Transcript for National Quarterly Performance Dashboard as at 31 March 2021

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes market characteristics, key outcomes and participant satisfaction results.

## Section 1 Participants and Planning

A table displays the following key statistics on the National participant pathway experience as at 31 March 2021 and 31 December 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 432,649 as at 31 December 2020 to 449,998 as at 31 March 2021.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 9,560 as at 31 December 2020 to 10,840 as at 31 March 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 534 as at 31 December 2020 to 530 as at 31 March 2021.

• The proportion of participants fully or partially self managing their plan remained stable at 31%, from 31 December 2020 to 31 March 2021.

• The proportion of plans activated within 90 days remained stable at 86%, from 31 December 2020 to 31 March 2021. Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 quarter 1 have been excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 90,634 in the quarter ending 31 December 2020 to 94,104 in the quarter ending 31 March 2021. Plans less than 31 days in duration have been excluded. The number of plan reviews during December 2020 quarter has been restated at 31 March 2021 due to retrospective changes in underlying data.

• The number of access decisions in progress increased from 9,195 as at 31 December 2020 to 9,453 as at 31 March 2021.

• Children benefiting from the Scheme no longer needing supports (% p.a.) increased from 3.6% in the quarter ending 31 December 2020 to 3.9% in the quarter ending 31 March 2021. This is an annualised rate of exits from the Scheme for participants aged 0 to 14 and includes exits from the ECEI Gateway (that are not Access Met). The rate for the December 2020 quarter has been restated due to retrospective changes in the underlying data.

The following statistics concern Participant Service Guarantee (P-S-G) metrics and the proportion meeting target in the quarters ending 31 December 2020 and 31 March 2021.

• P-S-G number 2: The proportion of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2020 to 31 March 2021.

• P-S-G number 4: The proportion of access decisions made within 14 days of final information being provided remained stable at 98%, from 31 December 2020 to 31 March 2021.

• P-S-G number 5: The proportion of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 78% as at 31 December 2020 to 79% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic.

• P-S-G number 6: The proportion of first plans that were approved within 56 days after access decisions were made, for participants aged 7 or above, was 92% as at 31 December 2020 and 79% as at 31 March 2021. The target timeframe for P-S-G 6 has been reduced from 70 to 56 days in early 2021. The result for the March 2021 quarter is based on the 56 day timeframe while the result for the December 2020 quarter is based on the 70 day timeframe.

• P-S-G number 7: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 0 to 6, decreased from 98% as at 31 December 2020 to 96% as at 31 March 2021.

• P-S-G number 11: The proportion of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 56% as at 31 December 2020 to 25% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic. Despite current underachievement of P-S-G 11 regarding facilitating scheduled reviews, the NDIA’s new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

• P-S-G number 12: The proportion of cases where the decision to undertake Participant Requested Reviews (PRRs) was made within 21 days remained stable at 100%, from 31 December 2020 to 31 March 2021.

• P-S-G number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made decreased from 72% as at 31 December 2020 to 67% as at 31 March 2021.

• P-S-G number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 98% as at 31 December 2020 to 91% as at 31 March 2021.

A chart displays the change in active participants between 31 December 2020 and 31 March 2021.

There were 432,649 active participants (excluding E-C-E-I) as at 31 December 2020. During 2020-21 quarter 3, there were 19,169 plan approvals and a negative net movement of 1,820 Scheme exits. This resulted in 449,998 active participants (excluding E-C-E-I) as at 31 March 2021. Additionally, there were 10,840 children in the E-C-E-I gateway receiving initial supports as at 31 March 2021. When including E-C-E-I, the total number of active participants as at 31 March 2021 was 460,838.

The following key statistics summarise the National performance as at 31 March 2021.

• 478,106 participants have entered the Scheme (including E-C-E-I) since July 2013. 460,838 of these continue to be active.

• 229,151 active participants are receiving supports for the first time.

• In the current quarter, 19,169 participants have entered the Scheme and there are 10,840 children with initial supports in the E-C-E-I gateway at the end of March 2021.

• 94,104 plans have been reviewed this quarter.

• 26,297 access decisions have been made in the quarter, 19,383 of which met access and are still active as at 31 March 2021.

• 1,701 (8.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 30,763 (6.8%).

• 2,000 (10.4%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants nationally to 42,265 (9.4%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on National provider and market metrics as at 31 March 2021 and at 31 December 2020.

• The total number of active providers (with at least one claim ever) increased from 15,708 as at 31 December 2020 to 16,076 as at 31 March 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter decreased from 9,142 as at 31 December 2020 to 9,017 as at 31 March 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) increased from 67% as at 31 December 2020 to 68% as at 31 March 2021.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark decreased from 10% as at 31 December 2020 to 6% as at 31 March 2021. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 9%, from 31 December 2020 to 31 March 2021.

• The proportion of payments paid through the portal within 5 days remained stable at 99.8%, from 31 December 2020 to 31 March 2021.

• The growth in annualised plan budgets decreased from 2.3% in the December 2020 quarter to 1.4% in the March 2021 quarter. The rate of growth for the December 2020 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the National provider and market metrics as at 31 March 2021.

• The number of active providers at the end of March is 16,076, growing by 2% in the quarter.

• Utilisation was 68% from 1 July 2020 to 31 December 2020, with 6% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• In 9% of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the National distribution of service districts by plan utilisation as at 31 March 2021. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

5 out of 80 (6%) service districts are more than 10 percentage points below the adjusted national benchmark.

15 out of 80 (19%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

56 out of 80 (70%) service districts are within 5 percentage points of the adjusted national benchmark.

4 out of 80 (5%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

No service districts are more than 10 percentage points above the adjusted national benchmark.

Service districts more than 10% below benchmark:

• Western Australia Kimberley-Pilbara: 45% versus 61% benchmark.

• Northern Territory East Arnhem: 48% versus 63% benchmark.

• South Australia Eyre and Western: 53% versus 65% benchmark.

• Northern Territory Darwin Remote: 46% versus 57% benchmark.

• Northern Territory Barkly: 61% versus 72% benchmark.

A chart displays the National distribution of service districts by market concentration as at 31 March 2021.

No service districts have more than 95% of payments going to the 10 largest providers.

4 out of 80 (5%) service districts have between 90% and 95% of payments going to the 10 largest providers.

3 out of 80 (4%) service districts have between 85% and 90% of payments going to the 10 largest providers.

23 out of 80 (29%) service districts have between 65% and 85% of payments going to the 10 largest providers.

31 out of 80 (39%) service districts have between 45% and 65% of payments going to the 10 largest providers.

19 out of 80 (24%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts more than 5% above benchmark:

• Western Australia Midwest-Gascoyne: 95% versus 85% benchmark.

• Western Australia Goldfields-Esperance: 91% versus 85% benchmark.

• Western Australia Great Southern: 90% versus 85% benchmark.

• South Australia Far North (South Australia): 90% versus 85% benchmark.

## Section 3 Summaries by State/Territory

A chart displays the active participants by State/Territory as at 31 March 2021. There are 10 active participants at 31 March 2021 with Missing State/Territory information, these participants are not shown in the charts above.

A chart displays the average annualised committed supports and utilisation by State/Territory. Separate utilisation rates are shown for participants with and without Supported Independent Living (abbreviated as SIL). There are 10 active participants at 31 March 2021 with Missing State/Territory information, these participants are not shown in the charts above. Given the small size of the OT group, average annualised committed supports and utilisation for OT are not shown.

The following comments are made regarding the National experience at jurisdiction level as at 31 March 2021.

• New South Wales has the highest number of active participants (140,221).

• There are 37 active participants who reside in Other Territories (abbreviated as O-T) including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

• Northern Territory has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other States/Territories.

• The utilisation of SIL participants is consistently higher than for non-SIL participants across every State/Territory. On a national basis, utilisation was 85% for SIL participants and 62% for non-SIL participants.

• Duration in the Scheme is also a key driver of utilisation. Participants utilise a greater proportion of their subsequent plans when compared to their initial plan. Utilisation for participants on their first plan is 51% compared with 64% for those on their second plan and 72% for those on subsequent plans. (This excludes participants receiving in-kind supports as it is not possible to accurately separate in-kind payments and committed amounts between plans).

• Only utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent 3 months is still emerging.

## Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on National participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2021, the Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

• The Participant employment rate for ages 15 and over increased from 22% at Baseline to 23% at the latest review.

• The Participant social and community engagement rate for ages 15 and over increased from 36% at Baseline to 45% at the latest review.

• The Parent and carer employment rate for all ages increased from 46% at Baseline to 48% at the latest review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in the current and previous quarters. Participant satisfaction results for 2020-21 quarter 2 have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

• The percentage for the 'Access' stage decreased from 78% in the quarter ending 31 December 2020 to 76% in the quarter ending 31 March 2021.

• The percentage for the 'Pre-planning' stage increased from 77% in the quarter ending 31 December 2020 to 81% in the quarter ending 31 March 2021.

• The percentage for the 'Planning' stage remained stable at 85%, in the quarters ending 31 December 2020 and 31 March 2021.

• The percentage for the 'Plan review ' stage decreased from 76% in the quarter ending 31 December 2020 to 74% in the quarter ending 31 March 2021.