

COAG Disability Reform Council. This is the Quarterly Performance Report for Northern Territory.

This is the March 2019 update on NDIA performance.

Overview

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This report is a summary of the performance and operations of the NDIA in Northern Territory for Quarter 3 of 2018-19 (01 January 2019 - 31 March 2019).

It is the 11th 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 337 participants with plans this quarter.

At 31 March 2019, plans approved and ECEI referrals represent:

- 57% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)
- 55% of scheme to date bilateral estimate met (1 July 2014 to 31 March 2019)

Committed Supports and Payments

\$156.2 million has been paid to providers and participants:

- \$1.6m in 2014-15,
- \$4.1m in 2015-16,
- \$11.1m in 2016-17,
- \$64.0m in 2017-18,
- \$75.5m in 2018-19 to date.

Overall,

- 84% of committed supports were utilised in 2014-15,
- 73% in 2015-16,
- 56% in 2016-17,
- 64% 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 783 registered providers at 31 March 2019, representing an 11% increase for the quarter.

18% of registered providers were active at 31 March 2019.

20% of registered providers are individuals/sole traders.

Mainstream Interface

96% of active participants with a plan approved in 2018-19 Q3 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Northern Territory continues to grow with 337 additional participants with approved plans this quarter.

In total, over 2,200 participants are now being supported by the NDIS in Northern Territory, with approximately 22% receiving support for the first time.

Summary

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

The following are the key statistics on Participants and Planning:

2,291 participants are now being supported by the NDIS in northern territory, including children in the ECEI program

337 initial plans approved in 2018-19 Q3, excluding children in the ECEI program (representing 21% growth since last quarter)

379 children are being supported in the ECEI program, with 109 additional referrals to the ECEI gateway confirmed in 2018-19 Q3

509 people are now receiving support for the first time

57% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)

53% of transition to date bilateral estimate met (1 July 2016 to 31 March 2019)

55% of scheme to date bilateral estimate met (1 July 2014 to 31 March 2019)

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 Q3

Of the 321 participants deemed 'eligible' this quarter 45% entered from an existing State/Territory program.

Of the 337 plan approvals this quarter, 53% had transitioned from an existing State/Territory program, 77% entered with a permanent disability and 73 were previously confirmed as ECEI at 2018-19 Q2.

The diagram displays the following key statistics on quarterly intake:

421 access decisions

321 access met

337 plan approvals

109 ECEI

Quarterly Intake Detail

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

Plan approval numbers have increased from 1,575 at the end of 2018-19 Q2 to 1,912 by the end of 2018-19 Q3, an increase of 337 approvals.

At the end of the quarter, 379 children are being supported in the ECEI gateway. Of these, 270 were previously confirmed as ECEI at 31 December 2018 and an additional 109 children entered the gateway this quarter.

Overall, 48 participants with approved plans have exited the Scheme, resulting in 2,243 active participants (including ECEI) as at 31 March 2019.

There were 365 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.

At the end of 2018-19 Q3, the cumulative total number of participants receiving support was 2,291 (including 379 children supported through the ECEI gateway). Of these, 1,231 transitioned from an existing State/Territory program, 172 transitioned from an existing Commonwealth program and 509 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 2,651 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:

57% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)

53% of transition to date bilateral estimate met (1 July 2016 to 31 March 2019)

55% of scheme to date bilateral estimate met (1 July 2014 to 31 March 2019)

1,912 plan approvals to date; 2,291 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.

Demographic profile of active participants with a plan approved in 2018-19 Q3, compared with plan approvals as at 31 December 2018, by age group.

36% of participants entering in this quarter are aged 0 to 6 years, compared to 9% in prior quarters.

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

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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 in 2018-19 Q3, 27% have a primary disability group of Autism, 21% have a primary disability group of Intellectual Disability and 12% have a primary disability group of Developmental Delay.

Note 1: Of the 71 active participants identified as having an intellectual disability, 11 (15%) 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 quarter:

- 25% of active participants had a relatively high level of function
- 37% of active participants had a relatively moderate level of function
- 38% had a relatively low level of function

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

Note: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

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.

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 Q3:

- 43.9% were Aboriginal or Torres Strait Islander, compared with 55.1% in previous periods combined.
- 2.4% were young people in residential aged care, compared with 1.5% in previous periods combined.
- 22.3% were culturally and linguistically diverse, compared with 29.3% in previous periods combined.

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

148 Aboriginal and Torres Strait Islander

179 Not Aboriginal and Torres Strait Islander

10 Not Stated

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

8 Young people in residential aged care

329 Young people not in residential aged care

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

75 Culturally and linguistically diverse

262 Not culturally and linguistically diverse

0 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 (transition only).

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q3 at 19%, compared with 15% in previous quarters combined.

71% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 76% in previous quarters combined.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q1, against those with initial plans approved in prior quarters (transition only).

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support.

There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

The percentage of participants who activated plans within 90 days of initial plan approval was:

- 86% of participants entering in 2018-19 Q1
- 81% of participants entering in previous quarters combined

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Note: Participants with initial plans approved after the end of 2018-19 Q1 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.

This information on participant outcomes has been collected from 99% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).

- 53% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 63% of participants from school age to 14
- 66% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 33% - 45% for other age groups
- 45% of participants from school age to 14 attend school in a mainstream class, compared to 20% of participants aged 15 to 24
- 17% of participants aged 25 and over have a paid job, compared to 13% of participants aged 15 to 24
- 48% of participants aged 25 and over choose what they do every day, compared to 32% 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' families/carers when they entered the Scheme (baseline indicators):

- working in a paid job was highest for participants aged 15 to 24 (58%)
- able to advocate for their child/family member was highest for participants aged 15 to 24 (64%)
- who have friends and family they can see as often as they like was highest for participants aged 25 and over (50%)
- who feel in control selecting services was highest for participants aged 15 to 24 (38%)
- who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (81%)

Has the NDIS helped? Participants

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Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 April 2017 and 31 March 2018 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of Daily Living for each age group with sufficient data to report.

The national report includes data on participants who entered the Scheme between 1 July 2016 and 31 March 2017, who were asked questions about whether the NDIS has helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. Due to insufficient data, results are not yet available for NT.

Note: There was insufficient data for participants aged 0 to before school

Has the NDIS helped? Family/Carers

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Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 April 2017 and 31 March 2018 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

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

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.

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

Baseline measures on employment are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 31 March 2017.

Overall, the percentage of participants in paid work remained static at 3%.

Note: There is insufficient data for the 15 to 24 participant age groups.

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.

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

For participants who entered the Scheme between 1 July 2016 and 31 March 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

Overall, the percentage of participants engaged in social activities in their communities increased from 43% to 57%.

Note: There is insufficient data for the 15 to 24 participant age groups.

Participant Satisfaction

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There is insufficient data to present information on participant satisfaction in NT.

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.

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 \$263.8 million that has been committed in participant plans, \$156.2 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:

\$127.3 million of committed supports in respect of prior financial years including trial

\$136.5 million of supports in respect of 2018-19 to date

Summary of payments for supports provided by financial year since the NDIS was launched:

2014-15: \$1.6m

2015-16: \$4.1m

2016-17: \$11.1m

2017-18: \$64.0m

2018-19: \$75.5m to date.

Percentage of committed supports utilisation by financial year:

2014-15: 84%

2015-16: 73%

2016-17: 56%

2017-18: 64%

Utilisation of committed supports in 2018-19 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.

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the \$263.8 million that has been committed in participant plans, \$156.2 million has been paid to date.

Summary of committed supports paid in financial years since the NDIS launched:

2014-15: \$1.6m

2015-16: \$4.1m

2016-17: \$11.1m

2017-18: \$64.0m

2018-19 to date: \$75.5m

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 Q3, the proportion of initial plan approvals with average annualised committed supports of \$30,000 or less has increased compared with experience as at 2018-19 Q2. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

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.

This quarter, the average annualised committed supports have remained consistent with prior quarters for children and there has been a small increase for each adult age group. Average annualised committed supports increase steeply between participants 0-6 through to age 25, stabilising through to age 54 and reducing in participants aged 55 years and older.

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.

The highest average annualised committed supports are for participants with Acquired Brain Injury, Multiple Sclerosis and Cerebral Palsy.

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

Committed Supports by Level of Function

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The average annualised committed supports generally increase among participants with higher needs.

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.

Note 3: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

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.

This data demonstrates the utilisation of committed supports by the year they were expected to be provided at 31 December 2018 and 31 March 2019.

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

Experience shows that 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.

There were a large number of participants who received their first plan in 2016-17 and 2017-18 which largely explains why utilisation rates are lower in these periods.

Experience for 2018-19 is still emerging.

PART 3: Providers and Markets

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The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 783 providers at 31 March 2019, representing an 11% increase on last quarter. Of these, 18% were active.

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.
- Providers register with the NDIA by submitting a registration request, indicating the types of support 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:

783 approved providers, 18% of which were active in Northern Territory at 31 March 2019

20% of service providers are individuals/sole traders

Innovative community participation has the highest number of approved service providers, followed by communication and information equipment and accommodation / tenancy assistance

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 March 2019, there were 783 registered service providers, of which 159 were individual/sole trader operated businesses and 624 were companies or organisations.

20% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 11% from 707 to 783 in the quarter.

1.82 average providers per participant

Proportion of Active Providers

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The figure displays the proportion of active and not yet active providers.

As at 31 March 2019, 18% of providers were active and 82% were inactive.

Of the total providers, 77 began delivering new supports in the quarter.

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 has increased for most registration groups over the quarter.

Most of the registration groups with the largest numbers of approved providers continue to grow:

- Innovative Community Participation: from 186 to 219 (18% increase)

- Communication and information equipment: from 155 to 171 (10% increase)
- Accommodation / Tenancy Assistance: from 111 to 134 (21% increase)
- Assistance products for personal care and safety: from 109 to 114 (5% increase)
- Therapeutic Supports: from 79 to 94 (19% 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 providers active in each registration group has increased for some registration groups over the quarter.

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

- Therapeutic Supports: from 46 to 52 (13% increase)
- Assistance in coordinating or managing life stages, transitions and supports: from 40 to 43 (8% increase)
- Participation in community, social and civic activities: from 33 to 40 (21% increase)
- Daily Personal Activities: from 31 to 34 (10% increase)
- Assistance with daily life tasks in a group or shared living arrangement: from 24 to 27 (13% increase)

Market share of top providers

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There is insufficient data to present information around market share of the largest providers in the NT.

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 higher compared to 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).

Of the total number of active participants with a plan approved in 2018-19 Q3, 96% access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, daily activities and lifelong learning.

The following are the key statistics:

94% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (48%)
- Daily activities (12%)
- Lifelong learning (8%)

96% of active participants with a plan approved in 2018-19 Q3 access mainstream supports, across the following domains:

- Health and wellbeing (39%)
- Daily activities (15%)
- Lifelong learning (7%)

PART 6: Financial Sustainability

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