# Transcript for New South Wales 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 New South Wales 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 119,264 as at 31 March 2020 to 124,625 as at 30 June 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 2,299 as at 31 March 2020 to 2,514 as at 30 June 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 578 as at 31 March 2020 to 157 as at 30 June 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 89% as at 31 March 2020 to 94% 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 28% as at 31 March 2020 to 29% as at 30 June 2020.

• The proportion of plans activated within 90 days remained stable at 86%, 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 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 28,986 in the quarter ending 31 March 2020 to 32,815 in the quarter ending 30 June 2020.

• Open participant requested reviews (PRRs) increased from 243 as at 31 March 2020 to 654 as at 30 June 2020.

• Open reviews of reviewable decisions (RoRDs – Access) decreased from 107 as at 31 March 2020 to 48 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 2,076 as at 31 March 2020 to 534 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 1,335 as at 31 March 2020 to 2,333 as at 30 June 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 increased from 2 in the quarter ending 31 March 2020 to 4 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 38 in the quarter ending 31 March 2020 to 26 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 64 in the quarter ending 31 March 2020 to 52 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 119,264 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 6,009 plan approvals and a negative net movement of 648 participants across jurisdictions and scheme exits. This resulted in 124,625 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 2,514 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 127,139.

The following key statistics summarise the New South Wales performance as at 30 June 2020.

• 132,012 participants have entered the scheme (including E-C-E-I) since July 2013. 127,139 of these continue to be active.

• 58,944 active participants are receiving supports for the first time.

• In the current quarter, 6,009 participants have entered the scheme and there are 2,514 children with initial supports in the E-C-E-I gateway at the end of June 2020.

• 32,815 plans have been reviewed this quarter.

• 6,964 access decisions have been made in the quarter, 5,341 of which met access and are still active as at 30 June 2020.

• 592 (9.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 8,874 (7.1%).

• 827 (13.8%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in NSW to 12,780 (10.3%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on New South Wales 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 7,058 as at 31 March 2020 to 7,282 as at 30 June 2020. Active providers refer to those who received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter decreased from 3,968 as at 31 March 2020 to 3,862 as at 30 June 2020. Active providers refer to those who 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) decreased from 99.8% as at 31 March 2020 to 99.7% as at 30 June 2020.

• The growth in annualised plan budget increased from 12.6% as at 31 March 2020 to 17.0% as at 30 June 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the New South Wales provider and market metrics as at 30 June 2020.

• The number of active providers at the end of June is 7,282, growing by 3% in the quarter.

• Utilisation was 73% from 1 October 2019 to 31 March 2020, with no regions in New South Wales more than 10 percentage points below the adjusted national benchmark.

• None of the regions has the top 10 providers providing more than 85% of supports by value.

A chart displays the New South Wales distribution of regions by plan utilisation as at 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.

No regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 15 (13%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

13 out of 15 (87%) regions are within 5 percentage points of the adjusted national benchmark.

No regions are between 5 and 10 percentage points above the adjusted national benchmark.

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

The following regions are below benchmark:

• Far West: 61% versus 67% benchmark.

• Western New South Wales: 66% versus 72% benchmark.

• Southern New South Wales: 69% versus 71% benchmark.

• Hunter New England: 73% versus 75% benchmark.

• Nepean Blue Mountains: 72% versus 73% benchmark.

A chart displays the New South Wales distribution of regions by market concentration as at 30 June 2020.

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

No regions have between 90% and 95% of payments going to the 10 largest providers.

No regions have between 85% and 90% of payments going to the 10 largest providers.

1 out of 15 (7%) regions have between 65% and 85% of payments going to the 10 largest providers.

9 out of 15 (60%) regions have between 45% and 65% of payments going to the 10 largest providers.

5 out of 15 (33%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are closest to benchmark:

• Far West: 84% versus 85% benchmark.

• Northern New South Wales: 60% versus 85% benchmark.

• Murrumbidgee: 60% versus 85% benchmark.

• Mid North Coast: 60% versus 85% benchmark.

## Section 3 Regional Summaries

A chart displays the active participants by region as at 30 June 2020. ('Other' include participants with regional information missing.)

A chart displays the average annualised committed supports and utilisation by region.

The following comments are made regarding the New South Wales experience at region level as at 30 June 2020.

• Hunter New England has the highest number of active participants (21,866), while Far West has the lowest (526).

• North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other New South Wales regions.

• Western Sydney has the highest utilisation at 77%, whilst Far West has the lowest utilisation at 61%.

• 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.

## Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on New South Wales 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 increased from 35% at Baseline to 46% at the second review.

• The percentage of participants in work remained stable at 24%, from Baseline to the second review.

• The percentage of participants who choose who supports them remained stable at 48%, from Baseline to 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.

• The percentage for the 'Access' stage increased from 76% in the quarter ending 31 March 2020 to 86% in the quarter ending 30 June 2020.

• The percentage for the 'Pre-planning' stage increased from 82% in the quarter ending 31 March 2020 to 84% in the quarter ending 30 June 2020.

• The percentage for the 'Planning' stage increased from 80% in the quarter ending 31 March 2020 to 83% in the quarter ending 30 June 2020.

• The percentage for the 'Plan review’ stage decreased from 86% in the quarter ending 31 March 2020 to 85% in the quarter ending 30 June 2020.