Transcript for National Quarterly Performance Dashboard as at 31 December 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 National participant pathway experience as at 31 December 2020 and 30 September 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 412,543 as at 30 September 2020 to 432,649 as at 31 December 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 8,639 as at 30 September 2020 to 9,560 as at 31 December 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 1,080 as at 30 September 2020 to 534 as at 31 December 2020.

• The proportion of participants fully or partially self managing their plan remained stable at 31%, from 30 September 2020 to 31 December 2020.

• The proportion of plans activated within 90 days remained stable at 86%, from 30 September 2020 to 31 December 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 4 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 86,792 in the quarter ending 30 September 2020, to 90,933 in the quarter ending 31 December 2020. Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

• The number of access decisions in progress increased from 9,177 as at 30 September 2020 to 9,195 as at 31 December 2020.

• Children benefiting from the Scheme no longer needing supports (% p.a.) remained stable at 2.3%, from the quarter ending 30 September 2020 to 31 December 2020. This is annualised rate of exits from the Scheme by participants aged 0 to 14, as well as the exits from the ECEI Gateway (that are not Access Met). The rate for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

The following statistics concern Participant Service Guarantee (PSG) metrics and the proportion which met target. The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

• PSG number 2: The proportion of access decisions made or further information requested within 21 days of access requests remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 4: The proportion of access decisions made within 14 days of final information being provided decreased from 100% in the quarter ending 30 September 2020 to 98% in the quarter ending31 December 2020.

• PSG number 5: The proportion of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made decreased from 75% in the quarter ending30 September 2020 to 74% in the quarter ending31 December 2020.

• PSG number 6: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 7 or above, remained stable at 92%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 7: The proportion of first plans that were approved within 70 days after access decisions were made, for participants aged 0 to 6, remained stable at 98%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 11: The proportion of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 65% in the quarter ending30 September 2020 to 61% in the quarter ending31 December 2020. Despite current underachievement of this scheduled review target, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.

• PSG number 12: The proportion of cases where the decision to undertake Participant Requested Reviews (PRRs) was made within 21 days remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 13: The proportion of Participant Requested Reviews (PPRs) that were completed within 42 days after the decision was made decreased from 74% in the quarter ending 30 September 2020 to 72% in the quarter ending 31 December 2020.

• PSG number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 99% in the quarter ending30 September 2020 to 98% in the quarter ending31 December 2020.

A chart displays the change in active participants between 30 September 2020 and 31 December 2020.

There were 412,543 active participants (excluding E-C-E-I) as at 30 September 2020. During 2020-21 quarter 2, there were 21,316 plan approvals and a negative net movement of 1,210 Scheme exits. This resulted in 432,649 active participants (excluding E-C-E-I) as at 31 December 2020. Additionally, there were 9,560 children in the E-C-E-I gateway receiving initial supports as at 31 December 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2020 was 442,209.

The following key statistics summarise the National performance as at 31 December 2020.

• 457,668 participants have entered the Scheme (including E-C-E-I) since July 2013. 442,209 of these continue to be active.

• 212,504 active participants are receiving supports for the first time.

• In the current quarter, 21,316 participants have entered the Scheme and there are 9,560 children with initial supports in the E-C-E-I gateway at the end of December 2020.

• 90,933 plans have been reviewed this quarter.

• 28,346 access decisions have been made in the quarter, 21,985 of which met access and are still active as at 31 December 2020.

• 1,911 (9.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 29,085 (6.7%).

• 2,226 (10.5%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants nationally to 40,391 (9.3%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on National provider and market metrics as at 31 December 2020 and at 30 September 2020.

• The total number of active providers (with at least one claim ever) increased from 15,319 as at 30 September 2020 to 15,708 as at 31 December 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 9,150 as at 30 September 2020 to 9,142 as at 31 December 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 69% as at 30 September 2020 to 67% as at 31 December 2020.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 10%, from 30 September 2020 to 31 December 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 decreased from 10% as at 30 September 2020 to 9% as at 31 December 2020.

• The proportion of payments paid within 5 days (portal) remained stable at 99.8%, from 30 September 2020 to 31 December 2020.

• The growth in annualised plan budget decreased from 8.5% as at 30 September 2020 to 3.7% as at 31 December 2020. This measure is based on plans reviewed in the current quarter. The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the National provider and market metrics as at 31 December 2020.

• The number of active providers at the end of December is 15,708, growing by 3% in the quarter.

• Utilisation was 67% from 1 April 2020 to 30 September 2020, with 10% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• In 9% of service districts, the top 10 providers provide more than 85% of supports by value.

A chart displays the National distribution of service districts by plan utilisation as at 31 December 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.

8 out of 80 (10%) service districts are more than 10 percentage points below the adjusted national benchmark.

12 out of 80 (15%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

58 out of 80 (73%) service districts are within 5 percentage points of the adjusted national benchmark.

2 out of 80 (3%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

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

Service districts more than 10% below benchmark:

• Northern Territory East Arnhem: 38% versus 62% benchmark.

• Northern Territory Darwin Remote: 38% versus 56% benchmark.

• Northern Territory Barkly: 57% versus 72% benchmark.

• South Australia Far North (South Australia): 50% versus 65% benchmark.

• South Australia Eyre and Western: 53% versus 64% benchmark.

• Western Australia Kimberley-Pilbara: 49% versus 60% benchmark.

• Victoria Outer Gippsland: 51% versus 62% benchmark.

• South Australia Murray and Mallee: 59% versus 69% benchmark.

A chart displays the National distribution of service districts by market concentration as at 31 December 2020.

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

3 out of 80 (4%) service districts have between 90% and 95% of payments going to the 10 largest providers.

4 out of 80 (5%) service districts have between 85% and 90% of payments going to the 10 largest providers.

20 out of 80 (25%) service districts have between 65% and 85% of payments going to the 10 largest providers.

34 out of 80 (43%) service districts have between 45% and 65% of payments going to the 10 largest providers.

19 out of 80 (24%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts more than 5% above benchmark:

• Western Australia Midwest-Gascoyne: 94% versus 85% benchmark.

• Western Australia Great Southern: 93% versus 85% benchmark.

• Northern Territory Barkly: 92% versus 85% benchmark.

Section 3 Summaries by State/Territory

A chart displays the active participants by State/Territory as at 31 December 2020. There are 2 active participants at 31 December 2020 with Missing State/Territory information, these participants are not shown in the charts above.

A chart displays the average annualised committed supports and utilisation by State/Territory. Separate utilisation rates are shown for participants with and without Supported Independent Living (abbreviated as SIL). Given the small size of the OT group, average annualised committed supports and utilisation for OT are not shown.

The following comments are made regarding the National experience at jurisdiction level as at 31 December 2020.

• New South Wales has the highest number of active participants (135,402).

• There are 36 active participants who reside in Other Territories (abbreviated as O-T) including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

• Northern Territory has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other States/Territories.

• The utilisation of SIL participants is consistently higher than for non-SIL participants across every State/Territory. On a national basis, utilisation was 84% for SIL participants and 61% for non-SIL participants.

• Duration in the Scheme is also a key driver of utilisation. Participants utilise a greater proportion of their subsequent plans when compared to their initial plan. Utilisation for participants on their first plan is 50% compared with 63% for those on their second plan and 71% for those on subsequent plans. (This excludes participants receiving in-kind supports as it is not possible to accurately separate in-kind payments and committed amounts between plans.)

• Only utilisation of committed supports from 1 April 2020 to 30 September 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 National participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 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 22% at Baseline to 23% at the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 36% at Baseline to 46% at the latest review.

- The percentage - Parent and carer employment rate - all ages increased from 46% at Baseline to 49% 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 quarter. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a ‘break’ in the time series, meaning the previous quarterly results do not compare well with this quarter’s result. Hence, this comparison is not included here.

- The percentage for the 'Access' stage was 78% in the quarter ending 31 December 2020.
- The percentage for the 'Pre-planning' stage was 78% in the quarter ending 31 December 2020.
- The percentage for the 'Planning' stage was 84% in the quarter ending 31 December 2020.
- The percentage for the 'Plan review ' stage was 75% in the quarter ending 31 December 2020.