COAG

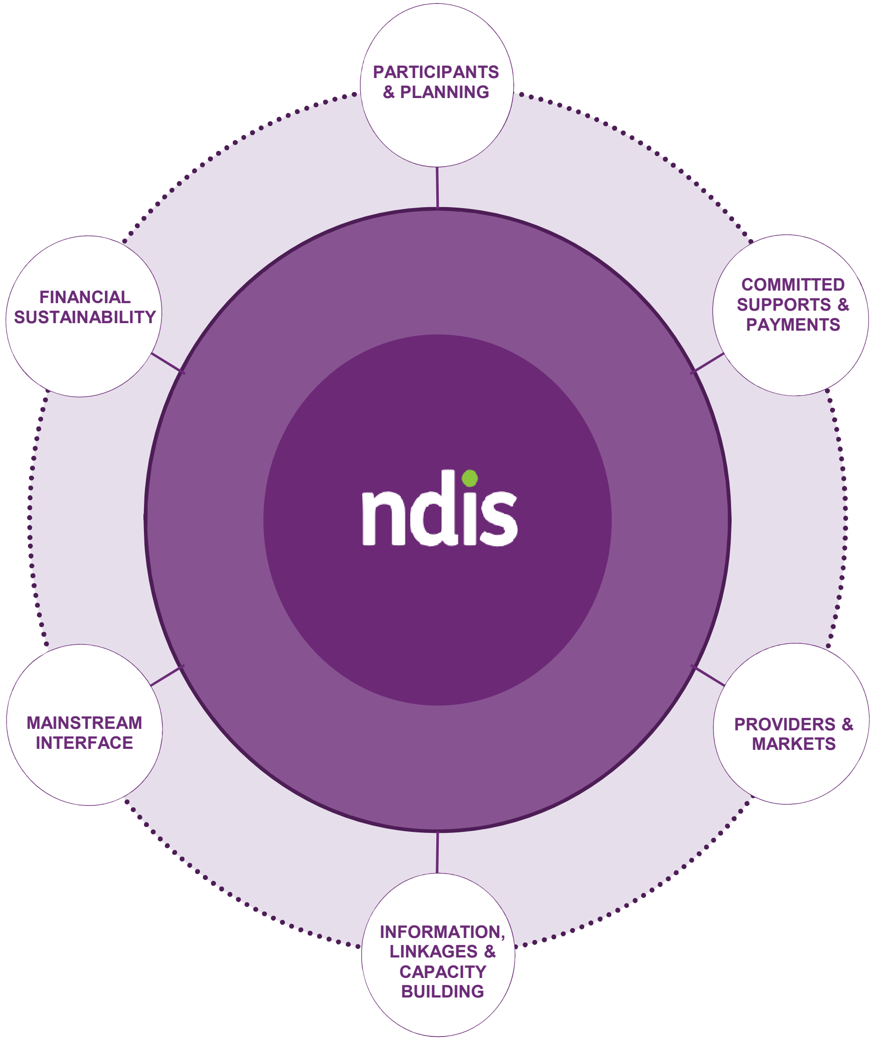
Disability Reform Council

Quarterly Performance Report

South Australia - 31 December 2017

Overview

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



Summary

Participants and Planning

1,735 additional participants with plans this quarter, with 120 of those previously confirmed as ECEI at 2017-18 Q1.

270 additional children have a confirmed referral to the ECEI gateway this quarter.

As at 31 December 2017, plans approved and ECEI referrals represent:
• 85% of year to date bilateral estimate met (1 July 2017 - 31 December 2017)
• 101% of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)
• 92% of scheme to date bilateral estimate met (1 July 2013 - 31 December 2017)

75% of participants surveyed in the quarter rated their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$271.8 million has been paid to providers and participants since Scheme inception.

Overall,
• 53% of committed supports were utilised in 2013-14,
• 61% in 2014-15,
• 61% in 2015-16,
• 56% in 2016-17.
2017-18 experience is still emerging.

Providers and Markets

1,526 approved providers, a 15% increase for the quarter.

75-95% of payments made by the NDIA are received by 25% of providers.

34% of service providers are individual/sole traders.

Mainstream Interface

92% of active participants with a plan approved in 2017-18 Q2 access mainstream services.

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

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in South Australia continues to grow with 1,735 additional participants with approved plans this quarter.

Summary

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

Key Statistics

3,636

ACCESS DECISIONS IN 2017-18 Q2

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

1,735

INITIAL PLANS APPROVED IN 2017-18 Q2

OF THE 1,735 INITIAL PLANS APPROVED THIS QUARTER, 120 WERE PREVIOUSLY CONFIRMED AS ECEI AT 2017-18 Q1

270

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q2

85%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 31 DECEMBER 2017)

101%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 DECEMBER 2017)

92%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 DECEMBER 2017)

75%

OF PARTICIPANTS ENTERING IN 2017-18 Q2 ARE AGED OVER 15 YEARS OLD

33%

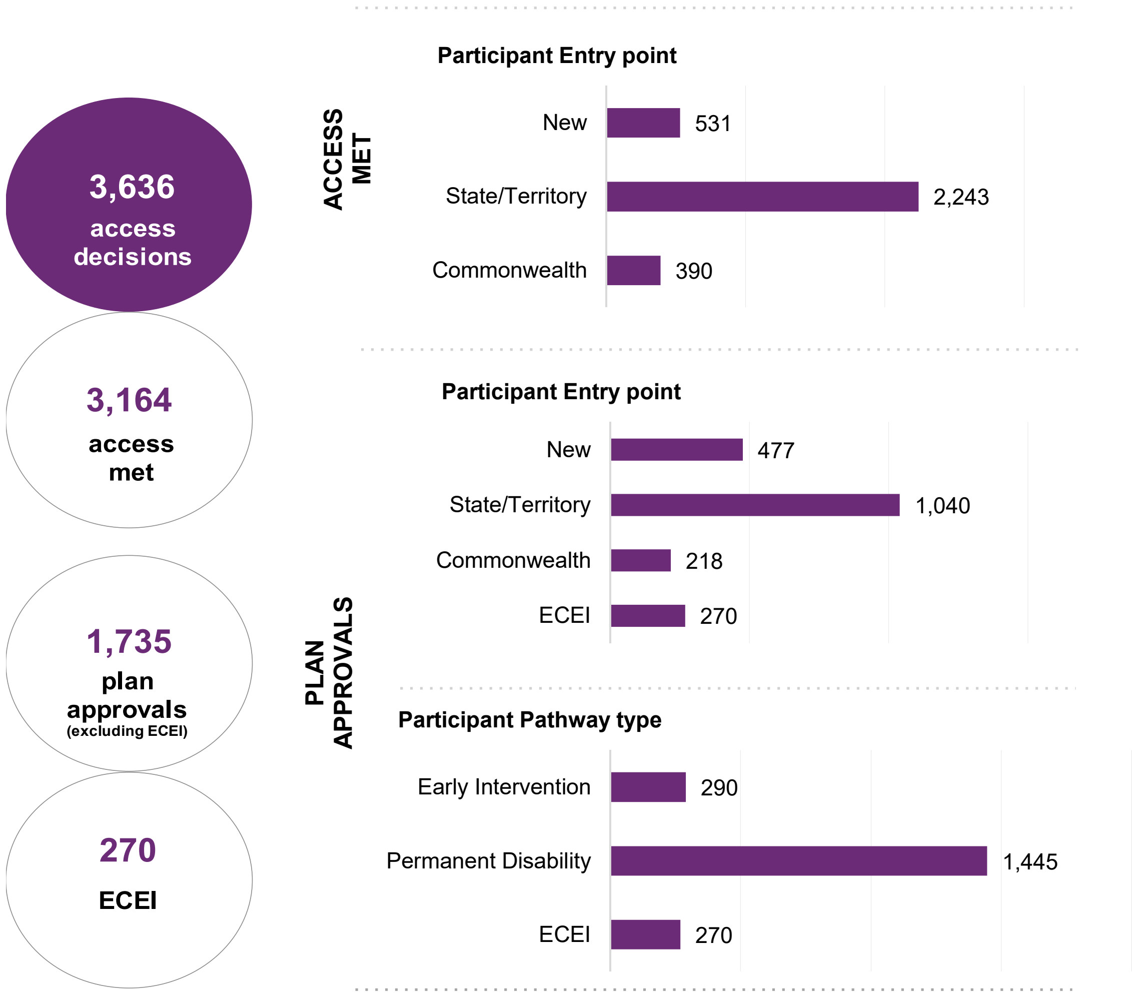
OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q2 HAVE A REPORTED PRIMARY DISABILITY OF INTELLECTUAL DISABILITY

Quarterly Intake

2017-18 Q2

Of the 3,164 participants deemed 'eligible' this quarter 71% entered from an existing State/Territory program.

Of the 1,735 plan approvals this quarter, 60% had transitioned from an existing State/Territory program, 83% entered with a permanent disability and 120 were previously confirmed as ECEI at 2017-18 Q1.



Quarterly Intake Detail

Plan approvals as at 31 December 2017

Plan approval numbers have increased from 12,993 at the end of 2017-18 Q1 to 14,728 by the end of 2017-18 Q2, an increase of 1,735 approvals.

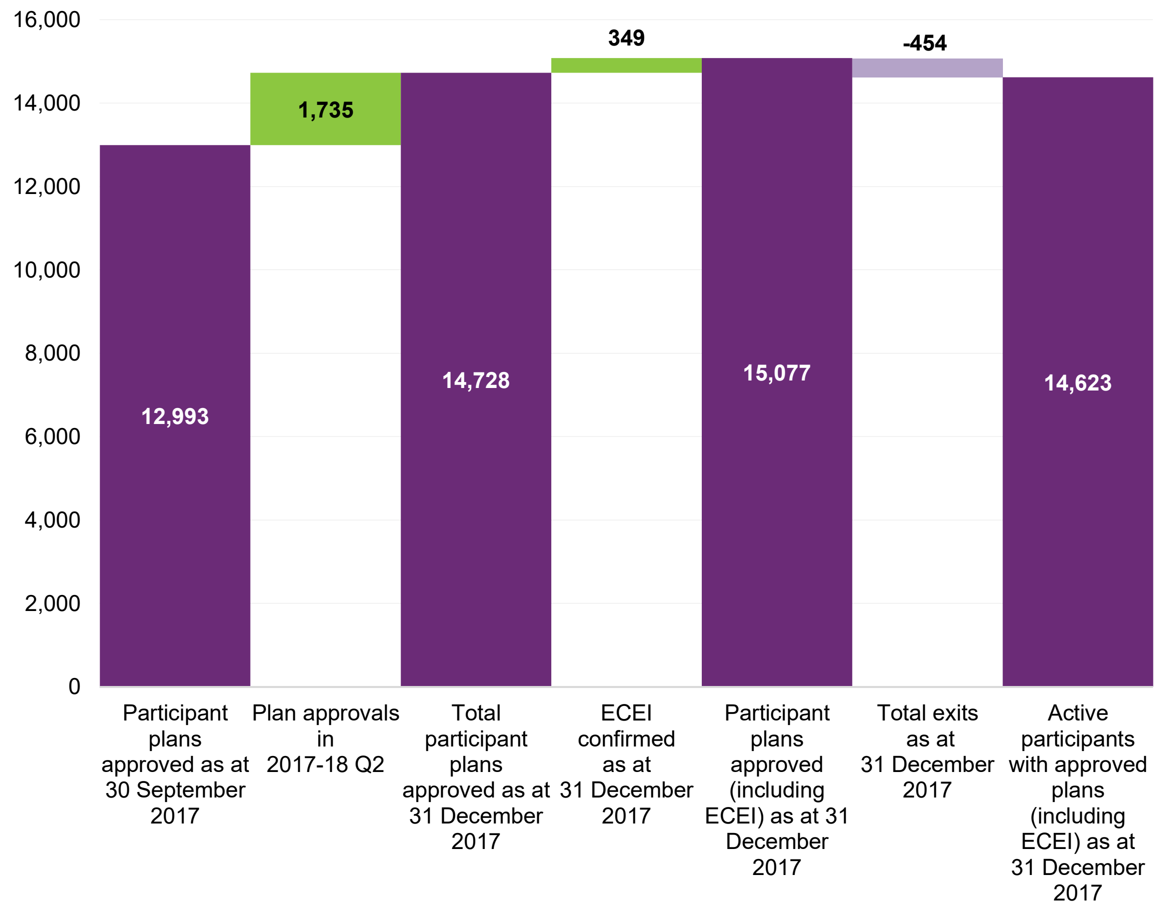
As at 31 December 2017 there were 349 children with a confirmed ECEI referral bringing the total number to 15,077. Overall, 454 participants with approved plans have exited the Scheme.

Of the 349 children with a confirmed ECEI referral as at 31 December 2017, 79 were previously confirmed as ECEI at 30 September 2017 and an additional 270 entered the gateway this quarter.

In the quarter of 2017-18 Q2 there were 4,283 plan reviews. This figure relates to all participants who have entered the scheme.

The high number of plan reviews in this quarter reflects the large intake of participants which occurred in the second quarter of 2016-17.

Change in plan approvals between 30 September 2017 and 31 December 2017



Cumulative Position

Plan approvals as at 31 December 2017

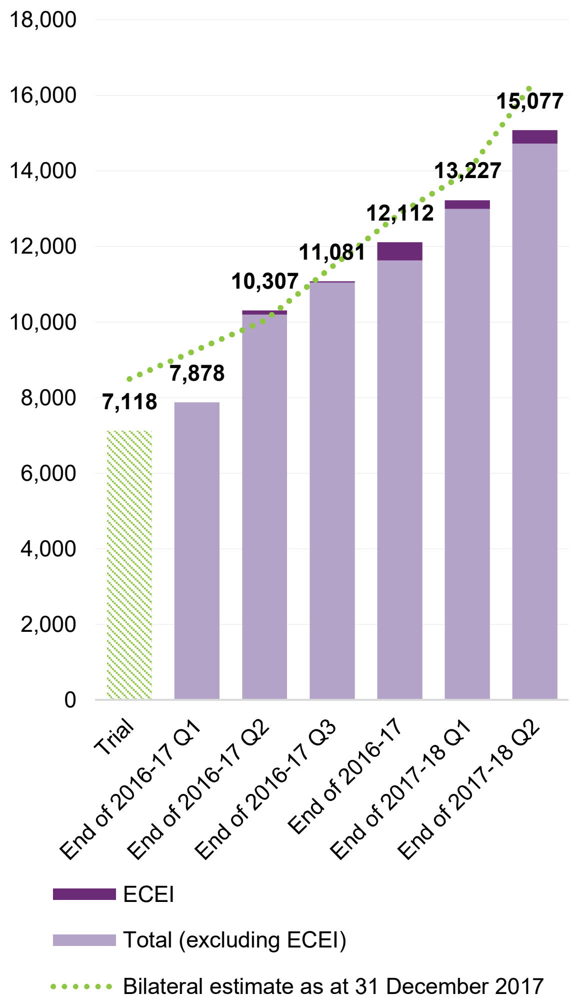
As at the end of 2017-18 Q2, the cumulative total number of participants receiving support was 15,077 (including 349 children supported through the ECEI gateway). Of these, 5,617 transitioned from an existing State/Territory program and 680 transitioned from an existing Commonwealth program.

In addition, 5,122 participants were awaiting a plan as at 31 December 2017.

Overall, since 1 July 2013, there have been 21,763 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



85%

of year to date bilateral estimate met (1 July 2017 - 31 December 2017)

101%

of transition to date bilateral estimate met (1 July 2016 - 31 December 2017)

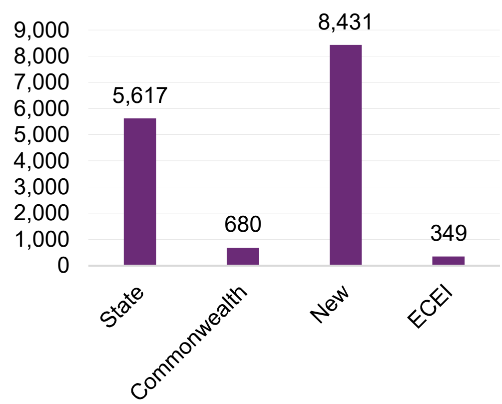
92%

of scheme to date bilateral estimate met (1 July 2013 - 31 December 2017)

14,728

plan approvals to date; 15,077 including ECEI confirmed

Plan approvals by participant referral pathway



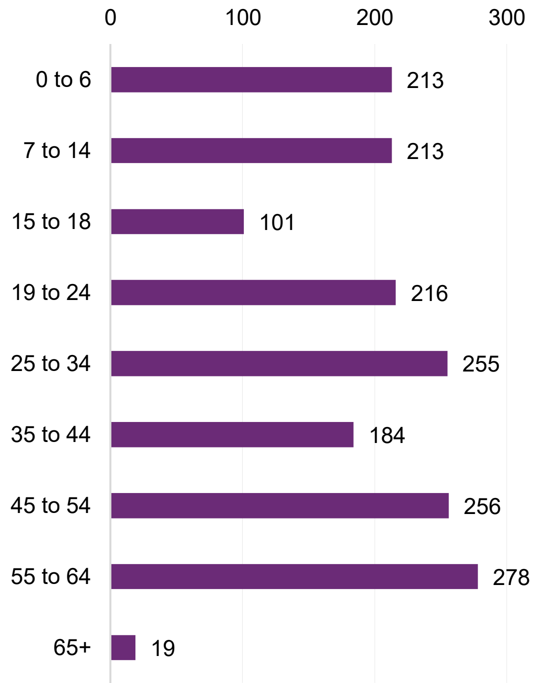
Participant Profiles by Age Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by age group.

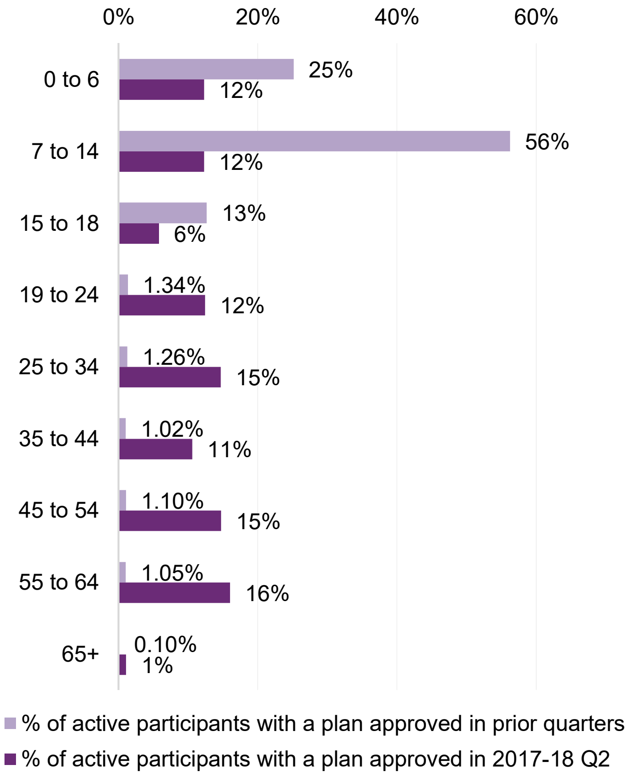
Around 12% of participants entering in this quarter are aged 0 to 6 years, and 12% of participants are aged 7 to 14 years, significantly lower compared to prior quarters.

Due to the phasing schedule around 75% of participants entering in this quarter are aged over 15 years old. This is compared to 19% in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q2 by age group



% of active participants with a plan approved by age group



Note 1: 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.

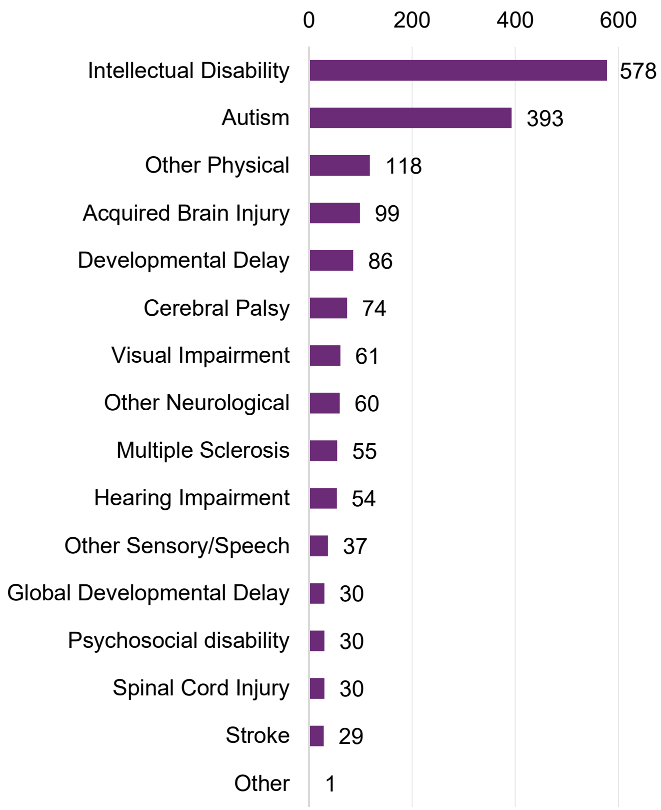
Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by disability group.

33% of participants entering in the quarter of 2017-18 Q2 have a primary disability group of Intellectual Disability. This is higher than previous quarters.

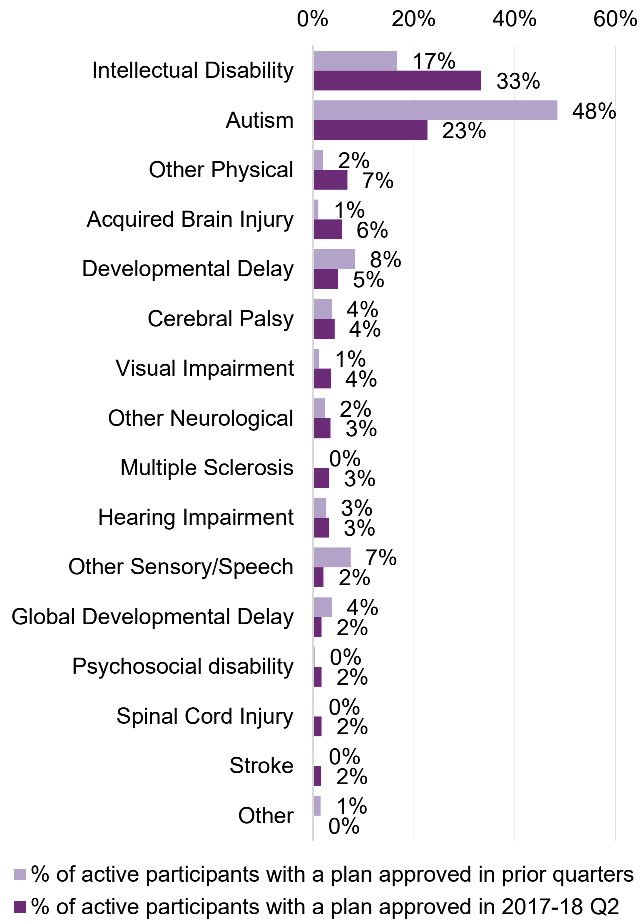
23% of participants entering this quarter have a primary disability of Autism compared to 48% in prior quarters. This reflects the phasing schedule, with younger participants having been phased into the scheme in prior quarters.

Active participants with a plan approved in the quarter of 2017-18 Q2 by disability group



Note: Of the 578 active participants identified as having an intellectual disability, 54 (9%), have down syndrome.

% of active participants with a plan approved by disability group



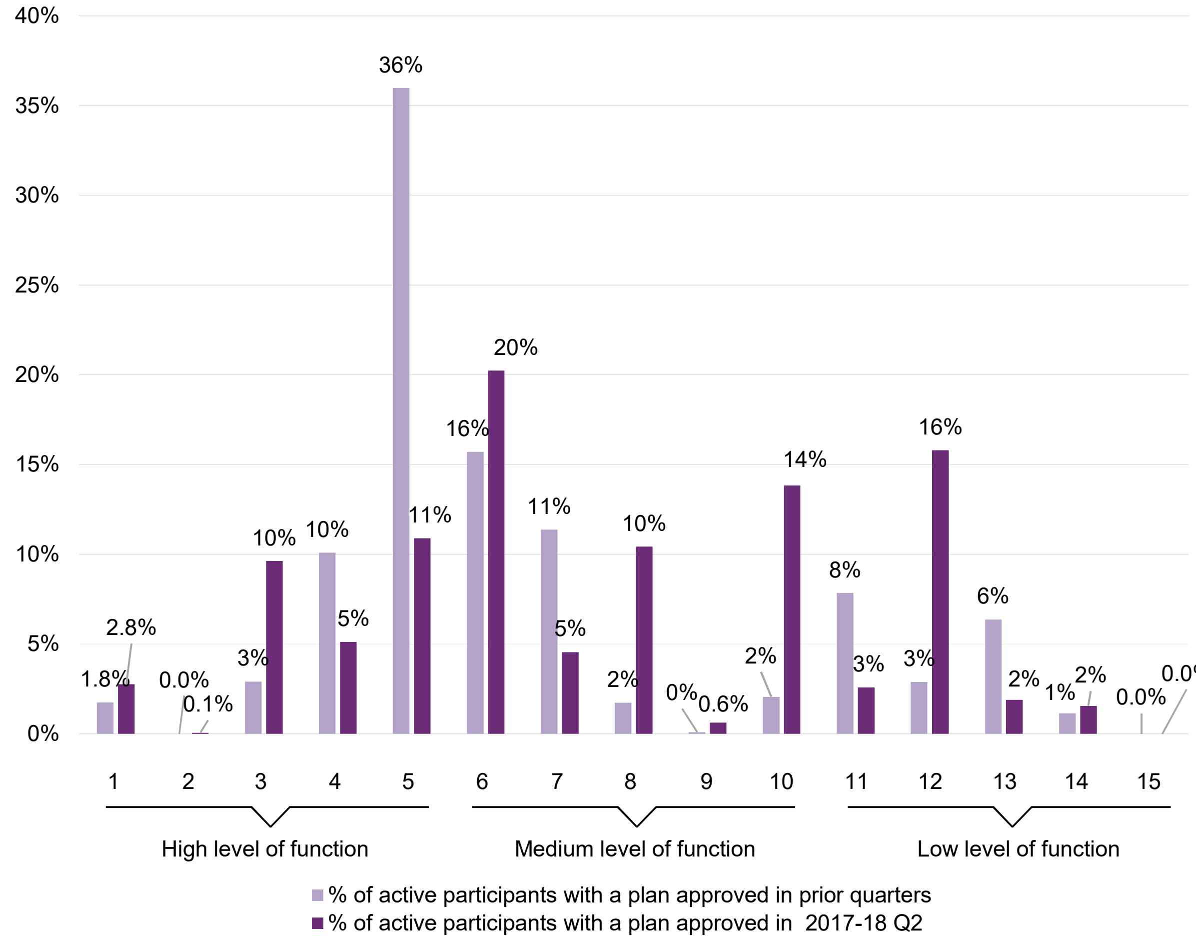
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by level of function.

For participants with a plan approval in the current period:
• 28% of active participants had a relatively high level of function
• 50% of active participants had a relatively moderate level of function
• 22% 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

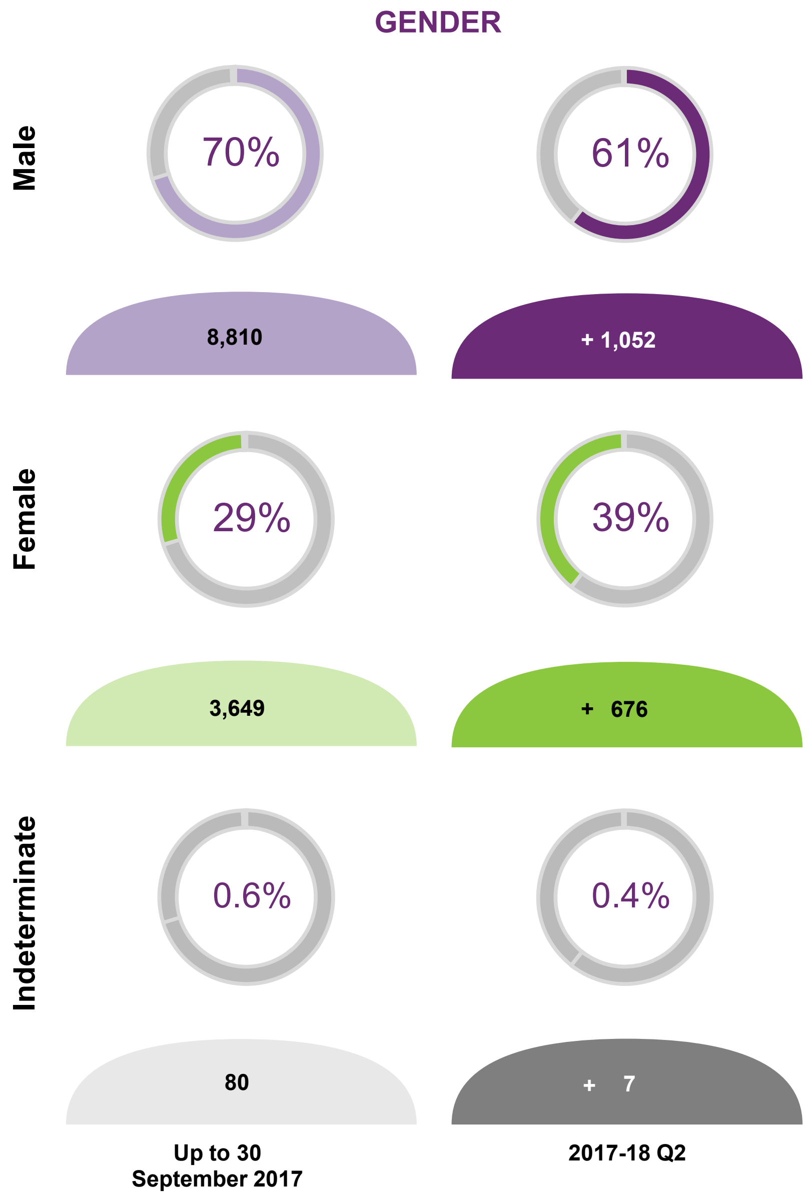


Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017, by gender.

A larger proportion of females entered in 2017-18 Q2 when compared to prior quarters.

The majority of participants are males.



Participant Profiles

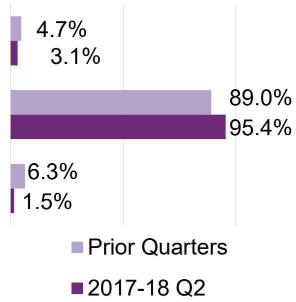
Demographic profile of active participants with a plan approved in 2017-18 Q2, compared with plan approvals as at 30 September 2017.

Of the participants with a plan approved in 2017-18 Q2:

- **3.1% were Aboriginal or Torres Strait Islander, compared with 4.7% for prior periods.**
- **0.3% were Young people in residential aged care, compared with 0.0% for prior periods.**
- **6.1% were Culturally and linguistically diverse, compared with 6.0% for prior periods.**

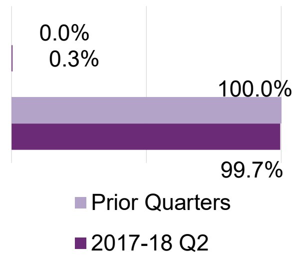
Aboriginal & Torres-Strait Islander status	2017-18 Q2
Aboriginal and Torres Strait Islander	53
Not Aboriginal and Torres Strait Islander	1,656
Not Stated	26

% of active participants



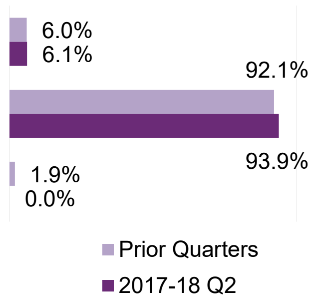
Young people in residential aged care status	2017-18 Q2
Young people in residential aged care	6
Young people not in residential aged care	1,729

% of active participants



Culturally and linguistically diverse status	2017-18 Q2
Culturally and linguistically diverse	106
Not culturally and linguistically diverse	1,629
Not stated	0

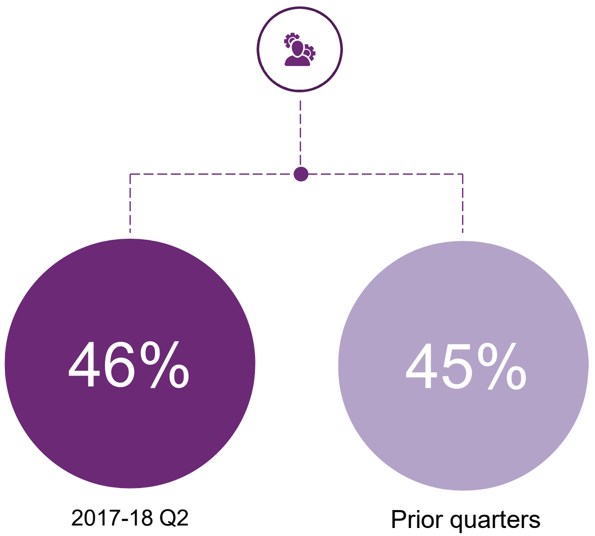
% of active participants

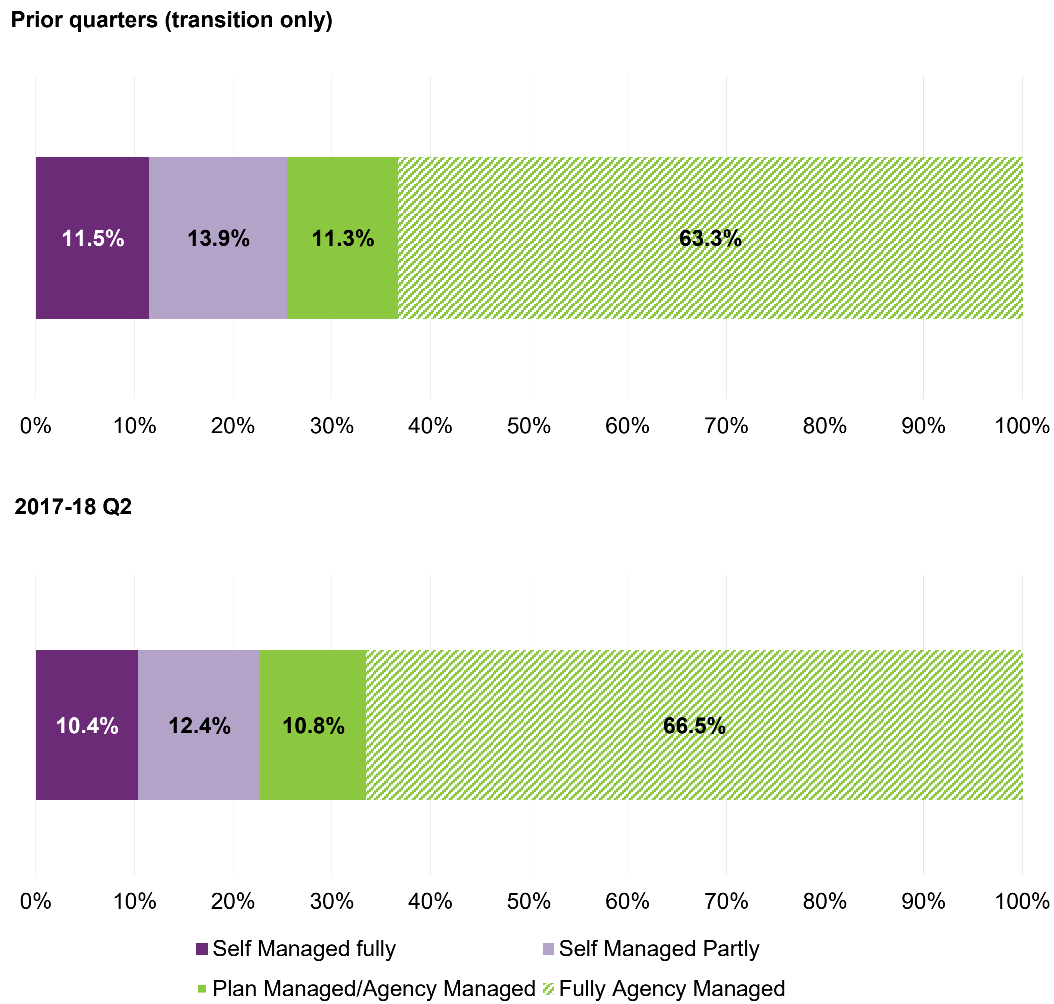


Plan Management
Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was lower in 2017-18 Q2 (23%) compared with prior quarters of transition (25%). 46% of participants who have had a plan approved in 2017-18 Q2 have support coordination in their plan, compared to 45% in prior quarters of transition.

Support Co-ordination





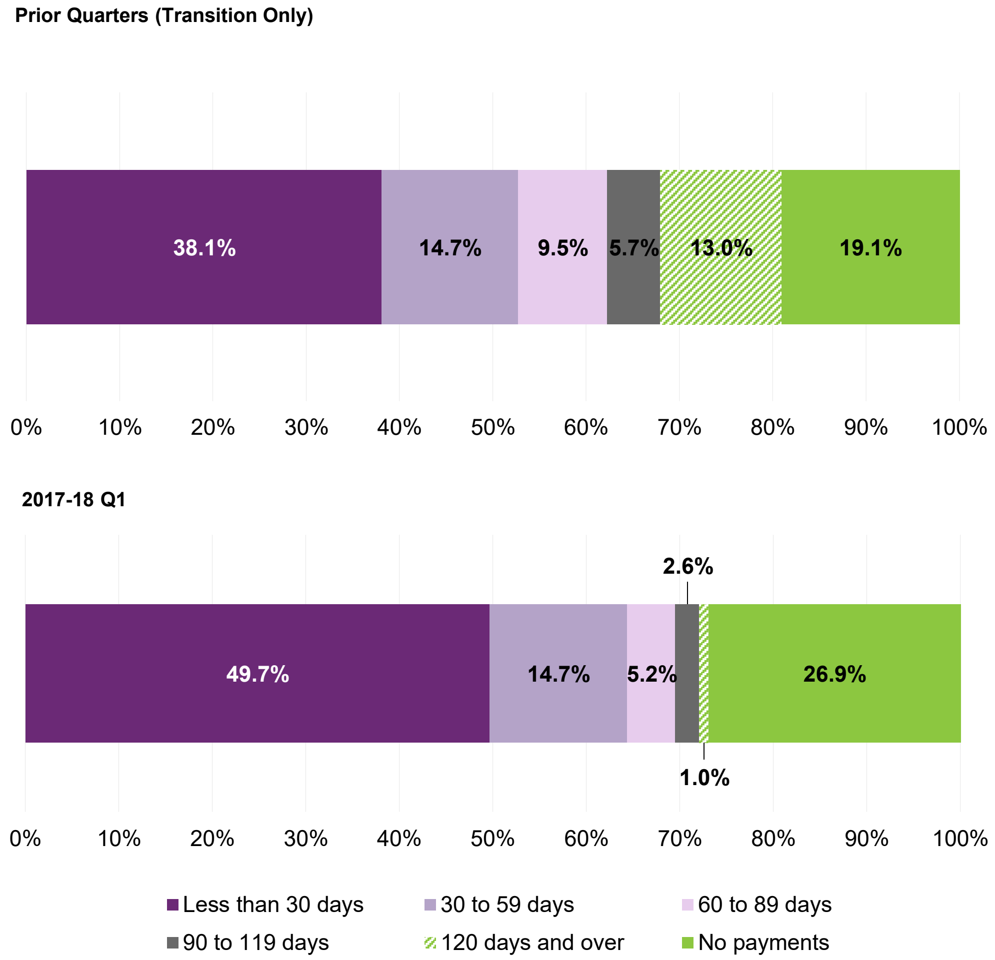
Plan Activation

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:
- **62% of plans approved in prior quarters**
- **70% of plans approved in 2017-18 Q1.**

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



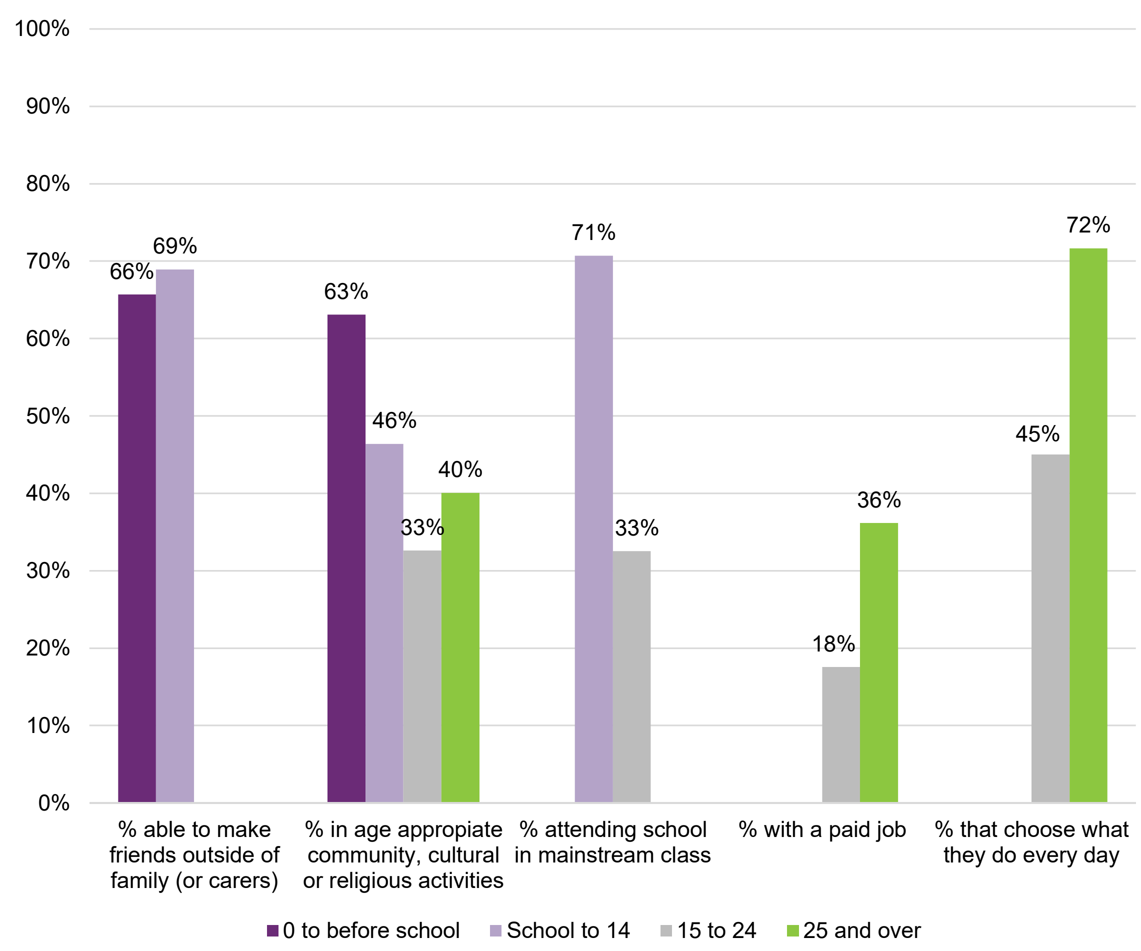
Note: Given that plans approved in 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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

- **66% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 69% of participants from school age to 14**
- **63% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 46% for other age groups**
- **71% of participants from school age to 14 attend school in a mainstream class, compared to 33% of participants aged 15 to 24**
- **36% of participants aged 25 and over have a paid job, compared to 18% of participants aged 15 to 24**
- **72% of participants aged 25 and over choose what they do every day, compared to 45% of participants aged 15 to 24**

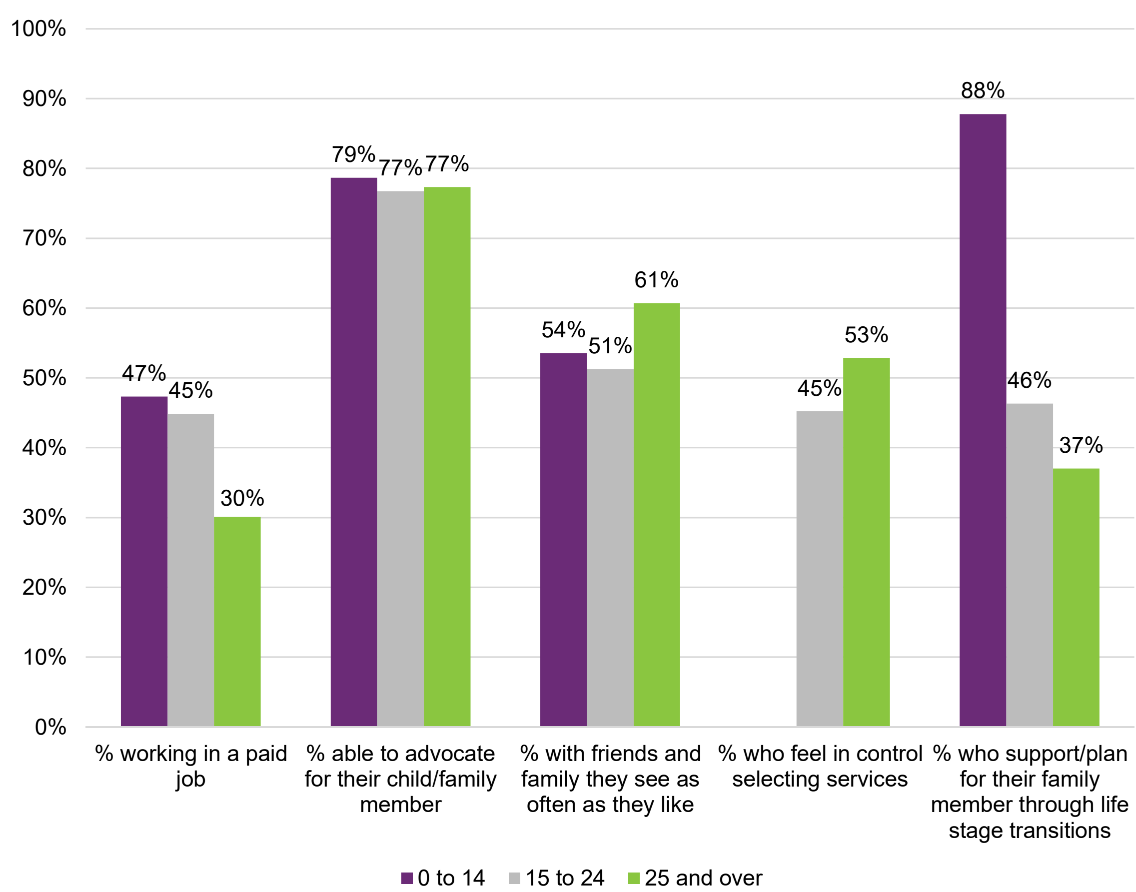
Selected key baseline indicators for participants



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 (79%)**
- **who have friends and family they can see as often as they like was highest for participants aged 25 and over (61%)**
- **who feel in control selecting services was highest for participants aged 25 and over (53%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)**

Selected key baseline indicators for families and carers of participants



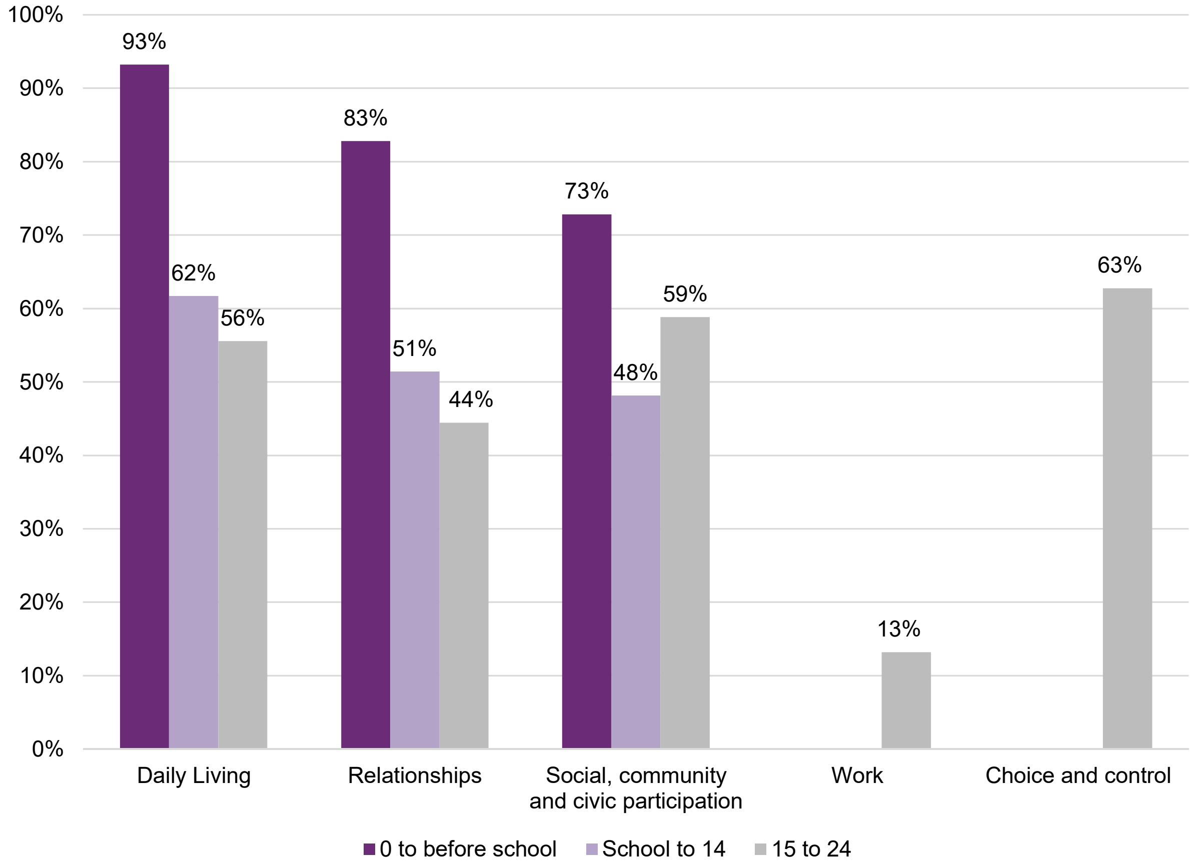
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was the highest for the domain of:
- **Daily Living (93%), for participants aged 0 to before school**
- **Daily Living (62%), for participants of school age to 14**
- **Choice and control (63%), for participants aged 15 to 24**

"Has the NDIS helped?" questions for participants



Note: There was insufficient data for participants aged 25 and over

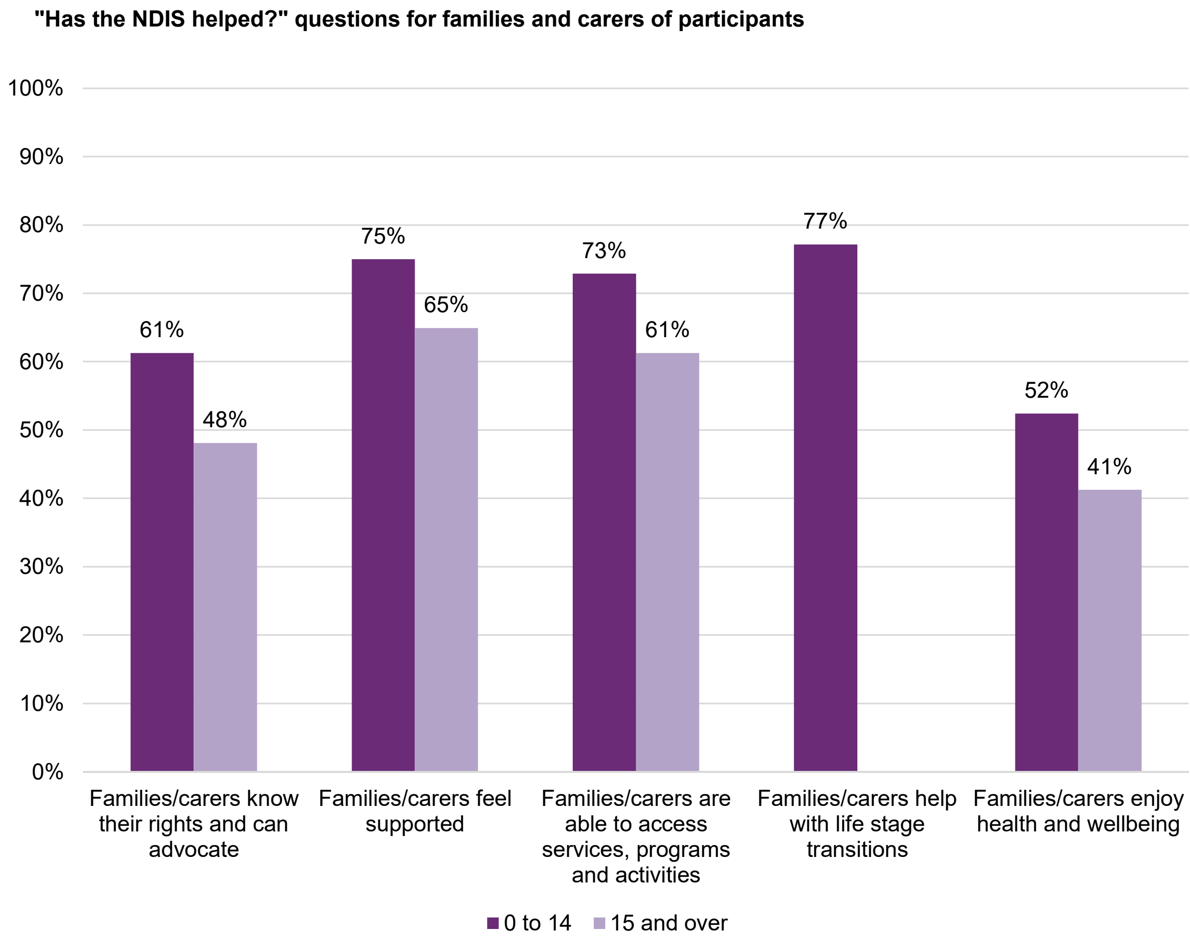
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme in the first half of 2016/17 and had been in the Scheme long enough at plan review to give a meaningful answer 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 in feeling supported.

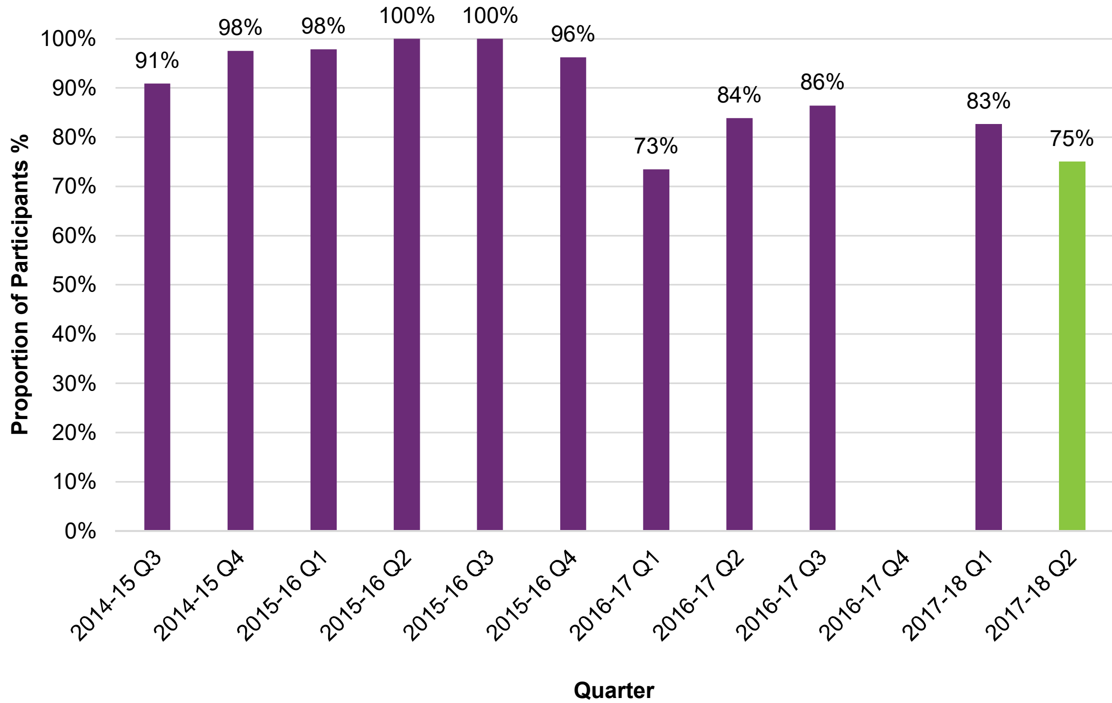


Participant Satisfaction

75% 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.

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



Note: Participant satisfaction results are not shown if there is insufficient data in the group.

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

PART 2

Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to $691.5 million (including support periods in the future), of which $271.8 million has been paid.

Summary

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

Key Statistics

$691.5

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 14,728 PARTICIPANTS

$355.7

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$275.4

MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$60.3

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$271.8

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 53% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 61% IN 2014-15, 61% IN 2015-16 AND 56% IN 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $275.4 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $60.3 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

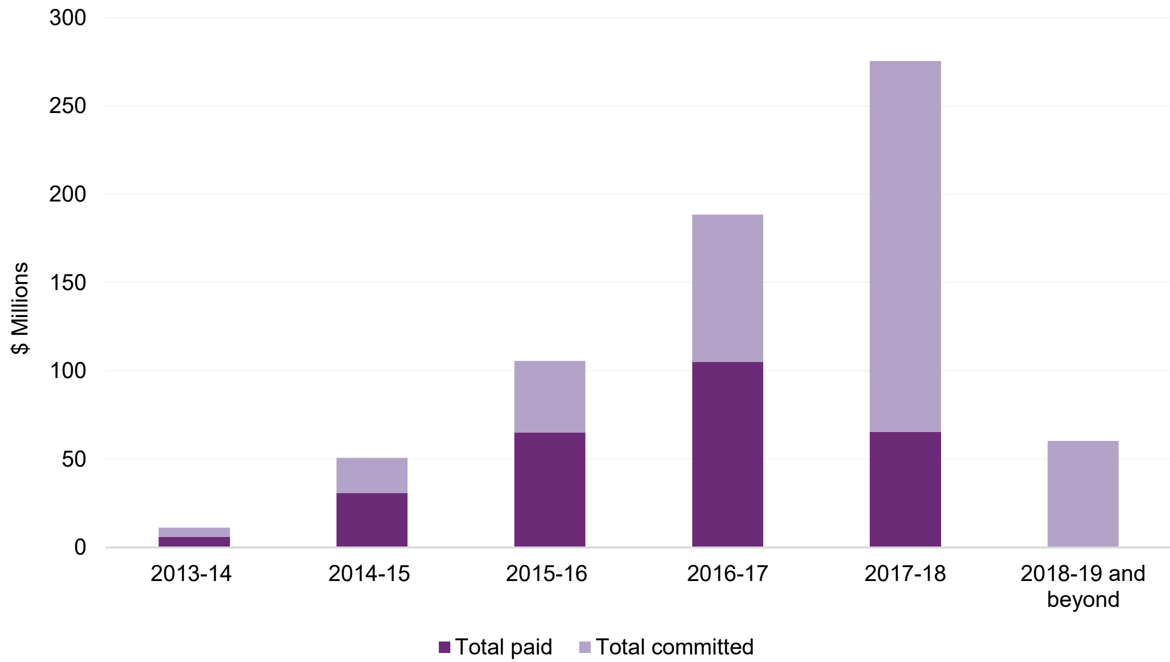
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $691.5 million that has been committed in participant plans, $271.8 million has been paid to date.

In particular, for supports provided in:
2013-14: $5.8m has been paid
2014-15: $30.7m has been paid
2015-16: $64.9m has been paid
2016-17: $104.9m has been paid
2017-18 to date: $65.4m 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	11.0	50.6	105.6	188.5	275.4	60.3	691.5
Total paid	5.8	30.7	64.9	104.9	65.4	0.0	271.8



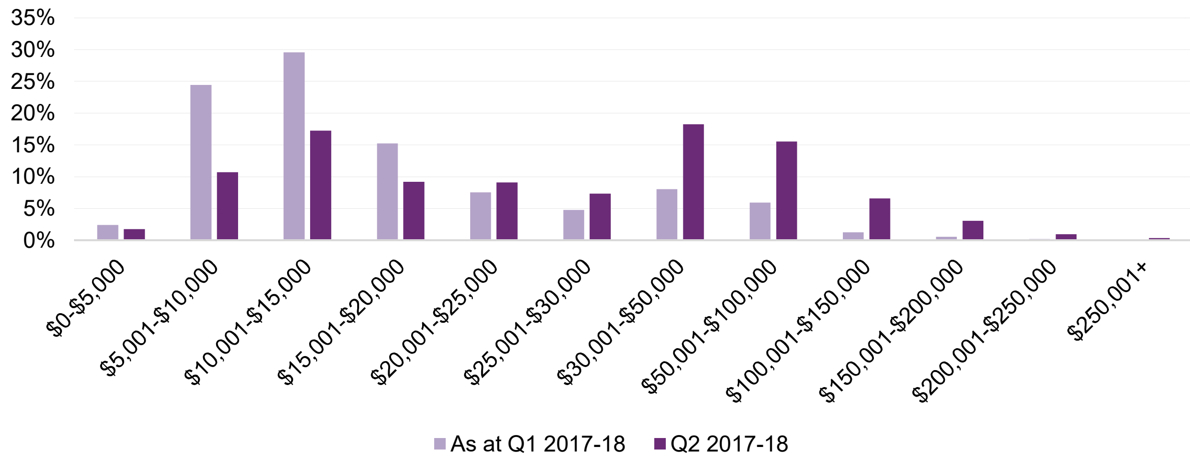
Committed Supports by Cost Band

A higher proportion of initial plan approvals in 2017-18 Q2 have average annualised committed supports greater than $20,000 compared with participants who entered in prior quarters 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)

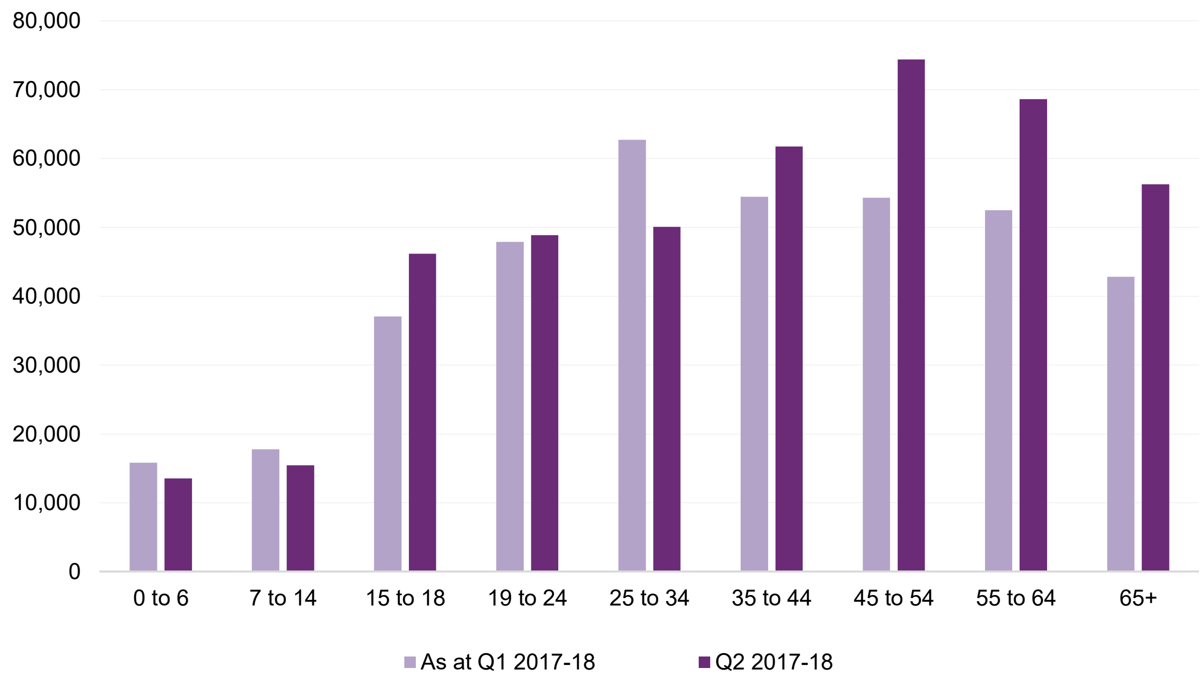


Committed Supports by Age Band

Average annualised committed supports increase at a declining rate up to age 25, and then stabilises to age 64.

The average annualised committed supports for participants aged 35 and over has increased in the current quarter. This is reflective of the phasing schedule.

Average annualised committed supports by age band



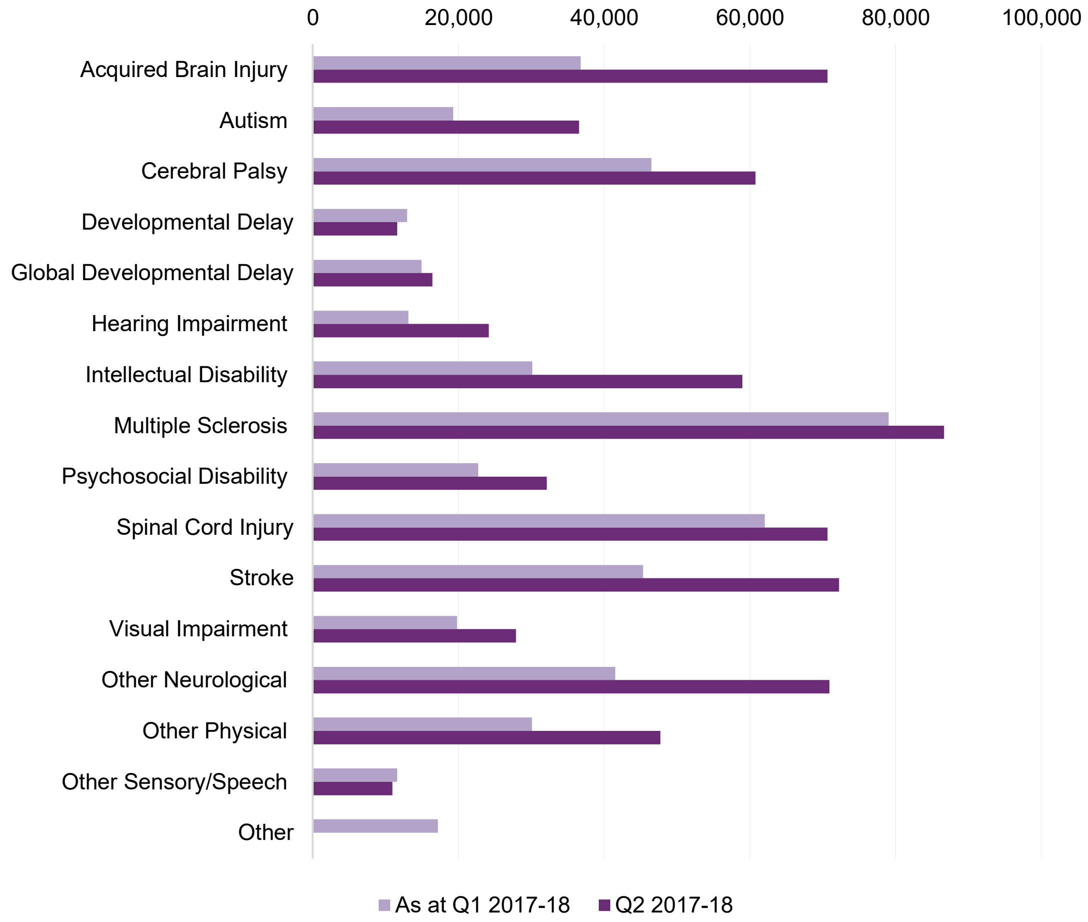
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

Participants with an initial plan approval in 2017-18 Q2 had higher average annualised committed supports across most disability types when compared to participants who entered in prior quarters. This reflects the phasing schedule, with more adults entering this quarter.

Average annualised committed supports by primary disability group



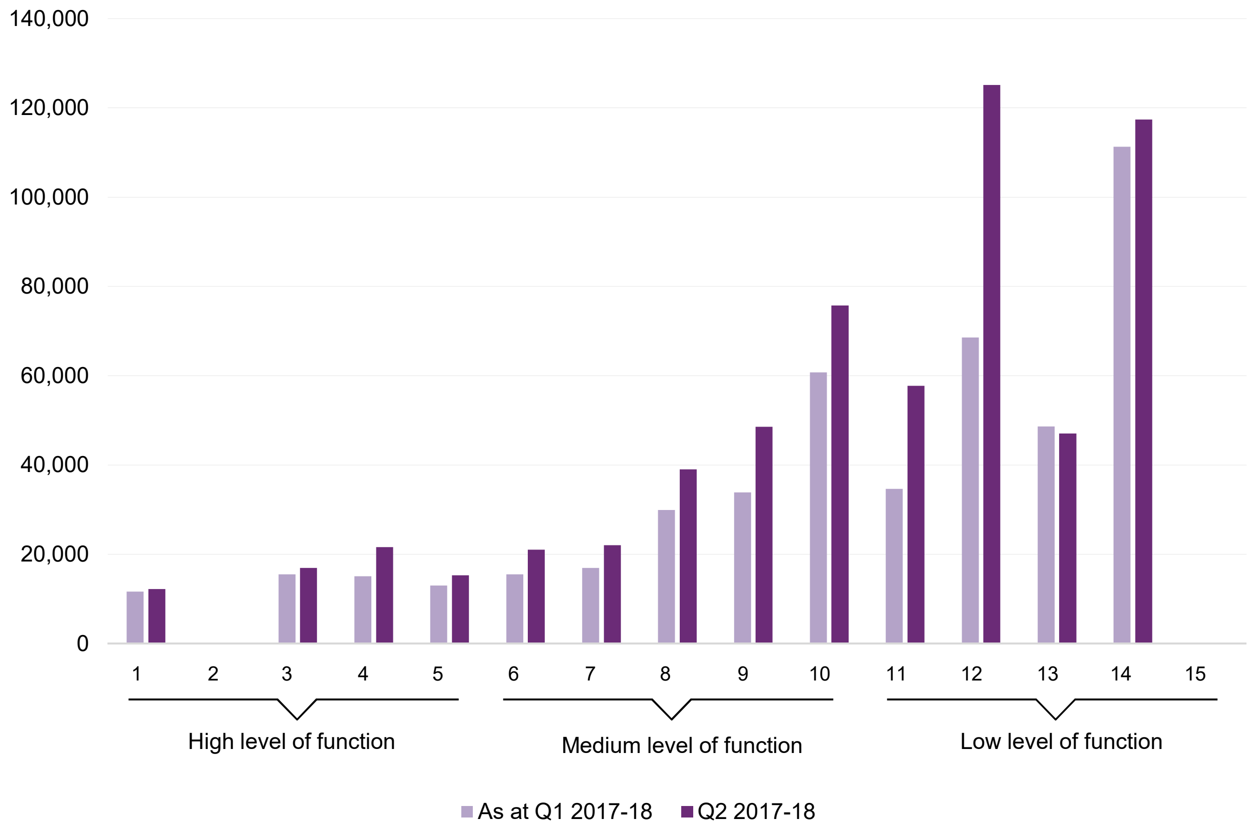
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

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 participants with an initial plan approval in 2017-18 Q2 is higher compared with participants who entered in prior quarters 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.

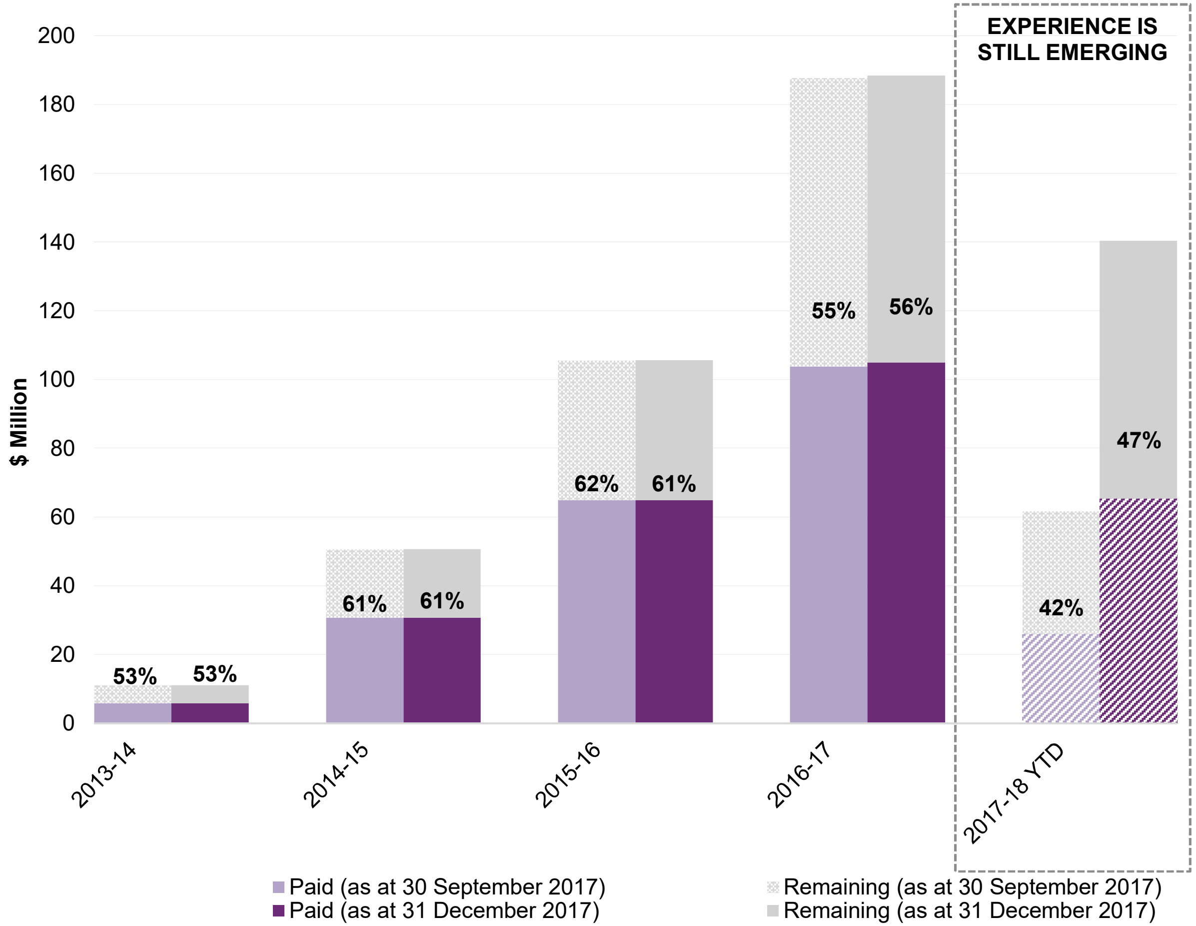
Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2017, compared with 31 December 2017.

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

The utilisation of committed supports in 2017-18 YTD 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 30 September 2017 and 31 December 2017



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 15% increase in the number of providers during the quarter to 1,526.

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

1,526
APPROVED PROVIDERS

75-95%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

34%
OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY EARLY INTERVENTION SUPPORTS FOR EARLY CHILDHOOD AND ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY

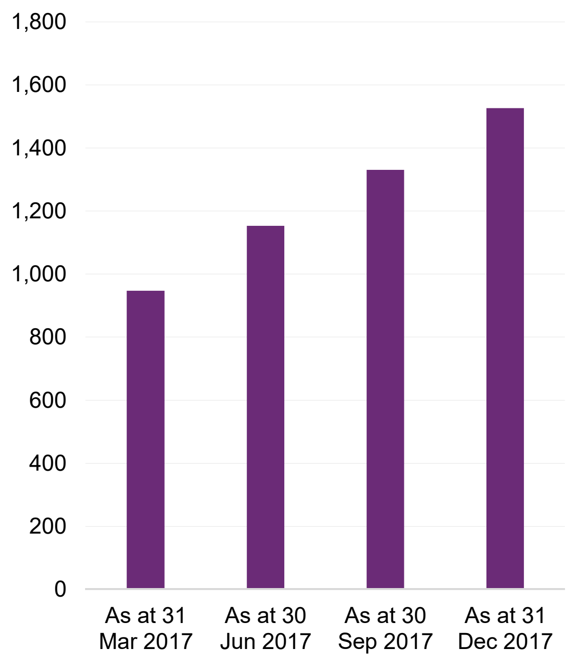
Providers over time

As at 31 December 2017, there were 1,526 registered service providers of which 514 were individual/sole trader operated business while the remaining 1,012 providers were registered as a company or organisation.

1.24

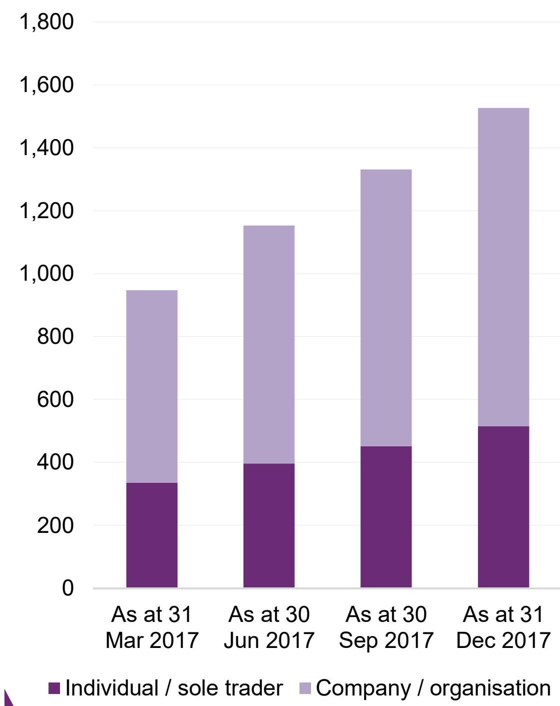
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 15% from 1,331 to 1,526 in the quarter.

Type of provider

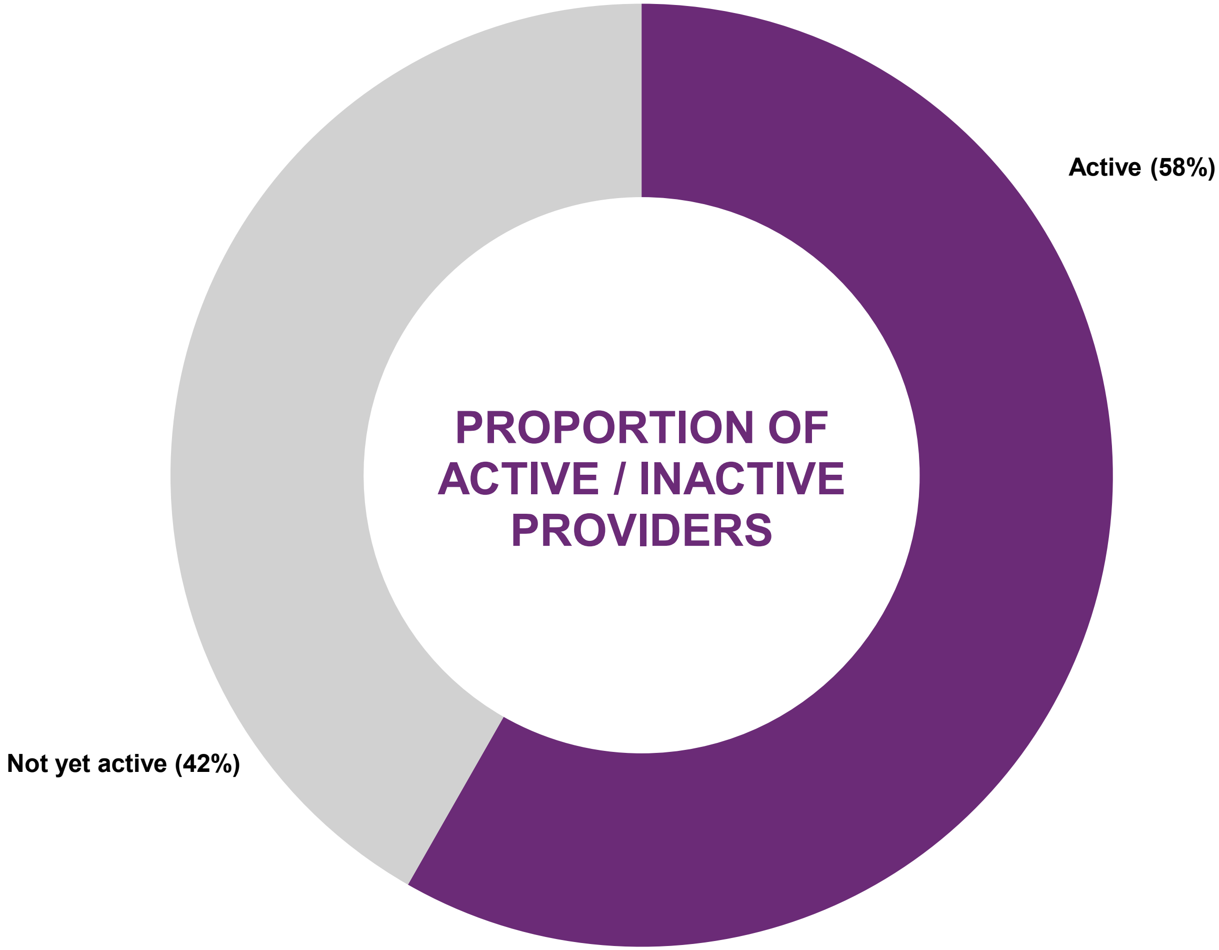


34% of approved service providers are individual/sole traders.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2017, 58% of providers have been active and 42% were yet to have evidence of activity. Of the overall stock of providers, 204 providers began delivering new supports in the quarter.



204

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

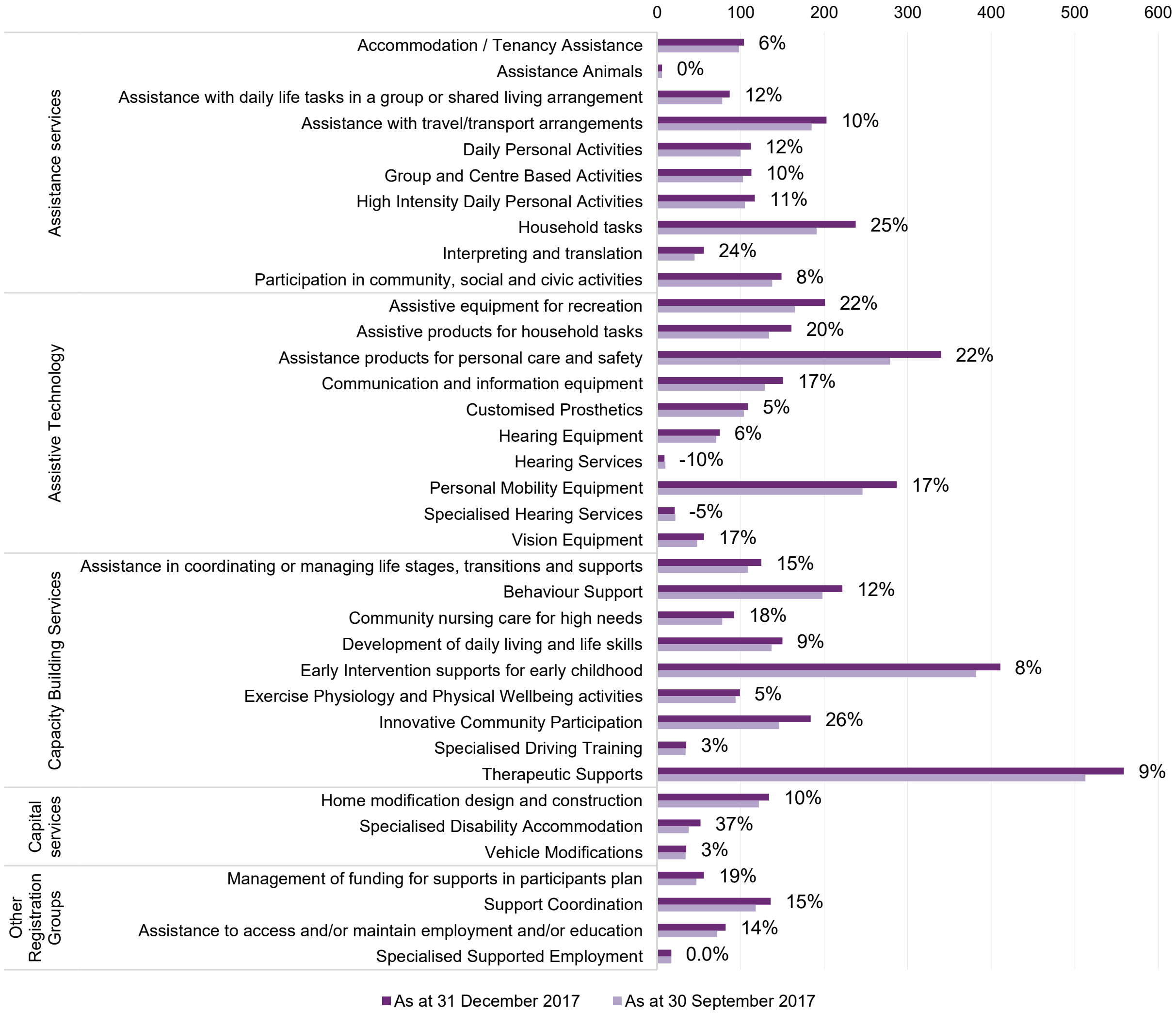
Registration groups

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 9% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter. This was followed by Innovative Community Participation, Household Tasks and Interpreting and translation.

Approved providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 75-95% 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.

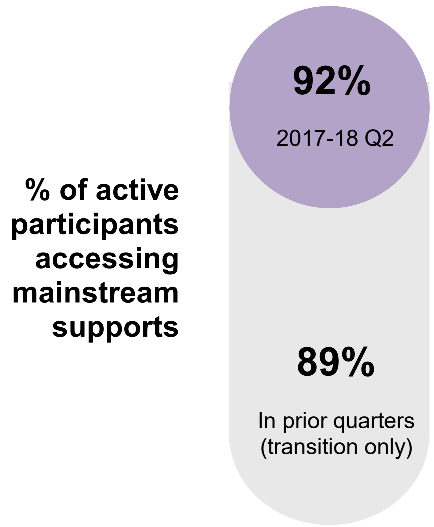
PART 5

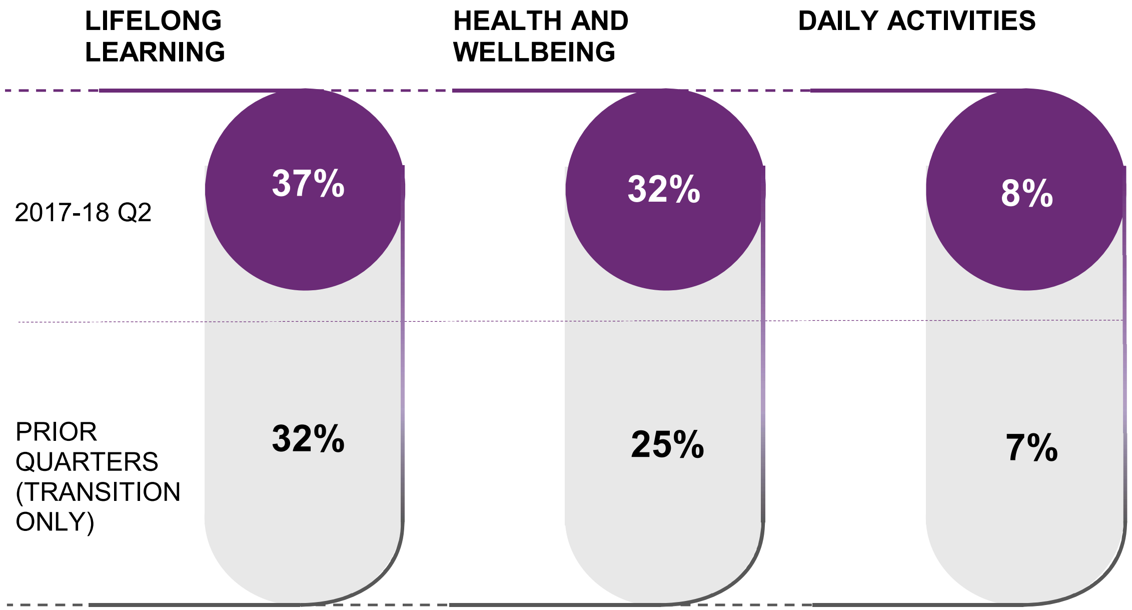
Mainstream Interface

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

Mainstream Interface

92% of active participants with a plan approved in 2017-18 Q2 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for lifelong learning, health and wellbeing and daily activities.





PART 6

Financial Sustainability

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