Transcript for National Quarterly Performance Dashboard as at 30 June 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 30 June 2021 and 31 March 2021.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 449,998 as at 31 March 2021 to 466,619 as at 30 June 2021.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 10,840 as at 31 March 2021 to 13,400 as at 30 June 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 530 as at 31 March 2021 to 461 as at 30 June 2021.

• The proportion of participants fully or partially self managing their plan remained stable at 31%, from 31 March 2021 to 30 June 2021.

• The proportion of plans activated within 90 days remained stable at 86%, from 31 March 2021 to 30 June 2021. Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 quarter 2 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 decreased from 94,205 in the quarter ending 31 March 2021 to 91,010 in the quarter ending 30 June 2021. Plans less than 31 days in duration have been excluded. The number of plan reviews during the March 2021 quarter have been restated at 30 June 2021 due to retrospective changes in underlying data.

• The number of access decisions in progress decreased from 9,453 as at 31 March 2021 to 9,022 as at 30 June 2021.

• Children benefiting from the Scheme no longer needing supports (% p.a.) increased from 3.8% in the quarter ending 31 March 2021 to 4.3% in the quarter ending 30 June 2021. This is an annualised rate of exits from the Scheme by participants aged 0 to 14 and includes exits from the ECEI Gateway (that are not Access Met). The rate for the March 2021 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 March 2020 and 30 June 2021. The results for the P-S-G have been restated at 30 June 2021 due to retrospective changes in underlying data.

• P-S-G number 2: The proportion of access decisions made or further information requested within 21 days of an access requests remained stable at 100%, from 31 March 2021 to 30 June 2021.

• P-S-G number 4: The proportion of access decisions made within 14 days of final information being provided increased from 98% in the March 2021 quarter to 99% in the June 2021 quarter.

• 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 79% as at 31 March 2021 to 80% as at 30 June 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 5 for the June and March 2021 quarters uses 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, increased from 79% as at 31 March 2021 to 80% as at 30 June 2021. The target timeframe for P-S-G 6 has been reduced from 70 to 56 days in early 2021. The result for the June and March 2021 quarters are based on the 56 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 96% as at 31 March 2021 to 91% as at 30 June 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 increased from 24% as at 31 March 2021 to 28% as at 30 June 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 June and March 2021 quarters uses the new logic. Despite current under achievement 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 decreased from 100% as at 31 March 2021 to 91% as at 30 June 2021.

• P-S-G number 13: The proportion of Participant Requested Reviews (PPRs) that were completed within 42 days after the decision was made increased from 67% as at 31 March 2021 to 72% as at 30 June 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 increased from 91% as at 31 March 2021 to 94% as at 30 June 2021.

A chart displays the change in active participants between 31 March 2021 and 30 June 2021.

There were 449,998 active participants (excluding E-C-E-I) as at 31 March 2021. During 2020-21 quarter 4, there were 18,375 plan approvals and a negative net movement of 1,754 Scheme exits. This resulted in 466,619 active participants (excluding E-C-E-I) as at 30 June 2021. Additionally, there were 13,400 children in the E-C-E-I gateway receiving initial supports as at 30 June 2021. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2021 was 480,019.

The following key statistics summarise the National performance as at 30 June 2021.

• 499,141 participants have entered the Scheme (including E-C-E-I) since July 2013. 480,019 of these continue to be active.

• 245,274 active participants are receiving supports for the first time.

• In the current quarter, 18,375 participants have entered the Scheme and there are 13,400 children with initial supports in the E-C-E-I gateway at the end of June 2021.

• 91,010 plans have been reviewed this quarter.

• 25,935 access decisions have been made in the quarter, 19,022 of which met access and are still active as at 30 June 2021.

• 1,713 (9.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 32,396 (6.9%).

• 1,976 (10.8%) 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 44,113 (9.5%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on National provider and market metrics as at 30 June 2021 and at 31 March 2021.

• The total number of active providers (with at least one claim ever) increased from 16,076 as at 31 March 2021 to 16,526 as at 30 June 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter increased from 9,017 as at 31 March 2021 to 9,145 as at 30 June 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 68% as at 31 March 2021 to 71% as at 30 June 2021.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark increased from 6% as at 31 March 2021 to 8% as at 30 June 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 decreased from 9% as at 31 March 2021 to 8% as at 30 June 2021.

• The proportion of payments paid within 5 days (portal) decreased from 99.8% as at 31 March 2021 to 99.7% as at 30 June 2021.

• The growth in annualised plan budgets decreased from -0.3% in the March 2021 quarter to -1.5% in the June 2021 quarter. The rate of growth for the March 2021 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 30 June 2021.

• The number of active providers at the end of June is 16,526, growing by 3% in the quarter.

• Utilisation was 71% from 1 October 2021 to 31 March 2021, with 8% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• In 8% 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 30 June 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.

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

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

62 out of 80 (78%) service districts are within 5 percentage points of the adjusted national benchmark.

9 out of 80 (11%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

6 out of 80 (8%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts more than 10% below benchmark:

• Northern Territory East Arnhem: 46% versus 66% benchmark.

• Northern Territory Darwin Remote: 46% versus 60% benchmark.

• South Australia Eyre and Western: 55% versus 68% benchmark.

• Western Australia Kimberley-Pilbara: 51% versus 65% benchmark.

• South Australia Far North (South Australia): 56% versus 69% benchmark.

• Northern Territory Barkly: 64% versus 74% benchmark.

A chart displays the National distribution of service districts by market concentration as at 30 June 2021.

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

33 out of 80 (41%) service districts have between 45% and 65% of payments going to the 10 largest providers.

22 out of 80 (28%) service districts have between 65% and 85% 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.

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

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

Service districts more than 5% above benchmark:

• Western Australia Midwest-Gascoyne: 93% versus 85% benchmark.

• South Australia Far North (South Australia): 91% versus 85% benchmark.

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

## Section 3 Summaries by State/Territory

A chart displays the active participants by State/Territory as at 30 June 2021. There are 25 active participants at 30 June 2021 with Missing State/Territory information, these participants are not shown in the chart 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 25 active participants at 30 June 2021 with Missing State/Territory information, these participants are not shown in the chart above. Given the small size of the O-T group, average annualised committed supports and utilisation for O-T are not shown.

The following comments are made regarding the National experience at jurisdiction level as at 30 June 2021.

• New South Wales has the highest number of active participants (144,890).

• There are 41 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 86% for SIL participants and 65% 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 53% compared with 65% for those on their second plan and 74% 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 October 2020 to 31 March 2021 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 30 June 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 remained stable at 22%, from Baseline to 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.

• The percentage for the 'Access' stage increased from 76% in the quarter ending 31 March 2021 to 77% in the quarter ending 30 June 2021.

• The percentage for the 'Pre-planning' stage decreased from 81% in the quarter ending 31 March 2021 to 77% in the quarter ending 30 June 2021.

• The percentage for the 'Planning' stage decreased from 85% in the quarter ending 31 March 2021 to 83% in the quarter ending 30 June 2021.

• The percentage for the 'Plan review ' stage decreased from 74% in the quarter ending 31 March 2021 to 71% in the quarter ending 30 June 2021.