Transcript for National 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 National 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 311,774 as at 30 September 2019 to 338,982 as at 31 December 2019.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 2,473 as at 30 September 2019 to 2,678 as at 31 December 2019.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 8,183 as at 30 September 2019 to 8,175 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 77% as at 30 September 2019 to 83% as at 31 December 2019. The Bilateral estimate is as at 30 June 2019 for all states and territories except Western Australia and Northern Territory.

• The intake as a proportion of operational target for the year to date decreased from 133% as at 30 September 2019 to 105% 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 29% as at 30 September 2019 to 30% as at 31 December 2019.

• The proportion of plans activated within 90 days for the year to date remained stable at 86%, 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 decreased from 108% as at 30 September 2019 to 106% as at 31 December 2019.

• The number of participant plan reviews completed increased from 63,909 in the quarter ending 30 September 2019 to 76,447 in the quarter ending 31 December 2019.

• The number of access decisions in progress decreased from 10,118 as at 30 September 2019 to 6,187 as at 31 December 2019.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 14 in the quarter ending 30 September 2019 to 6 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 22 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 89 in the quarter ending 30 September 2019 to 63 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 97 in the quarter ending 30 September 2019 to 92 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 311,774 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-20 quarter 2, there were 28,245 plan approvals and a negative net movement of 1,037 scheme exits. This resulted in 338,982 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 2,678 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 341,660.

The following key statistics summarise the National performance as at 31 December 2019.

• 351,127 participants have entered the scheme (including E-C-E-I) since July 2013. 341,660 of these continue to be active.

• 134,455 active participants are receiving supports for the first time.

• In the current quarter, 28,245 participants have entered the scheme and there are 2,678 children with initial supports in the E-C-E-I gateway at the end of December 2019.

• On a year to date basis, 54,958 participants have entered the scheme (with an initial approved plan) which is 105% of the operational target.

• 76,447 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 106% of the operational target.

• 33,649 access decisions have been made in the quarter, 25,039 of which met access and are still active as at 31 December 2019.

• 2,191 (7.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 20,513 (6.1%).

• 3,145 (11.1%) 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 30,092 (8.9%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on National 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 13,434 as at 30 September 2019 to 13,986 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 increased from 9,842 as at 30 September 2019 to 9,868 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) remained stable at 69%, from 30 September 2019 to 31 December 2019.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark increased from 8% as at 30 September 2019 to 11% as at 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. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

• Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers increased from 11% as at 30 September 2019 to 12% as at 31 December 2019. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

• The proportion of payments paid within 5 days (portal) decreased from 99.8% as at 30 September 2019 to 99.7% as at 31 December 2019.

• The growth in annualised plan budget increased from 9.6% as at 30 September 2019 to 12.0% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

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

• The number of active providers at the end of December is 13,986, growing by 4% in the quarter.

• Utilisation was 69% from 1 April 2019 to 30 September 2019, with 11% of regions in Australia more than 10 percentage points below the adjusted national benchmark.

• In 12% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the National distribution of regions by plan utilisation as at 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. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

8 out of 76 (11%) regions are more than 10 percentage points below the adjusted national benchmark.

11 out of 76 (14%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

52 out of 76 (68%) regions are within 5 percentage points of the adjusted national benchmark.

4 out of 76 (5%) regions are between 5 and 10 percentage points above the adjusted national benchmark.

1 out of 76 (1%) regions are more than 10 percentage points above the adjusted national benchmark.

The following regions are more than 10% below benchmark:

• Northern Territory East Arnhem: 27% versus 65% benchmark.

• Northern Territory Barkly: 38% versus 75% benchmark.

• Northern Territory Darwin Remote: 34% versus 61% benchmark.

• South Australia Far North (South Australia): 45% versus 69% benchmark.

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

• Western Australia Goldfields-Esperance: 42% versus 53% benchmark.

• Victoria Outer Gippsland: 47% versus 58% benchmark.

• Western Australia Kimberley-Pilbara: 45% versus 56% benchmark.

A chart displays the National distribution of regions by market concentration as at 31 December 2019. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

6 out of 76 (8%) regions have between 90% and 95% of payments going to the 10 largest providers.

3 out of 76 (4%) regions have between 85% and 90% of payments going to the 10 largest providers.

21 out of 76 (28%) regions have between 65% and 85% of payments going to the 10 largest providers.

31 out of 76 (41%) regions have between 45% and 65% of payments going to the 10 largest providers.

15 out of 76 (20%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are more than 5% above benchmark:

• Western Australia Goldfields-Esperance: 95% versus 85% benchmark.

• Northern Territory Barkly: 94% versus 85% benchmark.

• Western Australia Kimberley-Pilbara: 94% versus 85% benchmark.

• Northern Territory Central Australia: 92% versus 85% benchmark.

• Northern Territory Katherine: 92% versus 85% benchmark.

• Northern Territory East Arnhem: 91% versus 85% benchmark.

Section 3 Jurisdiction Summaries

A chart displays the active participants by jurisdiction as at 31 December 2019.

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).

The following comments are made regarding the National experience at jurisdiction level as at 31 December 2019.

• New South Wales has the highest number of active participants (113,590).

• There are 23 active participants who reside in Other Territories (abbreviated as O-T) including Norfolk Island. Given the small size of this group, average annualised committed supports and utilisation for O-T are not shown.

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

• The utilisation of SIL participants is consistently higher than for non-SIL participants across every jurisdiction. On a national basis, utilisation was 85% for SIL participants and 61% 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.

• 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.

Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on National 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 35% at Baseline to 46% at the second review.

• The percentage of participants in work increased from 25% at Baseline to 26% at the second review.

• The percentage of participants who choose who supports them increased from 49% at Baseline to 50% at the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good decreased from 87% as at 30 September 2019 to 85% as at 31 December 2019.