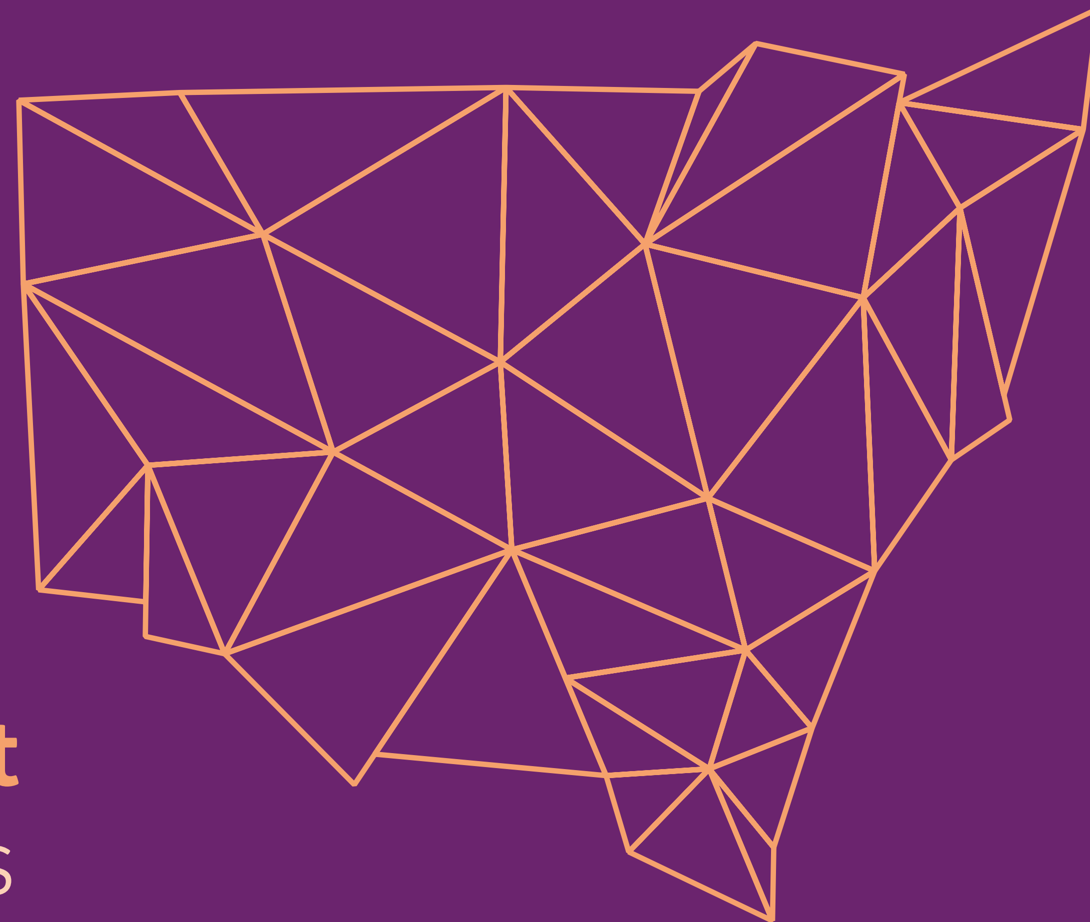
The NDIS market
New South Wales

30 June 2020



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.

This report provides the latest update to the New South Wales market report, using data as at 30 June 2020 (the previous report used data as at 31 December 2019). The report covers the key market metrics that the NDIA monitors across the 15 service districts within New South Wales.

Accompanying this report is the 30 June 2020 report on 'The NDIS Market' – which compares 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.

Note that the data in this report is taken over the period from the 1 October 2019 to the 31 March 2020. We allow a three month lag due to the delay between supports being provided and payments being made.

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 in 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 NDIS helps with choice and control

[1] Indicators have been calculated over the period from 1 October 2019 to 31 March 2020, using data available as at 30 June 2020. 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 service district – New South Wales

Service district	Phase in date	Active participants with approved plans	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation
New South Wales							
Central Coast	1 Jul 16	6,949	205.34	29,550	149.40	21,499	73%
Far West	1 Jul 17	504	18.71	37,113	11.33	22,474	61%
Hunter New England	1 Jul 13	21,204	731.21	34,484	532.96	25,135	73%
Illawarra Shoalhaven	1 Jul 17	6,974	242.46	34,767	173.56	24,887	72%
Mid North Coast	1 Jul 17	4,718	157.50	33,383	111.02	23,532	70%
Murrumbidgee	1 Jul 17	5,265	169.52	32,197	121.81	23,135	72%
Nepean Blue Mountains	1 Jul 15	7,182	224.89	31,313	162.46	22,621	72%
North Sydney	1 Jul 16	8,502	346.54	40,760	261.46	30,753	75%
Northern NSW	1 Jul 17	5,537	188.73	34,085	134.83	24,351	71%
South Eastern Sydney	1 Jul 17	7,884	270.27	34,281	200.03	25,372	74%
South Western Sydney	1 Jul 16	15,895	467.31	29,400	352.92	22,203	76%
Southern NSW	1 Jul 16	3,546	109.13	30,774	75.08	21,174	69%
Sydney	1 Jul 17	6,666	223.23	33,488	154.34	23,154	69%
Western NSW	1 Jul 17	4,939	186.63	37,786	123.54	25,013	66%
Western Sydney	1 Jul 16	13,482	441.82	32,771	340.86	25,282	77%
New South Wales total		**119,256**	**3,983.80**	**33,405**	**2,905.83**	**24,366**	**73%**
National total		**364,879**	**11,978.68**	**32,829**	**8,341.41**	**22,861**	**70%**

In the 30 June 2020 report, there were 119,256 active participants with approved plans registered in New South Wales and 4,443 active providers. Total plan budgets in New South Wales over the 6 months from 1 October 2019 to 31 March 2020 amounted to $3,984m. Total payments over the same period amounted to $2,906m, resulting in a utilisation rate of 73%. In the 31 December 2019 report, the equivalent rate for New South Wales was 72%, indicating an small decrease in utilisation overall.

Summary of market indicators
by service district – New South Wales cont.

Service districts	Phase in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
New South Wales							
Central Coast	1 Jul 16	6,949	739	9.4	45%	54%	75%
Far West	1 Jul 17	504	82	6.1	84%	49%	76%
Hunter New England	1 Jul 13	21,204	1,332	15.9	28%	60%	73%
Illawarra Shoalhaven	1 Jul 17	6,974	529	13.2	57%	56%	72%
Mid North Coast	1 Jul 17	4,718	358	13.2	60%	52%	77%
Murrumbidgee	1 Jul 17	5,265	418	12.6	60%	50%	72%
Nepean Blue Mountains	1 Jul 15	7,182	875	8.2	38%	52%	72%
North Sydney	1 Jul 16	8,502	917	9.3	59%	44%	75%
Northern NSW	1 Jul 17	5,537	386	14.3	60%	50%	71%
South Eastern Sydney	1 Jul 17	7,884	932	8.5	48%	42%	72%
South Western Sydney	1 Jul 16	15,895	1,573	10.1	32%	43%	62%
Southern NSW	1 Jul 16	3,546	357	9.9	59%	57%	79%
Sydney	1 Jul 17	6,666	1,080	6.2	36%	43%	73%
Western NSW	1 Jul 17	4,939	465	10.6	59%	48%	64%
Western Sydney	1 Jul 16	13,482	1,375	9.8	35%	44%	71%
New South Wales average		**7,950**	**761**	**10.4**	**51%**	**–**	**–**
New South Wales total		**119,256**	**4,443**	**–**	**–**	**49%**	**71%**
National average		**4,559**	**465**	**9.2**	**60%**	**–**	**–**
National total		**364,879**	**10,740**	**–**	**–**	**51%**	**71%**

State-wide, 49% of respondent participants said that they chose who supported them and 71% said that the NDIS helped with choice and control. The comparative figures from the 31 December 2019 report were 48% and 69% respectively, indicating a minor improvement in responses.

Key indicators – New South Wales

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 service district

Utilisation:

The highest level of utilisation was seen in Western Sydney (77%) and the lowest in Far West (61%). In the 31 December 2019 report, the highest level of utilisation was seen in North Sydney (78%) and the lowest in Far West (59%). There could be a number of reasons for the lower utilisation in Far West, including insufficient provider capacity to provide supports to participants - however whilst Far West remains the district with the lowest level of utilisation, the level has risen by two percentage points.

Provider concentration:

The highest level of provider concentration was 84% in Far West and the lowest was 28% in Hunter New England. 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 Hunter New England has been in the Scheme since inception and has the most participants and plan budgets out of all the New South Wales service districts, a low provider concentration can be expected. High market concentration in Far West, further indicates that there could be insufficient provider capacity in this district.

The same districts exhibited the highest and lowest levels of provider concentration respectively in the 31 December 2019 report (and in the 30 June 2019 report) – at December 2019 the levels were 81% in Far West and 32% in Hunter New England. Provider concentration has increased slightly in Far West and decreased slightly in Hunter New England.

Key indicators – New South Wales cont.

Outcomes indicator on choice and control:

In Hunter New England, 60% of participants responded that they chose who supports them, however in South Eastern Sydney, 42% of participants responded that they had that choice. This compares to a national total of 51%. Participants in districts with a lower level on the outcomes indicator may thus benefit from increased choice (or more information on their ability to choose).

The proportion of participants responding that they chose who supported them in Hunter New England has increased by one percentage point from 59% in the 31 December 2019 report and the proportion in the South Eastern Sydney response has also increased by one percentage point from 41% in the 31 December 2019 report. The national total increased by 1% (from 50%) since the 31 December 2019 report.

Has the NDIS helped with choice and control?:

79% of participants in Southern New South Wales (the highest in the state) responded that the NDIS had helped with choice and control over support provision, compared with 62% in South Western Sydney (the lowest in the State). The national total is 71%, indicating that participants in South Western Sydney may benefit from greater assistance in choosing their supports and services.

In the 31 December 2019 report, 77% of participants in Southern New South Wales responded that the NDIS had helped with choice and control over support provision, compared with 61% in South Western Sydney – indicating a slight improvement in this metric. The national total has increased by three percentage points from 68% since the 31 December 2019 report.

Summary of market indicators
by support category – New South Wales

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 the NDIS helped with choice and control?
Core										
Consumables	91,290	888	45%	80.29	880	43.27	474	54%	49%	72%
Daily Activities	90,705	1,798	31%	2,006.17	22,118	1,608.07	17,729	80%	49%	72%
Community	90,713	1,197	21%	794.18	8,755	540.09	5,954	68%	49%	72%
Transport	88,911	146	47%	123.30	1,387	131.59	1,480	107%	48%	72%
Core total	**94,509**	**2,363**	**27%**	**3,003.95**	**31,785**	**2,323.02**	**24,580**	**77%**	**49%**	**72%**
Capacity Building										
Choice and Control	41,530	487	43%	27.52	663	25.91	624	94%	49%	72%
Daily Activities	113,976	2,695	21%	505.06	4,431	279.93	2,456	55%	48%	72%
Employment	11,926	307	37%	74.46	6,243	51.52	4,320	69%	42%	73%
Health and Wellbeing	9,167	493	39%	13.97	1,524	7.11	776	51%	51%	78%
Home Living	386	47	61%	0.29	744	0.06	144	19%	56%	66%
Lifelong Learning	24	5	100%	0.03	1,306	0.01	389	30%	42%	88%
Relationships	17,133	393	37%	53.46	3,120	26.43	1,542	49%	18%	72%
Social and Civic	15,035	605	28%	35.46	2,358	13.13	873	37%	45%	67%
Support Coordination	42,888	817	22%	88.86	2,072	63.77	1,487	72%	41%	73%
Capacity Building total	**117,297**	**3,128**	**18%**	**799.11**	**6,813**	**467.87**	**3,989**	**59%**	**49%**	**72%**
Capital										
Assistive Technology	29,250	777	48%	133.88	4,577	84.14	2,876	63%	60%	74%
Home Modifications	9,631	329	30%	46.85	4,865	30.78	3,196	66%	38%	78%
Capital total	**32,838**	**929**	**35%**	**180.73**	**5,504**	**114.92**	**3,500**	**64%**	**55%**	**75%**
All support categories	**119,256**	**4,443**	**24%**	**3,983.80**	**33,405**	**2,905.83**	**24,366**	**73%**	**49%**	**71%**

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

- 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 that at the State level a relatively competitive market amongst providers exists.
- The position has not markedly changed since the 31 December 2019 or 30 June 2019 reports.

Note: 'Core – Transport' shows a utilisation above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different core support types.
Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – New South Wales – 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 the NDIS helped with choice and control?
Core										
Consumables	8,151	353	62%	12.06	1,479	5.32	653	44%	15%	80%
Daily Activities	8,345	623	42%	1,065.54	127,686	972.16	116,496	91%	15%	80%
Community	8,262	636	25%	193.46	23,415	140.79	17,041	73%	15%	80%
Transport	8,300	64	69%	11.11	1,339	10.52	1,268	95%	15%	80%
Core total	**8,348**	**1,028**	**39%**	**1,282.17**	**153,590**	**1,128.80**	**135,218**	**88%**	**15%**	**80%**
Capacity Building										
Choice and Control	2,170	187	46%	1.56	717	1.46	671	94%	18%	78%
Daily Activities	8,057	978	28%	30.13	3,740	15.72	1,951	52%	15%	80%
Employment	1,419	115	41%	9.82	6,918	7.95	5,603	81%	23%	84%
Health and Wellbeing	1,537	168	45%	1.79	1,165	0.86	559	48%	12%	83%
Home Living	15	5	100%	0.02	1,241	0.01	577	46%	43%	75%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	5,505	203	45%	20.64	3,749	12.07	2,193	58%	11%	79%
Social and Civic	423	113	37%	2.32	5,490	0.52	1,236	23%	24%	76%
Support Coordination	8,306	417	26%	19.99	2,407	14.90	1,794	75%	15%	80%
Capacity Building total	**8,353**	**1,282**	**21%**	**86.26**	**10,327**	**53.49**	**6,404**	**62%**	**15%**	**80%**
Capital										
Assistive Technology	3,158	267	63%	15.41	4,880	9.06	2,870	59%	14%	80%
Home Modifications	5,109	107	50%	26.29	5,145	16.47	3,223	63%	12%	81%
Capital total	**5,922**	**365**	**38%**	**41.70**	**7,042**	**25.53**	**4,311**	**61%**	**13%**	**80%**
All support categories	**8,361**	**1,898**	**37%**	**1,410.13**	**168,655**	**1,207.82**	**144,459**	**86%**	**15%**	**80%**

This slide shows the breakdown of the market indicators by support category in New South Wales, 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 low for these supports indicating that at the State level a relatively competitive market amongst providers exists.
- Utilisation for these supports is materially higher than for the participant population in general.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – New South Wales – 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 the NDIS helped with choice and control?
Core										
Consumables	83,139	854	43%	68.24	821	37.94	456	56%	53%	71%
Daily Activities	82,360	1,719	32%	940.64	11,421	635.91	7,721	68%	53%	71%
Community	82,451	1,148	23%	600.72	7,286	399.30	4,843	66%	53%	71%
Transport	80,611	132	48%	112.19	1,392	121.07	1,502	108%	53%	71%
Core total	**86,161**	**2,270**	**25%**	**1,721.78**	**19,983**	**1,194.23**	**13,860**	**69%**	**53%**	**70%**
Capacity Building										
Choice and Control	39,360	483	44%	25.97	660	24.46	621	94%	52%	71%
Daily Activities	105,919	2,615	22%	474.93	4,484	264.21	2,494	56%	53%	70%
Employment	10,507	298	38%	64.64	6,152	43.57	4,147	67%	45%	72%
Health and Wellbeing	7,630	458	40%	12.18	1,597	6.25	820	51%	60%	77%
Home Living	371	44	65%	0.27	724	0.05	126	17%	56%	65%
Lifelong Learning	24	5	100%	0.03	1,306	0.01	389	30%	42%	88%
Relationships	11,628	372	31%	32.82	2,823	14.36	1,235	44%	25%	66%
Social and Civic	14,612	586	29%	33.13	2,268	12.61	863	38%	46%	67%
Support Coordination	34,582	804	21%	68.87	1,992	48.87	1,413	71%	49%	70%
Capacity Building total	**108,944**	**3,040**	**18%**	**712.85**	**6,543**	**414.38**	**3,804**	**58%**	**53%**	**70%**
Capital										
Assistive Technology	26,092	745	48%	118.46	4,540	75.07	2,877	63%	67%	73%
Home Modifications	4,522	237	32%	20.56	4,548	14.32	3,166	70%	69%	75%
Capital total	**26,916**	**825**	**40%**	**139.03**	**5,165**	**89.39**	**3,321**	**64%**	**66%**	**73%**
All support categories	**110,895**	**4,284**	**21%**	**2,573.67**	**23,208**	**1,698.01**	**15,312**	**66%**	**53%**	**70%**

TThis slide shows the breakdown of the market indicators by support category in New South Wales, 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 (93%) of participants in New South Wales do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the New South Wales participant population overall.

Note: 'Core – Transport' shows a utilisation above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different core support types.
Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

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