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

This is the June 2018 update on NDIA performance.

Overview

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This report is the eighth 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

11,362 additional participants with plans this quarter.

As at 30 June 2018, plans approved and ECEI referrals represent:

• 69% of year to date bilateral estimate met (1 July 2017 to 30 June 2018)

• 78% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2018)

Satisfaction rating increased from 82% in the previous quarter to 85% of participants surveyed in this quarter rating their satisfaction with the Agency's planning process as either good or very good. This reflects the positive impact of the participant pathway reform on participant experience. As new pathway improvements continue to roll-out, and participants engage with the Scheme for longer, positive outcomes across all domains are expected to grow.

Committed Supports and Payments

$4.5 billion has been paid to providers and participants:

• $37.4m in 2013-14,

• $141.3m in 2014-15,

• $257.2m in 2015-16,

• $1,207.5m in 2016-17,

• $2,869.5m in 2017-18.

Overall,

• 74% of committed supports were utilised in 2013-14,

• 77% in 2014-15,

• 74% in 2015-16,

• 68% in 2016-17,

• 67% in 2017-18.

2017-18 experience is still emerging.

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

Providers and Markets

8,485 approved providers, a 19% increase for the quarter.

85-90% of payments made by the NDIA are received by 25% of providers.

44% of service providers are individual/sole traders.

Mainstream Interface

91% of active participants with a plan approved in 2017-18 Q4 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in New South Wales continues to grow with 11,362 additional participants with approved plans this quarter.

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:

13,128 access decisions in 2017-18 Q4 (including both access met and access not met)

11,362 initial plans approved in 2017-18 Q4

Of the 11,362 initial plans approved this quarter, 3,219 were previously confirmed as ECEI at 31 March 2018

480 additional children with a confirmed ECEI gateway referral in 2017-18 Q4

69% of year to date bilateral estimate met (1 July 2017 to 30 June 2018)

77% of transition to date bilateral estimate met (1 July 2016 to 30 June 2018)

78% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2018)

Quarterly Intake

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

2017-18 Q4

Of the 7,544 participants deemed 'eligible' this quarter 74% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 11,362 plan approvals this quarter, 54% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 80% entered with a permanent disability and 3,219 were previously confirmed as ECEI at 2017-18 Q3.

The diagram displays the following key statistics on quarterly intake:

13,128 access decisions

7,544 access met

11,362 plan approvals (excluding ECEI)

480 ECEI

Quarterly Intake Detail

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

Plan approvals as at 30 June 2018

Plan approval numbers have increased from 74,682 at the end of 2017-18 Q3 to 86,044 by the end of 2017-18 Q4, an increase of 11,362 approvals.

As at 30 June 2018 there were 3,578 children with a confirmed ECEI referral bringing the total number to 89,622. Overall, 1,450 participants with approved plans have exited the Scheme.

Of the 3,578 children with a confirmed ECEI referral as at 30 June 2018, 3,098 were previously confirmed as ECEI at 31 March 2018 and an additional 480 entered the gateway this quarter.

In the quarter of 2017-18 Q4 there were 17,145 plan reviews. This figure relates to all participants who have entered the scheme.

Cumulative Position

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

Plan approvals as at 30 June 2018

As at the end of 30 June 2018, the cumulative total number of participants receiving support was 89,622 (including 3,578 children supported through the ECEI gateway). Of these, 52,387 transitioned from an existing State/Territory program and 9,517 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 112,532 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:

69% of year to date bilateral estimate met (1 July 2017 to 30 June 2018)

77% of transition to date bilateral estimate met (1 July 2016 to 30 June 2018)

78% of scheme to date bilateral estimate met (1 July 2013 to 30 June 2018)

86,044 plan approvals to date; 89,622 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 2017-18 Q4, compared with plan approvals as at 31 March 2018, by age group.

Around 28% of participants entering in this quarter are aged 0 to 6 years. This is higher compared to 9% in prior quarters.

This is driven by a relatively high proportion of 'new' participants entering this quarter compared to prior quarters of transition, some of whom entered through the ECEI gateway.

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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by disability group.

33% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Autism.

16% of participants entering in the quarter of 2017-18 Q4 have a primary disability group of Intellectual Disability, compared to 30% in previous quarters.

Note 1: Of the 1,859 active participants identified as having an intellectual disability, 204 (11%), have Down syndrome.

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

Participant Profiles by Level of Function

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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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by level of function.

For participants with a plan approval in the current quarter:

• 37% of active participants had a relatively high level of function

• 42% of active participants had a relatively moderate level of function

• 21% had a relatively low level of function

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

Participant Profiles by Gender

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

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018, by gender.

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.

Demographic profile of active participants with a plan approved in 2017-18 Q4, compared with plan approvals as at 31 March 2018.

Of the participants with a plan approved in 2017-18 Q4:

• 8.3% were Aboriginal or Torres Strait Islander, compared with 5.1% for prior periods.

• 2.0% were young people in residential aged care, compared with 1.9% for prior periods.

• 10.2% were culturally and linguistically diverse, compared with 8.6% for prior periods.

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

942 Aboriginal and Torres Strait Islander

9879 Not Aboriginal and Torres Strait Islander

526 Not Stated

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

231 Young people in residential aged care

11116 Young people not in residential aged care

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

1162 Culturally and linguistically diverse

10179 Not culturally and linguistically diverse

6 Not stated

Plan Management Support Co-ordination

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

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q4 (24%), compared with prior quarters of transition (19%).

36% of participants who have had a plan approved in 2017-18 Q4 have support coordination in their plan, compared to 34% in prior quarters of transition.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q1, against plans approved in prior quarters.

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:

• 76% of plans approved in prior quarters

• 74% of plans approved in 2017-18 Q2.

Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which further contributes to the conservative figures.

Note: Given that plans approved after the end of 2017-18 Q2 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

Baseline outcome measures were collected from 99% of participants receiving their initial plan since 1 July 2016.

• 64% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 61% of participants from school age to 14

• 54% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 31% - 35% for other age groups

• 53% of participants from school age to 14 attend school in a mainstream class, compared to 28% of participants aged 15 to 24

• 28% of participants aged 25 and over have a paid job, compared to 17% of participants aged 15 to 24

• 62% of participants aged 25 and over choose what they do every day, compared to 44% of participants aged 15 to 24

Family/Carers Outcomes

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

The percentage of participants' family/carers:

• working in a paid job was highest for participants aged 15 to 24 (51%)

• able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)

• who have friends and family they can see as often as they like was highest for participants aged 25 and over (46%)

• who feel in control selecting services was highest for participants aged 25 and over (39%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (85%)

Has the NDIS helped? Participants

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

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme during the 2016/17 year 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 (92%), for participants aged 0 to before school

• Daily Living (50%), for participants of school age to 14

• Choice and control (60%), for participants aged 15 to 24

• Daily Living (69%), for participants aged 25 and over

Has the NDIS helped? Family/Carers

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A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme during the 2016/17 year 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 with life stage transitions, and with accessing services, programs and activities.

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'.

85% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is a three percentage point increase from last quarter.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

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.

Overall, $37.4m has been paid to providers and participants for supports provided in 2013-14, $141.3m in 2014-15, $257.2m in 2015-16, $1,207.5m in 2016-17 and $2,869.5m in 2017-18.

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:

$2.4 billion of committed supports in respect of prior financial years including trial

$4.3 billion of supports in respect of 2017-18

$2.9 billion of supports in respect of later years

$37.4m has been paid to providers and participants for supports provided in 2013-14, $141.3m in 2014-15, $257.2m in 2015-16, $1,207.5m in 2016-17 and $2,869.5m in 2017-18.

Overall, 74% of committed supports were utilised in 2013-14, 77% in 2014-15, 74% in 2015-16, 68% in 2016-17 and 67% in 2017-18.

The 2017-18 experience is still emerging.

Note: The $2.9 billion committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

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

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

Of the $9.5 billion that has been committed in participant plans, $4.5 billion has been paid to date.

In particular, for supports provided in:

2013-14: $37.4m has been paid

2014-15: $141.3m has been paid

2015-16: $257.2m has been paid

2016-17: $1,207.5m has been paid

2017-18: $2,869.5m has been paid

Note: The $1.8m paid in 2018-19 and beyond are payments received for supports that are to be provided in 2018-19.

Committed Supports by Cost Band

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

As at 2017-18 Q4 the proportion of initial plan approvals with average annualised committed supports greater than $30,000 has slightly decreased since the previous quarter when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

Committed Supports by Age Band

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

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter across all age groups.

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

Committed Supports by Disability Group

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

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

The average annualised committed supports as at 2017-18 Q4 have decreased since the previous quarter for most disability groups.

Committed Supports by Level of Function

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

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

The average annualised committed supports for initial plan approvals as at 2017-18 Q4 have decreased since the previous quarter for participants across low, medium and high levels of function.

Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

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

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

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 will increase.

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

The utilisation of committed supports in 2017-18 is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

PART 3: Providers and Markets

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The scale and extent of the market continues to grow, with a 19% increase in the number of providers during the quarter to 8,485.

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 (registration groups) they are accredited to provide.

How providers interact with participants

•NDIS participants have the flexibility to choose the providers who support them.

•Providers are paid for disability supports and services provided to the participants.

The following are the key statistics:

8,485 approved providers

85-90% of payments made by the NDIA are received by 25% of providers

44% of service providers are individual/sole traders

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

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 30 June 2018, there were 8,485 registered service providers of which 3,749 were individual/sole trader operated business while the remaining 4,736 providers were registered as a company or organisation.

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

The number of approved service providers increased by 19% from 7,150 to 8,485 in the quarter.

1.69 average number of providers per participant

Proportion of Active Providers

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

Change in the activity status of providers.

As at 30 June 2018, 51% of providers have been active and 49% were yet to have evidence of activity. Of the overall stock of providers, 1,322 providers 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.

Therapeutic Supports has the highest number of approved service providers and has seen a 17% increase since the previous quarter.

The largest percentage increase in approved providers in the quarter was for the Vision Equipment registration group, increasing from 209 as at 31 March 2018 to 277 as at 30 June 2018. This was followed by Specialised Disability Accommodation, Interpreting and translation and Vehicle Modifications.

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.

Therapeutic Supports has the highest number of active service providers and has seen a 13% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Specialised Driving Training registration group, increasing from 43 as at 31 March 2018 to 59 as at 30 June 2018. This was followed by Innovative Community Participation, Specialised Disability Accommodation and Accommodation / Tenancy Assistance.

Note: Previously, providers were counted as active in a registration group if they were approved in the registration group in NSW and active in any group. This has been refined in this report to only count those providers which are active in NSW in the registration group considered.

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 85-90% 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:

87% Daily personal activities

90% Early intervention supports for early childhood

86% Participation in community, social and civic activities

88% Therapeutic supports

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

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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The proportion of participants entering in the current quarter accessing mainstream services is slightly lower 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).

91% of active participants with a plan approved in 2017-18 Q4 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

92% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (56%)
- Lifelong learning (11%)
- Daily activities (6%)

91% of active participants with a plan approved in 2017-18 Q4 access mainstream supports, across the following domains:

- Health and wellbeing (49%)
- Lifelong learning (10%)
- Daily activities (7%)

PART 6: Financial Sustainability

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