COAG

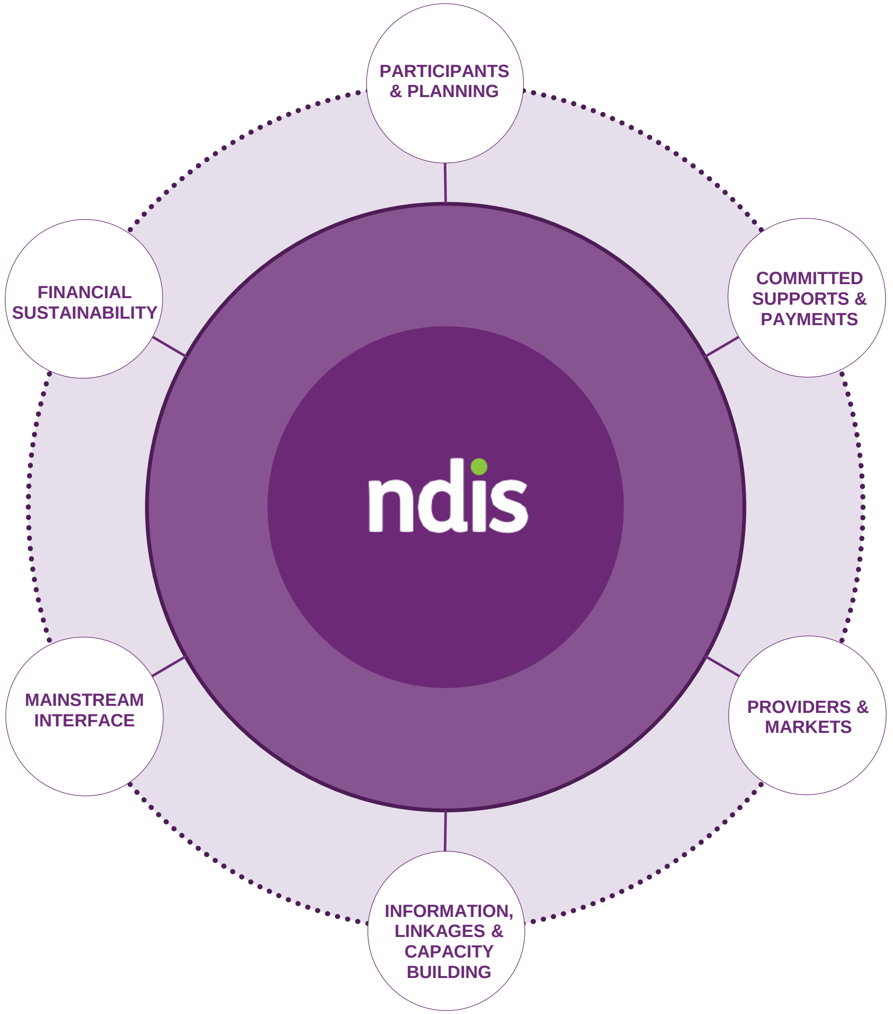
Disability Reform Council

Quarterly Performance Report

New South Wales - 30 September 2018

Overview

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



Summary

Participants and Planning

5,132 additional participants with plans this quarter.

As at 30 September 2018, plans approved and ECEI referrals represent:
• 75% of bilateral estimate met since the commencement of transition (1 July 2016 - 30 September 2018)
• 75% of scheme to date bilateral estimate met (1 July 2013 - 30 September 2018)

Participant satisfaction has continued to improve with 92% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process as either good or very good.

Committed Supports and Payments

$5.5 billion has been paid to providers and participants:
• $37.4m in 2013-14,
• $141.3m in 2014-15,
• $257.4m in 2015-16,
• $1,210.3m in 2016-17,
• $3,032.8m in 2017-18,
• $807.2m 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,
• 70% in 2017-18.
The 2017-18 and 2018-19 experience is still emerging.

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

Providers and Markets

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

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

There were 8,760 approved providers as at 30 September 2018, a 3% increase for the quarter.

56% of approved providers were active in New South Wales at 30 September 2018, and 44% were yet to have evidence of activity.

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

PART 1

Participants and Planning

The NDIS in New South Wales continues to grow with 5,132 additional participants with approved plans this quarter.

Summary

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

Key Statistics

6,239
ACCESS DECISIONS IN 2018-19 Q1

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

5,132
INITIAL PLANS APPROVED IN 2018-19 Q1

OF THE 5,132 INITIAL PLANS APPROVED THIS QUARTER, 1,403 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 JUNE 2018

133
ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2018-19 Q1

75%
OF BILATERAL ESTIMATE MET SINCE THE COMMENCEMENT OF TRANSITION (1 JULY 2016 - 30 SEPTEMBER 2018)

75%
OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 SEPTEMBER 2018)

Quarterly Intake

2018-19 Q1

Of the 3,638 participants deemed 'eligible' this quarter 79% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

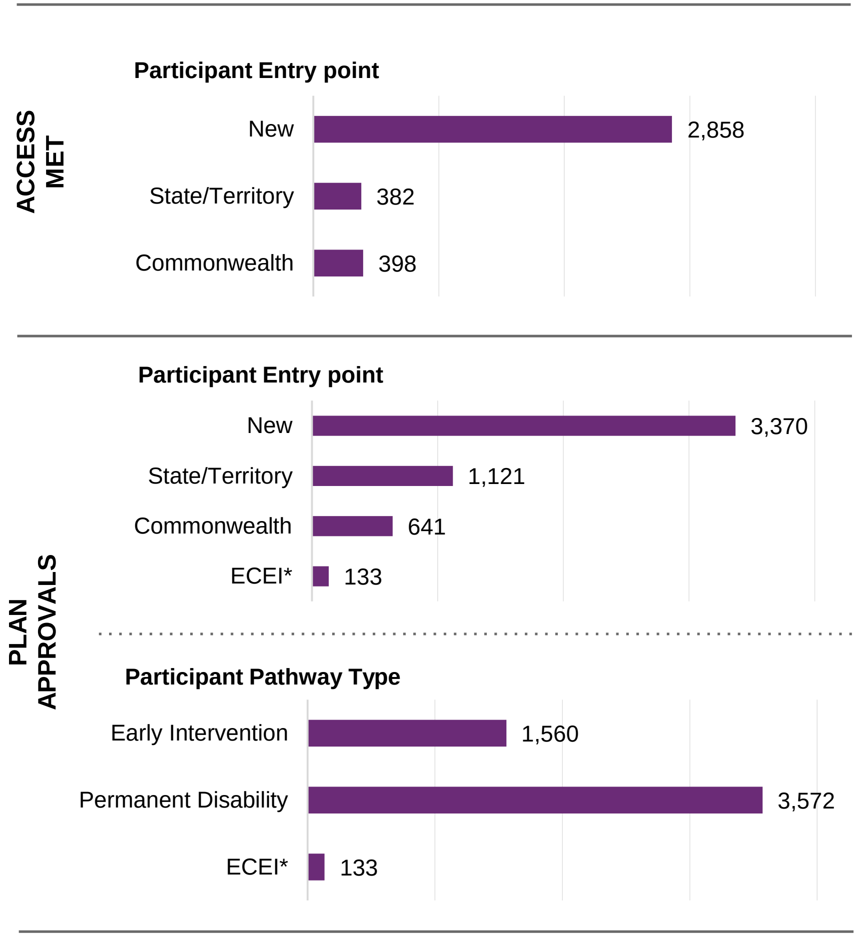
Of the 5,132 plan approvals this quarter, 66% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 70% entered with a permanent disability and 1,403 were previously confirmed as ECEI at 2017-18 Q4.

6,239 access decisions

3,638 access met

5,132 plan approvals (excluding ECEI)

133 ECEI*



*Note: The number of participants confirmed as ECEI in 2018-19 Q1 has decreased as a result of changes in data capture. This is a temporary decrease only.

Quarterly Intake Detail

Plan approvals as at 30 September 2018

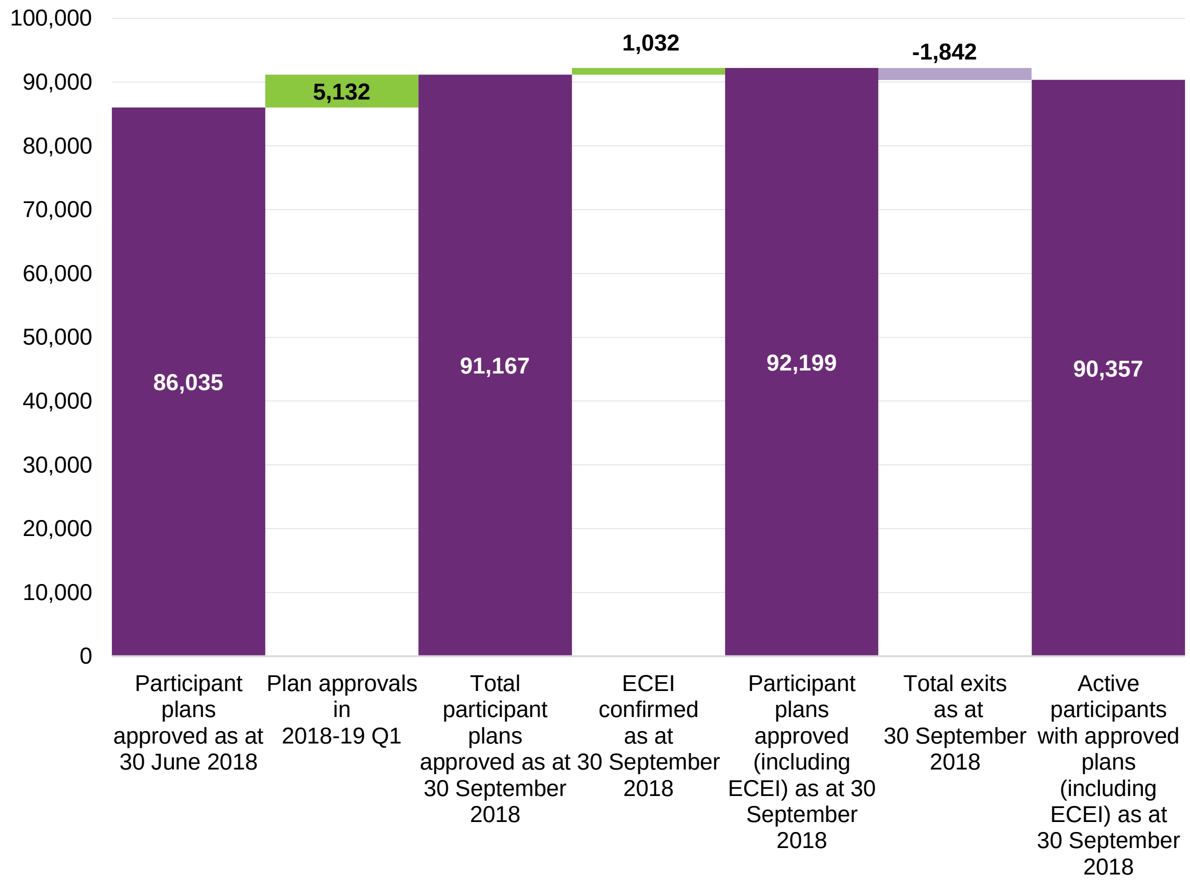
Plan approval numbers have increased from 86,035 at the end of 2017-18 Q4 to 91,167 by the end of 2018-19 Q1, an increase of 5,132 approvals.

As at 30 September 2018 there were 1,032 children with a confirmed ECEI referral bringing the total number to 92,199. Overall, 1,842 participants with approved plans have exited the Scheme.

Of the 1,032 children with a confirmed ECEI referral as at 30 September 2018, 899 were previously confirmed as ECEI at 30 June 2018 and an additional 133 entered the gateway this quarter. The number of participants confirmed as ECEI in 2018-19 Q1 has decreased as a result of changes in data capture. This is a temporary decrease only.

In the quarter of 2018-19 Q1 there were 19,161 plan reviews. This figure relates to all participants who have entered the scheme.

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



Cumulative Position

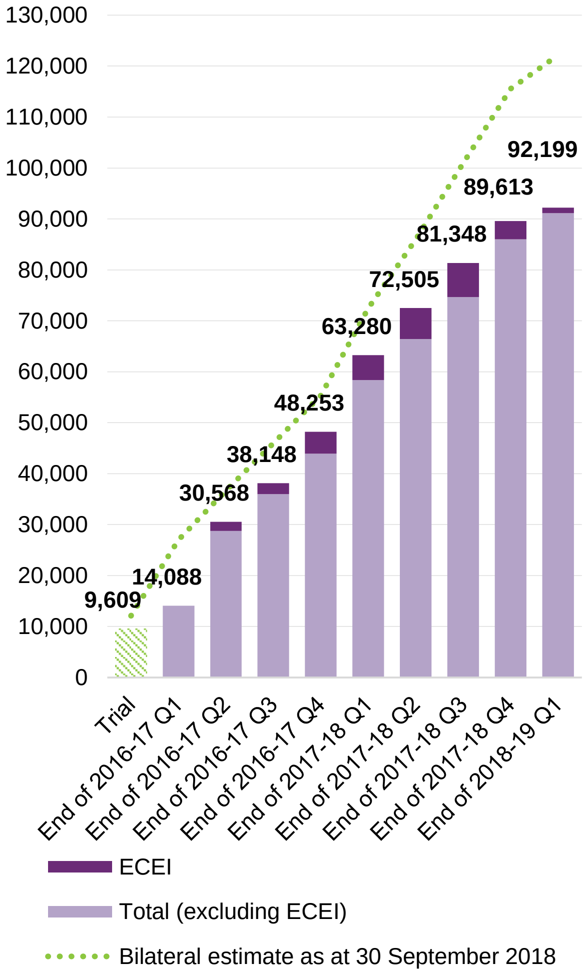
Plan approvals as at 30 Sep 2018

As at the end of 30 September 2018, the cumulative total number of participants receiving support was 92,199 (including 1,032 children supported through the ECEI gateway). Of these, 53,422 transitioned from an existing State/Territory program and 10,295 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 117,854 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

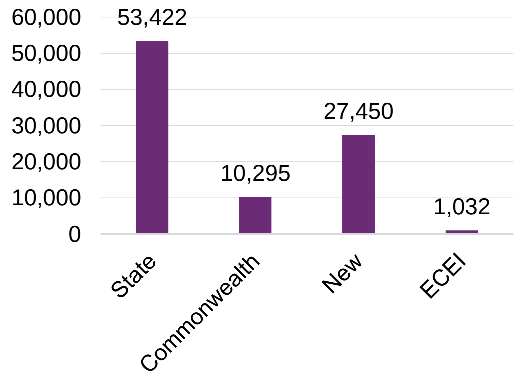


75%
of bilateral estimate met since the commencement of transition (1 July 2016 - 30 September 2018)

75%
of scheme to date bilateral estimate met (1 July 2013 - 30 September 2018)

91,167
plan approvals to date; 92,199 including ECEI confirmed

Plan approvals by participant referral pathway



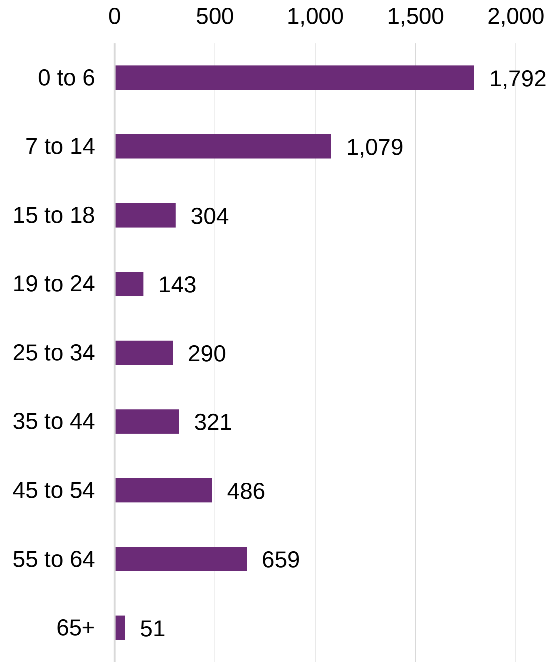
Participant Profiles by Age Group

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

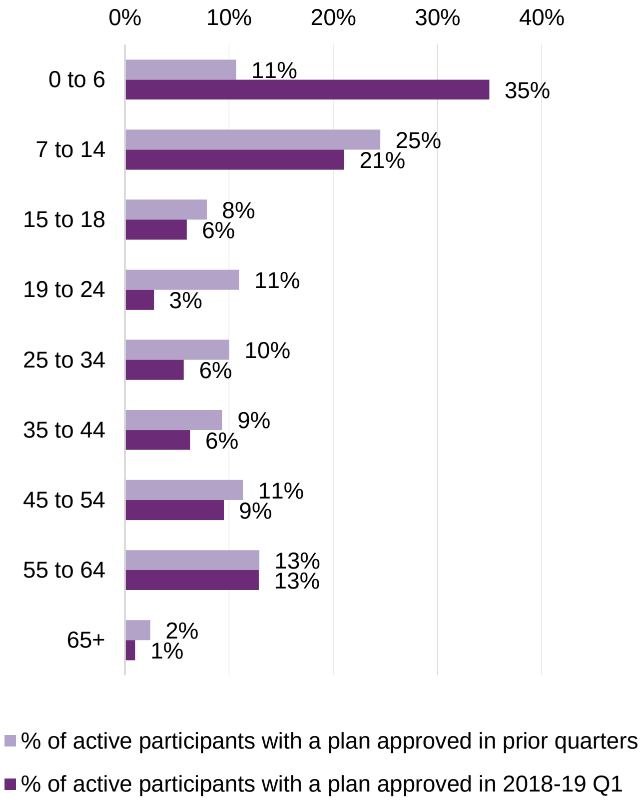
Around 35% of participants entering in this quarter are aged 0 to 6 years. This compares with 11% in prior quarters.

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

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



% of active participants with a plan approved by age group



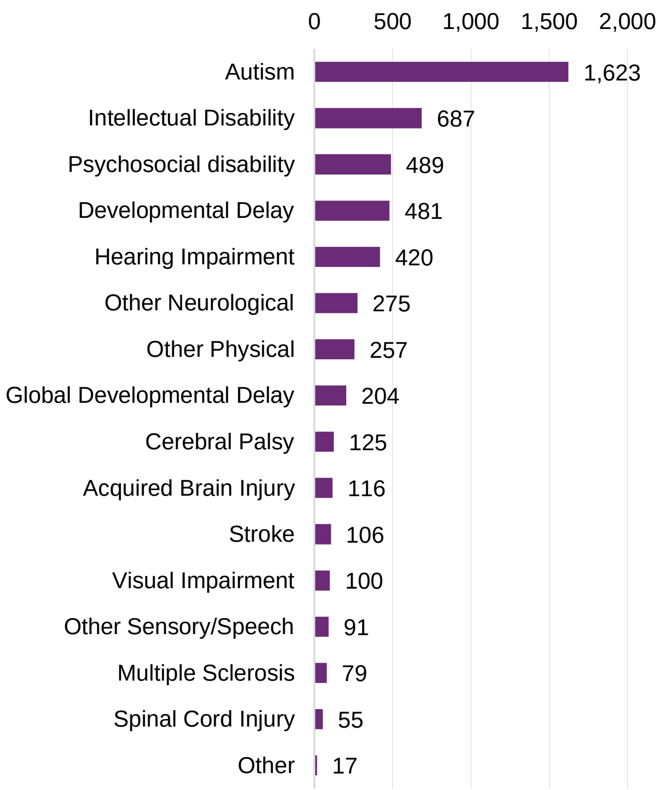
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

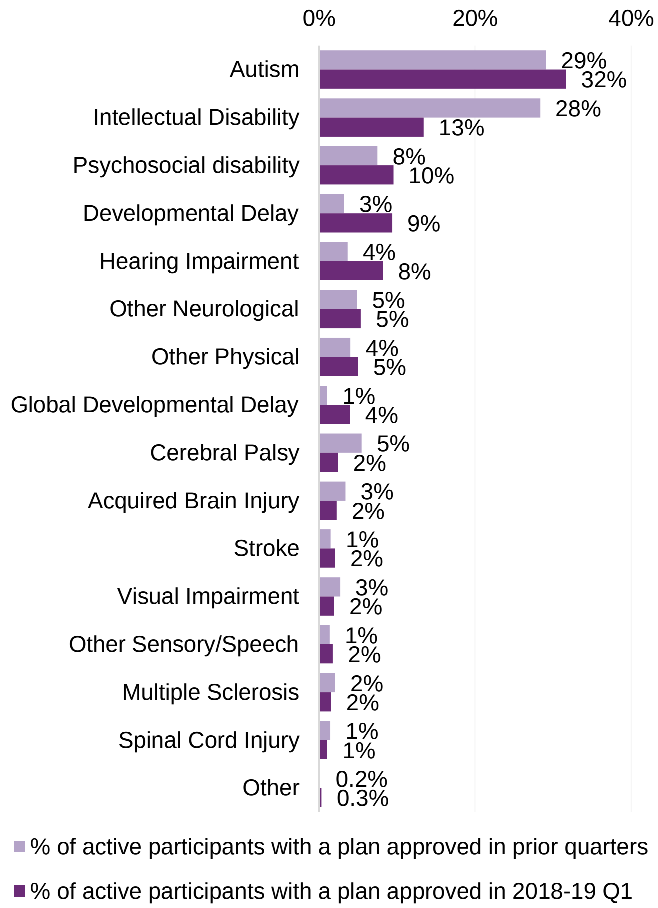
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.

Of the participants entering in 2018-19 Q1, 32% have a primary disability group of Autism and 13% have a primary disability group of Intellectual Disability.

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



% of active participants with a plan approved by disability group



Note 1: Of the 687 active participants identified as having an intellectual disability, 69 (10%), have down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

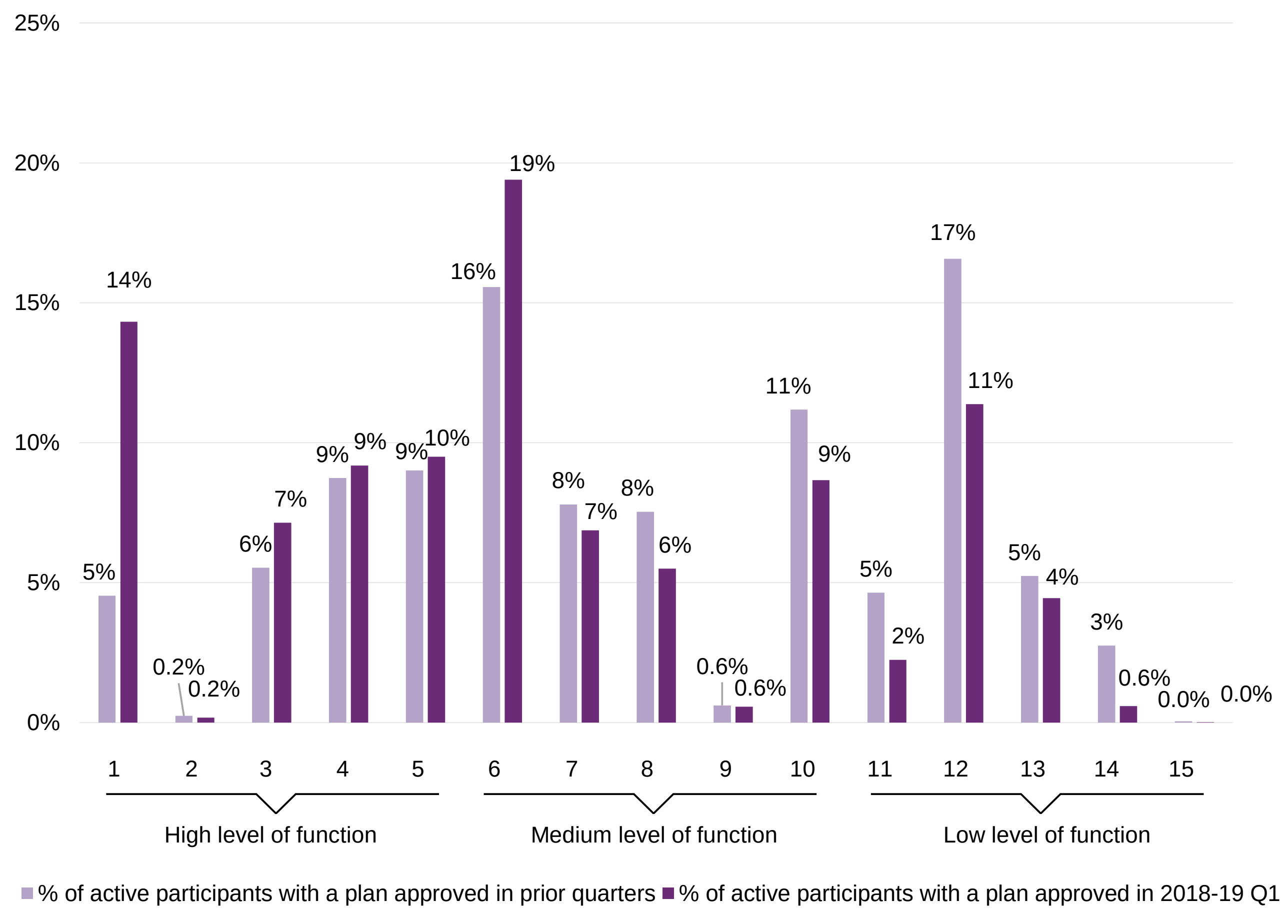
Participant Profiles by Level of Function

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

For participants with a plan approval in the current quarter:
• 40% of active participants had a relatively high level of function
• 41% of active participants had a relatively moderate level of function
• 19% had a relatively low level of function

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

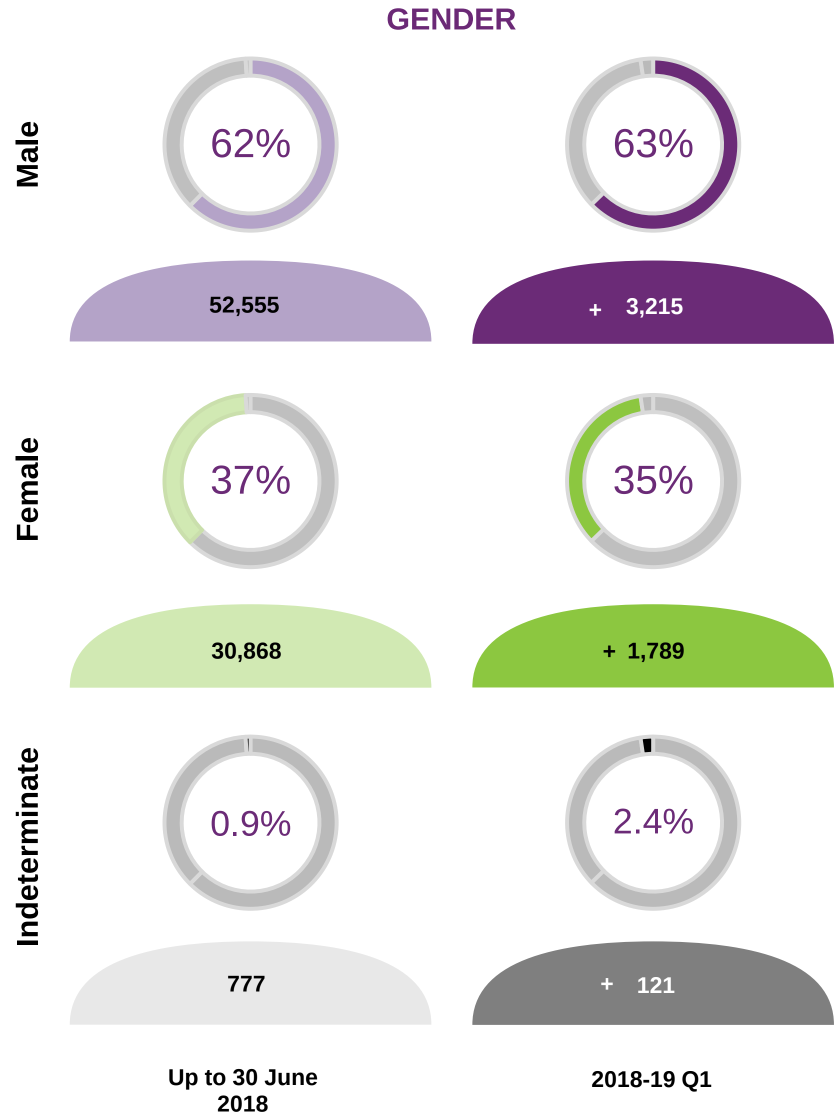
% of active participants with a plan approved by level of function



Participant Profiles by Gender

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

The majority of participants are males.



Note: The higher than expected number of participants with an indeterminate gender in the September 2018 quarter was due to data integrity issues. This is currently being investigated.

Participant Profiles

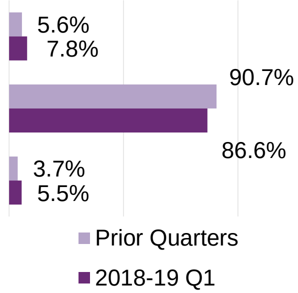
Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

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

- **7.8% were Aboriginal or Torres Strait Islander, compared with 5.6% for prior periods.**
- **2.2% were young people in residential aged care, compared with 2.1% for prior periods.**
- **11.5% were culturally and linguistically diverse, compared with 8.9% for prior periods.**

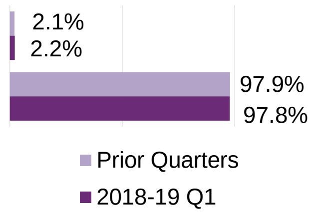
Aboriginal & Torres Strait Islander	2018-19 Q1
Aboriginal and Torres Strait Islander	402
Not Aboriginal and Torres Strait Islander	4,440
Not Stated	283

% of active participants



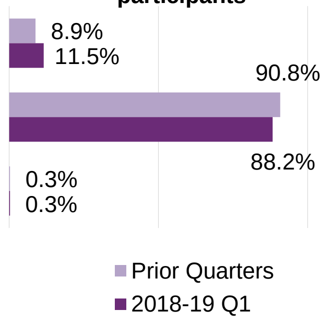
Young people in residential aged care status	2018-19 Q1
Young people in residential aged care	115
Young people not in residential aged care	5,010

% of active participants



Culturally and linguistically diverse	2018-19 Q1
Culturally and linguistically diverse	591
Not culturally and linguistically diverse	4,521
Not stated	13

% of active participants

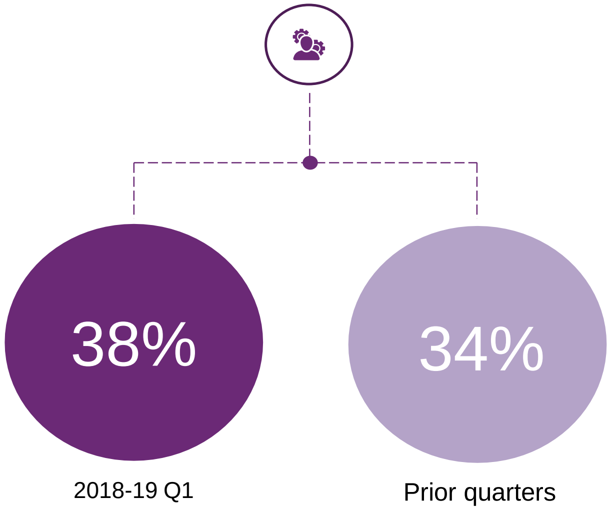


Plan Management
Support Coordination

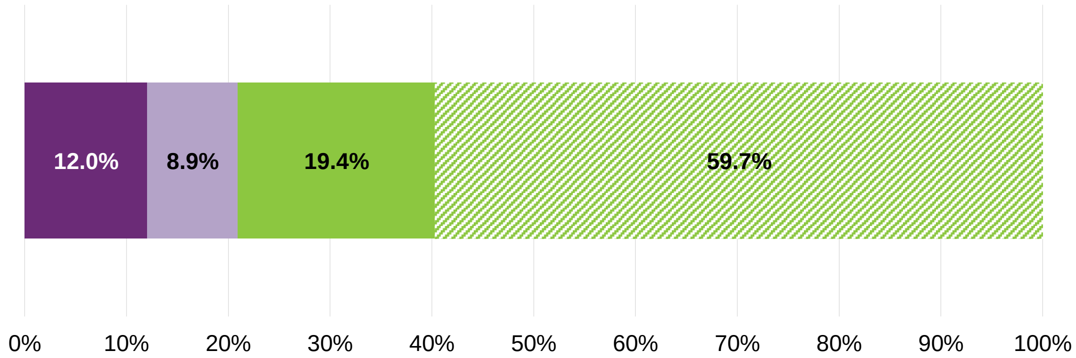
The proportion of participants who are fully or partly self-managing their plan was slightly higher in 2018-19 Q1 (22%), compared with prior quarters of transition (21%).

38% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 34% in prior quarters of transition.

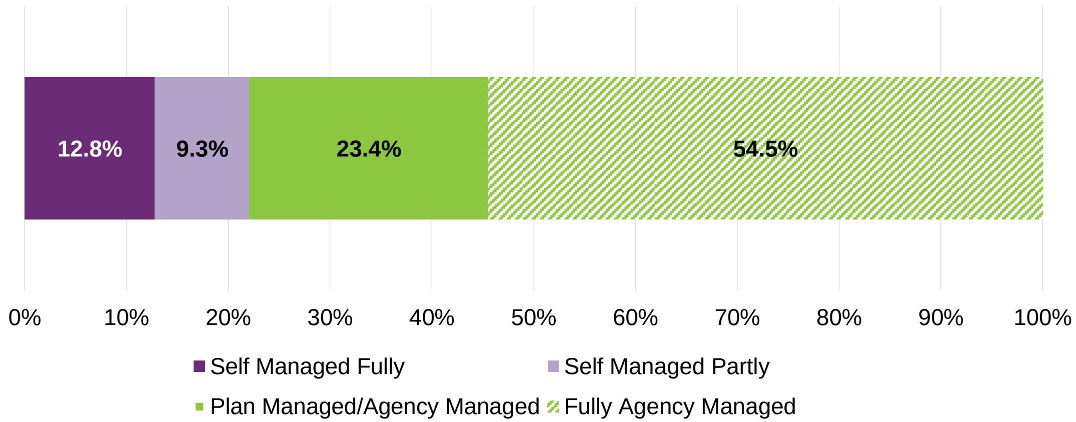
Support Coordination



Prior quarters (since the commencement of transition)



2018-19 Q1



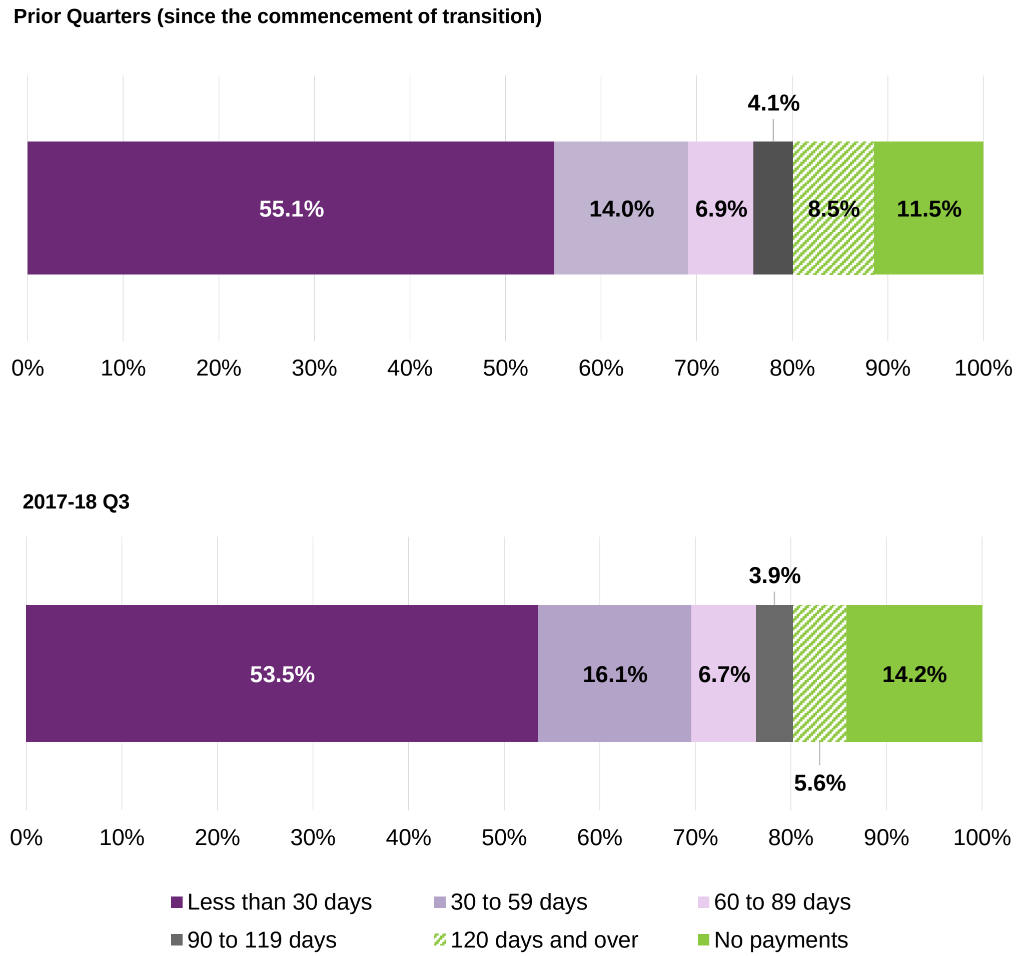
Plan Activation

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

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

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

Duration to plan activation for initial plans



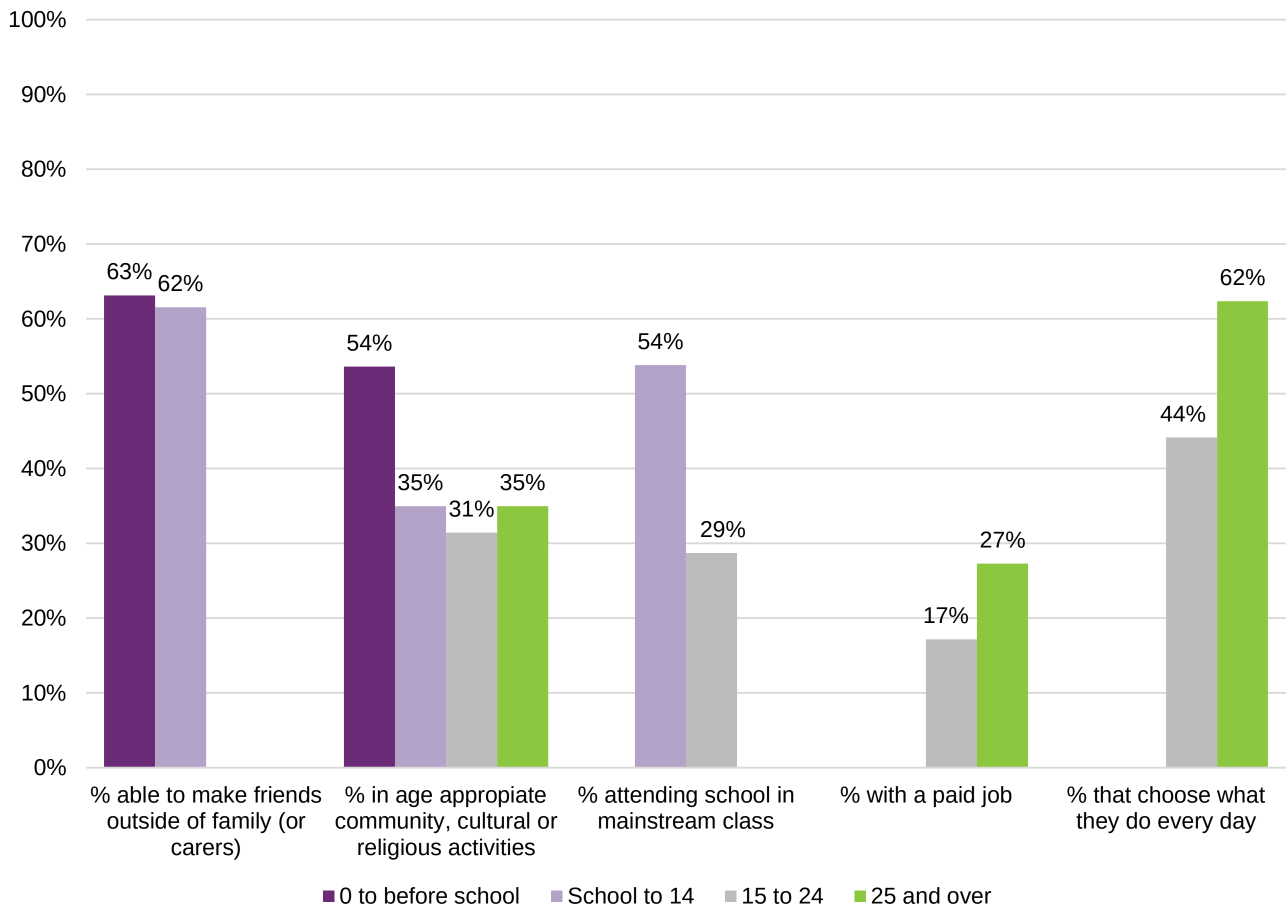
Note: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Information was collected from 98% 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**

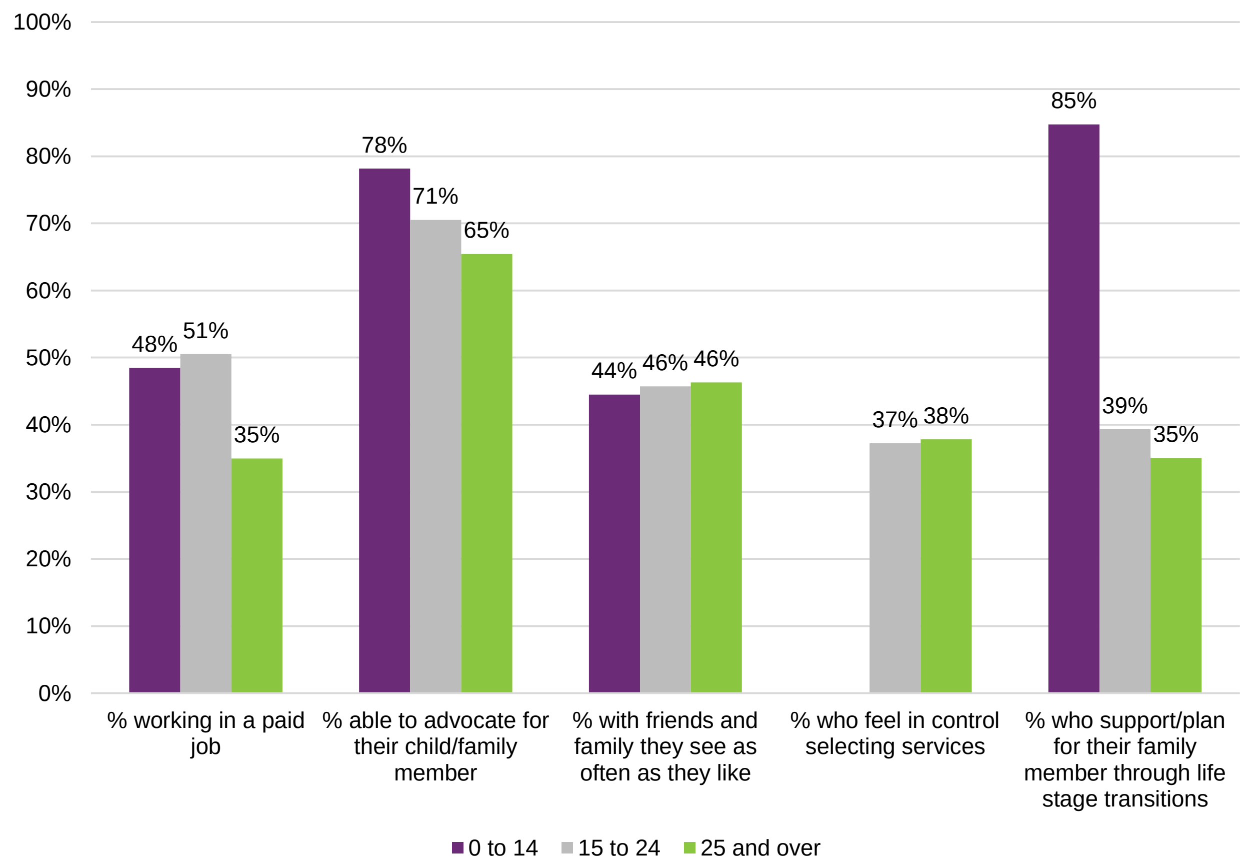
Selected key baseline indicators for participants



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 (38%)**
- **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

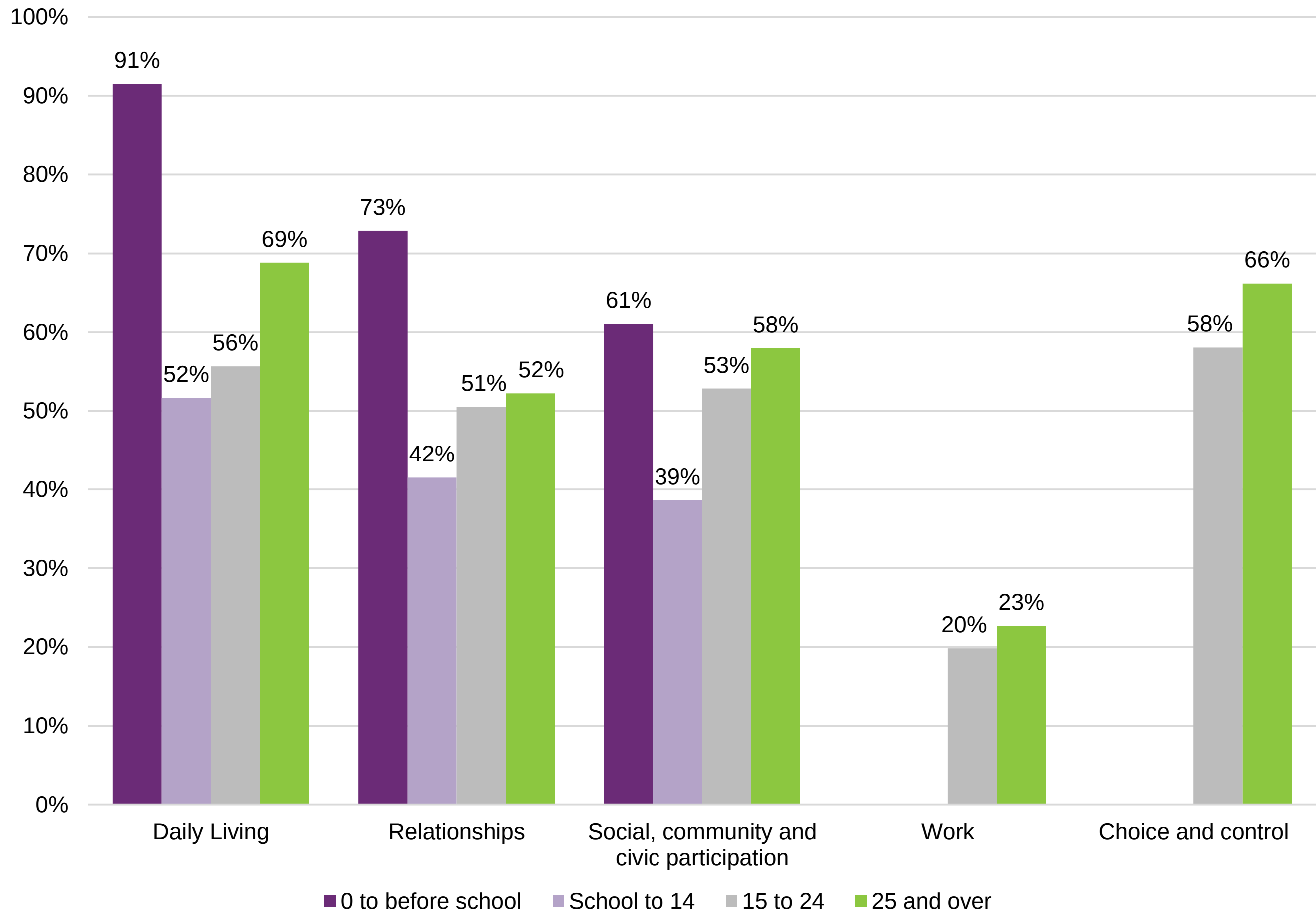
Perceptions of whether the NDIS has helped.

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

The percentage responding 'Yes' was highest for the domain of:
- **Daily Living (91%), for participants aged 0 to before school**
- **Daily Living (52%), for participants of school age to 14**
- **Choice and control (58%), for participants aged 15 to 24**
- **Daily Living (69%), for participants aged 25 and over**

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

"Has the NDIS helped?" questions for participants



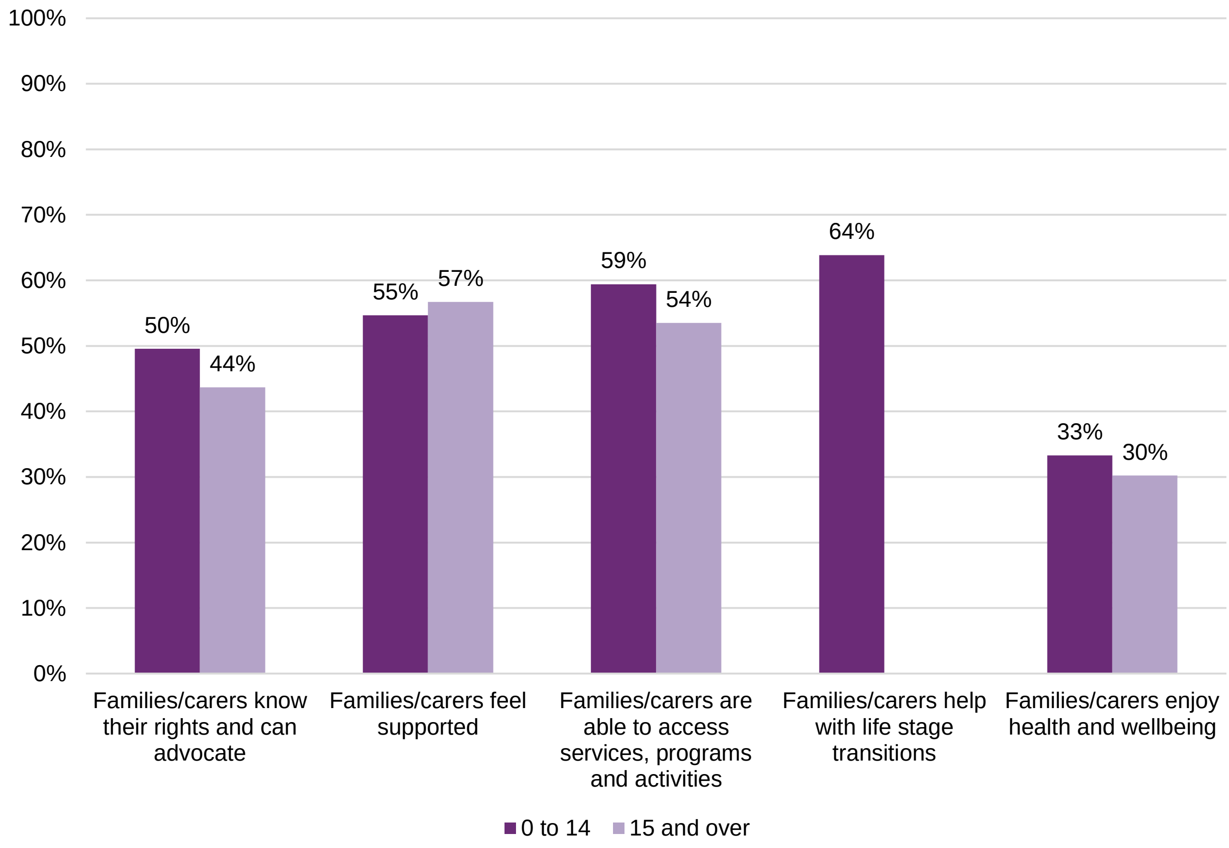
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

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

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

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



Participant Satisfaction

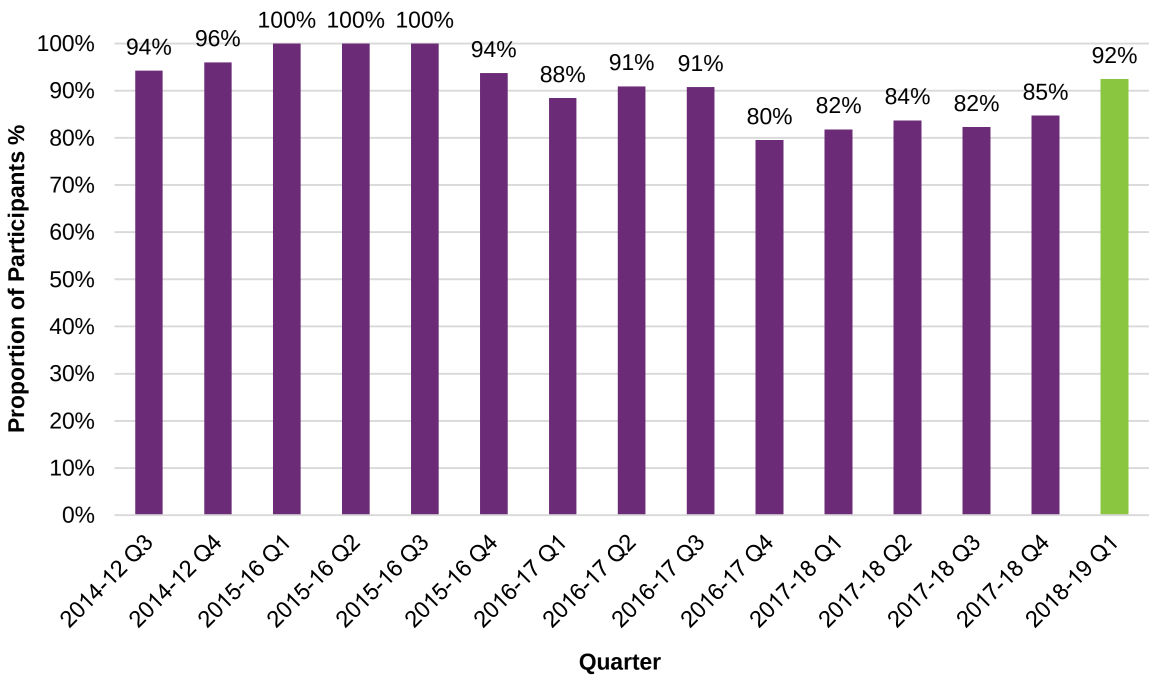
92% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a further improvement of seven percentage points since the previous quarter.

The Participant Pathway Review aims to improve the participant experience.

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

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

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, $257.4m in 2015-16, $1,210.3m in 2016-17, $3,032.8m in 2017-18 and $807.2m in 2018-19 Q1.

Summary

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

Key Statistics

$6.7

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

$1.4

BILLION OF SUPPORTS IN RESPECT OF 2018-19 Q1

$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, $1,210.3M IN 2016-17, $3,032.8M IN 2017-18 AND $807.2M IN 2018-19 Q1

OVERALL, 74% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 77% IN 2014-15, 74% IN 2015-16, 68% IN 2016-17 AND 70% IN 2017-18.

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

Committed Supports and Payments

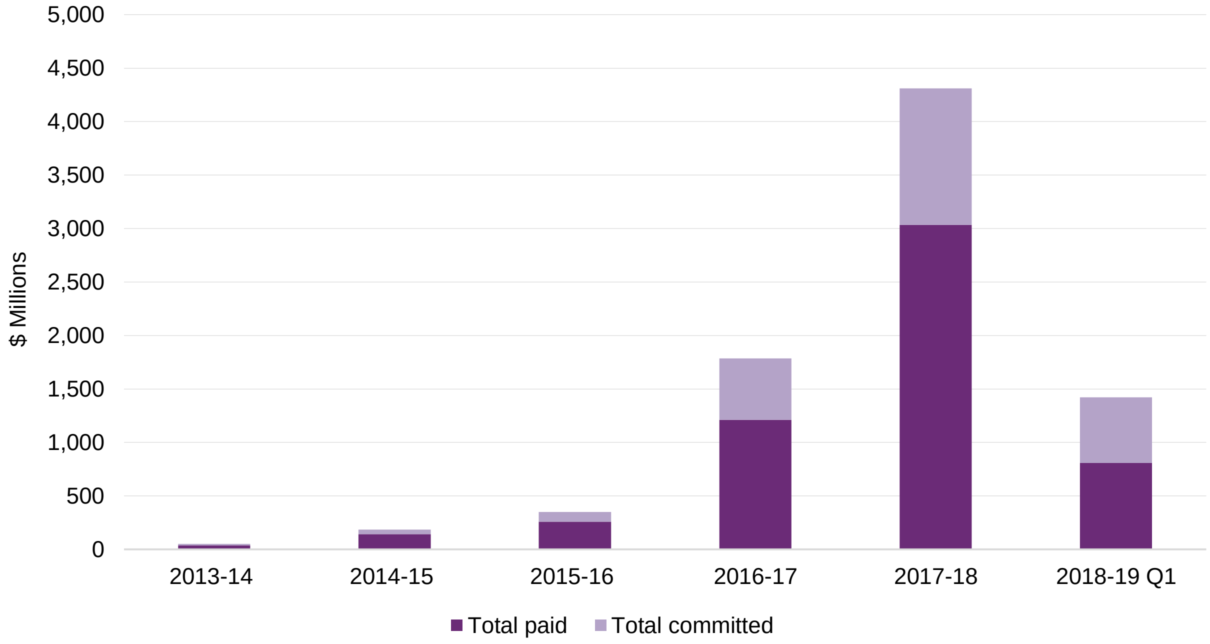
Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $8.1 billion that has been committed in participant plans, $5.5 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: $1,210.3m has been paid
2017-18: $3,032.8m has been paid
2018-19 Q1: $807.2m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1	Total
Total committed	50.6	184.5	349.4	1,786.0	4,310.8	1,422.3	8,103.6
Total paid	37.4	141.3	257.4	1,210.3	3,032.8	807.2	5,486.3

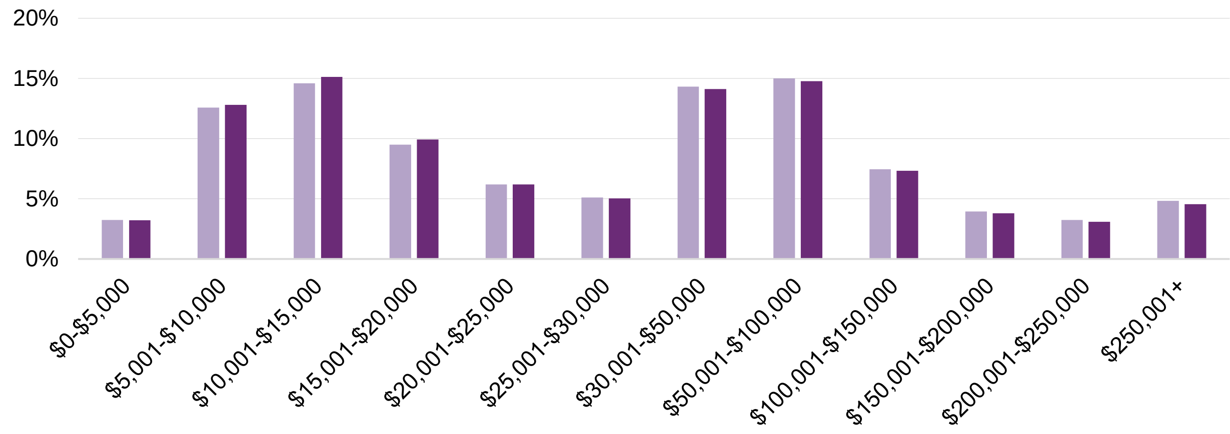


Committed Supports by Cost Band

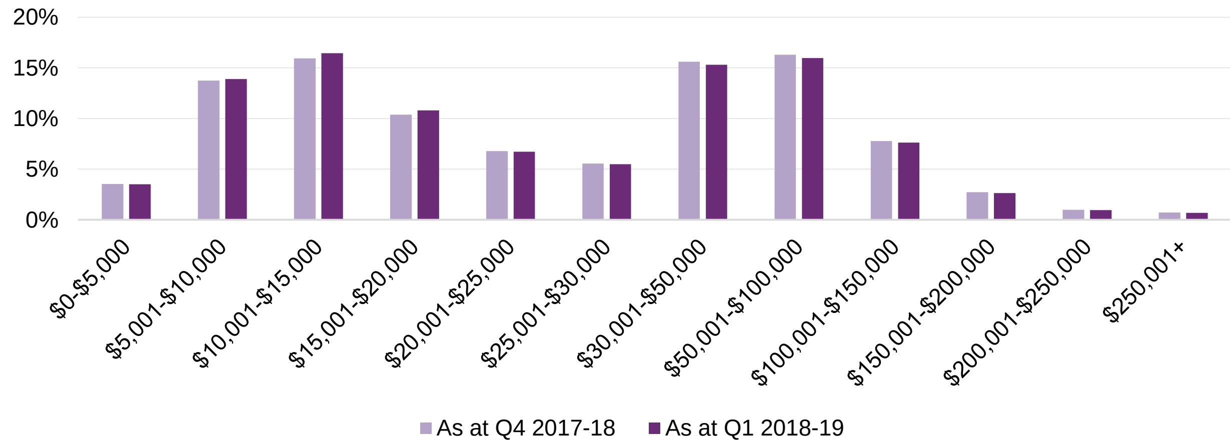
As at September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

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



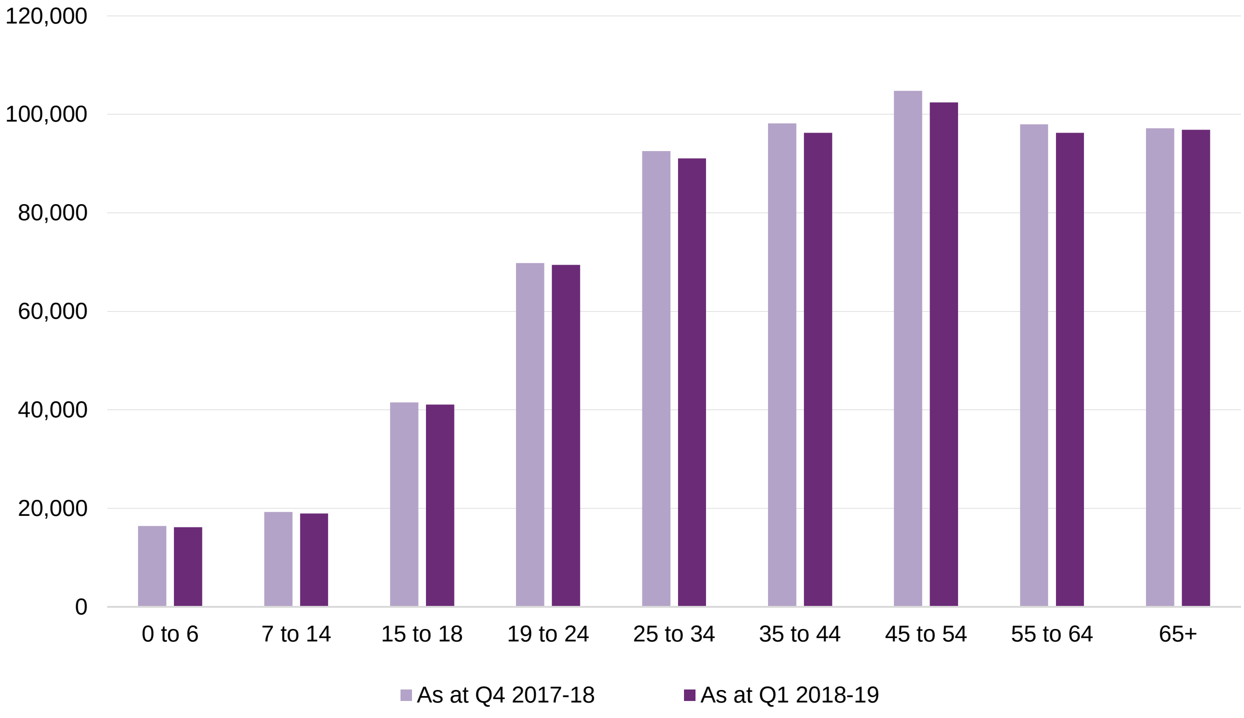
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports by Age Band

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

Average annualised committed supports by age band

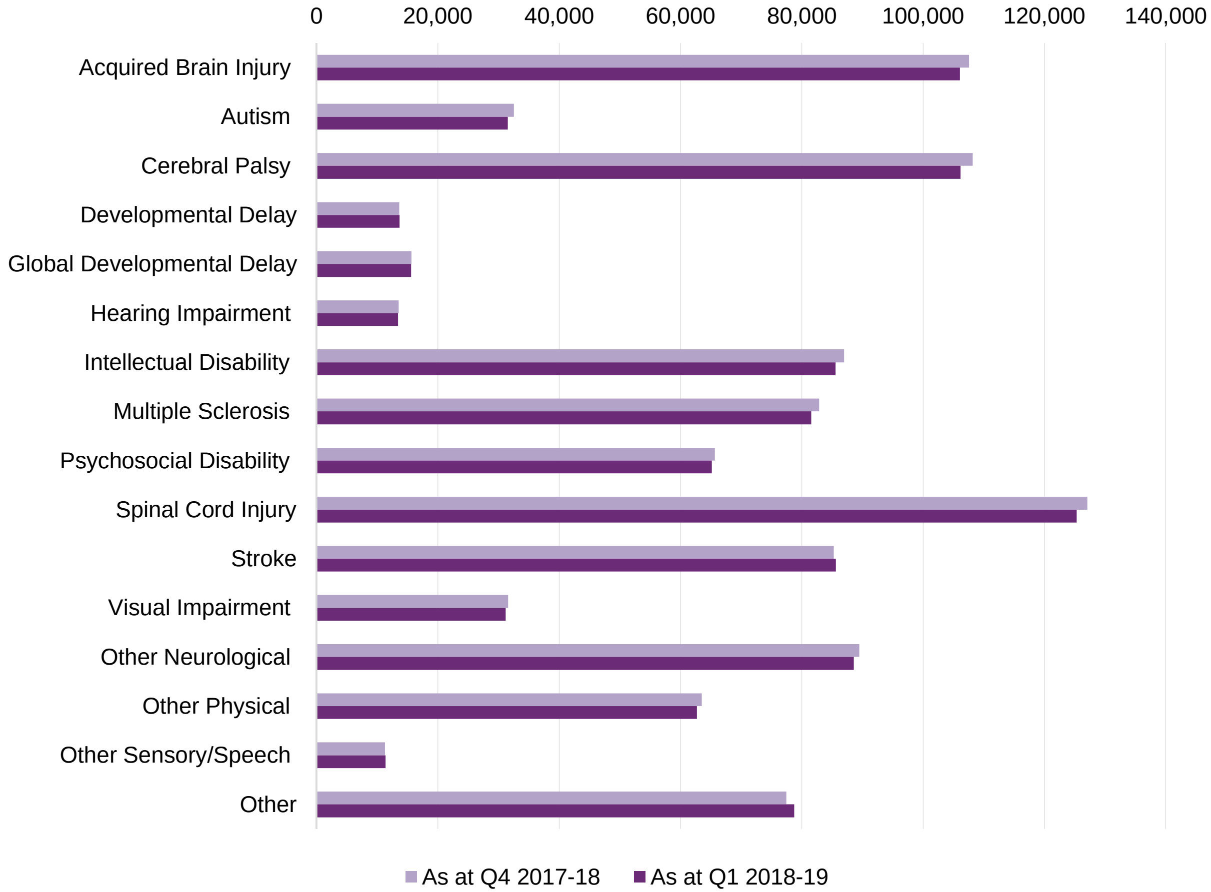


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

Average annualised committed supports by primary disability group

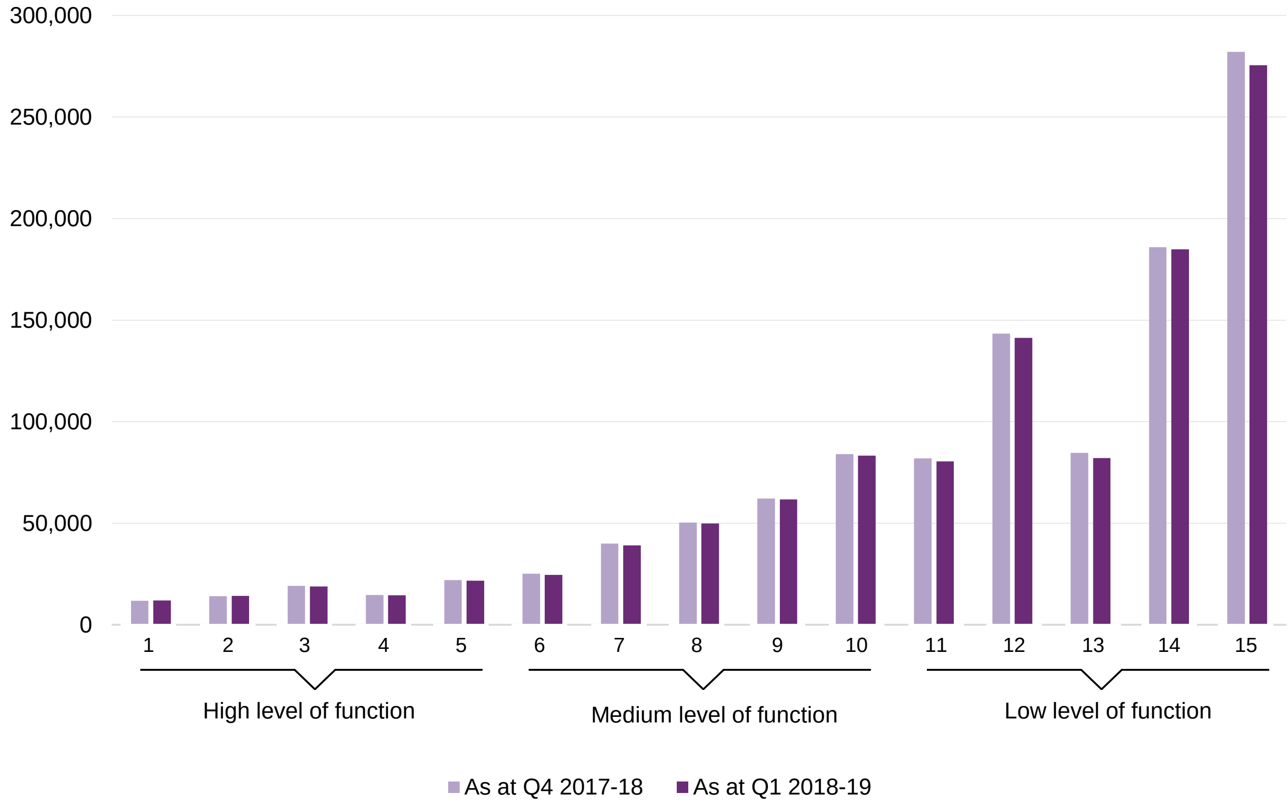


Committed Supports by Level of Function

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 2018-19 Q1 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: High, medium and low function is relative within the NDIS population and not comparable to the general population.

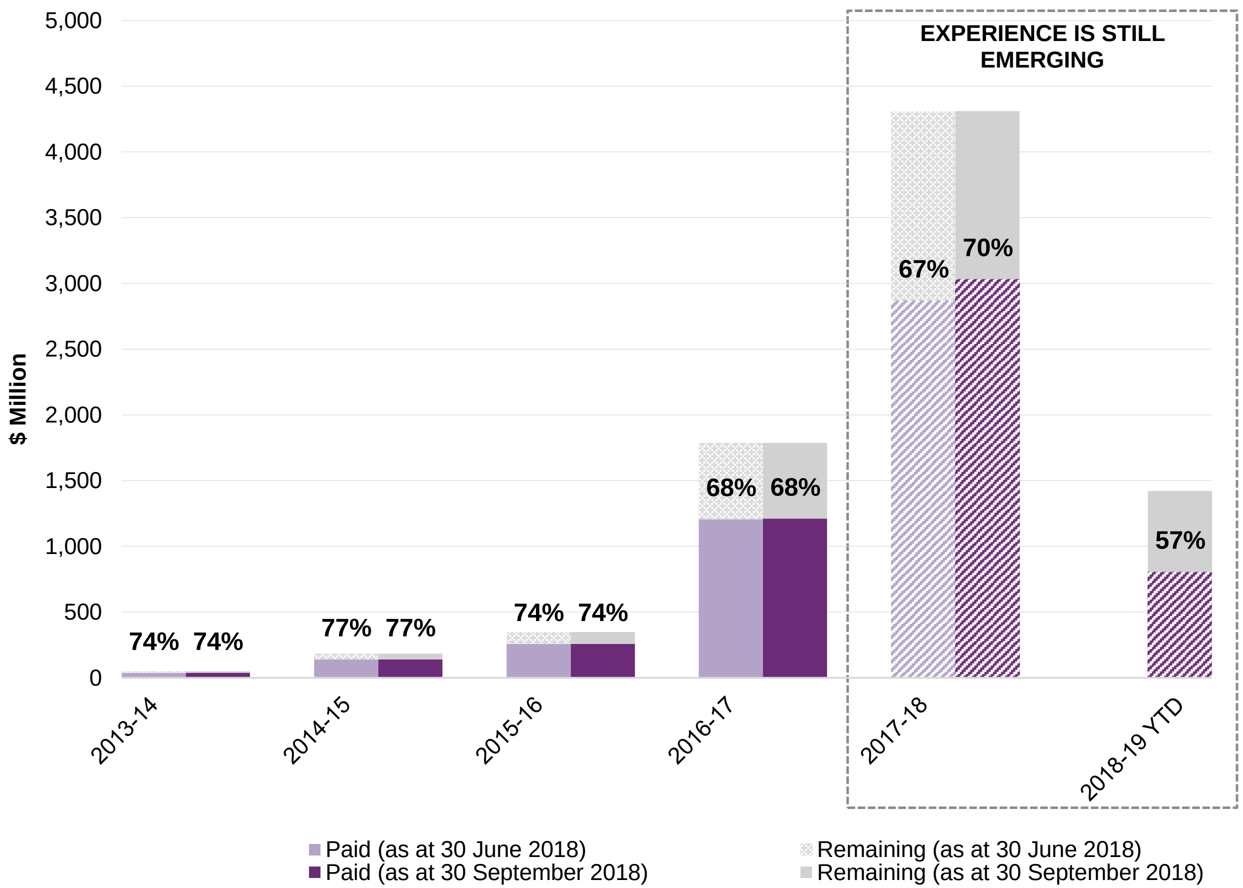
Utilisation of Committed Supports

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

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

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

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



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

PART 3

Providers and Markets

The new NDIS Quality and Safeguards Commission (NQSC) has been established to regulate providers in NSW and SA from 1 July 2018. The NQSC uses a 'National approach' to approve providers and thus, when a provider that has been approved in NSW or SA is verified by the NQSC, it automatically becomes an approved provider in both states.

There was a 3% increase in the number of providers during the quarter to 8,760. 56% of approved providers were active in New South Wales at 30 September 2018, and 44% were yet to have evidence of activity.

Summary

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

Provider registration

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

Key Statistics

8,760
APPROVED PROVIDERS, 56% OF WHICH WERE ACTIVE IN NEW SOUTH WALES AT 30 SEPTEMBER 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

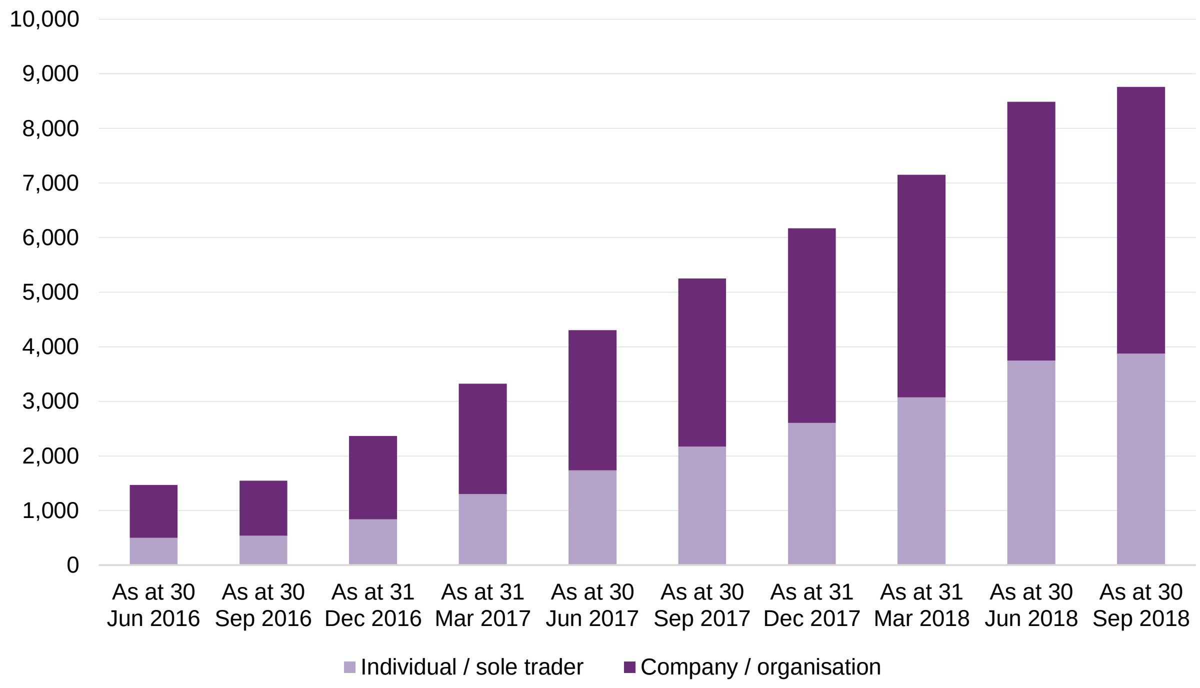
As at 30 September 2018, there were 8,760 registered service providers, of which 3,874 were individual/sole trader operated businesses and 4,886 were companies or organisations.

1.68

AVERAGE PROVIDERS PER PARTICIPANT

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

Approved providers over time by type of provider



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

The number of approved service providers increased by 3% from 8,485 to 8,760 in the quarter.

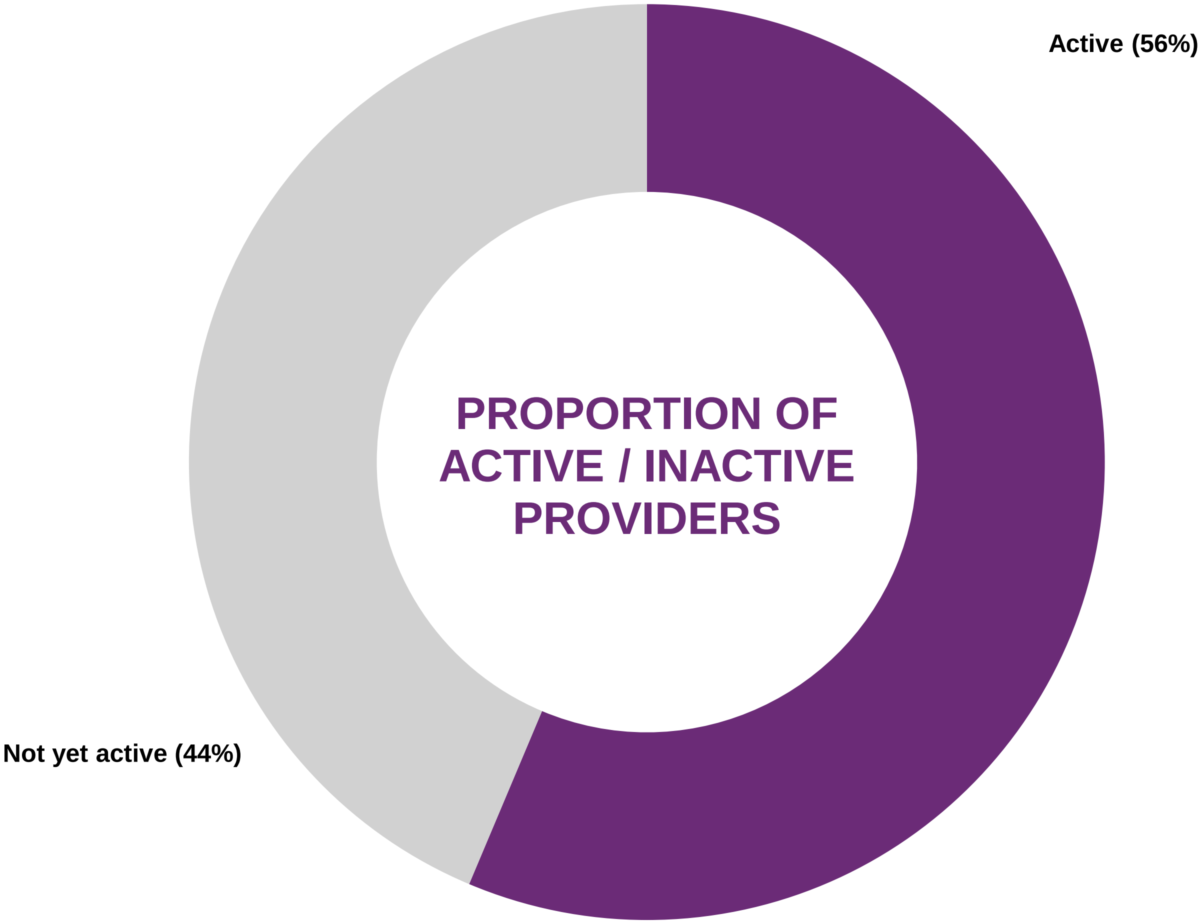
Proportion of Active Providers

Change in the activity status of providers.

As at 30 September 2018, 56% of providers have been active and 44% were yet to have evidence of activity. Of all providers, 1,524 began delivering new supports in the quarter.

1,524

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS



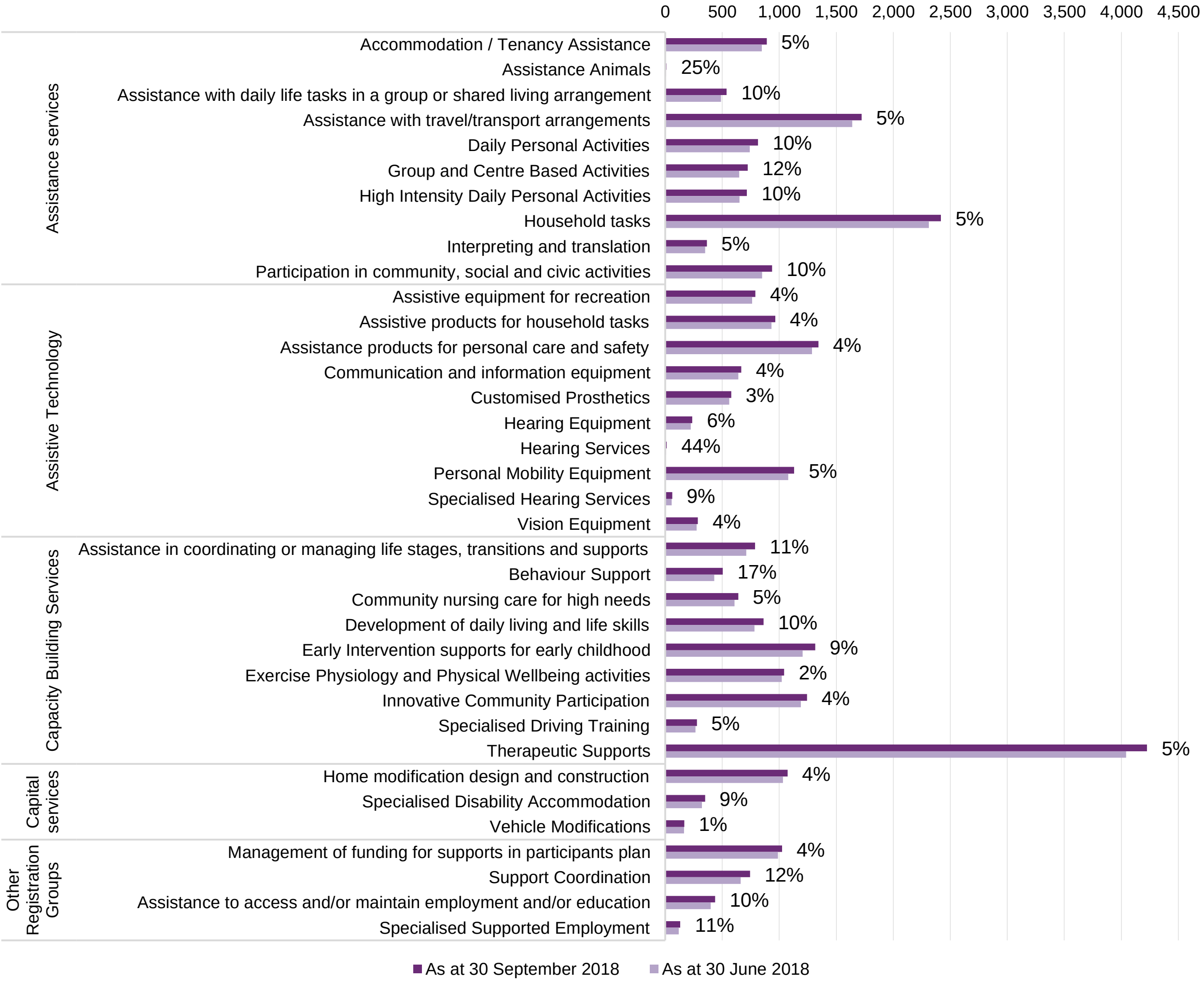
The proportion of active providers in each state gives an indication of the providers that are currently servicing participants.

Approved Registration groups

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

The registration groups with the largest numbers of approved providers continue to grow:
- **Therapeutic Supports: from 4,043 to 4,226 (5% increase)**
- **Household Tasks: from 2,313 to 2,418 (5% increase)**
- **Assistance with travel/transport arrangements: from 1,640 to 1,723 (5% increase)**
- **Assistance products for personal care and safety: from 1,287 to 1,344 (4% increase)**
- **Early Intervention supports for early childhood: from 1,204 to 1,316 (9% increase)**

Approved providers by registration group and percentage change over the quarter



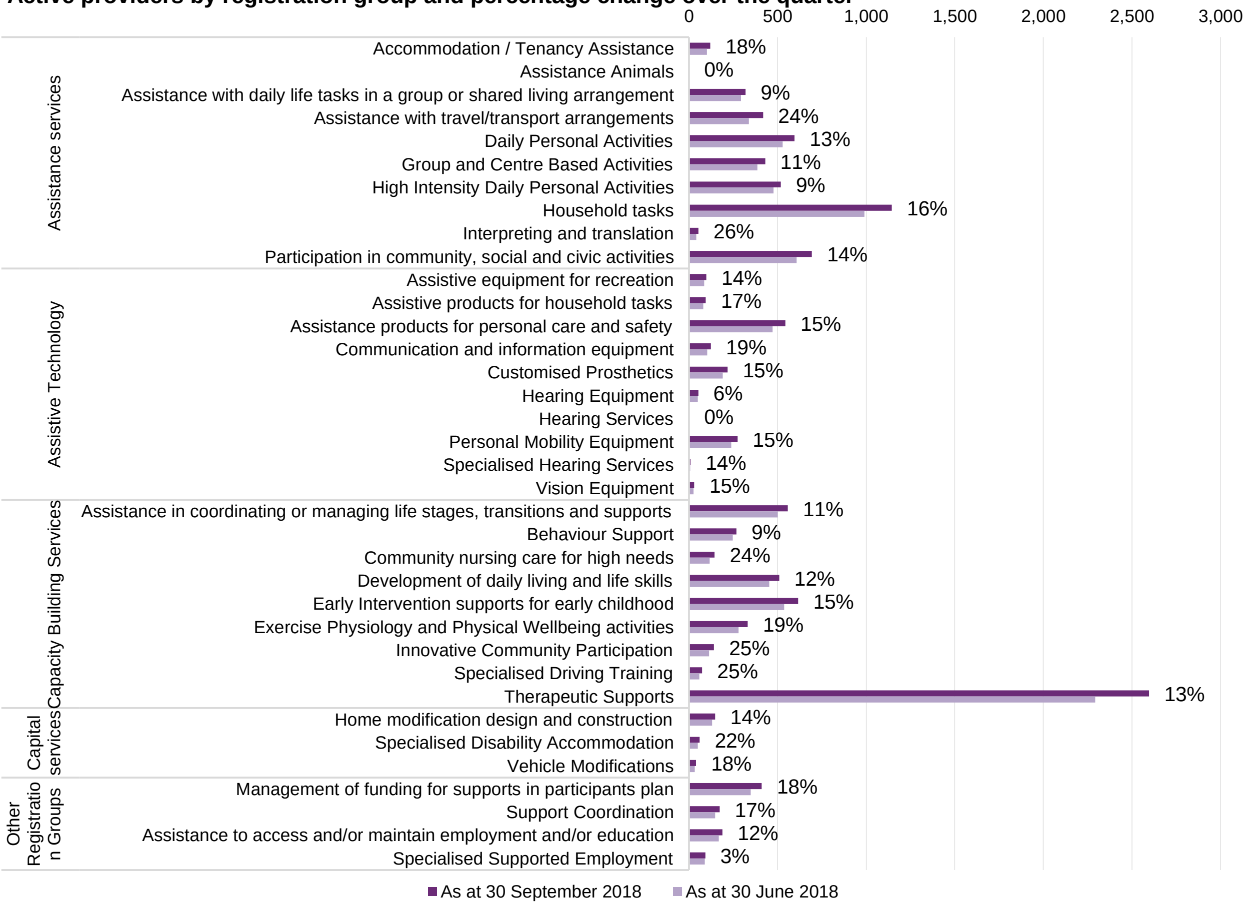
Active Registration groups

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

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

- **Therapeutic Supports: from 2,293 to 2,597 (13% increase)**
- **Household tasks: from 990 to 1,145 (16% increase)**
- **Participation in community, social and civic activities: from 608 to 694 (14% increase)**
- **Early Intervention supports for early childhood: from 537 to 616 (15% increase)**
- **Daily Personal Activities: from 529 to 596 (13% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

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

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

PART 4

Information, Linkages and Capacity Building

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

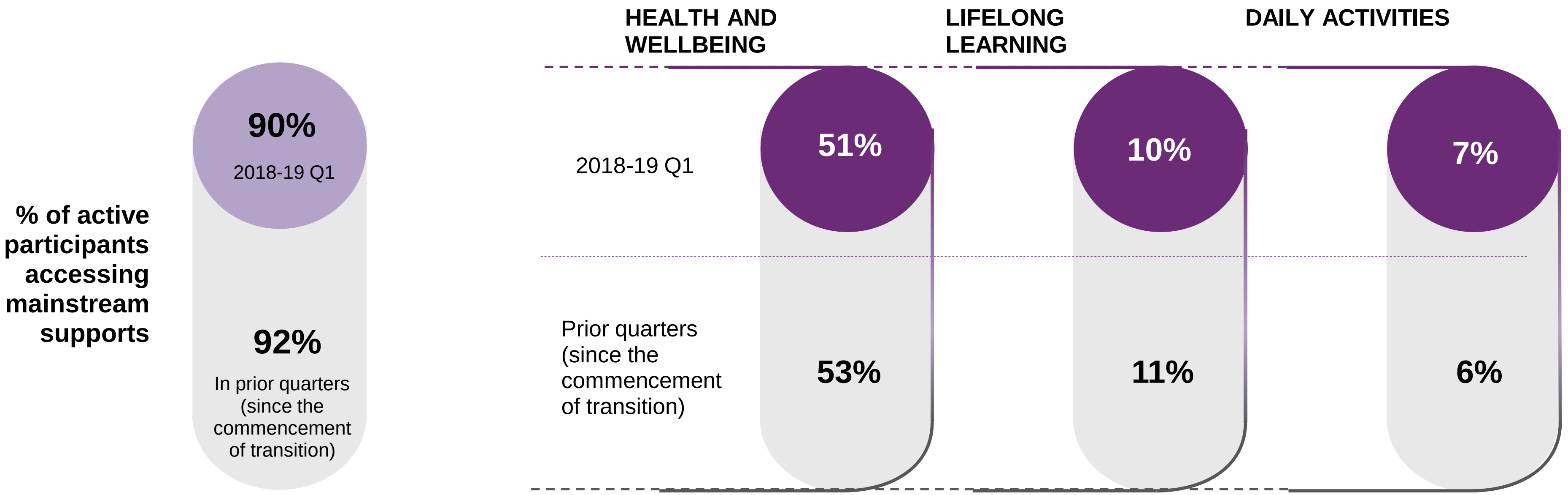
PART 5

Mainstream Interface

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

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q1 access mainstream services, a 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.