Transcript for South Australia 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 South Australia 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 33,127 as at 31 March 2020 to 35,206 as at 30 June 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 256 as at 31 March 2020 to 338 as at 30 June 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 529 as at 31 March 2020 to 79 as at 30 June 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 109% as at 31 March 2020 to 116% 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 remained stable at 25%, from 31 March 2020 to 30 June 2020.

• The proportion of plans activated within 90 days remained stable at 85%, 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 decreased from 9,236 in the quarter ending 31 March 2020 to 9,167 in the quarter ending 30 June 2020.

• Open participant requested reviews (PRRs) increased from 60 as at 31 March 2020 to 214 as at 30 June 2020.

• Open reviews of reviewable decisions (RoRDs – Access) decreased from 31 as at 31 March 2020 to 17 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 586 as at 31 March 2020 to 208 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 346 as at 31 March 2020 to 664 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 7 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 76 in the quarter ending 31 March 2020 to 46 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 137 in the quarter ending 31 March 2020 to 87 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 33,127 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 2,325 plan approvals and a negative net movement of 246 participants across jurisdictions and scheme exits. This resulted in 35,206 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 338 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 35,544.

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

• 37,196 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in South Australia. 35,544 of these continue to be active.

• 19,754 of active participants are receiving supports for the first time.

• In the current quarter, 2,325 participants have entered the scheme and there are 338 children with initial supports in the E-C-E-I gateway at the end of June 2020.

• 9,167 plans have been reviewed this quarter.

• 2,046 access decisions have been made in the quarter, 1,610 of which met access and are still active as at 30 June 2020.

• 180 (7.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in SA to 1,939 (5.5%).

• 196 (8.4%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in SA to 2,605 (7.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on South Australia 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 1,716 as at 31 March 2020 to 1,809 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 851 as at 31 March 2020 to 821 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 67% as at 31 March 2020 to 68% 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 25%, 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 17%, 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 12.6% as at 31 March 2020 to 16.9% as at 30 June 2020. This measure is based on plans reviewed in the current quarter.

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

- The number of active providers at the end of June is 1,809, growing at 5% in the quarter.

- Utilisation has been 68% from 1 October 2019 to 31 March 2020, with 25% of regions in South Australia more than 10 percentage points below the adjusted national benchmark.

- In 17% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the South Australia 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 12 (25%) regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 12 (17%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

7 out of 12 (58%) 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 that are more than 5% below benchmark:

- Far North (South Australia): 48% versus 69% benchmark.

- Eyre and Western: 53% versus 67% benchmark.

- Limestone Coast: 61% versus 73% benchmark.

- Yorke and Mid North: 59% versus 68% benchmark.

- Murray and Mallee: 63% versus 71% benchmark.

A chart displays the South Australia 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.

2 out of 12 (17%) regions have between 85% and 90% of payments going to the 10 largest providers.

5 out of 12 (42%) regions have between 65% and 85% of payments going to the 10 largest providers.

5 out of 12 (42%) 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 closest to benchmark:

- Far North (South Australia): 87% versus 85% benchmark.
- Fleurieu and Kangaroo Island: 86% versus 85% benchmark.
- Limestone Coast: 82% versus 85% benchmark.
- Eyre and Western: 81% versus 85% benchmark.
- Murray and Mallee: 75% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 30 June 2020.

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

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

- Northern Adelaide has the highest number of active participants (11,735), while Far North (South Australia) has the lowest (429).
- Far North (South Australia) has the highest average annualised committed supports, followed by Eastern Adelaide.
- Adelaide Hills has the highest utilisation at 71%, whilst Far North (South Australia) has the lowest utilisation at 48%.
- 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 - Quarterly results

A table displays the following key statistics on South Australia participant outcomes and satisfaction - quarterly results.

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 37% at Baseline to 42% at the second review.

• The percentage of participants in work decreased from 33% at Baseline to 31% at the second review.

• The percentage of participants who choose who supports them increased from 59% at Baseline to 60% 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.

• The percentage for the 'Access' stage increased from 73% in the quarter ending 31 March 2020 to 78% in the quarter ending 30 June 2020.

• The percentage for the 'Pre-planning' stage increased from 78% in the quarter ending 31 March 2020 to 84% in the quarter ending 30 June 2020.

• The percentage for the 'Planning' stage decreased from 86% in the quarter ending 31 March 2020 to 81% in the quarter ending 30 June 2020.

• The percentage for the 'Plan review' stage increased from 72% in the quarter ending 31 March 2020 to 88% in the quarter ending 30 June 2020.