

Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 December 2019

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 Australian Capital Territory participant pathway experience as at 31 December 2019 and 30 September 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 6,968 as at 30 September 2019 to 7,260 as at 31 December 2019.
- The number of children in the E-C-E-I gateway receiving initial supports decreased from 20 as at 30 September 2019 to 15 as at 31 December 2019.
- The number of children in the E-C-E-I gateway not receiving initial supports increased from 148 as at 30 September 2019 to 164 as at 31 December 2019.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 159% as at 30 September 2019 to 165% as at 31 December 2019. The Bilateral estimate is as at 30 June 2019.
- The intake as a proportion of operational target for the year to date decreased from 158% as at 30 September 2019 to 109% as at 31 December 2019.
- The proportion of participants fully or partially self managing their plan (transition only) for the year to date increased from 42% as at 30 September 2019 to 43% as at 31 December 2019.
- The proportion of plans activated within 90 days for the year to date remained stable at 79%, from 30 September 2019 to 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The participant plan reviews as a proportion of plan review target for the year to date increased from 96% as at 30 September 2019 to 145% as at 31 December 2019.
- The number of participant plan reviews completed increased from 1,635 in the quarter ending 30 September 2019 to 1,916 in the quarter ending 31 December 2019.
- The number of access decisions in progress decreased from 93 as at 30 September 2019 to 53 as at 31 December 2019.
- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 19 in the quarter ending 30 September 2019 to 5 in the quarter ending 31 December 2019.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 28 in the quarter ending 30 September 2019 to 8 in the quarter ending 31 December 2019.

- The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 decreased from 59 in the quarter ending 30 September 2019 to 52 in the quarter ending 31 December 2019.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 123 in the quarter ending 30 September 2019 to 109 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 6,968 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-2020 quarter 2, there were 318 plan approvals and a negative net movement of 26 participants across jurisdictions and scheme exits. This resulted in 7,260 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 15 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 7,275.

The following key statistics summarise the Australian Capital Territory performance as at 31 December 2019.

- 8,098 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 7,275 of these continue to be active.
- 4,432 active participants are receiving supports for the first time.
- In the current quarter, 318 participants have entered the scheme and there are 15 confirmed E-C-E-I children at the end of December 2019.
- On a year to date basis, 569 participants have entered the scheme (with an initial approved plan) which is 109% of the operational target.
- 1,916 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 145% of the plan review operational target.
- 387 access decisions have been made in the quarter, 280 of which met access and are still active as at 31 December 2019.
- 20 (6.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 303 (4.2%).
- 36 (11.3%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in ACT to 780 (10.7%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 31 December 2019 and at 30 September 2019.

- The total number of active providers (with at least one claim ever) increased from 888 as at 30 September 2019 to 933 as at 31 December 2019. Active providers refer to those who have received payment for supporting Agency-managed participants.
- The total number of active providers in last quarter decreased from 416 as at 30 September 2019 to 402 as at 31 December 2019. 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) decreased from 75% as at 30 September 2019 to 74% as at 31 December 2019.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 September 2019 to 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.
- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 September 2019 to 31 December 2019.
- The proportion of payments paid within 5 days (portal) increased from 99.6% as at 30 September 2019 to 99.8% as at 31 December 2019.
- The growth in annualised plan budget increased from 3.5% as at 30 September 2019 to 6.0% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Australian Capital Territory provider and market metrics as at 31 December 2019.

- The number of active providers at the end of December is 933, growing by 5% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 30 September.
- Utilisation has been 74% from 1 April 2019 to 30 September 2019, compared with an adjusted national benchmark of 73%. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.
- Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 54% of supports by value, compared with the national benchmark of 85%.

Section 3 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 December 2019. Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (which constitutes the Baseline). These results only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. The following three indicators are outcomes measures.

- The percentage of participants involved in community / social activities increased from 42% at Baseline to 44% at the second review.
- The percentage of participants in work increased from 32% at Baseline to 36% at the second review.

- The percentage of participants who choose who supports them remained stable at 68%, from Baseline to the second review.

There is insufficient data to report on satisfaction in 2019-20 Q2 and 2019-20 Q1.