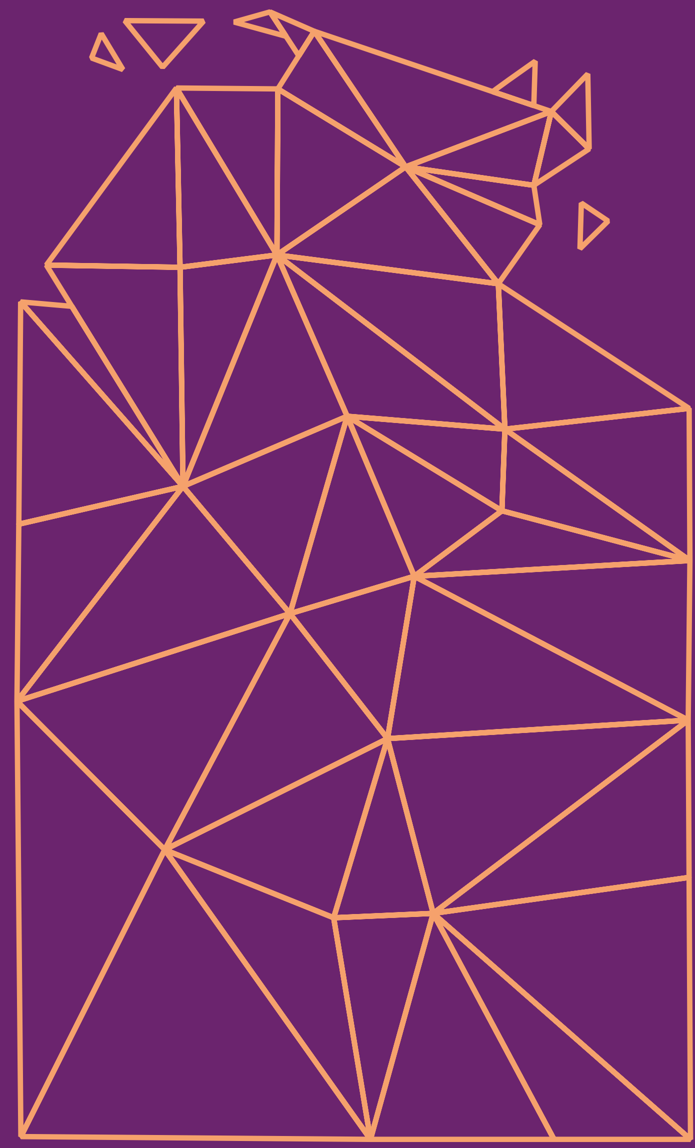
The NDIS market

Northern Territory

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 presentation provides the latest update to the Northern Territory market presentation, using data as at 30 June 2020 (the previous presentation used data as at 31 December 2019), The presentation covers the key market metrics that the NDIA monitors across the 6 service districts within Northern Territory.

Accompanying this presentation 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 – Northern Territory

Service district	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	153	8.87	58,001	4.66	30,464	53%
Central Australia	1 Jul 17	459	47.40	103,277	33.18	72,280	70%
Darwin Remote	1 Jul 17	302	11.80	39,069	4.67	15,458	40%
Darwin Urban	1 Jan 17	1,808	103.23	57,098	71.39	39,484	69%
East Arnhem	1 Jan 17	175	9.32	53,239	3.06	17,489	33%
Katherine	1 Jul 17	155	13.75	88,711	9.71	62,677	71%
Northern Territory total		**3,052**	**194.38**	**63,688**	**126.67**	**41,503**	**65%**
National total		**364,879**	**11,978.68**	**32,829**	**8,341.41**	**22,861**	**70%**

In the 30 June 2020 report, there were 3,052 active participants with approved plans registered in Northern Territory and 305 active providers. In the 30 June 2020 report, total plan budgets in Northern Territory over the 6 months from 1 October 2019 to 31 March 2020 amounted to $194m. Total payments over the same period amounted to $127m, resulting in a utilisation rate of 65%. The utilisation rate for Northern Territory increased by 5 percentage points from 60% in the 31 December 2019 report.

Summary of market indicators
by service district – Northern Territory 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?
Northern Territory							
Barkly	1 Jul 14	153	40	3.8	93%	67%	67%
Central Australia	1 Jul 17	459	111	4.1	91%	34%	63%
Darwin Remote	1 Jul 17	302	55	5.5	74%	41%	34%
Darwin Urban	1 Jan 17	1,808	200	9.0	65%	39%	73%
East Arnhem	1 Jan 17	175	38	4.6	91%	43%	34%
Katherine	1 Jul 17	155	69	2.2	91%	23%	79%
Northern Territory average		**509**	**86**	**4.9**	**84%**	**–**	**–**
Northern Territory total		**3,052**	**305**	**–**	**–**	**38%**	**63%**
National average		**4,559**	**465**	**9.2**	**60%**	**–**	**–**
National total		**364,879**	**10,740**	**–**	**–**	**51%**	**71%**

State-wide, 38% of respondent participants said that they chose who supported them and 63% said that the NDIS helped with choice and control. The comparative figures from the 31 December 2019 report were 38% and 57% respectively, indicating an improvement only in responses regarding help with choice and control.

Key indicators – Northern Territory

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 Katherine (71%) and the lowest in East Arnhem (33%). In the 31 December 2019 report, the highest level of utilisation was seen in Central Australia (68%) and the lowest in East Arnhem (27%). Participants may benefit from NDIS assistance to raise the levels of utilisation in East Arnhem, particularly given the district's low score on the 'Has the NDIS helped with choice and control' indicator (34%). Overall utilisation in Northern Territory (65%) is 5 percentage points lower than the national total (70%) but this gap has narrowed from 9 percentage points in the 31 December 2019 report.

Provider concentration:

Average provider concentration (across districts) in Northern Territory (84%) is substantially higher than the national average across districts (60%). However, provider concentration in Northern Territory has decreased 2% from 86% in the 31 December 2019 report. The highest concentration is in Barkly (93%) and the lowest in Darwin Urban (65%). Since the 31 December 2019 report, only provider concentration in Darwin Remote increased (from 73% to 74%) while all other districts experienced a decrease in provider concentration. The largest decrease occurred in Darwin Urban (from 71% to 65%). 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 – Northern Territory cont.

Outcomes indicator on choice and control:

In Barkly, 67% of participants responded that they chose who supports them, however in Katherine, only 23% of participants responded that they had that choice. This compares to a national total of 51% (from 50% in the 31 December 2019 report). Participants in districts with a lower level on the outcomes indicator may thus benefit from increased choice (or information on their ability to choose). Since the 31 December 2019 report, Barkly improved (from 65% to 67%) and Katherine deteriorated (from 24% to 23%).

Has the NDIS helped with choice and control?:

79% of participants in Katherine responded that the NDIS had helped with choice and control over support provision, compared with 34% in Darwin Remote and East Arnhem (the lowest in the state). The national total is 71%, indicating that participants in Darwin Remote and East Arnhem may benefit from greater assistance from the NDIS in choosing their supports and services.

Since the 31 December 2019 report, Katherine improved by 4 percentage points (from 75% to 79%). Both Darwin Remote and East Arnhem improved from 27% and 28% respectively in the 31 December 2019 report. The national total increased by 3 percentage points from 68% in the 31 December 2019 report.

Summary of market indicators
by support category – Northern Territory

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	2,904	89	73%	2.58	888	1.04	358	40%	38%	63%
Daily Activities	2,847	96	73%	111.51	39,168	88.38	31,043	79%	38%	63%
Community	2,847	82	60%	30.17	10,598	15.19	5,334	50%	38%	63%
Transport	2,774	33	79%	3.21	1,159	2.80	1,008	87%	38%	63%
Core total	**2,907**	**171**	**69%**	**147.48**	**50,732**	**107.40**	**36,946**	**73%**	**38%**	**63%**
Capacity Building										
Choice and Control	1,274	47	80%	0.86	676	0.74	579	86%	45%	62%
Daily Activities	3,030	131	61%	20.98	6,924	7.36	2,429	35%	38%	63%
Employment	349	16	96%	1.50	4,311	0.60	1,715	40%	36%	66%
Health and Wellbeing	114	8	100%	0.16	1,394	0.03	291	21%	40%	69%
Home Living	42	3	100%	0.04	951	0.00	47	5%	40%	36%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	366	27	91%	2.89	7,903	0.99	2,718	34%	8%	68%
Social and Civic	907	43	58%	4.07	4,486	0.66	729	16%	36%	55%
Support Coordination	2,298	89	64%	9.68	4,213	6.28	2,734	65%	37%	63%
Capacity Building total	**3,041**	**194**	**44%**	**40.19**	**13,216**	**16.67**	**5,481**	**41%**	**38%**	**63%**
Capital										
Assistive Technology	926	73	94%	5.26	5,679	2.33	2,520	44%	50%	70%
Home Modifications	274	9	100%	1.45	5,288	0.26	954	18%	35%	68%
Capital total	**993**	**76**	**92%**	**6.71**	**6,755**	**2.59**	**2,613**	**39%**	**46%**	**69%**
All support categories	**3,052**	**305**	**61%**	**194.38**	**63,688**	**126.67**	**41,503**	**65%**	**38%**	**63%**

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 'Core - Community' supports, which may be an area of increasing demand.
- The increase in overall utilisation since the 31 December 2019 report is driven by Core – Daily Activities, which increased from 72% to 79%, and makes up a large majority of plan budgets and payments.

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 – Northern Territory – 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	352	38	89%	0.64	1,814	0.25	706	39%	8%	69%
Daily Activities	352	44	83%	75.03	213,144	67.62	192,096	90%	8%	69%
Community	352	48	78%	12.76	36,241	7.63	21,670	60%	8%	69%
Transport	350	13	97%	0.49	1,395	0.26	735	53%	8%	69%
Core total	**352**	**87**	**82%**	**88.91**	**252,586**	**75.75**	**215,203**	**85%**	**8%**	**69%**
Capacity Building										
Choice and Control	70	13	95%	0.05	725	0.04	603	83%	14%	70%
Daily Activities	350	57	70%	2.52	7,193	0.99	2,832	39%	8%	69%
Employment	62	4	100%	0.40	6,398	0.20	3,268	51%	5%	75%
Health and Wellbeing	31	2	100%	0.05	1,476	0.00	73	5%	10%	54%
Home Living	4	0	0%	0.01	1,553	0.00	0	0%	50%	100%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	171	17	96%	1.59	9,278	0.61	3,573	39%	4%	68%
Social and Civic	103	12	99%	0.57	5,548	0.09	888	16%	6%	65%
Support Coordination	352	33	88%	2.30	6,522	1.75	4,962	76%	8%	69%
Capacity Building total	**352**	**89**	**58%**	**7.47**	**21,223**	**3.69**	**10,476**	**49%**	**8%**	**69%**
Capital										
Assistive Technology	158	18	99%	0.94	5,967	0.36	2,276	38%	13%	70%
Home Modifications	141	3	100%	1.02	7,223	0.13	948	13%	2%	64%
Capital total	**219**	**21**	**99%**	**1.96**	**8,956**	**0.49**	**2,252**	**25%**	**9%**	**68%**
All support categories	**352**	**137**	**79%**	**98.34**	**279,381**	**79.93**	**227,079**	**81%**	**8%**	**69%**

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 expected.
- 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 – Northern Territory – 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	2,552	76	72%	1.94	760	0.79	310	41%	46%	60%
Daily Activities	2,495	92	59%	36.49	14,623	20.76	8,321	57%	46%	60%
Community	2,495	78	52%	17.42	6,981	7.56	3,029	43%	46%	60%
Transport	2,424	31	82%	2.73	1,125	2.54	1,048	93%	46%	60%
Core total	**2,555**	**154**	**53%**	**58.57**	**22,923**	**31.65**	**12,388**	**54%**	**46%**	**60%**
Capacity Building										
Choice and Control	1,204	45	80%	0.81	673	0.69	577	86%	48%	61%
Daily Activities	2,680	123	61%	18.46	6,889	6.37	2,376	34%	46%	60%
Employment	287	16	94%	1.11	3,861	0.40	1,379	36%	43%	62%
Health and Wellbeing	83	7	100%	0.11	1,364	0.03	372	27%	53%	78%
Home Living	38	3	100%	0.03	887	0.00	52	6%	39%	33%
Lifelong Learning	0	0	0%	0.00	0	0.00	0	0%	0%	0%
Relationships	195	22	89%	1.31	6,697	0.38	1,969	29%	13%	67%
Social and Civic	804	40	60%	3.50	4,350	0.57	709	16%	41%	52%
Support Coordination	1,946	88	61%	7.39	3,795	4.54	2,331	61%	45%	59%
Capacity Building total	**2,689**	**185**	**44%**	**32.72**	**12,168**	**12.98**	**4,828**	**40%**	**46%**	**60%**
Capital										
Assistive Technology	768	62	94%	4.32	5,619	1.97	2,570	46%	61%	70%
Home Modifications	133	6	100%	0.43	3,236	0.13	960	30%	74%	77%
Capital total	**774**	**62**	**93%**	**4.75**	**6,132**	**2.10**	**2,715**	**44%**	**61%**	**70%**
All support categories	**2,700**	**280**	**44%**	**96.03**	**35,568**	**46.74**	**17,310**	**49%**	**46%**	**60%**

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.

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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