Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 March 2021

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 31 March 2021 and 31 December 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 8,146 as at 31 December 2020 to 8,385 as at 31 March 2021.

• The number of children in the E-C-E-I gateway receiving initial supports decreased from 124 as at 31 December 2020 to 118 as at 31 March 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports remained unchanged at 0, from 31 December 2020 to 31 March 2021.

• The proportion of participants fully or partially self managing their plan remained stable at 45%, from 31 December 2020 to 31 March 2021.

• The proportion of plans activated within 90 days remained stable at 80%, from 31 December 2020 to 31 March 2021. Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 quarter 1 have been 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 1,961 in the quarter ending 31 December 2020 to 1,728 in the quarter ending 31 March 2021. Plans less than 31 days in duration have been excluded. The number of plan reviews during the December 2020 quarter has been restated at 31 March 2021 due to retrospective changes in underlying data.

• The number of access decisions in progress decreased from 120 as at 31 December 2020 to 106 as at 31 March 2021.

The following statistics concern Participant Service Guarantee (P-S-G) metrics and the proportion meeting target in the quarters ending 31 December 2020 and 31 March 2021.

• P-S-G number 2: The proportion of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2020 to 31 March 2021.

• P-S-G number 4: The proportion of access decisions made within 14 days of final information being provided increased from 97% as at 31 December 2020 to 98% as at 31 March 2021.

• P-S-G 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 95% as at 31 December 2020 to 93% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic.

• P-S-G number 6: The proportion of first plans that were approved within 56 days after access decisions were made, for participants aged 7 or above, was 98% as at 31 December 2020 and 91% as at 31 March 2021. The target timeframe for P-S-G 6 has been reduced from 70 to 56 days in early 2021. The result for the March 2021 quarter is based on the 56 day timeframe while the result for the December 2020 quarter is based on the 70 day timeframe.

• P-S-G number 7: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 0 to 6, increased from 98% as at 31 December 2020 to 100% as at 31 March 2021.

• P-S-G 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 86% as at 31 December 2020 to 10% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic. Despite current underachievement of P-S-G 11 regarding facilitating scheduled reviews, 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.

• P-S-G 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 31 December 2020 to 31 March 2021.

• P-S-G number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made increased from 59% as at 31 December 2020 to 62% as at 31 March 2021.

• P-S-G number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 98% as at 31 December 2020 to 91% as at 31 March 2021.

A chart displays the change in active participants between 31 December 2020 and 31 March 2021.

There were 8,146 active participants (excluding E-C-E-I) as at 31 December 2020. During 2020-21 quarter 3, there were 290 plan approvals and a negative net movement of 51 participants across jurisdictions and Scheme exits. This resulted in 8,385 active participants (excluding E-C-E-I) as at 31 March 2021. Additionally, there were 118 children in the E-C-E-I gateway receiving initial supports as at 31 March 2021. When including E-C-E-I, the total number of active participants as at 31 March 2021 was 8,503.

The following key statistics summarise the Australian Capital Territory performance as at 31 March 2021.

• 9,566 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 8,503 of these continue to be active.

• 5,577 active participants are receiving supports for the first time.

• In the current quarter, 290 participants have entered the Scheme and there are 118 confirmed E-C-E-I children at the end of March 2021.

• 1,728 plans have been reviewed this quarter.

• 375 access decisions have been made in the quarter, 294 of which met access and are still active as at 31 March 2021.

• 20 (6.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 359 (4.3%).

• 28 (9.7%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in ACT to 918 (10.9%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 31 March 2021 and at 31 December 2020.

• The total number of active providers (with at least one claim ever) increased from 1,111 as at 31 December 2020 to 1,180 as at 31 March 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 386 as at 31 December 2020 to 399 as at 31 March 2021. 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 72% as at 31 December 2020 to 73% as at 31 March 2021.

• 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 31 December 2020 to 31 March 2021. 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 have 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 31 December 2020 to 31 March 2021.

• The proportion of payments paid through the portal within 5 days decreased from 99.9% as at 31 December 2020 to 99.7% as at 31 March 2021.

• The growth in annualised plan budgets decreased from 1.1% in the December 2020 quarter to -0.2% in the March 2021 quarter. The rate of growth for the December 2020 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the Australian Capital Territory provider and market metrics as at 31 March 2021.

• The number of active providers at the end of March is 1,180, growing by 6% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 December.

• Utilisation has been 73% from 1 July 2020 to 31 December 2020, compared with an adjusted national benchmark of 71%.

• Only utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent 3 months is still emerging.

• The top 10 providers provide 55% of payments, 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 31 March 2021, the 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 Participant employment rate for ages 15 and over remained stable at 30%, from Baseline to the latest review.

• The Participant social and community engagement rate for ages 15 and over increased from 37% at Baseline to 45% at the latest review.

• The Parent and carer employment rate for all ages increased from 54% 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 and previous quarters. Participant satisfaction results for 2020-21 quarter 2 have been restated using data as at 31 March 2021 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 and Pre-planning stage for 2020-21 quarter 2 and 2020-21 quarter 3.

• The percentage for the 'Planning' stage decreased from 84% in the quarter ending 31 December 2020 to 80% in the quarter ending 31 March 2021.

• The percentage for the 'Plan review' stage increased from 70% in the quarter ending 31 December 2020 to 74% in the quarter ending 31 March 2021.