

COAG Disability Reform Council. This is the Quarterly Performance Report for New South Wales

This is the December 2018 update on NDIA performance.

Overview

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This report is a summary of the performance and operations of the NDIA in New South Wales for Quarter 2 of 2018-19 (01 October 2018 - 31 December 2018).

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

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

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

Summary

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The following are the key statistics discussed in this report:

Participants and Planning

An additional 5,126 participants with plans this quarter.

At 31 December 2018, plans approved and ECEI referrals represent:

- 77% bilateral estimate since the commencement of transition (1 July 2016 to 31 December 2018)
- 77% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

Participant satisfaction has decreased in the quarter but remains high, with 87% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

\$6.5 billion has been paid to providers and participants:

- \$37.4m in 2013-14,
- \$141.3m in 2014-15,
- \$257.4m in 2015-16,
- \$1,212.6m in 2016-17,

- \$3,064.6m in 2017-18,
- \$1,820.6m in 2018-19 to date.

Overall,

- 74% of committed supports were utilised in 2013-14,
- 77% in 2014-15,
- 74% in 2015-16,
- 68% in 2016-17,
- 71% in 2017-18.

The 2018-19 experience is still emerging.

The lower proportion of utilisation in 2016-17 and 2017-18 reflects the increased amount of participants who received their first plans in these years. Participants tend to 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

There were 8,924 registered providers at 31 December 2018, representing a 2% increase for the quarter.

58% of registered providers were active at 31 December 2018.

44% of registered providers are individuals/sole traders.

25% of registered providers are receiving 85-95% of payments made by the NDIA.

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q2 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in New South Wales continues to grow with 5,126 additional participants with approved plans this quarter.

In total, over 98,000 participants are now being supported by the NDIS in New South Wales, with 32% receiving support for the first time.

Summary

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

The following are the key statistics on Participants and Planning:

98,858 participants are now being supported by the NDIS in New South Wales, including children in the ECEI program

5,126 initial plans approved in 2018-19 Q2, excluding children in the ECEI program (representing 6% growth since last quarter)

2,563 children are being supported in the ECEI program, with 1,898 additional referrals to the ECEI gateway confirmed in 2018-19 Q2

31,238 people are now receiving support for the first time

77% bilateral estimate since the commencement of transition (1 July 2016 to 31 December 2018)

77% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

Quarterly Intake

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

2018-19 Q2

Of the 3,061 participants deemed 'eligible' this quarter, 82% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 5,126 plan approvals this quarter, 76% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 63% entered with a permanent disability and 225 were previously confirmed as ECEI at 2018-19 Q1.

The diagram displays the following key statistics on quarterly intake:

5,127 access decisions

3,061 access met

5,126 plan approvals (excluding ECEI)

1,898 ECEI

Quarterly Intake Detail

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

Plan approvals as at 31 December 2018

Plan approval numbers have increased from 91,169 at the end of 2018-19 Q1 to 96,295 by the end of 2018-19 Q2, an increase of 5,126 approvals.

At the end of the quarter, 2,563 are children being supported in the ECEI gateway. Of these, 665 were previously confirmed as ECEI at 30 September 2018 and an additional 1,898 children entered the gateway this quarter.

Overall, 2,230 participants with approved plans have exited the Scheme, resulting in 96,628 active participants (including ECEI) as at 31 December 2018.

There were 24,222 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Cumulative Position

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

Plan approvals as at 31 Dec 2018

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 98,858 (including 2,563 children supported through the ECEI gateway). Of these, 54,066 transitioned from an existing State/Territory program, 10,991 transitioned from an existing Commonwealth program and 31,238 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 121,885 people with access decisions.

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

The following are the key statistics on the cumulative position:

77% bilateral estimate since the commencement of transition (1 July 2016 to 31 December 2018)

77% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

96,295 plan approvals to date; 98,858 including ECEI confirmed

Participant Profiles by Age Group

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

Around 44% of participants entering in this quarter are aged 0 to 6 years. This compares with 11% in prior quarters.

This is driven by a relatively high proportion of 'new' participants entering this quarter compared to prior quarters.

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

Participant Profiles by Disability Group

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

Of the participants entering this quarter, 35% have a primary disability group of Autism and 12% have a primary disability group of Intellectual Disability.

Note 1: Of the 637 active participants identified as having an intellectual disability, 67 (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

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

For participants with a plan approval in the current quarter:

- 42% of active participants had a relatively high level of function
- 41% of active participants had a relatively moderate level of function
- 17% had a relatively low level of function

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

Participant Profiles by Gender

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

The majority of participants are males.

Participant Profiles

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

Of the participants with a plan approved in 2018-19 Q2:

- 8.0% were Aboriginal or Torres Strait Islander, compared with 5.8% in previous quarters combined.
- 2.0% were young people in residential aged care, compared with 2.1% in previous quarters combined.
- 13.0% were culturally and linguistically diverse, compared with 9.0% in previous quarters combined.

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

410 Aboriginal and Torres Strait Islander

4457 Not Aboriginal and Torres Strait Islander

256 Not Stated

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

101 Young people in residential aged care

5022 Young people not in residential aged care

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

664 Culturally and linguistically diverse

4444 Not culturally and linguistically diverse

15 Not stated

Plan Management Support Coordination

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

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 24%, compared with 22% in previous quarters combined.

37% of participants who have had a plan approved in 2018-19 Q2 have support coordination in their plan, compared to 34% in previous quarters combined.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q4, against plans approved in prior quarters.

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

The percentage of plans activated within 90 days of approval were:

- 76% of plans approved in prior quarters since the commencement of transition
- 76% of plans approved in 2017-18 Q4.

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

Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

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

- 63% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 62% of participants from school age to 14
- 54% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 35% for other age groups
- 54% of participants from school age to 14 attend school in a mainstream class, compared to 29% of participants aged 15 to 24
- 27% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24
- 62% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24

Family/Carers Outcomes

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Charts display selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

- working in a paid job was highest for participants aged 15 to 24 (50%)
- 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 (46%)
- who feel in control selecting services was highest for participants aged 25 and over (38%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Has the NDIS helped? Participants

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

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

In general, participants' perceptions of whether the NDIS has helped improved from year one to year two, with the exception of the Work domain and Social community and civic participation for participants aged 0 to before school.

Has the NDIS helped? Family/Carers

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A chart displays, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

Overall, family and carers' perceptions of whether the NDIS has helped was stable or improved from year one to year two.

Participants in Work

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A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and are of working age are monitored to see whether the NDIS has helped them find paid work.

The percentage of participants in paid work increased from 13% to 22% for those aged 15 to 24, but decreased from 24% to 22% for those aged 25 and over. Overall, the percentage increased from 21% to 22%.

Participants involved in communal and social activities

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A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community.

Participants who entered the Scheme between 1 October 2016 and 31 December 2016 are monitored to see whether the NDIS has helped them participate in social activities in their community.

The percentage of participants engaged in social activities in their community increased from 31% to 44% for those aged 15 to 24 and increased from 37% to 48% for those aged 25 and over. Overall, the percentage increased from 35% to 47%.

Participant Satisfaction

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

87% 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 with sufficient data but remains high.

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 under the existing survey method continues to be high, but has fluctuated at around or below the trial site level.

PART 2: Committed Supports and Payments

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

Of the \$9.6 billion that has been committed in participant plans, \$6.5 billion has been paid to date.

Summary

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

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

\$6.7 billion of committed supports in respect of prior financial years including trial

\$2.9 billion of supports in respect of 2018-19 to date

\$37.4m has been paid to providers and participants for supports provided in 2013-14, \$141.3m in 2014-15, \$257.4m in 2015-16, \$1,212.6m in 2016-17, \$3,064.6m in 2017-18 and \$1,820.6m in 2018-19 to date

Overall, 74% of committed supports were utilised in 2013-14, 77% in 2014-15, 74% in 2015-16, 68% in 2016-17 and 71% in 2017-18.

The 2018-19 experience is still emerging.

Committed Supports and Payments

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

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

Of the \$9.6 billion that has been committed in participant plans, \$6.5 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$37.4m has been paid

2014-15: \$141.3m has been paid

2015-16: \$257.4m has been paid

2016-17: \$1,212.6m has been paid

2017-18: \$3,064.6m has been paid

2018-19 to date: \$1,820.6m has been paid

Committed Supports by Cost Band

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

As at 2018-19 Q2, the distribution of average annualised committed supports remained consistent with previous quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Committed Supports by Age Band

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

The average annualised committed supports increase at a declining rate up to age 55, and then reduce at older ages.

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

Committed Supports by Disability Group

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

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

Committed Supports by Level of Function

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

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

Utilisation of Committed Supports

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

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2018, compared with 31 December 2018.

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

PART 3: Providers and Markets

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The 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.

The scale and extent of the market continues to grow, with a 2% increase in the number of providers during the quarter to 8,924.

58% of approved providers were active in New South Wales at 31 December 2018, and 42% were yet to have evidence of activity.

Summary

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

Provider registration

- To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA in State/ Territories other than NSW and SA.
- Since 1 July 2018, providers in NSW and SA 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.

The following are the key statistics:

8,924 approved providers, 58% of which were active in New South Wales at 31 December 2018

85-95% of payments made by the NDIA are received by 25% of providers

44% of service providers are individuals/sole traders

Therapeutic supports has the highest number of approved service providers, followed by household tasks and assistance with travel/transport arrangements

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.

Providers over time

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

As at 31 December 2018, there were 8,924 registered service providers, of which 3,962 were individual/sole trader operated businesses and 4,962 were companies or organisations.

44% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 2% from 8,760 to 8,924 in the quarter.

1.66 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.

Proportion of Active Providers

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

Change in the activity status of providers.

As at 31 December 2018, 58% of providers have been active and 42% were yet to have evidence of activity. Of all providers, 1,077 began delivering new supports in the quarter.

Approved Registration groups

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

The number of approved providers has increased slightly for most registration groups over the quarter.

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

- Therapeutic Supports: from 4,218 to 4,313 (2% increase)
- Household Tasks: from 2,411 to 2,458 (2% increase)
- Assistance with travel/transport arrangements: from 1,715 to 1,753 (2% increase)
- Assistance products for personal care and safety: from 1,335 to 1,379 (3% increase)
- Early Intervention supports for early childhood: from 1,311 to 1,340 (2% increase)

Active Registration groups

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

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

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

- Therapeutic Supports: from 2,593 to 2,718 (5% increase)
- Household tasks: from 1,145 to 1,225 (7% increase)
- Participation in community, social and civic activities: from 691 to 719 (4% increase)
- Early Intervention supports for early childhood: from 616 to 644 (5% increase)
- Daily Personal Activities: from 593 to 626 (6% increase)

Market share of top providers

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

25% of service providers received 85-95% of the dollars paid for major registration groups.

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

87% Daily personal activities

91% Early intervention supports for early childhood

85% Participation in community, social and civic activities

88% Therapeutic supports

91% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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

Mainstream Interface

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

92% of active participants with a plan approved in 2018-19 Q2 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

93% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (52%)
- Lifelong learning (11%)
- Daily activities (7%)

92% of active participants with a plan approved in 2018-19 Q2 access mainstream supports, across the following domains:

- Health and wellbeing (53%)
- Lifelong learning (11%)
- Daily activities (8%)

PART 6: Financial Sustainability

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