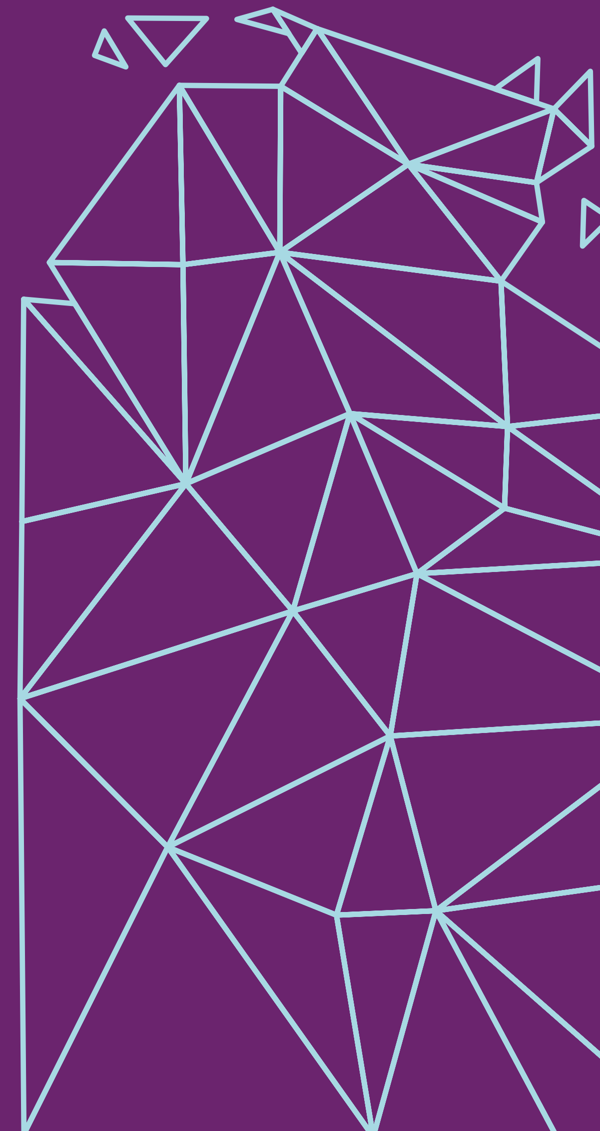
The NDIS market
Northern Territory

31 December 2019



National Disability Insurance Agency

Background

The purpose of the National Disability Insurance Scheme (NDIS) is to provide reasonable and necessary funding to people with a permanent and significant disability so that they may access the supports and services they need to achieve their goals. Participants receive individual budgets from which they choose the providers to support them.

On 30 September 2019, the NDIA released a report on the NDIS market (using 30 June 2019 data – "the June report"). The aim of this report was to support the purpose of the NDIS by comparing a number of market indicators across geographical regions and participant characteristics to identify "hot spots" where support provision is comparatively lower or higher than the rest of the NDIS market. Accompanying that report were specific State / Territory presentations which provided further insight into the market within those jurisdictions.

This presentation provides an update to this previous Northern Territory presentation using data at 31 December 2019. The presentation covers the key market metrics that the NDIA monitors across the six bilateral regions within the Northern Territory.

Summary of market monitoring key indicators

A deep dive into the NDIS market has been undertaken to better understand market "hot spots". The three key indicators included in this report are plan utilisation, provider concentration, and choice and control (see table on the right).

Indicators are presented both including and excluding participants in supported independent living (SIL).

In the detailed dashboards, the key indicators are presented by:

- Geographical region
- Support category
- Participant characteristics, including age, primary disability type, level of function, remoteness, Indigenous status and culturally and linguistically diverse (CALD) status.

An appropriate benchmark is also presented for each indicator and market segment. The benchmark represents the national average, and for some indicators, is adjusted for the mix of participants within the market being analysed (for example, the proportion of SIL participants and the amount of time a participant has been n the Scheme).

Key indicators[1]

Indicator	Definition
Plan utilisation	Payments as a proportion of total plan budgets (or supports committed) for the period
Provider concentration	Proportion of total provider payments that were paid to the ten providers that received the most payments
Choice and control	Proportion of participants who report that they choose who supports them and that the NDIA helps with choice and control

[1] Indicators have been calculated over the period from 1 April 2019 to 30 September 2019, using data available as at 31 December 2019. Please note that in-kind data has been included in the plan utilisation metrics, but excluded from the provider concentration metric.

Summary of market indicators
by region – NT

Bilateral region	Phase in date	Active participants with approved plans	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation
Northern Territory							
Barkly	1 Jul 14	148	8.16	55,110	3.08	20,818	38%
Central Australia	1 Jul 17	389	35.63	91,585	24.15	62,079	68%
Darwin Remote	1 Jul 17	250	8.91	35,641	3.06	12,252	34%
Darwin Urban	1 Jan 17	1,432	73.38	51,244	47.31	33,039	64%
East Arnhem	1 Jan 17	163	9.04	55,486	2.44	14,968	27%
Katherine	1 Jul 17	144	10.93	75,925	7.29	50,599	67%
Northern Territory average		**421**	**24.34**	**60,832**	**14.56**	**32,292**	**50%**
Northern Territory total		**2,526**	**146.05**	**57,820**	**87.33**	**34,573**	**60%**
National average		**3,896**	**122.89**	**32,031**	**84.56**	**20,564**	**64%**
National total		**311,777**	**9,835.00**	**31,545**	**6,767.14**	**21,705**	**69%**

At 31 December 2019, total plan budgets in the Northern Territory over the 6 months from 1 April 2019 to 30 September 2019 amounted to $146m. Total payments over the same period amounted to $87m, giving a utilisation rate of 60%. Since the 30 June 2019 presentation, the utilisation rate for the Northern Territory decreased from 62% to 60%, driven predominantly by Darwin Urban (68% to 64%) due to the large number of participants compared to other regions. Barkly (from 42% to 38%) and Central Australia (70% to 68%) also observed decreases in utilisation.

Note: Experience in other Schemes with individual budgets (internationally and in Australia) indicates that plan utilisation is unlikely to be 100% - however, should be higher than current levels. Some of the reasons for plans being under-utilised include more support was provided informally through family, friends and community; supports being put in plans "just in case" they are required; participants needing more support to implement their plans; providers needing more support to claim for supports provided; and supports being unavailable in the market.

Summary of market indicators
by region – NT cont.

Bilateral region	Phase in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Northern Territory							
Barkly	1 Jul 14	148	36	4.1	94%	65%	67%
Central Australia	1 Jul 17	389	101	3.9	92%	32%	69%
Darwin Remote	1 Jul 17	250	51	4.9	73%	45%	27%
Darwin Urban	1 Jan 17	1,432	154	9.3	71%	39%	69%
East Arnhem	1 Jan 17	163	29	5.6	91%	42%	28%
Katherine	1 Jul 17	144	59	2.4	92%	24%	75%
Northern Territory average		**421**	**72**	**5.0**	**86%**	**41%**	**56%**
Northern Territory total		**2,526**	**234**	**10.8**	**65%**	**38%**	**57%**
National average		**3,896**	**443**	**8.3**	**61%**	**51%**	**66%**
National total		**311,777**	**10,817**	**28.8**	**16%**	**50%**	**68%**

State-wide, 38% of respondent participants said that they chose who supported them and 57% said that the NDIA helped with choice and control, both over 10% lower than the national average. However, both have improved since June 2019, at which time the corresponding figures were 36% and 48%, respectively.

Key indicators – NT

Key indicators can be used to understand how further investment might improve regional markets. Here we look at the different indicators and provide some commentary by geographical region.

Utilisation:

The highest level of utilisation was seen in Central Australia (68%) and the lowest in East Arnhem (27%). These two regions also had the highest and lowest utilisation, 70% and 30%, respectively, in the 30 June 2019 presentation, but both have observed decreases since then. Participants may benefit from NDIS assistance to raise the levels of utilisation in East Arnhem, particularly given the region's low score on the 'Has the NDIS helped with choice and control' indicator (28%).

Provider concentration:

Provider concentration ranges from 71% (Darwin Urban) to 94% (Barkly). The average of all regions in Australia is 61%. Since the 30 June 2019 report, provider concentration in East Arnhem and Katherine has increased, corresponding with a decrease in the number of participants and registered active providers in these regions. Provider concentration in all NT regions decreased since the 30 June 2019 report. Generally, the lower the concentration, the more competitive the market is likely to be – as payments are going to a range of different providers.

Key indicators – NT cont.

Key indicators can be used to understand how further investment might improve regional markets. Here we look at the different indicators and provide some commentary by geographical region.

Outcomes indicator on choice and control:

In Barkly, 65% of participants responded that they chose who supports them, the highest in the NT, however in Katherine, only 24% of participants responded that they had that choice (the lowest in the NT). This compares to a national average of 50%. Participants in regions with a lower level on the outcomes indicator may thus benefit from increased choice (or information on their ability to choose).

Since June 2019, Barkly has improved (from 57% to 65%) and Darwin Remote has deteriorated (51% to 45%). The choice and control indicator is decreased slightly for both East Arnhem and Katherine.

Has NDIS helped with choice and control?:

67% of participants in Barkly responded that the NDIS had helped with choice and control over support provision, compared with 27% in Darwin Remote (the lowest in the State). The national average is 68%, indicating that participants in Darwin Remote may benefit from greater assistance from the NDIS in choosing their supports and services.

At the end of June 2019, 89% of participants in Barkly responded that the NDIS had helped with choice and control over support provision – indicating a significant decrease. Both Darwin Remote (15% to 27%) and Darwin Urban (53% to 69%) have observed significant improvements since 30 June 2019. The national average has not changed since the end of June.

Summary of market indicators
by support category – NT

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core										
Consumables	2,289	69	79%	2.27	994	0.65	284	29%	38%	57%
Daily Activities	1,933	82	77%	82.58	42,721	59.85	30,965	72%	38%	57%
Community	1,939	72	66%	24.15	12,453	11.17	5,760	46%	38%	57%
Transport	1,265	21	90%	2.38	1,884	1.89	1,490	79%	36%	58%
Core total	**2,314**	**145**	**73%**	**111.38**	**48,134**	**73.56**	**31,788**	**66%**	**38%**	**57%**
Capacity Building										
Choice and Control	679	29	88%	0.49	717	0.35	517	72%	52%	59%
Daily Activities	2,507	105	60%	14.28	5,697	5.02	2,002	35%	38%	57%
Employment	222	14	96%	1.13	5,106	0.48	2,178	43%	35%	63%
Health and Wellbeing	59	7	100%	0.13	2,278	0.02	348	15%	46%	64%
Home Living	51	2	100%	0.04	728	0.00	22	3%	32%	41%
Lifelong Learning	2	0	0%	0.01	4,245	0.00	0	0%	50%	0%
Relationships	302	29	88%	2.16	7,149	0.57	1,891	26%	8%	66%
Social and Civic	647	36	71%	2.72	4,206	0.38	582	14%	38%	42%
Support Coordination	1,834	63	74%	8.48	4,622	5.11	2,784	60%	35%	57%
Capacity Building total	**2,518**	**146**	**46%**	**29.44**	**11,692**	**11.93**	**4,737**	**41%**	**38%**	**57%**
Capital										
Assistive Technology	790	41	97%	3.88	4,911	1.51	1,916	39%	48%	64%
Home Modifications	254	10	100%	1.34	5,268	0.21	839	16%	28%	64%
Capital total	**860**	**46**	**95%**	**5.22**	**6,067**	**1.73**	**2,008**	**33%**	**43%**	**64%**
Missing	1	0	0%	0.01	11,130	0.12	116,853	1050%	0%	0%
All support categories	**2,526**	**234**	**65%**	**146.05**	**57,820**	**87.33**	**34,573**	**60%**	**38%**	**57%**

This slide shows the breakdown of the market indicators by support category in the Northern Territory.

- Daily Activities (Core and Capacity Building) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is relatively low for these supports indicating that there may currently be sufficient providers for a competitive market.
- The largest growth in providers is seen for 'Capacity building – Daily Activities' supports, which may be an area of increasing demand. Zero assistive technology providers grew by more than 100%.
- The decrease in overall utilisation since the 30 June 2019 presentation is driven by Core – Daily Activities, which decreased from 78% to 72%, and makes up a large majority of plan budgets and payments. Otherwise, the position at 31 December 2019 is similar to at 30 June 2019.

Summary of market indicators
by support category – NT: **SIL / SDA only**

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core										
Consumables	310	29	94%	0.56	1,805	0.18	591	33%	6%	70%
Daily Activities	311	37	86%	57.47	184,782	48.68	156,517	85%	6%	70%
Community	312	44	84%	10.05	32,201	5.87	18,826	58%	6%	70%
Transport	309	8	100%	0.41	1,339	0.26	836	62%	6%	70%
Core total	**312**	**73**	**85%**	**68.49**	**219,510**	**54.99**	**176,257**	**80%**	**6%**	**70%**
Capacity Building										
Choice and Control	34	9	100%	0.03	818	0.02	700	86%	13%	81%
Daily Activities	312	50	73%	1.80	5,764	0.62	1,973	34%	6%	70%
Employment	47	4	100%	0.36	7,692	0.18	3,809	50%	2%	84%
Health and Wellbeing	15	0	0%	0.04	2,731	0.00	0	0%	7%	50%
Home Living	2	0	0%	0.00	1,744	0.00	0	0%	0%	100%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	141	18	97%	1.16	8,234	0.36	2,527	31%	2%	69%
Social and Civic	67	7	100%	0.29	4,268	0.03	498	12%	3%	67%
Support Coordination	312	29	93%	2.22	7,106	1.81	5,796	82%	6%	70%
Capacity Building total	**312**	**70**	**68%**	**5.90**	**18,898**	**3.02**	**9,668**	**51%**	**6%**	**70%**
Capital										
Assistive Technology	149	13	100%	0.84	5,611	0.30	2,025	36%	9%	68%
Home Modifications	154	5	100%	1.03	6,705	0.11	699	10%	1%	63%
Capital total	**213**	**17**	**99%**	**1.87**	**8,773**	**0.41**	**1,922**	**22%**	**7%**	**67%**
Missing	0	0	0%	0.00	0	0.02	0	0%	0%	0%
All support categories	**312**	**114**	**81%**	**76.25**	**244,397**	**58.44**	**187,310**	**77%**	**6%**	**70%**

This slide shows the breakdown of the market indicators by support category in the Northern Territory, for participants with Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- Daily Activities (Core) supports have the highest level of committed supports and payments. Provider concentration is high for these supports, but is lower than many other support categories, indicating that at the State level the market amongst providers has little competitiveness, although given the small number of participants and providers, this is to be somewhat expected.
- Utilisation for these supports is materially higher than for the participant population in general.

Summary of market indicators
by support category – NT: **non-SIL / SDA only**

Support category	Active participants with approved plans	Registered active providers	Provider concentration	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core										
Consumables	1,979	62	77%	1.72	867	0.47	236	27%	47%	49%
Daily Activities	1,622	77	56%	25.11	15,482	11.18	6,891	45%	47%	49%
Community	1,627	68	56%	14.10	8,665	5.29	3,254	38%	47%	49%
Transport	956	17	94%	1.97	2,060	1.63	1,702	83%	46%	50%
Core total	**2,002**	**134**	**51%**	**42.90**	**21,426**	**18.57**	**9,274**	**43%**	**47%**	**49%**
Capacity Building										
Choice and Control	645	27	88%	0.46	712	0.33	508	71%	56%	53%
Daily Activities	2,195	96	62%	12.48	5,688	4.40	2,006	35%	47%	49%
Employment	175	14	95%	0.77	4,412	0.30	1,740	39%	44%	52%
Health and Wellbeing	44	7	100%	0.09	2,123	0.02	466	22%	61%	75%
Home Living	49	2	100%	0.03	687	0.00	23	3%	33%	39%
Lifelong Learning	2	0	0%	0.01	4,245	0.00	0	0%	50%	0%
Relationships	161	22	83%	1.00	6,199	0.21	1,335	22%	15%	58%
Social and Civic	580	34	74%	2.44	4,199	0.34	592	14%	43%	35%
Support Coordination	1,522	61	69%	6.26	4,113	3.30	2,166	53%	45%	49%
Capacity Building total	**2,206**	**136**	**45%**	**23.55**	**10,673**	**8.91**	**4,040**	**38%**	**47%**	**49%**
Capital										
Assistive Technology	641	36	96%	3.04	4,748	1.21	1,891	40%	60%	60%
Home Modifications	100	5	100%	0.31	3,054	0.11	1,055	35%	75%	68%
Capital total	**647**	**37**	**96%**	**3.35**	**5,176**	**1.32**	**2,036**	**39%**	**60%**	**61%**
Missing	1	0	0%	0.01	11,130	0.09	93,995	845%	0%	0%
All support categories	**2,214**	**214**	**43%**	**69.80**	**31,527**	**28.89**	**13,049**	**41%**	**47%**	**49%**

This slide shows the breakdown of the market indicators by support category in the Northern Territory, for participants without Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- The position is similar to that shown on Slide 8 – the majority (88%) of participants in Northern Territory do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the Northern Territory participant population overall.

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