

Transcript for Northern Territory 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 Northern Territory 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 3,636 as at 30 September 2020 to 3,847 as at 31 December 2020.
- The number of children in the E-C-E-I gateway receiving initial supports decreased from 162 as at 30 September 2020 to 147 as at 31 December 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports increased from 2 as at 30 September 2020 to 7 as at 31 December 2020.
- The proportion of participants fully or partially self managing their plan remained stable at 18%, from 30 September 2020 to 31 December 2020.
- The proportion of plans activated within 90 days increased from 82% as at 30 September 2020 to 83% as at 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 decreased from 605 in the quarter ending 30 September 2020 to 462 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 decreased from 119 as at 30 September 2020 to 111 as at 31 December 2020.

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 remained stable at 98%, from the quarter ending 30 September 2020 to 31 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 increased from 59% in the quarter ending 30 September 2020 to 66% in the quarter ending 31 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, decreased from 75% in the quarter ending 30 September 2020 to 58% in the quarter ending 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, increased from 87% in the quarter ending 30 September 2020 to 92% in the quarter ending 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 57% in the quarter ending 30 September 2020 to 52% in the quarter ending 31 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 decreased from 100% in the quarter ending 30 September 2020 to 99% in the quarter ending 31 December 2020.
- PSG number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made increased from 41% in the quarter ending 30 September 2020 to 49% 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 increased from 97% in the quarter ending 30 September 2020 to 100% in the quarter ending 31 December 2020.

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

There were 3,636 active participants (excluding E-C-E-I) as at 30 September 2020. During 2020-21 quarter 2, there were 221 plan approvals and a negative net movement of 10 participants across jurisdictions and Scheme exits. This resulted in 3,847 active participants (excluding E-C-E-I) as at 31 December 2020. Additionally, there were 147 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 3,994.

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

- 4,129 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in the Northern Territory. 3,994 of these continue to be active.
- 1,793 active participants are receiving supports for the first time.
- In the current quarter, 221 participants have entered the Scheme and there are 147 children with initial supports in the E-C-E-I gateway at the end of December 2020.
- 462 plans have been reviewed this quarter.
- 356 access decisions have been made in the quarter, 289 of which met access and are still active as at 31 December 2020.
- 101 (45.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NT to 1,891 (49.2%).

- 56 (25.3%) 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 978 (25.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Northern Territory 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 585 as at 30 September 2020 to 627 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 increased from 235 as at 30 September 2020 to 259 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) increased from 66% 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 50%, 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 67% as at 30 September 2020 to 33% 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 10.7% as at 30 September 2020 to -8.2% 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 Northern Territory provider and market metrics as at 31 December 2020.

- The number of active providers at the end of December is 627, growing by 7% in the quarter.
- Utilisation was 67% in the six months from 1 April 2020 to 30 September 2020, with 50% of service districts in the Northern Territory more than 10 percentage points below the adjusted national benchmark.
- In 33% of service districts, the top 10 providers provide more than 85% of supports by value.

A chart displays the Northern Territory 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.

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

No service districts are between 5 and 10 percentage points below the adjusted national benchmark.

3 out of 6 (50%) service districts are within 5 percentage points of the adjusted national benchmark.

No 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 below benchmark:

- East Arnhem: 38% versus 62% benchmark.
- Darwin Remote: 38% versus 56% benchmark.
- Barkly: 57% versus 72% benchmark.
- Katherine: 70% versus 74% benchmark.
- Central Australia: 72% versus 73% benchmark.

A chart displays the Northern Territory 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.

1 out of 6 (17%) service districts have between 90% and 95% of payments going to the 10 largest providers.

1 out of 6 (17%) service districts have between 85% and 90% of payments going to the 10 largest providers.

3 out of 6 (50%) service districts have between 65% and 85% of payments going to the 10 largest providers.

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

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

Service districts above benchmark:

- Barkly: 92% versus 85% benchmark.
- Katherine: 88% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 31 December 2020. 'Other' includes participants with service district information missing.

A chart displays the average annualised committed supports and utilisation by service district. Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

The following comments are made regarding the Northern Territory experience at service district level as at 31 December 2020.

- Darwin Urban has the highest number of active participants (2,251), 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 service districts.
- Central Australia has the highest utilisation at 72%, whilst East Arnhem has the lowest utilisation at 38%.
- 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 Northern Territory participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at Monthly. 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 10% at Baseline to 12% at the latest review.
- The percentage - Participant social and community engagement rate - ages 15 and over increased from 47% at Baseline to 49% at the latest review.
- The percentage - Parent and carer employment rate - all ages increased from 54% at Baseline to 55% 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.

- There is insufficient data to report on the participant satisfaction survey results relating to the Access stage for 2020-21 quarter 2.
- The percentage for the 'Pre-planning' stage was 77% in the quarter ending 31 December 2020.
- The percentage for the 'Planning' stage was 97% in the quarter ending 31 December 2020.
- The percentage for the 'Plan review ' stage was 69% in the quarter ending 31 December 2020.