Slide 1: COAG Disability Reform Council. This is the Quarterly Performance Report for South Australia.

This is the June 2019 update on NDIA performance.

Slide 2: Overview

This report is a summary of the performance and operations of the NDIA in New South Wales for Quarter 4 of 2018-19 (01 April 2019 - 30 June 2019).

It is the twelfth 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.

Slide 3: Summary

The following are the key statistics discussed in this report:

Participants and Planning

An additional 3,755 participants with plans this quarter (excluding ECEI).

At 30 June 2019, plans approved and ECEI referrals represent:

• 73% of bilateral estimate met since the commencement of transition (1 July 2016 - 30 June 2019).

• 74% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2019).

Participant satisfaction has increased in the quarter, with 97% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

$8.9 billion has been paid to providers and participants:

• $37.4m in 2013-14,

• $141.3m in 2014-15,

• $257.5m in 2015-16,

• $1,216.8m in 2016-17,

• $3,117.4m in 2017-18,

• $4,116.5m in 2018-19.

Overall,

• 74% of committed supports were utilised in 2013-14,

• 77% in 2014-15,

• 74% in 2015-16,

• 68% in 2016-17,

• 72% 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 9,106 registered providers at 30 June 2019.

61% of registered providers were active at 30 June 2019.

44% of registered providers are individuals/sole traders.

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

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

Mainstream Interface

95% of active participants with a plan approved in 2018-19 Q4 access mainstream services.

Slide 4: Part 1: Participants and Planning

The NDIS in New South Wales continues to grow with 3,755 additional participants with approved plans this quarter.

In total, over 104,000 participants have now been supported by the NDIS in New South Wales, with 36% receiving support for the first time.

Slide 5: Summary

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

The following are the key statistics on Participants and Planning:

104,854 participants have now been supported by the NDIS in New South Wales, including children in the ECEI program.

3,755 initial plans approved in 2018-19 Q4, excluding children in the ECEI program (representing 4% growth since last quarter).

582 children are being supported in the ECEI program, with 45 additional referrals to the ECEI gateway confirmed in 2018-19 Q4.

37,408 people have received support for the first time.

73% of bilateral estimate met since the commencement of transition (1 July 2016 to 30 June 2019).

74% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2019).

Slide 6: Quarterly Intake

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 Q4

Of the 3,540 participants deemed 'eligible' this quarter, 86% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 3,755 plan approvals this quarter, 79% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 65% entered with a permanent disability and 649 were previously confirmed as ECEI at 2018-19 Q3.

The diagram displays the following key statistics on quarterly intake:

5,024 access decisions.

3,540 access met.

3,755 plan approvals (excluding ECEI).

45 ECEI.

Slide 7: Quarterly Intake Detail

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

Plan approval numbers have increased from 100,517 at the end of 2018-19 Q3 to 104,272 by the end of 2018-19 Q4, an increase of 3,755 approvals.

At the end of the quarter, 582 children are being supported in the ECEI gateway. Of these, 537 were previously confirmed as ECEI at 31 March 2019 and an additional 45 children entered the gateway this quarter.

The number of confirmed ECEI referrals reduced since 31 March 2019 mainly due to children who were in the ECEI gateway having an initial plan approved during the quarter. Children have also moved out of the ECEI gateway since 31 March 2019 for other reasons including where the child has been referred to appropriate mainstream services.

Overall, 3,020 participants with approved plans have exited the Scheme, resulting in 101,834 active participants (including ECEI) as at 30 June 2019.

There were 27,594 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Slide 8: Cumulative Position

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.

At the end of 2018-19 Q4, the cumulative total number of participants that have received support was 104,854 (including 582 children supported through the ECEI gateway). Of these, 54,849 transitioned from an existing State/Territory program, 12,015 transitioned from an existing Commonwealth program and 37,408 participants have received support for the first time.

Overall, since 1 July 2013, there have been 130,063 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:

73% of bilateral estimate met since the commencement of transition (1 July 2016 to 30 June 2019).

74% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2019).

104,272 plan approvals to date; 104,854 including ECEI confirmed.

Slide 9: Participant Profiles by Age Group

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.

41% of participants entering in this quarter are aged 0 to 6 years. This compares with 12% in prior quarters.

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

Slide 10: Participant Profiles by Disability Group

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 in this quarter, 11% had a primary disability of Developmental Delay compared with 4% in previous quarters. Further, 12% had a primary disability of Psychosocial Disability compared with 8% in previous quarters.

For the participants with a primary disability of Developmental Delay, the large increase was mainly driven by the increase in participants aged 0 to 6 years entering this quarter.

Note 1: Of the 428 active participants identified as having an intellectual disability, 40 (9%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Slide 11: Participant Profiles by Level of Function

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:

• 39% of active participants had a relatively high level of function.

• 41% of active participants had a relatively moderate level of function.

• 20% had a relatively low level of function.

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

Slide 12: Participant Profiles by Gender

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.

Slide 13: Participant Profiles

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 Q4:

• 9.0% were Aboriginal or Torres Strait Islander, compared with 6.1% in previous periods combined.

• 1.5% were young people in residential aged care, compared with 2.1% in previous periods combined.

• 12.0% were culturally and linguistically diverse, compared with 9.4% in previous periods combined.

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

336 Aboriginal and Torres Strait Islander.

3219 Not Aboriginal and Torres Strait Islander.

197 Not Stated.

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

56 Young people in residential aged care.

3,696 Not young people in residential aged care.

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

450 Culturally and linguistically diverse.

3,299 Not culturally and linguistically diverse.

3 Not stated.

Slide 14: Plan Management Support Coordination

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 Q4 at 28%, compared with 24% in previous quarters combined.

38% of participants who have had a plan approved in 2018-19 Q4 have support coordination in their plan, compared to 34% in previous quarters combined.

Slide 15: Plan Activation

Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q2, against those with initial plans approved in prior quarters (transition only).

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

The percentage of participants who activated plans within 90 days of initial plan approval was:

• 81% of participants entering in 2018-19 Q2.

• 86% of participants entering in previous quarters combined.

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.

Note: Participants with initial plans approved after the end of 2018-19 Q2 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Slide 16: Participant Outcomes

A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 99% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

• 62% of participants aged 0 to 14 are able to make friends outside of family/carers.

• 51% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 36% for other age groups.

• 57% of participants from school age to 14 attend school in a mainstream class, compared to 30% of participants aged 15 to 24.

• 26% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24.

• 63% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24.

Slide 17: Family/Carers Outcomes

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

The percentage of participants' families/carers when they entered the Scheme (baseline indicators):

• working in a paid job was highest for participants aged 15 to 24 (51%).

• 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 similar across all ages (46%).

• who feel in control selecting services was highest for participants aged 15 to 24 (37%).

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%).

Slide 18: Has the NDIS helped? Participants

Charts display, from year 1 to year 2, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

In general, participants' perceptions of whether the NDIS has helped improved from year one to year two, with the exception of the Work domain.

Slide 19: Has the NDIS helped? Family/Carers

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

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

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

Slide 20: Participants in Work

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

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

Baseline measures on employment are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 30 June 2017.

The percentage of participants in paid work increased this quarter from 13% to 22% for those aged 15 to 24, but decreased from 28% baseline to 26% for those aged 25 and over. Overall, the percentage of participants in employment increased from 24% to 25%.

Slide 21: Participants involved in community and social activities

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

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

For participants who entered the Scheme between 1 July 2016 and 30 June 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

Across all age groups, there was considerable increase in the percentage of participants engaged in community and social activities this quarter. The growth was most prevalent for the 15 to 24 age group, which saw an increase from 30% to 44%.

Slide 22: Participant Satisfaction

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

97% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased since the last quarter.

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

Slide 23: Participant Satisfaction – New Survey Method

A chart displays, for prior quarters compared with the current quarter, the proportion of participants who agreed with statements about different stages of the NDIS participant pathway.

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

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access.
- Pre-planning.
- Planning.
- Plan Review.

Generally there have been improvements in participant satisfaction at the access stage of the pathway in this quarter. There is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

Slide 24: Part 2: Committed Supports and Payments

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

Of the $12.7 billion that has been committed in participant plans, $8.9 billion has been paid to date.

Slide 25: Summary

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

Summary of payments for supports provided by financial year since the NDIS trial was launched in 2013-14:

2013-14: $37.4m,

2014-15: $141.3m,

2015-16: $257.5m,

2016-17: $1,216.8m,

2017-18: $3,117.4m,

2018-19: $4,116.5m.

Percentage of committed supports utilisation by financial year:

2013-14: 74%,

2014-15: 77%,

2015-16: 74%,

2016-17: 68%,

2017-18: 72%.

Utilisation of committed supports in 2018-19 is still emerging.

Slide 26: Committed Supports and Payments

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

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the $12.7 billion that has been committed in participant plans, $8.9 billion has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:

2013-14: $37.4m,

2014-15: $141.3m,

2015-16: $257.5m,

2016-17: $1,216.8m,

2017-18: $3,117.4m,

2018-19: $4,116.5m.

Slide 27: Committed Supports by Cost Band

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.

This quarter, the change in the distribution of average annualised committed supports was driven by the indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Slide 28: Committed Supports by Age Band

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

This quarter, supports have increased at each age group compared with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019.

Average annualised committed supports increase steeply between participants 0-6 through to age 34, stabilising to age 55 and reducing in participants of older years.

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.

Slide 29: Committed Supports by Disability Group

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

The highest average annualised committed supports are for participants with Spinal Cord Injury, Acquired Brain Injury and Cerebral Palsy.

Slide 30: Committed Supports by Level of Function

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 among participants with higher needs.

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

Slide 31: Utilisation of Committed Supports

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

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 31 March 2019 and 30 June 2019.

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

Experience shows that 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.

There were a large number of participants who received their first plan in 2016-17 and 2017-18 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 is still emerging.

Slide 32: Part 3: Providers and Markets

The new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in New South Wales and South Australia from 1 July 2018, and will be in other jurisdictions starting from 1 July 2019.

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 9,106 providers at 30 June 2019, representing a 4% increase on last quarter. Of these 61% were active.

Slide 33: 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 New South Wales and South Australia.

•Since 1 July 2018, providers in South Australia and New South Wales register with the NQSC by submitting a registration request, indicating the types of support 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:

9,106 approved providers, 61% of which were active in New South Wales at 30 June 2019.

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) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in New South Wales and South Australia from 1 July 2018, and will be in other jurisdictions starting from 1 July 2019.

Slide 34: Providers over time

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

As at 30 June 2019, there were 9,106 registered service providers, of which 4,015 were individual/sole trader operated businesses and 5,091 were companies or organisations.

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

The number of approved service providers increased from 8,716 to 9,106 in the quarter.

1.64 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.

Slide 35: Proportion of Active Providers

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

As at 30 June 2019, 61% of providers were active and 39% were inactive.

Of the total providers, 919 began delivering new supports in the quarter.

Slide 36: Approved Registration groups

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

The number of approved providers has remained steady or increased slightly for most registration groups over June 2019.

The registration groups with the largest numbers of approved providers have increased slightly:

• Therapeutic Supports: from 4,167 to 4,312 (3% increase).

• Household Tasks: from 2,438 to 2,582 (6% increase).

• Assistance with travel/transport arrangements: from 1,729 to 1,832 (6% increase).

• Assistance products for personal care and safety: from 1,371 to 1,440 (5% increase).

• Early Intervention supports for early childhood: from 1,335 to 1,388 (4% increase).

Slide 37: Active Registration groups

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 remained steady or increased slightly for most registration groups over the quarter.

The registration groups with the largest numbers of active providers have increased slightly:

- Therapeutic Supports: from 2,760 to 2,859 (4% increase).
- Household tasks: from 1,267 to 1,322 (4% increase).
- Participation in community, social and civic activities: from 745 to 792 (6% increase).
- Daily Personal Activities: from 657 to 693 (5% increase).
- Early Intervention supports for early childhood: from 653 to 681 (4% increase).

Slide 38: Market share of top providers

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.

87% Daily personal activities.

91% Early intervention supports for early childhood.

85% Participation in community, social and civic activities.

89% Therapeutic supports.

92% Assistance with daily life tasks in a group or shared living arrangement.

Slide 39: Part 4: Information, Linkages and Capacity Building

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

Slide 40: Part 5: Mainstream Interface

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

Slide 41: Mainstream Interface

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).

Of the total number of active participants with a plan approved in 2018-19 Q4, 95% access mainstream services, an increase 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 (54%).

• Lifelong learning (11%).

• Daily activities (8%).

95% of active participants with a plan approved in 2018-19 Q4 access mainstream supports, across the following domains:

• Health and wellbeing (53%).

• Lifelong learning (12%).

• Daily activities (10%).

Slide 42: Part 6: Financial Sustainability

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