COAG

Disability Reform Council

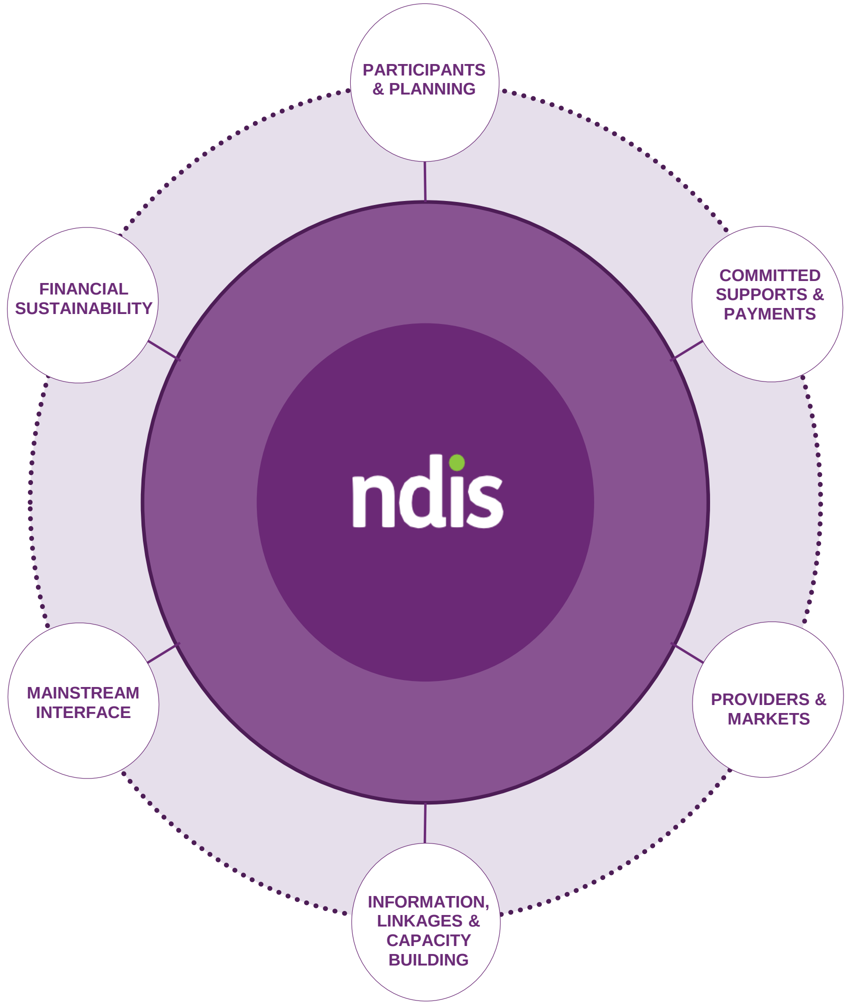
Quarterly Performance Report

New South Wales - 31 December 2018

Overview

This report is a summary of the performance and operations of the NDIA in New South Wales 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 5,126 participants with plans this quarter.

At 31 December 2018, plans approved and ECEI referrals represent:
• 77% bilateral estimate since the commencement of transition (1 July 2016 - 31 December 2018)
• 77% of scheme to date bilateral estimate met
(1 July 2013 - 31 December 2018)

Participant satisfaction has decreased in the quarter but remains high, with 87% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

$6.5 billion has been paid to providers and participants:
• $37.4m in 2013-14,
• $141.3m in 2014-15,
• $257.4m in 2015-16,
• $1,212.6m in 2016-17,
• $3,064.6m in 2017-18,
• $1,820.6m 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,
• 71% 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 8,924 registered providers at 31 December 2018, representing a 2% increase for the quarter.

58% of registered providers were active at 31 December 2018.

44% of registered providers are individuals/sole traders.

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

Mainstream Interface

92% 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 New South Wales continues to grow with 5,126 additional participants with approved plans this quarter.

In total, over 98,000 participants are now being supported by the NDIS in New South Wales, with 32% receiving support for the first time.

Summary

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

Key Statistics

98,858

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

5,126

INITIAL PLANS APPROVED IN 2018-19 Q2, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 6% GROWTH SINCE LAST QUARTER)

2,563

CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 1,898 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q2

31,238

PEOPLE ARE NOW RECEIVING SUPPORT FOR THE FIRST TIME

77%

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

77%

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

Quarterly Intake

2018-19 Q2

Of the 3,061 participants deemed 'eligible' this quarter, 82% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

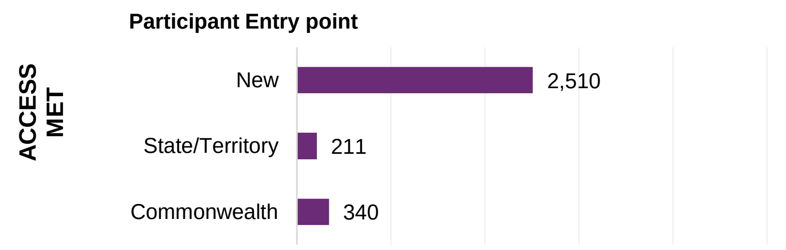
Of the 5,126 plan approvals this quarter, 76% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 63% entered with a permanent disability and 225 were previously confirmed as ECEI at 2018-19 Q1.

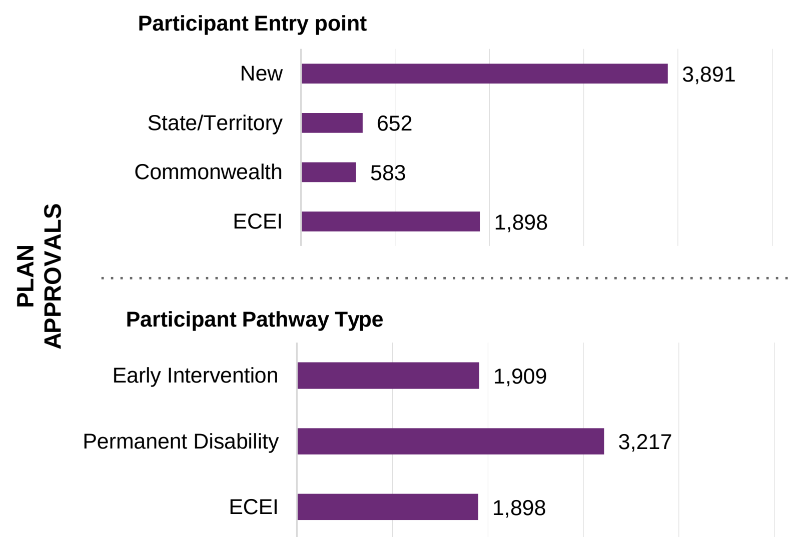
5,127 access decisions

3,061 access met

5,126 plan approvals (excluding ECEI)

1,898 ECEI





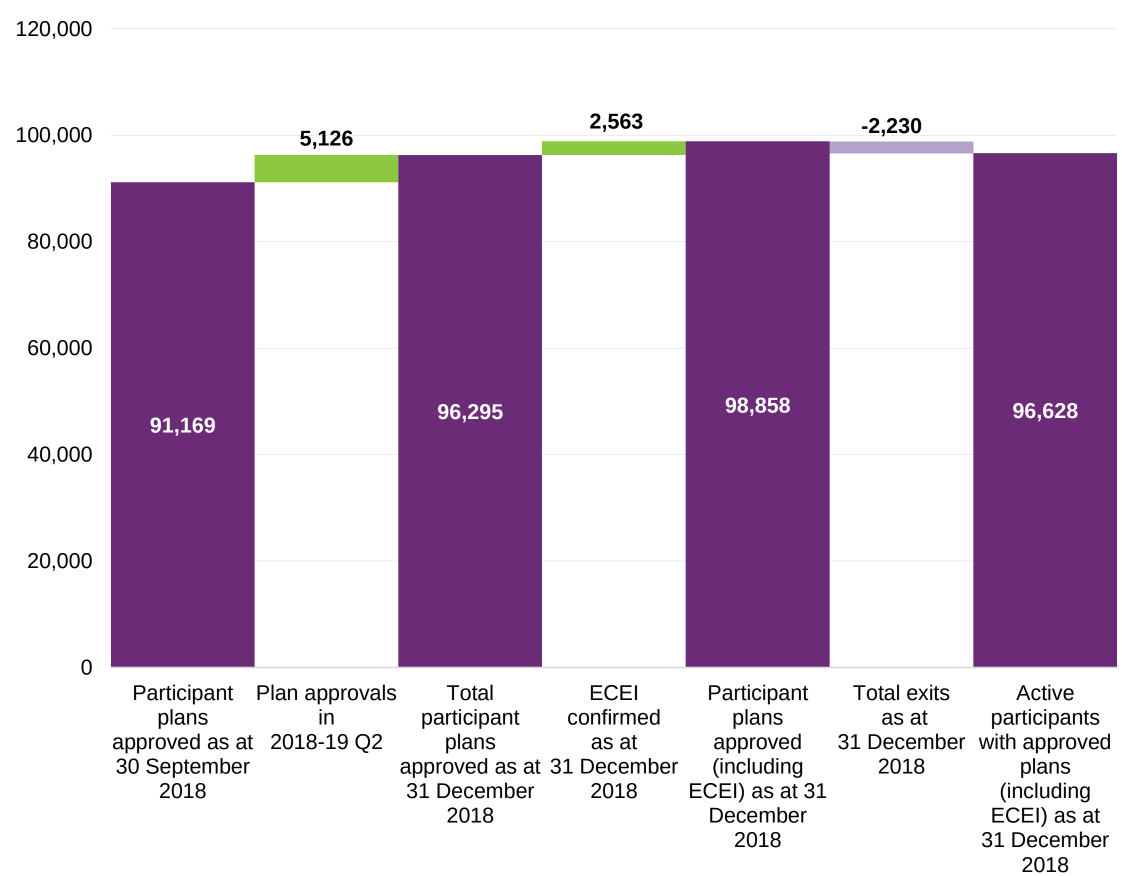
Quarterly Intake Detail

Plan approval numbers have increased from 91,169 at the end of 2018-19 Q1 to 96,295 by the end of 2018-19 Q2, an increase of 5,126 approvals.

At the end of the quarter, 2,563 are children being supported in the ECEI gateway. Of these, 665 were previously confirmed as ECEI at 30 September 2018 and an additional 1,898 children entered the gateway this quarter.

Overall, 2,230 participants with approved plans have exited the Scheme, resulting in 96,628 active participants (including ECEI) as at 31 December 2018.

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



There were 24,222 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

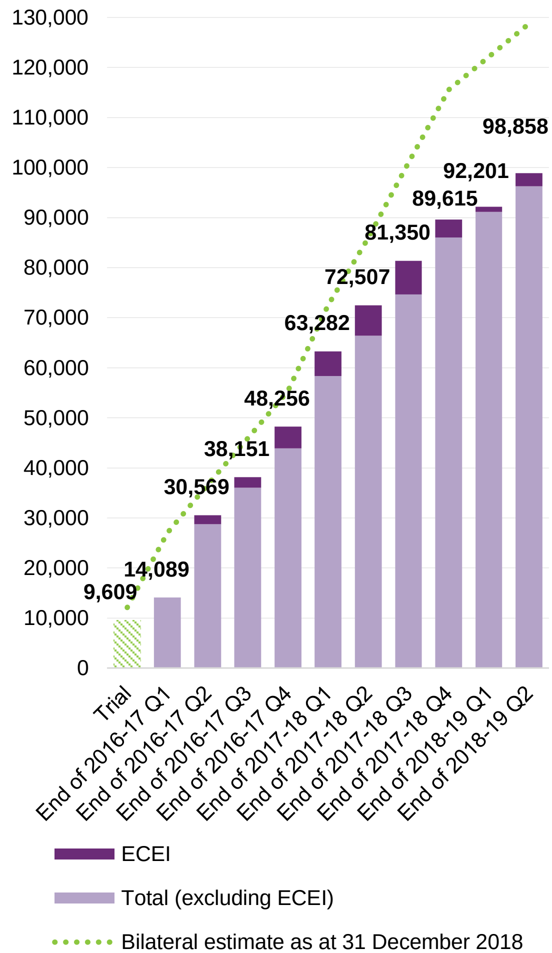
Cumulative Position

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 98,858 (including 2,563 children supported through the ECEI gateway). Of these, 54,066 transitioned from an existing State/Territory program, 10,991 transitioned from an existing Commonwealth program and 31,238 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 121,885 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



77%

bilateral estimate since the commencement of transition (1 July 2016 - 31 December 2018)

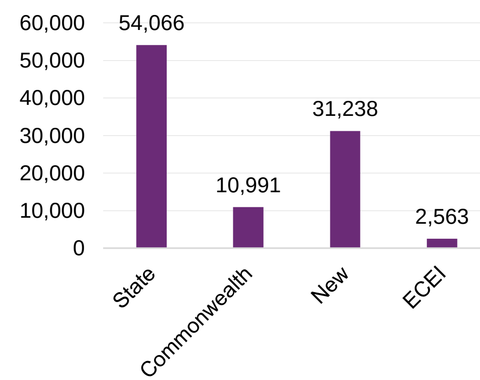
77%

of scheme to date bilateral estimate met (1 July 2013 - 31 December 2018)

96,295

plan approvals to date; 98,858 including ECEI confirmed

Plan approvals by participant referral pathway



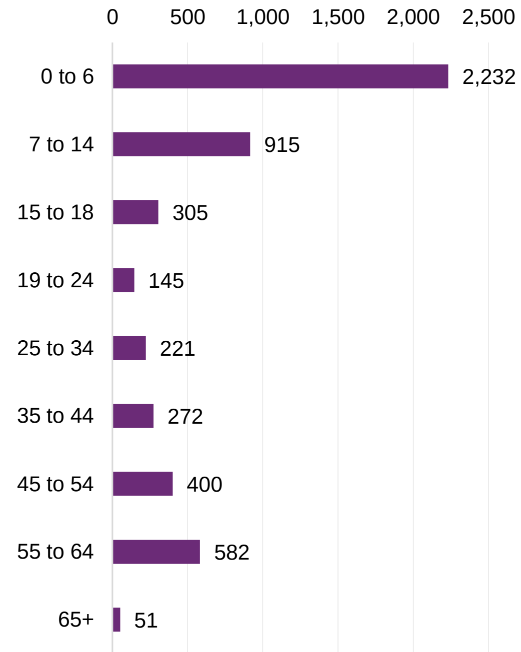
Participant Profiles by Age Group

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.

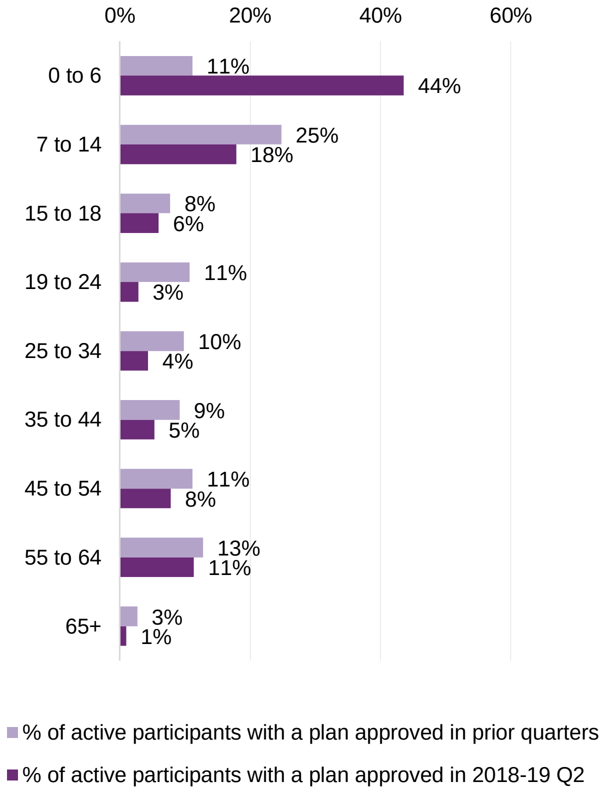
Around 44% of participants entering in this quarter are aged 0 to 6 years. This compares with 11% in prior quarters.

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 Q2 by age group



% of active participants with a plan approved by age group



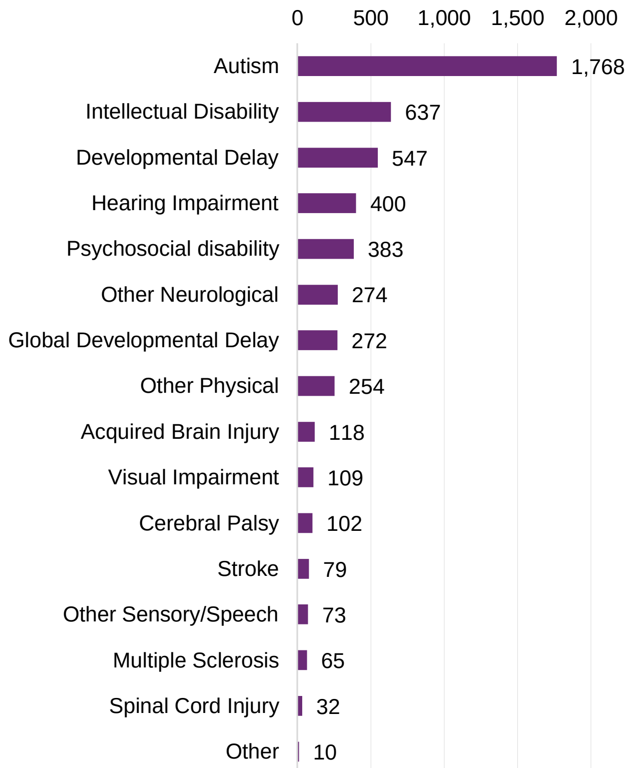
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

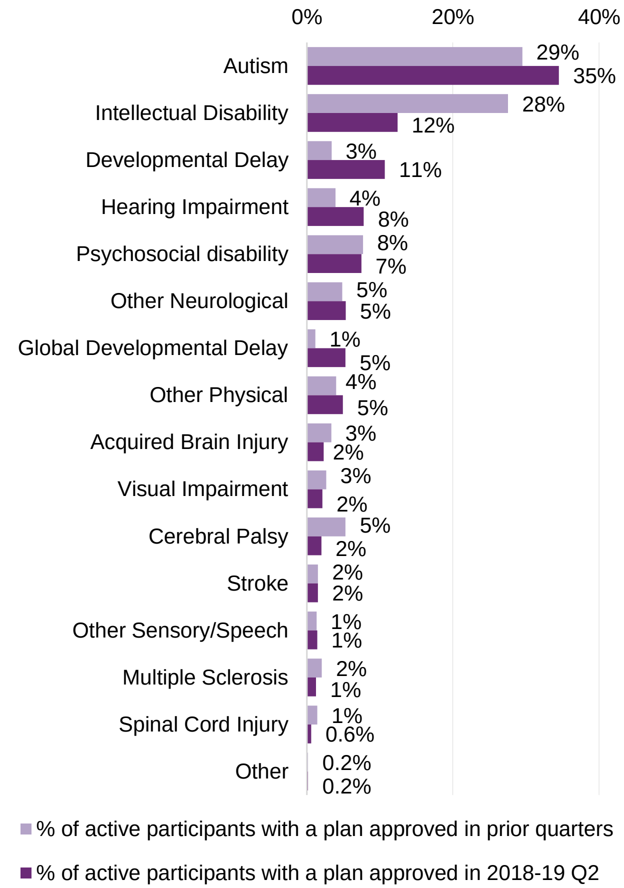
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals at 30 September 2018, by disability group.

Of the participants entering this quarter, 35% have a primary disability group of Autism and 12% have a primary disability group of Intellectual Disability.

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 637 active participants identified as having an intellectual disability, 67 (11%), have down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

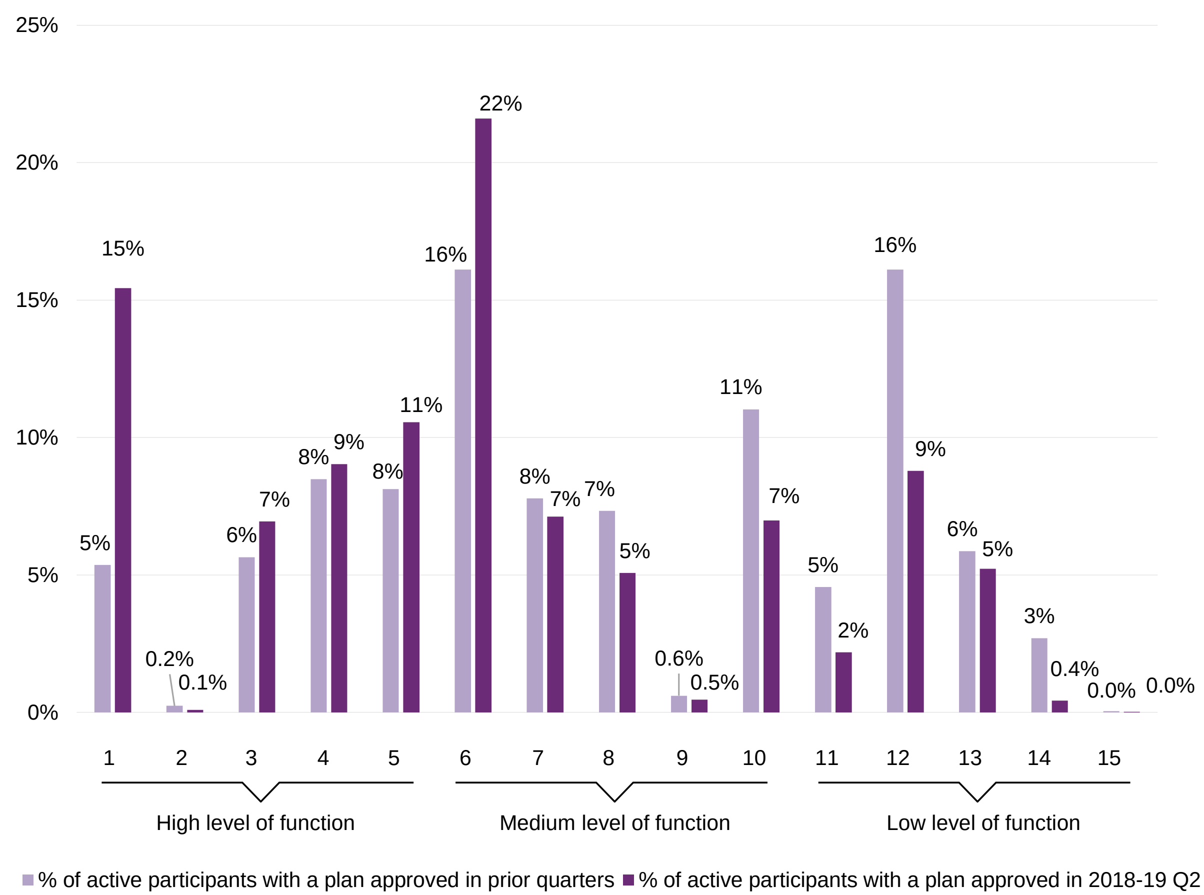
Participant Profiles by Level of Function

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 quarter:
• 42% of active participants had a relatively high level of function
• 41% of active participants had a relatively moderate level of function
• 17% had a relatively low level of function

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

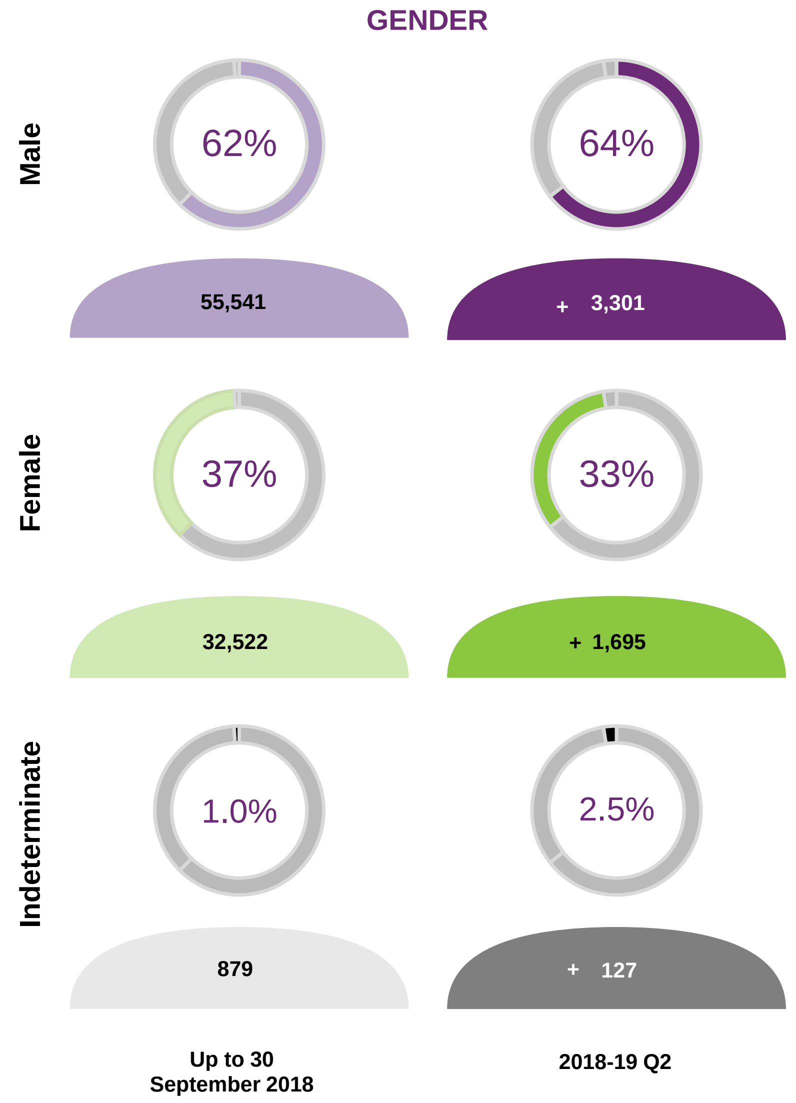
% of active participants with a plan approved by level of function



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.



Participant Profiles

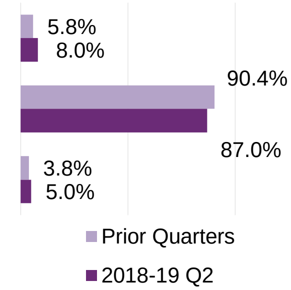
These bar charts show other demographic profile of active participants with a plan approved in 2018-19 Q2, compared with plan approvals as at 30 September 2018.

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

- **8.0% were Aboriginal or Torres Strait Islander, compared with 5.8% in previous quarters combined.**
- **2.0% were young people in residential aged care, compared with 2.1% in previous quarters combined.**
- **13.0% were culturally and linguistically diverse, compared with 9.0% in previous quarters combined.**

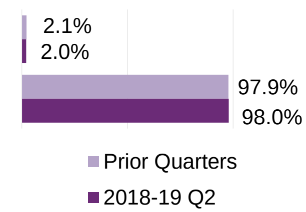
Aboriginal & Torres Strait Islander	2018-19 Q2
Aboriginal and Torres Strait Islander	410
Not Aboriginal and Torres Strait Islander	4,457
Not Stated	256

% of active participants



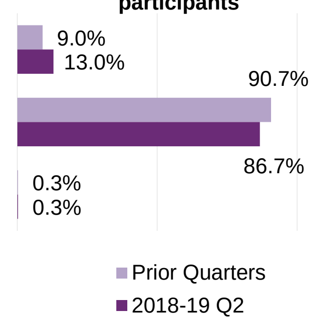
Young people in residential aged care status	2018-19 Q2
Young people in residential aged care	101
Young people not in residential aged care	5,022

% of active participants



Culturally and linguistically diverse	2018-19 Q2
Culturally and linguistically diverse	664
Not culturally and linguistically diverse	4,444
Not stated	15

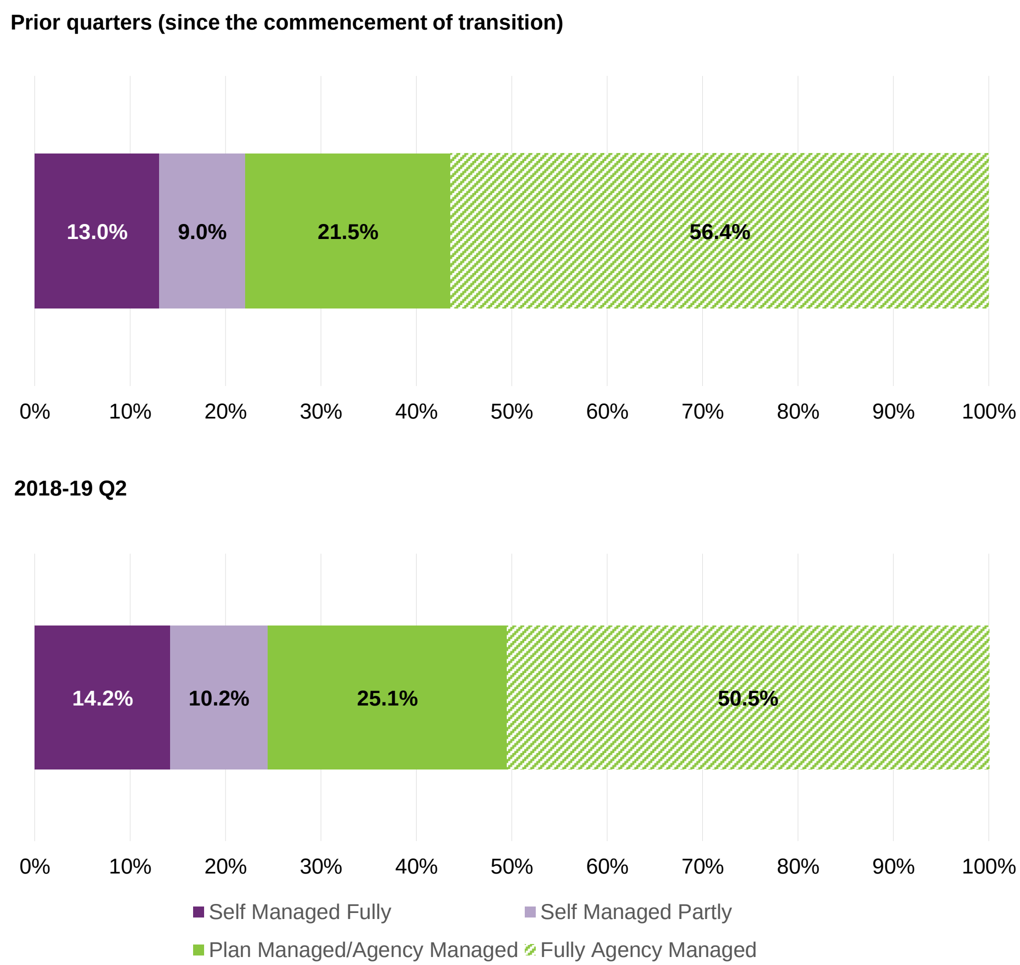
% of active participants



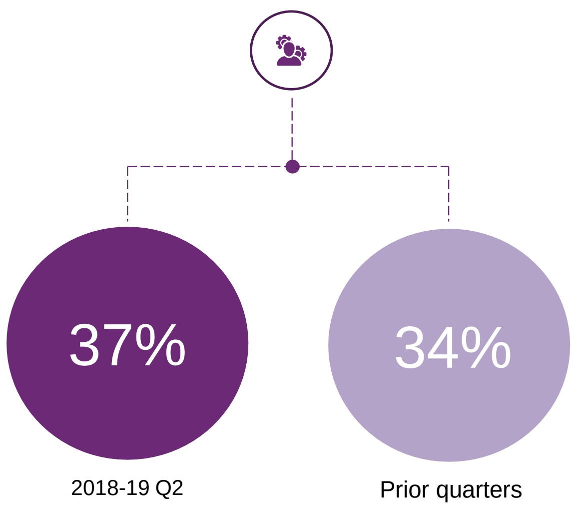
Plan Management Support Coordination

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 24%, compared with 22% 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 34% in previous quarters combined.



Support Coordination



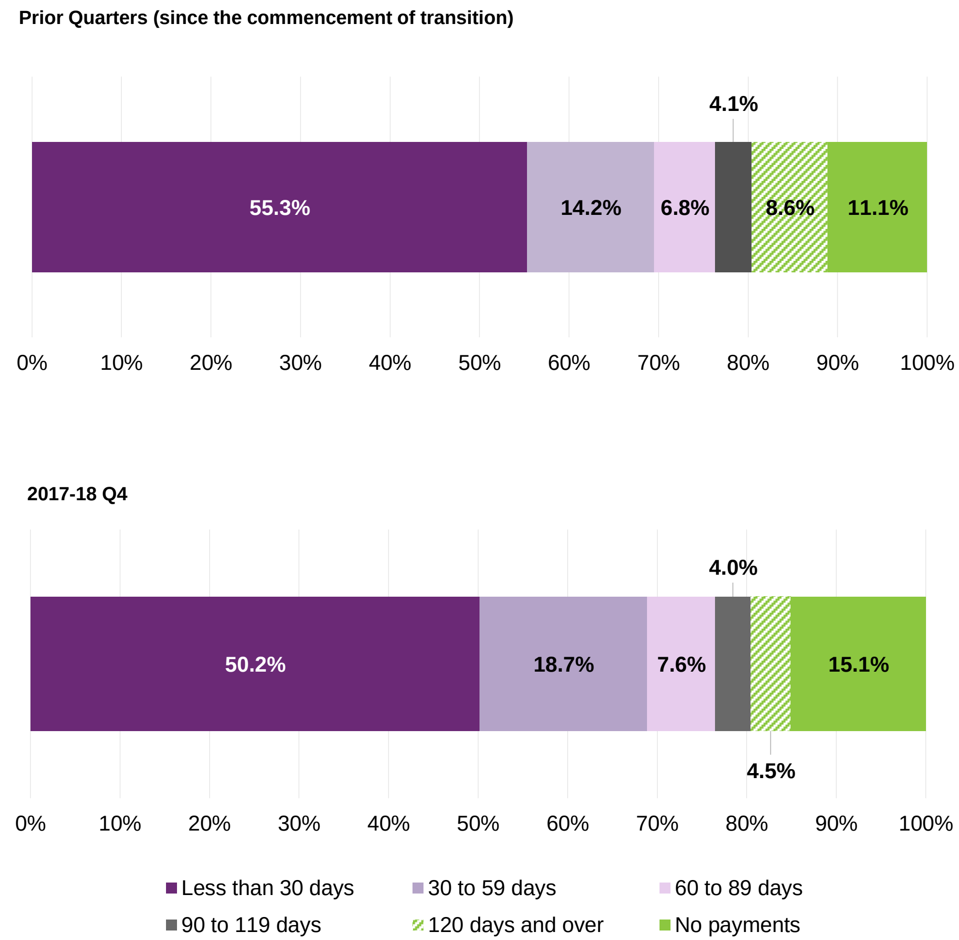
Plan Activation

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:
• 76% of plans approved in prior quarters since the commencement of transition
• 76% 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



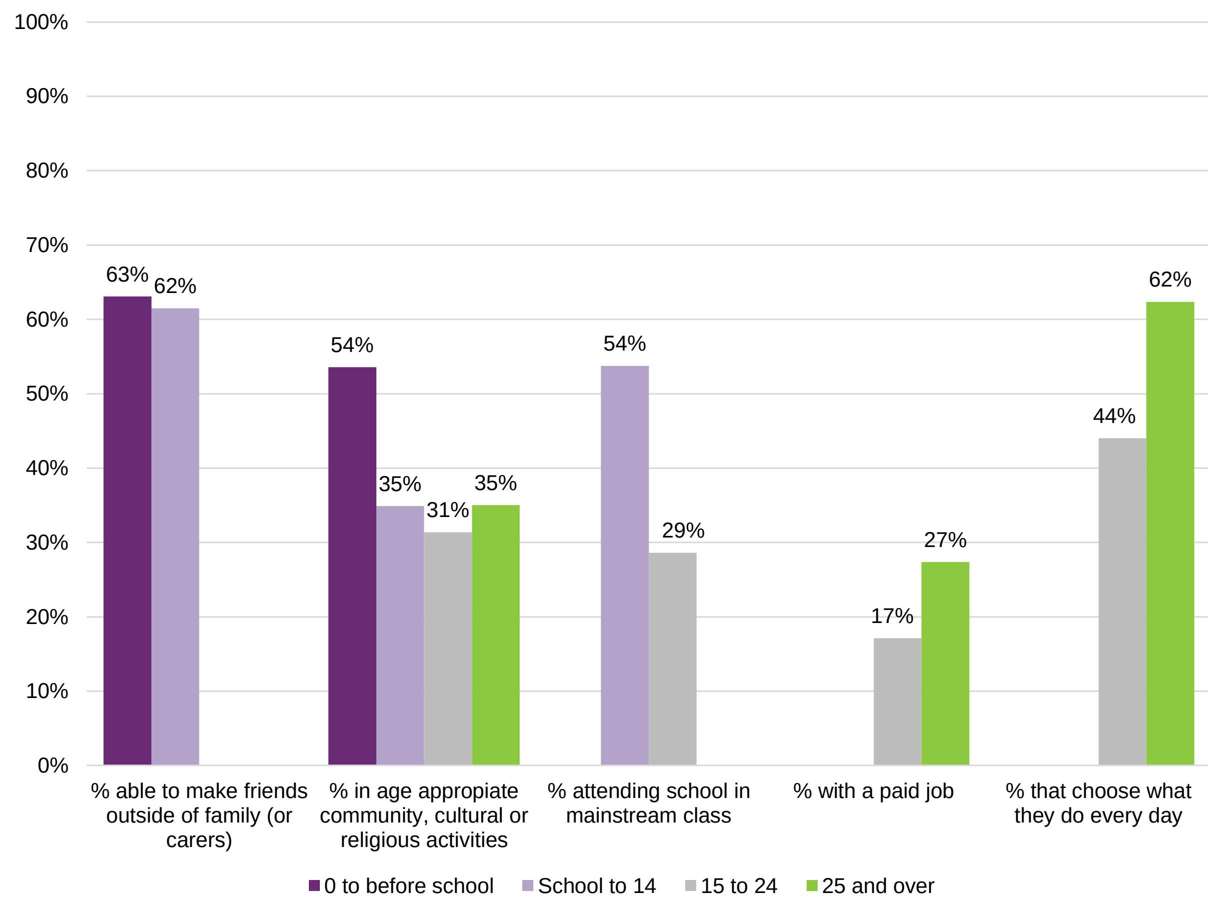
Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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

• 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

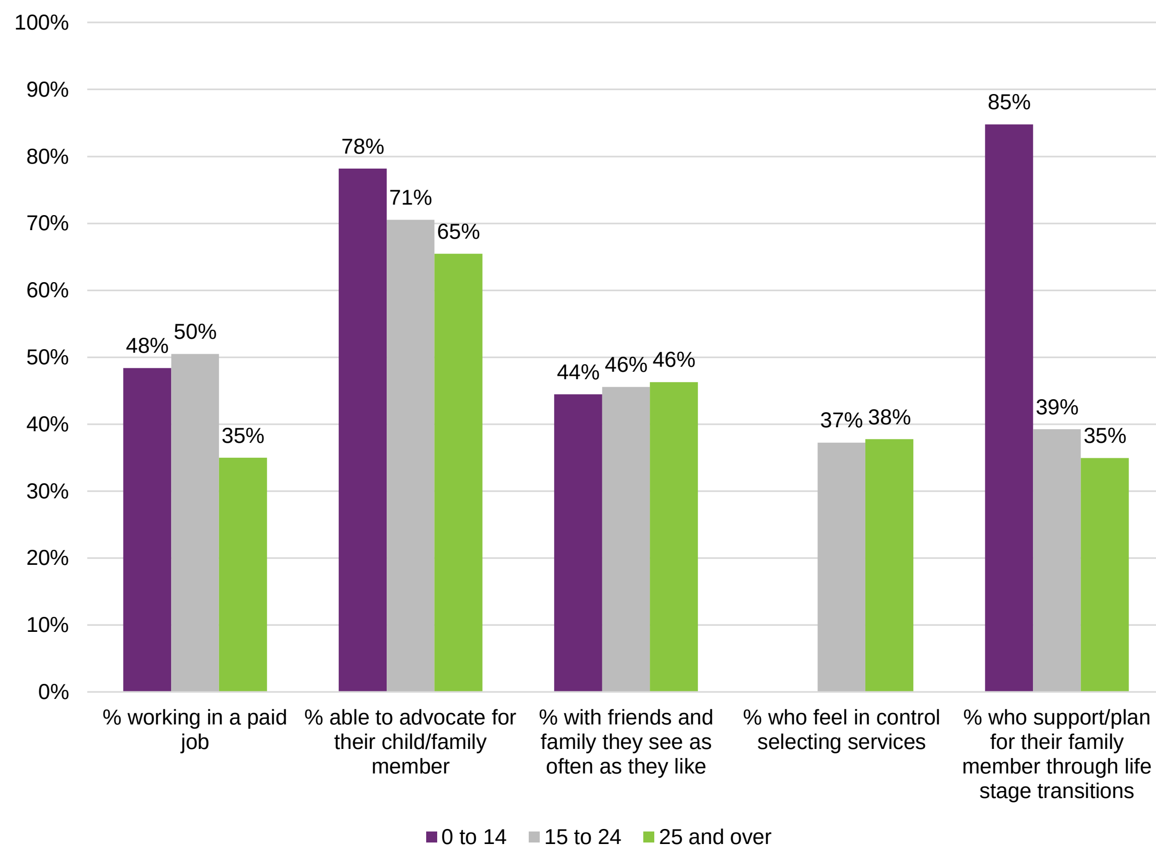
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 15 to 24 (50%)
• 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

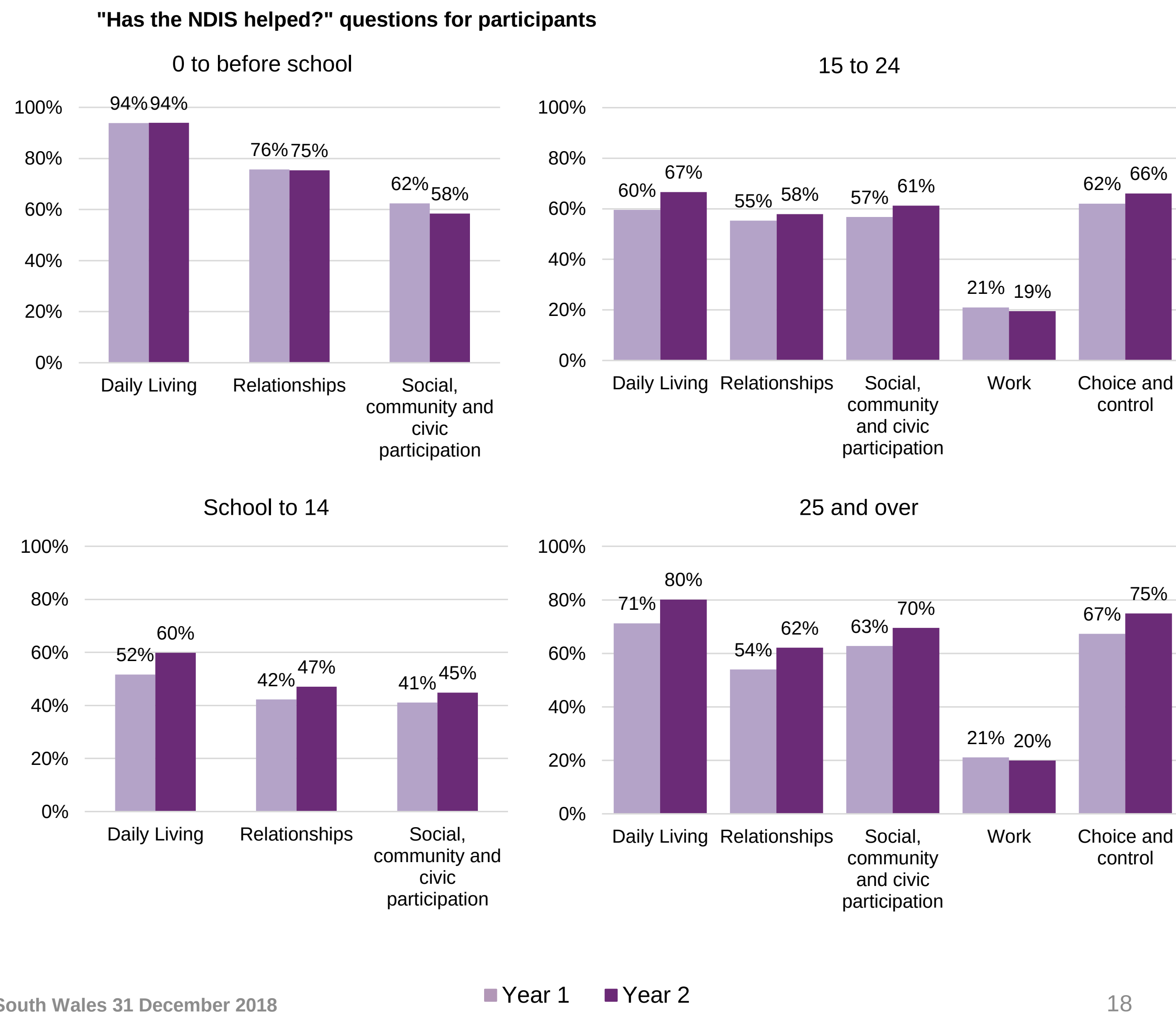


Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 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.

In general, participants' perceptions of whether the NDIS has helped improved from year one to year two, with the exception of the Work domain and Social community and civic participation for participants aged 0 to before school.



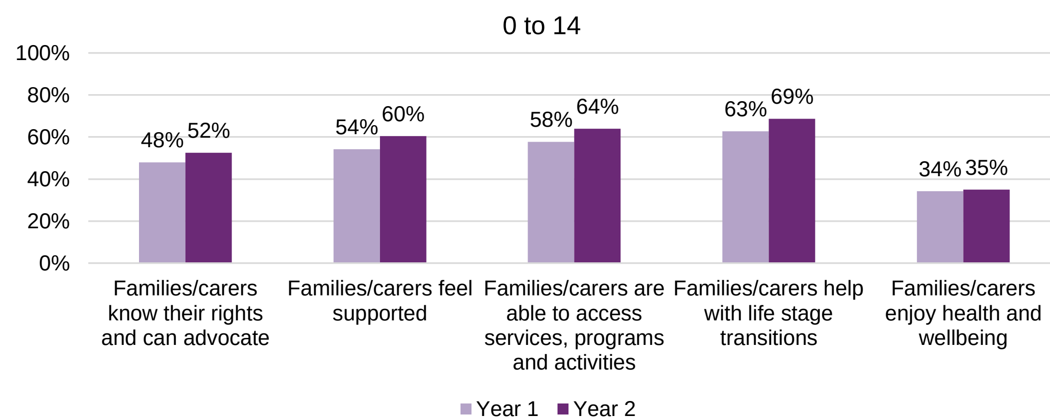
Has the NDIS helped? Family/Carers

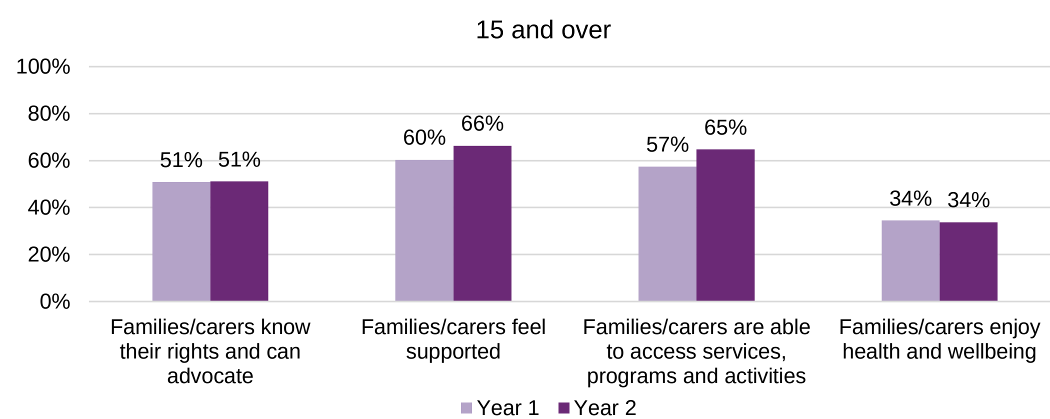
Perceptions of whether the NDIS has helped.

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.

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

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



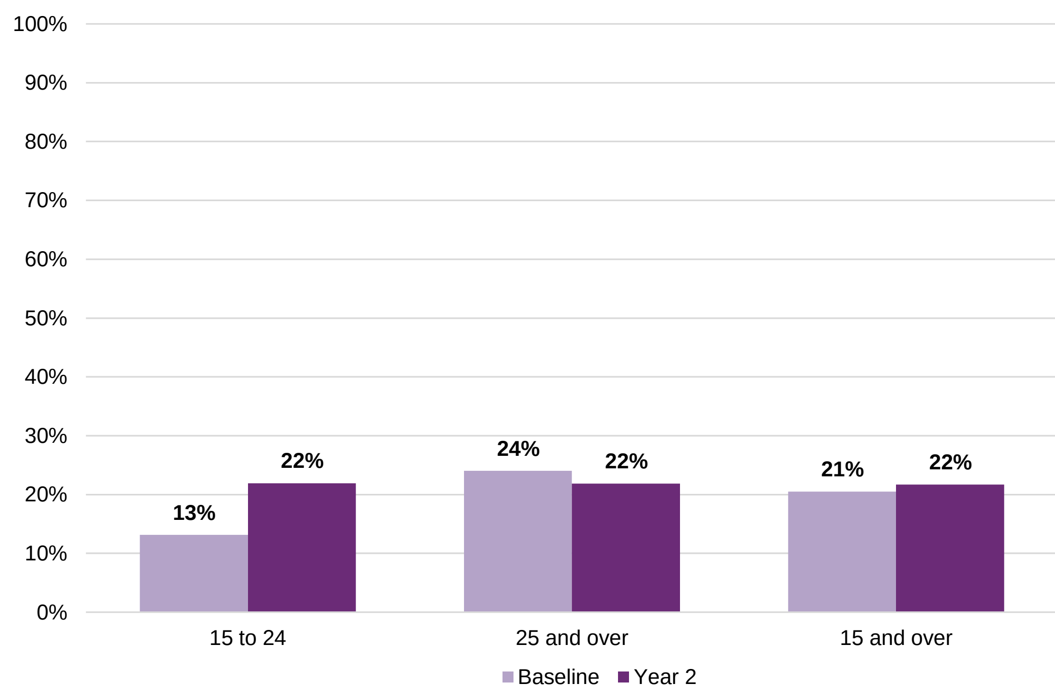


Participants in Work

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.

The percentage of participants in paid work increased from 13% to 22% for those aged 15 to 24, but decreased from 24% to 22% for those aged 25 and over. Overall, the percentage increased from 21% to 22%.

NDIS participants in paid employment, by age group.

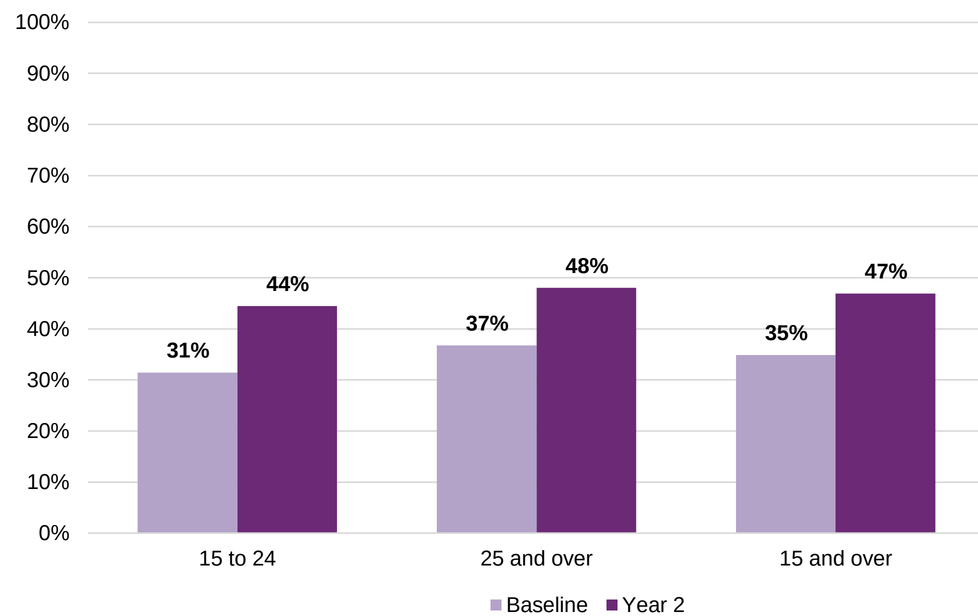


Participants involved in communal and social activities

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

The percentage of participants engaged in social activities in their community increased from 31% to 44% for those aged 15 to 24 and increased from 37% to 48% for those aged 25 and over. Overall, the percentage increased from 35% to 47%.

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



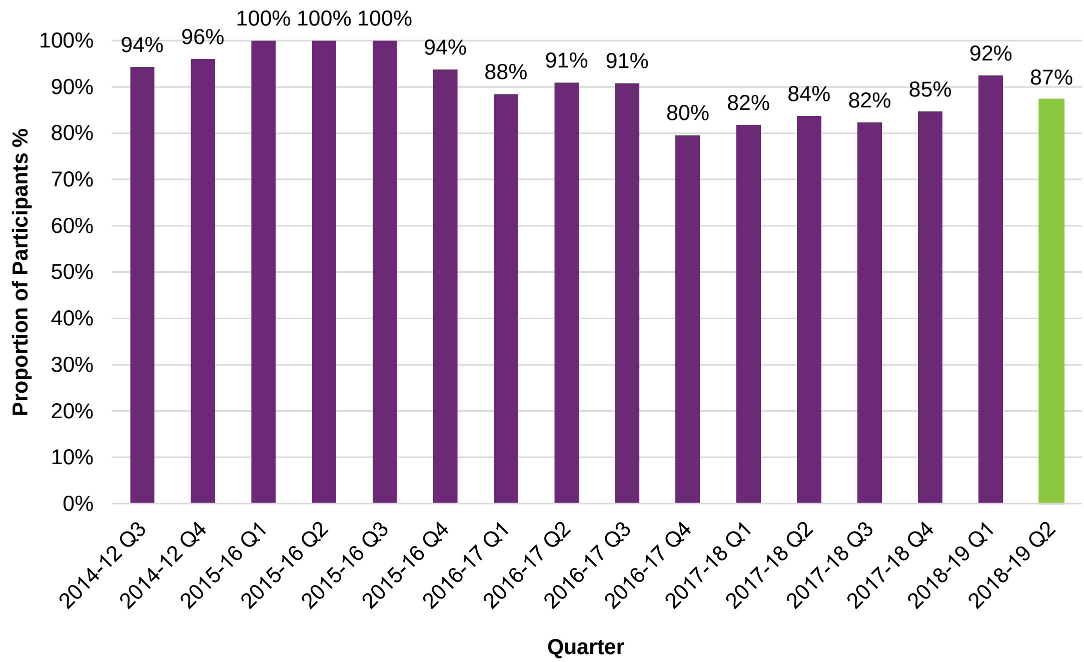
Participant Satisfaction

87% 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 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.

Of the $9.6 billion that has been committed in participant plans, $6.5 billion 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

$6.7

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

$2.9

BILLION OF SUPPORTS IN RESPECT OF 2018-19 TO DATE

$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, $1,212.6M IN 2016-17, $3,064.6M IN 2017-18 AND $1,820.6M 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 AND 71% IN 2017-18.

THE 2018-19 EXPERIENCE IS STILL EMERGING.

Committed Supports and Payments

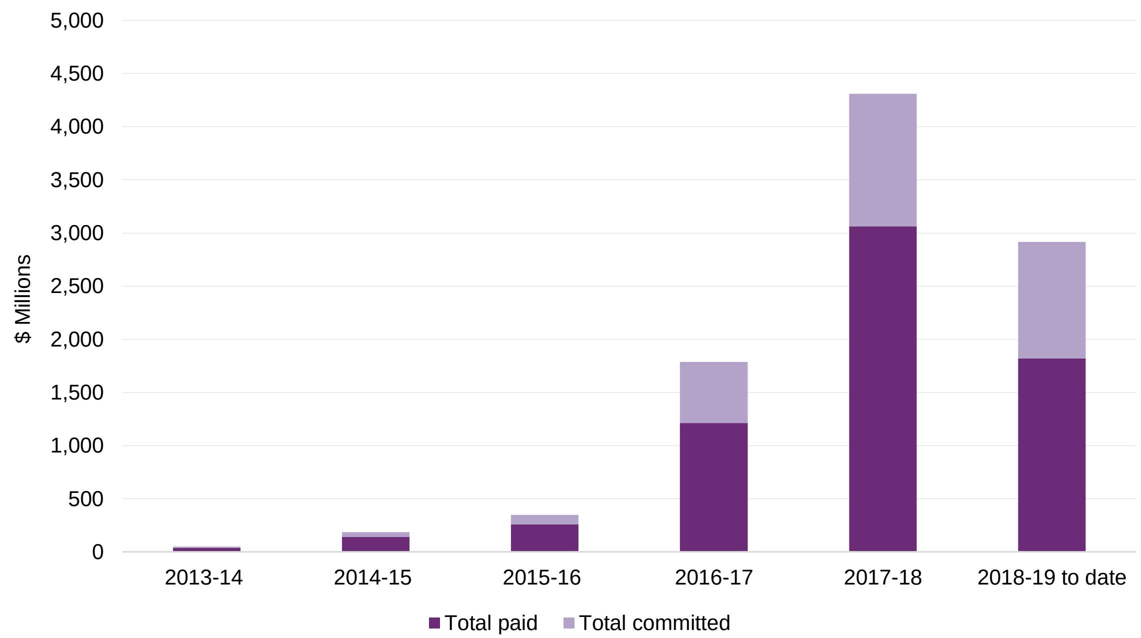
Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $9.6 billion that has been committed in participant plans, $6.5 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: $1,212.6m has been paid
2017-18: $3,064.6m has been paid
2018-19 to date: $1,820.6m 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	50.6	184.5	349.4	1,786.0	4,308.3	2,916.2	9,595.0
Total paid	37.4	141.3	257.4	1,212.6	3,064.6	1,820.6	6,533.8

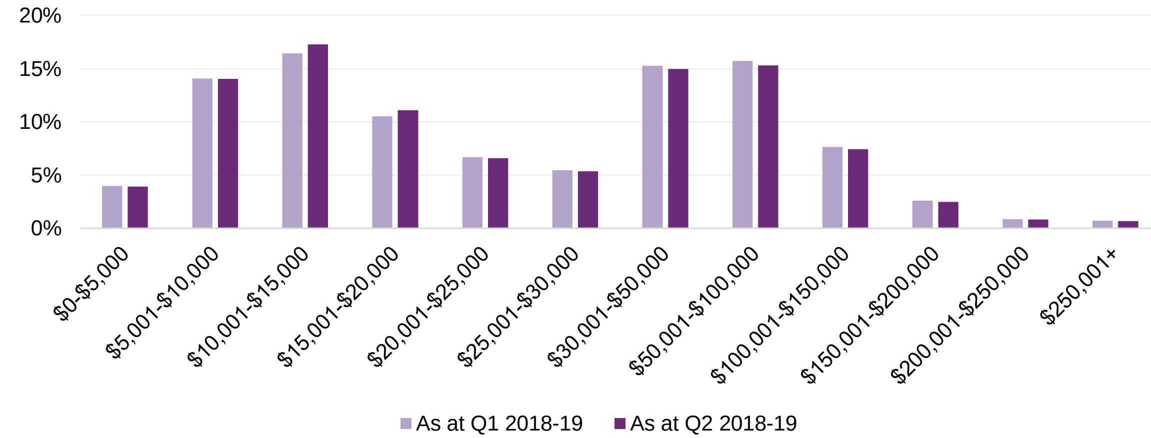


Committed Supports by Cost Band

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)

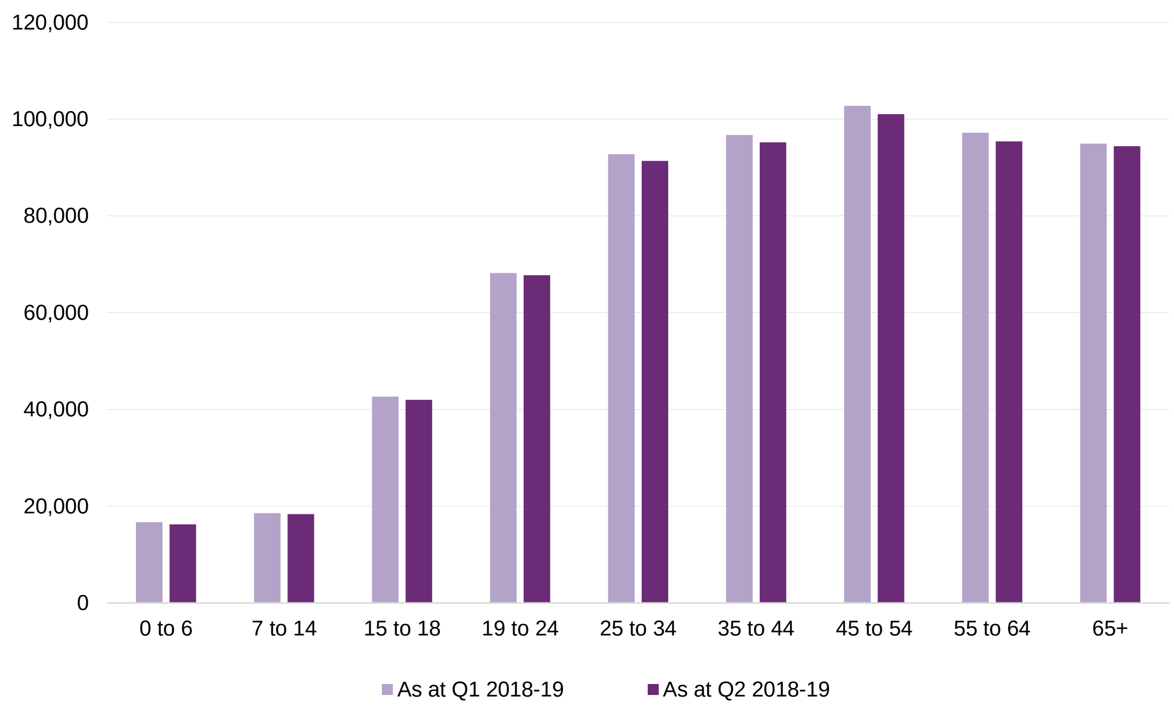
Distribution of average annualised committed supports by cost band (excluding SIL)



Committed Supports by Age Band

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

Average annualised committed supports by age band

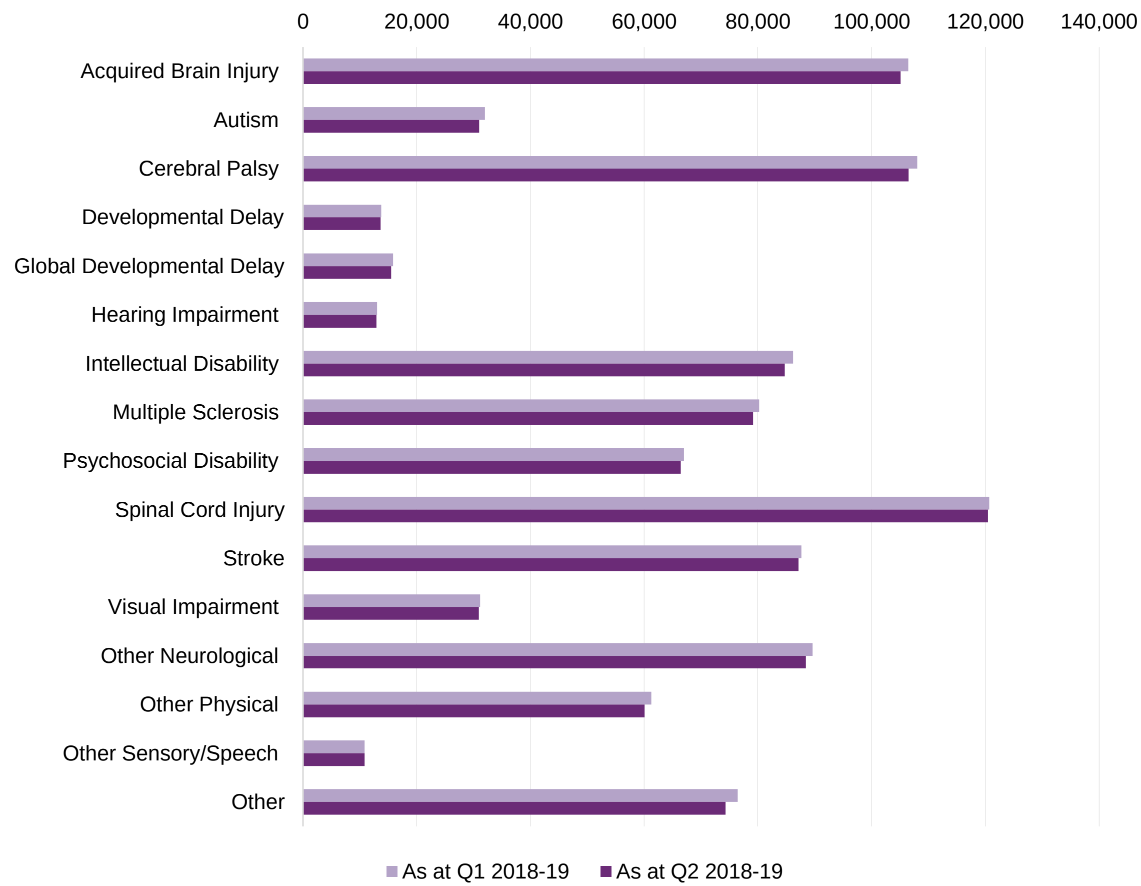


Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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

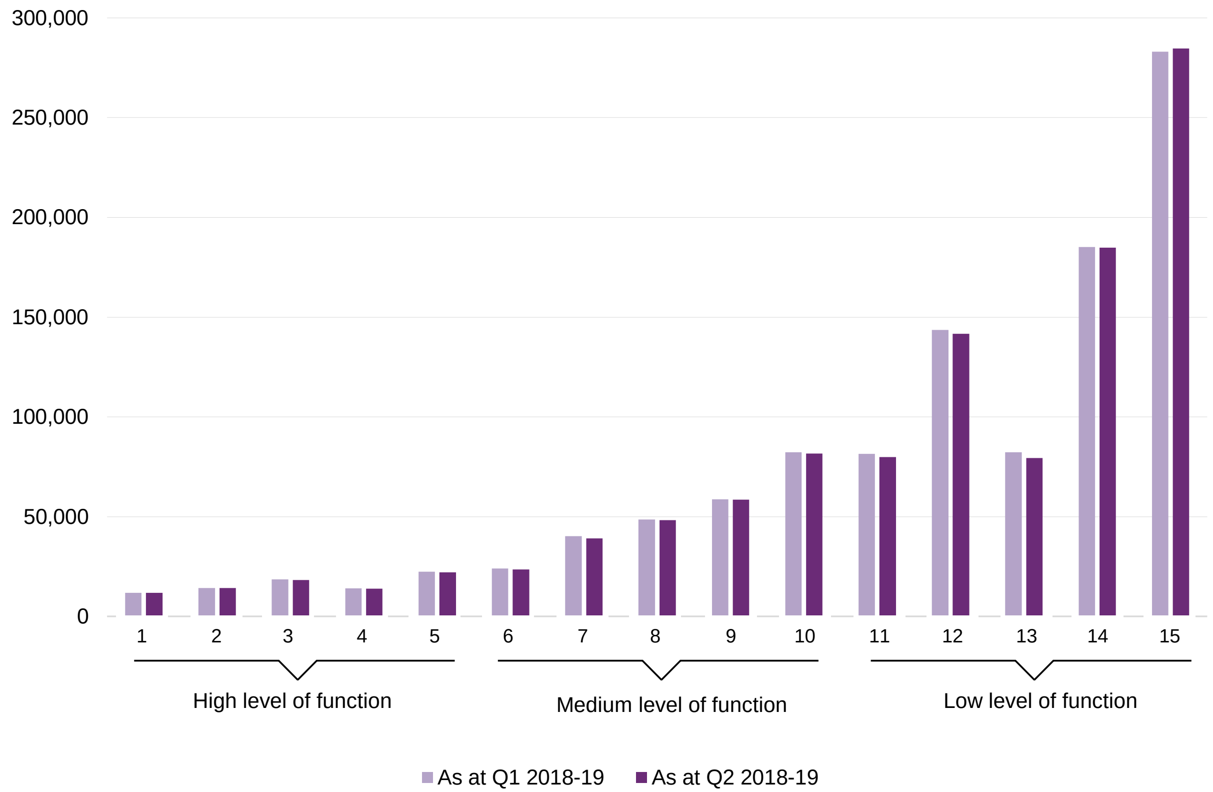
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

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

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

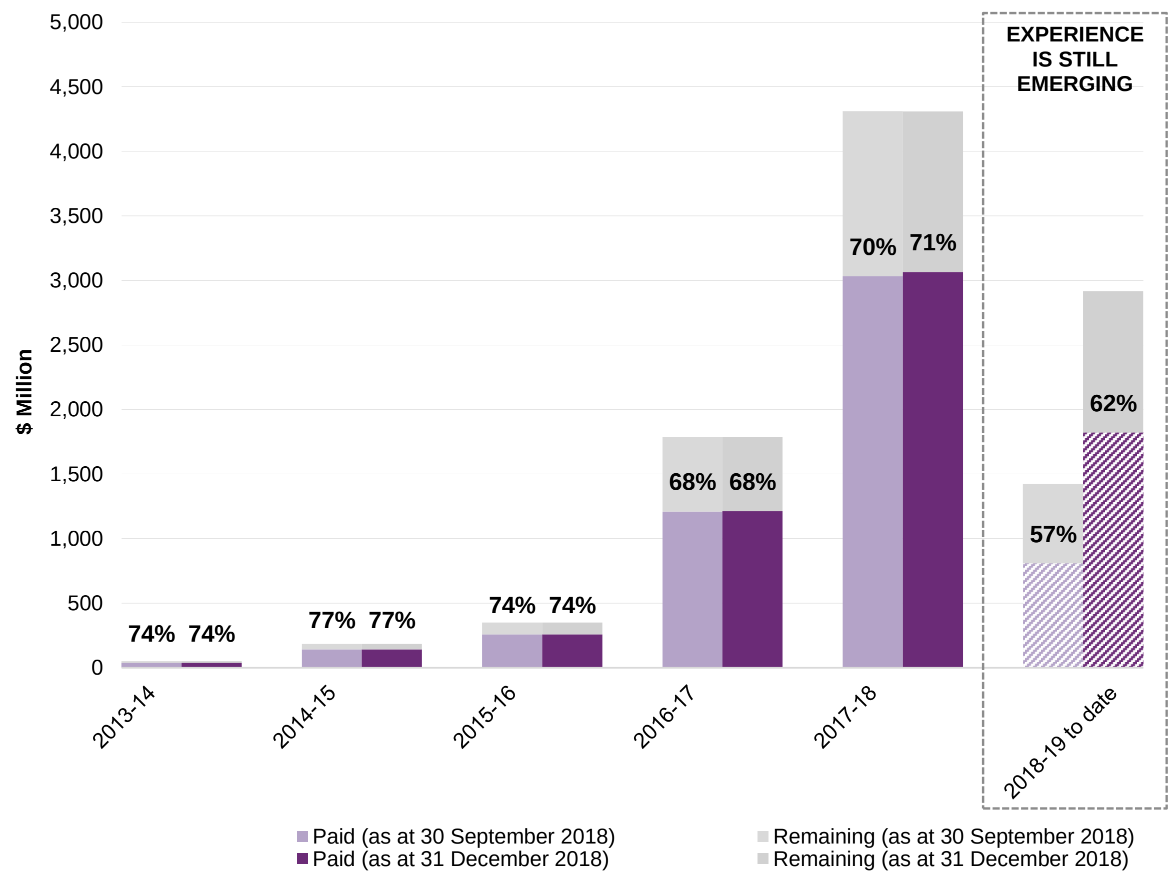
Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2018, compared with 31 December 2018.

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.

Utilisation of committed supports as at 30 September 2018 and 31 December 2018



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.

The scale and extent of the market continues to grow, with a 2% increase in the number of providers during the quarter to 8,924.

58% of approved providers were active in New South Wales at 31 December 2018, and 42% 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

8,924

APPROVED PROVIDERS, 58% OF WHICH WERE ACTIVE IN NEW SOUTH WALES AT 31 DECEMBER 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

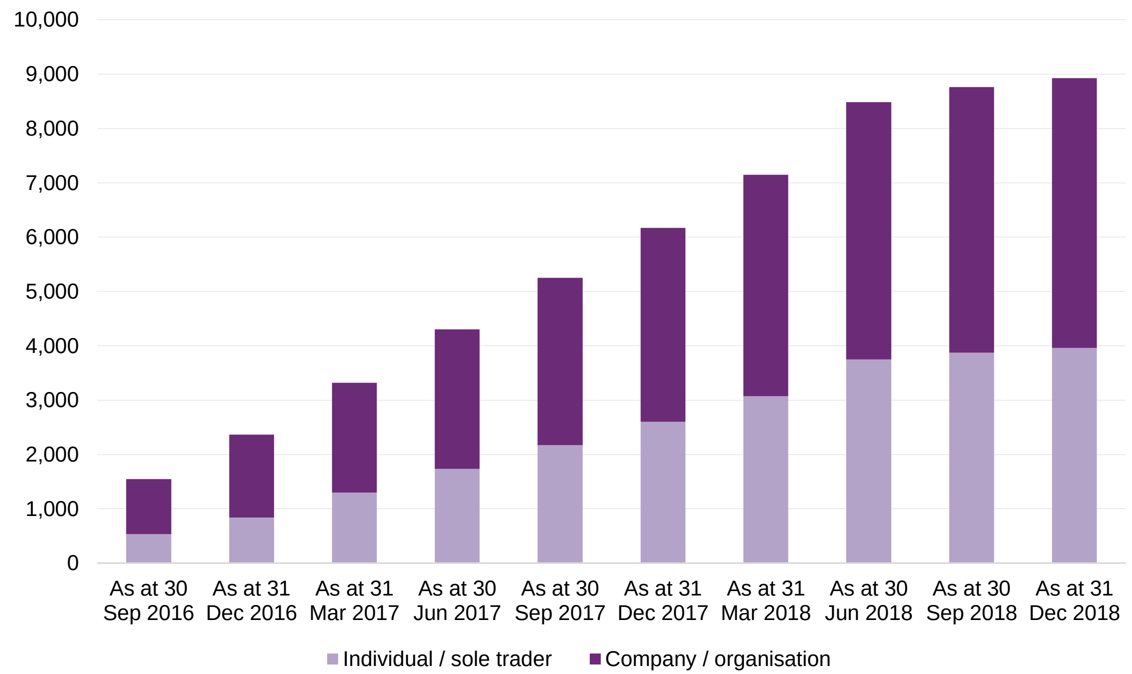
As at 31 December 2018, there were 8,924 registered service providers, of which 3,962 were individual/sole trader operated businesses and 4,962 were companies or organisations.

1.66

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



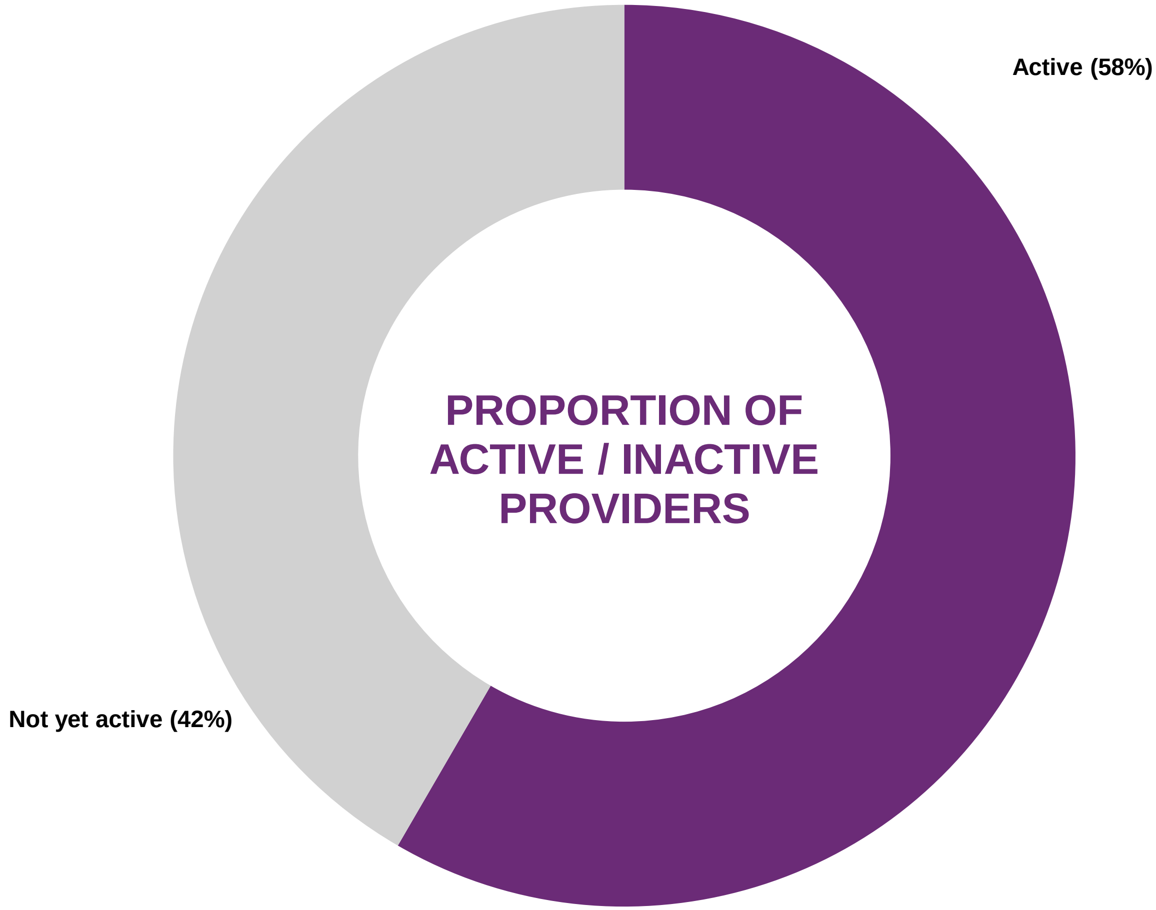
44% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 2% from 8,760 to 8,924 in the quarter.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 December 2018, 58% of providers have been active and 42% were yet to have evidence of activity. Of all providers, 1,077 began delivering new supports in the quarter.



1,077

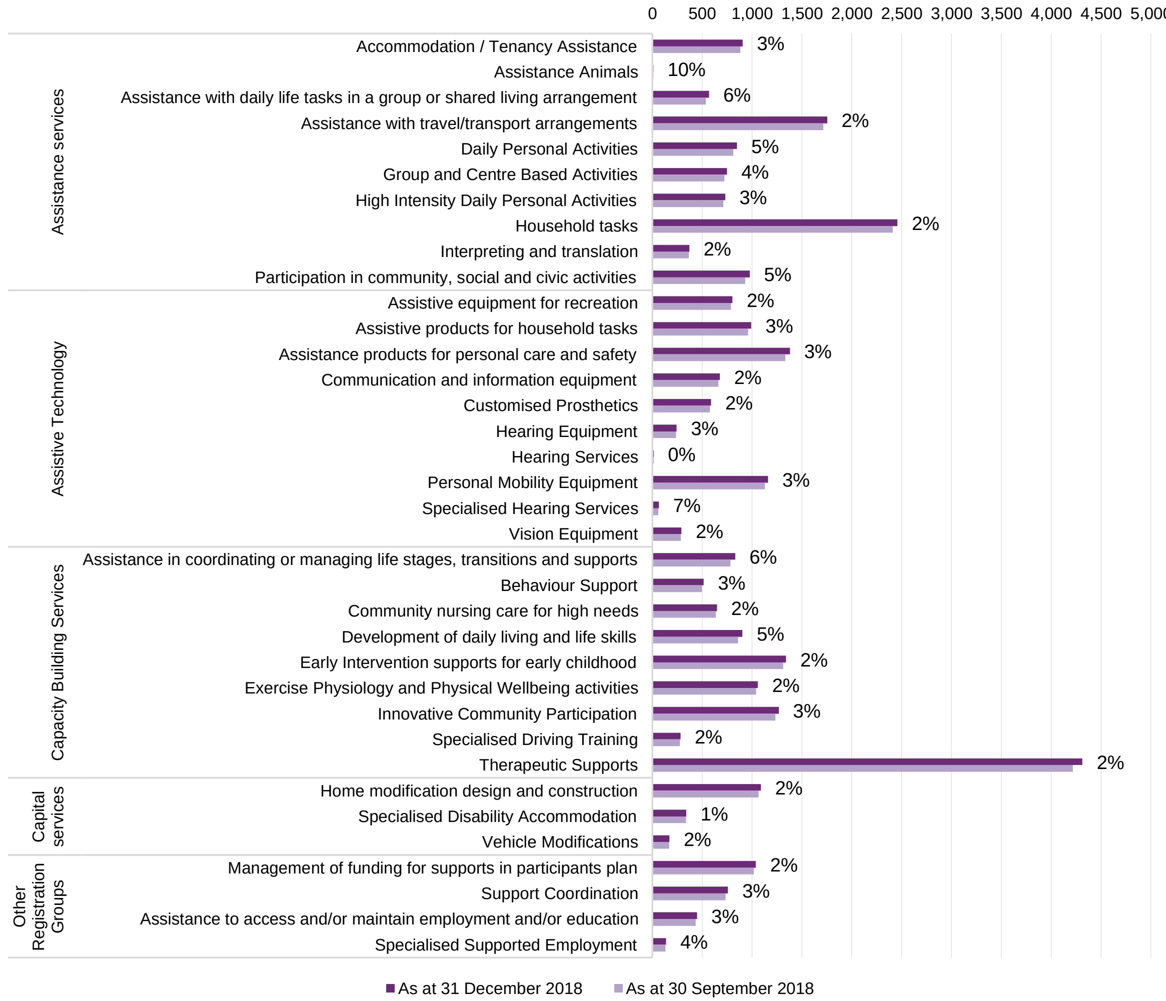
NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

Approved Registration groups

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

The registration groups with the largest numbers of approved providers continue to grow:
- **Therapeutic Supports: from 4,218 to 4,313 (2% increase)**
- **Household Tasks: from 2,411 to 2,458 (2% increase)**
- **Assistance with travel/transport arrangements: from 1,715 to 1,753 (2% increase)**
- **Assistance products for personal care and safety: from 1,335 to 1,379 (3% increase)**
- **Early Intervention supports for early childhood: from 1,311 to 1,340 (2% increase)**

Approved providers by registration group and percentage change over the quarter

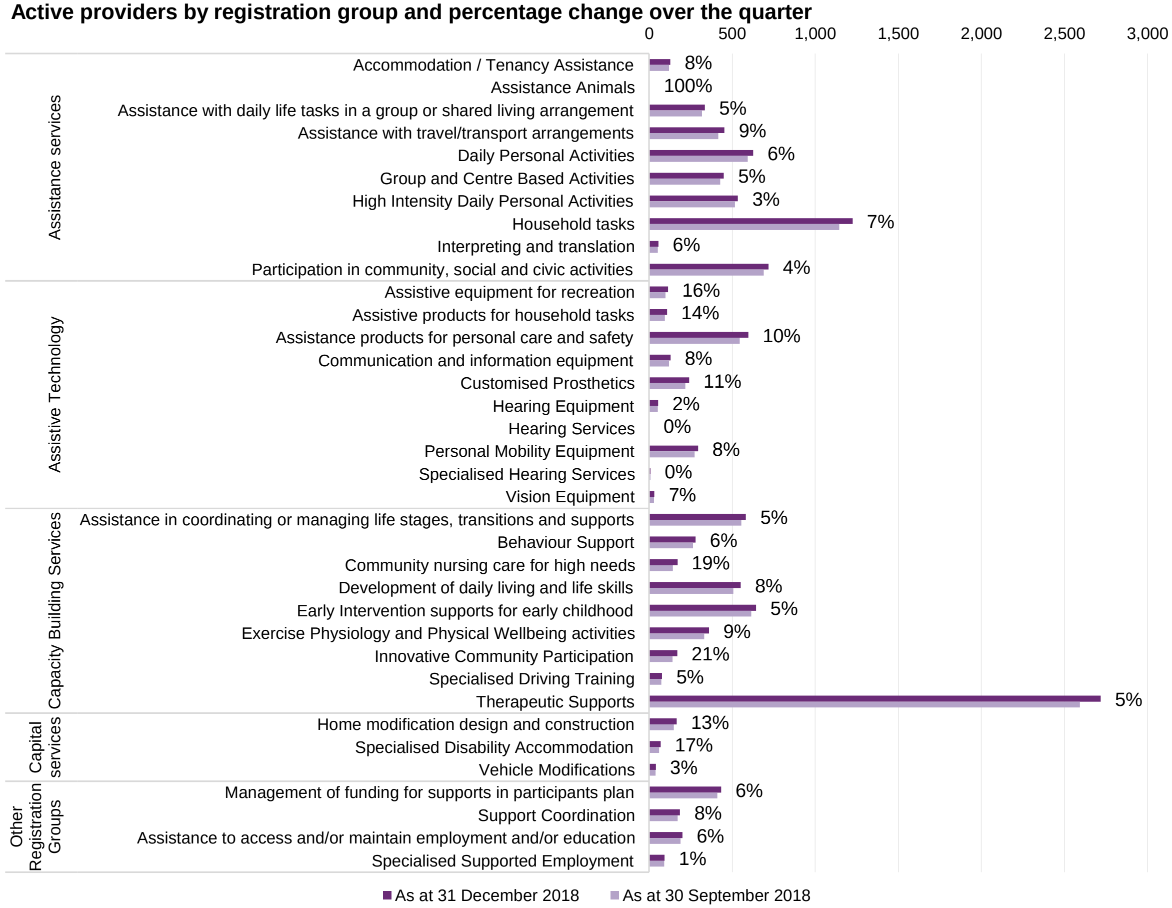


Active Registration groups

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 2,593 to 2,718 (5% increase)**
- **Household tasks: from 1,145 to 1,225 (7% increase)**
- **Participation in community, social and civic activities: from 691 to 719 (4% increase)**
- **Early Intervention supports for early childhood: from 616 to 644 (5% increase)**
- **Daily Personal Activities: from 593 to 626 (6% increase)**

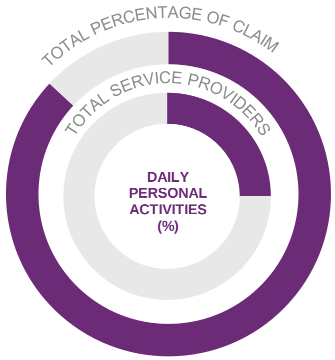
Active providers by registration group and percentage change over the quarter



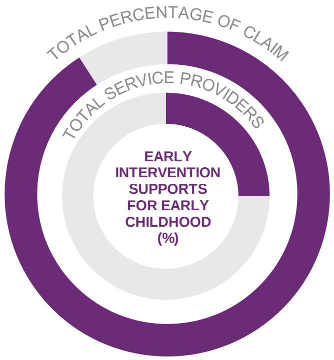
Market share of top providers

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

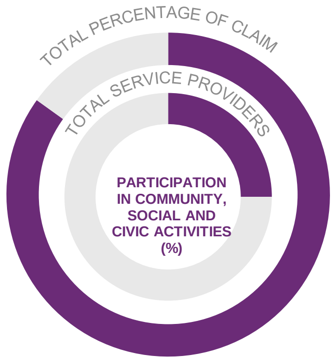
Market share of the top 25% of providers by registration group.



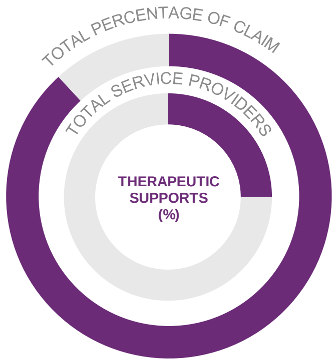
87%



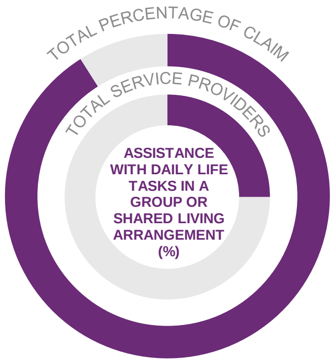
91%



85%



88%



91%

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 slightly lower compared to prior quarters.

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q2 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

% of active participants accessing mainstream supports	
2018-19 Q2	92%
In prior quarters (since the commencement of transition)	93%

	HEALTH AND WELLBEING	LIFELONG LEARNING	DAILY ACTIVITIES
2018-19 Q2	53%	11%	8%
Prior quarters (since the commencement of transition)	52%	11%	7%

PART 6

Financial Sustainability

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