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

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

## Participants and planning

A table displays the following key statistics on the Australian Capital Territory participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 8,828 as at 30 September 2021 to 8,967 as at 31 December 2021.

• The number of children accessing early connections increased from 126 as at 30 September 2021 to 134 as at 31 December 2021.

• The number of children waiting for early connections decreased from 1 as at 30 September 2021 to 0 as at 31 December 2021.

• The percentage of participants fully or partially self-managing their plan remained stable at 45%, from 30 September 2021 to 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 81%, from 30 September 2021 to 31 December 2021.0 Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2020-21 quarter 4 have been excluded.

• The number of participant plan reviews completed increased from 1,397 in the quarter ending 30 September 2021 to 1,626 in the quarter ending 31 December 2021. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 30 September 2021 and 31 December 2021.

At the beginning of quarter 2 2021-22, there were 8,828 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 231 plan approvals and 92 participants exited the Scheme or moved to another state or territory. This resulted in 8,967 active participants as at 31 December 2021.

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

• 9,959 participants (excluding children accessing early connections) have had an approved plan since July 2013. 8,967 of these continue to be active.

• 6,173 active participants are receiving supports for the first time.

• In the current quarter, 231 participants have entered the Scheme and there are 134 children accessing early connections at the end of December 2021.

• 1,626 plans have been reviewed this quarter.

• 357 access decisions have been made in the quarter, of which 275 met access and are still active.

• 11 (4.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Australian Capital Territory to 400 (4.5%).

• 31 (13.5%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Australian Capital Territory to 959 (10.7%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## 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 December 202, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate remained stable at 29%, from baseline to the latest review.

• The participant social and community engagement rate increased from 38% at baseline to 44% at the latest review.

• The parent and carer employment rate increased from 56% at baseline to 62% at the latest review.

• The participant perception of choice and control increased from 70% at the first review to 78% 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 current and previous quarters.

• The percentage for the 'Access' stage was 58% for the quarter ending 30 September 2021. The percentage for the 'Access' stage was unavailable for the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage was unavailable for the quarters ending 30 September 2021 and 31 December 2021.

• The percentage for the 'Planning' stage increased from 76% in the quarter ending 30 September 2021 to 77% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage increased from 64% in the quarter ending 30 September 2021 to 67% in the quarter ending 31 December 2021.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 September 2021 and 31 December 2021. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, Participant Service Guarantee results in the previous quarter may be restated due to logic changes. 'NA' means that Participant Service Guarantee results cannot be measured.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanation of a previous decision made within 28 days after a request has been made remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information after NDIA has requested further information remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided decreased from 100% as at 30 September 2021 to 93% as at 31 December 2021.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made decreased from 97% as at 30 September 2021 to 92% as at 31 December 2021.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 69% as at 30 September 2021 to 70% as at 31 December 2021.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 97% as at 30 September 2021 to 100% as at 31 December 2021. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 24% as at 30 September 2021 to 15% as at 31 December 2021. 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. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision, to undertake Participant Requested Reviews, was made within 21 days increased from 85% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision was made decreased from 43% as at 30 September 2021 to 33% as at 31 December 2021.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers a plan review increased from 92% as at 30 September 2021 to 93% as at 31 December 2021.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan review was 100% for the quarter ending 31 December 2021. This metric cannot be measured for the quarter ending 30 September 2021.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 91% as at 30 September 2021 to 86% as at 31 December 2021.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision decreased from 100% as at 30 September 2021 to 83% as at 31 December 2021.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days cannot be measured for both the quarters ending 30 September 2021 and 31 December 2021.

• The Participant Service Guarantee timeframes shown above have not yet been legislated and continue to be developed.

## Provider and market metrics

A table displays the following key statistics on Australian Capital Territory market supply and participant costs as at 31 December 2021 and at 30 September 2021.

• The total number of active providers (with at least one claim ever) increased from 1,318 as at 30 September 2021 to 1,361 as at 31 December 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 decreased from 430 as at 30 September 2021 to 399 as at 31 December 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 74% as at 30 September 2021 to 75% as at 31 December 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 30 September 2021 to 31 December 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 30 September 2021 to 31 December 2021.

• The proportion of payments paid within 5 days through the portal decreased from 99.9% as at 30 September 2021 to 99.8% as at 31 December 2021.

• Total Payments from 1 July 2021 increased from $111 million as at 30 September 2021 to $216 million as at 31 December 2021.

• Total annualised plan budgets increased from $552 million as at 30 September 2021 to $562 million as at 31 December 2021.

• The growth in annualised plan budgets increased from -0.2% in the September 2021 quarter to 4.0% in the December 2021 quarter.

• Socioeconomic equity (%) decreased from 89% in the September 2021 quarter to 88% in the December 2021 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

• Total annualised plan budgets at 31 December 2021 were $562m and payments from 1 July 2021 were $216m.

• The number of active providers at the end of December is 1,361, growing by 3% in the quarter.

• Utilisation was 75% from 1 April 2021 to 30 September 2021, compared with an adjusted national benchmark of 77%. 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.

•The top 10 providers provide 53% of payments, compared with the national benchmark of 85%.

• The average annualised plan budget at the end of December for active participants is $62,700 ($348,700 for participants in Supported Independent Living and $47,000 for participants not in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $50,100 ($323,900 for participants in Supported Independent Living and $34,500 for participants not in Supported Independent Living).