Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 March 2023

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

## Participants and planning

A table displays the following key statistics on the Australian Capital Territory participant experience as at 31 March 2023 and 31 December 2022.

• The number of active participants with approved plans (excluding children accessing early connections) increased from 9,793 as at 31 December 2022 to 10,060 as at 31 March 2023.

• The number of children accessing early connections decreased from 199 as at 31 December 2022 to 165 as at 31 March 2023.

• The number of children waiting for early connections increased from 0 as at 31 December 2022 to 1 as at 31 March 2023.

• The percentage of participants fully or partially self-managing their plan remained stable at 45%, from 31 December 2022 to 31 March 2023.

• The percentage of plans activated within 90 days increased from 81% as at 31 December 2022 to 82% as at 31 March 2023. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Quarter 1 have been excluded.

• The number of participant plan reassessments completed decreased from 1,497 in the quarter ending 31 December 2022 to 1,268 in the quarter ending 31 March 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 31 December 2022 and 31 March 2023.

At the beginning of Quarter 3 2022-23 there were 9,793 active participants (excluding children accessing early connections). During 2022-23 Quarter 3, there were 308 plan approvals and 41 participants who have left the Scheme or moved to another state or territory. This resulted in 10,060 active participants as at 31 March 2023.

The following key statistics summarise the Australian Capital Territory performance as at 31 March 2023.

• 11,528 participants (excluding children accessing early connections) have had an approved plan since July 2013. 10,060 of these continue to be active.

• 7,324 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 308 participants have entered the Scheme and there are 165 children accessing early connections at the end of March 2023.

• 1,268 plans have had reassessments this quarter.

• 426 access decisions have been made in the quarter, of which 336 met access and are still active.

• 19 (6.2%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 455 (4.5%).

• 29 (9.4%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Australian Capital Territory to 1,017 (10.1%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on Australian Capital Territory participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The Participant employment rate remained stable at 30%, from baseline to the latest reassessment. The Participant employment rate metric includes results for participants aged 15 to 64.

• The Participant social and community engagement rate increased from 37% at baseline to 42% at the latest reassessment.

• The Parent and carer employment rate increased from 56% at baseline to 62% at the latest reassessment.

• The Participant perception of choice and control increased from 71% at the first reassessment to 78% at the latest reassessment.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• 'Access' stage figures could not be measured for the quarters ending 31 December 2022 and 31 March 2023.

• 'Pre-planning' stage figures could not be measured for the quarters ending 31 December 2022 and 31 March 2023.

• 'Planning' stage decreased from 93% in the quarter ending 31 December 2022 to 79% in the quarter ending 31 March 2023.

• 'Plan reassessment ' stage increased from 68%, in the quarter ending 31 December 2022 to 70% in the quarter ending 31 March 2023.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 31 December 2022 and 31 March 2023. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received - decreased from 100% as at 31 December 2022 to 97% as at 31 March 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information – was 100% as at 31 December 2022.This metric cannot be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days, after more information has been provided - decreased from 100% as at 31 December 2022 to 90% as at 31 March 2023.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days, after an access decision has been made - remained stable at 99%, from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports) - decreased from 95% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 7: Approve a plan for Early Childhood Approach participants within 90 days, after an access decision has been made - increased from 98% as at 31 December 2022 to 100% as at 31 March 2023.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Plan Reassessments.

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days, prior to the scheduled reassessment date - increased from 70% as at 31 December 2022 to 72% as at 31 March 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days, after the request is received - decreased from 80% as at 31 December 2022 to 77% as at 31 March 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days, after the decision to accept the request was made - increased from 67% as at 31 December 2022 to 73% as at 31 March 2023.

The following two metrics are concerned with Plan Amendments.

• Participant Service Guarantee number 14: Amend a plan within 28 days, after the receipt of information that triggers the plan amendment process - decreased from 91% as at 31 December 2022 to 89% as at 31 March 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days, after the receipt of information relating to a complex quote that triggers a plan amendment process - cannot be measured for the quarters ending 31 December 2022 and 31 March 2023.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days, after a request is received - increased from 92% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days, after the Administrative Appeals Tribunal decision is made - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days - cannot be measured for the quarters ending 31 December 2022 and 31 March 2023.

• NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. 'n/a' means that Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on Australian Capital Territory market supply and participant costs as at 31 March 2023 and at 31 December 2022.

• The total number of active providers (with at least one claim ever) increased from 1,570 as at 31 December 2022 to 1,626 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers increased from 446 as at 31 December 2022 to 457 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) decreased from 76% as at 31 December 2022 to 75% as at 31 March 2023.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 December 2022 to 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) 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 70% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2022 to 31 March 2023.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8% from 31 December 2022 to 31 March 2023.

• Total payments from 1 July 2022 were $257 million as at 31 December 2022 and $393 million as at 31 March 2023.

• Total annualised plan budgets increased from $662 million as at 31 December 2022 to $679 million as at 31 March 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Plan inflation (current quarter percentage per annum) decreased from 13.7% in the December 2022 quarter to 9.1% in the March 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 9.9% in the December 2022 quarter to 4.7% in the March 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 3.8% in the December 2022 quarter to 4.4% in the March 2023 quarter.

• Socioeconomic equity increased from 93% in the December 2022 quarter to 111% in the March 2023 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The Socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Australian Capital Territory experience:

• Total annualised plan budgets at 31 March 2023 were $679 million and payments from 1 July 2022 were $393 million.

• The number of active providers at the end of March is 1,626, growing by 4% in the quarter.

• Utilisation has been 75% from 1 July 2022 to 31 December 2022, compared with an adjusted National benchmark of 77%.

• There were no providers receiving more than 70% of payments.

• The average annualised plan budget at the end of March for active participants is $67,500 ($398,900 for participants in Supported Independent Living (SIL) and $46,900 for participants not in SIL).

• The average payment for the 12 month ending 31 March 2023 is $53,300 ($355,700 for participants in Supported Independent Living (SIL) and 35,100 for participants not in SIL).