

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

This is the September 2017 update on NDIA performance.

### Overview

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This report is the fifth 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

As at 30 September 2017, there were 63,293 participants with approved plans (including children in the ECEI gateway).

As at 30 September 2017, plans approved and ECEI referrals represent:

- 88% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)
- 89% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)
- 87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

The satisfaction rating remained high with 82% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process either good or very good.

#### Committed Supports and Payments

\$5.1 billion of supports has been committed to 58,367 participants. This includes \$2.3 billion of supports in respect of prior financial years including trial, \$2.6 billion of supports in respect of 2017-18 and \$175.2 million of supports in respect of later years.

\$2.0 billion has been paid to providers and participants.

Overall, 73% of committed supports were utilised in 2013-14, 76% in 2014-15 and 74% in 2015-16. Currently utilisation is 65% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

#### Providers and Markets

5,251 approved providers, a 22% increase during the quarter.

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

41% of services providers are individual/sole traders.

#### Mainstream Interface

90% of active participants with a plan approved in 2017-18 Q1 access mainstream services.

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

## PART 1 - Participants and Planning

### 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 14,433 additional participants with approved plans this quarter.

4,926 children were in the ECEI gateway at 30 September 2017. Of these, 2,882 were previously confirmed as ECEI at 30 June 2017 and an additional 2,044 entered the gateway this quarter.

### Participants and Planning

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

The following are the key statistics on Participants and Planning:

10,389 access decisions in 2017-18 Q1

14,433 initial plans approved in 2017-18 Q1

Note: of the 14,433 initial plans approved this quarter, 1,310 were previously confirmed as ECEI at 30 June 2017

2,044 additional children with a confirmed ECEI gateway referral in 2017-18 Q1

88% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)

89% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)

87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

21% of participants with an initial plan approved in 2017-18 Q1 are children aged 7-14 years

34% of participants with an initial plan approved in 2017-18 Q1 have a reported primary disability of intellectual disability

## 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.

Of the 8,373 participants deemed 'eligible' this quarter 57% entered from an existing State/Territory program.

Of the 14,433 plan approvals this quarter, 68% had transitioned from an existing State/Territory program and 90% entered with a permanent disability.

Overall, since 1 July 2013, there have been 77,141 people with access decisions, and 63,293 participants with an approved plan (including children in the ECEI gateway).

Note: Of the 14,433 initial plans approved this quarter, 1,310 were previously confirmed as ECEI at 30 June 2017.

The diagram displays the following key statistics on quarterly intake:

10,389 access decisions

8,373 access met

14,433 plan approvals (excluding ECEI)

2,044 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 43,934 at the end of 2016-17 Q4 to 58,367 by the end of 2017-18 Q1, an increase of 14,433 approvals.

As at 30 September 2017 there were 4,926 children with a confirmed ECEI referral bringing the total number to 63,293. Overall, 595 participants with approved plans have exited the Scheme.

Of the 4,926 children with a confirmed ECEI referral as at 30 September 2017, 2,882 were previously confirmed as ECEI at 30 June 2017 and an additional 2,044 entered the gateway this quarter.

In the quarter of 2017-18 Q1 there were 5,501 plan reviews. This figure relates to all participants who have entered the scheme (including transition).

## 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.

As at the end of 2017-18 Q1, the cumulative total number of participants receiving support was 63,293 (including 4,926 children supported through the ECEI gateway). Of these, 38,608 transitioned

from an existing State/Territory program and 5,202 transitioned from an existing Commonwealth program.

In addition, 7,320 participants were awaiting a plan as at 30 September 2017.

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:

88% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)

89% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)

87% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

58,367 plan approvals to date; 63,293 including ECEI confirmed

### Participant Profiles

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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.

Participants entering in this quarter are older, on average, compared to participants with a plan approved in prior quarters.

Around 21% of participants entering in this quarter are aged 7 to 14 years.

### Participant Profiles

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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.

34% of participants entering in the quarter of 2017-18 Q1 have a primary disability group of Intellectual Disability.

### Participant Profiles

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

For participants with a plan approval in the current period:

- 26% of active participants had a relatively high level of function
- 42% of active participants had a relatively moderate level of function
- 32% had a relatively low level of function

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

## Participant Profiles

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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.

A chart displays the percentage of participants with an approved plan by Aboriginal and Torres Strait Islanders group. This chart compares the current quarter against all prior quarters. The demographical group with the highest amount of participants are the Not Aboriginal and Torres Strait Islanders group. The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander Status

677 Aboriginal and Torres Strait Islander

13,448 Not Aboriginal and Torres Strait Islander

291 Not Stated

A chart displays the percentage of participants by Young People in residential Aged Care Status. This chart compares the current quarter against all prior quarters. The majority of active participants are the Young People not in Residential Age Care group. The following are the key statistics for the current quarter on Young people in residential aged care status

137 Young people in residential aged care

14,279 Young people not in residential aged care

## Plan Management Support Co-ordination

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Two charts displays the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters. The majority of plans are fully managed by an agency.

The proportion of participants who are fully or partly self-managing their plan has remained similar in 2017-18 Q1 (15%) compared with the prior quarters of 2016-17 (15%), and 38% of participants who have had a plan approved in 2017-18 Q1 have support coordination in their plan, compared with 35% in prior quarters of 2016-17.

## Plan Activation

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The charts display the proportion of the duration to activate plans for the preceding four 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:

- 79% of plans approved in 2016-17 Q1

- 69% of plans approved in 2016-17 Q2
- 74% of plans approved in 2016-17 Q3
- 70% of plans approved in 2016-17 Q4

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

Note: Given that plans approved in 2017-18 Quarter 1 are relatively new, it would be 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 table summarises the number of questionnaires for the key indicators for each of the seven Short Form Outcomes Framework (referred herein as SFOF).

Baseline outcome measures were collected from 97% of participants receiving their initial plan since 1 July 2016.

Of participants aged 25 and over:

- 51% choose who supports them
- 68% want more choice and control in their life
- 79% are happy with their home and feel safe or very safe there
- 36% were actively involved in a community group in the past year

For family/carers of children aged 0 to 14:

- 46% have a paid job
- 39% say they are able to work as much as they want
- 43% say they are able to see family and friends as much as they want

### Participant Outcomes

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A chart displays the percentage of participants by selected baseline indicators.

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

Participants aged 0 to before school:

- 66% were able to make friends outside of family/carers
- 57% involved in age appropriate community, cultural or religious activities (highest compared with other age groups)

Participants aged 25 and over:

- 29% had a paid job
- 60% choose what they do every day

### Participant Outcomes

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

Participants who entered the Scheme in 2016-17 Q1 and had their plan reviewed in 2017-18 Q1 were asked questions about whether the NDIS had helped them.

Percentage of participants responding Yes were:

- Higher for 0 to school age participants, particularly for daily living (98%)
- Lower for the school to 14 age group
- Higher for older adult age group than for the younger adult age group

### Participant Satisfaction

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A chart displays the participant's satisfaction with the planning process rated as 'good' or 'very good' by quarter.

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

### Committed Supports and Payments

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

To date funding committed to participants with an approved plan amounts to \$5.1 billion (including support periods in the future), of which \$2.0 billion has been paid.

The \$5.1 billion committed support includes \$2.3 billion of supports in respect of prior financial years including trial, \$2.6 billion of supports in respect of 2017-18 and \$175.2 million of supports in respect of later years.

Note: The \$2.6 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

Note: The \$175.2 million 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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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:

\$5.1 billion of supports has been committed to 58,367 participants

\$2.3 billion of supports in respect of prior financial years including trial

\$2.6 billion of supports in respect of 2017-18

\$175.2 million of supports in respect of later years

\$2.0 billion has been paid to providers & participants

Overall, 73% of committed supports were utilised in 2013-14, 76% in 2014-15 and 74% in 2015-16. Currently utilisation is 65% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

The 2016-17 and 2017-18 experience is still emerging.

Note: The \$2.6 billion in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

Note: The \$175.2 million 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 shows 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 \$5.1 billion that has been committed in participant plans, \$2.0 billion has been paid to date.

In particular, for supports provided in:

2013-14: \$37.2m has been paid

2014-15: \$141.1m has been paid

2015-16: \$255.7m has been paid

2016-17: \$1,130.0m has been paid

2017-18 to date: \$418.4m has been paid

## Committed Supports and Payments

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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.

A greater proportion of initial plan approvals in 2017-18 Q1 have average annualised committed supports greater than \$100,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs enter in Q1 2017-18.

This is also the case when SSA participants are excluded.

### Committed Supports and Payments

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

Average annualised committed supports increase at a declining rate up to age 55, and then reduces at older ages.

The average annualised committed supports for participants aged 15 years and over has increased in the current quarter.

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs entered in 2017-18 Q1.

The average annualised committed supports for participants aged 0-14 years old has reduced in the current quarter.

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

### Committed Supports and Payments

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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 while participants with Other Sensory/Speech, Developmental Delay and Hearing Impairment have the lowest average annualised committed supports.

Participants with an initial plan approval in 2017-18 Q1 had higher average annualised committed supports across a range of disability types when compared with participants who entered in prior quarters.

This is likely to reflect the phasing schedules outlined in the bilateral agreements. In particular, NSW had a large number of existing clients from group homes, community access and community high programs entered in 2017-18 Q1.

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

### Committed Supports and Payments

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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 participants with an initial plan approval in 2017-18 Q1 is higher compared with participants who entered in prior quarters for participants with a low level of function, lower for participants with a medium level of function, and lower for participants with a high level 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.

### Committed Supports and Payments

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

Utilisation of committed supports by year that the support was expected to be provided as at 30 June 2017, compared with 30 September 2017.

As there is a lag between when support is provided and when it is paid, the utilisation in 2016-17 and 2017-18 will increase, the latter significantly so. Utilisation for 2016-17 and 2017-18 is emerging at lower levels than in 2014-15 and 2015-16.

The utilisation of committed supports has increased for supports provided in 2016-17. This is due to payments in 2017-18 Q1 for supports which were provided during 2016-17.

## PART 3 - Providers and Markets

### Providers and Markets

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The scale and extent of the market continues to grow, with a 22% increase in the number of providers during the quarter to 5,251.

### Providers and Markets

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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.
- Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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:

5,251 approved providers

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

41% 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 and Markets

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There are two charts. The first chart displays the number of approved services providers over a time period (since December 2016). The second chart displays the type of service provider split into individuals/sole traders and company/organizations over a time period (since December 2016).

As at 30 September 2017, there were 5,251 registered service providers of which 2,170 were individual/sole trader operated business while the remaining 3,081 providers were registered as a company or organisation.

The number of approved service providers increased by 22% from 4,301 to 5,251 in the quarter.

41% of approved service providers are individual/sole traders.

The following are the key statistics:

1.63 average number of providers per participant

## Providers and Markets

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

Change in the activity status of providers.

As at 30 September 2017, 47% of providers were active in the last quarter, 48% were yet to have evidence of activity and 4% were inactive. Of the overall stock of providers, 1,105 providers began delivering new supports in the quarter.

## Registration Groups

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

The increase in approved providers from 30 June 2017 to 30 September 2017 varies by registration group.

Therapeutic Supports has the highest number of approved service providers and has seen a 21% increase since the previous quarter.

The largest percentage increase in approved providers was for the Specialised Disability Accommodation registration group in the quarter, increasing from 101 as at 30 June 2017 to 168 as at 30 September 2017. This was followed by Assistance with Animals, Interpreting and translation and Assistive products for household tasks.

## 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.

25% of providers have received 86% of payments during the quarter of 2017-18 Q1 for Assistance with Personal Activities.

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

86% assistance with personal activities

90% early childhood supports

86% community participation

86% therapeutic supports

81% daily tasks and shared living

## PART 4 - Information, Linkages and Capacity Building

### 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

### Mainstream Interface

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

## Mainstream Interface

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

90% of active participants with a plan approved in 2017-18 Q1 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:

Main participant profile groups prior quarters (transition only)

Health and wellbeing 56%

Lifelong learning 10%

Daily activities 5%

% of active participants accessing mainstream supports in prior quarters (transition only)

Any mainstream service 84%

Main participant profile groups for the current quarter

Health and wellbeing 57%

Lifelong learning 9%

Daily activities 6%

% of active participants accessing mainstream supports in current quarter

Any mainstream service 90%

## PART 6 - Financial sustainability

### Financial sustainability

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