COAG Disability Reform Council. This is the Quarterly Performance Report for South Australia.

This is the December 2018 update on NDIA performance.

Overview

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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.

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

• Participants and Planning,

• Committed Supports and Payments,

• Providers and Markets,

• Information, Linkages and Capacity Building,

• Mainstream Interface; and

• Financial Sustainability.

Summary

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The following are the key statistics discussed in this report:

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 to 31 December 2018)

• 85% of scheme to date bilateral estimate met (1 July 2013 to 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

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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

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

The following are the key statistics on Participants and Planning:

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 to 31 December 2018)

85% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

Quarterly Intake

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There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

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.

The diagram displays the following key statistics on quarterly intake:

1,815 access decisions

1,193 access met

3,898 plan approvals (excluding ECEI)

143 ECEI

Quarterly Intake Detail

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A chart displays the change in plan approvals between the current and previous quarter.

Plan approvals as at 31 December 2018

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.

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

Cumulative Position

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There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

Plan approvals as at 31 Dec 2018

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.

The following are the key statistics on the cumulative position:

86% bilateral estimate since the commencement of transition (1 July 2016 to 31 December 2018)

85% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

24,626 plan approvals to date; 24,826 including ECEI confirmed

Participant Profiles by Age Group

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There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

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.

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

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There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

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

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

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A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

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.

Participant Profiles by Gender

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The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

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

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There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

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.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

161 Aboriginal and Torres Strait Islander

3,505 Not Aboriginal and Torres Strait Islander

225 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

41 Young people in residential aged care

3,850 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

283 Culturally and linguistically diverse

3,605 Not culturally and linguistically diverse

3 Not stated

Plan Management Support Coordination

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Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

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.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q4, against plans approved in prior quarters.

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.

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

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A chart displays selected key baseline indicators for participants.

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

Family/Carers Outcomes

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A chart displays selected key baseline indicators for family and carers of participants.

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%)

Has the NDIS helped? Participants

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Charts display the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

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.

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

Has the NDIS helped? Family/Carers

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Charts display, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

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.

Participants in Work

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A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

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%.

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

Participants involved in communal and social activities

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A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community.

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%.

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

Participant Satisfaction

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A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

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.

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

PART 2: Committed Supports and Payments

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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

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

The following are the key statistics on Committed Supports and Payments:

$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

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A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

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 Supports by Cost Band

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Two charts (including and excluding SIL) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

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.

$651.1 million has been paid to providers and participants since Scheme inception.

Overall,

• 54% of committed supports were utilised in 2013-14,

• 61% in 2014-15,

• 61% in 2015-16,

• 56% in 2016-17.

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

Committed Supports by Age Band

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A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

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.

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

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A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

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

Committed Supports by Level of Function

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A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

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

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A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

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

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

There have been no new providers approved by the NQSC since commencement, though there have been new registration groups approved for existing providers. 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 has resulted in an increase in approved providers in SA. 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

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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.

The following are the 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

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A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

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.

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.

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.

Proportion of Active Providers

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The figure displays the proportion of active and not yet 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.

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

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A chart displays the approved providers by the changes in registration group and percentage over the quarter.

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)

Active Registration groups

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A chart displays the active providers by the changes in registration group and percentage over the quarter.

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)

Market share of top providers

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An object displays the market share of the top 25% of providers by registration group.

25% of service providers received 80-95% of the dollars paid for major registration groups.

The following are the key statistics for the market share of the top 25% of providers by registration category:

89% Daily personal activities

85% Early intervention supports for early childhood

81% Participation in community, social and civic activities

93% Therapeutic supports

89% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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The proportion of participants entering in the current quarter and accessing mainstream services is consistent with prior quarters.

Mainstream Interface

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An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

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.

The following are the key statistics:

90% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (36%)

• Lifelong learning (24%)

• Daily activities (8%)

90% of active participants with a plan approved in 2018-19 Q2 access mainstream supports, across the following domains:

• Health and wellbeing (41%)

• Lifelong learning (16%)

• Daily activities (7%)

PART 6: Financial Sustainability

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