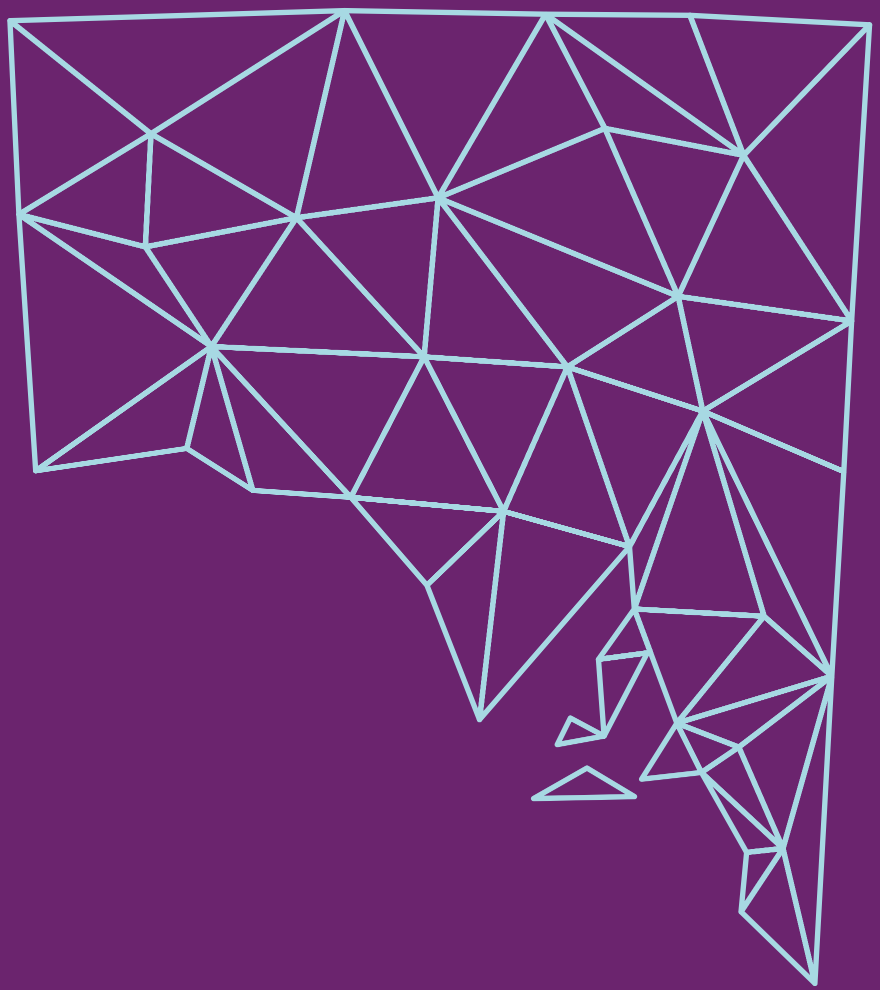

The NDIS market
South Australia

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 South Australia presentation using data at 31 December 2019. The presentation covers the key market metrics that the NDIA monitors across the 12 bilateral regions within South Australia.

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 – SA

Bilateral region	Phase in date	Active participants with approved plans	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation
South Australia							
Adelaide Hills	1 Jul 13	1,077	30.09	27,943	20.34	18,881	68%
Barossa, Light and Lower North	1 Jul 13	1,428	29.43	20,608	18.31	12,825	62%
Eastern Adelaide	1 Jul 13	2,529	88.25	34,895	60.52	23,931	69%
Eyre and Western	1 Jul 13	906	28.95	31,952	15.39	16,984	53%
Far North (SA)	1 Jul 13	315	11.00	34,914	4.92	15,606	45%
Fleurieu and Kangaroo Island	1 Jul 13	802	25.72	32,071	17.51	21,829	68%
Limestone Coast	1 Jul 13	957	32.63	34,094	19.84	20,727	61%
Murray and Mallee	1 Jul 13	1,255	39.35	31,351	25.84	20,591	66%
Northern Adelaide	1 Jul 13	9,855	280.24	28,437	192.97	19,581	69%
Southern Adelaide	1 Jul 13	6,439	212.74	33,040	145.22	22,553	68%
Western Adelaide	1 Jul 13	2,624	80.69	30,749	54.14	20,634	67%
Yorke and Mid North	1 Jul 13	1,227	31.05	25,303	18.28	14,900	59%
South Australia average		**2,451**	**74.18**	**30,446**	**49.44**	**19,087**	**63%**
South Australia total		**29,414**	**890.13**	**30,262**	**593.27**	**20,170**	**67%**
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, there were 29,414 active participants with approved plans registered in South Australia and 991 active providers. At 31 December 2019, total plan budgets in South Australia over the 6 months from 1 April 2019 to 30 September 2019 amounted to $890m. Total payments over the same period amounted to $593m. This gives a utilisation rate of 67%. In the 30 June 2019 presentation, the equivalent rate for South Australia was 62%, indicating an overall increase 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 – SA 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?
South Australia							
Adelaide Hills	1 Jul 13	1,077	200	5.4	74%	53%	59%
Barossa, Light and Lower North	1 Jul 13	1,428	248	5.8	60%	56%	64%
Eastern Adelaide	1 Jul 13	2,529	400	6.3	54%	55%	71%
Eyre and Western	1 Jul 13	906	106	8.5	78%	60%	59%
Far North (SA)	1 Jul 13	315	75	4.2	85%	43%	49%
Fleurieu and Kangaroo Island	1 Jul 13	802	151	5.3	85%	56%	76%
Limestone Coast	1 Jul 13	957	113	8.5	79%	59%	50%
Murray and Mallee	1 Jul 13	1,255	213	5.9	78%	54%	66%
Northern Adelaide	1 Jul 13	9,855	610	16.2	47%	53%	61%
Southern Adelaide	1 Jul 13	6,439	494	13.0	68%	50%	63%
Western Adelaide	1 Jul 13	2,624	376	7.0	54%	54%	65%
Yorke and Mid North	1 Jul 13	1,227	192	6.4	64%	59%	56%
South Australia average		**2,451**	**265**	**7.7**	**69%**	**54%**	**62%**
South Australia total		**29,414**	**991**	**29.7**	**46%**	**53%**	**62%**
National average		**3,896**	**443**	**8.3**	**61%**	**51%**	**66%**
National total		**311,777**	**10,817**	**28.8**	**16%**	**50%**	**68%**

State-wide, 53% of respondent participants said that they chose who supported them and 62% said that the NDIA helped with choice and control. The comparative figures from the 30 June 2019 presentation were 52% and 59% respectively, indicating an improvement in responses.

Key indicators – SA

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 Northern Adelaide (69%) and the lowest in Far North (45%). The same regions showed the highest and lowest levels of utilisation in the 30 June 2019 presentation, the respective utilisation rates were 67% and 45%, indicating a marginal improvement in Northern Adelaide. There could be a number of reasons for the lower utilisation in Far North, including insufficient provider capacity to provide supports to participants.

Provider concentration:

The highest level of provider concentration was 85% in Far North and 85% in Fleurieu & Kangaroo Island and the lowest was 47% in Northern Adelaide. In the 30 June 2019 presentation, the highest level of provider concentration was 86% in Far North and the lowest was 44% in Northern Adelaide - indicating a marginal improvement in Far North and a marginal worsening of concentration in Northern Adelaide.

Generally, the lower the concentration, the more competitive the market is likely to be – as payments are going to a range of different providers. As Northern Adelaide has been in the Scheme since inception and has the most participants and plan budgets out of all the South Australia regions, a low provider concentration can be expected.

Key indicators – SA 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 Eyre & Western, 60% of participants responded that they chose who supports them, however in Far North, only 43% of participants responded that they had that choice. This compares to a national average of 50%.

In the 30 June 2019 presentation, Eyre & Western and Limestone Coast both showed the highest proportion of participants responding that they chose who supports them (both were at 57% - now Eyre & Western is at 60% and Limestone Coast is at 59%). Far North was the region with the lowest proportion – 43% of participants responded that they had choice and this proportion has not changed since. The national average was 49%. Participants in Far North with poorer choice and control outcomes may thus benefit from increased choice (or information on their ability to choose).

Has NDIS helped with choice and control?:

76% of participants in Fleurieu & Kangaroo Island (the highest proportion in the State) responded that the NDIS had helped with choice and control over support provision, compared with 49% in Far North (the lowest proportion in the State). The national average is 66%, indicating that participants in Far North may benefit from greater assistance from the NDIS in choosing their supports and services.

In the 30 June 2019 presentation, 66% of participants in Eastern Adelaide (the highest proportion in the State) responded that the NDIS had helped with choice and control over support provision, compared with 42% in Yorke & Mid North (the lowest proportion in the State). Overall responses have improved since June.

Summary of market indicators
by support category – SA

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	24,499	242	55%	20.30	829	6.90	282	34%	53%	63%
Daily Activities	22,619	310	57%	517.59	22,883	395.95	17,505	76%	53%	63%
Community	22,627	243	43%	114.27	5,050	51.25	2,265	45%	53%	63%
Transport	10,654	78	71%	15.51	1,456	13.12	1,232	85%	46%	65%
Core total	**26,141**	**511**	**52%**	**667.67**	**25,541**	**467.22**	**17,873**	**70%**	**53%**	**62%**
Capacity Building										
Choice and Control	11,325	102	72%	7.16	632	6.15	543	86%	55%	61%
Daily Activities	28,857	578	49%	123.65	4,285	69.29	2,401	56%	53%	62%
Employment	2,837	65	89%	17.87	6,300	13.82	4,871	77%	49%	65%
Health and Wellbeing	794	66	68%	1.03	1,294	0.35	444	34%	63%	70%
Home Living	145	12	98%	0.14	962	0.02	113	12%	57%	62%
Lifelong Learning	14	3	100%	0.03	1,890	0.01	998	53%	27%	71%
Relationships	1,924	85	60%	7.95	4,131	2.09	1,086	26%	11%	57%
Social and Civic	1,780	94	54%	4.44	2,492	0.94	528	21%	54%	63%
Support Coordination	10,035	177	34%	19.71	1,964	6.37	635	32%	40%	59%
Capacity Building total	**29,262**	**665**	**48%**	**181.97**	**6,219**	**99.04**	**3,385**	**54%**	**53%**	**62%**
Capital										
Assistive Technology	6,508	198	76%	23.49	3,610	13.93	2,141	59%	61%	63%
Home Modifications	2,496	40	96%	12.04	4,824	4.83	1,935	40%	27%	65%
Capital total	**7,777**	**214**	**75%**	**35.53**	**4,569**	**18.76**	**2,413**	**53%**	**51%**	**63%**
Missing	27	0	0%	4.96	183,671	8.25	305,643	166%	39%	20%
All support categories	**29,414**	**991**	**46%**	**890.13**	**30,262**	**593.27**	**20,170**	**67%**	**53%**	**62%**

This slide shows the breakdown of the market indicators by support category in South Australia.

- Daily Activities (Core and Capacity Building) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- Since the 30 June 2019 presentation, utilisation has improved across all support categories.

Summary of market indicators
by support category – SA: **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	2,072	90	79%	3.24	1,561	0.95	457	29%	13%	63%
Daily Activities	2,154	103	69%	291.89	135,512	262.06	121,662	90%	13%	63%
Community	2,044	114	69%	27.60	13,501	14.66	7,170	53%	12%	63%
Transport	2,061	54	77%	2.88	1,395	1.15	559	40%	11%	64%
Core total	**2,154**	**202**	**66%**	**325.60**	**151,161**	**278.81**	**129,440**	**86%**	**13%**	**63%**
Capacity Building										
Choice and Control	549	43	82%	0.42	757	0.31	569	75%	21%	64%
Daily Activities	2,134	191	47%	8.74	4,095	3.04	1,422	35%	13%	63%
Employment	494	19	98%	3.67	7,427	2.72	5,498	74%	16%	75%
Health and Wellbeing	73	10	100%	0.10	1,345	0.02	274	20%	24%	72%
Home Living	1	0	0%	0.00	2,308	0.00	0	0%	100%	0%
Lifelong Learning	2	1	100%	0.01	3,492	0.00	2,103	60%	0%	100%
Relationships	895	39	75%	3.40	3,797	0.60	668	18%	7%	65%
Social and Civic	38	10	100%	0.12	3,038	0.01	354	12%	21%	80%
Support Coordination	2,130	82	52%	5.17	2,425	0.95	446	18%	12%	63%
Capacity Building total	**2,154**	**244**	**58%**	**21.61**	**10,033**	**7.65**	**3,551**	**35%**	**13%**	**63%**
Capital										
Assistive Technology	827	54	92%	3.27	3,952	1.00	1,208	31%	13%	64%
Home Modifications	1,850	11	100%	10.57	5,714	3.99	2,156	38%	11%	65%
Capital total	**1,985**	**64**	**96%**	**13.84**	**6,972**	**4.99**	**2,513**	**36%**	**12%**	**64%**
Missing	1	0	0%	1.27	1,265,910	2.08	2,084,784	165%	0%	0%
All support categories	**2,155**	**372**	**64%**	**362.32**	**168,129**	**293.54**	**136,212**	**81%**	**13%**	**63%**

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

- Daily Activities (Core) supports are the supports with the highest level of committed supports and payments. Provider concentration is relatively low for these supports indicating a competitive market amongst providers exists.
- Utilisation for these supports is materially higher than for the participant population in general.

Summary of market indicators
by support category – SA: **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	22,427	232	51%	17.06	761	5.95	265	35%	61%	63%
Daily Activities	20,465	305	54%	225.69	11,028	133.89	6,542	59%	60%	63%
Community	20,583	238	37%	86.67	4,211	36.59	1,778	42%	60%	63%
Transport	8,593	60	73%	12.63	1,470	11.97	1,393	95%	55%	65%
Core total	**23,987**	**498**	**47%**	**342.07**	**14,260**	**188.41**	**7,855**	**55%**	**60%**	**62%**
Capacity Building										
Choice and Control	10,776	102	71%	6.75	626	5.84	542	87%	58%	61%
Daily Activities	26,723	567	51%	114.91	4,300	66.25	2,479	58%	60%	62%
Employment	2,343	64	88%	14.21	6,063	11.10	4,739	78%	57%	65%
Health and Wellbeing	721	62	68%	0.93	1,288	0.33	461	36%	68%	70%
Home Living	144	12	98%	0.14	953	0.02	114	12%	57%	62%
Lifelong Learning	12	3	100%	0.02	1,623	0.01	814	50%	33%	67%
Relationships	1,029	77	60%	4.55	4,421	1.49	1,450	33%	21%	51%
Social and Civic	1,742	92	55%	4.32	2,481	0.93	532	21%	55%	62%
Support Coordination	7,905	174	35%	14.54	1,840	5.42	686	37%	50%	58%
Capacity Building total	**27,108**	**648**	**48%**	**160.36**	**5,916**	**91.39**	**3,371**	**57%**	**60%**	**62%**
Capital										
Assistive Technology	5,681	187	75%	20.22	3,560	12.93	2,277	64%	72%	63%
Home Modifications	646	31	89%	1.47	2,274	0.84	1,300	57%	79%	65%
Capital total	**5,792**	**194**	**74%**	**21.69**	**3,745**	**13.77**	**2,378**	**63%**	**72%**	**63%**
Missing	26	0	0%	3.69	142,047	6.17	237,215	167%	41%	20%
All support categories	**27,259**	**960**	**43%**	**527.81**	**19,363**	**299.74**	**10,996**	**57%**	**61%**	**62%**

This slide shows the breakdown of the market indicators by support category in South Australia, 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 (92%) of participants in South Australia do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the South Australian participant population overall.

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