COAG

Disability Reform Council

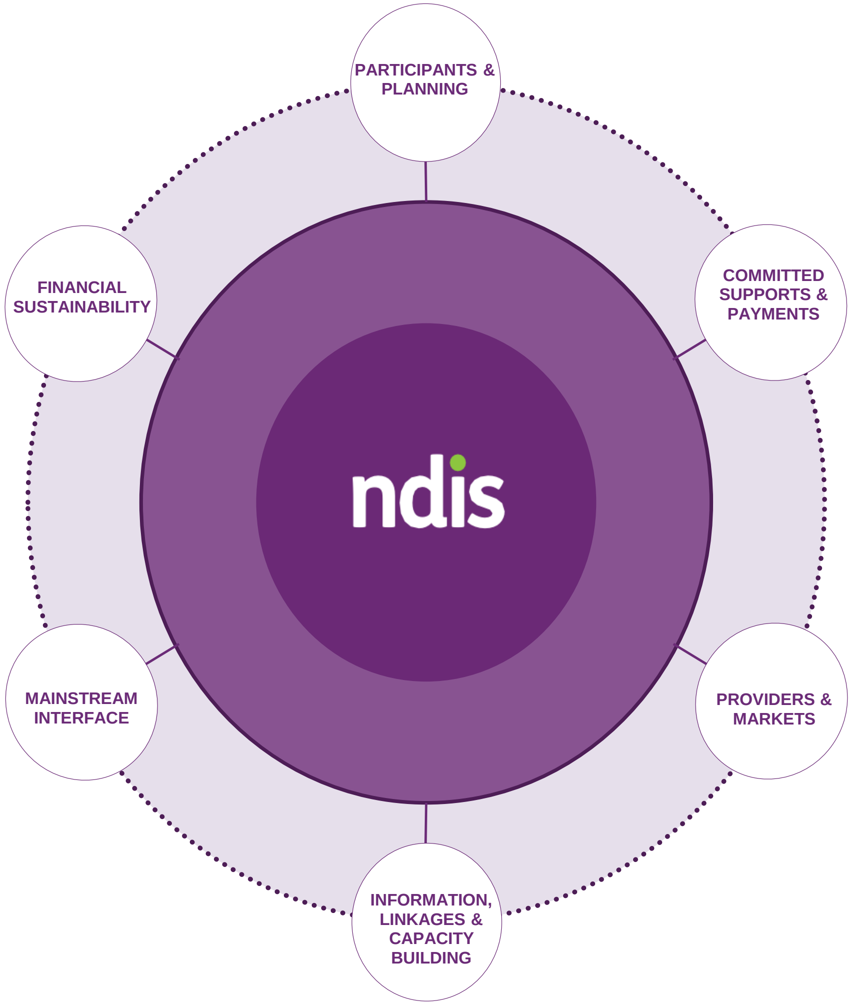
Quarterly Performance Report

South Australia - 31 December 2018

Overview

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

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



Summary

Participants and Planning

An additional 3,898 participants with plans this quarter.

At 31 December 2018, plans approved and ECEI referrals represent:
• 86% bilateral estimate since the commencement of transition (1 July 2016 - 31 December 2018)
• 85% of scheme to date bilateral estimate met
(1 July 2013 - 31 December 2018)

Participant satisfaction has decreased in the quarter but remains high, with 75% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

$651.1 million has been paid to providers and participants:
• $5.9m in 2013-14,
• $30.9m in 2014-15,
• $65.2m in 2015-16,
• $106.3m in 2016-17,
• $216.4m in 2017-18,
• $226.4m in 2018-19 to date.

Overall,
• 54% of committed supports were utilised in 2013-14,
• 61% in 2014-15,
• 61% in 2015-16,
• 56% in 2016-17,
• 59% 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 3,660 registered providers at 31 December 2018, representing a 18% increase for the quarter.

27% of registered providers were active at 31 December 2018.

35% of registered providers are individuals/sole traders.

25% of registered providers are receiving 80-95% of payments made by the NDIA.

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q2 access mainstream services.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in South Australia continues to grow with 3,898 additional participants with approved plans this quarter.

In total, over 24,000 participants are now being supported by the NDIS in South Australia, with 46% receiving support for the first time.

Summary

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

Key Statistics

24,826

PARTICIPANTS ARE NOW BEING SUPPORTED BY THE NDIS IN SOUTH AUSTRALIA, INCLUDING CHILDREN IN THE ECEI PROGRAM

3,898

INITIAL PLANS APPROVED IN 2018-19 Q2, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 19% GROWTH SINCE LAST QUARTER)

200

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 143 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q2

11,475

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

86%

BILATERAL ESTIMATE SINCE THE COMMENCEMENT OF TRANSITION (1 JULY 2016 - 31 DECEMBER 2018)

85%

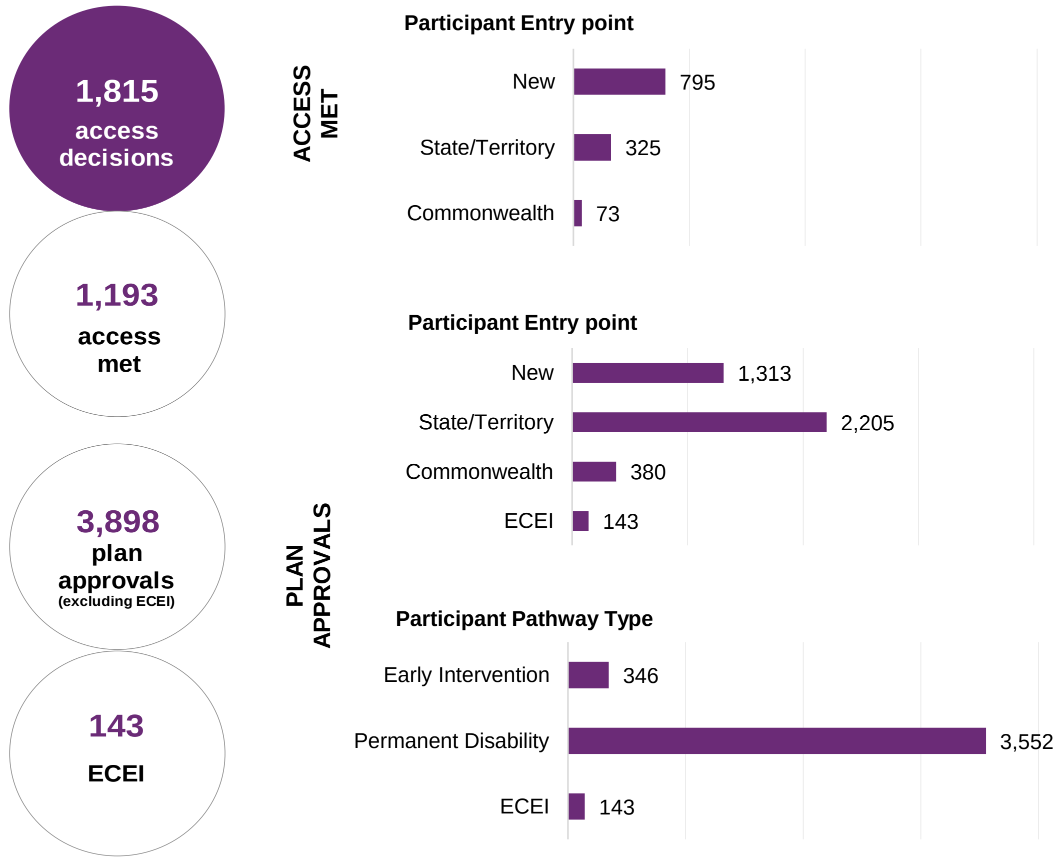
OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 DECEMBER 2018)

Quarterly Intake

2018-19 Q2

Of the 1,193 participants deemed 'eligible' this quarter 67% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 3,898 plan approvals this quarter, 57% had transitioned from an existing State/Territory program, 91% entered with a permanent disability and 68 were previously confirmed as ECEI at 2018-19 Q1.



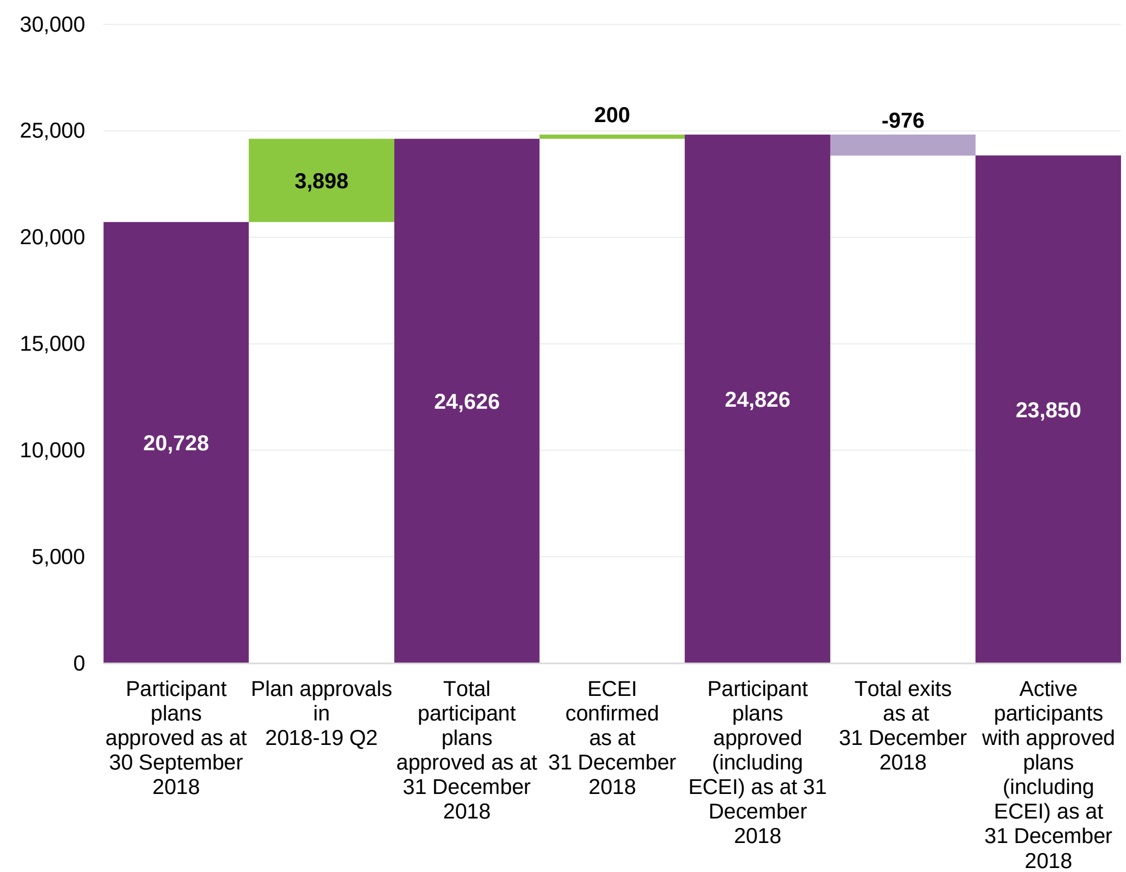
Quarterly Intake Detail

Plan approval numbers have increased from 20,728 at the end of 2018-19 Q1 to 24,626 by the end of 2018-19 Q2, an increase of 3,898 approvals.

At the end of the quarter, 200 are children being supported in the ECEI gateway. Of these, 57 were previously confirmed as ECEI at 30 September 2018 and an additional 143 children entered the gateway this quarter.

Overall, 976 participants with approved plans have exited the Scheme, resulting in 23,850 active participants (including ECEI) as at 31 December 2018.

Change in plan approvals between 30 September 2018 and 31 December 2018



There were 5,643 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

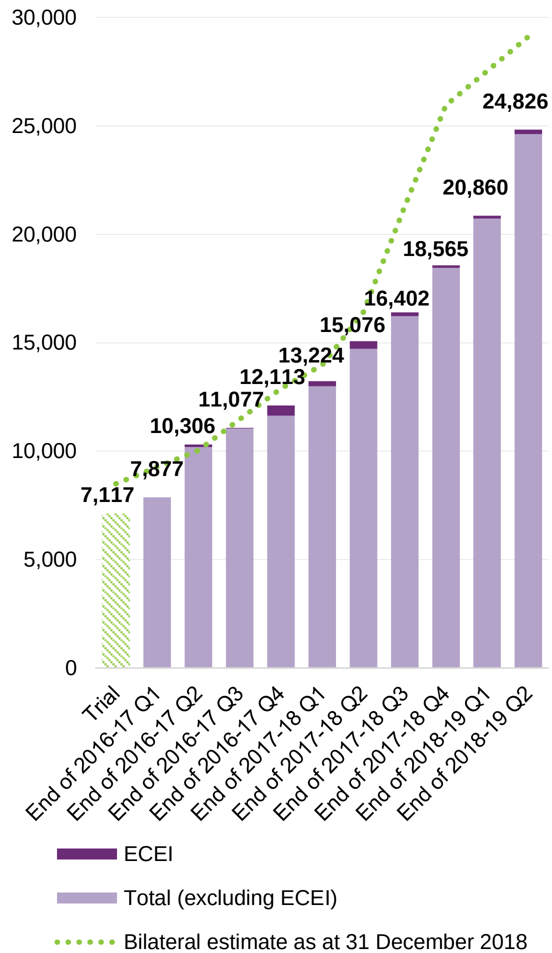
Cumulative Position

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 24,826 (including 200 children supported through the ECEI gateway). Of these, 11,287 transitioned from an existing State/Territory program, 1,864 transitioned from an existing Commonwealth program and 11,475 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 34,162 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



86%

bilateral estimate since the commencement of transition

(1 July 2016 - 31 December 2018)

85%

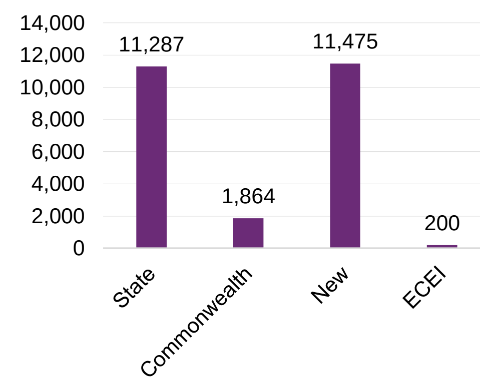
of scheme to date bilateral estimate met

(1 July 2013 - 31 December 2018)

24,626

plan approvals to date; 24,826 including ECEI confirmed

Plan approvals by participant referral pathway

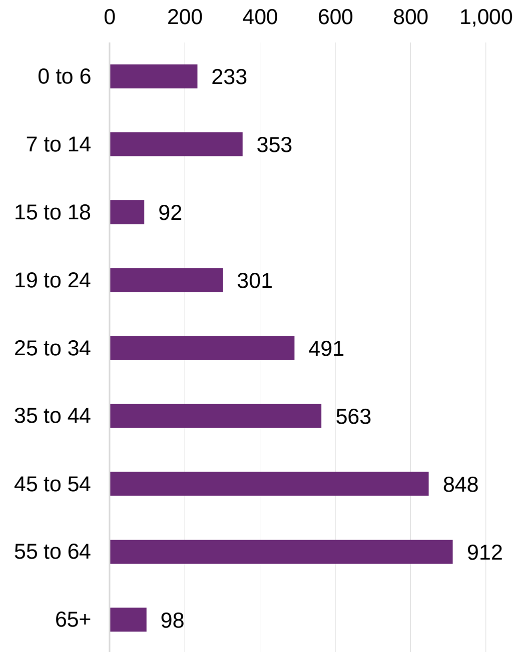


Participant Profiles by Age Group

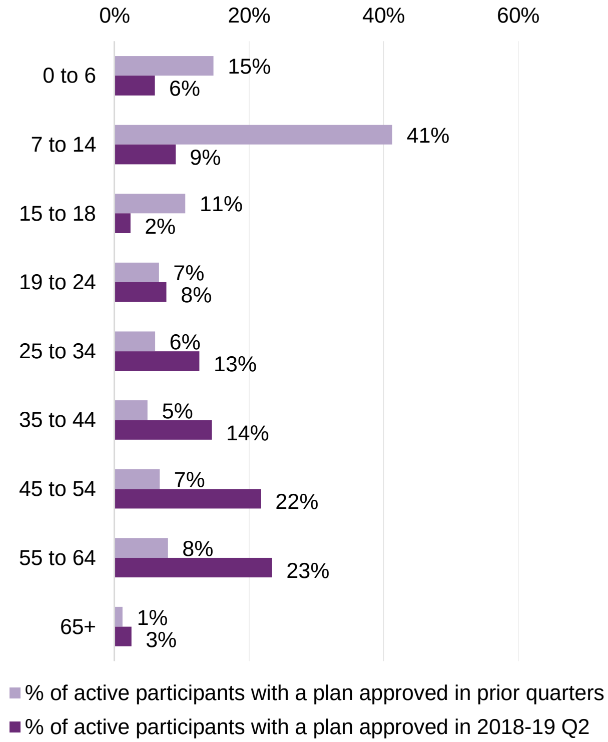
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by age group.

23% of participants entering in this quarter are aged 55 to 64 years and a further 22% are aged 45 to 54 years. This compares with 8% and 7% respectively in prior quarters.

Active participants with a plan approved in 2018-19 Q2 by age group



% of active participants with a plan approved by age group



Note 1: Due to the aged based phasing which commenced with children in SA, there are a low number of participants aged 19 and over who entered the Scheme in prior quarters.

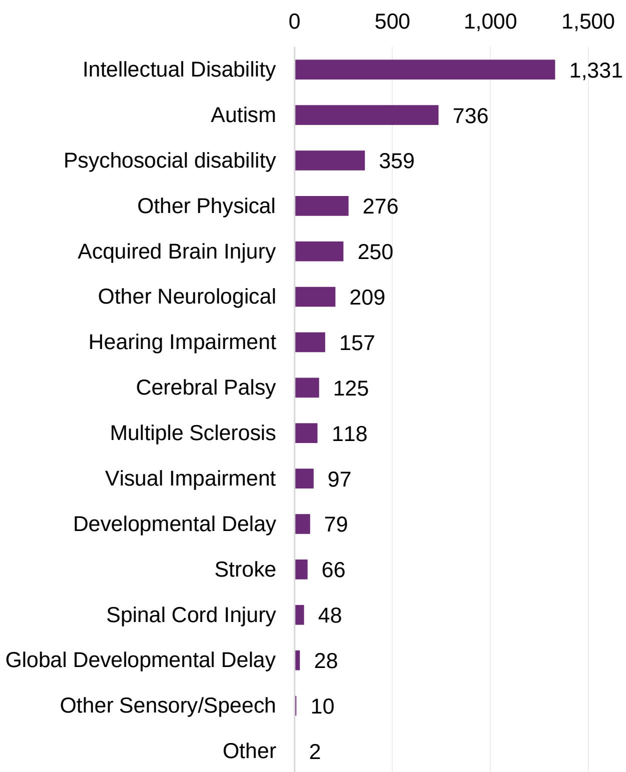
Note 2: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

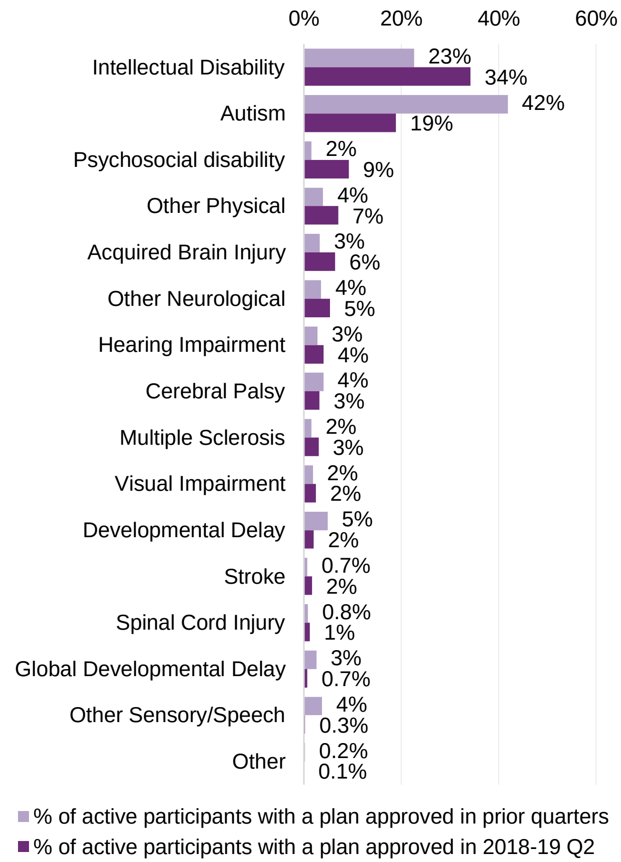
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by disability group.

Of the participants entering this quarter, 34% have a primary disability group of Intellectual Disability and 19% have a primary disability group of Autism.

Active participants with a plan approved in 2018-19 Q2 by disability group



% of active participants with a plan approved by disability group



Note 1: Of the 1,331 active participants identified as having an intellectual disability, 178 (13%), have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

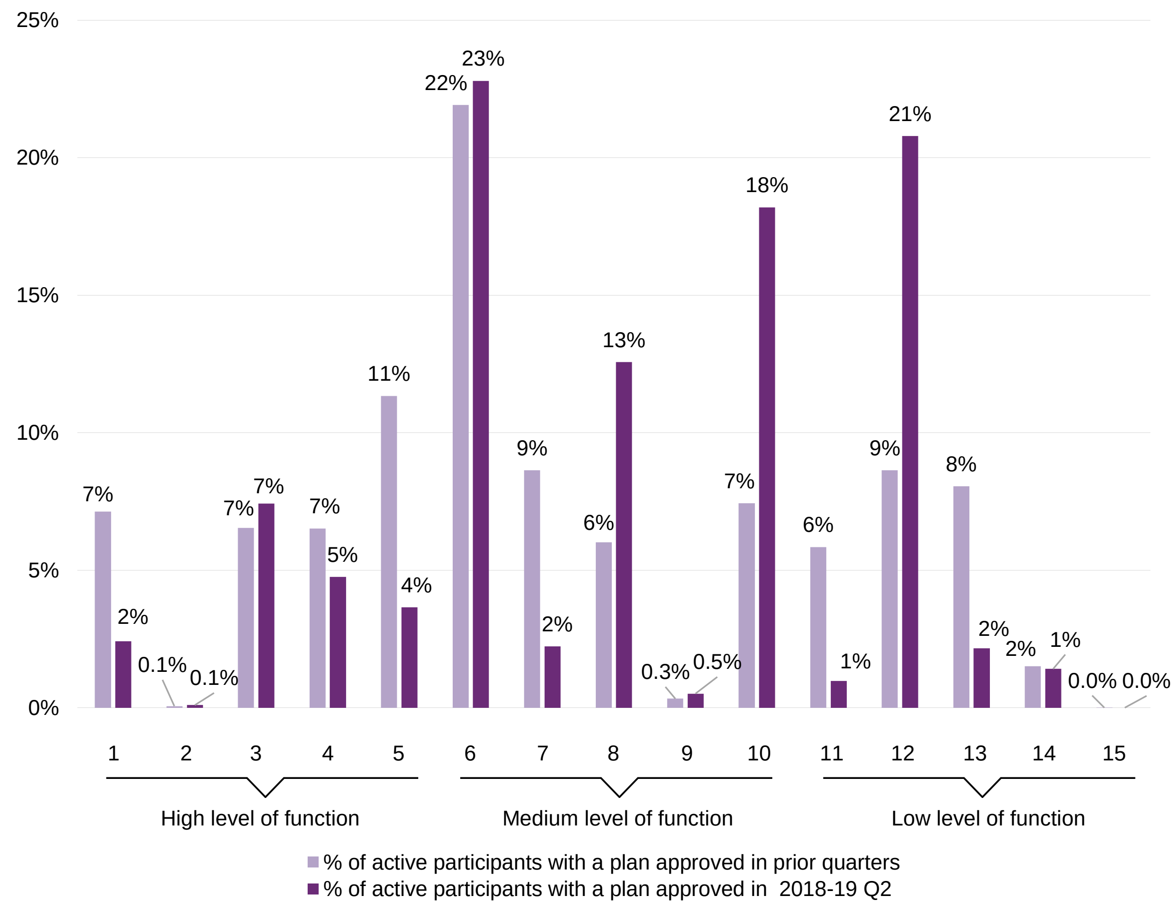
Participant Profiles by Level of Function

These bar charts show demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by level of function.

For participants with a plan approval in the current period:
• 18% of active participants had a relatively high level of function
• 56% of active participants had a relatively moderate level of function
• 25% had a relatively low level of function

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

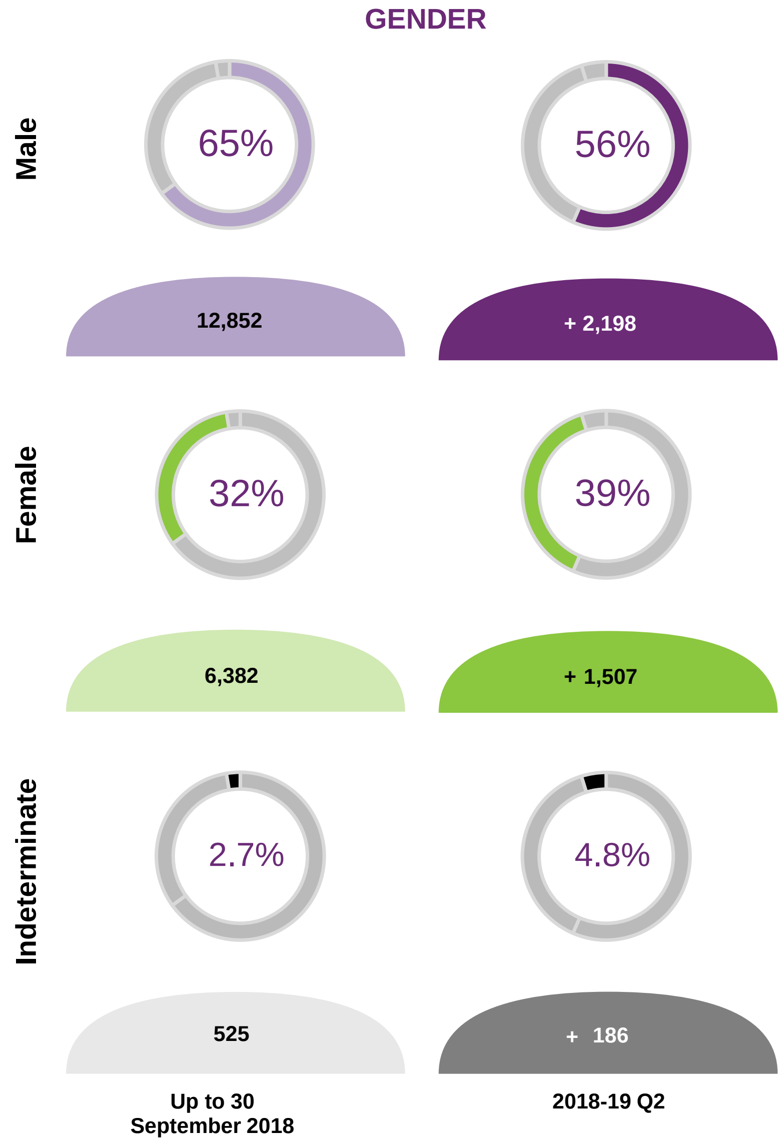
% of active participants with a plan approved by level of function



Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018, by gender.

The majority of participants are males.



Note: The higher than expected number of participants with an indeterminate gender in 2018-19 Q2 was due to data integrity issues. This is currently being investigated.

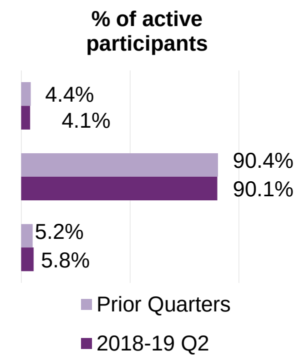
Participant Profiles

These bar charts show other demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018.

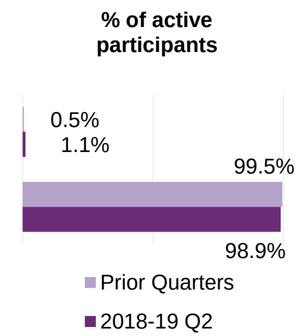
Of the participants with a plan approved in 2018-19 Q2:

- **4.1% were Aboriginal or Torres Strait Islander, compared with 4.4% in previous quarters combined.**
- **1.1% were young people in residential aged care, compared with 0.5% in previous quarters combined.**
- **7.3% were culturally and linguistically diverse, compared with 6.5% in previous quarters combined.**

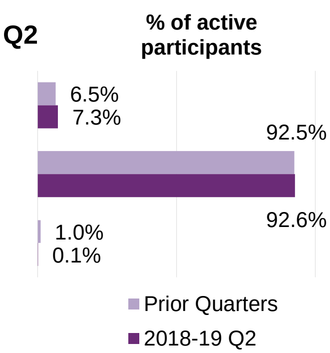
Aboriginal & Torres Strait Islander	2018-19 Q2
Aboriginal and Torres Strait Islander	161
Not Aboriginal and Torres Strait Islander	3,505
Not Stated	225



Young people in residential aged care status	2018-19 Q2
Young people in residential aged care	41
Young people not in residential aged care	3,850



Culturally and linguistically diverse	2018-19 Q2
Culturally and linguistically diverse	283
Not culturally and linguistically diverse	3,605
Not stated	3

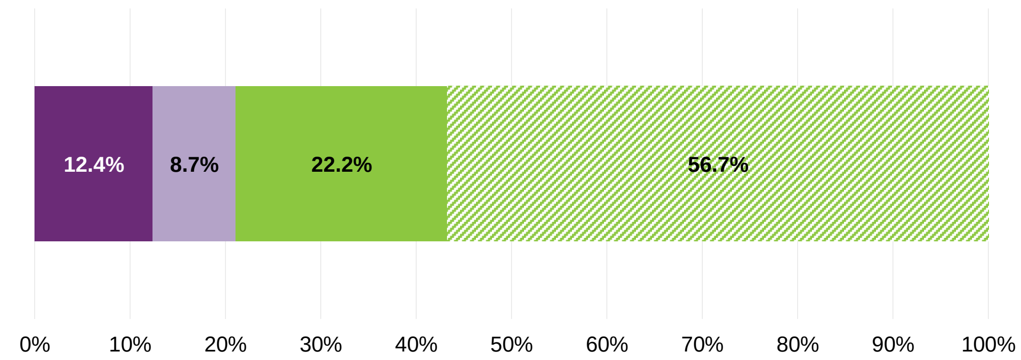


Plan Management Support Coordination

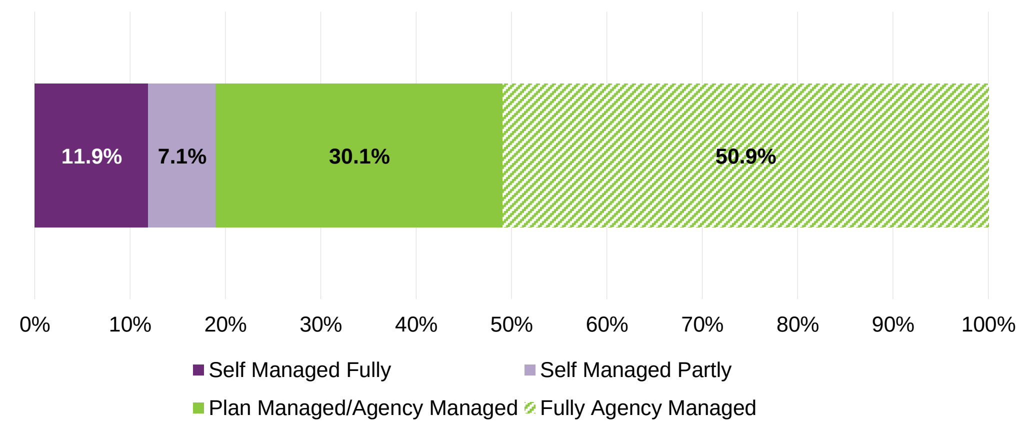
The proportion of participants electing to fully or partly self-manage their plan was lower in 2018-19 Q2 at 19%, compared with 21% in previous quarters combined.

37% of participants who have had a plan approved in 2018-19 Q2 have support coordination in their plan, compared to 38% in previous quarters combined.

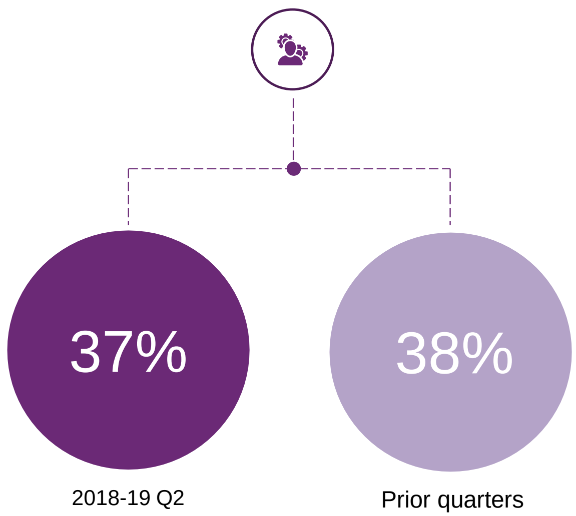
Prior quarters (transition only)



2018-19 Q2



Support Coordination



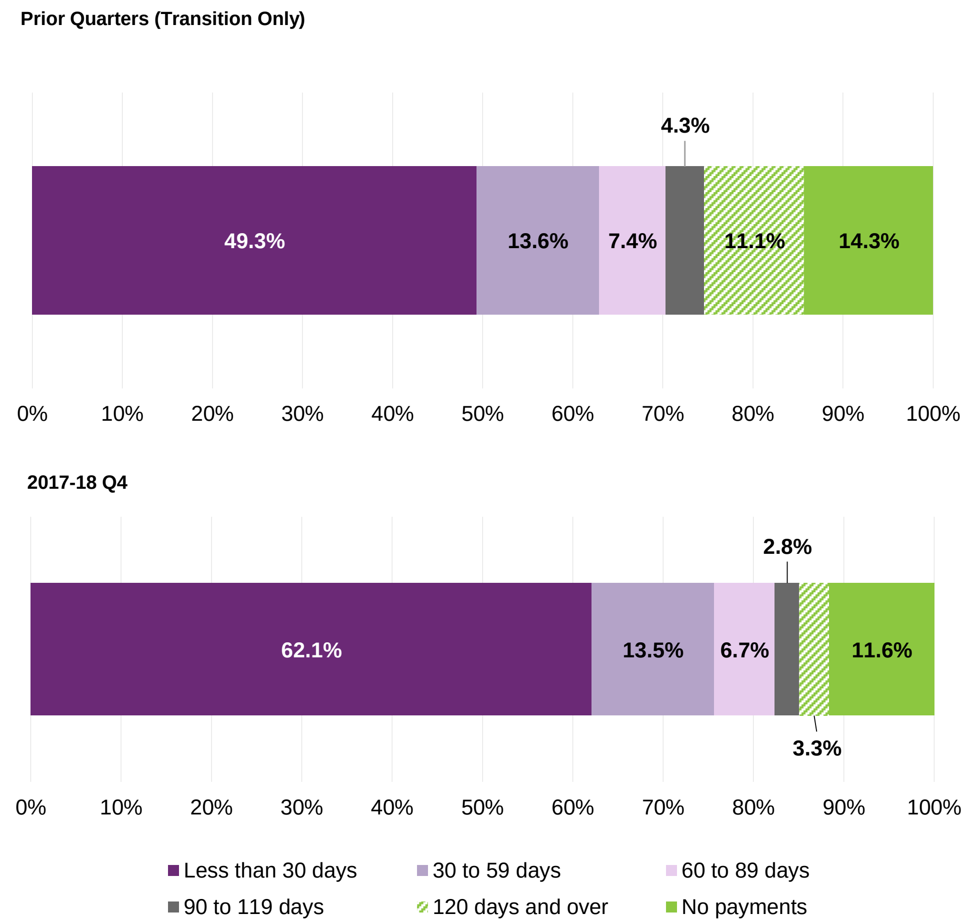
Plan Activation

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:
- **70% of plans approved in prior quarters**
- **82% of plans approved in 2017-18 Q4.**

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

Duration to Plan activation for initial plans



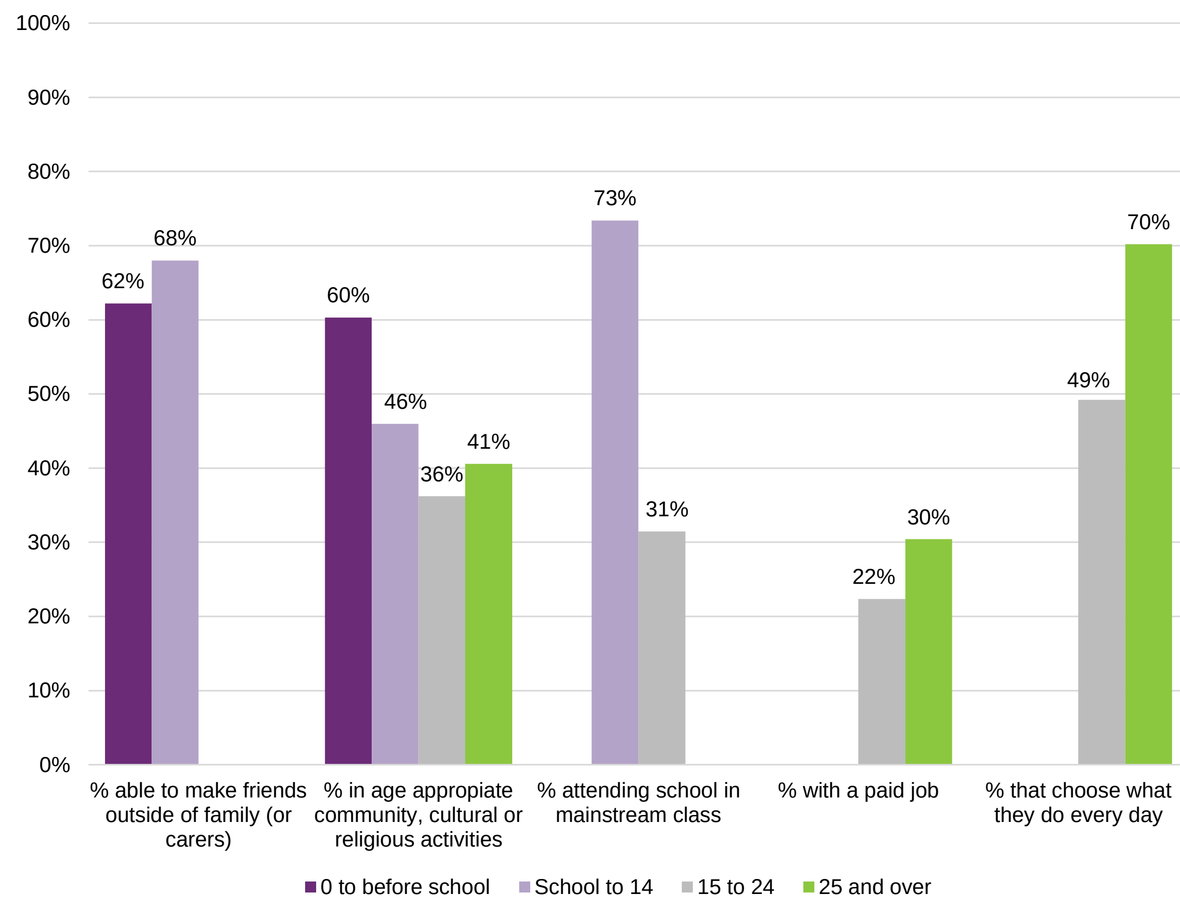
Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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

- **68% of participants from school age to 14 are able to make friends outside of family/carers, compared to 62% of participants aged 0 to before school**
- **60% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 36% - 46% for other age groups**
- **73% of participants from school age to 14 attend school in a mainstream class, compared to 31% of participants aged 15 to 24**
- **30% of participants aged 25 and over have a paid job, compared to 22% of participants aged 15 to 24**
- **70% of participants aged 25 and over choose what they do every day, compared to 49% of participants aged 15 to 24**

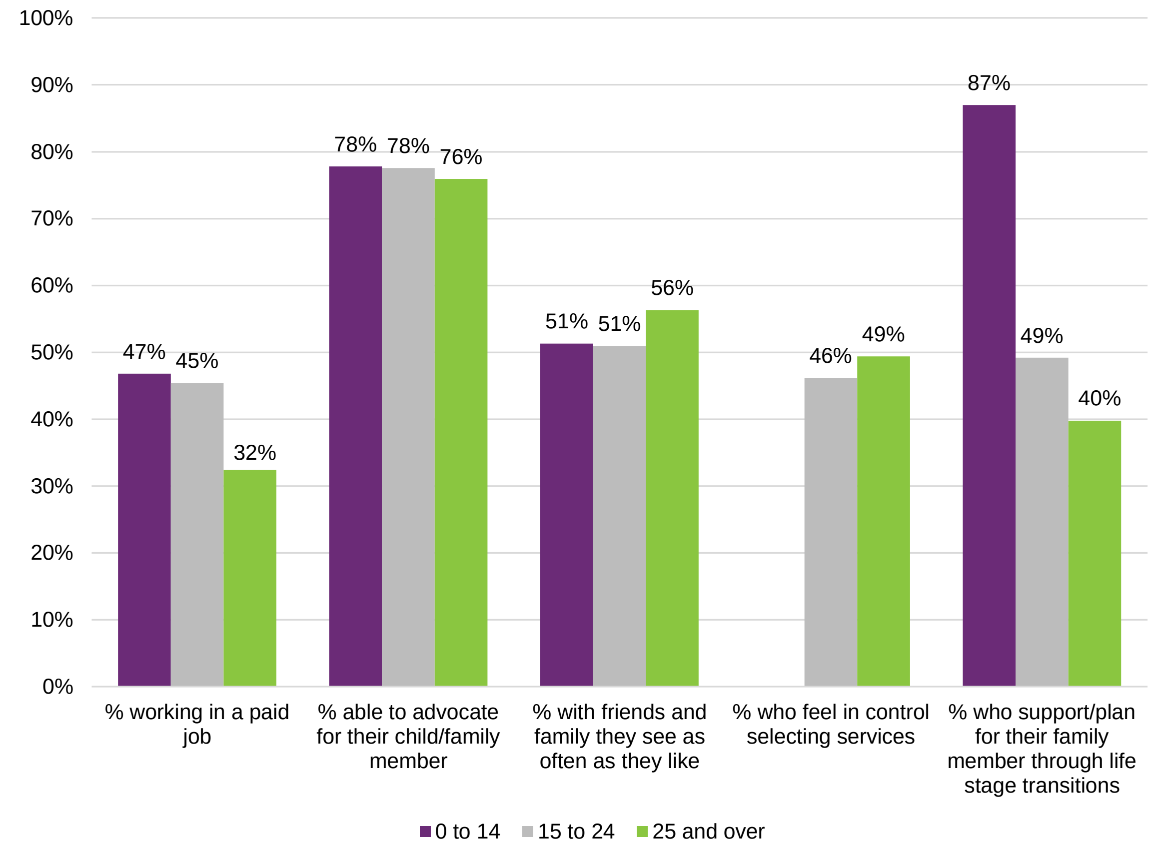
Selected key baseline indicators for participants



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 and participants aged 15 to 24 (78%)**
- **who have friends and family they can see as often as they like was highest for participants aged 25 and over (56%)**
- **who feel in control selecting services was highest for participants aged 25 and over (49%)**
- **who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)**

Selected key baseline indicators for families and carers of participants



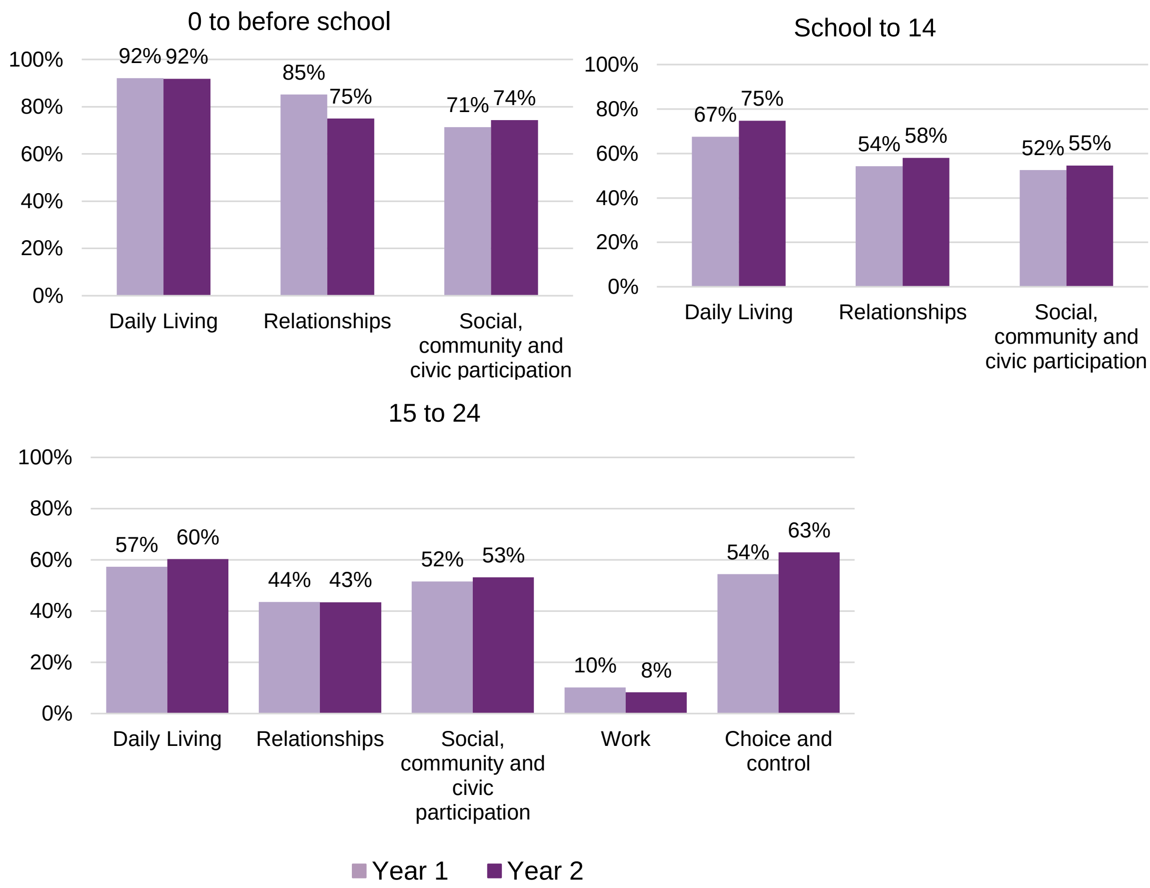
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

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

Participants' perceptions of whether the NDIS has helped improved from year one to year two for those in the age group School to 14, and results were mixed for the other age groups with sufficient data.

"Has the NDIS helped?" questions for participants



Note: There was insufficient data to report for participants aged 25 and over for this quarter.

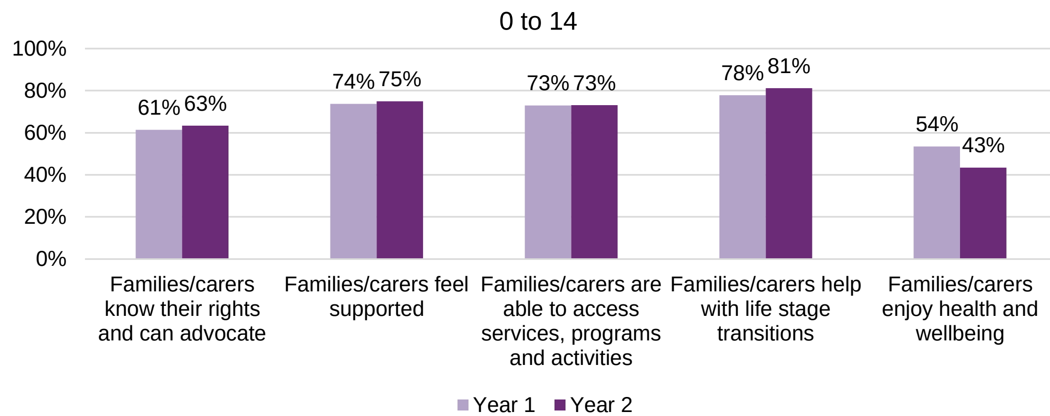
Has the NDIS helped? Family/Carers

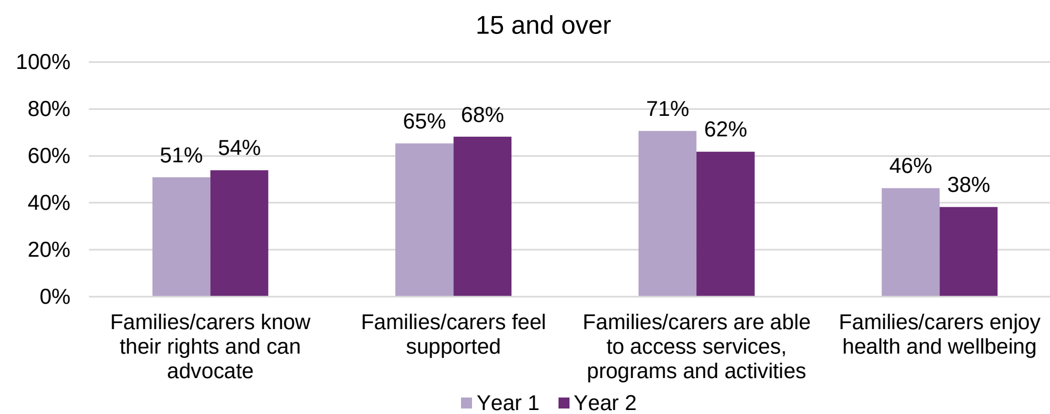
Perceptions of whether the NDIS has helped.

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

Changes in family and carers' perceptions of whether the NDIS has helped from year one to year two were mixed.

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



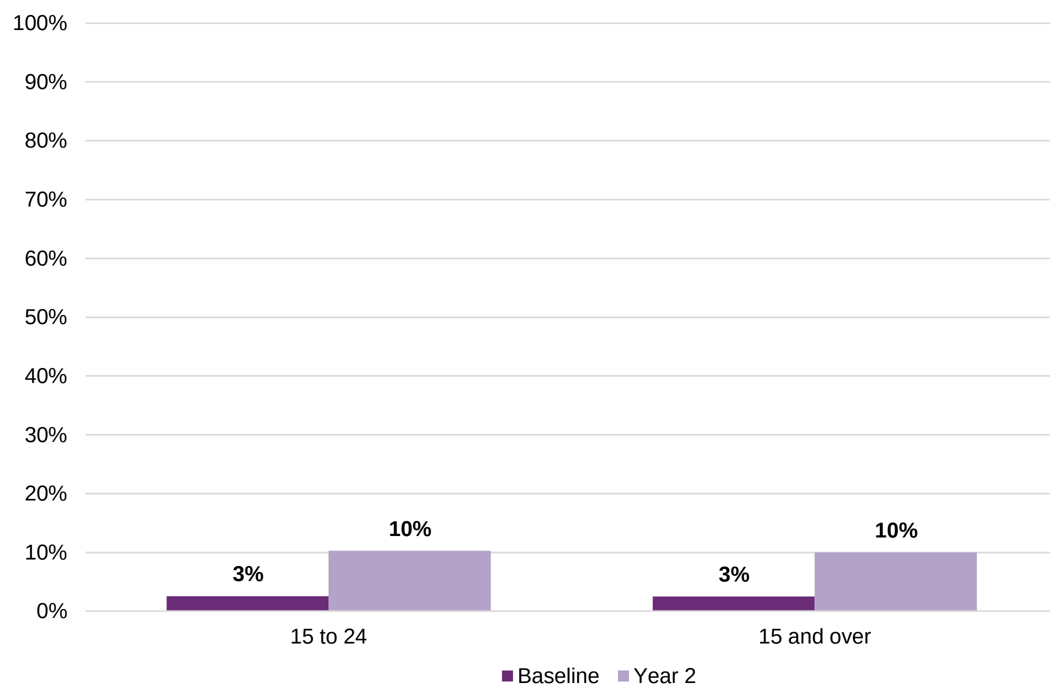


Participants in Work

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

Overall, the percentage of participants in paid work increased from 3% to 10%.

Participants in paid employment, by age group.



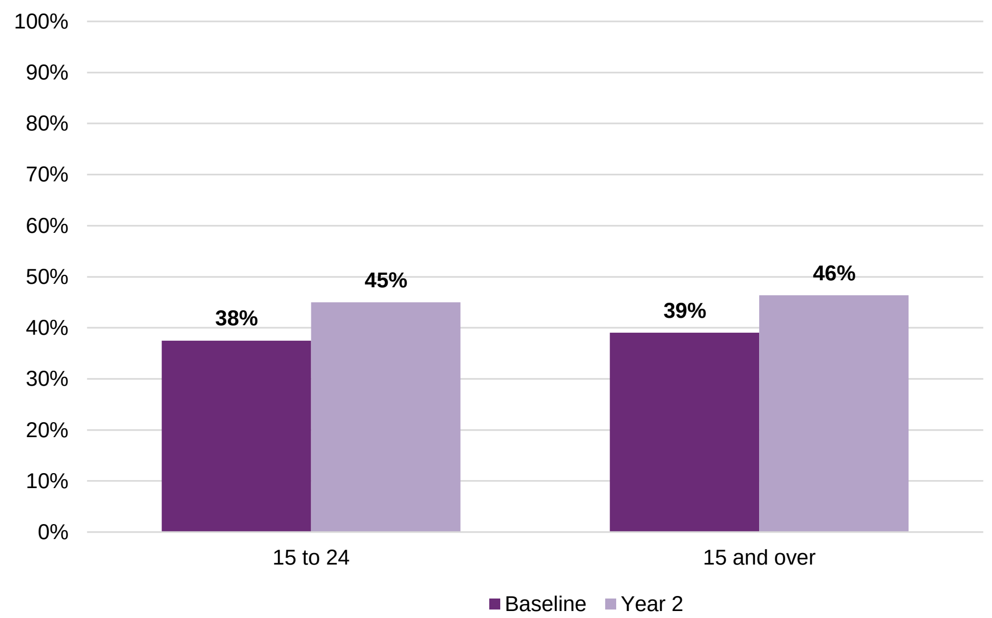
Note: There was insufficient data to report for participants aged 25 and over for this quarter.

Participants involved in communal and social activities

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

Overall, the percentage of participants engaged in social activities in their communities increased from 39% to 46%.

NDIS Participants participating in social activities in their community, by age group.



Note: There was insufficient data to report for participants aged 25 and over for this quarter.

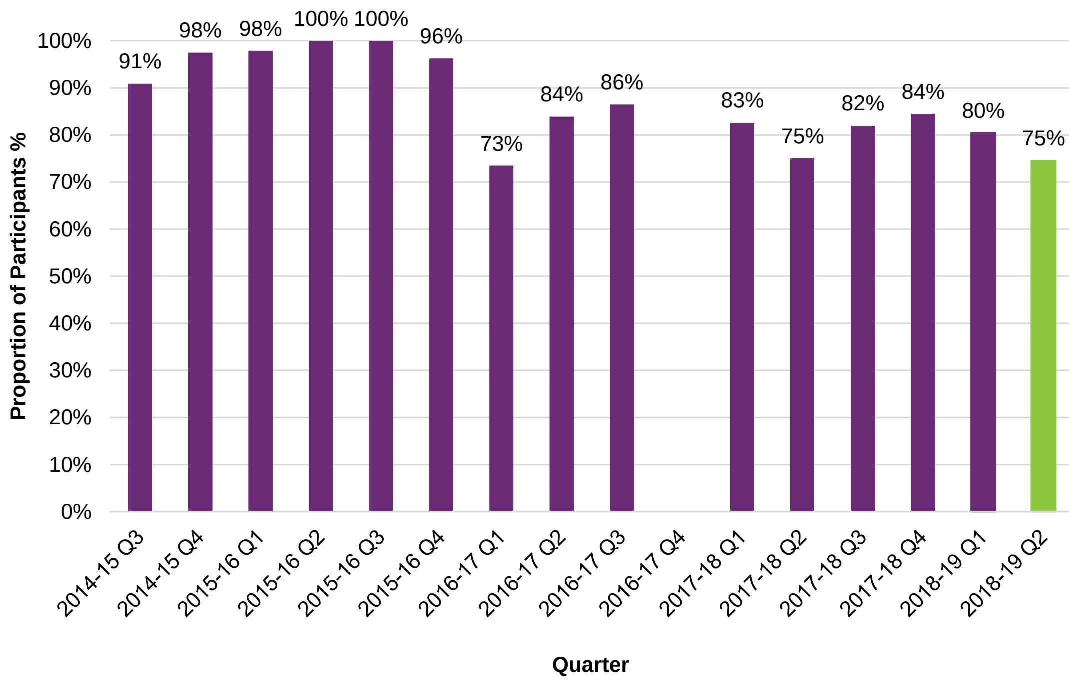
Participant Satisfaction

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 with sufficient data but remains high.

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

Participant satisfaction 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



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

PART 2

Committed Supports and Payments

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

Of the $1.1 billion that has been committed in participant plans, $651.1 million has been paid to date.

Summary

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

Key Statistics

$726.6

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

$418.2

MILLION OF SUPPORTS IN RESPECT OF 2018-19 TO DATE

$5.9M HAS BEEN PAID TO PROVIDERS AND PARTICIPANTS FOR SUPPORTS PROVIDED IN 2013-14, $30.9M IN 2014-15, $65.2M IN 2015-16, $106.3M IN 2016-17, $216.4M IN 2017-18 AND $226.4M IN 2018-19 TO DATE.

OVERALL, 54% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 61% IN 2014-15, 61% IN 2015-16, 56% IN 2016-17 AND 59% IN 2017-18.

THE 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

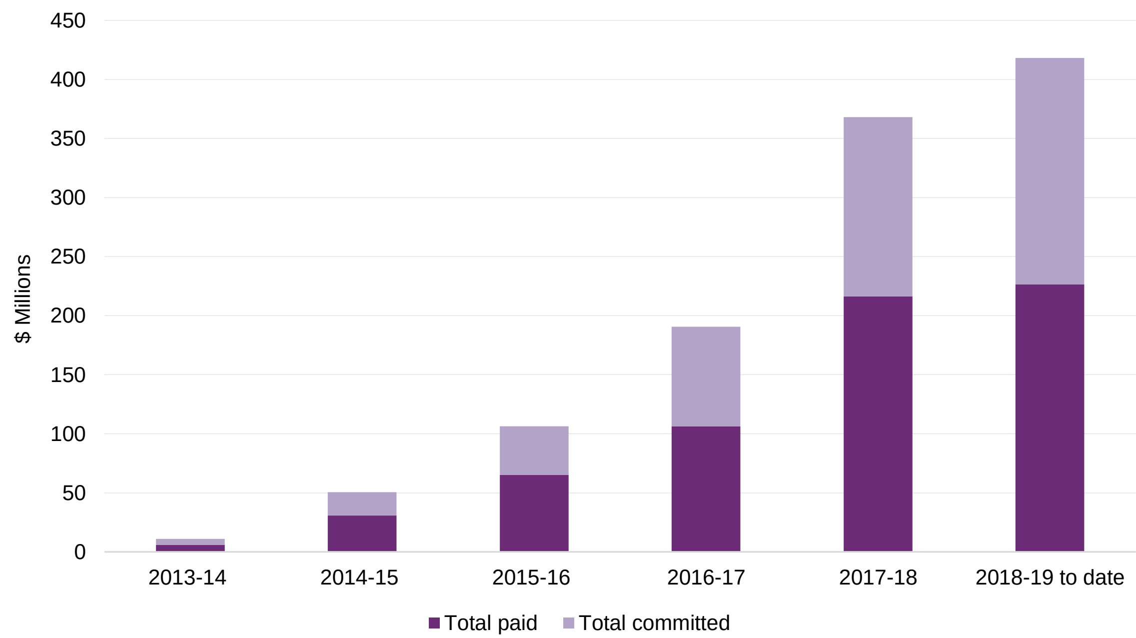
Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $1.1 billion that has been committed in participant plans, $651.1 million has been paid to date.

In particular, for supports provided in:
2013-14: $5.9m has been paid
2014-15: $30.9m has been paid
2015-16: $65.2m has been paid
2016-17: $106.3m has been paid
2017-18: $216.4m has been paid
2018-19 to date: $226.4m has been paid

Committed and paid by expected support year

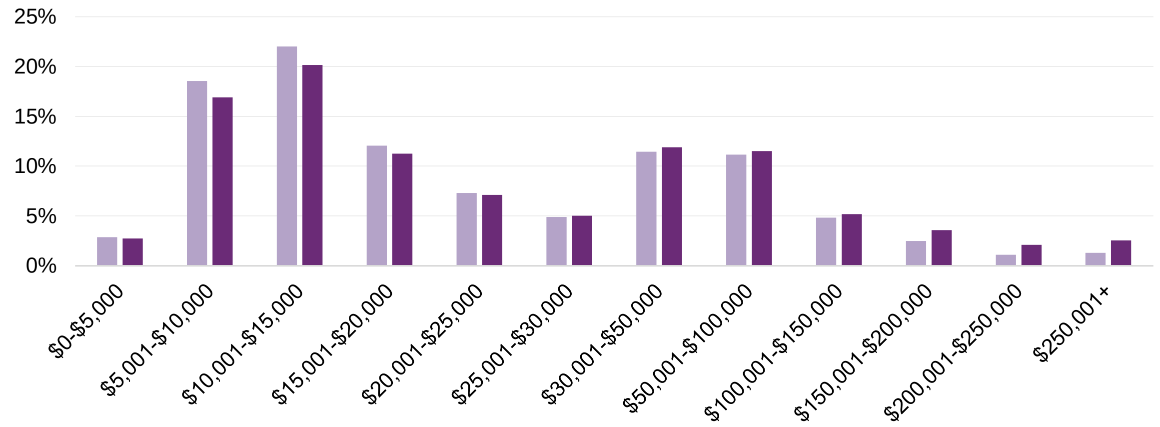
$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 to date	Total
Total committed	11.0	50.7	106.3	190.6	368.0	418.2	1,144.8
Total paid	5.9	30.9	65.2	106.3	216.4	226.4	651.1



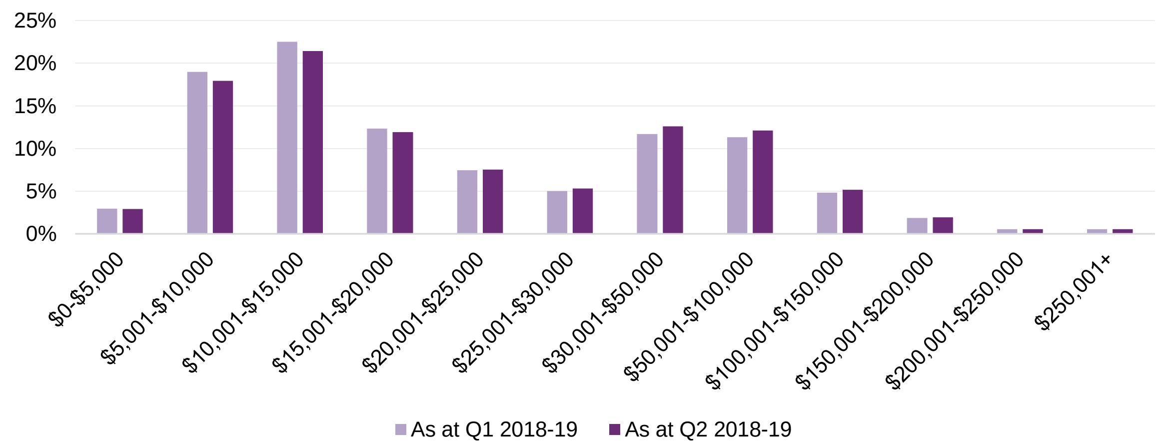
Committed Supports by Cost Band

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

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



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

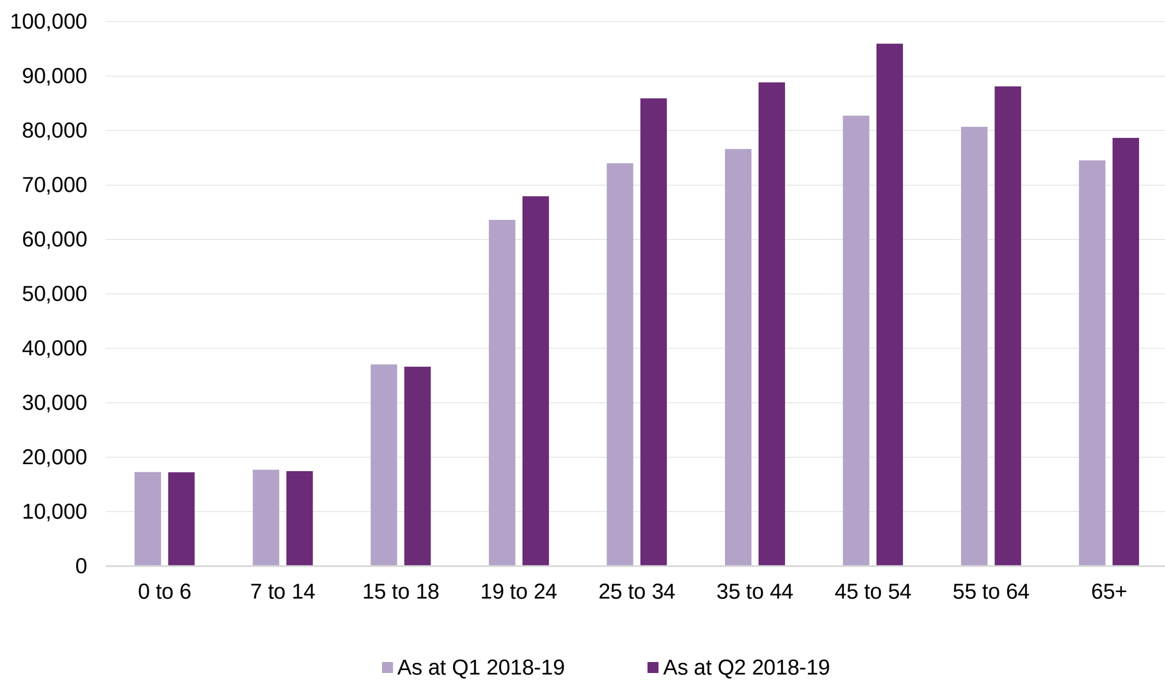


Committed Supports by Age Band

The average annualised committed supports increase to age 45, then reduce at older ages.

The average annualised committed supports have increased for adults during the quarter. This is due to a relatively high proportion of initial plan approvals for SIL participants since 30 September 2018.

Average annualised committed supports by age band

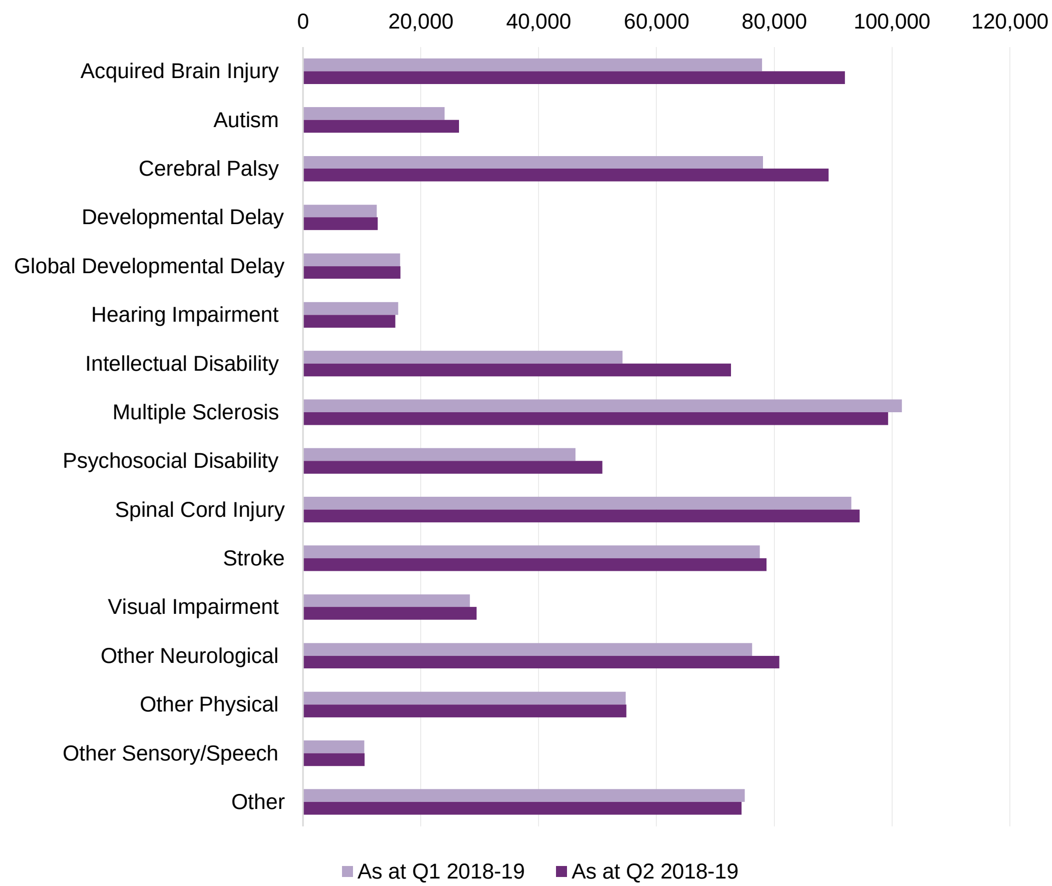


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

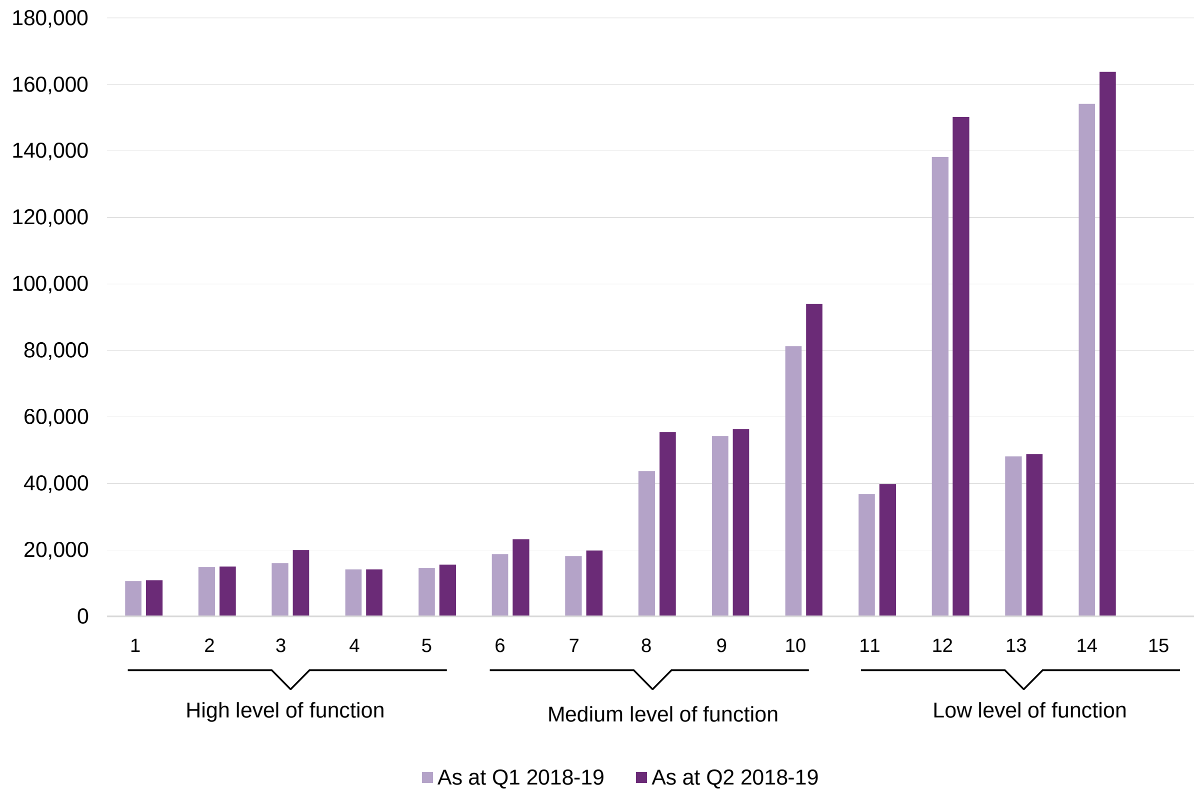
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

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

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.

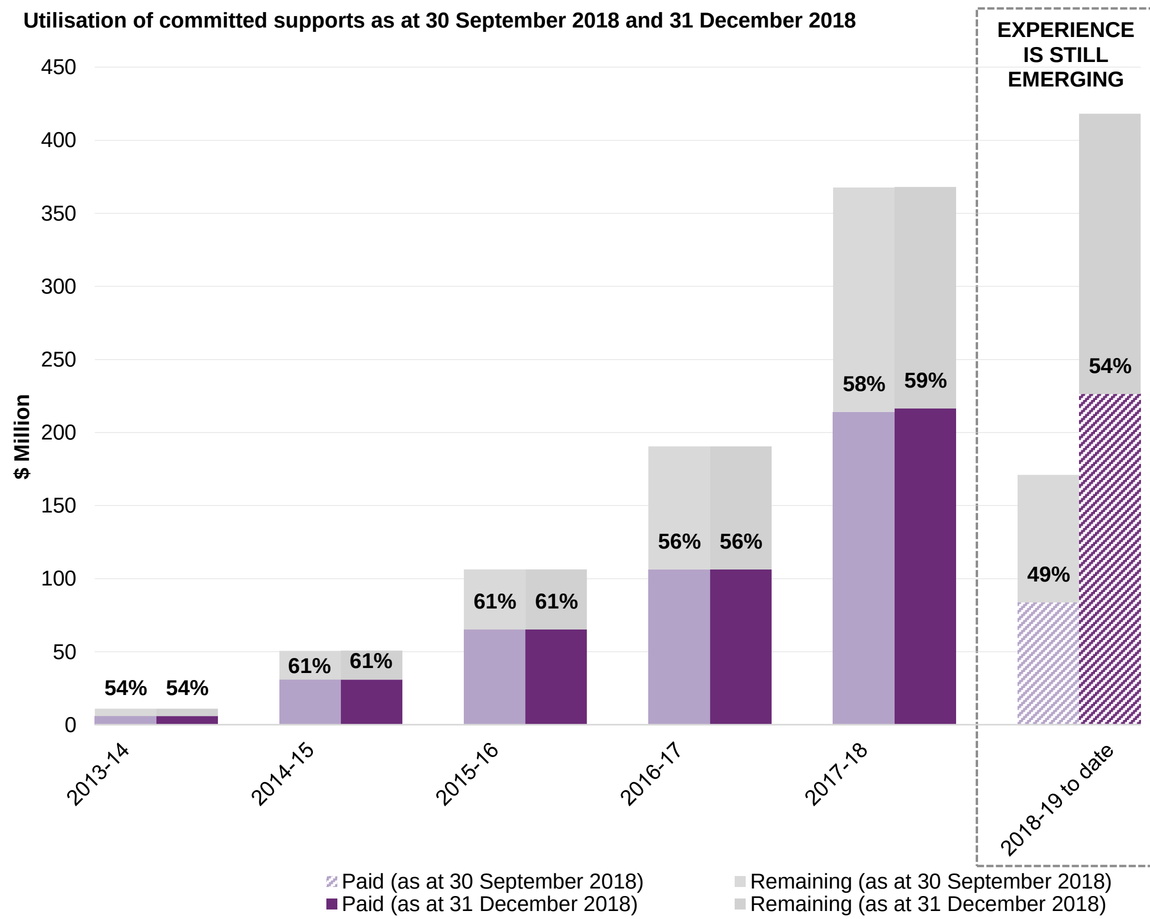
Utilisation of Committed Supports

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

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

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

The utilisation of committed supports in 2018-19 will increase further as there is a lag between when support is provided and when it is paid.



PART 3

Providers and Markets

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. This is the main reason for the increase in approved providers in SA this quarter. The proportion of active providers in each State gives an indication of the providers that are currently servicing participants.

There was a 18% increase in the number of providers during the quarter to 3,660.

27% of approved providers were active in South Australia at 31 December 2018, and 73% 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 SA and NSW 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

3,660

APPROVED PROVIDERS, 27% OF WHICH WERE ACTIVE IN SOUTH AUSTRALIA AT 31 DECEMBER 2018

80-95%

OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

35%

OF SERVICE PROVIDERS ARE INDIVIDUALS/SOLE TRADERS

THERAPEUTIC SUPPORTS HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY HOUSEHOLD TASKS AND EARLY INTERVENTION SUPPORTS FOR EARLY CHILDHOOD

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

Providers over time

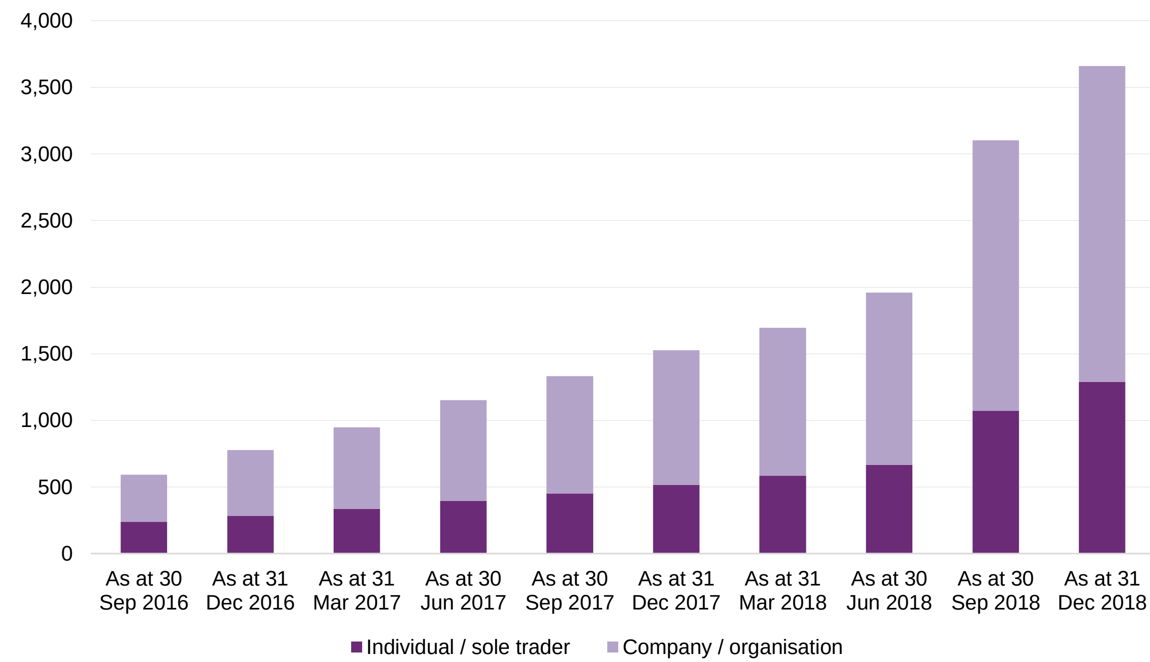
As at 31 December 2018, there were 3,660 registered service providers, of which 1,288 were individual/sole trader operated businesses and 2,372 were companies or organisations.

1.24

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



35% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 18% from 3,103 to 3,660 in the quarter.

Proportion of Active Providers

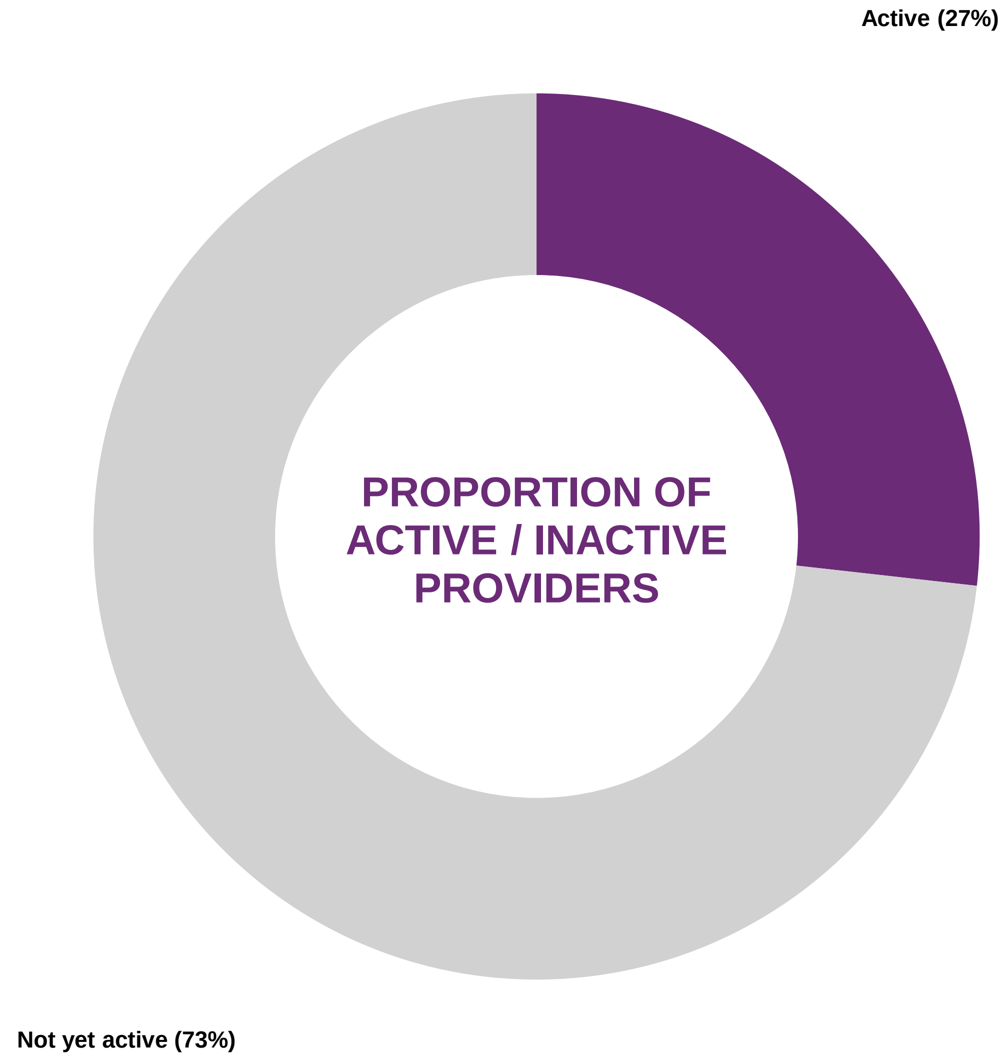
Change in the activity status of providers.

As at 31 December 2018, 27% of providers have been active and 73% were yet to have evidence of activity. Of all providers, 277 began delivering new supports in the quarter.

277

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.



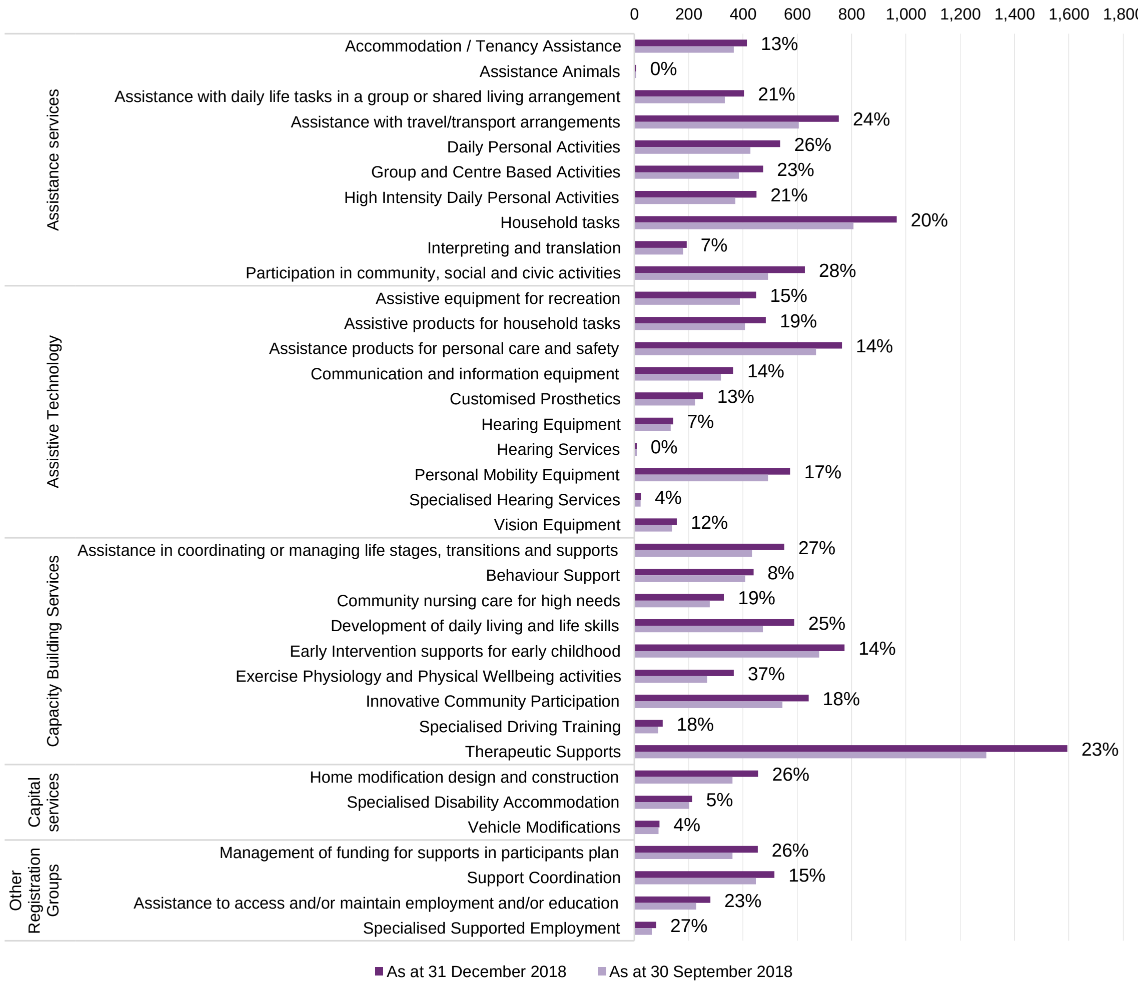
Note: The proportion of active providers in SA is relatively low due to the 'National approach' to verification taken by the NQSC.

Approved Registration groups

The number of approved providers in South Australia has increased mainly due to the 'National approach' taken by the NQSC, where any provider in NSW 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 1,296 to 1,595 (23% increase)**
- **Household Tasks: from 807 to 966 (20% increase)**
- **Early Intervention supports for early childhood: from 681 to 774 (14% increase)**
- **Assistance products for personal care and safety: from 669 to 764 (14% increase)**
- **Assistance with travel/transport arrangements: from 605 to 753 (24% increase)**

Approved providers by registration group and percentage change over the quarter



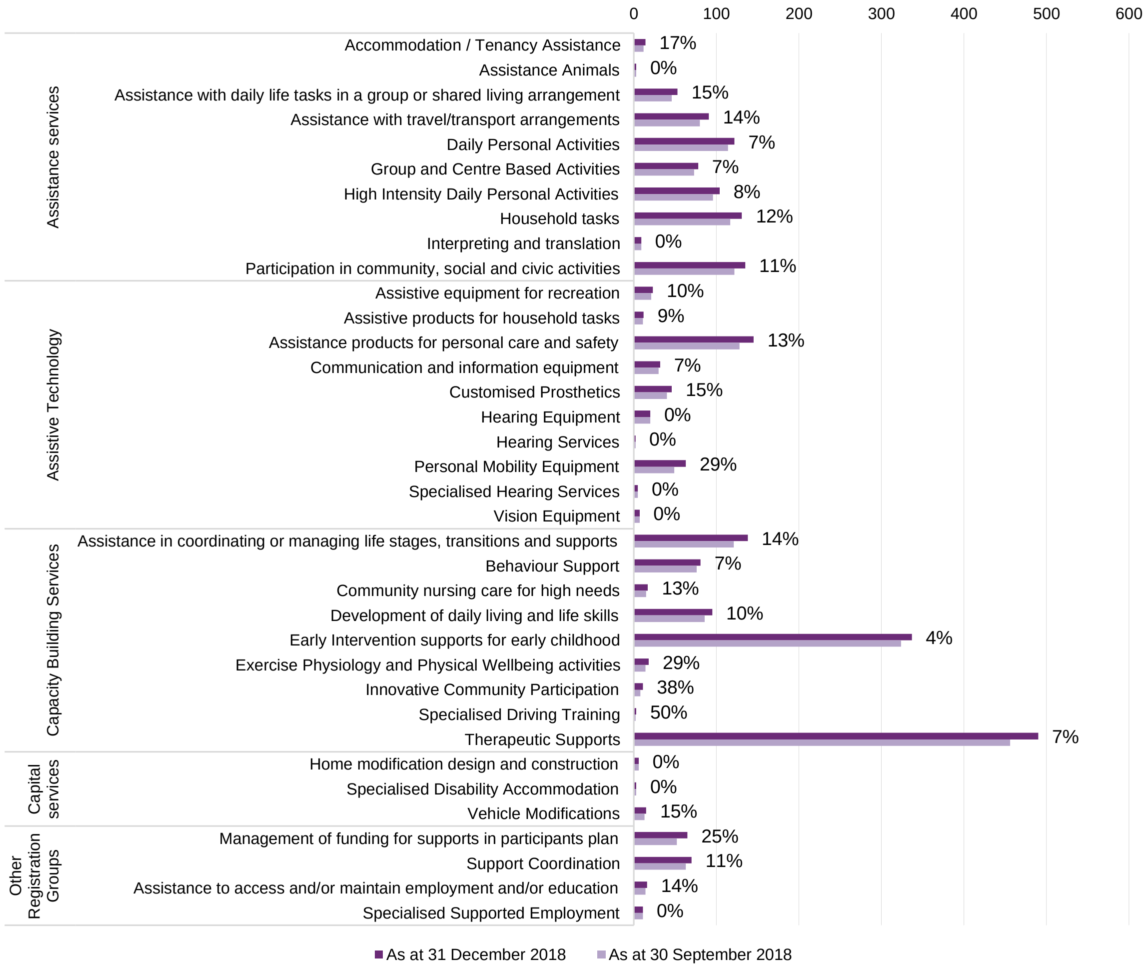
Active Registration groups

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 456 to 490 (7% increase)**
- **Early Intervention supports for early childhood: from 324 to 337 (4% increase)**
- **Assistance products for personal care and safety: from 128 to 145 (13% increase)**
- **Assistance in coordinating or managing life stages, transitions and supports: from 121 to 138 (14% increase)**
- **Participation in community, social and civic activities: from 122 to 135 (11% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 80-95% 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 consistent with prior quarters.

Mainstream Interface

90% of active participants with a plan approved in 2018-19 Q2 access mainstream services. This is consistent with prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

% of active participants accessing mainstream supports

90%
2018-19 Q2

90%
In prior quarters (since the commencement of transition)

	HEALTH AND WELLBEING	LIFELONG LEARNING	DAILY ACTIVITIES
2018-19 Q2	41%	16%	7%
Prior quarters (since the commencement of transition)	36%	24%	8%

PART 6

Financial Sustainability

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