Slide 1: COAG Disability Reform Council. This is the Quarterly Performance Report for South Australia.

This is the June 2019 update on NDIA performance.

Slide 2: Overview

This report is a summary of the performance and operations of the NDIA in South Australia for Quarter 4 of 2018-19 (01 April 2019 - 30 June 2019).

It is the twelfth 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.

Slide 3: Summary

The following are the key statistics discussed in this report:

Participants and Planning

An additional 1,737 participants with plans this quarter (excluding ECEI).

At 30 June 2019, plans approved and ECEI referrals represent:

• 92% of bilateral estimate met since the commencement of transition (1 July 2016 - 30 June 2019).

• 90% of scheme to date bilateral estimate met (1 July 2013 - 30 June 2019).

Participant satisfaction has increased in the quarter, with 85% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments $1.1 billion 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,

• $217.5m in 2017-18,

• $687.4m 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 6,115 registered providers at 30 June 2019, representing a 37% increase for the quarter.

19% of registered providers were active at 30 June 2019.

42% of registered providers are individuals/sole traders.

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

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

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.

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q4 access mainstream services.

Slide 4: Part 1: Participants and Planning

The NDIS in South Australia continues to grow with 1,737 additional participants with approved plans this quarter.

In total, over 29,000 participants have now been supported by the NDIS in South Australia, with 47% receiving support for the first time.

Slide 5: Summary

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

The following are the key statistics on Participants and Planning:

29,034 participants are now being supported by the NDIS in South Australia, including children in the ECEI program.

1,737 initial plans approved in 2018-19 Q4, excluding children in the ECEI program (representing 6% growth since last quarter).

8 children are being supported in the ECEI program, with 6 additional referrals to the ECEI gateway confirmed in 2018-19 Q4.

13,772 people are now receiving support for the first time.

92% of bilateral estimate met since the commencement of transition (1 July 2016 to 30 June 2019).

90% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2019).

Slide 6: Quarterly Intake

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 Q4

Of the 1,072 participants deemed 'eligible' this quarter 82% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 1,737 plan approvals this quarter, 59% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 84% entered with a permanent disability and 129 were previously confirmed as ECEI at 31 March 2019.

The diagram displays the following key statistics on quarterly intake:

1,460 access decisions.

1,072 access met.

1,737 plan approvals (excluding ECEI).

6 ECEI.

Slide 7: Quarterly Intake Detail

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

Plan approval numbers have increased from 27,289 at the end of 2018-19 Q3 to 29,026 by the end of 2018-19 Q4, an increase of 1,737 approvals.

At the end of the quarter, 8 children are being supported in the ECEI gateway. Of these, 2 were previously confirmed as ECEI at 31 March 2018 and an additional 6 children entered the gateway this quarter.

The number of confirmed ECEI referrals reduced since 31 March 2019 mainly due to children who were in the ECEI gateway having an initial plan approved during the quarter. Children have also moved out of the ECEI gateway since 31 March 2019 for other reasons including where the child has been referred to appropriate mainstream services.

Overall, 1,134 participants with approved plans have exited the Scheme, resulting in 27,900 active participants (including ECEI) as at 30 June 2019.

There were 6,414 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Slide 8: Cumulative Position

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 Q4, the cumulative total number of participants receiving support was 29,034 (including 8 children supported through the ECEI gateway). Of these, 13,056 transitioned from an existing State/Territory program, 2,198 transitioned from an existing Commonwealth program and 13,772 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 36,574 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 June 2019).

90% of scheme to date bilateral estimate met (1 July 2016 to 30 June 2019).

29,026 plan approvals to date; 29,034 including ECEI confirmed.

Slide 9: Participant Profiles by Age Group

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. Around 20% of participants entering in this quarter are aged 55 to 64 years, compared with 11% in prior quarters. Further, 17% of participants entering in this quarter are aged 7 to 14 years, compared with 35% in prior quarters. This is due to the aged based phasing schedule in SA where children were phased in initially, and therefore a higher proportion of adults are now entering the Scheme..

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.

Slide 10: Participant Profiles by Disability Group

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, 27% have a primary disability group of Autism, compared to 37% in prior months. Further, 13% had a primary disability of Psychosocial disability compared to 4% in prior months. This change in distribution reflects the age mix of participants entering in the quarter compared to previous periods.

Note 1: Of the 323 active participants identified as having an intellectual disability, 25 (8%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Slide 11: Participant Profiles by Level of Function

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:

• 21% of active participants had a relatively high level of function.

• 54% 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.

Slide 12: Participant Profiles by Gender

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.

Slide 13: Participant Profiles

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 Q4:

• 7.6% were Aboriginal or Torres Strait Islander, compared with 4.5% in previous periods combined.

• 5.0% were young people in residential aged care, compared with 0.8% in previous periods combined.

• 8.3% were culturally and linguistically diverse, compared with 6.8% in previous periods combined.

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

132 Aboriginal and Torres Strait Islander.

1,505 Not Aboriginal and Torres Strait Islander.

96 Not Stated.

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

86 Young people in residential aged care.

1,647 Young people not in residential aged care.

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

143 Culturally and linguistically diverse.

1,590 Not culturally and linguistically diverse.

0 Not stated.

Slide 14: Plan Management Support Coordination

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 Q4 at 21%, compared with 20% in previous quarters combined.

42% of participants who have had a plan approved in 2018-19 Q4 have support coordination in their plan, compared to 37% in previous quarters combined.

Slide 15: Plan Activation

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. In-kind supports are included.

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

• 85% of participants entering in 2018-19 Q2.

• 84% 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 Q2 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Slide 16: Participant Outcomes

A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 99.5% of participants who received their initial plan since 1 July 2016 (when they entered the scheme).

• 67% of participants from school age to 14 are able to make friends outside of family/carers, compared to 60% 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.

• 77% of participants from school age to 14 attend school in a mainstream class, compared to 34% of participants aged 15 to 24.

• 28% 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 52% of participants aged 15 to 24.

Slide 17: Family/Carers Outcomes

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 (48%).

• 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 (49%).

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

Slide 18: Has the NDIS helped? Participants

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 30 June 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 groups School to 14 and 15 to 24. The results were mixed for participants aged 0 to before school.

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

Slide 19: Has the NDIS helped? Family/Carers

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 30 June 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.

Slide 20: Participants in Work

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 30 June 2017.

Overall, the percentage of participants in paid work increased from 6% to 20%.

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

Slide 21: Participants involved in community and social activities

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 30 June 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.

Slide 22: Participant Satisfaction

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

85% 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.

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.

Slide 23: Participant Satisfaction – New Survey Method

A chart displays, for prior quarters compared with the current quarter, the proportion of participants who agreed with statements about different stages of the NDIS participant pathway.

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

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- Access.
- Pre-planning.
- Planning.
- Plan Review.

There have been improvements in participant satisfaction at all stages of the pathway in this quarter except for the Access stage. Generally, there is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process.

Slide 24: Part 2: Committed Supports and Payments

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

Of the $1.9 billion that has been committed in participant plans, $1.1 billion has been paid to date.

Slide 25: Summary

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

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: $217.5m,

2018-19: $687.4m.

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.

Slide 26: Committed Supports and Payments

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 $1.9 billion that has been committed in participant plans, $1.1 billion 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: $217.5m,

2018-19: $687.4m.

Slide 27: Committed Supports by Cost Band

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 change in the distribution of average annualised committed supports was driven by the indexation of plans to reflect 2019-20 price changes which was applied on 30 June 2019. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Slide 28: Committed Supports by Age Band

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

This quarter, supports have increased at each age group with prior quarters. This increase was driven by indexation of plans to reflect 2019-20 price changes which were applied on 30 June 2019.

Average annualised committed supports increase steeply between participants 0-6 through to age 35, stabilising to age 55 and reducing in participants of older ages.

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.

Slide 29: Committed Supports by Disability Group

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, Cerebral Palsy and Multiple Sclerosis.

Slide 30: Committed Supports by Level of Function

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.

Slide 31: Utilisation of Committed Supports

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 30 June 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.

Slide 32: Part 3: Providers and Markets

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 6.115 providers at 30 June 2019, representing a 37% increase on last quarter. Of these, 19% were active.

Slide 33: Summary

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

•To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA in States/Territories other than 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:

6,115 approved providers, 19% of which were active in South Australia at 30 June 2019.

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

42% of service providers are individuals/sole traders.

Therapeutic supports has the highest number of approved service providers, followed by household tasks and assistance with travel/ transport arrangements.

The new NDIS Quality and Safeguards Commission (NQSC) 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.

Slide 34: Providers over time

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

As at 30 June 2019, there were 6,115 registered service providers, of which 2,560 were individual/sole trader operated businesses and 3,555 were companies or organisations.

42% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 37% from 4,465 to 6,115 in the quarter.

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.

Slide 35: Proportion of Active Providers

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

As at 30 June 2019, 19% of providers were active and 81% were inactive.

Of the total providers, 262 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.

Slide 36: Approved Registration groups

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 2,169 to 2,529 (17% increase).

• Household Tasks: from 1,106 to 1,856 (68% increase).

• Assistance with travel/transport arrangements: from 864 to 1,338 (55% increase).

• Assistance products for personal care and safety: from 839 to 1,067 (27% increase).

• Innovative Community Participation: from 723 to 1,013 (40% increase).

Slide 37: Active Registration groups

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 528 to 562 (6% increase).

• Early Intervention supports for early childhood: from 346 to 358 (3% increase).

• Assistance products for personal care and safety: from 170 to 185 (16% increase).

• Assistance in coordinating or managing life stages, transitions and supports: from 146 to 161 (11% increase).

• Participation in community, social and civic activities: from 143 to 161 (13% increase).

Slide 38: Market share of top providers

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.

83% Participation in community, social and civic activities.

94% Therapeutic supports.

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

Slide 39: Part 4: Information, Linkages and Capacity Building

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

Slide 40: Part 5: Mainstream Interface

The proportion of participants entering in the current quarter and accessing mainstream services is slightly higher compared to prior quarters.

Slide 41: Mainstream Interface

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 Q4, 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:

91% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (40%).
- Lifelong learning (18%).
- Daily activities (7%).

92% of active participants with a plan approved in 2018-19 Q4 access mainstream supports, across the following domains:

- Health and wellbeing (40%).
- Lifelong learning (17%).
- Daily activities (9%).

Slide 42: Part 6: Financial Sustainability

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