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

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 South Australia for Quarter 3 of 2018-19 (01 January 2019 - 31 March 2019).

It is the eleventh 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 2,663 participants with plans this quarter.

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

• 92% of bilateral estimate met since the commencement of transition (1 July 2016 - 31 March 2019)

• 90% of scheme to date bilateral estimate met (1 July 2013 - 31 March 2019)

Participant satisfaction has increased in the quarter, with 82% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments $850.7 million has been paid to providers and participants:

• $5.9m in 2013-14,

• $30.9m in 2014-15,

• $65.2m in 2015-16,

• $106.4m in 2016-17,

• $217.2m in 2017-18,

• $425.1m 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 4,465 registered providers at 31 March 2019, representing a 22% increase for the quarter.

24% of registered providers were active at 31 March 2019.

38% of registered providers are individuals/sole traders.

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

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

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q3 access mainstream services.

PART 1: Participants and Planning

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The NDIS in South Australia continues to grow with 2,663 additional participants with approved plans this quarter.

In total, over 27,000 participants have now been 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:

27,487 participants are now being supported by the NDIS in South Australia, including children in the ECEI program

2,663 initial plans approved in 2018-19 Q3, excluding children in the ECEI program (representing 11% growth since last quarter)

198 children are being supported in the ECEI program, with 126 additional referrals to the ECEI gateway confirmed in 2018-19 Q3

12,753 people are now receiving support for the first time

92% of bilateral estimate met since the commencement of transition (1 July 2016 to 31 March 2019)

90% of scheme to date bilateral estimate met (1 July 2013 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 1,174 participants deemed 'eligible' this quarter 73% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 2,663 plan approvals this quarter, 48% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 87% entered with a permanent disability and 116 were previously confirmed as ECEI at 2018-19 Q2.

The diagram displays the following key statistics on quarterly intake:

1,581 access decisions

1,174 access met

2,663 plan approvals (excluding ECEI)

126 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 24,626 at the end of 2018-19 Q2 to 27,289 by the end of 2018-19 Q3, an increase of 2,663 approvals.

At the end of the quarter, 198 children are being supported in the ECEI gateway. Of these, 72 were previously confirmed as ECEI at 31 December 2018 and an additional 126 children entered the gateway this quarter.

Overall, 1,054 participants with approved plans have exited the Scheme, resulting in 26,433 active participants (including ECEI) as at 31 March 2019.

There were 4,992 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 27,487 (including 198 children supported through the ECEI gateway). Of these, 12,459 transitioned from an existing State/Territory program, 2,077 transitioned from an existing Commonwealth program and 12,753 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 35,436 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:

92% of bilateral estimate met since the commencement of transition (1 July 2016 to 31 March 2019)

90% of scheme to date bilateral estimate met (1 July 2016 to 31 March 2019)

27,289 plan approvals to date; 27,487 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.

21% of participants entering this quarter are aged 55 to 64 years and a further 18% are aged 45 to 54 years. Only 13% of participants entering this quarter are aged 7 to 14 years compared with 37% in previous periods. This is due to the aged based phasing schedule in SA.

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, 26% have a primary disability group of Intellectual Disability and 22% have a primary disability group of Autism.

Note 1: Of the 700 active participants identified as having an intellectual disability, 62 (9%) 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:

• 17% of active participants had a relatively high level of function

• 52% of active participants had a relatively moderate level of function

• 31% 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:

• 5.2% were Aboriginal or Torres Strait Islander, compared with 4.4% in previous periods combined.

• 2.0% were young people in residential aged care, compared with 0.6% in previous periods combined.

• 8.3% were culturally and linguistically diverse, compared with 6.6% in previous periods combined.

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

137 Aboriginal and Torres Strait Islander

2,382 Not Aboriginal and Torres Strait Islander

140 Not Stated

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

54 Young people in residential aged care

2,605 Young people not in residential aged care

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

220 Culturally and linguistically diverse

2,438 Not culturally and linguistically diverse

1 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 21%, compared with 20% in previous quarters combined.

41% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 37% 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:

- 89% of participants entering in 2018-19 Q1
- 83% 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 received their initial plan since 1 July 2016 (when they entered the scheme).

• 68% of participants from school age to 14 are able to make friends outside of family/carers, compared to 61% of participants aged 0 to before school

• 58% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 36% - 45% for other age groups

• 76% of participants from school age to 14 attend school in a mainstream class, compared to 34% of participants aged 15 to 24

• 29% of participants aged 25 and over have a paid job, compared to 23% of participants aged 15 to 24

• 67% of participants aged 25 and over choose what they do every day, compared to 51% 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 0 to 14 and 15 to 24 (both 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 (57%)

• who feel in control selecting services was highest for participants aged 25 and over (50%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (86%)

Has the NDIS helped? Participants

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Charts display, from year 1 to year 2, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects participants’ perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

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

Page: 19

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

This data reflects families and carers’ perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

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.

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 increased from 6% to 19%.

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 by age group.

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 32% to 44%.

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'.

82% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This has increased since the last quarter with sufficient data.

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 been below the trial site level.

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 $1.5 billion that has been committed in participant plans, $850.7 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:

$726.7 million of committed supports in respect of prior financial years including trial

$744.7 million of supports in respect of 2018-19 to date

Summary of payments for supports provided by financial year since the NDIS trial was launched in 2013-14:

2013-14: $5.9m

2014-15: $30.9m

2015-16: $65.2m

2016-17: $106.4m

2017-18: $217.2m

2018-19: $425.1m to date.

Percentage of committed supports utilisation by financial year:

2013-14: 54%

2014-15: 61%

2015-16: 61%

2016-17: 56%

2017-18: 59%

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 $1.5 billion that has been committed in participant plans, $850.7 million has been paid to date.

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

2013-14: $5.9m

2014-15: $30.9m

2015-16: $65.2m

2016-17: $106.4m

2017-18: $217.2m

2018-19 to date: $425.1m

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.

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. 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, increasing steeply between participants 0-6 through to age 25, stabilising at age 55 and reducing in participants of older years.

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 Multiple Sclerosis, Acquired Brain Injury and Cerebral Palsy.

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 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 new NDIS Quality and Safeguards Commission (NQSC) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in New South Wales and South Australia from 1 July 2018, and will be active in other jurisdictions starting from 1 July 2019.

The NQSC uses a 'National approach' to approve providers and thus, when a provider that has been approved in NSW or SA is verified by the NQSC, it automatically becomes an approved provider in both States. This is the main reason for the increase in approved providers in South Australia this quarter. The proportion of active providers in each State gives an indication of the providers that are currently servicing participants.

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

There were a total of 4,465 providers at 31 March 2019, representing a 22% increase on last quarter. Of these, 24% 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 in States/Territories other than New South Wales and South Australia.

•Since 1 July 2018, providers in South Australia and New South Wales register with the NQSC 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:

4,465 approved providers, 24% of which were active in South Australia at 31 March 2019

80-95% of payments made by the NDIA are received by 25% of providers

38% 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) commenced to regulate quality and safeguarding of NDIS supports and services. The NQSC has been active in New South Wales and South Australia from 1 July 2018, and will be active in other jurisdictions starting from 1 July 2019.

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 4,465 registered service providers, of which 1,719 were individual/sole trader operated businesses and 2,746 were companies or organisations.

38% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 22% from 3,660 to 4,465 in the quarter.

1.17 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.

As at 31 March 2019, 24% of providers were active and 76% were inactive.

Of the total providers, 292 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 1,555 to 2,173 (40% increase)
- Household Tasks: from 954 to 1,108 (16% increase)
- Early Intervention supports for early childhood: from 760 to 932 (23% increase)
- Assistance with travel/transport arrangements: from 745 to 866 (16% increase)

• Assistance products for personal care and safety: from 751 to 842 (12% 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.

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

• Therapeutic Supports: from 489 to 524 (7% increase)

• Early Intervention supports for early childhood: from 336 to 346 (3% increase)

• Assistance products for personal care and safety: from 146 to 170 (16% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 138 to 146 (6% increase)

• Participation in community, social and civic activities: from 135 to 144 (7% 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:

88% Daily personal activities

84% Early intervention supports for early childhood

82% Participation in community, social and civic activities

93% Therapeutic supports

88% 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 slightly higher compared to prior quarters.

Mainstream Interface

Page: 40

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, 92% access mainstream services, an increase from 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 (39%)
- Lifelong learning (19%)
- Daily activities (8%)

92% of active participants with a plan approved in 2018-19 Q3 access mainstream supports, across the following domains:

- Health and wellbeing (41%)
- Lifelong learning (18%)
- Daily activities (8%)

PART 6: Financial Sustainability

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