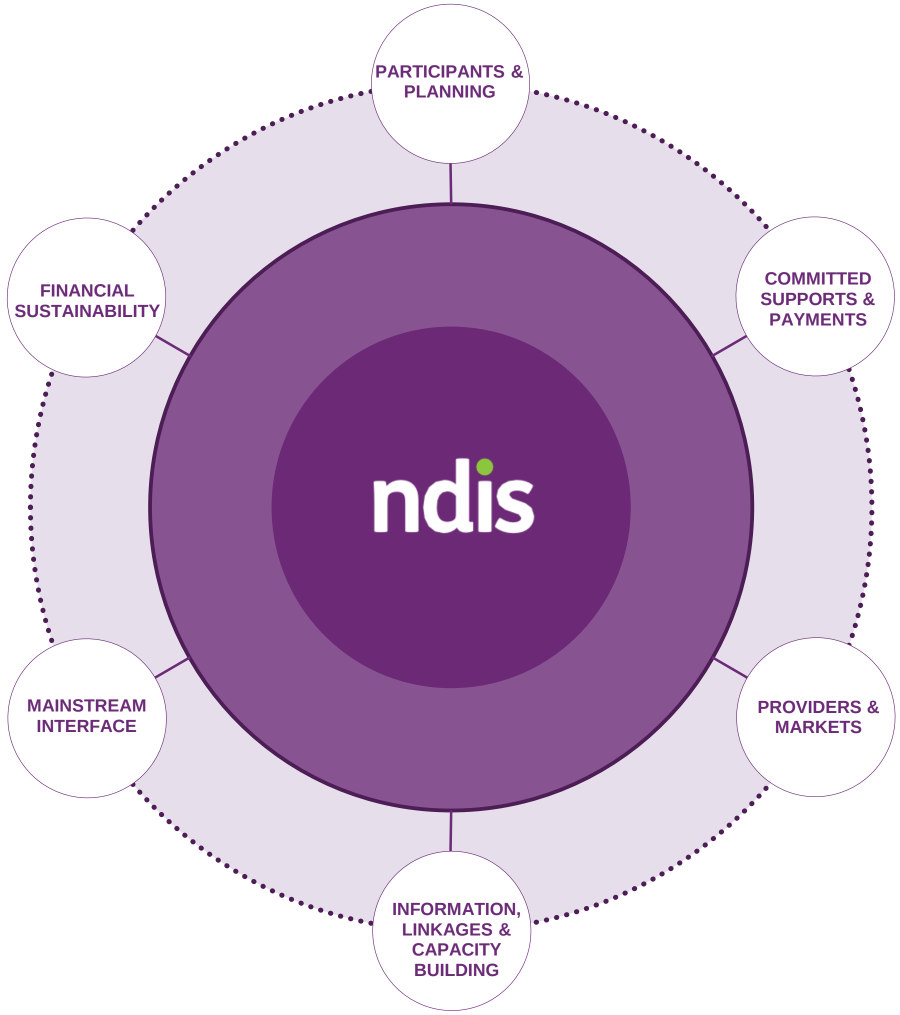
COAG

Disability Reform Council
Quarterly Performance Report

South Australia - 30 September 2018

Overview

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



Summary

Participants and Planning

2,268 additional participants with plans this quarter.

As at 30 September 2018, plans approved and ECEI referrals represent:
• 72% of bilateral estimate met since the commencement of transition
(1 July 2016 - 30 September 2018)
• 76% of scheme to date bilateral estimate met
(1 July 2013 - 30 September 2018)

Participant satisfaction remains high with 80% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$506.0 million has been paid to providers and participants:
• $5.9m in 2013-14,
• $30.9m in 2014-15,
• $65.1m in 2015-16,
• $106.3m in 2016-17,
• $214.0m in 2017-18,
• $83.7m in 2018-19 to date.

Overall,
• 54% of committed supports were utilised in 2013-14,
• 61% in 2014-15,
• 61% in 2015-16,
• 56% in 2016-17,
• 58% in 2017-18.
The 2017-18 and 2018-19 experience is still emerging.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Providers and Markets

The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018.

The NQSC uses a 'National approach' to approve providers and thus, when a provider that has been approved in NSW or SA is verified by the NQSC, it automatically becomes an approved provider in both states. This is the main reason for the increase in approved providers in SA this quarter.

There were 3,103 approved providers as at 30 September 2018, a 58% increase for the quarter.

29% of approved providers were active in South Australia at 30 September 2018, and 71% were yet to have evidence of activity.

Mainstream Interface

89% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

PART 1

Participants and Planning

The NDIS in South Australia continues to grow with 2,268 additional participants with approved plans this quarter.

Summary

The NDIS is fully operational and available in all areas of South Australia.

Key Statistics

2,472

ACCESS DECISIONS IN 2018-19 Q1

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

2,268

INITIAL PLANS APPROVED IN 2018-19 Q1

OF THE 2,268 INITIAL PLANS APPROVED THIS QUARTER, 98 WERE PREVIOUSLY CONFIRMED AS ECEI AT 2017-18 Q4

45

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2018-19 Q1

72%

OF BILATERAL ESTIMATE MET SINCE THE COMMENCEMENT OF TRANSITION (1 JULY 2016 - 30 SEPTEMBER 2018)

76%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 SEPTEMBER 2018)

Quarterly Intake

2018-19 Q1

Of the 1,559 participants deemed 'eligible' this quarter 60% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

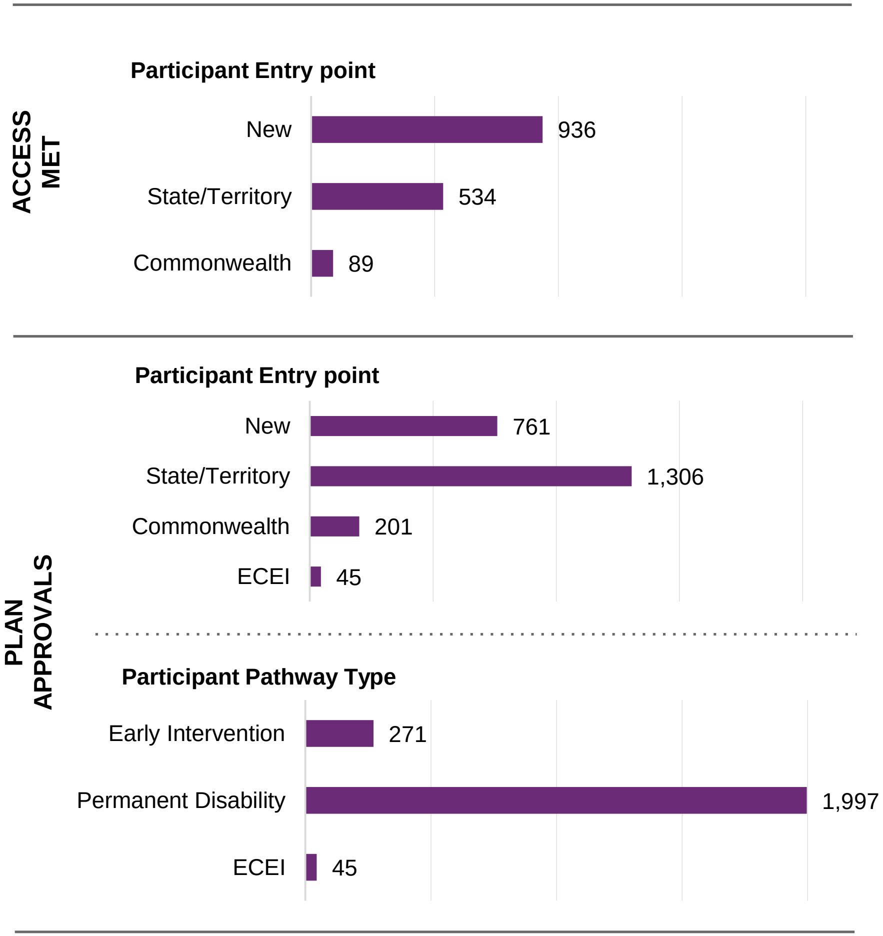
Of the 2,268 plan approvals this quarter, 58% had transitioned from an existing State/Territory program, 88% entered with a permanent disability and 98 were previously confirmed as ECEI at 2017-18 Q4.

2,472 access decisions

1,559 access met

2,268 plan approvals (excluding ECEI)

45 ECEI



Quarterly Intake Detail

Plan approvals as at 30 September 2018

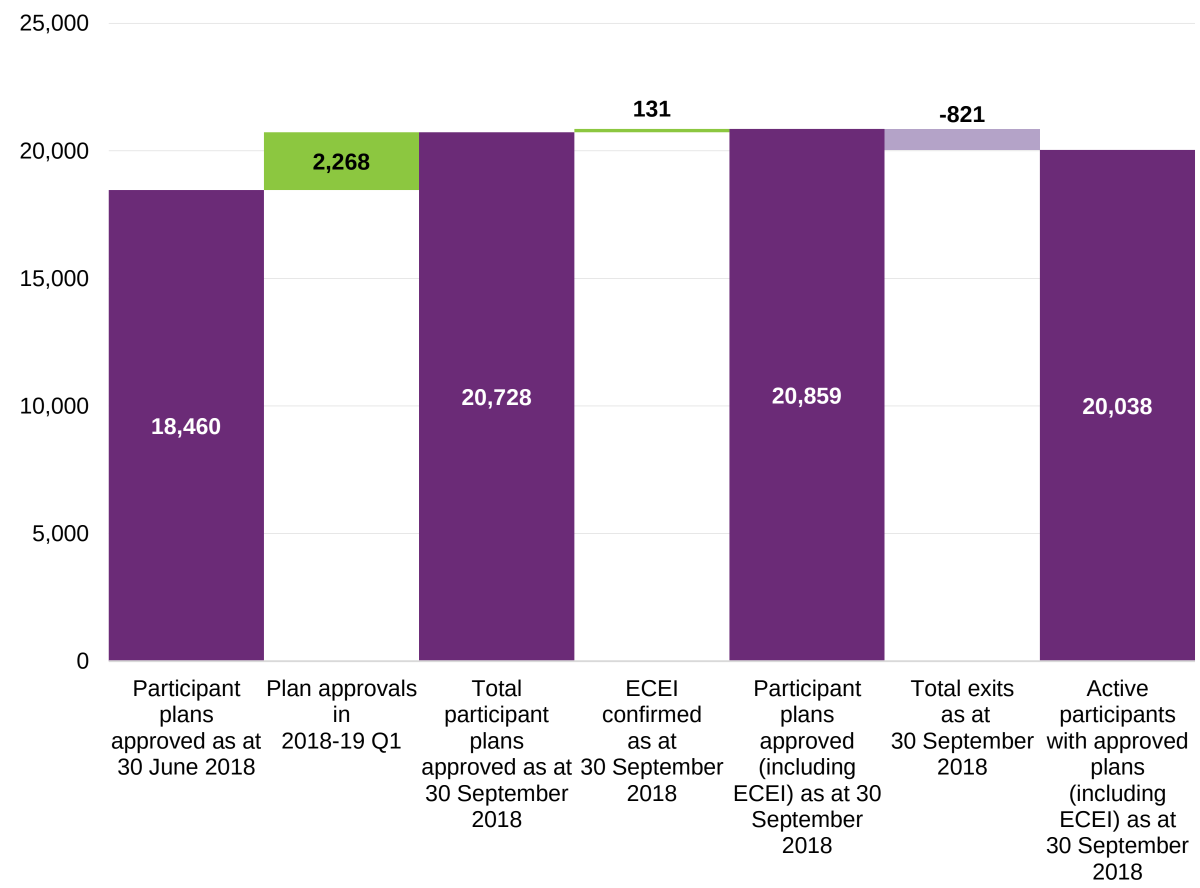
Plan approval numbers have increased from 18,460 at the end of 2017-18 Q4 to 20,728 by the end of 2018-19 Q1, an increase of 2,268 approvals.

As at 30 September 2018 there were 131 children with a confirmed ECEI referral bringing the total number to 20,859. Overall, 821 participants with approved plans have exited the Scheme.

Of the 131 children with a confirmed ECEI referral as at 30 September 2018, 86 were previously confirmed as ECEI at 30 June 2018 and an additional 45 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 4,054 plan reviews. This figure relates to all participants who have entered the Scheme.

Change in plan approvals between 30 June 2018 and 30 September 2018



Cumulative Position

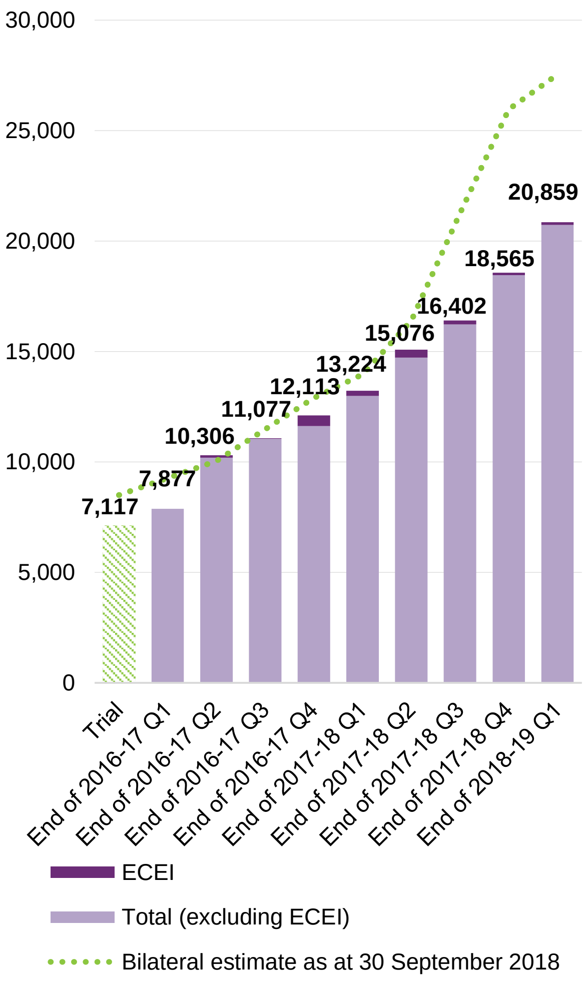
Plan approvals as at 30 Sep 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 20,859 (including 131 children supported through the ECEI gateway). Of these, 9,083 transitioned from an existing State/Territory program and 1,477 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 32,583 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

Cumulative plan approvals compared with bilateral estimate



72%

of bilateral estimate met since the commencement of transition (1 July 2016 - 30 September 2018)

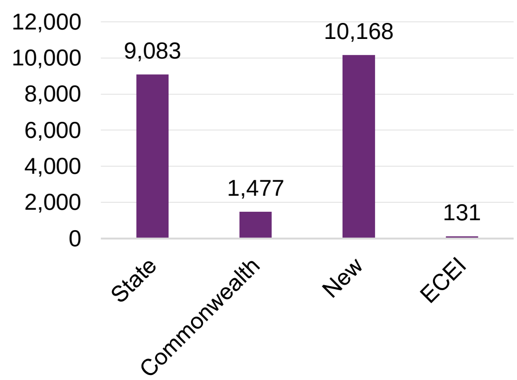
76%

of scheme to date bilateral estimate met (1 July 2013 - 30 September 2018)

20,728

plan approvals to date; 20,859 including ECEI confirmed

Plan approvals by participant referral pathway



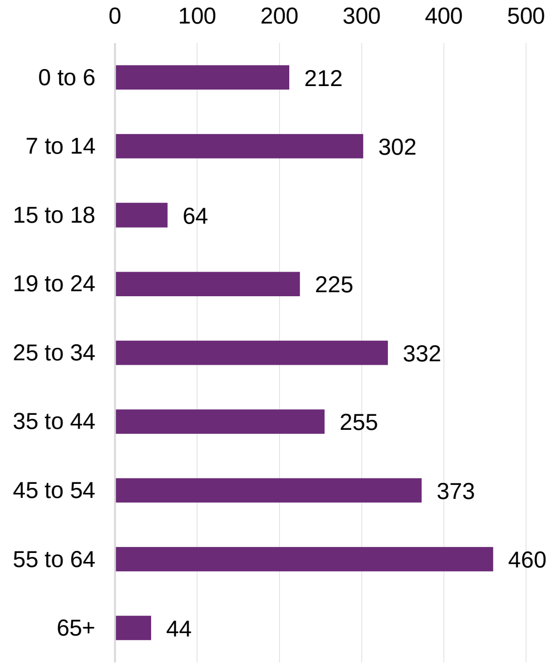
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.

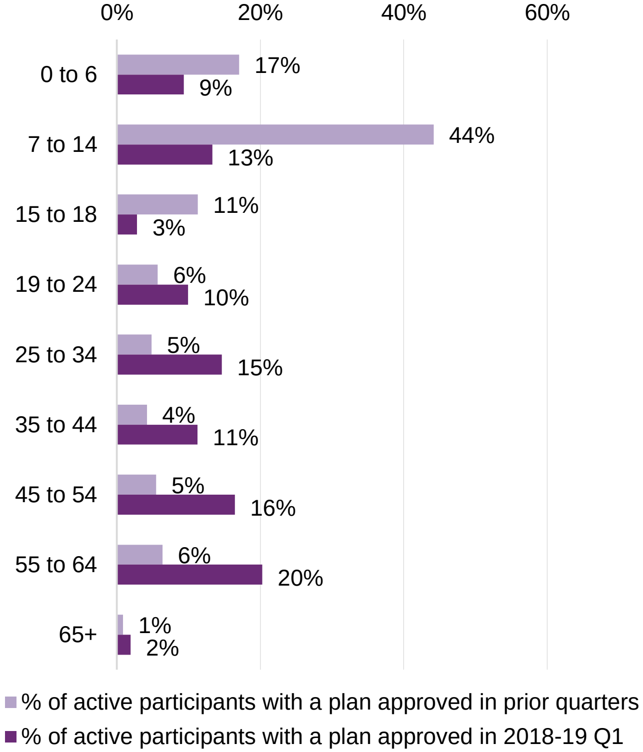
Around 25% of participants entering in this quarter are aged between 0 and 18 years, compared to 73% in prior quarters.

75% of participants entering in 2018-19 Q1 are adults, compared to 27% in prior quarters.

Active participants with a plan approved in 2018-19 Q1 by age group



% of active participants with a plan approved by age group



Note 1: Due to the aged based phasing which commenced with children in SA, there are a low number of participants aged 19 and over who entered the Scheme in prior quarters.

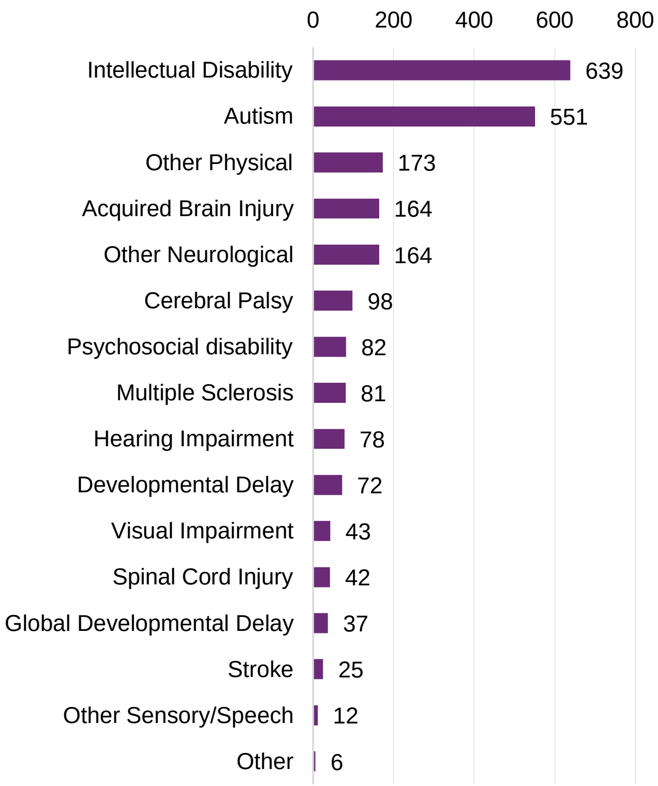
Note 2: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

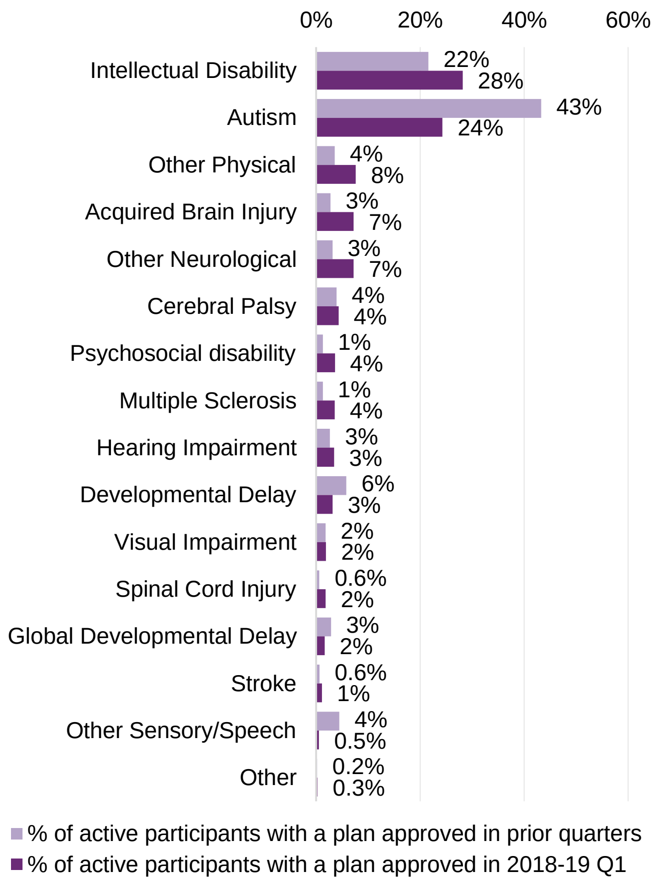
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.

Of the participants entering in 2018-19 Q1, 28% have a primary disability group of Intellectual Disability and 24% have a primary disability group of Autism.

Active participants with a plan approved in 2018-19 Q1 by disability group



% of active participants with a plan approved by disability group



Note 1: Of the 639 active participants identified as having an intellectual disability, 68 (11%), have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

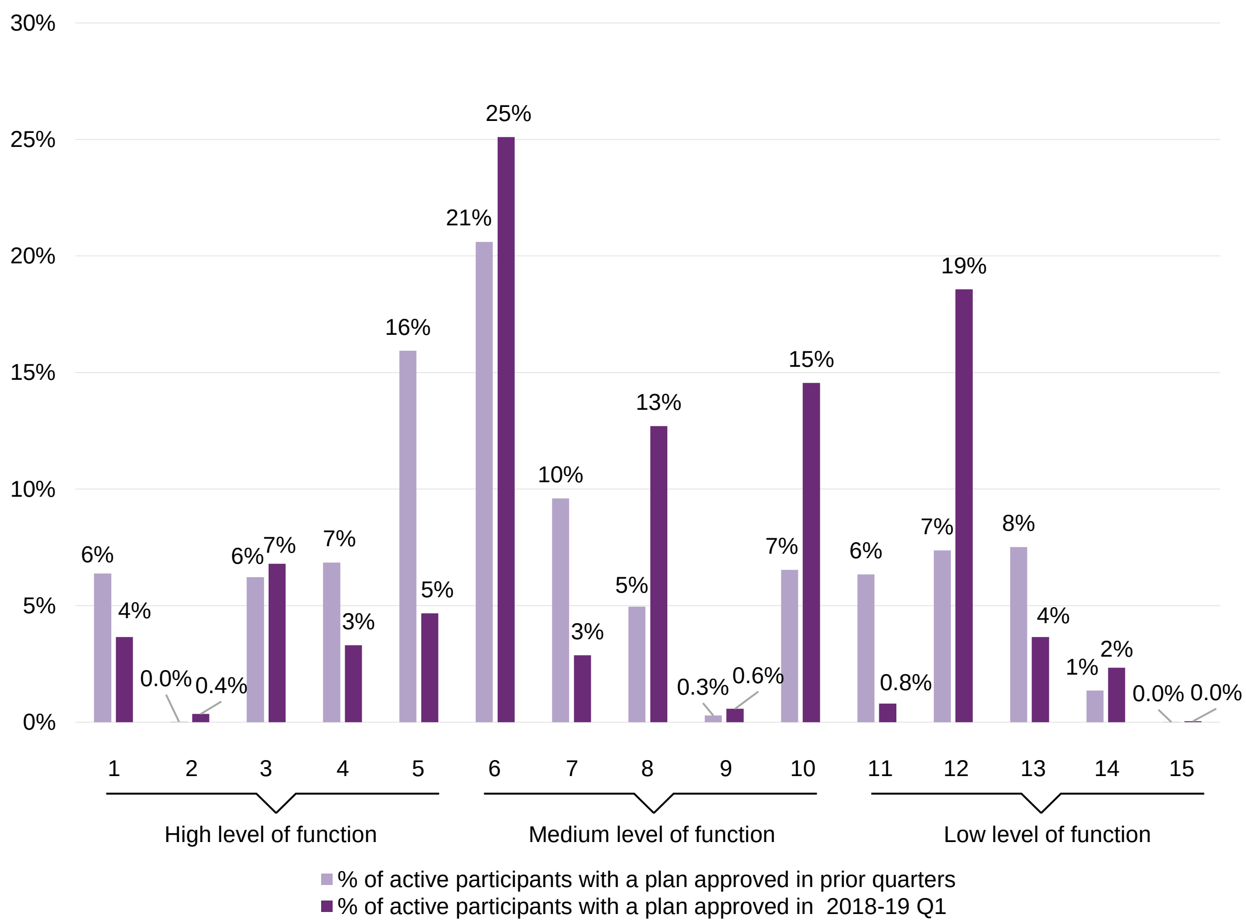
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by level of function.

For participants with a plan approval in the current period:
- **19% of active participants had a relatively high level of function**
- **56% of active participants had a relatively moderate level of function**
- **25% had a relatively low level of function**

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

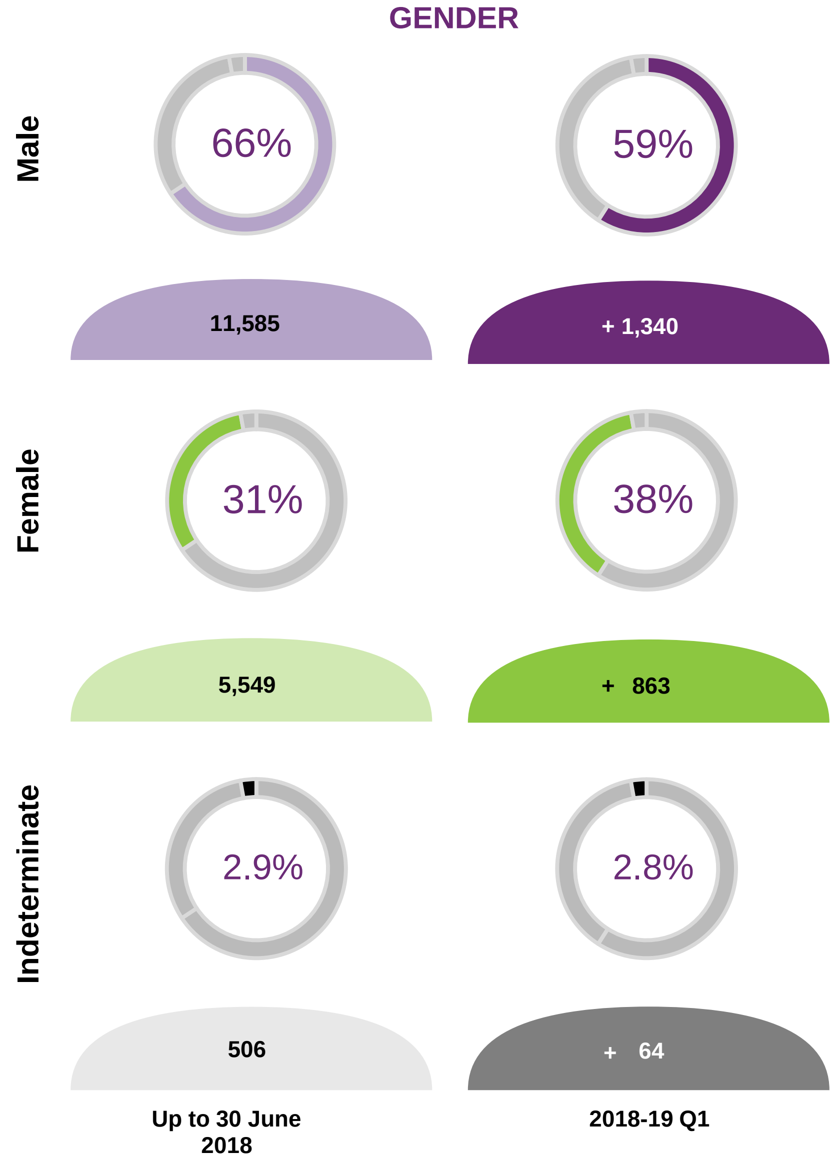
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by gender.

The majority of participants are males.



Participant Profiles

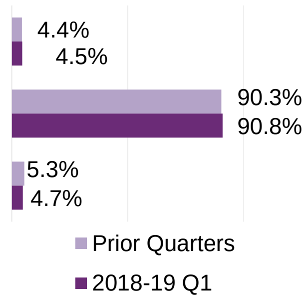
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

Of the participants with a plan approved in 2018-19 Q1:

- **4.5% were Aboriginal or Torres Strait Islander, compared with 4.4% for prior periods.**
- **1.3% were young people in residential aged care, compared with 0.3% for prior periods.**
- **7.6% were culturally and linguistically diverse, compared with 6.3% for prior periods.**

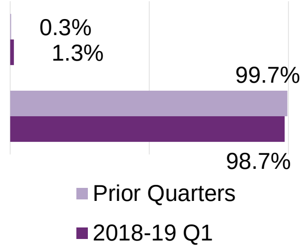
Aboriginal & Torres Strait Islander	2018-19 Q1
Aboriginal and Torres Strait Islander	101
Not Aboriginal and Torres Strait Islander	2,059
Not Stated	107

% of active participants



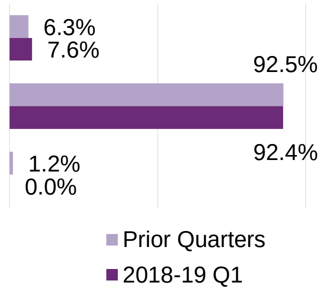
Young people in residential aged care status	2018-19 Q1
Young people in residential aged care	30
Young people not in residential aged care	2,237

% of active participants



Culturally and linguistically diverse	2018-19 Q1
Culturally and linguistically diverse	172
Not culturally and linguistically diverse	2,095
Not stated	0

% of active participants

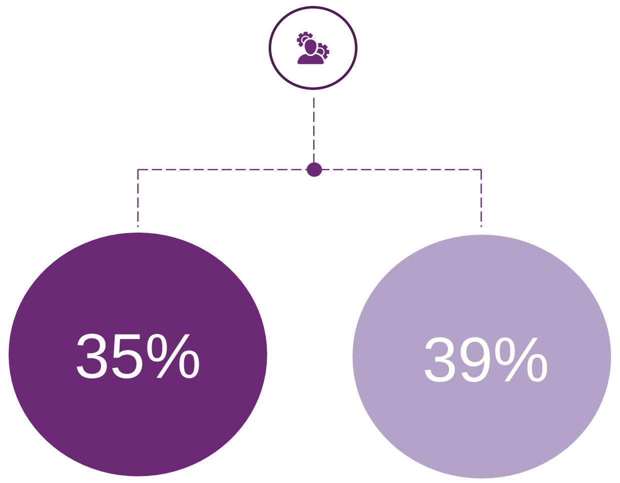


Plan Management Support Coordination

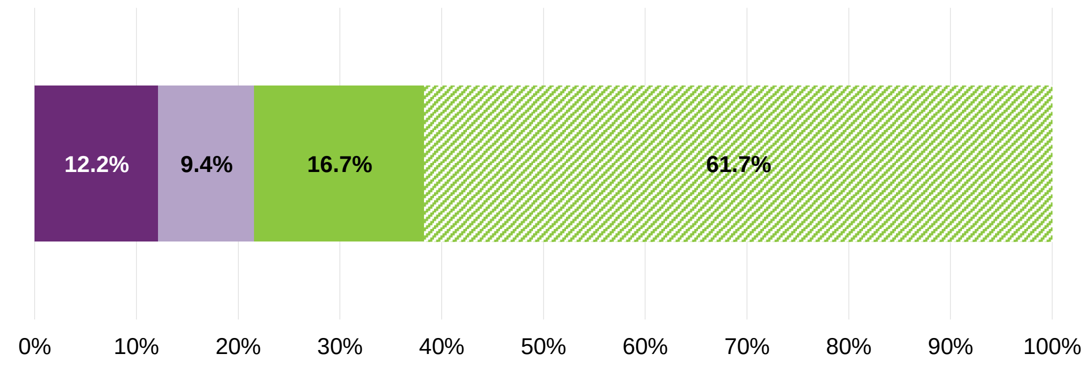
The proportion of participants who are fully or partly self-managing their plan was slightly lower in 2018-19 Q1 (21%), compared with prior quarters since the commencement of transition (22%).

35% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 39% in prior quarters since the commencement of transition.

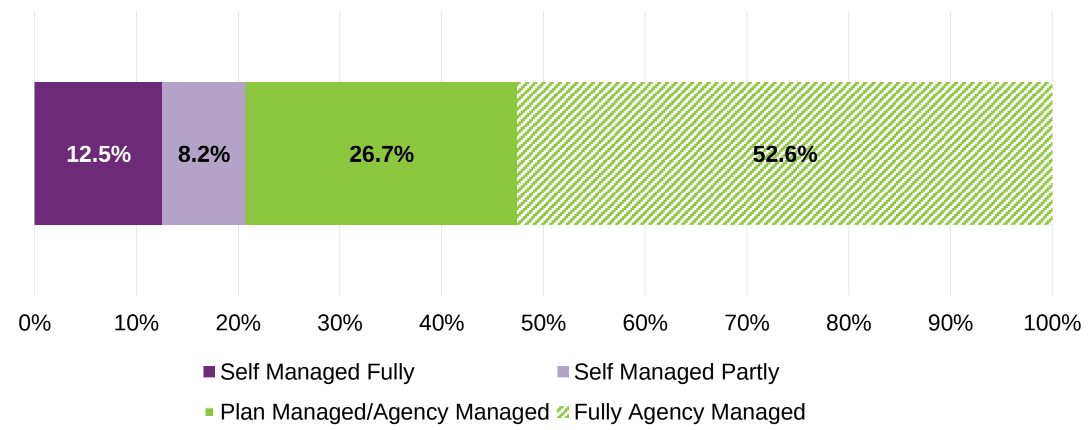
Support Coordination



Prior quarters (since the commencement of transition)



2018-19 Q1



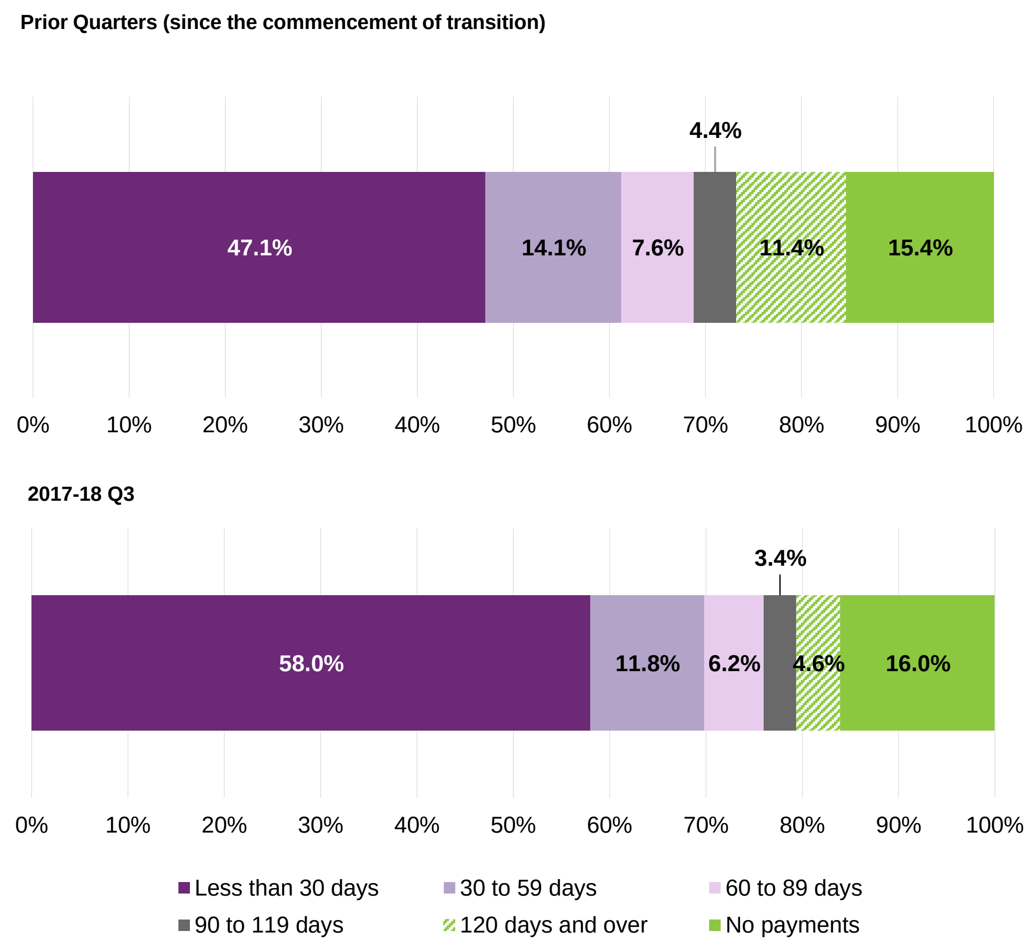
Plan Activation

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

The percentage of plans activated within 90 days of approval were:
- **69% of plans approved in prior quarters**
- **76% of plans approved in 2017-18 Q3.**

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

Duration to Plan activation for initial plans



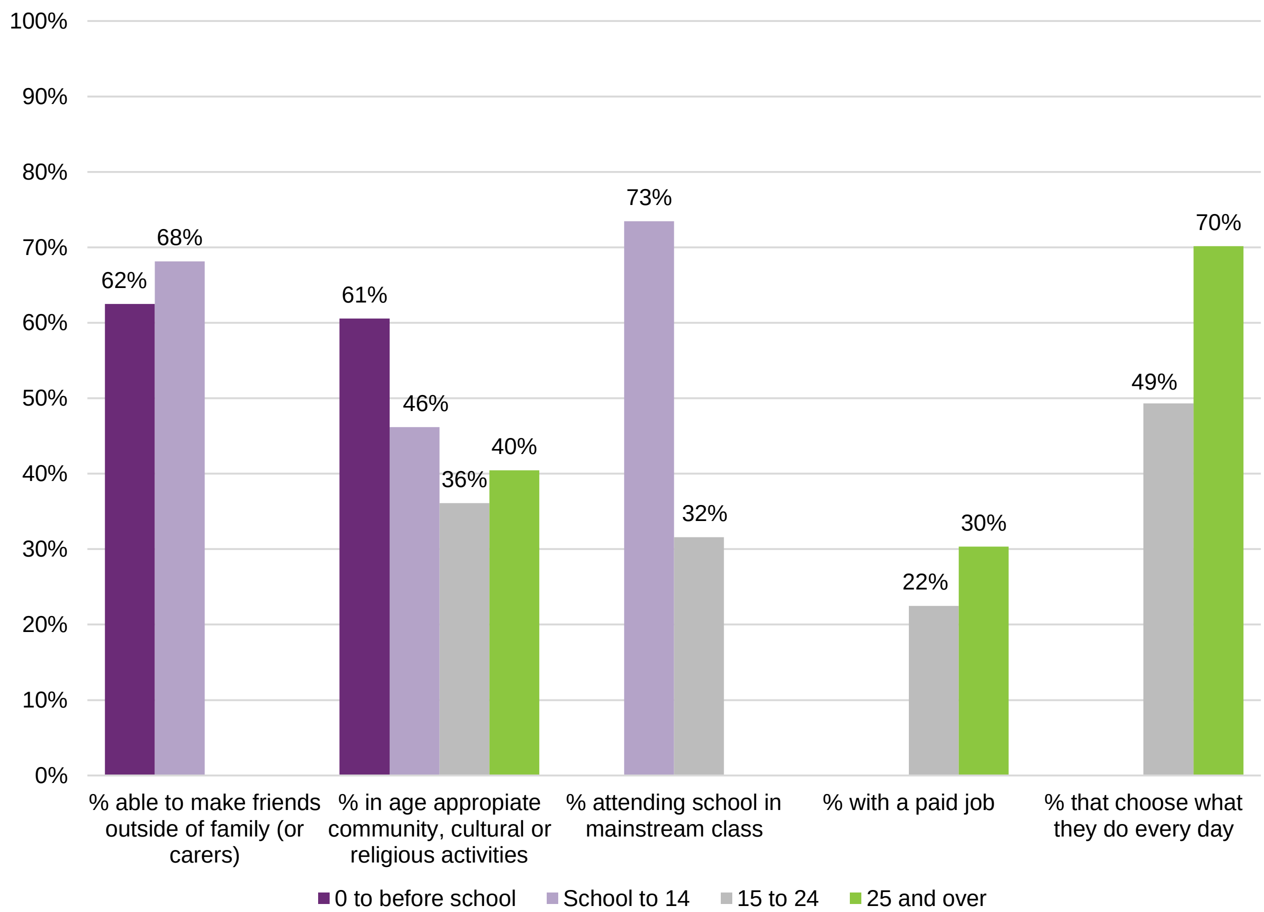
Note: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Information was collected from 99% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

• 62% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 68% of participants from school age to 14
• 61% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 36% - 46% for other age groups
• 73% of participants from school age to 14 attend school in a mainstream class, compared to 32% of participants aged 15 to 24
• 30% of participants aged 25 and over have a paid job, compared to 22% of participants aged 15 to 24
• 70% of participants aged 25 and over choose what they do every day, compared to 49% of participants aged 15 to 24

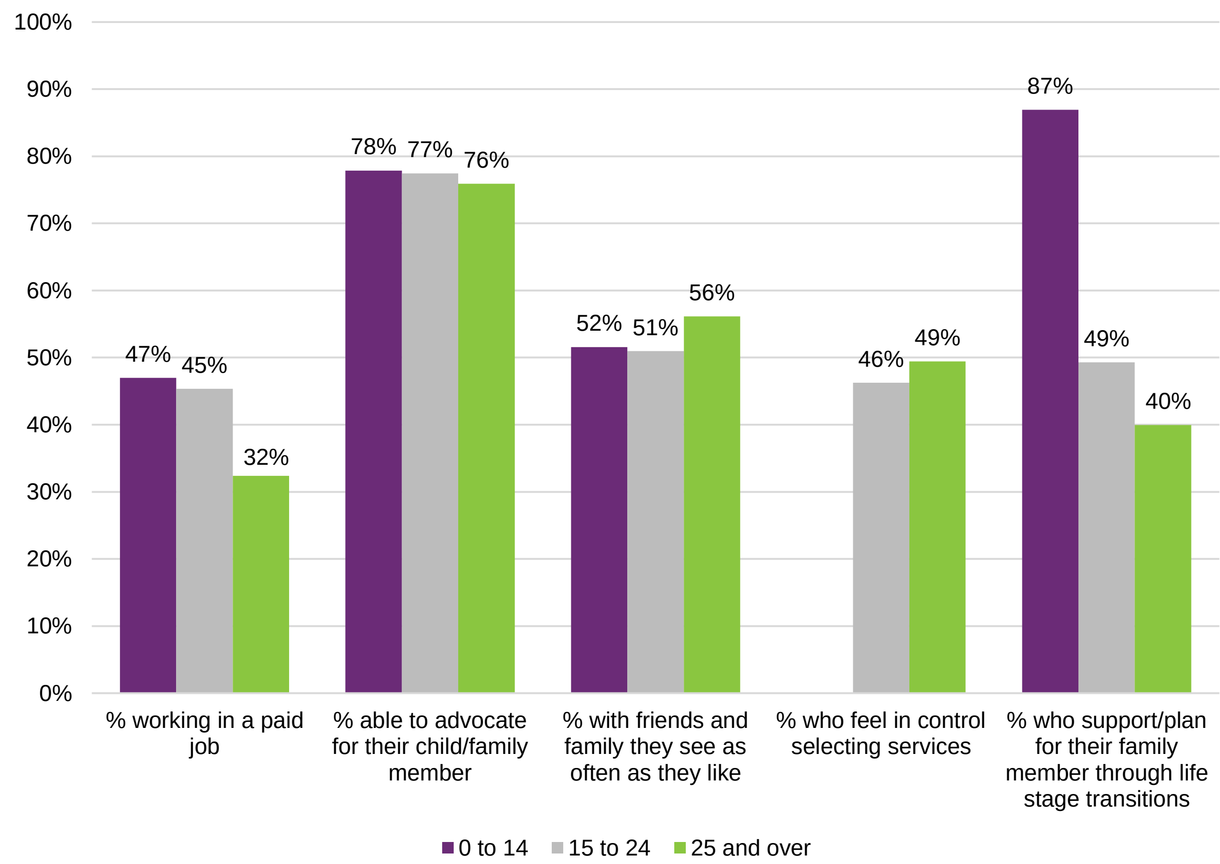
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 0 to 14 (47%)
• able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)
• who have friends and family they can see as often as they like was highest for participants aged 25 and over (56%)
• who feel in control selecting services was highest for participants aged 25 and over (49%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)

Selected key baseline indicators for families and carers of participants



Has the NDIS helped? Participants

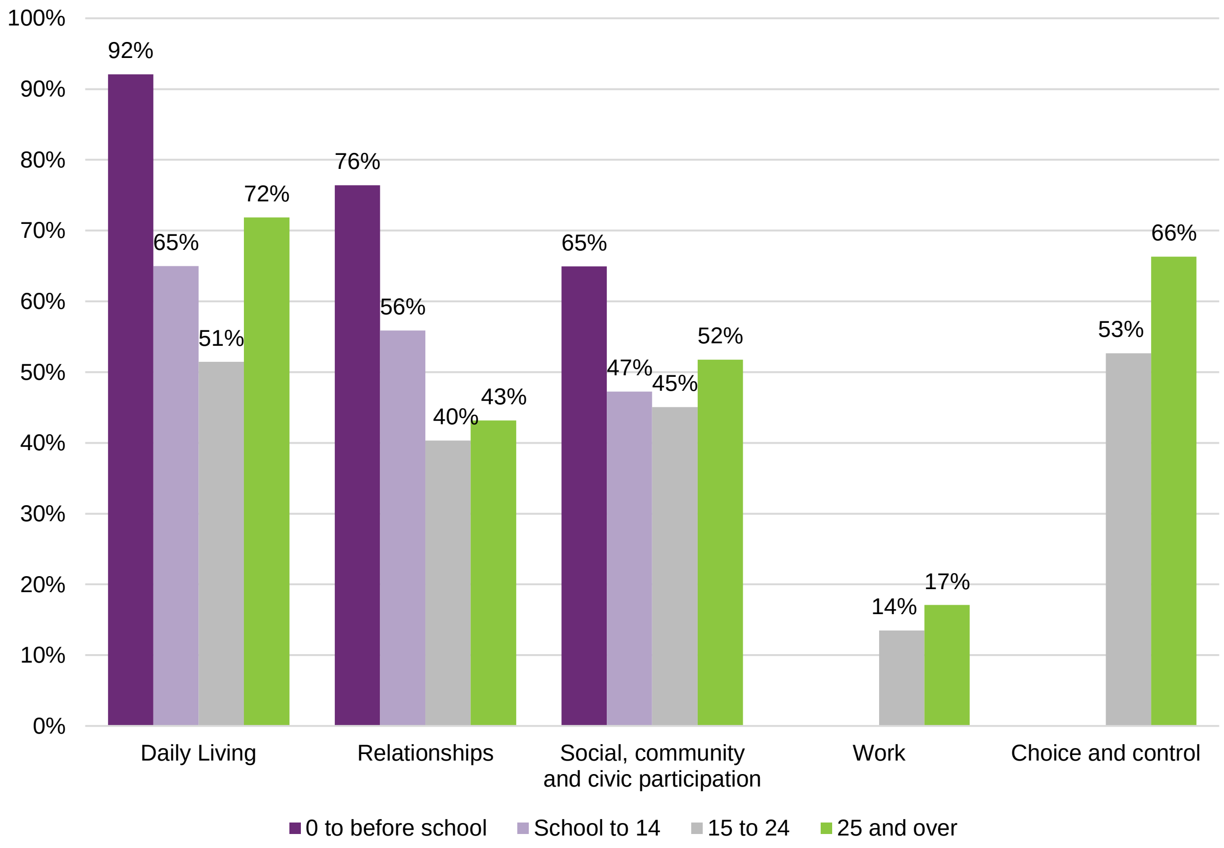
Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:
- **Daily Living (92%), for participants aged 0 to before school**
- **Daily Living (65%), for participants of school age to 14**
- **Choice and control (53%), for participants aged 15 to 24**
- **Daily Living (72%), for participants aged 25 and over**

The national report includes data on participants who entered the Scheme in 2016-17 Q1 and were asked questions about whether the NDIS had helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. As only one quarter of data is available, results by State/Territory are not yet available.

"Has the NDIS helped?" questions for participants



Has the NDIS helped? Family/Carers

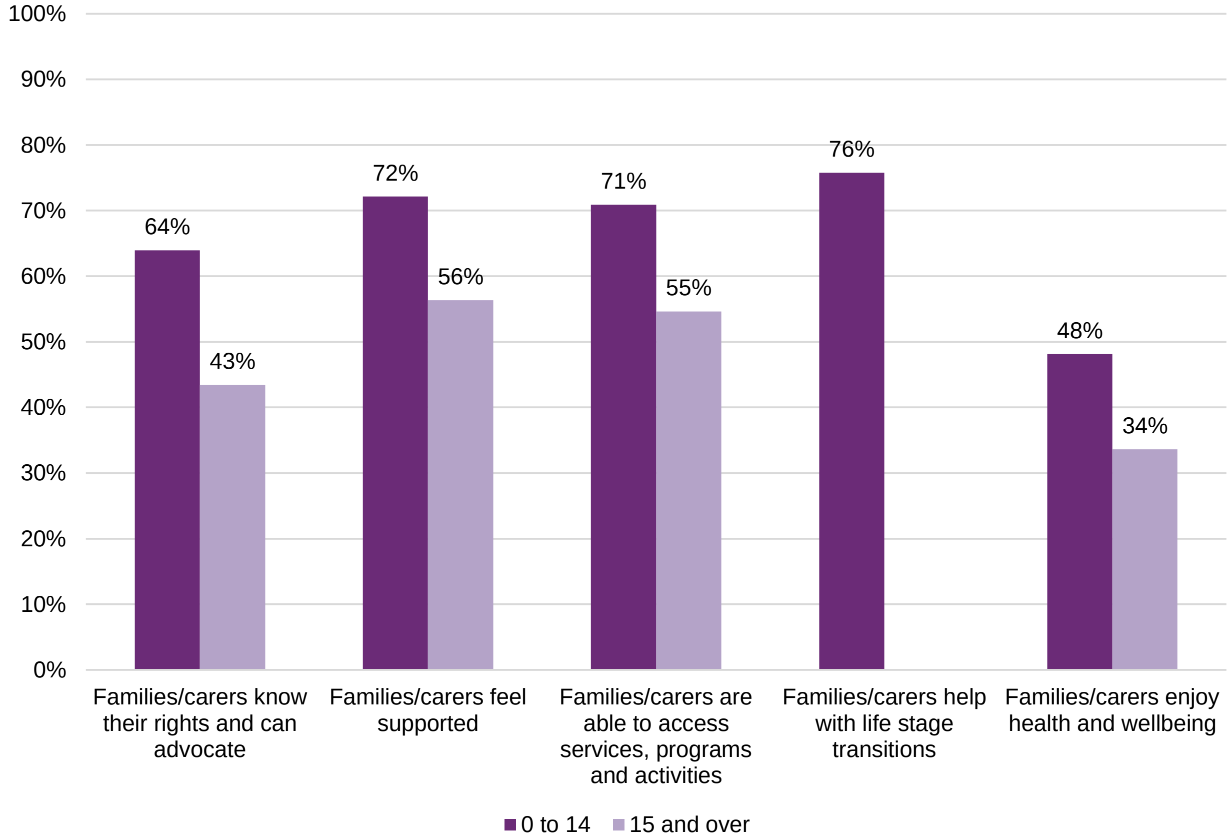
Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was higher in all areas for family/carers of participants aged 0 to 14 than participants aged 15 and over.

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

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



Participant Satisfaction

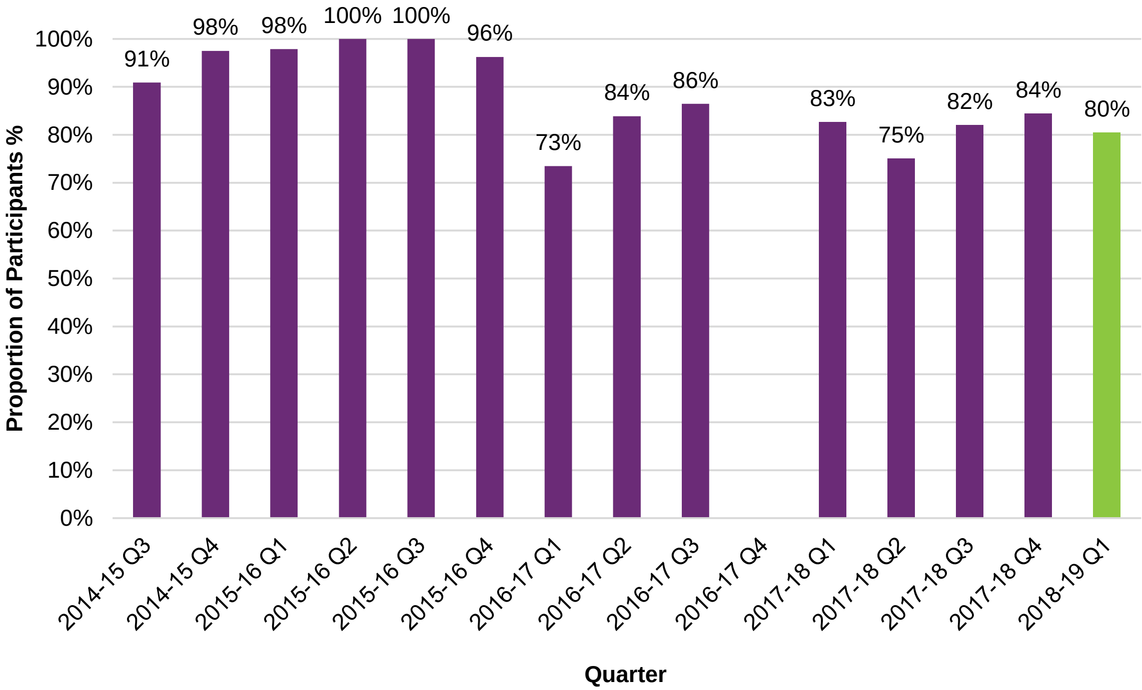
80% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has decreased since the last quarter.

The Participant Pathway Review aims to improve the participant experience.

A new participant satisfaction survey has been developed. Going forward it will better record the experience of NDIS participants, and their families and carers, at different stages of the participant pathway.

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

Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter



PART 2

Committed Supports and Payments

Both committed and paid supports to participants are increasing in line with the growing scheme.

Overall, $5.9m has been paid to providers and participants for supports provided in 2013-14, $30.9m in 2014-15, $65.1m in 2015-16, $106.3m in 2016-17, $214.0m in 2017-18 and $83.7m in 2018-19 Q1.

Summary

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

Key Statistics

$726.2

MILLION OF COMMITTED SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$171.0

MILLION OF SUPPORTS IN RESPECT OF 2018-19 Q1

$5.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, $30.9M IN 2014-15, $65.1M IN 2015-16, $106.3M IN 2016-17, $214.0M IN 2017-18 AND $83.7M IN 2018-19 Q1.

OVERALL, 54% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 61% IN 2014-15, 61% IN 2015-16, 56% IN 2016-17 AND 58% IN 2017-18.

THE 2017-18 AND 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

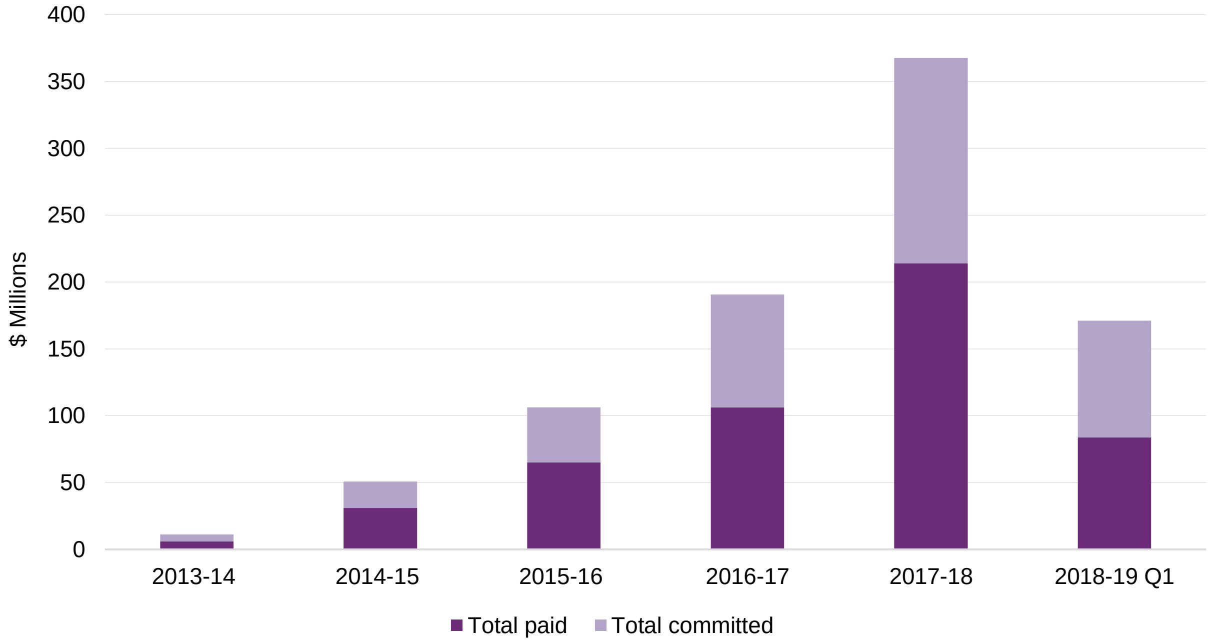
Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $897.2 million that has been committed in participant plans, $506.0 million has been paid to date.

In particular, for supports provided in:
2013-14: $5.9m has been paid
2014-15: $30.9m has been paid
2015-16: $65.1m has been paid
2016-17: $106.3m has been paid
2017-18: $214.0m has been paid
2018-19 Q1: $83.7m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	11.0	50.7	106.3	190.6	367.6	171.0	897.2
Total paid	5.9	30.9	65.1	106.3	214.0	83.7	506.0



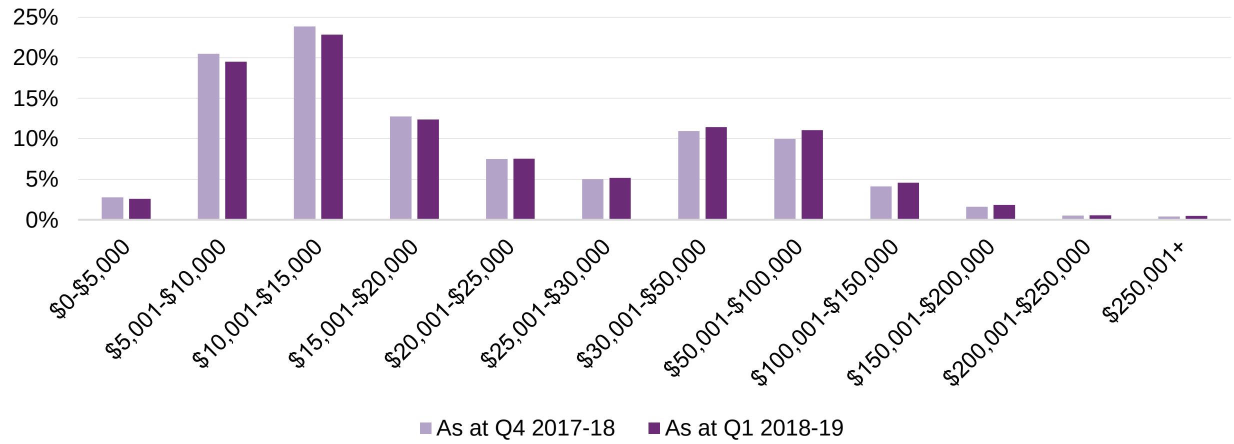
Committed Supports by Cost Band

As at September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

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

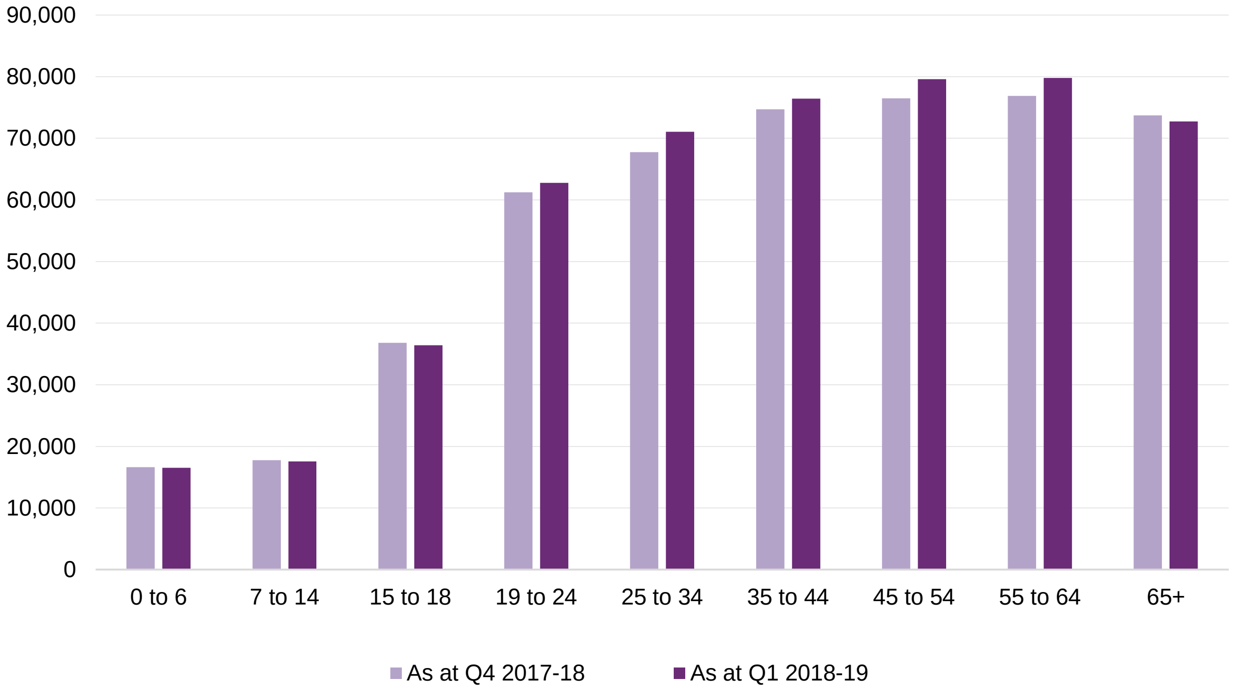
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports by Age Band

The average annualised committed supports increase to age 64, then reduce for the 65+ age group.

Average annualised committed supports by age band

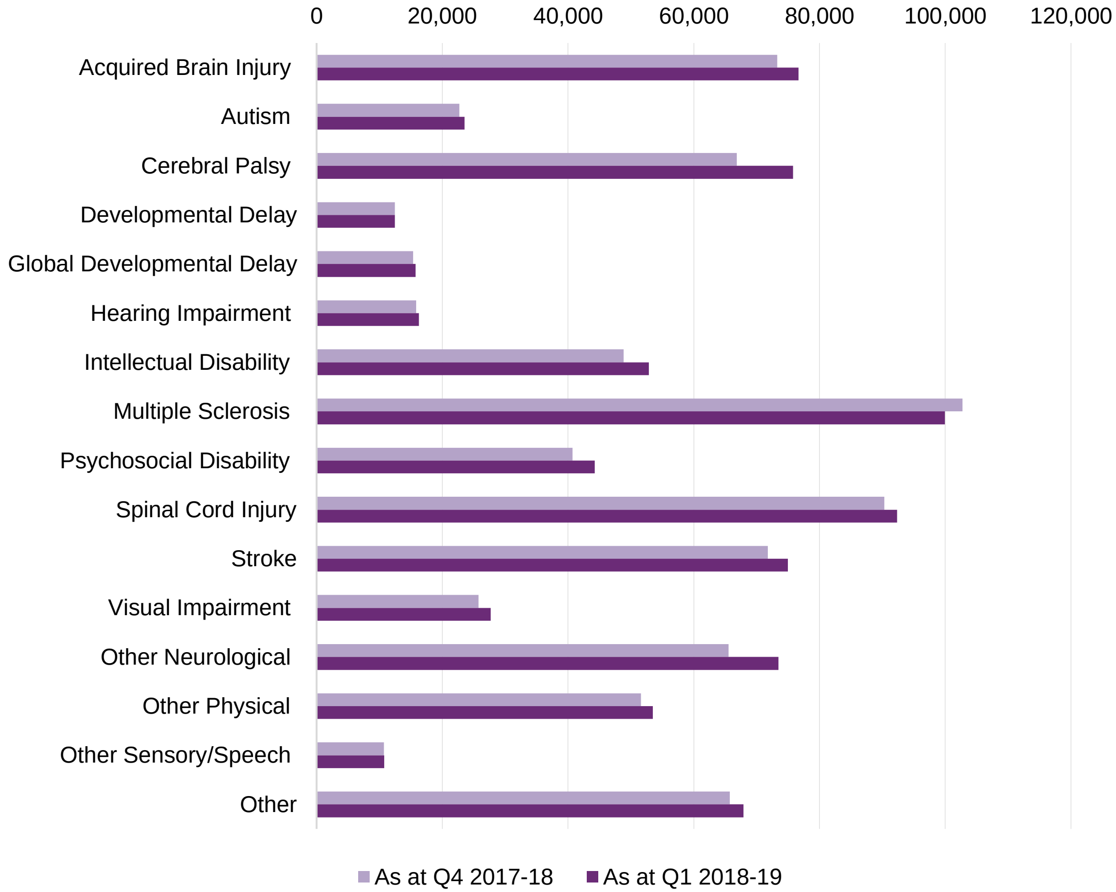


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

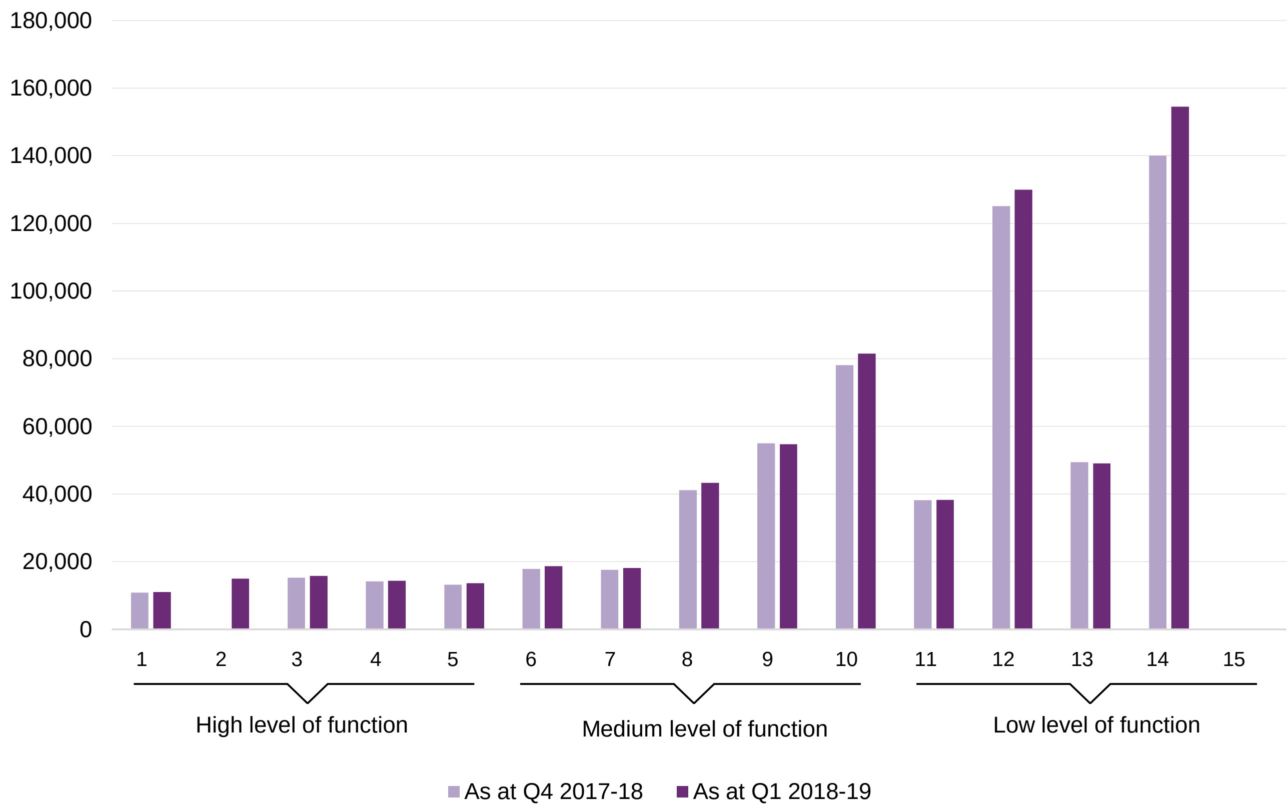
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase for participants with lower levels of function.

Average annualised committed supports by level of function



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

Utilisation of Committed Supports

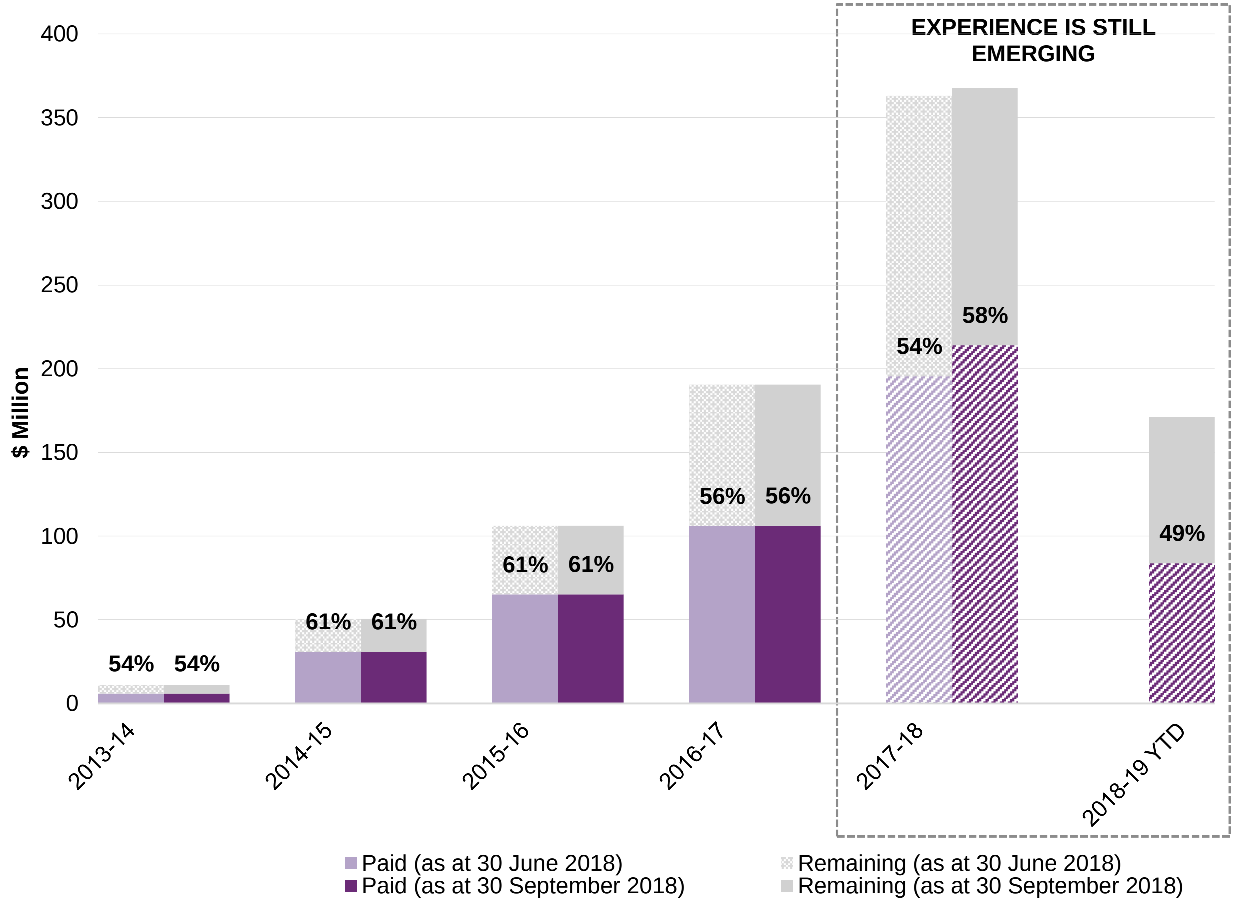
Utilisation of committed supports by year that the support was expected to be provided as at 30 June 2018, compared with 30 September 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 and 2018-19 will increase.

Lower utilisation in 2016-17 and 2017-18 is predominantly driven by the large number of participants who received their first plan in these years. Participants utilise less of their first plan compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

The utilisation of committed supports in 2017-18 will increase further as there is a lag between when support is provided and when it is paid. The experience for 2018-19 is also still emerging.

Utilisation of committed supports as at 30 June 2018 and 30 September 2018



PART 3

Providers and Markets

The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018.

The NQSC uses a 'National approach' to approve providers and thus, when a provider that has been approved in NSW or SA is verified by the NQSC, it automatically becomes an approved provider in both states. This is the main reason for the increase in approved providers in SA this quarter. The proportion of active providers in each state gives an indication of the providers that are currently servicing participants.

There was a 58% increase in the number of providers during the quarter to 3,103.

29% of approved providers were active in South Australia at 30 September 2018, and 71% were yet to have evidence of activity.

Summary

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA in States/Territories other than NSW and SA.
- Since 1 July 2018, providers in SA and NSW register with the NQSC by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

How providers interact with participants

- NDIS participants have the flexibility to choose the providers who support them.
- Providers are paid for disability supports and services provided to the participants.

Key Statistics

3,103
APPROVED PROVIDERS, 29% OF WHICH WERE ACTIVE IN SOUTH AUSTRALIA AT 30 SEPTEMBER 2018

80-95%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

35%
OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

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

The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018.

Providers over time

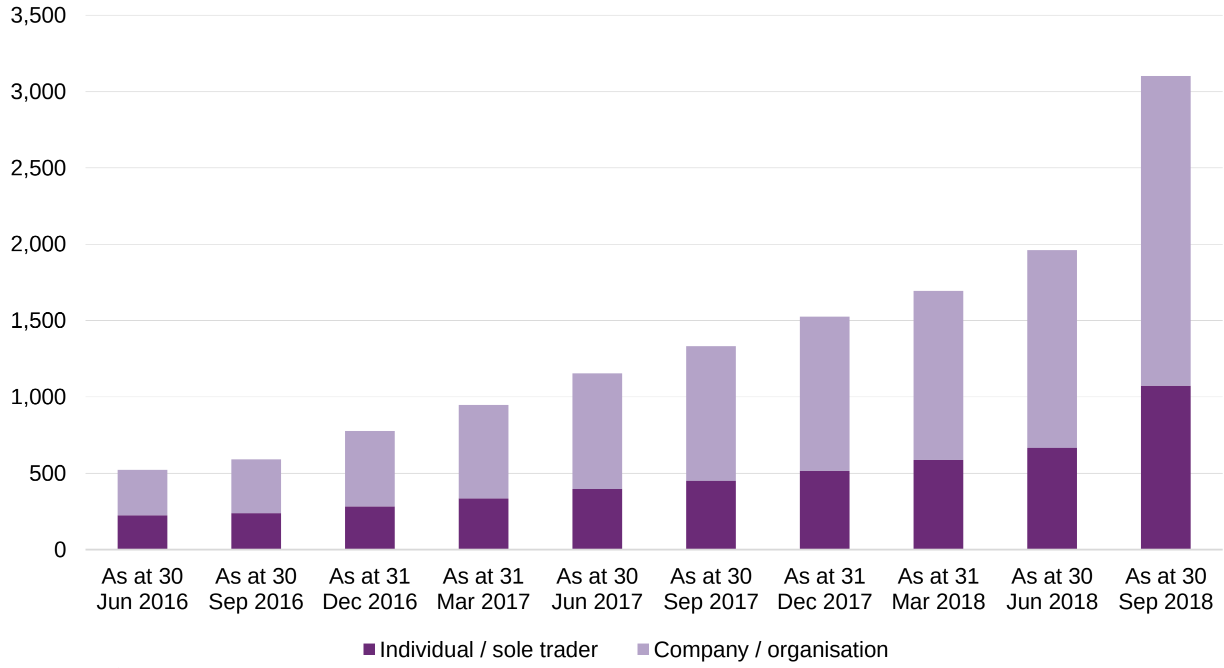
As at 30 September 2018, there were 3,103 registered service providers, of which 1,073 were individual/sole trader operated businesses and 2,030 were companies or organisations.

1.25

AVERAGE PROVIDERS PER PARTICIPANT

The NQSC uses a 'National approach' to approve providers and thus, when a provider that has been approved in NSW or SA is verified by the NQSC, it automatically becomes an approved provider in both states.

Approved providers over time by type of provider



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

The number of approved service providers increased by 58% from 1,960 to 3,103 in the quarter.

Proportion of Active Providers

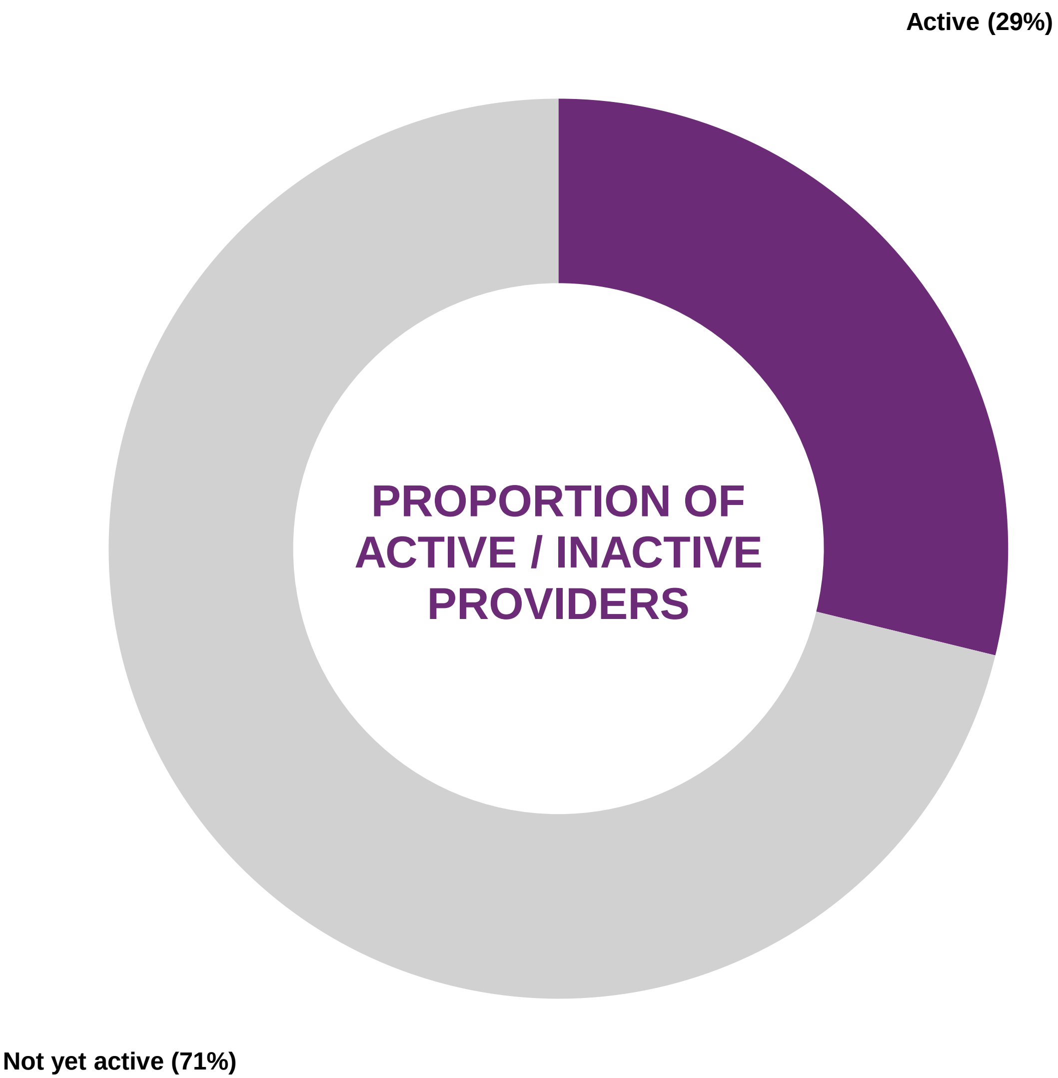
Change in the activity status of providers.

As at 30 September 2018, 29% of providers have been active and 71% were yet to have evidence of activity. Of all providers, 313 began delivering new supports in the quarter.

313

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

The proportion of active providers in each state gives an indication of the providers that are currently servicing participants.



Note: The proportion of active providers in SA is relatively low due to the 'National approach' to verification taken by the NQSC.

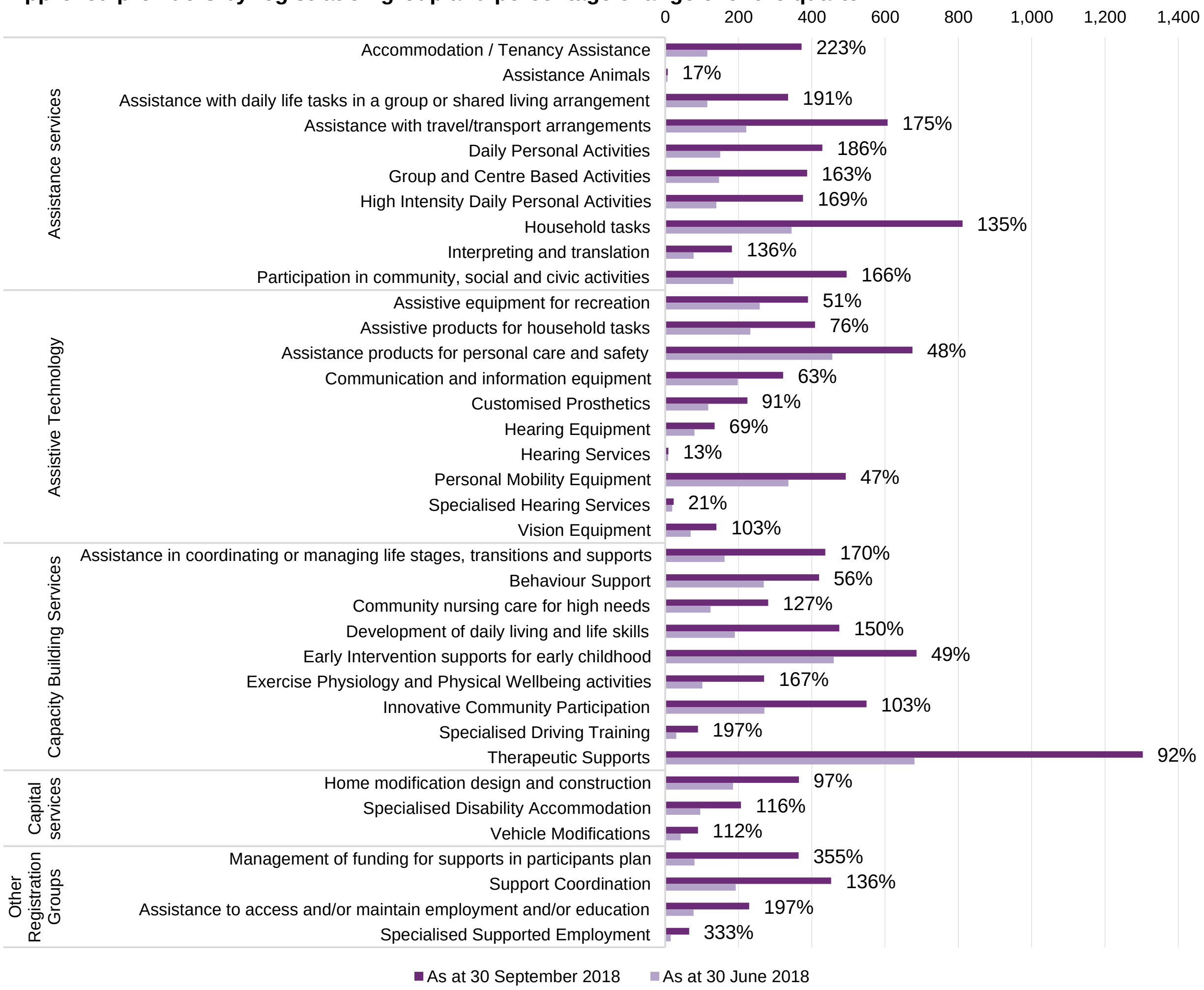
Approved Registration groups

The number of approved providers in South Australia has increased significantly due to the 'National approach' taken by the NQSC, where any provider in NSW which has been verified is automatically approved in both states.

The registration groups with the largest numbers of approved providers continue to grow:

- **Therapeutic Supports: from 680 to 1,303 (92% increase)**
- **Household Tasks: from 345 to 811 (135% increase)**
- **Early Intervention supports for early childhood: from 460 to 686 (49% increase)**
- **Assistance products for personal care and safety: from 456 to 675 (48% increase)**
- **Assistance with travel/transport arrangements: from 221 to 607 (175% increase)**

Approved providers by registration group and percentage change over the quarter

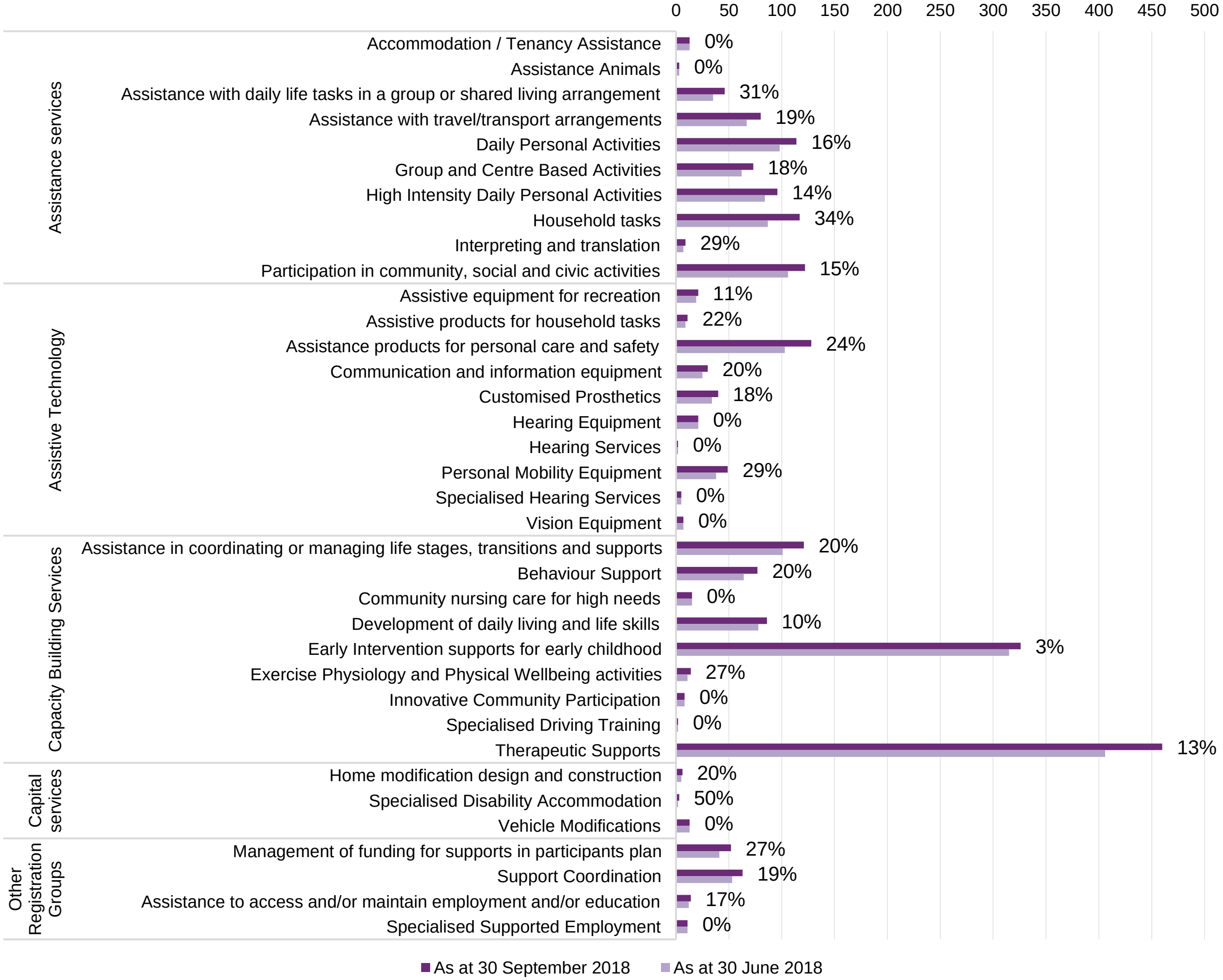


Active Registration groups

The number of active providers in each registration group has increased for most registration groups over the quarter.

The registration groups with the largest numbers of active providers continue to grow:
- **Therapeutic Supports: from 406 to 460 (13% increase)**
- **Early Intervention supports for early childhood: from 315 to 326 (3% increase)**
- **Assistance products for personal care and safety: from 103 to 128 (24% increase)**
- **Participation in community, social and civic activities: from 106 to 122 (15% increase)**
- **Assistance in coordinating or managing life stages, transitions and supports: from 101 to 121 (20% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 80-95% of the dollars paid for major registration groups.

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

PART 4

Information, Linkages and Capacity Building

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

PART 5

Mainstream Interface

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

Mainstream Interface

89% of active participants with a plan approved in 2018-19 Q1 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

% of active participants accessing mainstream supports

89%	2018-19 Q1
90%	In prior quarters (since the commencement of transition)

	HEALTH AND WELLBEING	LIFELONG LEARNING	DAILY ACTIVITIES
2018-19 Q1	36%	20%	7%
Prior quarters (since the commencement of transition)	36%	28%	8%

PART 6

Financial Sustainability

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