

# Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 30 June 2020

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 30 June 2020 and 31 March 2020.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 7,492 as at 31 March 2020 to 7,707 as at 30 June 2020.
- The number of children in the E-C-E-I gateway receiving initial supports decreased from 110 as at 31 March 2020 to 46 as at 30 June 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 30 as at 31 March 2020 to zero as at 30 June 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 173% as at 31 March 2020 to 178% as at 30 June 2020. The Bilateral estimate is as at 30 June 2019.
- The proportion of participants fully or partially self managing their plan increased from 44% as at 31 March 2020 to 45% as at 30 June 2020.
- The proportion of plans activated within 90 days remained stable at 79%, from 31 March 2020 to 30 June 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 2 are 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 1,802 in the quarter ending 31 March 2020 to 1,844 in the quarter ending 30 June 2020.
- Open participant requested reviews (PRRs) increased from 14 as at 31 March 2020 to 30 as at 30 June 2020.
- Open reviews of reviewable decisions (RoRDs – Access) increased from 2 as at 31 March 2020 to 4 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.
- Open reviews of reviewable decisions (RoRDs – Planning) decreased from 136 as at 31 March 2020 to 36 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.
- The number of access decisions in progress increased from 58 as at 31 March 2020 to 97 as at 30 June 2020.
- The average number of days to complete an access decision for participants with ages 0 to 6 increased from 1 in the quarter ending 31 March 2020 to 2 in the quarter ending 30 June 2020.

- The average number of days to complete an access decision for participants with ages 7 or above increased from 4 in the quarter ending 31 March 2020 to 9 in the quarter ending 30 June 2020.
- 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 27 in the quarter ending 31 March 2020 to 17 in the quarter ending 30 June 2020.
- 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 84 in the quarter ending 31 March 2020 to 63 in the quarter ending 30 June 2020.

A chart displays the change in active participants between 31 March 2020 and 30 June 2020.

There were 7,492 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 287 plan approvals and a negative net movement of 72 participants across jurisdictions and scheme exits. This resulted in 7,707 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 46 children in the E-C-E-I gateway receiving initial supports as at 30 June 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2020 was 7,753.

The following key statistics summarise the Australian Capital Territory performance as at 30 June 2020.

- 8,727 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 7,753 of these continue to be active.
- 4,906 active participants are receiving supports for the first time.
- In the current quarter, 287 participants have entered the scheme and there are 46 confirmed E-C-E-I children at the end of June 2020.
- 1,844 plans have been reviewed this quarter.
- 327 access decisions have been made in the quarter, 260 of which met access and are still active as at 30 June 2020.
- 10 (3.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 321 (4.2%).
- 26 (9.1%) 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 830 (10.8%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 30 June 2020 and at 31 March 2020.

- The total number of active providers (with at least one claim ever) increased from 975 as at 31 March 2020 to 1,032 as at 30 June 2020. 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 393 as at 31 March 2020 to 360 as at 30 June 2020. 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 72% as at 31 March 2020 to 73% as at 30 June 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 March 2020 to 30 June 2020. 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 31 March 2020 to 30 June 2020.
- The proportion of payments paid within 5 days (portal) remained stable at 99.8%, from 31 March 2020 to 30 June 2020.
- The growth in annualised plan budget increased from 8.3% as at 31 March 2020 to 13.9% as at 30 June 2020. 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 30 June 2020.

- The number of active providers at the end of June is 1,032, growing by 6% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 March.
- Utilisation has been 73% from 1 October 2019 to 31 March 2020, 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 October 2019 to 31 March 2020 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 55% 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 30 June 2020. 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 July 2017 and 30 June 2018 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 remained stable at 41%, from Baseline to the second review.
- The percentage of participants in work remained stable at 31%, from Baseline to the second review.
- The percentage of participants who choose who supports them decreased from 65% at Baseline to 61% at the second review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in the current versus previous quarter. Participant satisfaction results for 2019-20 quarter 3 have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 quarter 4 and 2019-20 quarter 3.

- The percentage for the 'Pre-planning' stage increased from 70% in the quarter ending 31 March 2020 to 76% in the quarter ending 30 June 2020.
- The percentage for the 'Planning' stage increased from 72% in the quarter ending 31 March 2020 to 87% in the quarter ending 30 June 2020.