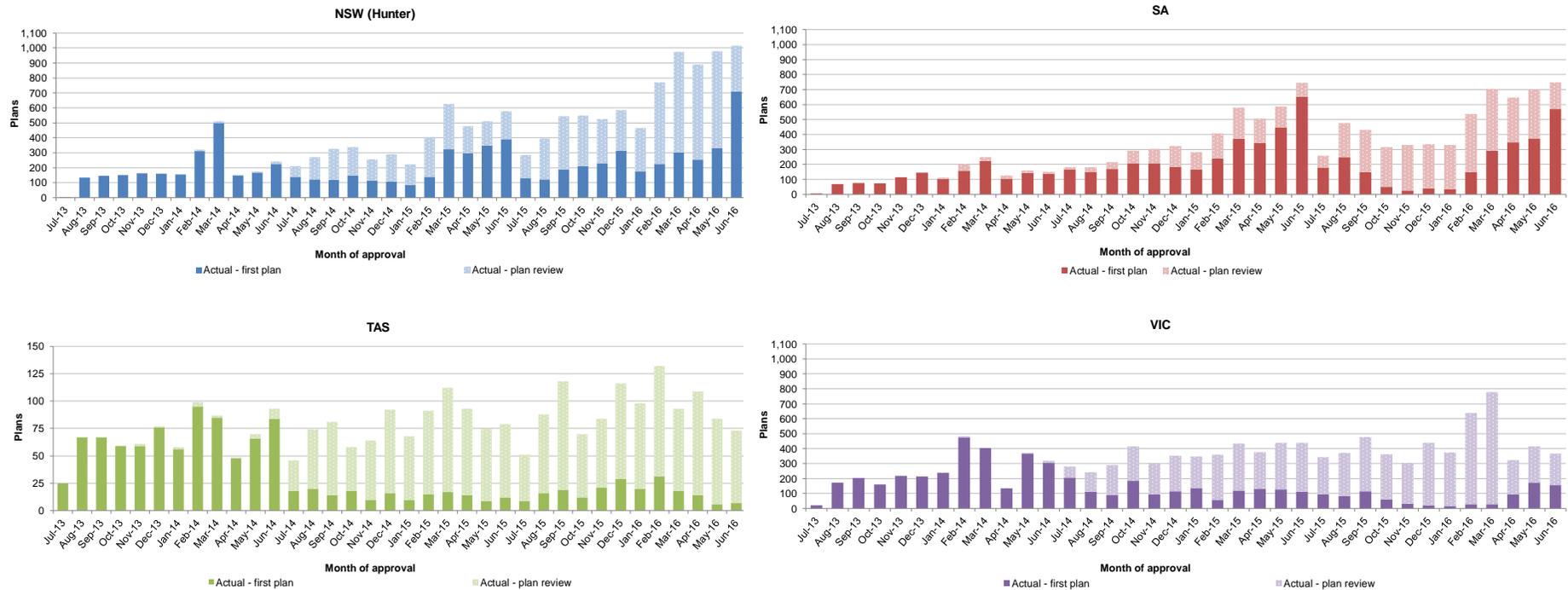
requirements and now meet the disability requirements. Participants in the younger age groups (particularly 0-12 year olds) often meet the early intervention requirements rather than the disability requirements. A small proportion of participants aged 13-18 have entered the Scheme because they meet the early intervention requirements. From age 19 onwards almost all participants meet the disability requirements.

Plans

53,423 plans have been approved to date, including 15,992 second plans, 6,671 third plans, 454 fourth plans, and 25 fifth plans. These plans are likely to include a focus on supporting participants with their goals across independence, social participation and/or health & wellbeing. They are also likely to contain multiple funded supports (81% of plans). Overall the most common funded supports in dollar terms are assistance with daily life and then improved daily living skills. This order is reversed in South Australia and Nepean Blue Mountains, where there is an increased focus on capacity building due to the age of participants in these sites.

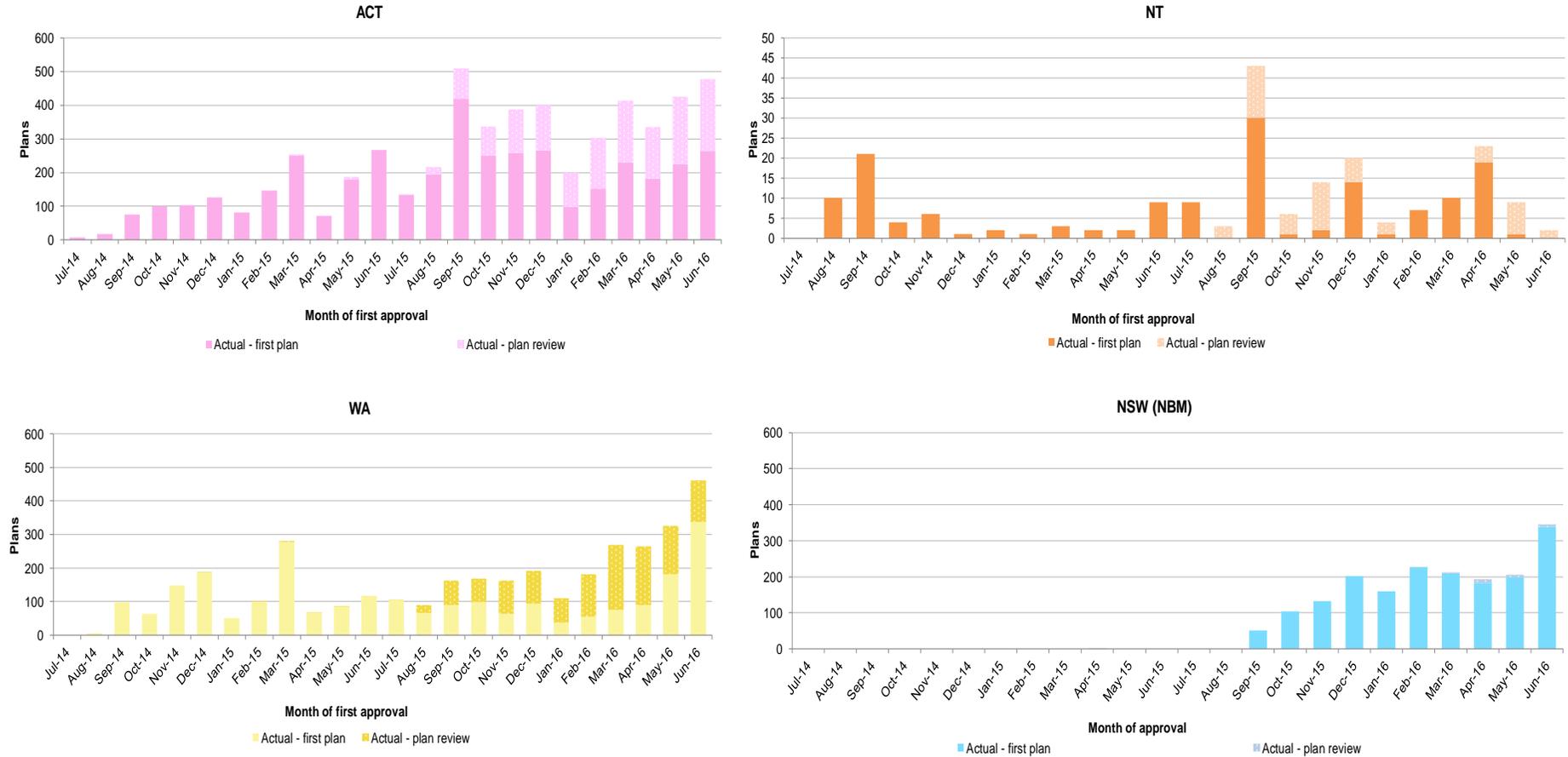
These plans are mostly solely agency managed (58%). There are 35% which use a combination of agency management and self-management, and 7% are solely self-managed. Note: the management of the plan in this instance refers to the financial management of the plan. Participants can self-direct their supports whilst the agency manages the financial side of the plan. Further, in-kind supports cannot be self-managed which also impacts these figures.

Figure 2.(a). Approved plans by month that the plan was first approved – NSW HTR, SA, TAS and VIC sites⁵



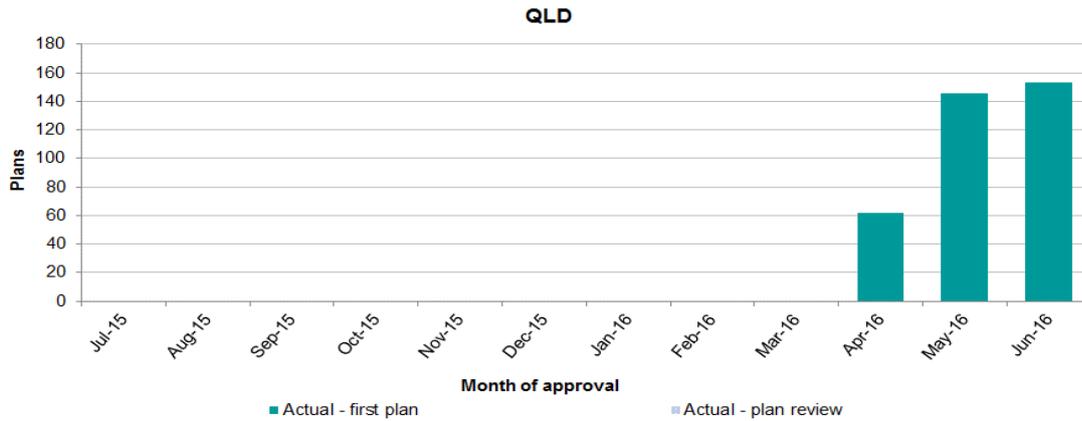
⁵ Note: The vertical axis for Tasmania is lower than the other States/Territories to make interpreting the figure easier.
 12th Quarterly Report to COAG Disability Reform Council
 30 June 2016

Figure 2.(b). Approved plans by month that the plan was first approved – ACT, NT, WA and NSW NBM sites⁶



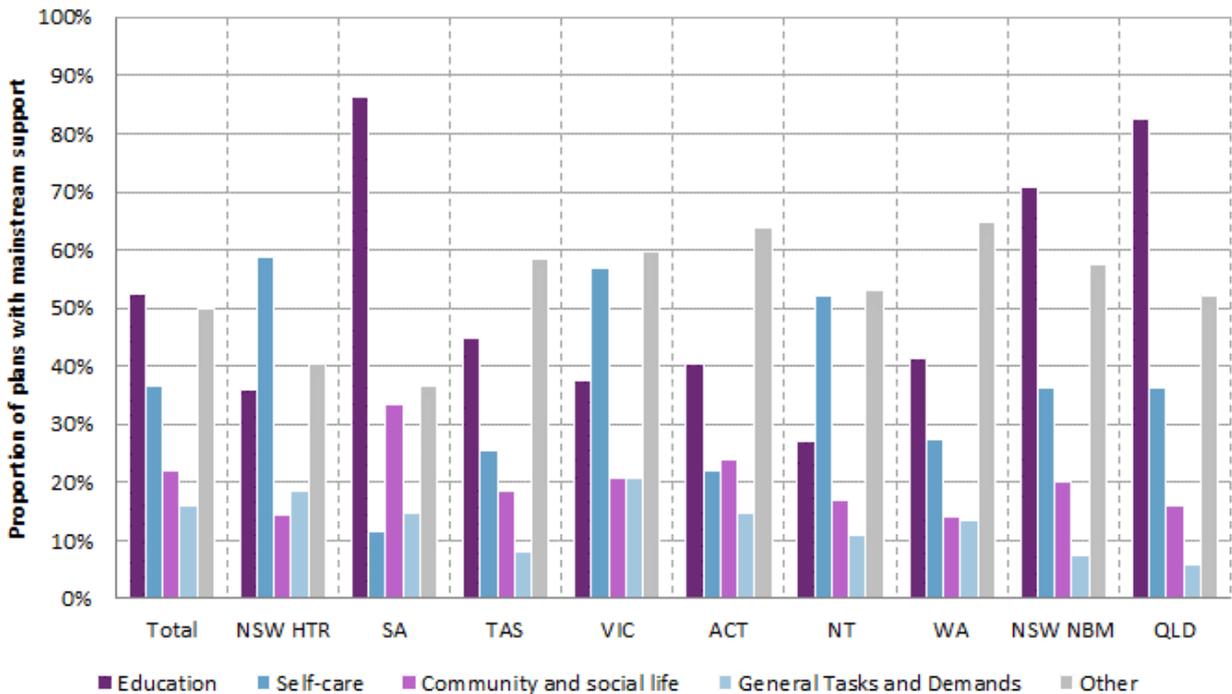
⁶ Note: The vertical axis for the Northern Territory is lower than the other States/Territories to make interpreting the figure easier.
 12th Quarterly Report to COAG Disability Reform Council
 30 June 2016

Figure 2.(c). Approved plans by month that the plan was first approved -QLD



In addition to supports provided through plans, 93% of participants are also accessing mainstream services (up from 92% last quarter). A large number of these mainstream services include services related to education (51%) or community related activities (50%⁷).

Figure 3. Types of mainstream supports accessed in participants' plans



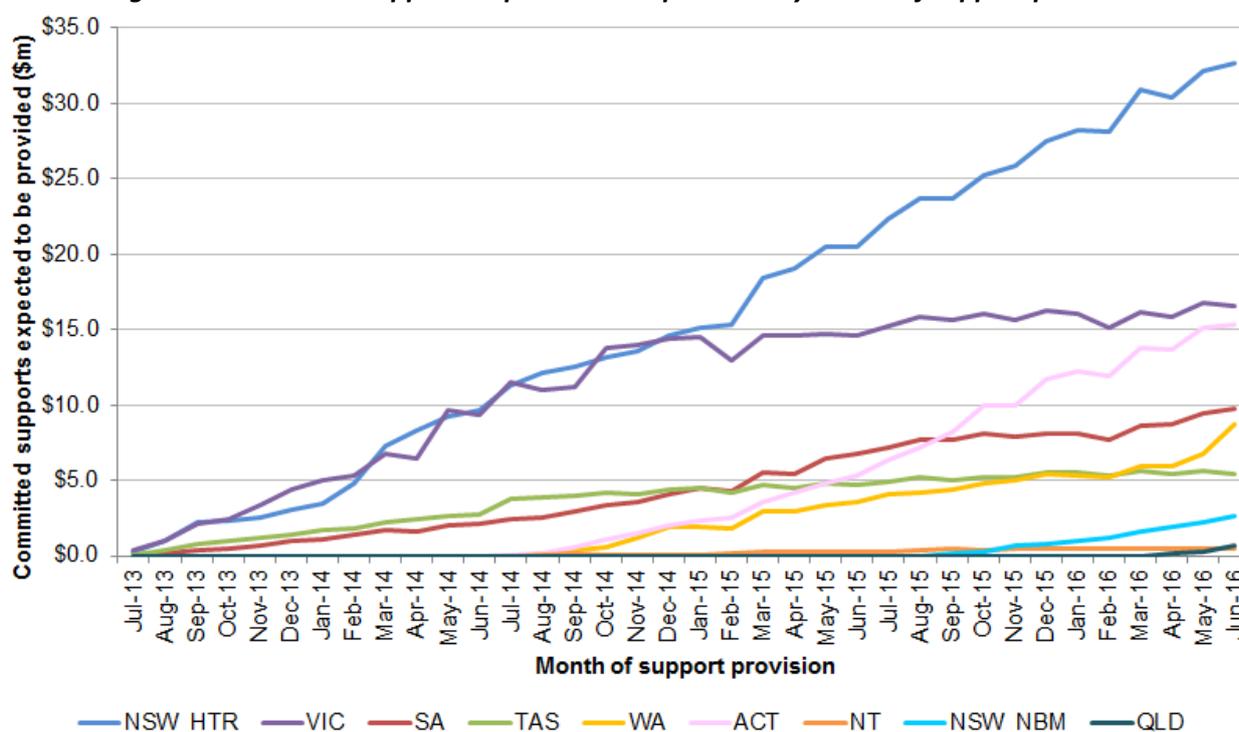
⁷ Note 50% is comprised of mainstream categories 'community and social life' and 'community-social and civic'. Plans with supports that fall into the latter are included in the 'other' category displayed in the graph.

Committed funds

Overall, \$2.4 billion has been committed for participant support costs to date, with \$958.4 million and \$556.1 million committed in the New South Wales (Hunter) and Victorian sites respectively (noting \$252.1 million and \$50.2 million have been committed to participants in the Stockton and Kanangra large residences in the New South Wales trial site, and the Colanda large residence in the Victorian trial site respectively). Figure 4 shows the committed support expected to be provided each month by State/Territory.

A significant proportion of support costs are allocated to a very small proportion of high-cost participants – only 9% of participants have an annualised package cost over \$100,000, but these participants account for 50% of total committed supports.⁸ On the other hand, 71% have an annualised package cost below \$30,000, and account for only 25% of annualised committed funding.

Figure 4. Committed supports expected to be provided by month of support provision



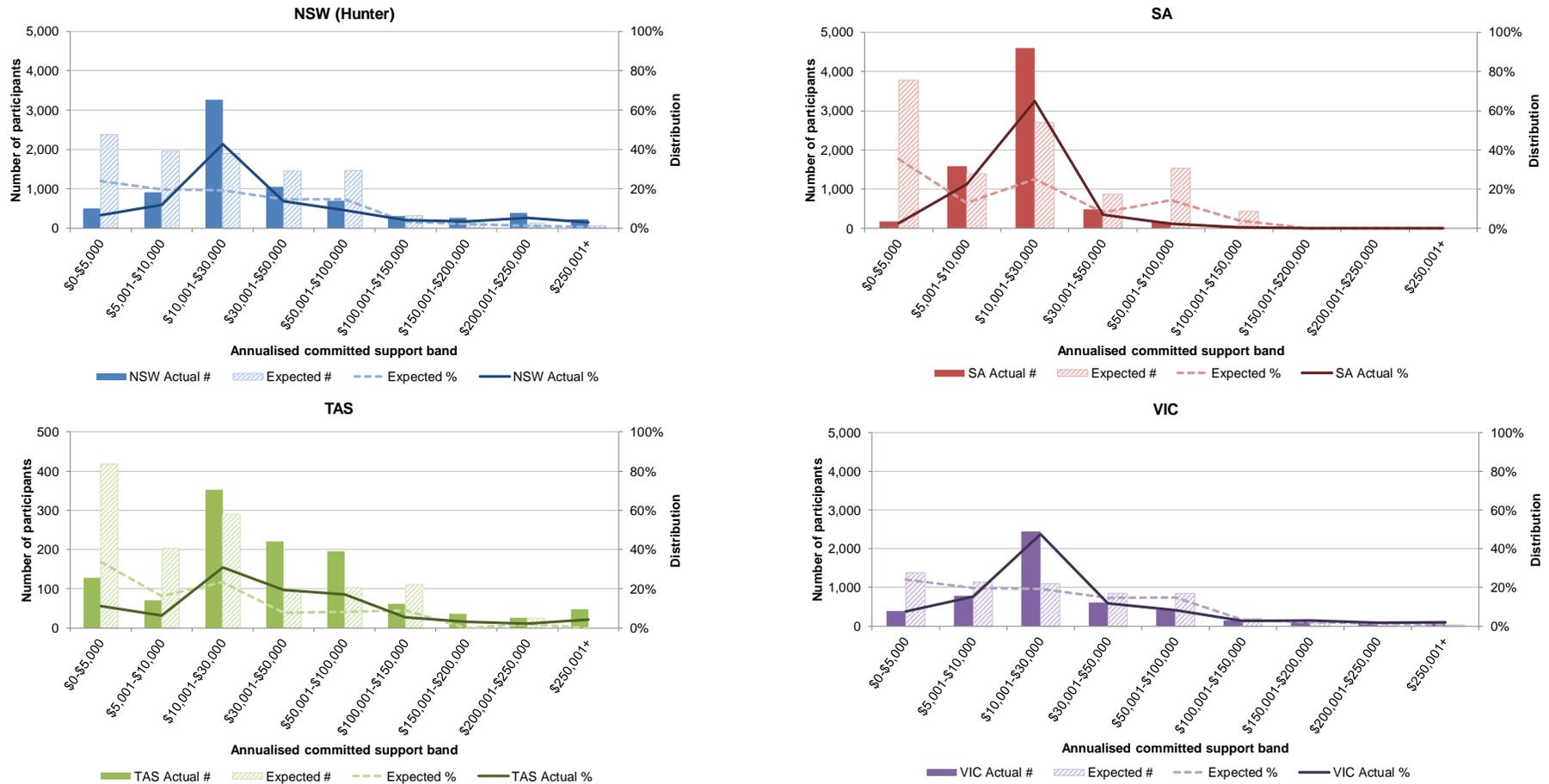
Overall, the average annualised package cost across all sites is approximately \$39,100 including the Stockton, Colanda and Kanangra large residences, and \$36,000 excluding the Stockton, Colanda and Kanangra large residences.⁹ This is higher in the Tasmanian trial site at approximately \$58,700, and is lowest in South Australia at \$17,700. These differences are driven by the age specifications in the

⁸ Committed support is the dollar amount of support that has been made available to participants in their statements of support.

⁹ Note: the bilateral agreements for the 2015-16 year indicate that the average annual participant cost is approximately \$38,600.

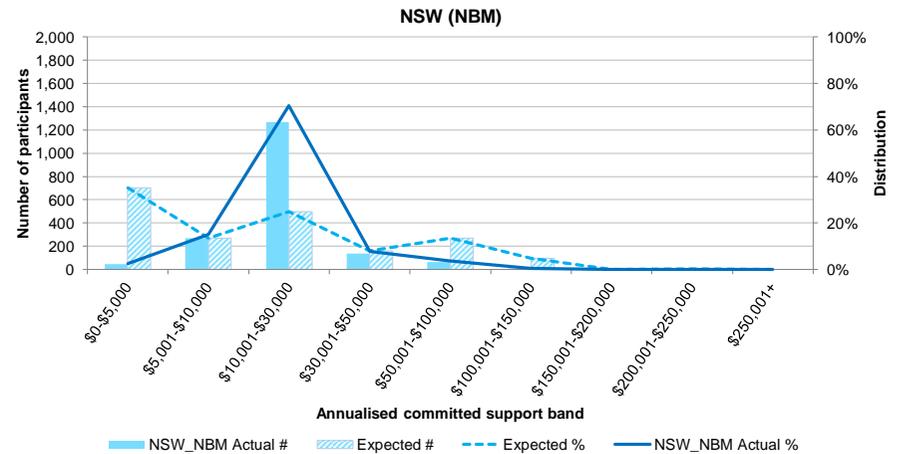
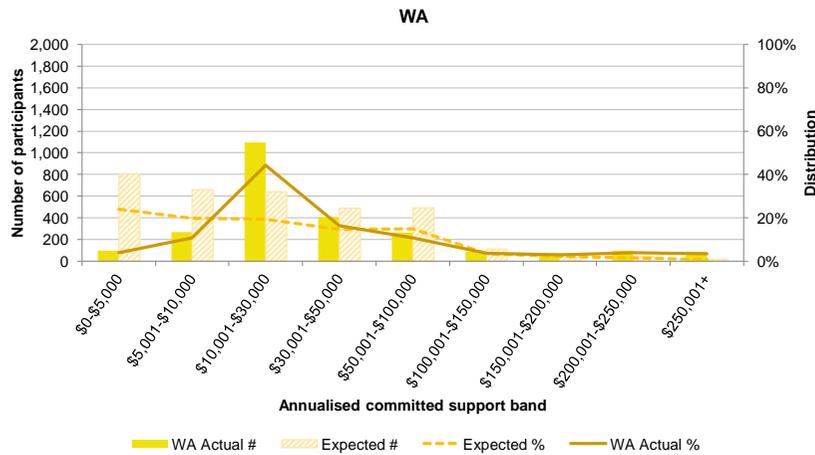
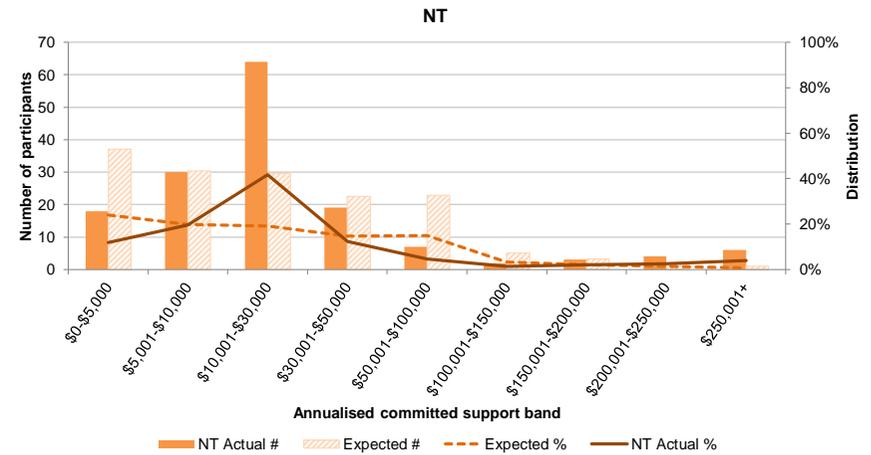
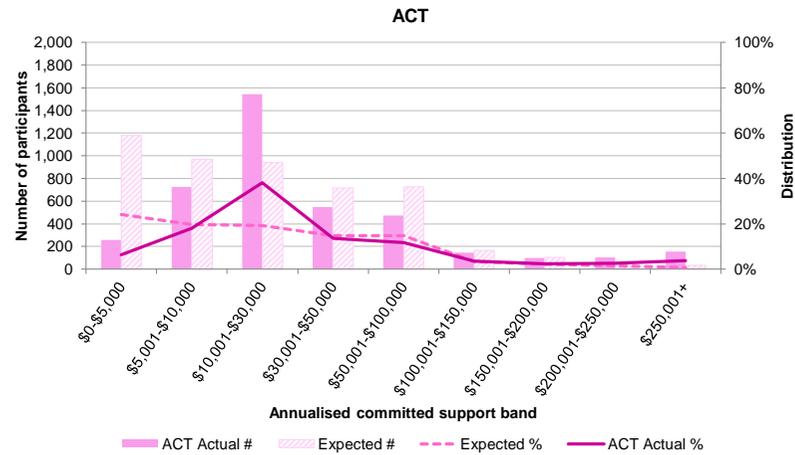
Tasmanian and South Australian trial sites. However, it is important to note that average annualised package cost is not an appropriate measure of Scheme performance when considered in isolation, and should be considered in combination with the number of Scheme participants, the distribution of packages committed to these participants, and actual payments for supports provided.

Figure 5.(a). Distribution of package costs by trial site – NSW HTR, SA, TAS and VIC trial sites¹⁰



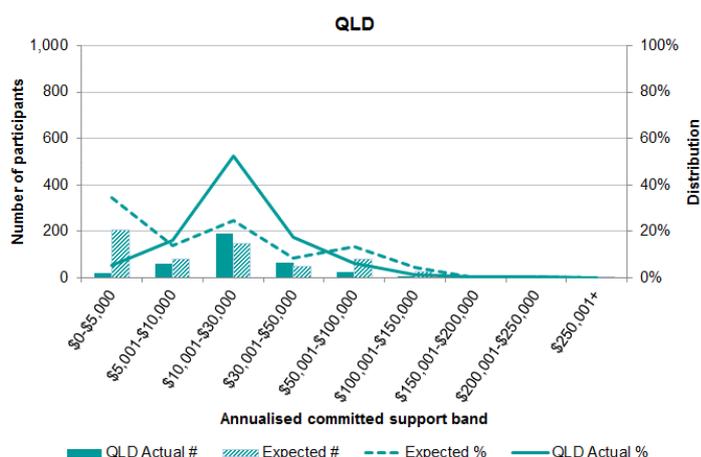
¹⁰ Note: The vertical axis for Tasmania is lower than the other States/Territories to make interpreting the chart easier.
 12th Quarterly Report to COAG Disability Reform Council
 30 June 2016

Figure 5.(b). Distribution of package costs by trial site – ACT, NT, WA and NSW NBM trial sites¹¹



¹¹ Note: The vertical axis for the Northern Territory is lower than the other States/Territories to make interpreting the chart easier.
 12th Quarterly Report to COAG Disability Reform Council
 30 June 2016

Figure 5.(c). Distribution of package costs by trial site – QLD



Payments made

67% of participants with funded supports have had at least one payment against their plan (79% of those with plans active for three months or more).¹²

Payments made for participant supports total \$91.6 million for supports provided in 2013-14 (65% of committed support¹³ in this year), \$375.7 million for supports provided during 2014-15 (74% of committed support in this year), and \$623.2 million for supports provided in 2015-16 (68% of committed support to 30 June 2016¹⁴). Note: payments to date include in-kind support reconciled off the system and adjustments for capital items committed in one financial year but provided in a different financial year. Further, work is underway on the 2015-16 in-kind off-system reconciliation.

The largest amounts overall have been paid for assistance with daily life at home, in the community, education and at work (includes supported independent Living) (\$577 million) and improved daily living skills (\$147 million). \$756 million has been paid in cash, and \$113 million has been paid in-kind (or \$334.1 million if the off-system payments are included).¹⁵

Note: there will be a lag between supports being provided and subsequently invoiced by service providers. This is particularly relevant for support provided in the most recent months.

Service providers

There are 3,519 registered service providers, of whom:

¹² Note: These percentages are will be affected by in-kind payments reconciled offline and not able to be attributed to a participant.

¹³ Committed support is the dollar amount of support that has been made available to participants in their statements of support.

¹⁴ The data for the report is at 24 June 2016. This was to facilitate the change of ICT case management systems.

¹⁵ Note: the catalogue of supports was modified on 1 August 2015. This has resulted in the changes to the categories of support. The reporting reflects this change.

- 3,402 (97%) operate in one State/Territory only.
- 1,252 (36%) are individual/sole traders and 940 (27%) are private sector companies.

These service providers have received a total of \$1.01 billion for participant supports, which is 92% of the total payments made to date. The remaining \$82 million has been paid to participants who are self-managing.¹⁶

Participant satisfaction

Of the 2,153 participants surveyed for their satisfaction, the majority are highly satisfied with the Agency, with an overall rating of 1.62 on a scale of -2 (very poor) to +2 (very good), with slightly lower levels of satisfaction in South Australia, the Australian Capital Territory, and Western Australia. The overall satisfaction rating is calculated as a weighted average of the satisfaction ratings of each participant surveyed. Participants are contacted by a member of the engagement team after their plan is agreed with their planner; not all participants choose to complete and submit their survey. The participant's responses remain anonymous to their planners.

To date there have been 83 appeals with the Administration Appeal Tribunal – 20 due to access issues (0.06% of all access requests), and 63 due to plan issues (0.21% of all active and inactive¹⁷ participants with an approved plan). Of these appeals, 58 have reached a resolution – 26 have been varied (participant won the appeal) and the other 32 have been dismissed, withdrawn or affirmed (the original decision confirmed).

¹⁶ Including the off-system payments and a small amount of funding paid directly to providers by the Agency.

¹⁷ Active participants are those who are currently eligible, are not deceased and have a client status of "Active". Inactive participants are all other participants, including participants who are now deceased or have chosen to exit the Scheme, as well as participants who have had their eligibility revoked.

1. Participant outcomes

1.1. People with disability achieve their goals for independence, social and economic participation

This section provides some descriptive information on participants in the Scheme, including their support needs. The measures specified in the COAG Integrated Performance Framework are reported where possible.

An outcomes framework has been developed and implemented. Data from participants and their families/carers are being captured at present to be able to commence reporting on scheme outcomes.

More information on the outcomes framework can be found at:

<http://www.ndis.gov.au/document/outcomes-framework-pilot>

Table 1.1.1. Information about participants with approved plans

Table 1.1.1(a). Information about participants with approved plans, split by gender and age

State / Territory	Total	Aboriginal and/or Torres Strait Islander	CALD	M	F	X
NSW (Hunter)	7,805	7.2%	1.6%	61.4%	38.5%	0.1%
SA	7,118	4.9%	5.5%	71.7%	28.3%	0.0%
TAS	1,162	9.4%	1.9%	63.6%	36.4%	0.0%
VIC	5,284	2.6%	2.3%	59.6%	40.4%	0.0%
ACT	4,098	4.1%	6.9%	61.7%	38.3%	0.1%
NT	155	94.2%	66.5%	59.4%	40.6%	0.0%
WA	2,494	5.0%	4.1%	66.1%	33.8%	0.0%
NSW (Nepean Blue Mountains)	1,804	9.0%	2.7%	70.9%	29.0%	0.1%
QLD	361	18.8%	2.5%	65.4%	34.6%	0.0%
Total	30,281	6.0%	4.0%	64.6%	35.4%	0.0%

State / Territory	0-4	5-14	15-24	25-44	45-64	65+
NSW HTR	5.9%	28.2%	14.6%	19.2%	29.7%	2.4%
SA	16.5%	81.8%	1.7%	0.0%	0.0%	0.0%
TAS	0.0%	0.0%	84.3%	15.7%	0.0%	0.0%
VIC	6.2%	30.7%	14.4%	20.3%	25.7%	2.8%
ACT	12.4%	38.7%	15.1%	9.2%	21.8%	2.8%
NT	6.5%	25.2%	6.5%	23.2%	37.4%	1.3%
WA	6.4%	34.0%	18.1%	17.8%	22.7%	1.1%
NSW NBM	21.7%	67.0%	11.3%	0.0%	0.0%	0.0%
QLD	15.2%	65.7%	15.8%	1.1%	2.2%	0.0%
Total	10.2%	44.8%	14.3%	11.9%	17.2%	1.6%

Table 1.1.1(b). Information about participants with approved plans, split by primary disability

Primary Disability	NSW HTR	SA	TAS	VIC	ACT	NT	WA	NSW NBM	QLD	Total
Autism and Related Disorders	23%	47%	31%	22%	22%	3%	32%	49%	42%	31%
Cerebral Palsy	4%	3%	6%	3%	5%	7%	5%	5%	12%	4%
Deafness/Hearing Loss	3%	3%	1%	1%	2%	5%	1%	2%	2%	2%
Developmental Delay	6%	13%	1%	8%	15%	4%	3%	13%	5%	9%
Down Syndrome	4%	2%	7%	3%	4%	2%	4%	3%	5%	4%
Global Developmental Delay	2%	8%	1%	3%	3%	3%	5%	4%	1%	4%
Intellectual Disability	17%	4%	36%	21%	12%	14%	16%	5%	18%	14%
Multiple Sclerosis	2%	0%	0%	3%	3%	1%	2%	0%	0%	1%
Psychosocial Disability	11%	0%	3%	14%	8%	4%	7%	1%	1%	7%
Other Intellectual/learning	6%	5%	7%	5%	4%	8%	5%	7%	4%	5%
Other Neurological	12%	3%	5%	10%	8%	17%	10%	4%	3%	8%
Other Physical	5%	2%	2%	4%	7%	27%	6%	2%	2%	4%
Other Sensory/Speech	5%	9%	1%	3%	7%	5%	3%	6%	5%	6%
Total	7,805	7,118	1,162	5,284	4,098	155	2,494	1,804	361	30,281

Table 1.1.1 shows the demographic information of participants with an approved plan.

Overall, 6% of participants with approved plans to date identify as Aboriginal and/or Torres Strait Islander, noting that 9% of participants do not have their Aboriginal and/or Torres Strait Islander status recorded in the system (this has improved from 11% of records being not stated at the end of March 2016). There has been an increase in the proportion of Aboriginal and/or Torres Strait Islander participants in the Scheme across all sites in the June 2016 quarter compared with the March 2016 quarter apart from in the ACT site where it has fallen slightly. The number of participants identifying as Aboriginal and/or Torres Strait Islander is largely in line with expectations, with only Tasmania and South Australia being below.

Overall 4% of participants with approved plans are classified as Culturally and Linguistically Diverse (CALD), which is below expected levels.

Participants with Autism and related disorders represent the highest proportion of approved plans overall, at 31%. The second highest proportion is represented by participants with intellectual disability (including Down syndrome and other intellectual/learning disability) at 23%. The proportions of disability vary between the States/Territories due to the difference in the site phasing. For example, in South Australia, there is a high proportion of participants with developmental and global developmental delay (21% combined) reflecting the younger age group of the cohort (0-6 year olds). In Tasmania, participants with intellectual disability (including Down syndrome and other intellectual/learning disability) represent 49% of all participants due to the 15-24 year age cohort in this site. In New South Wales (Hunter) and Victoria, the two sites established in 2013-14 and inclusive of all ages, intellectual disability and Autism and related disorders are the most prevalent primary disabilities (27% and 22% respectively across the two sites).

Table 1.1.2. Support needs for participants with approved plans by life domain

Table 1.1.2(a) Support needs for active participants with approved plans by life domain, split by State/Territory¹⁸¹⁹

State	Community, Social and Civic Participation	Daily living	Education	Employment	Health and Wellbeing	Home Living	Independence	Relationships	Total Plans
NSW HTR	1,478	7,460	41	903	1,192	752	4,865	1,217	7,601
SA	365	7,077	81	1	321	129	1,636	598	7,080
TAS	430	1,077	89	254	185	64	534	114	1,107
VIC	1,394	5,071	51	682	1,037	739	3,473	886	5,140
ACT	1,192	3,997	136	406	791	610	2,663	510	4,028
NT	19	139	0	3	46	8	107	1	147
WA	0	2,438	46	411	279	190	1,580	270	2,460
NSW NBM	236	1,792	5	31	26	49	370	28	1,797
QLD	107	352	0	4	3	14	233	14	359
Total	5,221	29,403	449	2,695	3,880	2,555	15,461	3,638	29,719

¹⁸ Note: This table includes active plans with funded supports only. There are 128 approved plans that do not contain any funded supports.

¹⁹ The support need categories in this table have been updated to align to the domains of the NDIS Outcomes Framework. Historical data has been mapped to these new categories, to enable longitudinal analyses.

Table 1.1.2(b). Support needs for active participants with approved plans by life domain, split by primary disability²⁰

Primary Disability	Community, Social and Civic Participation	Daily living	Education	Employment	Health and Wellbeing	Home Living	Independence	Relationships	Total Plans
Autism And Related Disorders	1,699	9,255	190	545	588	181	3,946	1,425	9,320
Cerebral Palsy	251	1,269	40	80	498	267	718	93	1,272
Deafness/Hearing Loss	68	656	2	35	20	20	233	20	660
Developmental Delay	101	2,696	10	31	120	32	589	118	2,705
Down Syndrome	304	1,055	29	216	243	93	614	195	1,056
Global Developmental Delay	55	1,238	17	10	80	28	363	68	1,239
Intellectual Disability	1,452	4,023	93	1,062	666	422	3,023	836	4,137
Multiple Sclerosis	20	425	0	9	196	188	324	5	425
Psychosocial Disability	845	2,058	3	306	188	243	1,940	475	2,121
Other Intellectual/learning	335	1,539	28	174	244	121	849	167	1,568
Other Neurological	308	2,254	14	162	651	595	1,614	165	2,277
Other Physical	102	1,233	10	25	292	294	736	25	1,235
Other Sensory/Speech	133	1,702	13	40	94	71	512	46	1,704
Total	5,673	29,403	449	2,695	3,880	2,555	15,461	3,638	29,719

Table 1.1.2 shows the distribution of funded support by aggregated life domain. Life domains are areas of focus for participants' goals, objectives and strategies. Committed funding may address more than one life domain. Across all of the sites, the most commonly funded life domains are Daily living, followed by Independence.

²⁰ Note: This table includes active plans with funded supports only.
12th Quarterly Report to COAG Disability Reform Council
30 June 2016

1.2. Increased mix of support options and innovative approaches to provision of support in response to assessed need

The NDIS provides a range of supports aimed at increasing participant independence, inclusion, and social & economic participation. These supports are designed to be more flexible than the previous system and allow innovation. Importantly, the supports are specific to an individual, and not provided through block grants to service providers. No specific data on services received under the previous disability system is collected and comparison is difficult due to block grants. It is envisioned that the range of supports funded by the Scheme will expand over time.

This section provides descriptive information on funded support categories, payments and registered service providers.

Table 1.2.1. Number of participant plans with each funded support category

Core	A support that enables a participant to complete activities of daily living and enables them to work towards their goals and meet their objectives.
Capacity building	A support that enables a participant to build their independence and maximise skills so as to progress towards their goals.
Capital	An investment, such as assistive technologies, equipment and home or vehicle modifications.
Existing supports	Supports entered into a participants plan prior to June 2014 when support item purpose was introduced. Reporting against this measure does not occur for plans first developed after June 2014 ²¹ .

Table 1.2.1(a). Number of participant plans with each funded support category, split by State/Territory

State	Core	Capacity Building	Capital	Existing	Total Plans
NSW HTR	5,490	7,489	2,107	2,080	7,805
SA	3,479	7,048	1,911	1,290	7,118
TAS	928	1,028	145	731	1,162
VIC	4,098	5,138	1,410	2,789	5,284
ACT	2,599	4,039	1,082	35	4,098
NT	72	144	54	1	155
WA	1,613	2,461	577	47	2,494
NSW NBM	719	1,790	233	0	1,804
QLD	213	356	48	0	361
Total	19,211	29,493	7,567	6,973	30,281

²¹ Participant plans may be extended where there is no change in circumstances. Plans first developed prior to July 2014, and subsequently extended may continue to contain supports in the “existing” category.

Table 1.2.1(b). Number of participant plans with each funded support category, split by primary disability

Primary Disability	Core	Capacity Building	Capital	Existing	Total Plans
Autism and Related Disorders	5,050	9,251	1,370	1,891	9,380
Cerebral Palsy	949	1,245	694	195	1,295
Deafness/Hearing Loss	337	609	358	162	668
Developmental Delay	908	2,708	382	422	2,737
Down Syndrome	961	1,071	131	253	1,113
Global Developmental Delay	980	1,268	778	368	1,292
Intellectual Disability	3,446	4,081	715	1,451	4,230
Multiple Sclerosis	416	419	305	135	437
Psychosocial Disability	1,706	2,081	443	573	2,129
Other Intellectual/learning	1,038	1,533	393	339	1,587
Other Neurological	2,046	2,310	1,268	682	2,437
Other Physical	592	1,241	287	257	1,252
Other Sensory/Speech	686	1,676	443	245	1,724
Total	19,115	29,493	7,567	6,973	30,281

Table 1.2.1 shows the distribution of funded support by category. Committed funding may address more than one support category. Across each of the sites, the most commonly funded support category is capacity building.

Table 1.2.2. Delivery of agreed supports²² as planned

Table 1.2.2(a). Delivery of agreed supports as planned, split by State/Territory

State	Paid (Supports provided in 2013-14)	Committed Supports expected to be provided (2013-14)	Proportion paid (2013-14)	Paid (Supports provided in 2014-15)	Committed Supports expected to be provided (2014-15)	Proportion paid (2014-15)	Paid (Supports provided in 2015-16)	Committed Supports expected to be provided (2015/16)	Proportion paid (2015/16)
NSW HTR	\$27,643,209	\$54,120,340	51%	\$89,514,018	\$186,231,333	48%	\$158,839,660	\$330,664,529	48%
SA	\$5,483,651	\$12,768,933	43%	\$29,294,048	\$51,845,457	57%	\$53,936,947	\$102,224,157	53%
TAS	\$9,743,152	\$18,243,446	53%	\$34,747,395	\$51,658,856	67%	\$43,480,465	\$64,008,179	68%
VIC	\$31,048,832	\$55,894,884	56%	\$115,886,525	\$164,526,665	70%	\$134,416,115	\$196,753,572	68%
ACT	\$0	\$0	n/a	\$13,649,465	\$28,066,305	49%	\$66,926,897	\$135,452,049	49%
NT	\$0	\$0	n/a	\$815,433	\$1,968,110	41%	\$3,359,768	\$5,252,487	64%
WA	\$0	\$0	n/a	\$8,854,562	\$21,032,205	42%	\$37,662,324	\$67,964,044	55%
NSW NBM	\$0	\$0	n/a	\$0	\$0	n/a	\$4,106,802	\$12,314,119	33%
QLD							\$38,943	\$1,068,108	4%
Total	\$73,918,843	\$141,027,602	52%	\$292,761,445	\$505,328,931	58%	\$502,767,921	\$915,701,246	55%
Total (incl. in-kind off system reconciliation and capital adjustments)	\$91,623,020	\$141,027,602	65%	\$375,716,576	\$505,328,931	74%	\$623,246,777	\$915,701,246	68%

²² Committed support is the dollar amount of support that has been made available to participants in their statements of support.

Table 1.2.2(b). Delivery of agreed supports as planned, split by primary disability

Primary Disability	Paid (2013-14)	Committed Supports (2013-14)	Proportion paid (2013-14)	Paid (2014-15)	Committed Supports (2014-15)	Proportion paid (2014-15)	Paid (Supports provided in 2015-16)	Committed Supports expected to be provided (2015/16)	Proportion paid (2015/16)
Autism And Related Disorders	\$13,253,643	\$25,681,232	52%	\$58,702,506	\$98,215,757	60%	\$108,926,784	\$193,250,190	56%
Cerebral Palsy	\$8,942,860	\$17,196,264	52%	\$27,464,961	\$45,082,860	61%	\$42,356,361	\$69,353,097	61%
Deafness/Hearing Loss	\$676,823	\$1,486,195	46%	\$2,284,935	\$4,220,700	54%	\$3,651,901	\$7,076,970	52%
Developmental Delay	\$2,422,134	\$4,504,158	54%	\$10,059,088	\$16,874,583	60%	\$19,919,907	\$33,743,580	59%
Down Syndrome	\$4,950,002	\$10,387,089	48%	\$16,144,750	\$28,050,303	58%	\$26,395,374	\$56,476,852	47%
Global Developmental Delay	\$1,058,581	\$2,412,666	44%	\$5,721,751	\$10,524,116	54%	\$11,124,911	\$20,237,684	55%
Intellectual Disability	\$20,385,329	\$35,232,777	58%	\$91,337,373	\$157,648,659	58%	\$141,314,572	\$255,471,908	55%
Multiple Sclerosis	\$1,883,648	\$3,562,328	53%	\$5,104,332	\$7,892,202	65%	\$9,635,980	\$15,009,158	64%
Psychosocial Disability	\$3,021,762	\$5,098,228	59%	\$14,634,944	\$24,268,437	60%	\$26,922,452	\$51,333,346	52%
Other Intellectual/learning	\$3,619,301	\$7,118,153	51%	\$14,120,119	\$25,985,878	54%	\$27,128,235	\$49,541,085	55%
Other Neurological	\$11,145,953	\$22,229,485	50%	\$35,495,037	\$60,700,894	58%	\$58,119,531	\$101,843,519	57%
Other Physical	\$1,706,631	\$3,969,646	43%	\$6,943,164	\$14,021,136	50%	\$15,804,629	\$28,514,018	55%
Other Sensory/Speech	\$852,178	\$2,149,380	40%	\$4,748,486	\$8,435,238	56%	\$11,430,805	\$21,642,335	53%
Total	\$73,918,843	\$141,027,603	52%	\$292,761,445	\$501,920,762	58%	\$502,767,921	\$904,402,159	56%
Total (incl. in-kind off system reconciliation and capital adjustments)	\$91,623,020	\$141,027,602	65%	\$375,716,576	\$505,328,931	74%	\$623,246,777	\$915,701,246	68%

Table 1.2.2 shows the total dollar amount paid to date compared with the estimated funds committed for supports delivered to date. Of the \$914.6m in supports committed in participant plans to be provided since the start of the 2015-16 year, to date 68% has been delivered and paid for by the Scheme. Complexity in the funding arrangements for participants and providers transitioning to the Scheme make this experience difficult to interpret. A large proportion of payments are reconciled off-

system - the 2015-16 in-kind offline reconciliation is continuing to be undertaken which means the 68% may increase. Further, there is an expected lag between when a support is provided and when payments are made.

Table 1.2.3. Proportion of participants with payments, by plan length and State/Territory

State	All Plans	Plans 3mth+	Plans <3mth
NSW_HTR	72%	82%	19%
NSW_NBM	17%	23%	8%
SA	71%	85%	7%
TAS	84%	86%	12%
VIC	83%	89%	4%
ACT	63%	69%	30%
NT	37%	42%	0%
WA	60%	76%	11%
QLD	8%	0%	8%
Total	67%	79%	13%

Table 1.2.3 shows the proportion of participants by site with funded supports that have had at least one payment against their plan, noting that payments are made within two working days of an invoice being received. For plans that have been in place for at least 3 months, 79% have had at least one payment against their plan compared with 13% for plans in place for less than three months. These proportions have decreased since last quarter. However, in-kind supports funded off-line have increased in value and number since last quarter. This results in Table 1.2.3 underestimating the proportion of plans with payments. Further, State Government funding to providers in the Nepean Blue Mountains are being reduced gradually which is likely to be impacting provider invoicing behaviour. Transition to full Scheme commenced in North Queensland on 1 April 2016, and this percentage is expected to increase over the coming months as Scheme experience increases. Overall the result highlights the lag between when supports are provided and paid.

Table 1.2.4. Proportion of plans approved within 90 days of access request

State	Jan 16 – Mar 16
NSW_HTR	60%
SA	11%
TAS	6%
VIC	10%
ACT	20%
NT	89%
WA	37%
NSW_NBM	88%
QLD	79%
Total	37%

Table 1.2.4 presents the proportion of plans approved within 90 days of an access request being submitted during the third quarter of 2015-16. This is a more appropriate measure of the time taken between access requests and plan approval than calculating average days. This is due to average days requiring censored data in the calculation. Further, some participants are found eligible and then cannot have a plan approved until the program/service provider is scheduled to phase into the Scheme. This phasing can be significantly later than when the access request was received and this will impact this result. It is also important to note that the ratio between new participants and those

entering the Scheme via a state/territory funded program can influence the results, as the information required to make a determination is not always as readily available.

Overall there was an increase in this measure from the last quarter (from 33% to 37%). NSW HTR (48% to 60%), SA (1% to 11%), VIC (4% to 10%), NT (88% to 89%), WA (30% to 37%) and NSW NBM (57% to 74%) all increased. TAS and ACT decreased from 9% to 6% and 26% to 20%. These results reflect the fact that quarter four saw the highest number of plan approvals for the year in all sites apart from TAS, ACT and the NT. TAS and NT had a low number of plan approvals for the quarter (28 and 20) so their results should be treated with caution. ACT had their highest number of plan reviews in the quarter which may have diverted resources. Transition to full Scheme commenced in North Queensland on 1 April 2016, so their results should be treated with some caution.

The Agency is continuing to work on streamlining both the planning and reviewing processes and has improved reporting for this purpose in order to improve results.

Table 1.2.5. Service provider characteristics and market profile

Footprint	Allied Health	Disability Support	Disability Equipment	Plan Management	Total
National	100	102	64	49	117
State	2,507	2,283	1,319	423	3,402
Provider Type					
Australian Private Company	557	543	500	97	940
Australian Public Company	221	240	109	107	278
Family or Other trust	161	144	123	24	236
Incorporated Entity	448	526	158	183	560
Individual/Sole Trader	1,053	749	388	29	1,252
Other Private	38	43	12	18	50
Other Public	43	48	24	11	55
Partnership	86	92	69	3	148
Total	2,607	2,385	1,383	472	3,519

Type	Providers Registered
New NDIS	3,026
Previously DSS	493

Table 1.2.5 shows the market profile and characteristics of registered service providers. 97% of registered providers operate in one State/Territory only. Individual/sole traders are the most common provider type (36%), followed by private companies (27%). The majority of registered providers are new to the NDIS (86%) – that is, they were not previously registered with DSS.

1.3. People with disability are able and supported to exercise choice

As mentioned previously, the NDIS participant & family/carer outcomes framework has been piloted and is now being implemented. This framework measures choice and control. Participants receive individual plans and flexibility in spending the money in their plans. The introduction of bundled supports from 1 July 2014 has also increased this flexibility. Further, from 1 August 2015 the catalogue of supports has been simplified further and brought into line with the participant outcomes framework. This will allow increased flexibility and innovation.

This section presents data on participants' self-management and satisfaction, and information on appeals and complaints.

Table 1.3.1. Trends in the proportion of participants using each, or a combination, of plan management options²³

State	Agency Managed	Combination	Self-Managed
NSW HTR	49%	49%	2%
SA	66%	21%	13%
TAS	50%	46%	4%
VIC	72%	27%	1%
ACT	37%	48%	15%
NT	95%	4%	1%
WA	56%	37%	7%
NSW NBM	76%	14%	10%
QLD	72%	17%	11%
Total	58%	35%	7%

Table 1.3.1 shows the distribution of plan management options being used by active²⁴ participants. 7% of plans are solely self-managed and 35% of plans use a combination of agency management and self-management. These results are consistent with last quarter.

Note: the management of the plan in this instance refers to the financial management of the plan. Participants can self-direct their supports whilst the agency manages the financial side of the plan.

Note: Whilst a participant is receiving in-kind²⁵ support, they cannot solely manage their plan.

²³ These numbers are rounded to the nearest whole percentage, and the rounded numbers may not add to 100% across plan management options due to this rounding.

²⁴ Active participants are those who are currently eligible, are not deceased and have a client status of "Active". Inactive participants are all other participants, including participants who are now deceased or have chosen to exit the Scheme, as well as participants who have had their eligibility revoked.

²⁵ "In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Table 1.3.2. Access requests made

Definitions

Closed	A participant's access to the Scheme has ceased due to death, or they have chosen to exit the Scheme.
Eligible	Prospective participant fulfils the criteria to access the NDIS.
In progress	The access request is in progress and is yet to be determined.
Ineligible	Does not fulfil the access criteria or adequate information has not been provided.
Revoked	Where the delegate of the CEO is satisfied that the person no longer meets the eligibility requirements.
Withdrawn	Prior to an eligibility determination, the prospective participant requests a withdrawal or where requested information has not been received within a reasonable period.

Table 1.3.2(a). Access requests made

State	Closed	Eligible	In progress	Ineligible	Revoked	Withdrawn	Total
NSW_HTR	212	8,099	390	1,007	35	268	10,011
NSW_NBM	2	2,010	235	116	3	25	2,391
SA	34	9,436	327	449	12	110	10,368
TAS	31	1,321	8	72	6	46	1,484
VIC	159	5,715	109	436	9	240	6,668
ACT	73	5,149	596	437	7	128	6,390
NT	1	158	14	8	2	2	185
WA	27	2,651	274	276	3	32	3,263
QLD	0	537	202	22	0	2	763
Total	539	35,076	2,155	2,823	77	853	41,523

Table 1.3.2(b) Proportions of access requests made

State	Closed	Eligible	In progress	Ineligible	Revoked	Withdrawn	Total
NSW_HTR	2.1%	80.9%	3.9%	10.1%	0.3%	2.7%	10,011
NSW_NBM	0.1%	84.1%	9.8%	4.9%	0.1%	1.0%	2,391
SA	0.3%	91.0%	3.2%	4.3%	0.1%	1.1%	10,368
TAS	2.1%	89.0%	0.5%	4.9%	0.4%	3.1%	1,484
VIC	2.4%	85.7%	1.6%	6.5%	0.1%	3.6%	6,668
ACT	1.1%	80.6%	9.3%	6.8%	0.1%	2.0%	6,390
NT	0.5%	85.4%	7.6%	4.3%	1.1%	1.1%	185
WA	0.8%	81.2%	8.4%	8.5%	0.1%	1.0%	3,263
QLD	0.0%	70.4%	26.5%	2.9%	0.0%	0.3%	763
Total	1.3%	84.5%	5.2%	6.8%	0.2%	2.1%	41,523

Table 1.3.2 shows the number and distribution of access requests made by the current status of the request. To date, 84.5% of people submitting access requests have been found eligible, and a further 5.2% are in progress. Around 6.8% of access requests have been deemed ineligible (up from 6.7% last quarter). When ineligibility due to age and residency requirements are excluded the proportion decreases to 5.6%. A further 1.3% of participants have exited the Scheme; the most common reason for this is because the individual is deceased.

Table 1.3.3. Reviews of decisions (internal)

Status	Definition
Affirmed	Original decision was maintained
Set Aside	Original decision was overturned
Pending	Review is still underway

State	Affirmed	Set aside	Pending	Outcome not recorded ²⁶	Total
NSW	40	81	27	72	220
SA	19	46	26	40	131
TAS	2	2	1	15	20
VIC	51	99	25	46	221
ACT	12	21	11	29	73
NT	0	0	0	0	0
WA	5	6	1	7	19
QLD	0	0	0	0	0
National Office	16	30	25	17	88
Total	129	255	91	209	772

Table 1.3.3 shows the number of decisions that participants, providers, or their agents have formally requested to be reviewed. Reviews can be requested for decisions on access requests (41,523) or plan decisions (53,423). Given the total number of decisions, there have been very few requests for review – 772 in total, of which 262 relate to access decisions.

²⁶ Current ICT system does not enforce the recording of a review outcome. The NDIA and the Department of Human Services (DHS) are currently implementing a new ICT system that addresses this issue.

Table 1.3.4. Total appeals by outcome with the Administrative Appeals Tribunal (AAT)

Determination	Definition
Affirmed	Participant loses appeal
Set Aside	Participant wins appeal
Pending	Appeal is still underway
Varied	Participant wins appeal
Dismissed	Appeal is dismissed
Withdrawn	Participant withdraws appeal prior to determination

State	Affirmed	Set aside	Pending	Varied	Dismissed	Withdrawn	Total
NSW	2	0	6	5	4	1	18
SA	1	0	2	3	3	5	14
TAS	0	0	0	1	0	0	1
VIC	2	2	9	13	3	6	35
ACT	0	0	7	2	1	1	11
NT	0	0	0	0	0	0	0
WA	0	0	1	2	1	0	4
QLD	0	0	0	0	0	0	0
National Office	0	0	0	0	0	0	0
Total	5	2	25	26	12	13	83

Table 1.3.4 shows that there have been 83 appeals to the Administrative Appeals Tribunal of which 25 are pending. Of these appeals, 58 have reached a resolution – 26 have been varied (participant won the appeal) and the other 32 have been set aside, dismissed, withdrawn or affirmed (the original decision confirmed).

Table 1.3.5. Appeals by Category with the AAT

State	Access Issues	Plan Issues	Total
NSW	8	10	18
SA	3	11	14
TAS	1	0	1
VIC	8	27	35
ACT	5	6	11
NT	0	0	0
WA	1	3	4
QLD	0	0	0
National Office	0	0	0
Total	26	57	83

Table 1.3.5 shows that of the appeals lodged to date, 26 were related to access issues and 57 were related to planning issues.

Table 1.3.6. Complaints by outcome

State	Closed - referred to another agency	Closed - resolved	Closed - unresolved	Open	Open - referred to another jurisdiction	Total
NSW	6	336	19	10	1	372
SA	2	177	32	6	0	217
TAS	1	37	1	4	0	43
VIC	2	263	28	8	0	301
ACT	1	87	3	5	0	96
NT	1	2	0	0	0	3
WA	2	29	2	0	1	34
QLD	0	0	0	0	0	0
National Office	11	295	14	19	3	342
Total	26	1,226	99	52	3	1,408

Table 1.3.6 shows the number of complaints submitted. In total, there have been 1,408 complaints, of which 2301 are from Victoria (21%) and 371 are from NSW-Hunter (26%). Complaints can be lodged by participants, providers, organisations and members of the general community.

Table 1.3.7. Complaint type

State	Provider	Agency	Reasonable and Necessary Supports	Other	Total
NSW	21	252	59	40	372
SA	0	184	15	18	217
TAS	0	33	3	7	43
VIC	5	215	46	35	301
ACT	3	74	7	12	96
NT	1	1	0	1	3
WA	0	25	2	7	34
QLD	0	0	0	0	0
National Office	7	267	10	58	342
Total	37	1,051	142	178	1,408

Table 1.3.7 shows the distribution of the total complaints to date by complaint type. The majority (75%) of complaints are agency related, with a further 10% relating to the amount of reasonable and necessary supports in participant plans.

Table 1.3.8(a) Participant/Carer/Family satisfaction with the Agency and life experience

(Note: Satisfaction is reported on a scale of -2 very poor to +2 very good, with 0 = neutral)

State	Participant/family/ carer satisfaction	Experience satisfaction ²⁷
NSW	1.71	1.04
SA	1.55	1.06
TAS	1.68	1.35
VIC	1.76	1.14
ACT	1.52	0.83
NT	-	-
WA	1.34	1.04
Total	1.62	1.09

Table 1.3.8(b) Participant/ Carer/ Family satisfaction with the Agency

	Very good	Good	Neutral	Poor	Very Poor	Total
NSW	74%	24%	1%	1%	0%	100%
SA	66%	27%	5%	2%	1%	100%
TAS	73%	24%	3%	0%	1%	100%
VIC	81%	16%	3%	1%	0%	100%
ACT	57%	39%	4%	0%	0%	100%
NT	-	-	-	-	-	-
WA	52%	36%	6%	2%	3%	100%
Total	69%	26%	3%	1%	1%	100%

Table 1.3.8 shows participant satisfaction with the Agency, and in particular, the planning process. Experience satisfaction measures a participant's overall satisfaction with their current life experience and outcomes. Of the 2,153 participants who have been surveyed, 95% have responded that their experience was either good or very good.

²⁷ Life Experience satisfaction is no longer collected during planning. This measure is part of the outcomes framework being base-lined in 2015-16.

2. Financial sustainability

Note: A number of measures relating to financial sustainability are addressed in the 'Report on the sustainability of the Scheme' 2015-16 4th quarterly report.

There are five categories of cost drivers which affect the financial sustainability of the Scheme – access to the Scheme, and the scope, volume, delivery, and price of NDIS-funded supports. Managing cost drivers is a key component of the insurance approach, and enables identification and handling of any cost pressures that arise.

2.1. Effective estimation and management of short-term and long term costs

Table 2.1.1 Total amount of committed supports²⁸²⁹

State	Committed costs	Proportion
NSW HTR	\$958,406,905	40%
SA	\$231,261,718	10%
TAS	\$163,416,474	7%
VIC	\$556,111,704	23%
ACT	\$269,732,581	11%
NT	\$9,411,073	0.4%
WA	\$172,827,449	7%
NSW NBM	\$34,945,726	1.5%
QLD	\$8,221,581	0.3%
Total	\$2,404,335,211	100%

Table 2.1.1 shows the total cost of committed supports for participants by site.

²⁸ Committed support is the dollar amount of support that has been made available to participants in their statements of support – their package of supports.

²⁹ This measure includes funding committed in plans of inactive and deceased participants.

Table 2.1.2. Total payments (\$, in-kind³⁰)

State	Cash	In-Kind	Total
NSW (HTR)	\$273,524,063	\$2,472,824	\$275,996,887
SA	\$82,985,531	\$5,729,115	\$88,714,645
TAS	\$74,020,391	\$13,950,621	\$87,971,012
VIC	\$193,931,780	\$87,419,693	\$281,351,472
ACT	\$79,745,429	\$830,933	\$80,576,362
NT	\$4,145,368	\$29,833	\$4,175,201
WA	\$43,979,486	\$2,537,400	\$46,516,886
NSW (NBM)	\$4,106,802	\$0	\$4,106,802
QLD	\$38,943	\$0	\$38,943
Total payments	\$756,477,792	\$112,970,418	\$869,448,210
Total (incl. in-kind offline reconciliation for 2013-14, 2014-15 and 2015-16)	\$756,477,792	\$334,108,581	\$1,090,586,373

Table 2.1.2 shows total payments to date by site. The majority of payments are from the New South Wales (HTR) and Victorian sites (64% of payments, combined). This is expected as these are the largest sites. The newer sites have made fewer payments than the 2013-14 trial sites. This is expected as they have had less Scheme experience and there is a lag between support provision and payment.

Table 2.1.3 Operating Expenses Ratio (% total costs)^{31,32}

	%
Operating expenses ratio	24.7%

Table 2.1.3 shows the operating expenses ratio. This figure has increased from 19.6% reported in the previous quarter. This increase reflects the increased operational and setup costs associated with the ramp up in preparation for the NDIS Full Scheme Launch on 1 July 2016.

³⁰ "In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

³¹ The numerator includes all operating expenses of the Agency including sector development grants but excludes participant payments. The denominator is total expenses incurred by the Agency including all grants, operating expenses and participant support.

³² Ratio based on trial balance.

Table 2.1.4 Annualised support package distributions³³

Annualised committed support band	Active participant plans	%
\$0-\$5,000	1,647	6%
\$5,001-\$10,000	4,711	16%
\$10,001-\$30,000	14,816	50%
\$30,001-\$50,000	3,545	12%
\$50,001-\$100,000	2,323	8%
\$100,001-\$150,000	801	3%
\$150,001-\$200,000	644	2%
\$200,001-\$250,000	720	2%
\$250,001+	640	2%
Total	29,847	100%

Table 2.1.4 shows that the majority of participants have annualised package costs of between \$5,001 and \$30,000 (66%) and few participants have high cost plans of over \$100,000 (9%). Of the 29,847 active³⁴ participants with approved plans, 72% have an annualised package cost of less than \$30,000. This group accounts for only 25% of annualised committed funding. Conversely, 10% of participants have an annualised package cost over \$100,000 and these participants account for 50% of total committed supports.³⁵ As expected, the bulk of committed funding is being allocated to a very small proportion of high-need participants.

Table 2.1.5 Proportion of participants with approved plans receiving support within 180 days of access request

State	Oct 15 – Dec 15
NSW HTR	74%
NSW NBM	77%
SA	5%
TAS	13%
VIC	13%
ACT	50%
NT	25%
WA	46%
QLD	34%
Total	47%

³³ This table includes participants with active plans only. The total of 29,847 is slightly lower than the 30,281 active and inactive participants with an approved plan reported elsewhere in this report.

³⁴ Active participants are those who are currently eligible, are not deceased and have a client status of "Active". Inactive participants are all other participants, including participants who are now deceased or have chosen to exit the Scheme, as well as participants who have had their eligibility revoked.

³⁵ Committed support is the dollar amount of support that has been made available to participants in their statements of support.

Table 2.1.5 shows the proportion of participants with approved plans who have received support within 180 days of submitting an access request during the 2nd quarter of 2015-16. This is a more appropriate measure of the time taken between access requests and receiving supports than calculating average days. This is due to average days requiring censored data in the calculation.

Overall, this measure has decreased since the previous quarter, from 50% to 47% with the most significant changes being in the NT (41% to 25%), SA (18% to 5%), TAS (25% to 13%) and WA (58% to 46%). This result can be impacted by a number of different factors. One factor is the current bilateral agreements between the Commonwealth government and State/Territory governments. In order to remain within bilaterally agreed numbers, the number of participants receiving plans has been slowed in some sites. Further, in-kind invoicing is affecting this measure, as not all in-kind services provided are invoiced in the system and are therefore not included in the proportions above. In-kind services invoiced offline have increased significantly this quarter.

The Agency is continuing to work on streamlining both the planning and reviewing processes and has improved reporting for this purpose in order to improve results.

Table 2.1.6. Payments to providers and participants split by support category – since 1 July 2013

Support Category	Participant	Service Provider	Total
Assistance with daily life at home, in the community, education and at work (capacity building)	\$1,367,352	\$6,193,133	\$7,560,486
Assistance with daily life at home, in the community, education and at work (includes supported independent Living)	\$35,133,042	\$541,589,788	\$576,722,831
Assistive technology	\$3,650,294	\$34,086,108	\$37,736,402
Finding and keeping a job	\$288,520	\$15,497,931	\$15,786,451
Home modifications	\$574,644	\$5,983,870	\$6,558,515
Improved daily living skills	\$22,976,000	\$123,604,723	\$146,580,723
Improved health and wellbeing	\$1,160,912	\$5,054,213	\$6,215,124
Improved learning	\$94,667	\$608,573	\$703,240
Improved life choices	\$960,837	\$24,727,031	\$25,687,868
Improved living arrangements	\$33,743	\$758,933	\$792,676
Improved relationships	\$539,556	\$4,584,296	\$5,123,851
Increased social and community participation	\$940,906	\$11,165,722	\$12,106,628
Transport to access daily activities	\$14,334,996	\$10,528,436	\$24,863,433
Vehicle modifications	\$336,581	\$2,673,401	\$3,009,982
Total	\$82,392,051	\$787,056,159	\$869,448,210
Total (incl. in-kind off system reconciliation)			\$1,090,586,373

Table 2.1.6 shows total payments (cash & in-kind³⁶) expenditure split by support category. Support categories are groupings of similar supports. A single plan may have funding over many support clusters. Payees can include participants who are self-managing or providers who invoice against a plan. The majority of payments are made to providers (92%). The total payments made have increased from approximately \$709 million in the previous quarter (\$885 million including the in-kind off system reconciliation) to over \$869 million excluding the in-kind off system reconciliation, and \$1.09 billion when this reconciliation is included.

A new catalogue has been introduced for supports funded by the NDIS (from 1 August 2015), to support the move to full scheme and encourage outcome-focussed support provision. The categories in the table contain the categories used in the new support catalogue. Historical payments have update to correspond to the new support catalogue.

³⁶ "In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Table 2.1.7. Average and median costs of individual support packages³⁷

State	Average annualised committed	Median annualised committed
NSW HTR	\$43,400	\$19,593
SA	\$17,742	\$13,601
TAS	\$58,744	\$31,211
VIC	\$35,655	\$18,008
ACT	\$47,992	\$20,082
NT	\$39,894	\$15,402
WA	\$51,276	\$23,558
NSW NBM	\$19,231	\$13,704
QLD	\$24,983	\$17,498
Total	\$36,049	\$16,940

Table 2.1.7 shows the average annualised plan amount and the median annualised plan amount, by site.

Table 2.1.8. Value of and number of active approved packages by participant group – since 1 July 2013³⁸

Primary Disability	Number	Committed costs ³⁹	Average annualised cost
Autism and Related Disorders	9,346	\$476,231,539	\$26,475
Cerebral Palsy	1,277	\$187,706,189	\$64,583
Deafness/Hearing Loss	665	\$18,203,752	\$13,246
Developmental Delay	2,709	\$83,308,323	\$15,509
Down Syndrome	1,056	\$144,711,082	\$60,147
Global Developmental Delay	1,241	\$48,515,087	\$19,692
Intellectual Disability	4,165	\$718,570,984	\$65,304
Multiple Sclerosis	425	\$36,867,735	\$44,007
Psychosocial Disability	2,139	\$147,626,415	\$36,491
Other Intellectual/learning	1,576	\$130,599,641	\$37,442
Other Neurological	2,295	\$278,185,912	\$54,207
Other Physical	1,245	\$68,822,350	\$28,918
Other Sensory/Speech	1,708	\$50,278,945	\$16,929
Total	29,847	\$2,389,627,954	\$36,049

Table 2.1.8 shows the number of active participants⁴⁰ who have approved plans, the total cost committed in these plans and the average annualised cost of the plans, split by primary disability group. The average annualised costs by primary disability group will be affected by the underlying

³⁷ Note: Average and median annualised costs exclude participants from the Stockton and Kanangra large residential centres in NSW and Colanda large residence in VIC.

³⁸ Note: Average annualised cost excludes participants from the Stockton and Kanangra large residential centres in NSW and Colanda large residence in VIC.

³⁹ Excluding in-kind support reconciled offline

⁴⁰ Note: Active participants are those who are currently eligible, are not deceased and have a client status of "Active". Inactive participants are all other participants, including participants who are now deceased or have chosen to exit the Scheme, as well as participants who have had their eligibility revoked.

age distributions of each group. The overall average annualised plan amount to date is \$36,000⁴¹ excluding the Stockton, Colanda and Kanangra large residences, or \$39,000 when the Stockton, Colanda and Kanangra large residences are included.

Note: annualising plan values adds uncertainty to estimates. Further, average annualised package cost is not an appropriate measure of Scheme performance when considered in isolation from other metrics. It is important to consider the number of Scheme participants, the distribution of packages committed to these participants, and actual payments for supports provided. All of these factors contribute to the overall cost. The phasing of participants also influences plan costs by site.

Table 2.1.9. Number of participants receiving supports paid for with cash and/or in-kind⁴² supports by State/Territory

State	Cash	In-kind	Cash & In-kind	Total
NSW HTR	5,997	26	628	6,651
SA	4,350	17	1,563	5,930
TAS	612	3	411	1,026
VIC	1,925	127	2,792	4,844
ACT	2,837	26	395	3,258
NT	72	2	11	85
WA	1,300	6	548	1,854
NSW NBM	1,197	0	0	1,197
QLD	58	0	0	58
Total	18,348	207	6,348	24,903

Table 2.1.9 shows that almost all participant plans that have had at least one invoice are receiving cash payments (74%) or a combination of cash payments and in-kind supports (25%) against their plans. Note: This measure does not include participants who have received supports, but their service provider is yet to invoice for the support provided. Further, this measure excludes in-kind payments made off-system.

Table 2.1.10. Ratio of cash to in-kind services by State/Territory

State	Cash Services	In-kind Services
NSW_HTR	99%	1%
NSW_NBM	100%	0%
SA	96%	4%
TAS	96%	4%
VIC	89%	11%
ACT	99%	1%
NT	98%	2%
WA	97%	3%
QLD	100%	0%
Total	95%	5%

⁴¹ Note: the bilateral agreements for the 2015-16 year indicate that the average participant cost is approximately \$38,600.

⁴² "In-kind" supports are existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Table 2.1.10 shows the distribution of payments made for services funded through cash and in-kind arrangements by site. Victoria has the highest percentage of in-kind payments at 38%, while South Australia has the lowest at 9%. Note: Nepean Blue Mountains and Queensland are yet to fund any services through in-kind arrangements and figures exclude in-kind off system reconciliation.

Table 2.1.11. Participant numbers

Note – the results expressed in the following tables are also contained in Table 1.1.1 as percentages.

Table 2.1.11(a). Participant numbers, split by gender, CALD and Aboriginal and/or Torres Strait Islander status

State / Territory	Total	Aboriginal and/or Torres Strait Islander	CALD	M	F	X
NSW HTR	7,805	565	122	4,792	3,008	5
SA	7,118	348	395	5,103	2,015	0
TAS	1,162	109	22	739	423	0
VIC	5,284	138	124	3,148	2,135	1
ACT	4,098	170	281	2,527	1,568	3
NT	155	146	103	92	63	0
WA	2,494	124	102	1,649	844	1
NSW NBM	1,804	163	48	1,279	524	1
QLD	361	68	9	236	125	0
Total	30,281	1,831	1,206	19,565	10,705	11

Table 2.1.11(b). Participant numbers, split by age and site

State / Territory	0-4	5-14	15-24	25-44	45-64	65+	Total
NSW HTR	463	2,198	1,136	1,500	2,321	187	7,805
SA	1,173	5,826	119	0	0	0	7,118
TAS	0	0	980	182	0	0	1,162
VIC	325	1,620	762	1,071	1,359	147	5,284
ACT	509	1,585	619	379	893	113	4,098
NT	10	39	10	36	58	2	155
WA	159	848	452	443	565	27	2,494
NSW NBM	392	1,208	204	0	0	0	1,804
QLD	55	237	57	4	8	0	361
Total	3,031	13,324	4,282	3,611	5,196	476	30,281

Table 2.1.11(c). Participant numbers, split by primary disability

Primary Disability	NSW HTR	SA	TAS	VIC	ACT	NT	WA	NSW NBM	QLD	Total
Autism and Related Disorders	1,769	3,366	361	1,164	884	5	801	878	152	9,380
Cerebral Palsy	321	245	73	174	197	11	136	93	42	1,292
Deafness/Hearing Loss	234	178	9	73	93	7	30	38	6	668
Developmental Delay	456	922	8	423	605	6	64	236	17	2,737
Down Syndrome	306	172	78	174	154	3	109	55	18	1,069
Global Developmental Delay	180	582	10	159	128	5	118	65	5	1,252
Intellectual Disability	1,312	311	418	1,089	511	22	404	98	65	4,230
Multiple Sclerosis	138	0	1	138	104	1	55	0	0	437
Psychosocial Disability	875	11	31	721	324	6	182	19	4	2,173
Other Intellectual/learning	432	340	78	272	184	13	134	118	16	1,587
Other Neurological	957	201	58	540	328	26	251	66	10	2,437
Other Physical	411	142	22	206	287	42	138	38	9	1,295
Other Sensory/Speech	414	648	15	151	299	8	72	100	17	1,724
Total	7,805	7,118	1,162	5,284	4,098	155	2,494	1,804	361	30,281

Table 2.1.12. Total number of plans developed

State	Total plans developed
NSW_HTR	14,590
NSW_NBM	1,833
SA	11,912
TAS	2,851
VIC	12,403
ACT	5,572
NT	211
WA	3,690
QLD	361
Total	53,423

Table 2.1.12 shows the total number of plans completed. This includes 15,992 second plans, 6,671 third plans, 454 fourth plans, and 25 fifth plans. 434 participants with approved plans have since left the Scheme via participant-initiated request, death or Agency-initiated eligibility revocation.

Table 2.1.13. Number of plans with single supports

State	Single items	Ratio
NSW_HTR	1,084	14%
SA	2,250	32%
TAS	187	16%
VIC	606	12%
ACT	692	17%
NT	19	12%
WA	253	10%
NSW NBM	274	15%
QLD	66	18%
Total	5,431	19%

Table 2.1.13 shows the number of approved plans that only contain a single type of support. Overall, 19% of approved plans only contain a single type of support, up from 15% last quarter. South Australia has 2,250 of these plans, which make up 32% of all approved plans in South Australia.

2.2. Benefits are realised from targeted investment strategies in enhanced disability support

Of the 29,847 active participants with approved plans, 58% were found eligible for the Scheme because they met the disability requirements (section 24 of the NDIS Act), and 41% of participants met the early intervention requirements (section 25 of the NDIS Act). Younger participants are more likely to meet the early intervention requirements which aim to improve, stabilise or lessen the impact of the person's impairment on their functional capacity.

The NDIS Outcomes Framework will be used to monitor participant outcomes and benefit realisation. The Outcomes Framework is currently being baselined, and reporting will commence at the end of 2015-16.

3. Community inclusion

3.1. People with disability are able to access support from mainstream services

As mentioned previously, the Agency is has developed an outcomes framework to systematically measure outcomes across participants and families/carers. This section presents data on participants' use of mainstream services. Mainstream services are those supports provided by other public systems including health, education, housing and justice. Further work is required to link NDIS participant data to administrative data from mainstream services to understand both the baseline and changes over time.

Table 3.1.1. Proportion of participants accessing mainstream services

State	Participants accessing mainstream services	Proportion accessing mainstream services
NSW HTR	7,040	92%
SA	6,732	95%
TAS	848	74%
VIC	4,928	96%
ACT	3,827	95%
NT	136	89%
WA	2,117	86%
NSW NBM	1,746	97%
QLD	336	93%
Total	27,710	93%

Table 3.1.1 shows the proportion of participants with an approved plan accessing mainstream supports. This measure has increased from 92% to 93% in the last quarter.

Table 3.1.2. Support categories with mainstream services

Support categories	NSW HTR	SA	TAS	VIC	ACT	NT	WA	NSW NBM	QLD	Total
Self-care	4,140	780	217	2,797	841	71	580	632	122	10,180
Education	2,520	5,802	379	1,842	1,545	37	876	1,236	277	14,514
General Tasks and Demands	1,303	992	68	1,015	568	15	282	132	20	4,395
Community and social life	1,018	2,255	158	1,017	921	23	298	350	54	6,094
Community - Social and Civic	1,294	1,356	208	1,543	1,883	27	723	740	99	7,873
Mobility	329	184	40	637	130	8	93	18	14	1,453
Carer/Family Support	378	683	38	391	260	13	139	268	36	2,206
Employment	348	8	163	363	180	3	236	7	9	1,317
Domestic Life	495	87	45	537	193	34	498	27	18	1,934
Communication	210	297	41	137	133	1	38	26	12	895
Interpersonal Relationships	204	102	32	144	71		53	13	14	633
Learning and Knowledge	97	206	30	118	106	2	50	18	17	644
Total	7,040	6,732	848	4,928	3,827	136	2,117	1,746	336	27,710

Table 3.1.2 shows the most common mainstream supports are education and self-care, with 14,514 and 10,180 utilised respectively by participants with approved plans⁴³. 27,710 active, approved plans contain mainstream supports (93%)

⁴³ Participants may be accessing more than one mainstream service, and hence the overall total is not the sum of the services across the support categories.

3.2. Effectiveness of Local Area Coordinators (LAC) community capacity building activities

Table 3.2.1. Community awareness activities undertaken within the period by LACs

State/Territory	Community awareness activity
NSW HTR	<p>During the period January – March 2016 Hunter Trial Site Engagement and Local Area Coordinator Teams conducted the following activities:</p> <ul style="list-style-type: none"> • Mental Health Community of Practice Forums • Provider forums/workshops • Interagency meetings • Mainstream Interface operational working groups • ADE presentation – first Plan presentation at NSW ombudsman Office in June • Central Coast Disability Network • Central Coast Interagency meeting • FACS meeting • ADHC Staff meetings / delivered by Hunter New England Partners • Ability Links Meeting • Gosford and Wyong Council meeting ADHC Staff meeting • Hunter New England / FAC's Interagency meeting
SA	<ul style="list-style-type: none"> • Coordinators ran Interpreter Workshops for approximately 40 interpreters across South Australia with the aim of upskilling Interpreters in the terminology used by the NDIS in particular with regards to the Participant Readiness. Input also from the Interpreters was sought on how to make resources culturally appropriate • Information, Linkages & Capacity Building Consultations were undertaken in South Australia with participants and providers. Demand for these workshops were high and two service provider workshops were conducted and supported by regional coordinators. • Coordinators participated in the 'Positives Future Forum' – sponsored by the City of Playford – disability, training and employment options for young people. NDIS hosted an information booth to raise community awareness of the NDIS in these communities. • Coordinators in regional areas met regularly with local services and attended community network meetings to increase awareness of the Scheme. • Co-ordinators participated in the Pt Augusta, Department of Employment - Jobs fair for Services Providers and People with disability accessing support to participate in employment. NDIS hosted an information booth to raise community awareness of the NDIS across the region. • Coordinators attended Expo's at two special schools across Adelaide, presenting information about the NDIS and the transition to post school options. Each presentation was followed by a Q&A session and were attended by families of students with a disability. • Coordinators undertook two regional visits to Mt Gambier and Pt. Lincoln. Four NDIS information sessions were conducted for Carers, Service Providers, Special Education schools and the broader community in these locations

State/Territory	Community awareness activity
	<ul style="list-style-type: none"> • Two Information sessions were held with approximately 45 staff working in the Child Protection sector who are directly supporting children with disabilities to assist them in supporting people to access the NDIS and prepare for planning. • Coordinators undertook a range of community awareness and capacity building activities with mainstream services across South Australia including the Mental Health and Carer Service Provider, National Disability Advocacy Funding services, Youth Justice and Child Protection
TAS	<ul style="list-style-type: none"> • 42 community awareness activities across Tasmania including presentations at the <i>Beyond the School Gate</i> sessions with the National Disability Coordination Officers. • As the 1 July 2016 new cohort is 12-14 year old children – LACs held information sessions at schools for potential participants, their families and education staff. • A range of awareness raising activities occurred with specific organisations such as the NABS – National Auslan Booking Scheme, NMAT – Neuro Muscular Alliance Tasmania, and a range of Mental Health organisations. • Discussions to raise awareness were been held with mainstream services including Centrelink, Tasmanian Child Protection, local council and accommodation shelters
VIC	<ul style="list-style-type: none"> • Barwon Valley info evening • Wyndham access and inclusion expo • Vic Serv conference • NDIS housing show case • NDS readiness Ballarat • ILC consultations • Karingal hub opening • Sydney housing conference
ACT	<ul style="list-style-type: none"> • Attended local Child Youth and Family Gateway network meeting to provide NDIS information to Engagement Officers and Regional Network Coordinators – meetings held monthly. • Stallholder at the annual open day ACT Pegasus Riding for the Disabled School • Stallholder at the West Belconnen Kids Carnival • Participated and Co-Chaired two local NDIS Mental Health Transition Forums on ‘Implementing Your NDIS Plan’ and ‘Working Collaboratively in the NDIS’. Both forums attended by up to 60 local community and clinical practitioners. • Presented at the Youth Coalition Forum titled ‘Mental Health, NDIS, and Early Intervention for Young People’. • Participated and Paediatric Forum delivering NDIS presentation and facilitating NDIS stall

State/Territory	Community awareness activity
NT	<ul style="list-style-type: none"> • Ongoing participation in local community meetings and events to continue to build awareness of the NDIS throughout the Barkly region, for example supporting the Utopia Homelands Healthy Living day on 9 June 2016. • Ongoing participation in the monthly Barkly Regional Coordination meetings, convened by the Office of the Northern Territory Chief Minister. • Hosting of the regular Barkly trial site Local Advisory Group meeting. The Local Advisory Group operated during most of the period of the trial as a key forum to support community consultation and engagement about the Barkly trial and the NDIS.
WA	<p>The trial site currently offers a range of regular ongoing information sessions or workshops to various stakeholders. These include:</p> <ul style="list-style-type: none"> • Pre-planning information and discussion sessions - weekly (participants and families with initial or second plans) • Plan implementation sessions - fortnightly (participants and families with newly approved plans) • Self-management sessions - fortnightly (participants and families who want to learn more about full or part self-management) • Community information sessions - monthly (everyone welcome who wants to learn more about the NDIS and Perth Hills trial site) • Parent and student information sessions - fortnightly (for over 270 families involved in the transition from school to work project) • Provider information sessions - fortnightly (providers exploring various topics and raising queries). • The Perth Hills trial site hosts the National Disability Services (NDS) sector interest group in conjunction with the WA Association for Mental Health (WAAMH) – six weekly. <p>In addition:</p> <ul style="list-style-type: none"> • Bi-monthly news updates are provided to all stakeholders with links to national newsletters. • Participants and families are advised of recreation, workshops and events that may be of interest. • Celebrations are held for Naidoc and Harmony week and other key trial site anniversaries. • Engagement staff are part of networks with other agencies in the area including the Midland Leadership Group, Strong Families, local shire disability advisory groups, Disability Employment Service (Centrelink chaired group), ADE network group. Through these networks, information about the NDIS is shared and contacts made to encourage people to access the scheme. • Regular meeting with local child protection agency and subsidiaries also continues, resulting in good working relations and seamless work with mutual participants. • Visits to GP practices to meet with clinical teams to explain the NDIS has become a regular activity – meeting with on average one per week. • Community presentations as requested, for example WA Deaf Society groups, Continence Conference, Early Childhood Intervention Australia.
NSW NBM	<ul style="list-style-type: none"> • Community Connectors employed through Uniting completed their contract with NDIA on 30 June 2016. In the final quarter of their work, no community activities were undertaken.

State/Territory	Community awareness activity
	<ul style="list-style-type: none"> • The responsibility for these moved to the Agency to deliver community awareness for Full Scheme. These attracted over 2000 attendees in the months of April to June • Sessions have focused on the bilateral agreement and the priority transition for NSW Government funded participants in 2016/17. • Explaining the access process for NEW and Commonwealth funded participants in 2016/17 and 2017/18 and the need for prioritisation of the relatively small number of opportunities for entry to the Scheme in those years. • Explaining the difference in access and planning processes between Trial, Transition and Full Scheme. • Meeting and Presentation to members of NSW Multicultural Disability Advocacy Association to reach out to CaLD Communities in the regions • Presenting and meeting attendees at Aboriginal Gatherings such as ‘Serious Conversation’ day at Macquarie University and “Connecting the Dots” in South West Sydney to increase confidence in the NDIS with local Aboriginal Communities. • Local provider interagency/forums to ensure consistent messaging and to broaden the Agency’s reach into the community through their clients and networks.

3.3. Effectiveness of LAC community capacity building activities

Table 3.3.1. Community capacity building activities undertaken by LACs within the period

State/Territory	Community capacity building activity
NSW HTR	<ul style="list-style-type: none"> • Monthly capacity building provider workshops in the delivery of Coordination of Supports to increase capacity and capability in the sector for the provision of Support Connection and Support Coordination to participants – each month has a different focus, • One-on-one assistance for potential NDIS participants to complete access Request Forms. • Collaboration with Aboriginal Affairs in working together with providers to increase the market. • Outreach to Mental Health facilities, coaching and supporting clinicians and individuals to make application to the scheme.
SA	<ul style="list-style-type: none"> • “Getting Plan Ready” sessions were delivered to support families to think about goals and planning meetings at the NDIS. Seven sessions were delivered to people in metropolitan and regional areas. – Six sessions were delivered to people in metropolitan and regional areas. • “Make your Child’s NDIS plan work for them” workshops were offered to support families to implement their plan and engage with Mainstream and Community supports. Nineteen workshops were delivered to people in metropolitan and regional areas. Individual phone and face to face sessions were offered in regional areas to help people to access the information.

State/Territory	Community capacity building activity
	<ul style="list-style-type: none"> • Coordinators in regional areas participated in community capacity building activities focussing on supporting communities to develop opportunities for increased inclusion of children with disabilities in mainstream and community activities including school holiday programs. • “Accessing the NDIS” - Six sessions were organised in a variety of metropolitan locations to assist existing State Government participants to access the NDIS. • Coordinators from the Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara Women's Council, working in the Anangu Pitjantjatjara Yankunytjatjara Lands (APY Lands), undertook community awareness activities in communities on the APY Lands. • Coordinator shared information about the NDIS with the ‘School Attendance Officers’ from most communities on the APY Lands at their training day. School Attendance Officers are key people in communities who work alongside families and thus the training session about the NDIS built communities capacity to engage with the NDIS. • Coordinators meet with the Paediatric Team that visits the APY Lands explaining the NDIS, access process and ‘evidence of disability’ information required. On- going communication between the Early Intervention Health Nurses and Coordinators occurs concerning the access process. • Coordinators from Tullawon Health Service, working in Yalata, have worked with the Yalata and Oak Valley communities, School Attendance Officers Community members, Aboriginal health workers and Tullawon Health to build community capacity and support children with disability to access the NDIS. • Work directly with Aboriginal communities and families in Port Augusta, Riverland, Adelaide and surrounding areas has been undertaken by coordinators working with the First Peoples Disability Network, to increase awareness of the NDIS, build community capacity and directly support families of children with a disability to access the NDIS. • Coordinators developed relationships with mainstream and community services such as child care, schools, recreational organisations, user led community groups and health services to support these services to build capacity and consider increased opportunities to deliver inclusive programs. • Continuing to work with potential and existing providers (particularly those who can offer support coordination services) in metropolitan, rural and remote areas to build options for participants to have help to set up supports in their plans. • Focus in regional areas on connecting with families who need help to access the NDIS, with a particular focus during this period was on assisting vulnerable participants to access the NDIS. • Coordinators facilitated the SA Youth Advisory Group for young people aged 12-24 years. This group is working with the NDIA to designing posters and videos and language to engage young people with a disability. • Regular Education, Early Childhood, Child protection and Health interface meetings held to build community capacity, escalate interface issues and provide NDIS ready resources to support these sectors. • Remote Service provider forum – National forum held in Adelaide to consult and build understanding with key remote service providers. • Coordinators worked with Carers Support services in SA to present information to carer peer networks and interagency meetings in regional areas as well as attending Carer workshops and roundtables and build understanding of the NDIS. • Coordinators continued to build capacity of the disability sector, including undertaking a series of information session on the SA NDIS Market position Statement, and presenting information at both the Disability Sector Forum and the Disability Brokerage Forum for over 200 service providers currently funded by SA Government.

State/Territory	Community capacity building activity
TAS	<ul style="list-style-type: none"> • 39 sessions community capacity building activities were held, with a range of focuses including service level agreements, peer support, and the School Leaver Employment Supports. <ul style="list-style-type: none"> ○ Activities held were with groups and with individuals, including participants, families and service providers.
VIC	<ul style="list-style-type: none"> • Support Coordination forum • Provider education session on new system • Vic health consultation • DSO education • Carers Vic sessions x 5 • Neighbourhood houses conference • Disability Housing policy • Barwon area mental health services planning
ACT	<p> ivered 7 Pre-planning workshops with 27 attendees ivered 6 Managing Your Plan workshops with 55 attendees ivered 1 Community Conversations session with 6 attendees ivered 2 NDIS Information sessions with 16 attendees ived individual support to over 50 participants to assist with implementation, managing plans, linking and connecting to providers and mainstream services. oing partnership, meeting weekly with local Indigenous Youth Corporation Gugan-Gulwan to facilitate Access and Planning for Indigenous participants menced a fortnightly drop-in session at the ACT Child Development Service to provide information and education on NDIS ivered two Pre-planning workshops at the hospitals to educate and train acute support staff about the NDIS ivered NDIS Information Sessions to staff, parents and students at various ACT Schools (CIT Bruce, Copland College, Daramalan College) ntinuing to support local schools with a number of NDIS Information sessions held with families to support completion of Access Forms ivered Provider Information session on PRODA, MyPlace in June (Braddon Office, Belconnen and Woden) with over 300 Providers attending </p>
NT	<ul style="list-style-type: none"> • Continuing development of a Sector Development Fund project to support the development and trial of a locally focussed community based Remote Disability Worker training programme. The training programme will be targeted at Indigenous people in remote communities in the Barkly to support the implementation of the NDIS in remote communities. • The trial site is working the Ali Curung community and Barkly Regional Council to support a project to rejuvenate the local Respite Centre, and potentially use that facility as a future hub to support people with disability and others, including as a future hub for increased social participation.

State/Territory	Community capacity building activity
WA	<p>Outreach - An outreach strategy has been implemented to ensure that all eligible people living in the trial site area who have not previously been connected to disability services learn about the NDIS and how to access the scheme. This includes people from Aboriginal and CaLD backgrounds, people with psychosocial disability who require follow up to complete access, and people who are vulnerable and itinerant. Around eight to ten participants per week enter the NDIS through this strategy. An Aboriginal and Torres Strait Islander reference group comprising mainly Aboriginal staff from mainstream and mental health agencies who have local connections assists the trial site to engage with Aboriginal people.</p> <p>People living in Psychiatric Hostels – Up to 135 people with psychosocial disability who are currently residing in five psychiatric hostels are being assisted to enter the scheme. The project is supported by a collaboration of organisations working in the mental health sector. The collaboration assists the trial site to engage with potential participants, determine access and develop and implement NDIS plans. Almost two-thirds of potential participants have accessed the NDIS to date and are now being supported to develop and implement their plans. Plan focus on capacity building to learn how to manage plan funding, access new community activities and gain independence at home.</p> <p>Transition from School to Work - A transition initiative is being implemented in 2016/17 for all participants who are students in Years 10 to 13 and who want to prepare for work and undertake out of school work experience or casual work. A total of 150 hours of work preparation support is being included in student NDIS plans. Collaboration with schools ensures the initiative complements mainstream transition to work initiatives. Providers are being trained and mentored by NDS to adopt a customised employment approach and to work with all young people who register interest, regardless of ability. This initiative complements project work being undertaken in ACT and Tasmania and will help inform full Scheme rollout. Funds have been approved to evaluate this project.</p> <p>While most capacity building partnerships funded through CICD were completed in June 2016, four partnerships are continuing for several more months.</p> <ul style="list-style-type: none"> • DADAA – Introducing the NDIS to people with mental health (psycho social) issues who are living in psychiatric hostels through art making activities. • ILC - Australia-wide assistive technology website. • E-QUAL - Assisting people with intellectual disability to develop and implement leadership skills. • Peedac – Assistance provided to Aboriginal people who want help to engage with the NDIS access, planning and implementation processes.
NSW NBM	<p>The focus of the Community Connectors during the final quarter of their work was to ensure that potential participants were assisted to:</p> <ul style="list-style-type: none"> • Submit an Access Request (11), to prepare for their planning conversation (45) and most importantly to implement their plan (334). • Utilise existing community based organisations to link to community services (72)

State/Territory	Community capacity building activity
	<ul style="list-style-type: none"><li data-bbox="414 256 1167 284">• Linking with mainstream/community services in the region (184).

Appendix 1
Measures documented in Level 2
Performance Reporting Framework not
included in this report

For reasons detailed in Appendix 3, not all measures documented in the Intergovernmental Agreement were able to be reported on for 2015/16 Q4. These are listed below:

1. People with disability lead lives of their choice

- Proportion of plans requiring early review (%)
- Planning and goal setting completed on time (%)
- Trends in proportion of participants using different approaches to decision supports
- Carer satisfaction with agency

2. NDIS is a financially sustainable, insurance-based Scheme

- Growth in future commitments
- Management of prudential risk
- Provision of supports
- Average cost of supports per assessor
- Current and future funding resources
- Current expenditure compared to projections
- Projected expenditure compared to projected revenue
- Long term cost trends (population, price and wage growth)
- Average client lifetime cost of support
- Number of Tier 2 supports with LAC funding and purpose of funding
- Average cost of internal reviews
- Average cost of appeals
- Proportion of participants with reduced needs after intervention supports

3. People with disability are included in their community

- Community capacity building activities undertaken by funded NGOs within the period

Note: A number of measures relating to financial sustainability will be addressed in the Summary Financial Sustainability Report.

Appendix 2

Accessible tables for Agency performance overview graphs

Table 1. Access requests lodged by month⁴⁴

Table 1(a): Financial year 2013/2014

State/Territory	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
NSW_HTR	391	298	310	306	168	160	176	240	422	172	262	232
SA	171	168	185	186	162	101	149	137	194	195	320	414
TAS	105	120	85	89	113	69	60	53	47	49	80	56
VIC	430	593	494	298	203	201	203	263	473	282	286	206
ACT												
NT												
WA												
NSW_NBM												
QLD												
National	1,097	1,179	1,074	879	646	531	588	693	1,136	698	948	908

⁴⁴ Note: There are 374 access requests for which a date of receipt has not been recorded. Consequently they are not included in the tables below.

Table 1(b): Financial year 2014/2015

State/Territory	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
NSW_HTR	237	202	200	185	173	246	148	262	300	195	320	314
SA	461	427	364	311	318	251	223	304	281	294	299	434
TAS	46	22	28	21	11	16	13	18	25	25	31	22
VIC	171	224	127	156	132	153	102	107	131	90	131	121
ACT	91	54	91	210	203	329	165	195	251	326	303	245
NT	14	20	12	6	5	0	2	3	3	3	3	8
WA	33	94	83	139	179	176	121	190	184	113	180	145
NSW_NBM	0	0	0	0	0	0	0	0	0	0	0	0
QLD	0	0	0	0	0	0	0	0	0	0	0	0
National	1,053	1,043	905	1,028	1,021	1,171	774	1,079	1,175	1,046	1,267	1,289

Table 1(c): Financial year 2015/2016

State/Territory	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
NSW_HTR	196	252	372	367	378	295	252	332	324	365	480	555
SA	383	366	354	335	271	223	213	273	357	595	621	243
TAS	16	22	31	25	41	33	33	19	23	24	31	10
VIC	111	104	94	151	105	112	89	134	135	98	132	71
ACT	269	233	282	371	312	257	339	321	342	270	402	545
NT	7	15	13	3	4	10	3	17	17	12	4	3
WA	116	109	123	97	126	135	125	107	116	90	245	261
NSW_NBM	42	109	333	314	169	138	94	157	186	168	332	350
QLD	0	0	0	0	0	0	0	18	75	128	198	337
National	1,140	1,210	1,602	1,663	1,406	1,203	1,148	1,378	1,575	1,750	2,445	2,375

Table 2 First approved plans by month that the plan was first approved

Table 2(a):Financial year 2013/2014

State/Territory	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
NSW HTR	4	127	142	146	160	164	162	315	494	154	165	225
SA	6	67	76	75	111	146	103	156	222	107	142	140
TAS	24	61	66	59	60	78	55	96	84	50	68	84
VIC	20	169	200	163	215	213	235	473	403	138	367	303
ACT												
NT												
WA												
NSW NBM												
QLD												
National	54	424	484	443	546	601	555	1,040	1,203	449	742	752

Table 2(b):Financial year 2014/2015

State/Territory	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
NSW HTR	144	121	120	149	114	110	85	140	325	298	348	391
SA	166	150	167	208	210	184	167	238	370	341	449	653
TAS	18	21	14	18	10	16	10	15	17	14	9	12
VIC	205	112	91	190	93	115	134	58	118	132	126	113
ACT	8	18	73	100	103	129	82	145	249	71	178	268
NT	0	10	21	4	6	1	2	1	3	2	2	9
WA	0	4	97	64	148	187	51	100	278	65	85	118
NSW NBM												
QLD												
National	541	436	583	733	684	742	531	697	1,360	923	1,197	1,564

Table 2(c):Financial year 2015/2016

State/Territory	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
NSW HTR	131	123	188	211	231	316	177	226	303	254	332	710
SA	179	252	146	51	25	40	37	147	294	348	374	571
TAS	9	16	19	12	21	29	20	31	18	14	7	7
VIC	96	84	115	61	30	20	16	27	29	94	171	155
ACT	133	193	421	250	257	267	98	154	231	181	225	264
NT	9	0	30	1	2	14	1	7	10	19	1	0
WA	106	67	90	98	64	94	38	56	75	90	182	337
NSW NBM	0	0	51	104	132	201	158	227	211	183	199	338
QLD										61	147	153
National	663	735	1,060	788	762	981	545	875	1,171	1,244	1,638	2,535

Table 3. Types of mainstream supports accessed in participants plans

Support categories	Total	NSW	SA	TAS	VIC	ACT	NT	WA	NSW NBM	QLD
Total	27,710	7,040	6,732	848	4,928	3,827	136	2,117	1,746	336
Education	52%	36%	86%	45%	37%	40%	27%	41%	71%	82%
Self-care	37%	59%	12%	26%	57%	22%	52%	27%	36%	36%
Community and social life	22%	14%	33%	19%	21%	24%	17%	14%	20%	16%
General Tasks and Demands	16%	19%	15%	8%	21%	15%	11%	13%	8%	6%
Other	50%	40%	37%	58%	60%	64%	53%	65%	58%	52%

Table 4. Committed supports expected to be provided by month of support provision (\$millions)

Table 4(a): Financial year 2013/2014

State/Territory	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
NSW (Hunter)	\$0.2	\$1.0	\$2.3	\$2.3	\$2.6	\$3.0	\$3.4	\$4.8	\$7.3	\$8.3	\$9.2	\$9.7
SA	\$0.1	\$0.2	\$0.4	\$0.5	\$0.7	\$0.9	\$1.1	\$1.4	\$1.7	\$1.6	\$2.0	\$2.1
TAS	\$0.1	\$0.4	\$0.7	\$1.0	\$1.2	\$1.4	\$1.7	\$1.8	\$2.3	\$2.4	\$2.7	\$2.7
VIC	\$0.3	\$0.9	\$2.1	\$2.5	\$3.3	\$4.4	\$5.0	\$5.3	\$6.7	\$6.4	\$9.6	\$9.3
ACT												
NT												
WA												
NSW (Nepean Blue Mountains)												
QLD												
National	\$0.8	\$2.5	\$5.4	\$6.2	\$7.8	\$9.8	\$11.2	\$13.2	\$18.0	\$18.7	\$23.5	\$23.9

Table 4(b):Financial year 2014/2015

State/Territory	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
NSW (Hunter)	\$11.3	\$12.1	\$12.6	\$13.1	\$13.6	\$14.6	\$15.1	\$15.3	\$18.5	\$19.1	\$20.5	\$20.5
SA	\$2.4	\$2.6	\$2.9	\$3.4	\$3.6	\$4.0	\$4.5	\$4.3	\$5.5	\$5.4	\$6.4	\$6.8
TAS	\$3.8	\$3.9	\$3.9	\$4.2	\$4.1	\$4.4	\$4.5	\$4.2	\$4.7	\$4.5	\$4.8	\$4.7
VIC	\$11.5	\$11.0	\$11.2	\$13.8	\$13.9	\$14.4	\$14.5	\$13.0	\$14.6	\$14.6	\$14.7	\$14.6
ACT	\$0.0	\$0.2	\$0.6	\$1.1	\$1.5	\$2.0	\$2.3	\$2.6	\$3.5	\$4.2	\$4.8	\$5.3
NT	\$0.0	\$0.0	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2	\$0.3
WA	\$0.0	\$0.1	\$0.3	\$0.6	\$1.2	\$1.9	\$1.9	\$1.9	\$2.9	\$3.0	\$3.4	\$3.6
NSW (Nepean Blue Mountains)												
QLD												
National	\$28.9	\$29.9	\$31.6	\$36.3	\$38.0	\$41.5	\$42.8	\$41.4	\$49.9	\$51.0	\$54.8	\$55.8

Table 4(c):Financial year 2015/2016

State/Territory	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
NSW (Hunter)	\$22.3	\$23.7	\$23.7	\$25.2	\$25.8	\$27.5	\$28.3	\$28.1	\$30.9	\$30.4	\$32.1	\$32.7
SA	\$7.2	\$7.7	\$7.7	\$8.1	\$7.9	\$8.1	\$8.1	\$7.7	\$8.6	\$8.7	\$9.4	\$9.8
TAS	\$4.9	\$5.2	\$5.0	\$5.2	\$5.2	\$5.6	\$5.5	\$5.3	\$5.6	\$5.4	\$5.6	\$5.4
VIC	\$15.2	\$15.8	\$15.6	\$16.0	\$15.6	\$16.3	\$16.0	\$15.1	\$16.2	\$15.8	\$16.8	\$16.5
ACT	\$6.3	\$7.2	\$8.3	\$10.0	\$10.0	\$11.7	\$12.2	\$11.9	\$13.8	\$13.7	\$15.1	\$15.4
NT	\$0.3	\$0.3	\$0.5	\$0.4	\$0.4	\$0.5	\$0.5	\$0.4	\$0.5	\$0.5	\$0.5	\$0.5
WA	\$4.1	\$4.2	\$4.4	\$4.8	\$5.0	\$5.4	\$5.3	\$5.2	\$5.9	\$6.0	\$6.8	\$8.7
NSW (Nepean Blue Mountains)	\$0.0	\$0.0	\$0.1	\$0.2	\$0.6	\$0.8	\$1.0	\$1.2	\$1.6	\$1.9	\$2.2	\$2.7
QLD										\$0.1	\$0.3	\$0.6
National	\$60.4	\$64.0	\$65.2	\$70.0	\$70.6	\$75.9	\$76.8	\$75.0	\$83.1	\$82.4	\$88.8	\$92.2

Table 5(a). Distribution of package costs by sites – NSW HTR, SA, TAS, VIC

	NSW HTR	NSW HTR	SA	SA	TAS	TAS	VIC	VIC
Annualised committed support band	Actual	Exp.	Actual	Exp.	Actual	Exp.	Actual	Exp.
\$0-\$5,000	504	2,384	182	3,782	128	418	5,150	5,736
\$5,001-\$10,000	914	1,958	1,591	1,396	71	202	395	1,381
\$10,001-\$30,000	3,261	1,903	4,600	2,699	352	290	782	1,134
\$30,001-\$50,000	1,049	1,454	492	870	221	96	2,446	1,102
\$50,001-\$100,000	703	1,467	171	1,531	195	103	611	842
\$100,001-\$150,000	313	330	35	433	62	111	421	850
\$150,001-\$200,000	265	208	8	0	36	0	142	191
\$200,001-\$250,000	395	134	4	0	26	25	155	121
\$250,001+	233	65	1	0	48	0	91	78
Total	7,637	7,637	7,084	10,712	1,139	1,245	10,193	11,434

Table 5(b): Distribution of package costs by sites – ACT, NT, WA , NSW NBM and QLD

	ACT	ACT	NT	NT	WA	WA	NSW NBM	NSW NBM	QLD	QLD
Annualised committed support band	Actual	Exp.	Actual	Exp.	Actual	Exp.	Actual	Exp.	Actual	Exp.
\$0-\$5,000	259	1,177	18	37	97	802	45	701	19	207
\$5,001-\$10,000	727	967	30	30	267	658	270	270	59	83
\$10,001-	1,541	940	64	30	1,093	640	1,270	498	189	148
\$30,001-	546	718	19	23	405	489	139	161	63	50
\$50,001-	471	725	7	23	266	493	66	268	23	81
\$100,001-	144	163	2	5	89	111	9	95	5	28
\$150,001-	99	103	3	3	75	70	2	0	1	1
\$200,001-	102	66	4	2	96	45	0	6	2	2
\$250,001+	156	32	6	1	87	22	2	0	0	0
Total	4,045	4,890	153	154	2,475	3,330	1,803	2,000	361	600

Appendix 3
Definition of measures reported in
Quarterly Report to the COAG Disability
Reform Council

1. Participant outcomes

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
1.1.1.	Information about participants with approved plans	Summary of demographics for participants, defined as people eligible for funding as per the Act, who have had or currently have an approved plan for funding in place.	Yes
1.1.2.	Support needs for participants	For participants, identifies the life domains which supports are being funded to address identified need. Note: Approved funding may address more than one life domain.	Yes
n/a	Proportion of participants achieving their life goals as specified in their plan	The outcome of a review of a participant's goals. Goals refer to the overarching, personal goals of participants.	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
n/a	Proportion of participants achieving their plan goals (total)	The outcome of a review of a participant's plan objectives (plan goals). Plan objectives refer to the identified aims within a plan, for which funding is allocated to support the achievement.	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
n/a	Proportion of participants achieving their plan goals in one or more specific domains	The outcome of review of a participant's plan objectives (plan goals), with identification of the aggregated life domain the objective was related to.	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
n/a	Planning and goal setting completed on time (%)	Reports the proportion of plan reviews that are completed on or before the previous plan's scheduled end date.	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
n/a	Plans requiring early review (%)	Reports the proportion of plans that were, or are due to be, reviewed less than 12 months after the plan commenced	No- an appropriate measure is required to be developed. There is also insufficient Scheme development for this

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
			measure to be meaningful.

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
n/a	Active Participants (Tier 2 and Tier 3)	On plan review, number of participants who change the way funding is utilised to support their needs.	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
n/a	Availability of provider services (%)	Proportion of identified support needs that have at least one registered provider servicing the residential area of the participant.	No. Data is not currently available for this measure.
1.2.1.	Funded support purpose	Support purposes for which supports have been funded. Note: A single plan can contain funding in multiple support purposes.	Yes
n/a	Proportion of participants with support packages within expected ranges (reference +/- x %)	Delegations are determined by the instrument of Delegation. This measure reports the delegation required to approve committed plans	No. Data is not currently available for this measure
1.2.2.	Delivery of agreed supports as planned	Proportion of funds committed for supports delivered to date that have been invoiced.	Yes
1.2.3.	Proportion of participants with invoiced support	Proportion of participants with funded supports in support category that have had at least one payment.	Yes
n/a	Trends in proportion of participants using different approaches to decision supports	At plan review, proportion of participants who choose to change the way their plan is managed	No - insufficient Scheme development for any plan reviews. Reporting to commence following finalisation of outcomes framework.
1.3.1.	Trends in proportion of participants using each, or a combination, of plan management options	Split of plan management options being used by active participants.	Yes

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
1.3.2	Access requests accepted for funding	Number of eligible access requests that have established plans for funding.	Yes
1.3.3.	Reviews of decisions	Number of decisions that have been formally requested to be reviewed. Outcome of reviews are classified as: Affirmed = original decision was maintained; Set Aside = original decision was overturned Pending = review is still underway	Yes
1.3.4.	Total appeals by outcome with the Administration Appeal Tribunal	Number of appeals submitted to the AAT. Outcome of reviews are classified as: Affirmed = participant loses appeal; Set Aside = participant wins appeal Pending = appeal is still underway Varied = participant wins appeal Dismissed = appeal is dismissed Withdrawn = participant withdraws appeal	Yes
1.3.5.	Appeals by Category with the Administration Appeal Tribunal	Number of appeals submitted.	Yes

2. Financial sustainability

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
n/a	Management of prudential risk	Reports liabilities and assets of the Agency	No - Work on an <i>Insurances Principles and Financial Sustainability Manual</i> is underway. This document sets out a prudential governance framework.
2.1.6.	Payments to providers and participants, split by support category	Payments against plans, split by support type and payee.	Yes

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
2.1.7.	Average and median costs of individual support packages	Reports average and median annualised committed funds in each site	Yes
2.1.8.	Value of and number of active approved packages by participant group	Number of plans with approved funding, the total costs committed in those plans, and the average annualised cost of the plans.	Yes
2.1.9.	Number of participants receiving supports paid for with cash and/or in-kind supports	Number of participants who have had payments against plans. This does not represent total expenditure	Yes
2.1.10.	Ratio of cash to in-kind services by participant group	Ratio of supports paid for through cash or in-kind arrangements	Yes
n/a	Average cost of supports per assessor	Average value of funds committed in plans per planner	No - insufficient Scheme experience for informed adjustment to actuarial model
2.1.11.	Tier 3 participant numbers, and people supported by Tier 2	Reports number of people accessing Tier 3 supports.	Partial - system for capturing Tier 2 activities was not implemented for 2013-14
2.1.12.	Total number of plans developed	Total number of plans that have been developed and approved. This measure includes plans that have now been superseded.	Yes
2.1.13.	Number of plans with single supports	Number of plans approved that only contain a single type of support	Yes
n/a	Current and future funding resources	Current annualised costs of approved plans, and the un-annualised committed value of plans	No - Projections will be provided in the annual financial sustainability report.
n/a	Current expenditure compared to projections	Actual expenditure compared to actuarial projections	No - Projections will be provided in the annual financial sustainability report.
n/a	Projected expenditure compared to projected revenue	Comparison of projected expenditure to projected revenue	No - Projections will be provided in the annual financial sustainability report.
n/a	Long term cost trends (population, price and wage growth)	Monitors long term economic assumptions	No - Projections will be provided in the annual

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
			financial sustainability report.
n/a	Average client lifetime cost of support	Average actuarial estimate of individual participants' future cost liabilities.	No - insufficient Scheme experience for informed adjustment to actuarial model
n/a	Number of Tier 2 supports with LAC funding and purpose of funding	Number of supports with Tier 2 funding. Note: This is not the same as number of participants - supports are not necessarily attached to individuals	No - system for capturing Tier 2 activities was not implemented for 2013-14
n/a	Average cost of internal reviews	Average cost of administering internal reviews)	No - system is not in place for capturing internal review costs
n/a	Average cost of appeals	Average cost of administering appeals	No - system is not in place for capturing appeal costs for 2013-14
n/a	Proportion of participants with reduced needs after intervention supports	Reports growth in annual committed costs for participants who have had early intervention supports as part of the previous plans.	No - Analysis of participant's who have received second plans will be included in the financial sustainability report. This analysis will become more meaningful as the Scheme progresses.
n/a	Proportion of participants with early intervention supports	Proportion of currently approved plans with non-zero supports that have supports identified as early intervention supports - included to reduce long term need for lifetime supports	No. The data item previously being used to report this measure was reviewed and deemed not meaningful. Work is underway to better report against this measure.
n/a	Total cost of Investment in research and innovation (including the sector development fund)	Costs for investment into research and innovation which includes the sector development fund.	No- The relevant grants (sector development fund) have been transferred to the Department of Social Services.

3. Community Inclusion

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
3.1.1	Proportion of participants accessing mainstream services	Proportion of participants with active approved funded supports who are also	Yes

Measure as indicated in Integrated Performance Framework	Title	Brief Description	Included in 2015-16 Q3 report?
		accessing mainstream supports	
3.1.2	Support categories with mainstream services	Number of mainstream services, by support category	Yes
3.2.1	Community awareness activities undertaken within the period	Reports community awareness activities undertaken by LACs	Yes
3.3.1	Community capacity building activities undertaken by LACs within the period	Reports community capacity building activities undertaken by LACs	Yes
n/a	Community capacity building activities undertaken by funded NGOs within the period	Reports funding provided to Non-Government Organisations to undertake community capacity building activities.	No – Difficult to measure with accuracy. Further work is being conducted to ensure reporting on this is possible.