

Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 30 September 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 September 2020 and 30 June 2020.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 7,707 as at 30 June 2020 to 7,909 as at 30 September 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 46 as at 30 June 2020 to 90 as at 30 September 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports increased from 0 as at 30 June 2020 to 1 as at 30 September 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 178% as at 30 June 2020 to 184% as at 30 September 2020. Bilateral Estimates as at 30 June 2019.
- The proportion of participants fully or partially self-managing their plan remained stable at 45%, from 30 June 2020 to 30 September 2020.
- The proportion of plans activated within 90 days remained stable at 79%, from 30 June 2020 to 30 September 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 3 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 1,844 in the quarter ending 30 June 2020 to 1,722 in the quarter ending 30 September 2020. Plans less than 30 days in duration have been excluded.
- The proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days increased from 99% in the quarter ending 30 June 2020 to 100% in the quarter ending 30 September 2020.
- The proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days remained stable at 54%, from the quarter ending 30 June 2020 to 30 September 2020.
- The proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days increased from 85% in the quarter ending 30 June 2020 to 99% in the quarter ending 30 September 2020.
- The number of access decisions in progress increased from 98 as at 30 June 2020 to 101 as at 30 September 2020.
- The proportion of access decisions that were made or further information requested within 21 days of access request remained stable at 100.0%, from 30 June 2020 to 30 September 2020.

- The proportion of access decisions that were made within 14 days of final information being provided remained stable at 100.0%, from 30 June 2020 to 30 September 2020.
- The proportion of first plan approved after access decision has been made that were for participants aged 0 to 6, within 70 days remained stable at 100%, from 30 June 2020 to 30 September 2020.
- The proportion of first plan approved after access decision has been made that were for participants aged 7 or above, within 90 days increased from 91% in the quarter ending 30 June 2020 to 99% in the quarter ending 30 September 2020.

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

There were 7,707 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 248 plan approvals and a negative net movement of 46 participants across jurisdictions and Scheme exits. This resulted in 7,909 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 90 children in the E-C-E-I gateway receiving initial supports as at 30 September 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 September 2020 was 7,999.

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

- 9,002 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 7,999 of these continue to be active.
- 5,096 active participants are receiving supports for the first time.
- In the current quarter, 248 participants have entered the Scheme and there are 90 confirmed E-C-E-I children at the end of September 2020.
- 1,722 plans have been reviewed this quarter.
- 348 access decisions have been made in the quarter, 250 of which met access and are still active as at 30 September 2020.
- 13 (5.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Australian Capital Territory to 330 (4.2%).
- 31 (12.5%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in Australian Capital Territory to 858 (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 September 2020 and at 30 June 2020.

- The total number of active providers (with at least one claim ever) increased from 1,032 as at 30 June 2020 to 1,053 as at 30 September 2020. 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 360 as at 30 June 2020 to 372 as at 30 September 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) decreased from 73% as at 30 June 2020 to 72% as at 30 September 2020.
- Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 June 2020 to 30 September 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.
- Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2020 to 30 September 2020.
- The proportion of payments paid within 5 days (portal) increased from 99.8% as at 30 June 2020 to 99.9% as at 30 September 2020.
- The growth in annualised plan budget decreased from 13.9% as at 30 June 2020 to 3.2% as at 30 September 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 September 2020.

- The number of active providers at the end of September is 1,053, growing by 2% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 30 June.
- Utilisation has been 72% from 1 January 2020 to 30 June 2020, compared with an adjusted national benchmark of 72%.
- Only utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 54% 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 Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020. These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

- The percentage - Participant employment rate - ages 15 and over increased from 30% at Baseline to 31% at the latest review.
- The percentage - Participant social and community engagement rate - ages 15 and over increased from 38% at Baseline to 45% at the latest review.
- The percentage - Parent and carer employment rate - all ages increased from 52% at Baseline to 61% at the latest 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 4 have been restated using data as at 30 September 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 2020-21 quarter 1.

- The percentage for the 'Pre-planning' stage increased from 78% in the quarter ending 30 June 2020 to 89% in the quarter ending 30 September 2020.
- The percentage for the 'Planning' stage decreased from 86% in the quarter ending 30 June 2020 to 73% in the quarter ending 30 September 2020.