COAG

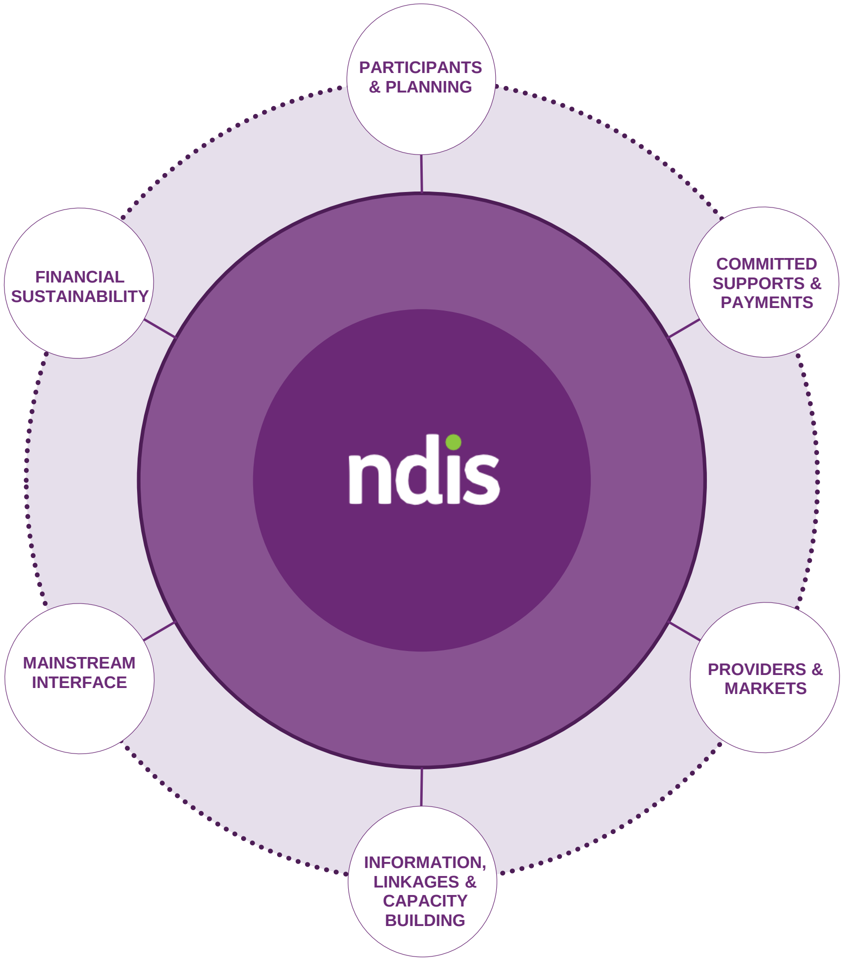
Disability Reform Council
Quarterly Performance Report

New South Wales - 30 June 2018

ndis

Overview

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



Summary

Participants and Planning

11,362 additional participants with plans this quarter.

As at 30 June 2018, plans approved and ECEI referrals represent:
- **69% of year to date bilateral estimate met (1 July 2017 - 30 June 2018)**
- **78% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2018)**

Satisfaction rating increased from 82% in the previous quarter to 85% of participants surveyed in this quarter rating their satisfaction with the Agency's planning process as either good or very good. This reflects the positive impact of the participant pathway reform on participant experience. As new pathway improvements continue to roll-out, and participants engage with the Scheme for longer, positive outcomes across all domains are expected to grow.

Committed Supports and Payments

$4.5 billion has been paid to providers and participants:
- **$37.4m in 2013-14,**
- **$141.3m in 2014-15,**
- **$257.2m in 2015-16,**
- **$1,207.5m in 2016-17,**
- **$2,869.5m in 2017-18.**

Overall,
- **74% of committed supports were utilised in 2013-14,**
- **77% in 2014-15,**
- **74% in 2015-16,**
- **68% in 2016-17,**
- **67% in 2017-18.**

2017-18 experience is still emerging.

Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in this year. 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

8,485 approved providers, a 19% increase for the quarter.

85-90% of payments made by the NDIA are received by 25% of providers.

44% of service providers are individual/sole traders.

Mainstream Interface

91% of active participants with a plan approved in 2017-18 Q4 access mainstream services.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in New South Wales continues to grow with 11,362 additional participants with approved plans this quarter.

Summary

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

Key Statistics

13,128

ACCESS DECISIONS IN 2017-18 Q4

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

11,362

INITIAL PLANS APPROVED IN 2017-18 Q4

OF THE 11,362 INITIAL PLANS APPROVED THIS QUARTER, 3,219 WERE PREVIOUSLY CONFIRMED AS ECEI AT 31 MARCH 2018

480

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q4

69%

OF YEAR TO DATE BILATERAL ESTIMATE MET
(1 JULY 2017 - 30 JUNE 2018)

77%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 30 JUNE 2018)

78%

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

Quarterly Intake

2017-18 Q4

Of the 7,544 participants deemed 'eligible' this quarter 74% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

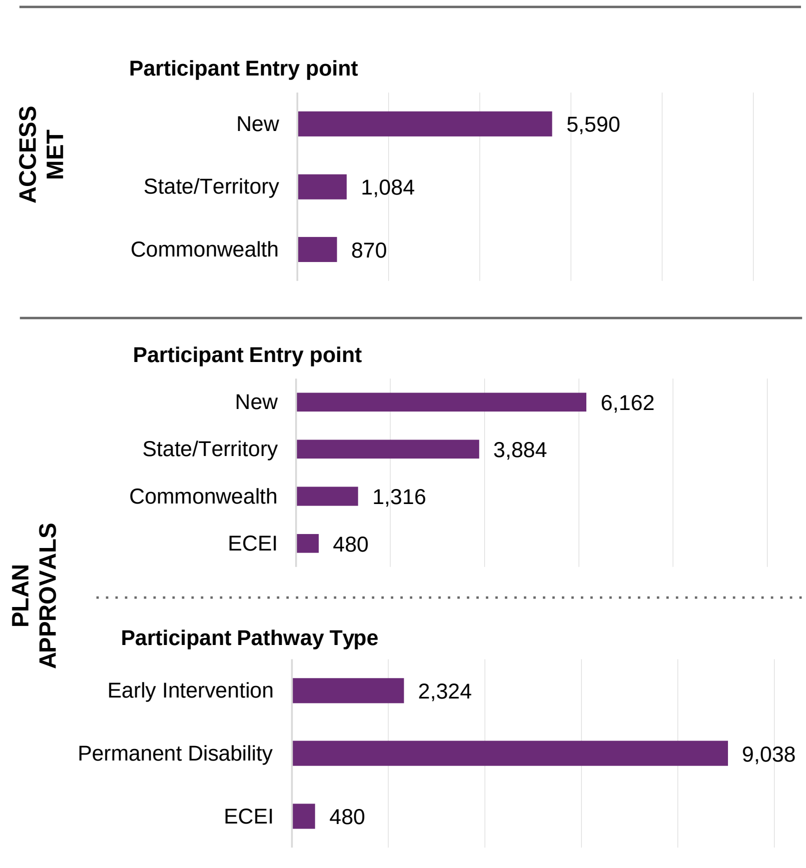
Of the 11,362 plan approvals this quarter, 54% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 80% entered with a permanent disability and 3,219 were previously confirmed as ECEI at 2017-18 Q3.

13,128 access decisions

7,544 access met

11,362 plan approvals (excluding ECEI)

480 ECEI



Quarterly Intake Detail

Plan approvals as at 30 June 2018

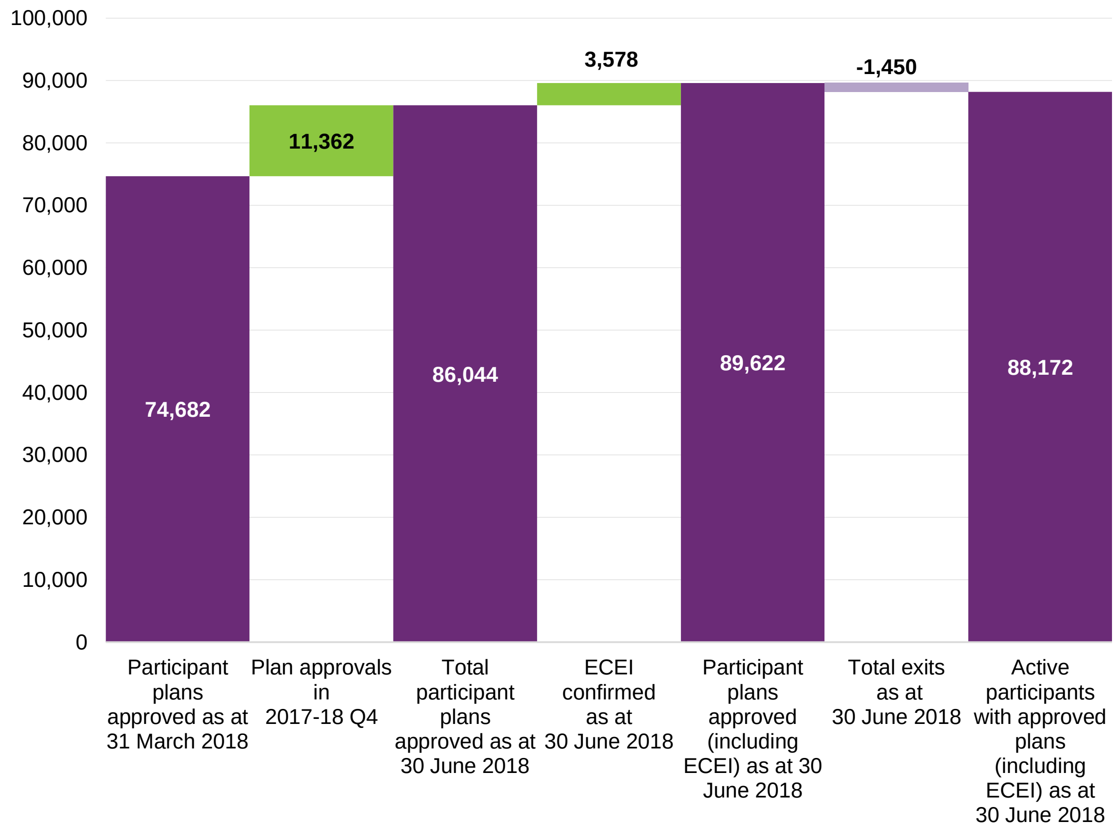
Plan approval numbers have increased from 74,682 at the end of 2017-18 Q3 to 86,044 by the end of 2017-18 Q4, an increase of 11,362 approvals.

As at 30 June 2018 there were 3,578 children with a confirmed ECEI referral bringing the total number to 89,622. Overall, 1,450 participants with approved plans have exited the Scheme.

Of the 3,578 children with a confirmed ECEI referral as at 30 June 2018, 3,098 were previously confirmed as ECEI at 31 March 2018 and an additional 480 entered the gateway this quarter.

In the quarter of 2017-18 Q4 there were 17,145 plan reviews. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 March 2018 and 30 June 2018



Cumulative Position

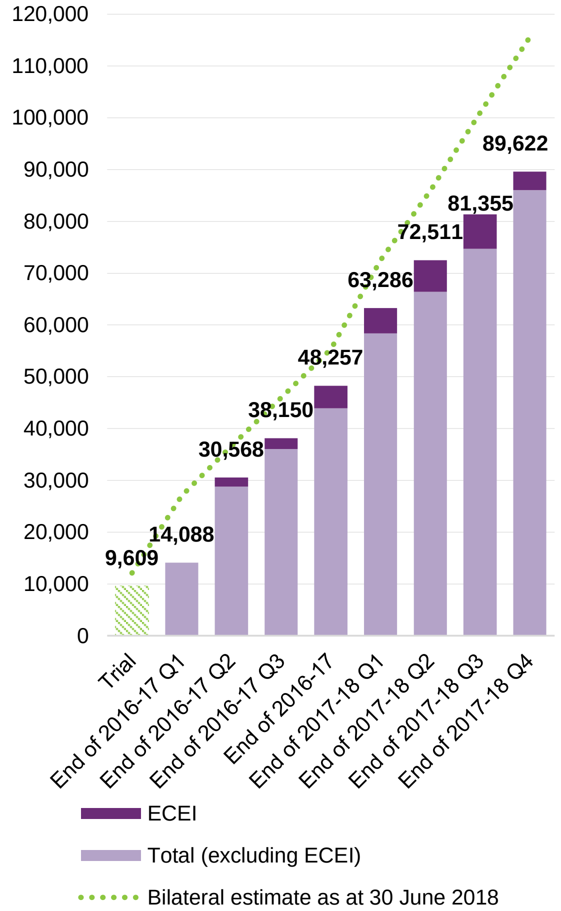
Plan approvals as at 30 June 2018

As at the end of 30 June 2018, the cumulative total number of participants receiving support was 89,622 (including 3,578 children supported through the ECEI gateway). Of these, 52,387 transitioned from an existing State/Territory program and 9,517 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 112,532 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



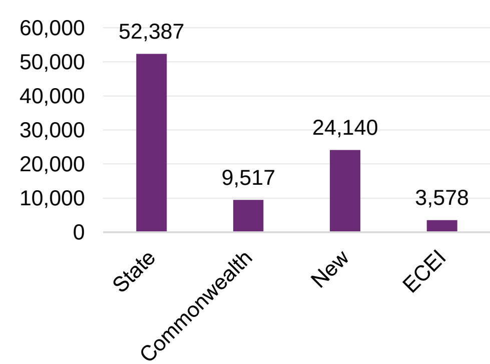
69%
of year to date bilateral estimate met (1 July 2017 - 30 June 2018)

77%
of transition to date bilateral estimate met (1 July 2016 - 30 June 2018)

78%
of scheme to date bilateral estimate met (1 July 2013 - 30 June 2018)

86,044
plan approvals to date; 89,622 including ECEI confirmed

Plan approvals by participant referral pathway



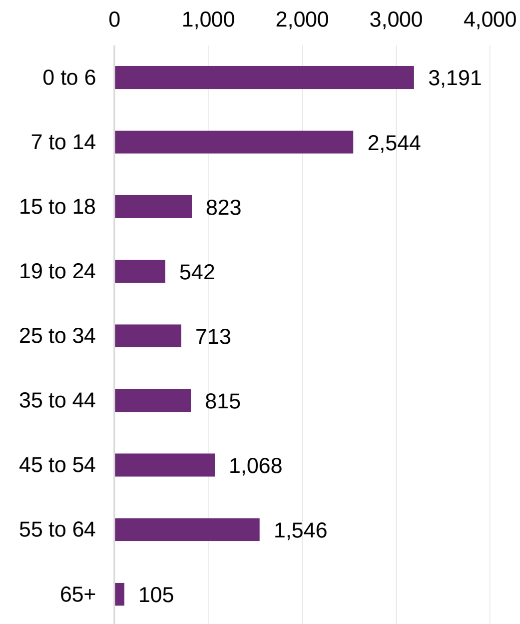
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

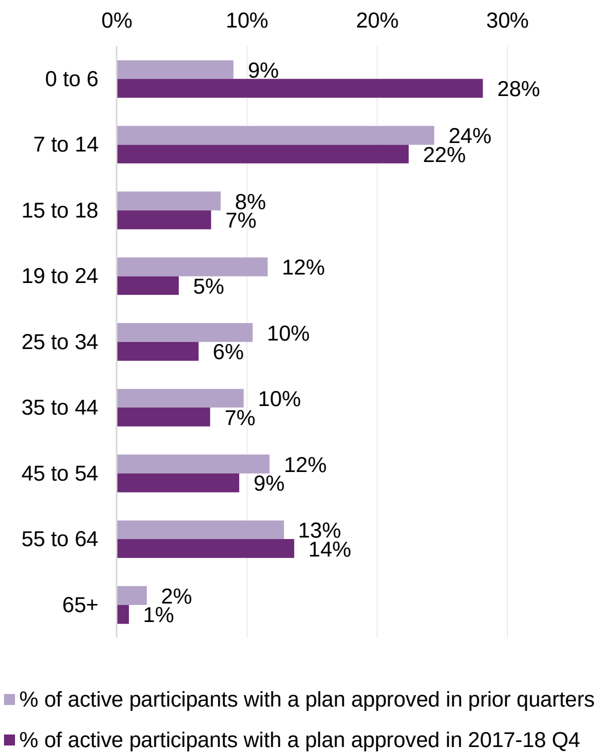
Around 28% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 9% in prior quarters.

This is driven by a relatively high proportion of 'new' participants entering this quarter compared to prior quarters of transition, some of whom entered through the ECEI gateway.

Active participants with a plan approved in the quarter of 2017-18 Q4 by age group



% of active participants with a plan approved by age group



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

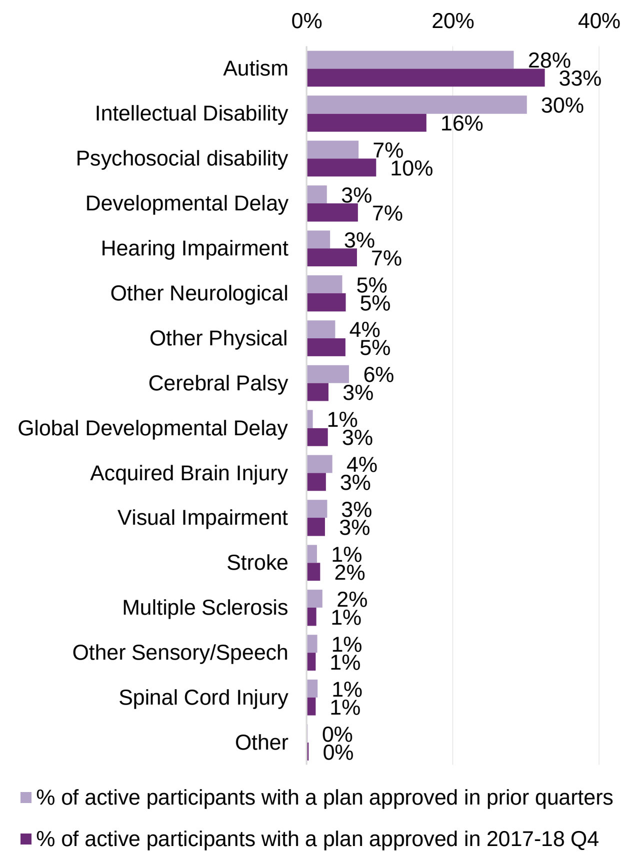
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.

33% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Autism.

16% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability, compared to 30% in previous quarters.

Active participants with a plan approved in the quarter of 2017-18 Q4 by disability group

% of active participants with a plan approved by disability group



Note 1: Of the 1,859 active participants identified as having an intellectual disability, 204 (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.

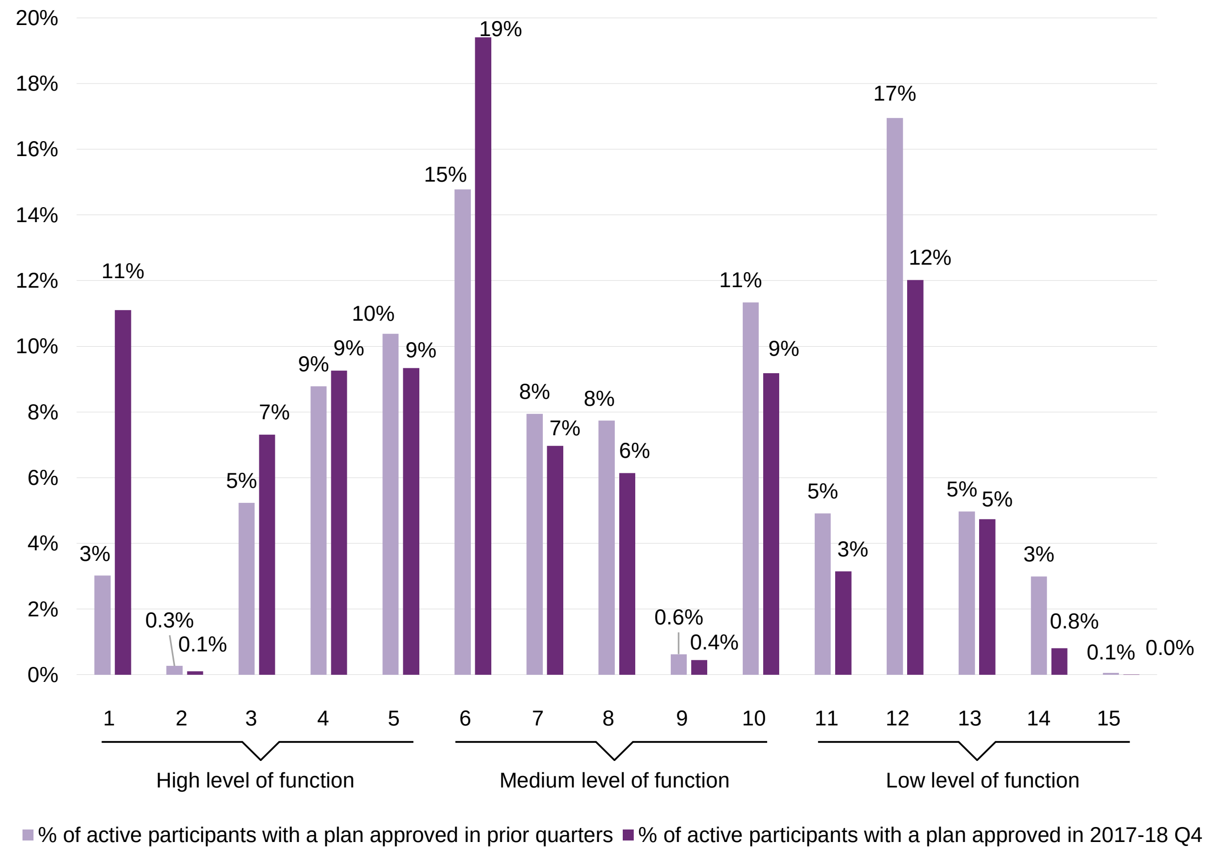
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by level of function.

For participants with a plan approval in the current quarter:
• 37% of active participants had a relatively high level of function
• 42% of active participants had a relatively moderate level of function
• 21% had a relatively low level of function

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

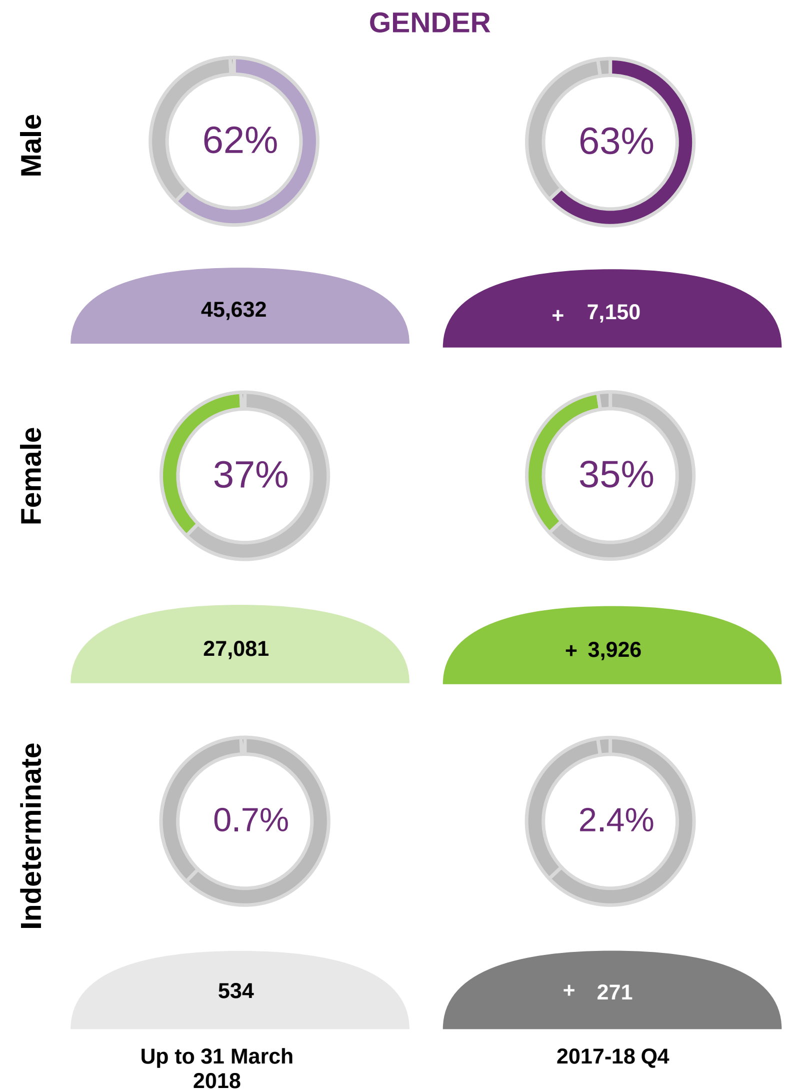
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by gender.

The majority of participants are males.



Participant Profiles

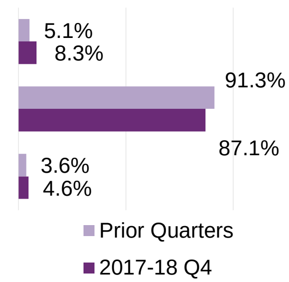
Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018.

Of the participants with a plan approved in 2017-18 Q4:

- **8.3% were Aboriginal or Torres Strait Islander, compared with 5.1% for prior periods.**
- **2.0% were young people in residential aged care, compared with 1.9% for prior periods.**
- **10.2% were culturally and linguistically diverse, compared with 8.6% for prior periods.**

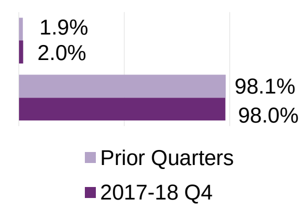
Aboriginal & Torres-Strait Islander	2017-18 Q4
Aboriginal and Torres Strait Islander	942
Not Aboriginal and Torres Strait Islander	9,879
Not Stated	526

% of active participants



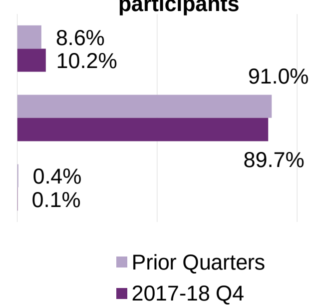
Young people in residential aged care status	2017-18 Q4
Young people in residential aged care	231
Young people not in residential aged care	11,116

% of active participants



Culturally and linguistically diverse	2017-18 Q4
Culturally and linguistically diverse	1,162
Not culturally and linguistically diverse	10,179
Not stated	6

% of active participants

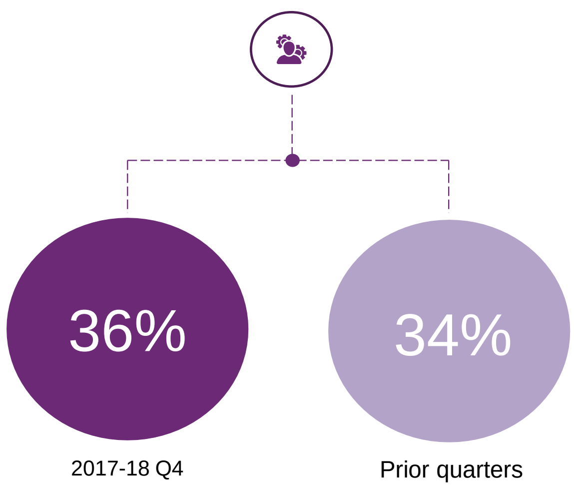


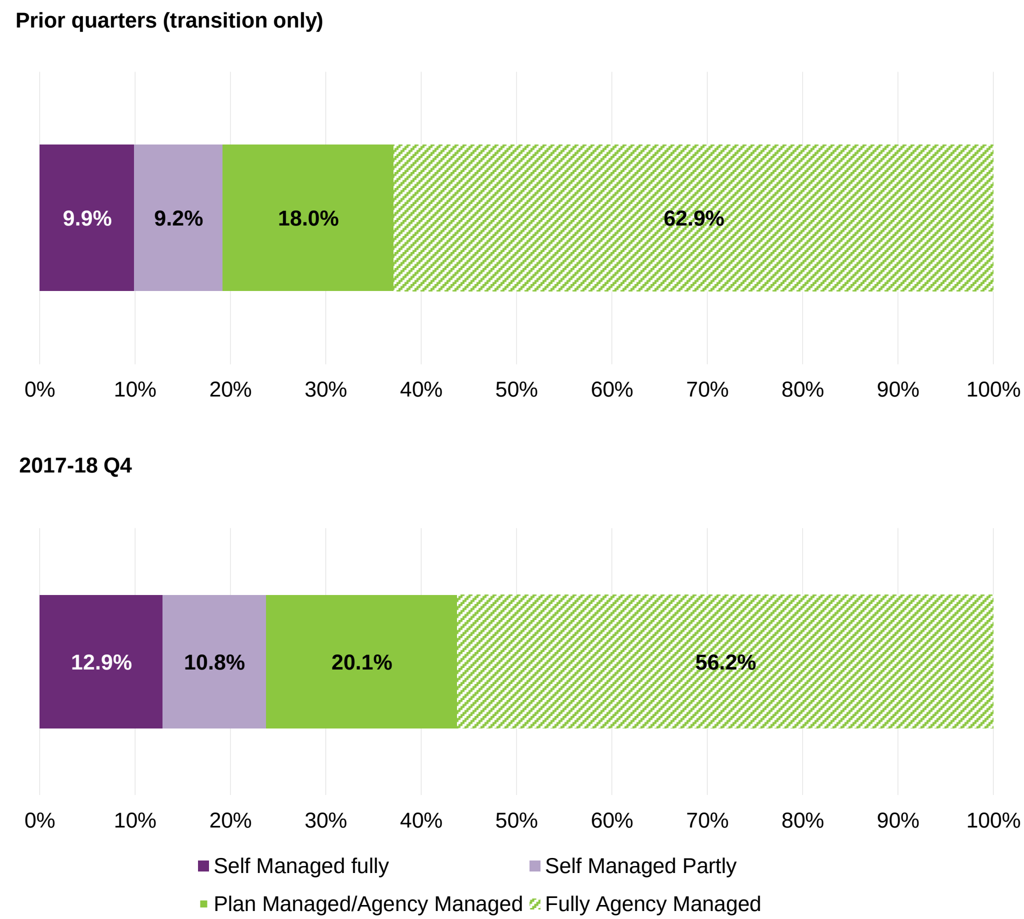
Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q4 (24%), compared with prior quarters of transition (19%).

36% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 34% in prior quarters of transition.

Support Co-ordination





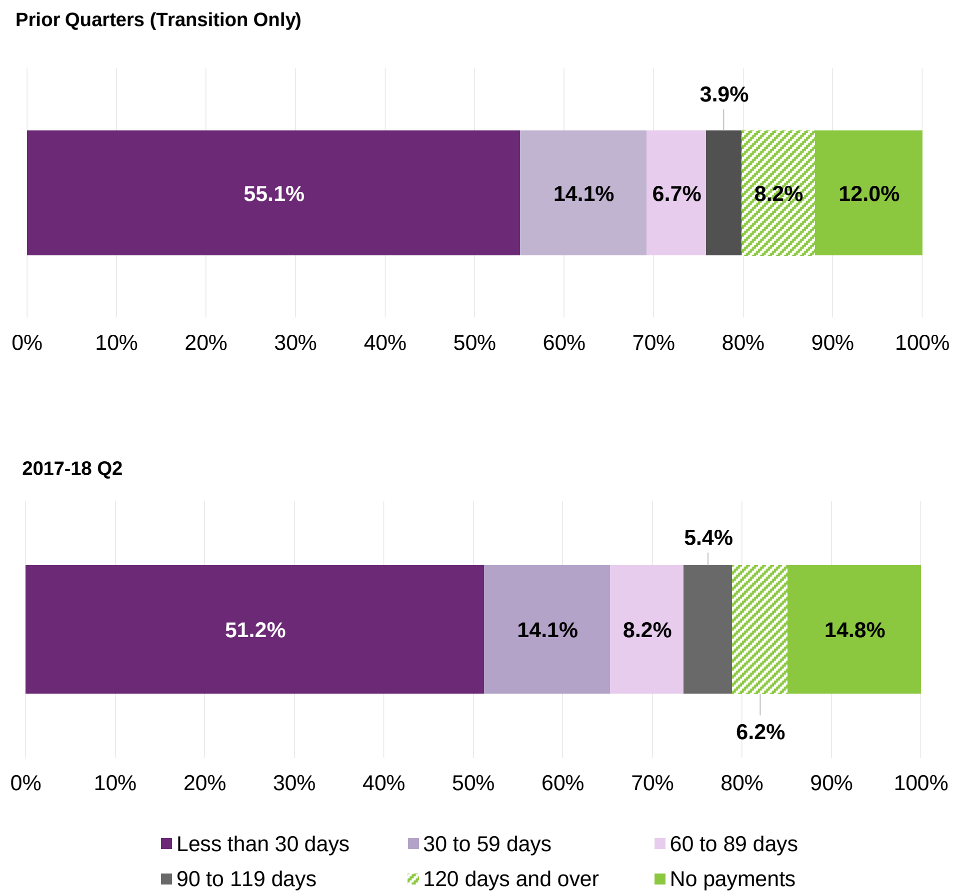
Plan Activation

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:
- **76% of plans approved in prior quarters**
- **74% of plans approved in 2017-18 Q2.**

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.

Duration to plan activation for initial plans



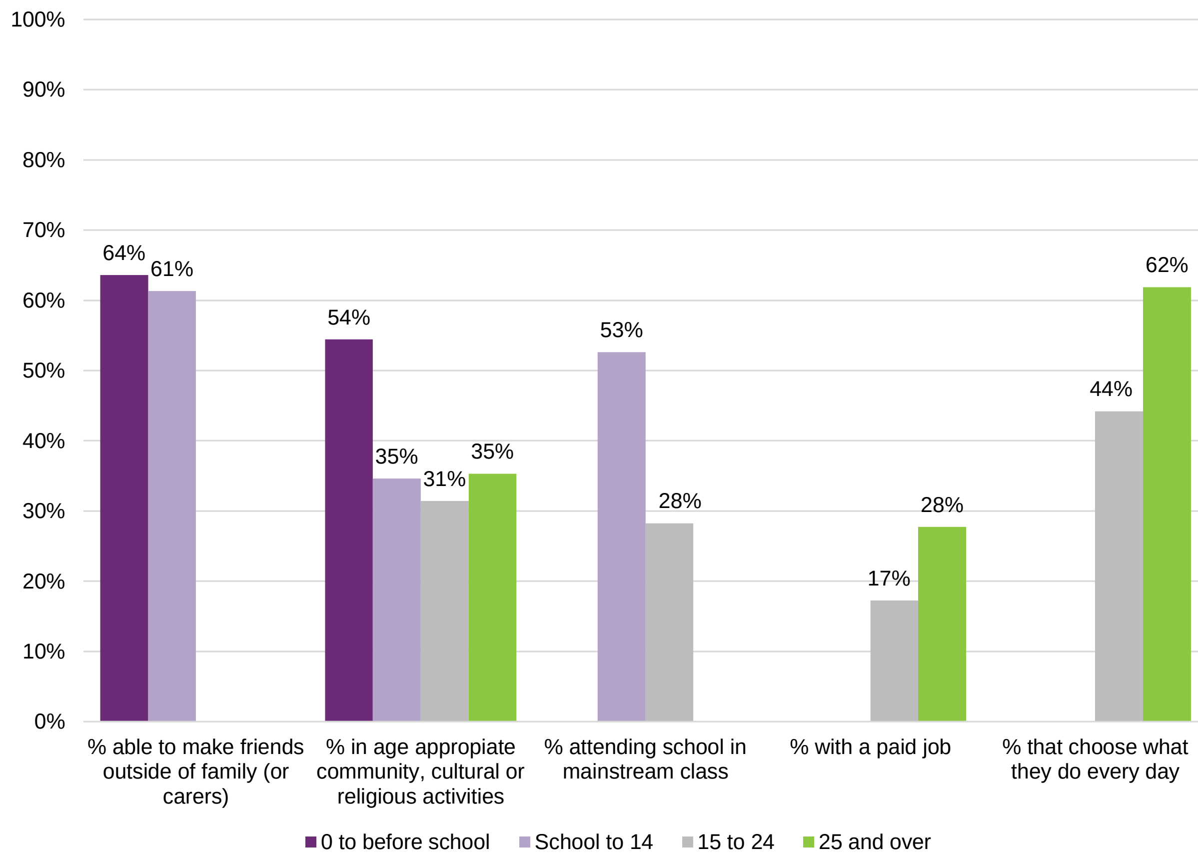
Note: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Baseline outcome measures were collected from 99% of participants receiving their initial plan since 1 July 2016.

- **64% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 61% 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**
- **53% of participants from school age to 14 attend school in a mainstream class, compared to 28% of participants aged 15 to 24**
- **28% 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**

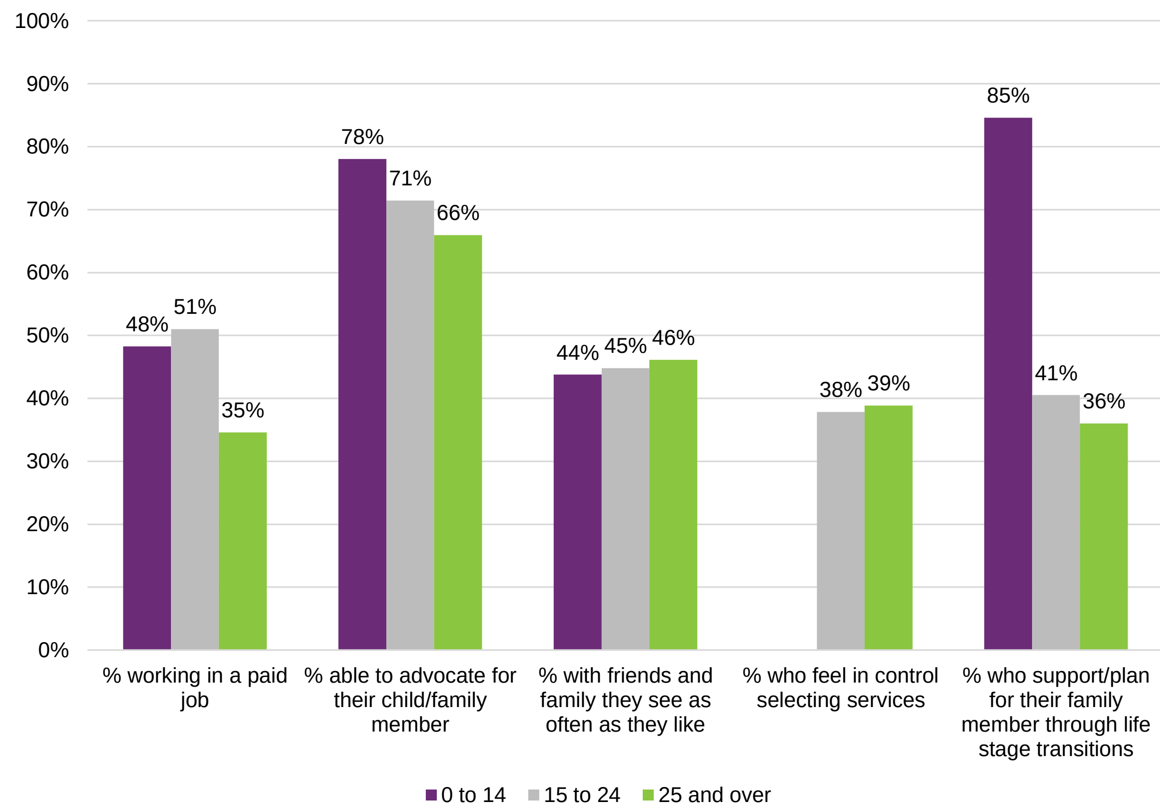
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 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 highest for participants aged 25 and over (46%)
• who feel in control selecting services was highest for participants aged 25 and over (39%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Selected key baseline indicators for families and carers of participants



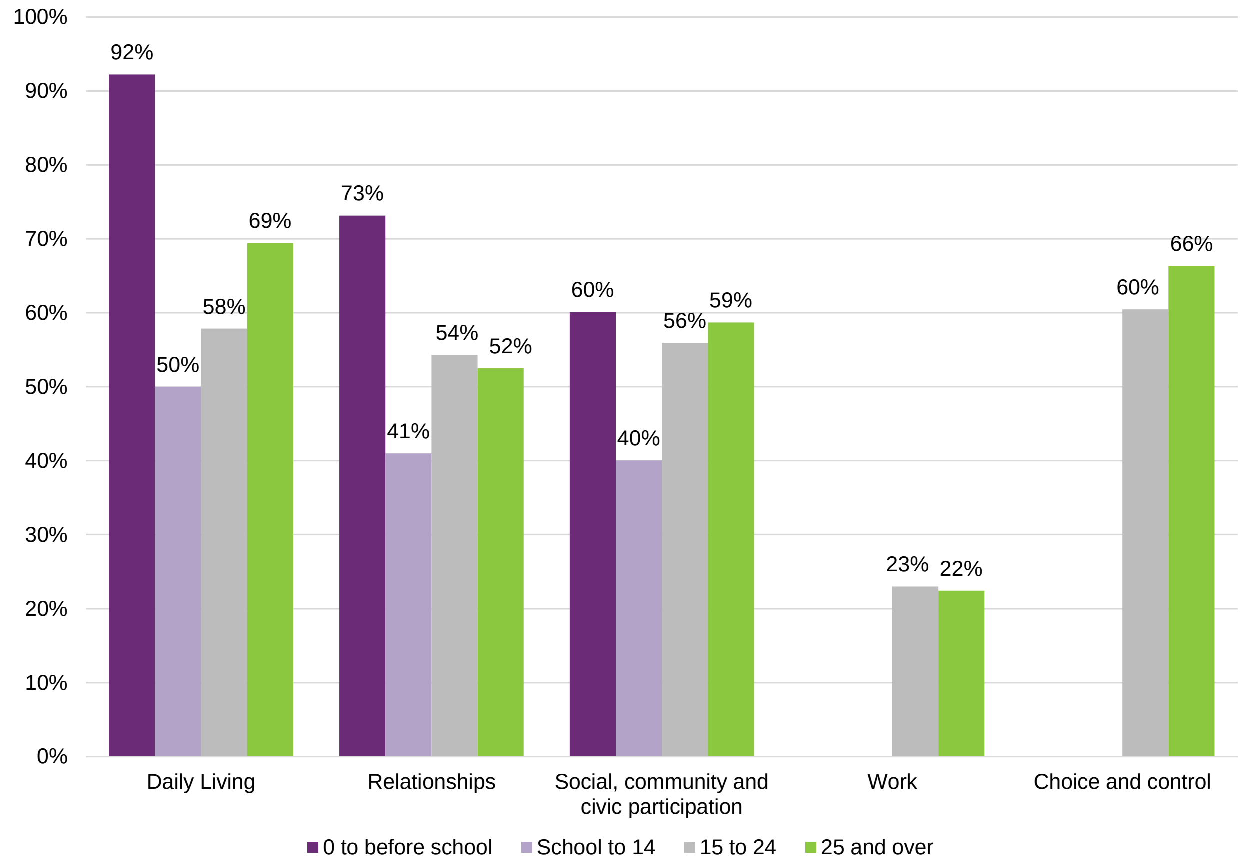
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme during the 2016/17 year 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 (50%), for participants of school age to 14**
- **Choice and control (60%), for participants aged 15 to 24**
- **Daily Living (69%), for participants aged 25 and over**

"Has the NDIS helped?" questions for participants



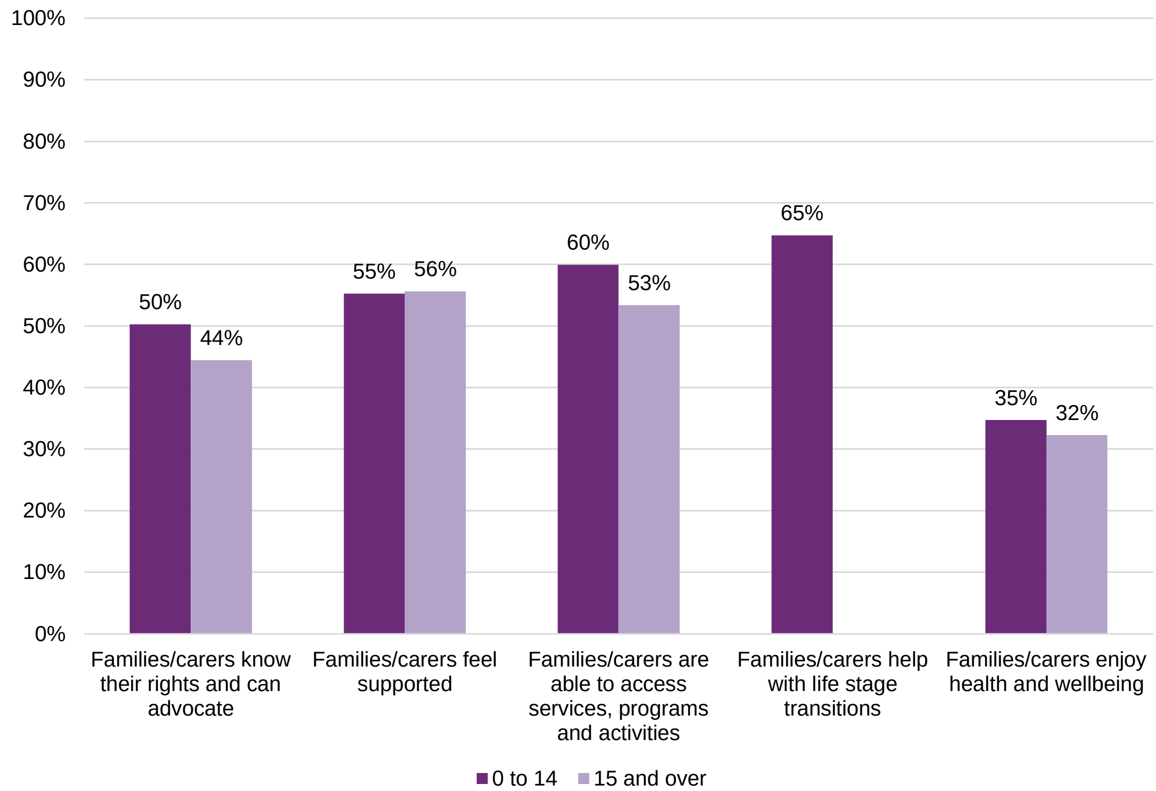
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme during the 2016/17 year and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most with life stage transitions, and with accessing services, programs and activities.

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



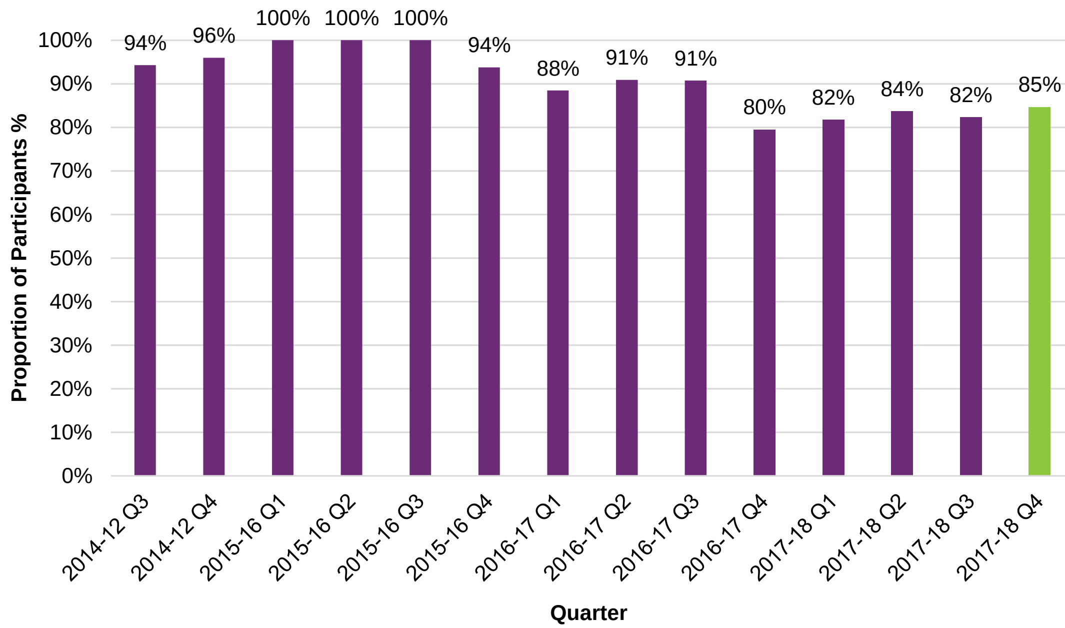
Participant Satisfaction

85% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a three percentage point increase from last quarter.

The Participant Pathway Review aims to improve the participant experience.

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, $37.4m has been paid to providers and participants for supports provided in 2013-14, $141.3m in 2014-15, $257.2m in 2015-16, $1,207.5m in 2016-17 and $2,869.5m in 2017-18.

Summary

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

Key Statistics

$2.4
BILLION OF COMMITTED SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$4.3
BILLION OF SUPPORTS IN RESPECT OF 2017-18

$2.9
BILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$37.4M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, $141.3M IN 2014-15, $257.2M IN 2015-16, $1,207.5M IN 2016-17 AND $2,869.5M IN 2017-18.

OVERALL, 74% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 77% IN 2014-15, 74% IN 2015-16, 68% IN 2016-17 AND 67% IN 2017-18.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

*Note: The $2.9 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

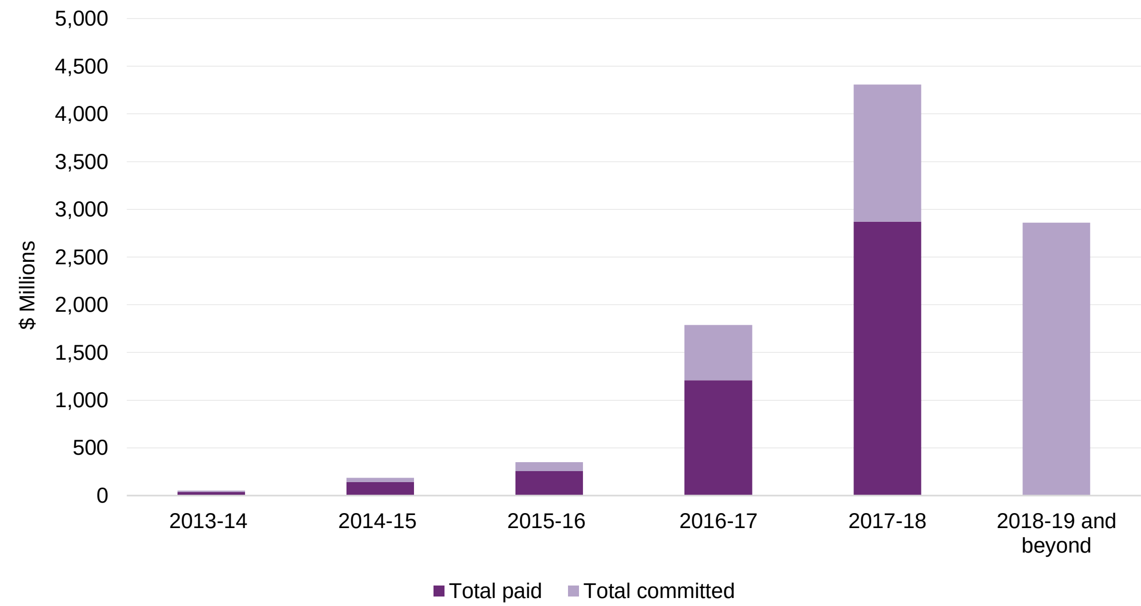
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $9.5 billion that has been committed in participant plans, $4.5 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: $257.2m has been paid
2016-17: $1,207.5m has been paid
2017-18: $2,869.5m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	50.6	184.5	349.4	1,787.4	4,307.3	2,860.3	9,539.5
Total paid	37.4	141.3	257.2	1,207.5	2,869.5	1.8	4,514.7



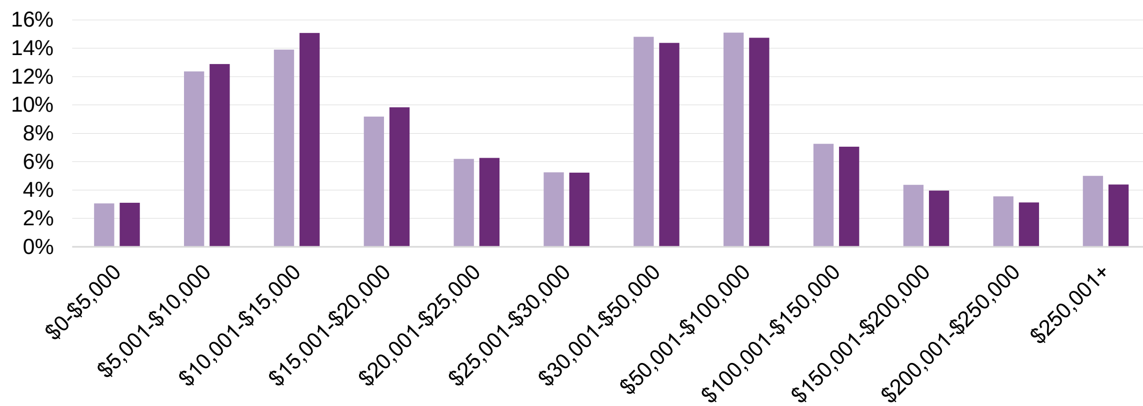
Note: The $1.8m paid in 2018-19 and beyond are payments received for supports that are to be provided in 2018-19.

Committed Supports by Cost Band

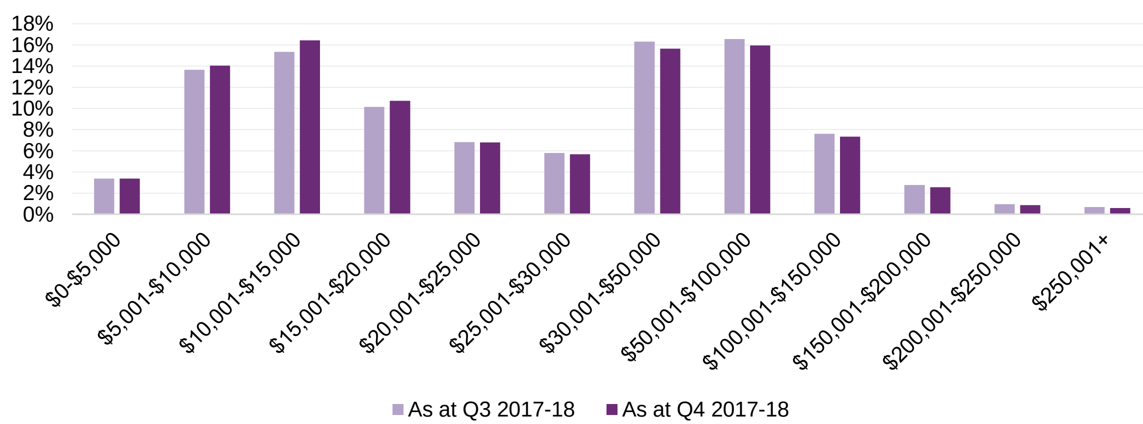
As at 2017-18 Q4 the proportion of initial plan approvals with average annualised committed supports greater than $30,000 has slightly decreased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

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



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

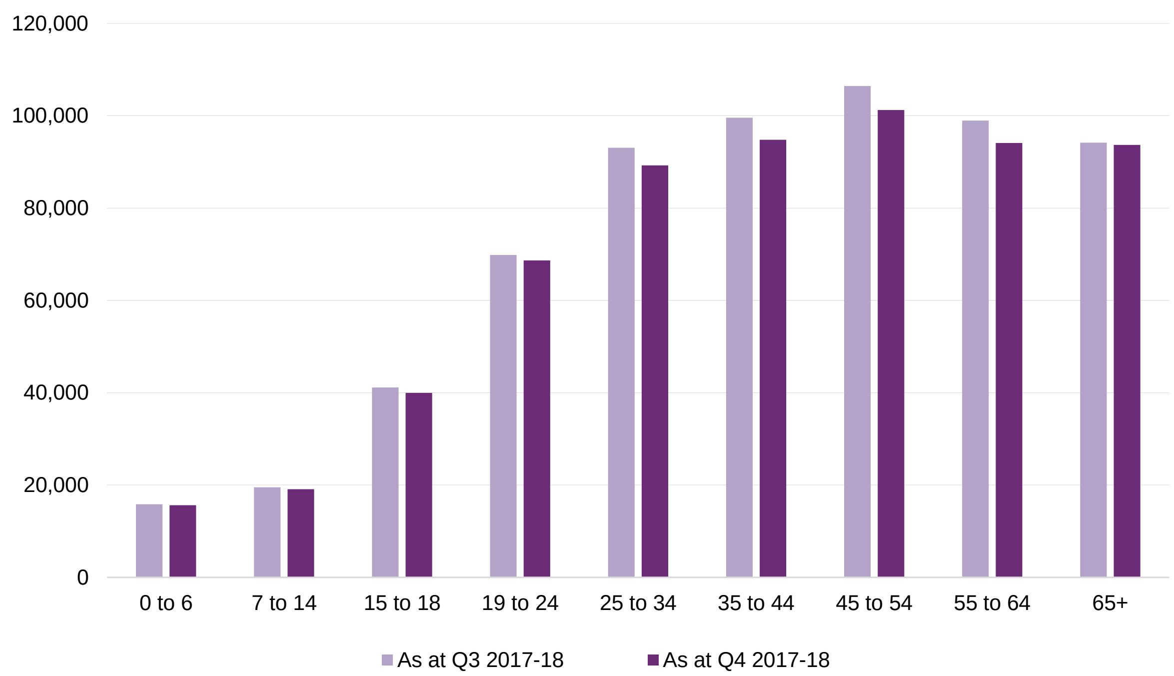


Committed Supports by Age Band

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter across all age groups.

Average annualised committed supports by age band



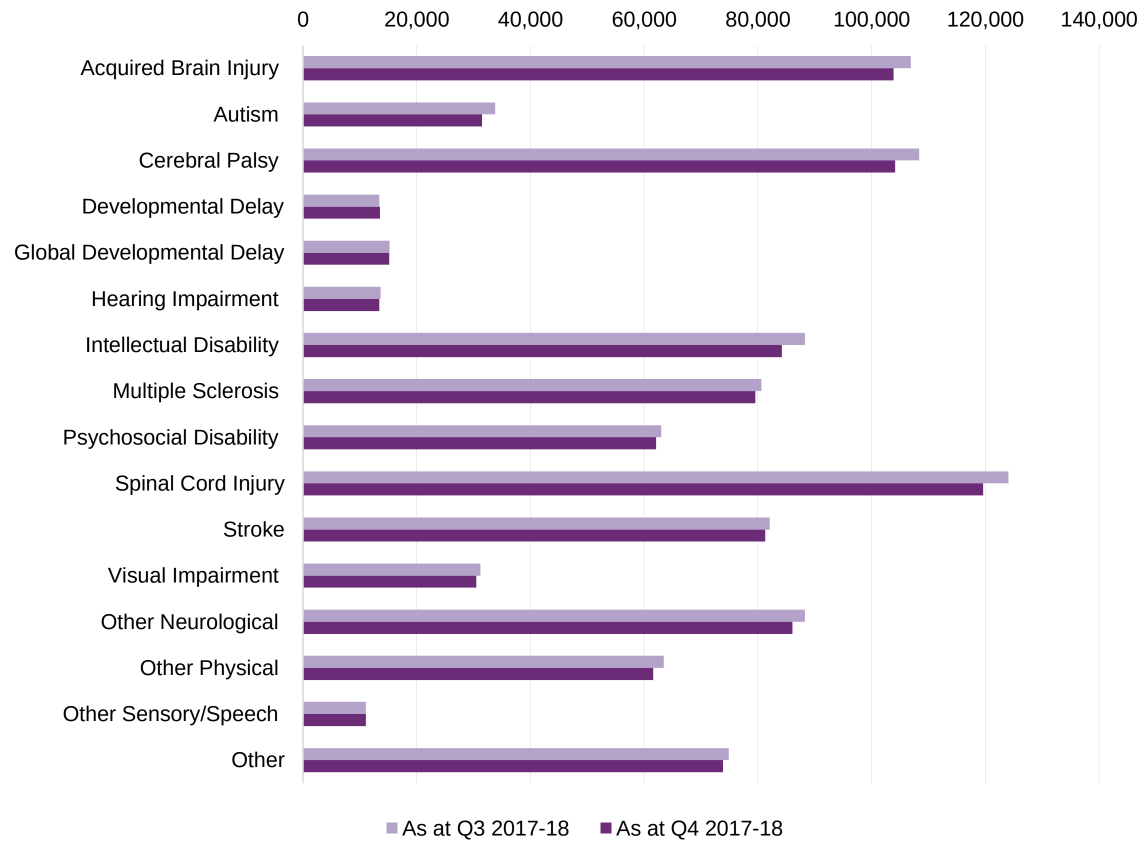
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter for most disability groups.

Average annualised committed supports by primary disability group

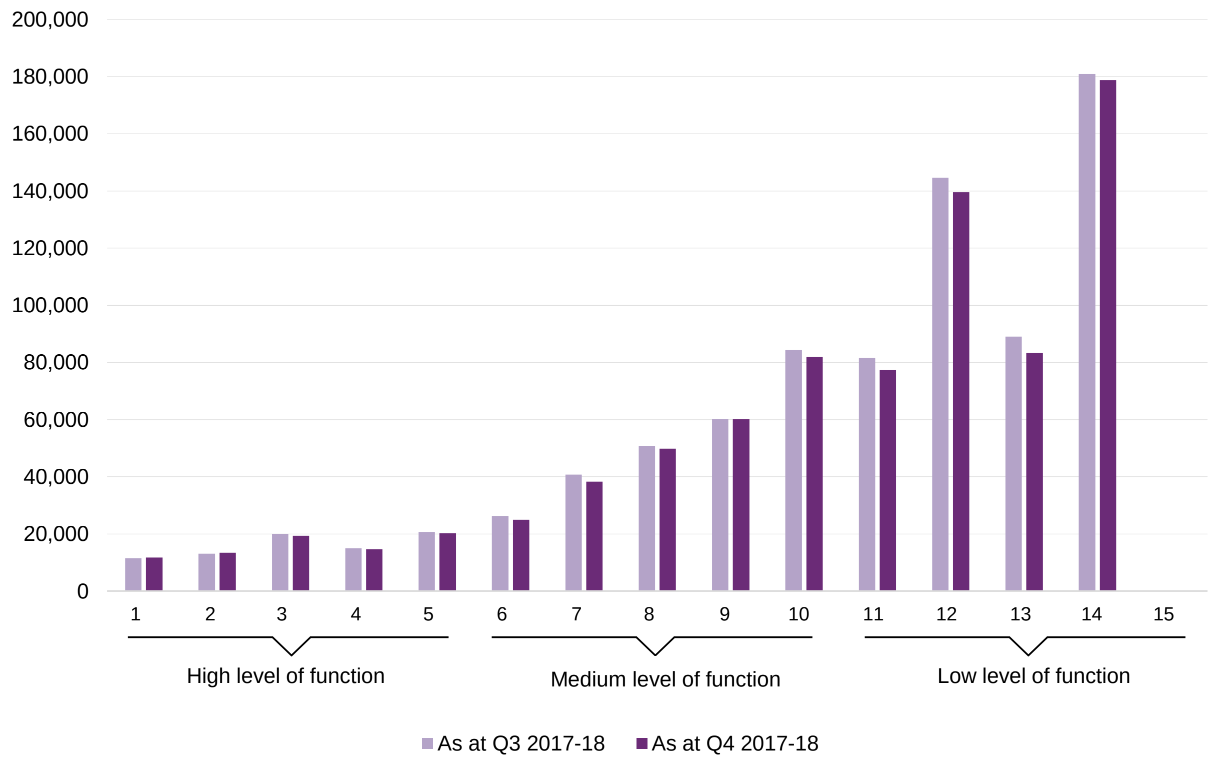


Committed Supports by Level of Function

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

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 have decreased since the previous quarter for participants across low, medium and high 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

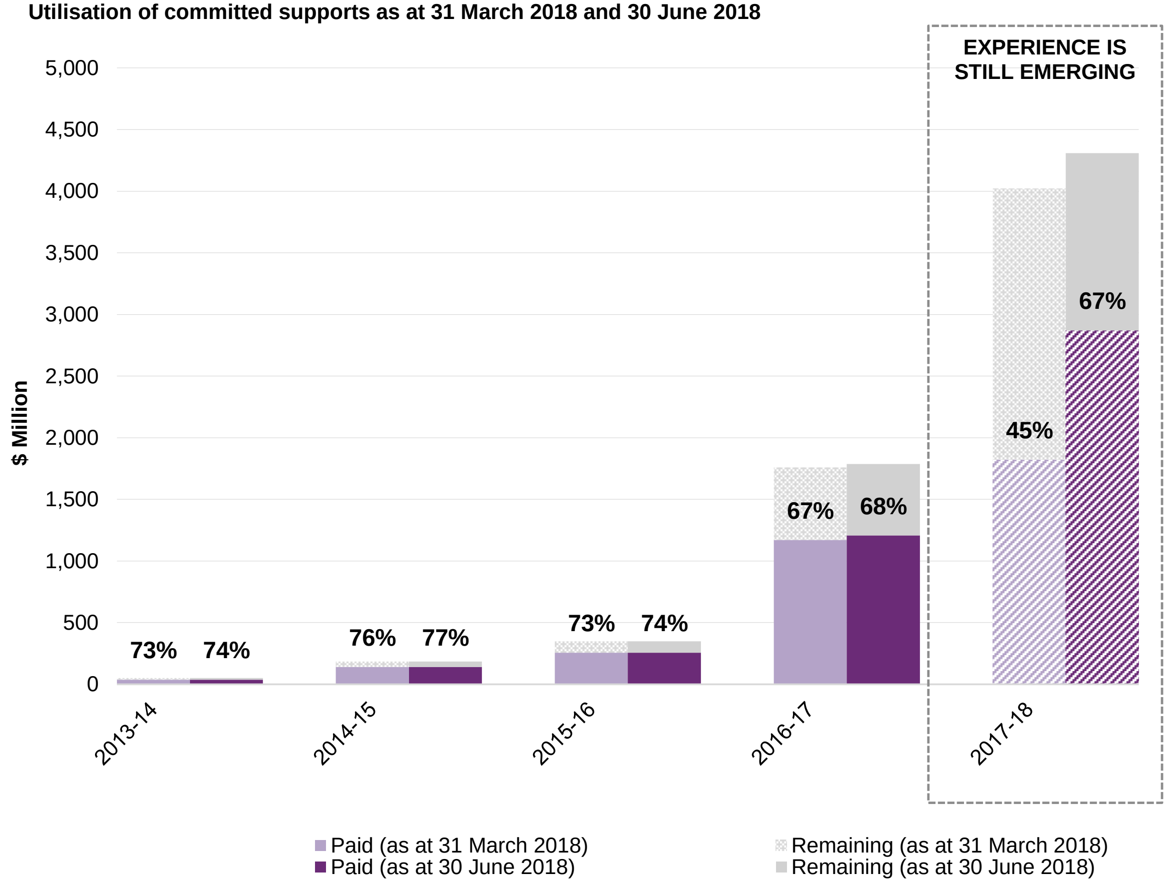
Utilisation of committed supports by year that the support was expected to be provided as at 31 March 2018, compared with 30 June 2018.

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

Lower utilisation in 2016-17 is predominantly driven by the large number of participants who received their first plan in this year. 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 is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

Utilisation of committed supports as at 31 March 2018 and 30 June 2018



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 19% increase in the number of providers during the quarter to 8,485.

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.**
- **Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.**

How providers interact with participants

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

Key Statistics

8,485
APPROVED PROVIDERS

85-90%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

44%
OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

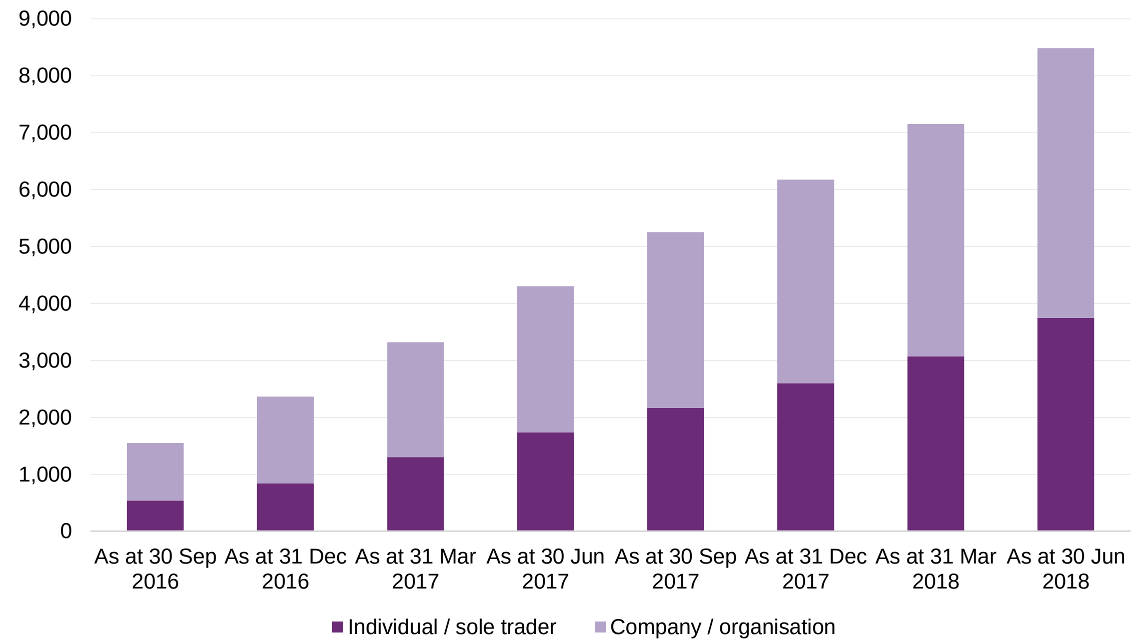
Providers over time

As at 30 June 2018, there were 8,485 registered service providers of which 3,749 were individual/sole trader operated business while the remaining 4,736 providers were registered as a company or organisation.

1.69

AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



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

The number of approved service providers increased by 19% from 7,150 to 8,485 in the quarter.

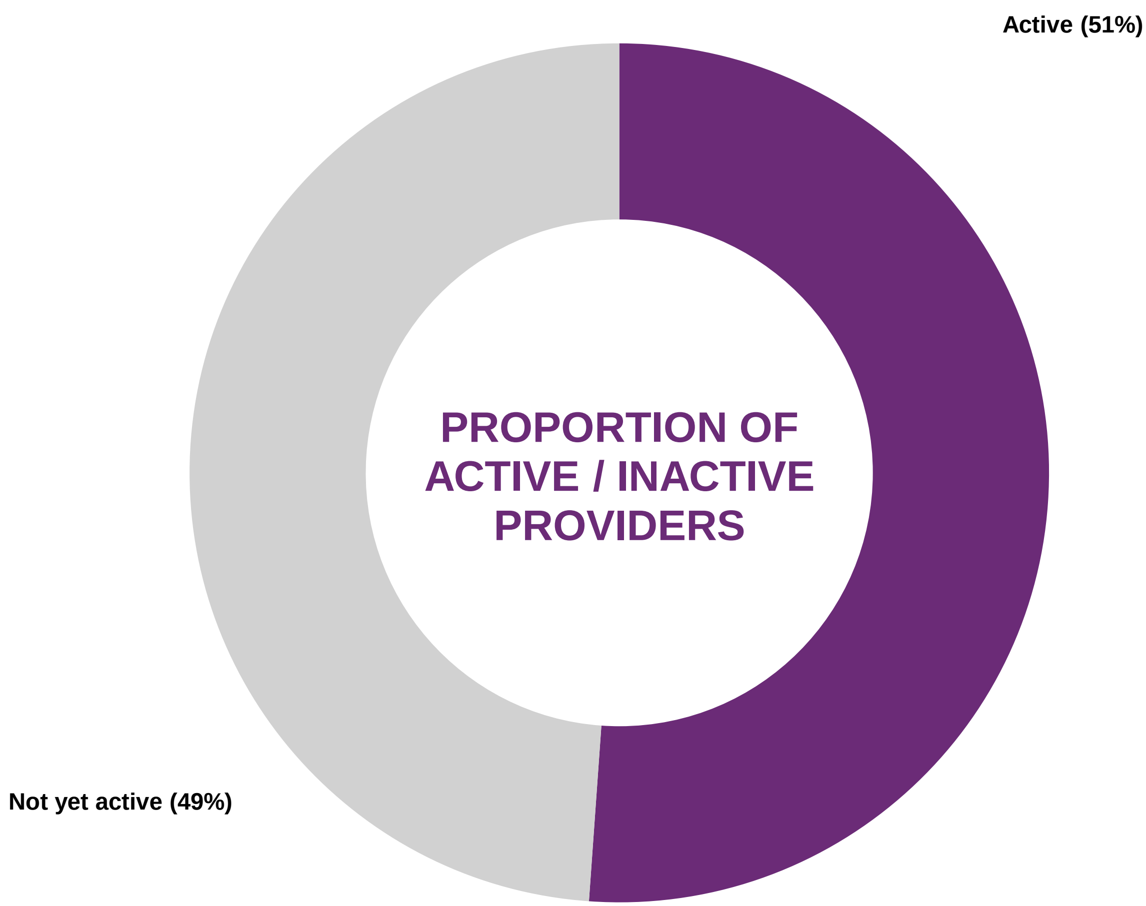
Proportion of Active Providers

Change in the activity status of providers.

As at 30 June 2018, 51% of providers have been active and 49% were yet to have evidence of activity. Of the overall stock of providers, 1,322 providers began delivering new supports in the quarter.

1,322

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



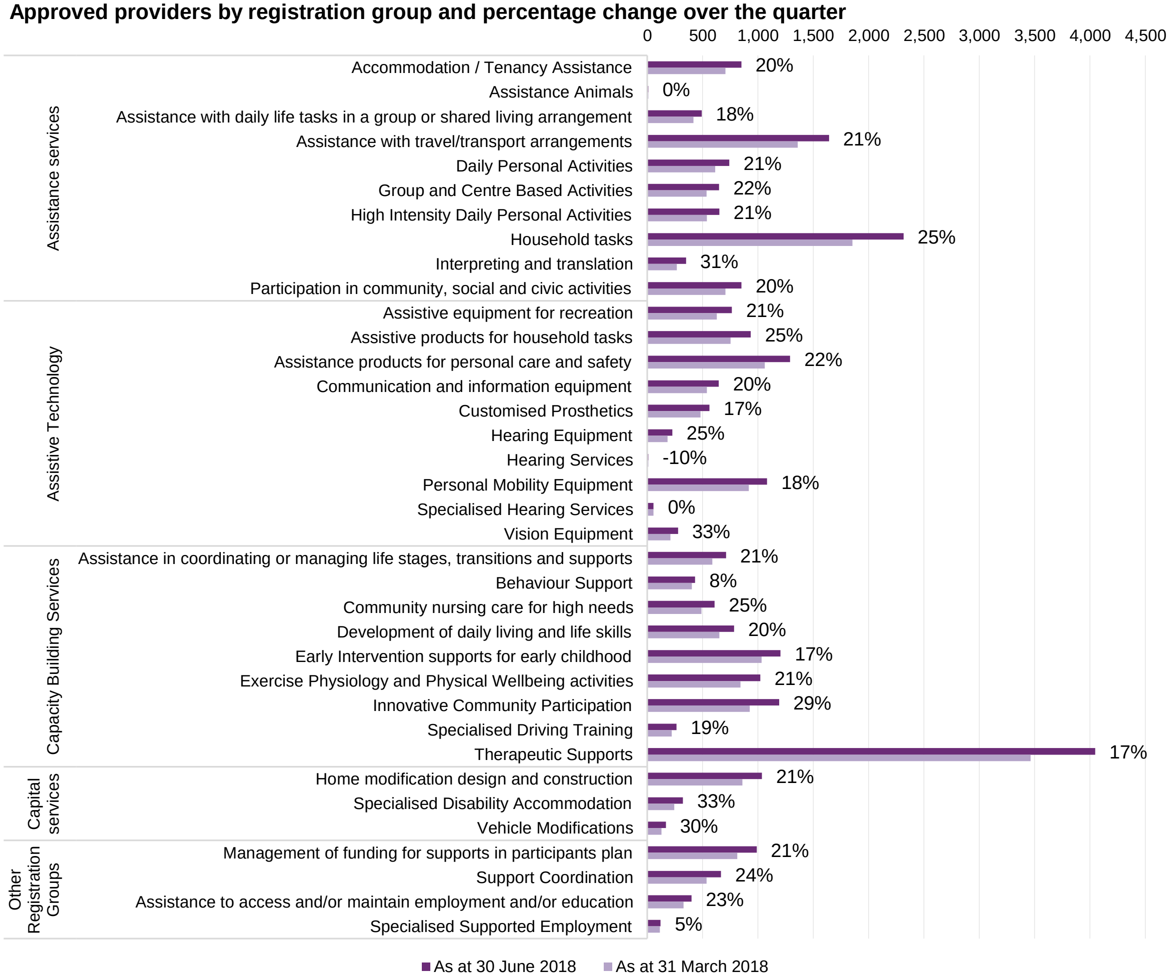
Approved Registration groups

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

Therapeutic Supports has the highest number of approved service providers and has seen a 17% increase since the previous quarter.

The largest percentage increase in approved providers in the quarter was for the Vision Equipment registration group, increasing from 209 as at 31 March 2018 to 277 as at 30 June 2018. This was followed by Specialised Disability Accommodation, Interpreting and translation and Vehicle Modifications.

Approved providers by registration group and percentage change over the quarter



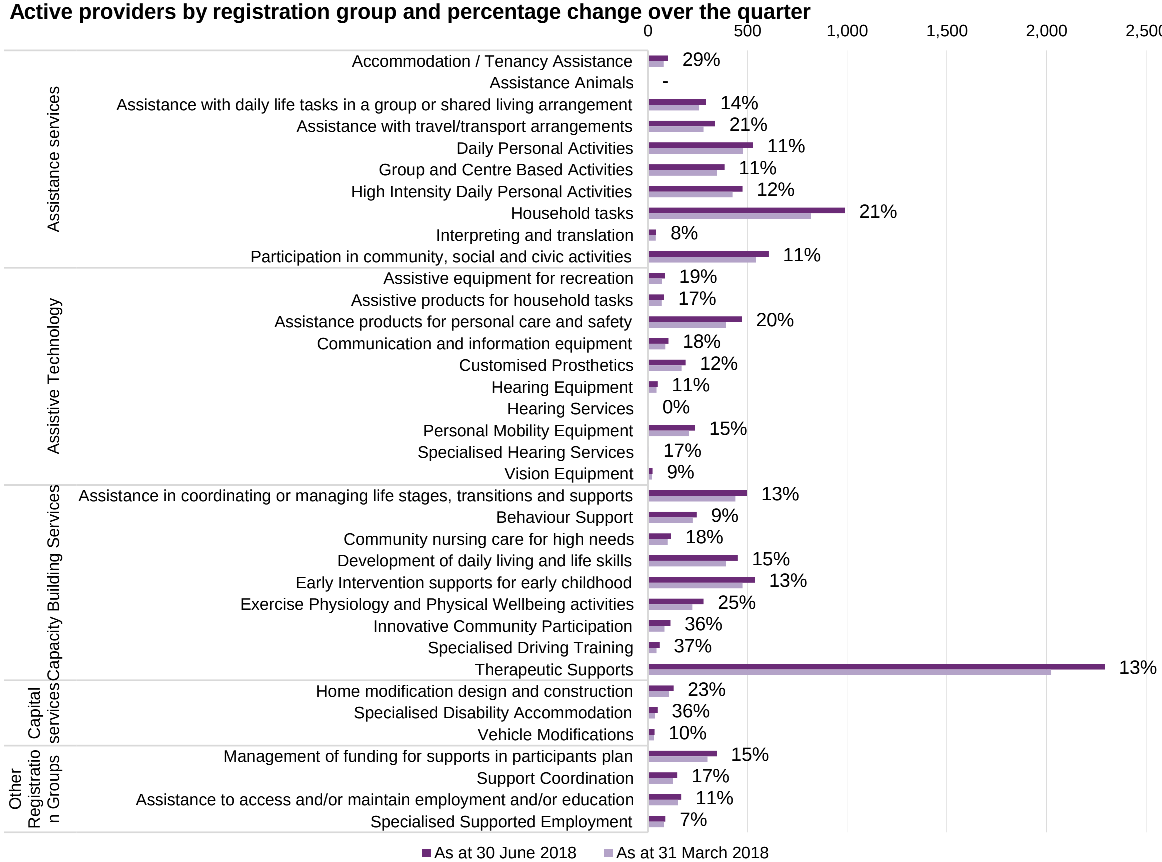
Active Registration groups

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

Therapeutic Supports has the highest number of active service providers and has seen a 13% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Specialised Driving Training registration group, increasing from 43 as at 31 March 2018 to 59 as at 30 June 2018. This was followed by Innovative Community Participation, Specialised Disability Accommodation and Accommodation / Tenancy Assistance.

Active providers by registration group and percentage change over the quarter



Note: Previously, providers were counted as active in a registration group if they were approved in the registration group in NSW and active in any group. This has been refined in this report to only count those providers which are active in NSW in the registration group considered.

Market share of top providers

25% of service providers received 85-90% 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.

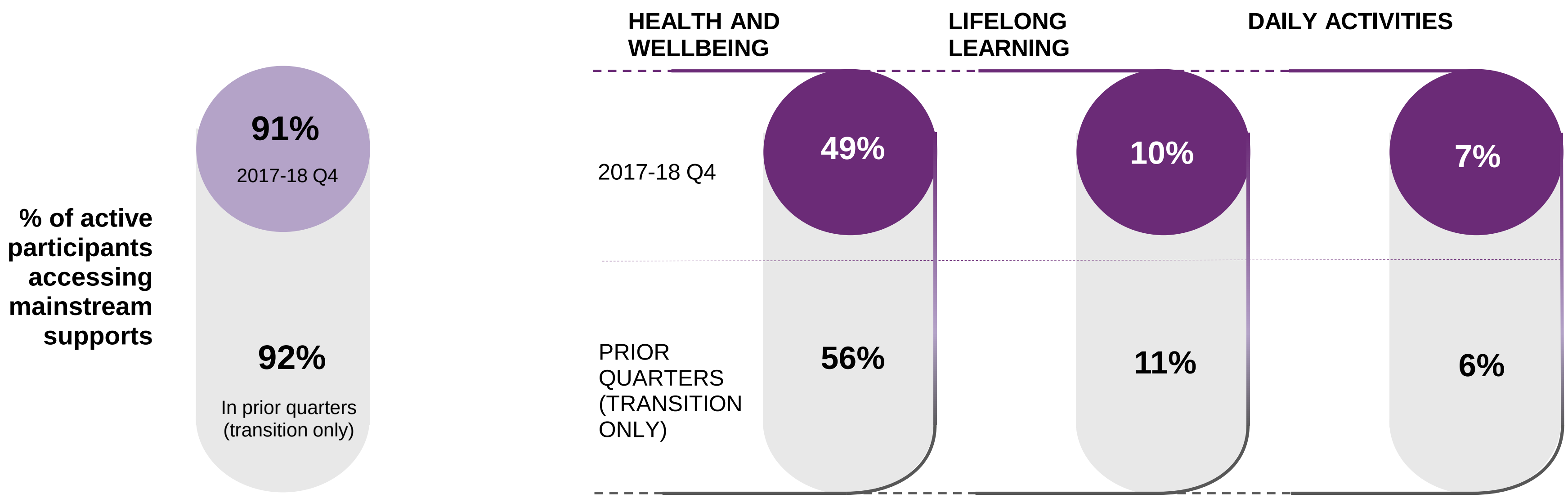
PART 5

Mainstream Interface

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

Mainstream Interface

91% of active participants with a plan approved in 2017-18 Q4 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

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