

Transcript for Northern 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 Northern 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 3,124 as at 31 March 2020 to 3,428 as at 30 June 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 60 as at 31 March 2020 to 83 as at 30 June 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 13 as at 31 March 2020 to 5 as at 30 June 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 53% as at 31 March 2020 to 55% as at 30 June 2020.
- The proportion of participants fully or partially self managing their plan decreased from 19% as at 31 March 2020 to 18% as at 30 June 2020.
- The proportion of plans activated within 90 days remained stable at 82%, 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 682 in the quarter ending 31 March 2020 to 725 in the quarter ending 30 June 2020.
- Open participant requested reviews (PRRs) increased from 5 as at 31 March 2020 to 12 as at 30 June 2020.
- Open reviews of reviewable decisions (RoRDs – Access) remained unchanged at 3, from 31 March 2020 to 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 24 as at 31 March 2020 to 7 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 49 as at 31 March 2020 to 115 as at 30 June 2020.
- The average number of days to complete an access decision for participants with ages 0 to 6 increased from 3 in the quarter ending 31 March 2020 to 6 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 3 in the quarter ending 31 March 2020 to 5 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 increased from 66 in the quarter ending 31 March 2020 to 74 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 114 in the quarter ending 31 March 2020 to 86 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 3,124 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 312 plan approvals and a negative net movement of 8 participants across jurisdictions and scheme exits. This resulted in 3,428 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 83 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 3,511.

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

- 3,619 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in the Northern Territory. 3,511 of these continue to be active.
- 1,431 active participants are receiving supports for the first time.
- In the current quarter, 312 participants have entered the scheme and there are 83 children with initial supports in the E-C-E-I gateway at the end of June 2020.
- 725 plans have been reviewed this quarter.
- 274 access decisions have been made in the quarter, 216 of which met access and are still active as at 30 June 2020.
- 138 (44.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NT to 1,693 (49.4%).
- 71 (22.8%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in NT to 886 (25.8%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Northern 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 504 as at 31 March 2020 to 545 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 256 as at 31 March 2020 to 252 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 60% as at 31 March 2020 to 65% as at 30 June 2020.

- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark decreased from 67% as at 31 March 2020 to 50% 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.
- Market concentration. The proportion of regions where more than 85% of the supports go to the top 10 providers remained stable at 67%, from 31 March 2020 to 30 June 2020.
- The proportion of payments paid within 5 days (portal) remained stable at 99.5%, from 31 March 2020 to 30 June 2020.
- The growth in annualised plan budget decreased from 13.2% as at 31 March 2020 to 11.4% as at 30 June 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Northern Territory provider and market metrics as at 30 June 2020.

- The number of active providers at the end of June is 545, growing by 8% in the quarter.
- Utilisation was 65% in the six months from 1 October 2019 to 31 March 2020, with 50% of regions in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 67% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the Northern Territory 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.

3 out of 6 (50%) regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 6 (33%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

1 out of 6 (17%) 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:

- East Arnhem: 33% versus 66% benchmark.
- Barkly: 53% versus 75% benchmark.
- Darwin Remote: 40% versus 60% benchmark.
- Katherine: 71% versus 77% benchmark.
- Central Australia: 70% versus 75% benchmark.
- Darwin Urban: 69% versus 73% benchmark.

A chart displays the Northern Territory 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.

4 out of 6 (67%) 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 6 (17%) regions have between 65% and 85% of payments going to the 10 largest providers.

1 out of 6 (17%) regions have between 45% and 65% of payments going to the 10 largest providers.

No regions have less than 45% of payments going to the 10 largest providers.

The following regions are above benchmark:

- Barkly: 93% versus 85% benchmark.
- East Arnhem: 91% versus 85% benchmark.
- Katherine: 91% versus 85% benchmark.
- Central Australia: 91% versus 85% benchmark.

Section 3 Regional Summaries

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

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

The following comments are made regarding the Northern Territory experience at region level as at 30 June 2020.

- Darwin Urban has the highest number of active participants (1,985), while Barkly has the lowest (162).
- Central Australia has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Northern Territory regions.
- Katherine has the highest utilisation at 71%, whilst East Arnhem has the lowest utilisation at 33%.
- 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 Northern 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 increased from 47% at Baseline to 49% at the second review.

- The percentage of participants in work decreased from 12% at Baseline to 11% at the second review.
- The percentage of participants who choose who supports them increased from 26% at Baseline to 29% 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. There is insufficient data to report on the participant satisfaction survey results for Northern Territory.