Transcript for the Australian Capital Territory Quarterly Performance Dashboard as at 31 March 2022

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 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 8,967 as at 31 December 2021 to 9,163 as at 31 March 2022.

• The number of children accessing early connections increased from 134 as at 31 December 2021 to 165 as at 31 March 2022.

• The number of children waiting for early connections increased from 0 as at 31 December 2021 to 1 as at 31 March 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 45%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 81%, from 31 December 2021 to 31 March 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 1 have been excluded.

• The number of participant plan reviews completed increased from 1,626 in the quarter ending 31 December 2021 to 1,640 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 8,967 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 280 plan approvals and 84 participants exited the Scheme or moved to another state or territory. This resulted in 9,163 active participants as at 31 March 2022.

The following key statistics summarise the Australian Capital Territory performance as at 31 March 2022.

• 10,446 participants (excluding children accessing early connections) have had an approved plan since July 2013. 9,163 of these continue to be active.

• 6,383 active participants are receiving supports for the first time.

• In the current quarter, 280 participants have entered the Scheme and there are 165 children accessing early connections at the end of March 2022.

• 1,640 plans have been reviewed this quarter.

• 300 access decisions have been made in the quarter, of which 228 met access and are still active.

• 13 (4.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in the Australian Capital Territory to 409 (4.5%).

• 25 (8.9%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in the Australian Capital Territory to 971 (10.6%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on the Australian Capital Territory participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2022, 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, only 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 55% at baseline to 63% 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 90% in the quarter ending 31 March 2022. This percentage was not available in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage was unavailable for the quarters ending 31 December 2021 and 31 March 2022.

• The percentage for the 'Planning' stage increased from 77% in the quarter ending 31 December 2021 to 81% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage decreased from 67% in the quarter ending 31 December 2021 to 62% in the quarter ending 31 March 2022.

## 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 31 December 2021 and 31 March 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request has been made remained stable at 100%, from 31 December 2021 to 31 March 2022.

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 31 December 2021 to 31 March 2022.

• 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 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided increased from 98% as at 31 December 2021 to 100% as at 31 March 2022.

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 increased from 92% as at 31 December 2021 to 100% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, decreased from 70% as at 31 December 2021 to 68% as at 31 March 2022.

• 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, remained stable at 100%, from 31 December 2021 to 31 March 2022. 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 31 December 2021 to 31 March 2022.

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 increased from 15% as at 31 December 2021 to 21% as at 31 March 2022. 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 remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made increased from 33% as at 31 December 2021 to 44% as at 31 March 2022.

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 the plan amendment process increased from 92% as at 31 December 2021 to 93% as at 31 March 2022.

• 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 amendment process remained stable at 100%, from 31 December 2021 to 31 March 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 84% as at 31 December 2021 to 96% as at 31 March 2022.

• 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 increased from 83% as at 31 December 2021 to 90% as at 31 March 2022.

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 31 December 2021 to 31 March 2022.

• 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 NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

## Provider and market metrics

A table displays the following key statistics on the Australian Capital Territory market supply and participant costs as at 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 1,361 as at 31 December 2021 to 1,421 as at 31 March 2022. 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 399 as at 31 December 2021 to 422 as at 31 March 2022. 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 75% as at 31 December 2021 to 73% as at 31 March 2022.

• 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 2021 to 31 March 2022. 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 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal decreased from 99.8% as at 31 December 2021 to 99.7% as at 31 March 2022.

• Total payments from 1 July 2021 increased from $216 million as at 31 December 2021 to $326 million as at 31 March 2022.

• Total annualised plan budgets increased from $562 million as at 31 December 2021 to $573 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) decreased from 8.4% in the December 2021 quarter to 5.9% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

• Inflation at plan review (current quarter percentage per annum) decreased from 5.4% in the December 2021 quarter to 1.9% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) increased from 3.0% in the December 2021 quarter to 3.9% in the March 2022 quarter.

• Socioeconomic equity increased from 88% in the December 2021 quarter to 89% in the March 2022 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).

The following comments are made regarding the Australian Capital Territory experience:

• Total annualised plan budgets at 31 March 2022 were $573m and payments from 1 July 2021 were $326m.

• The number of active providers at the end of March is 1,421, growing by 4% in the quarter.

• Utilisation was 73% from 1 July 2021 to 31 December 2021, compared with an adjusted national benchmark of 76%. 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 54% of payments, compared with the national benchmark of 85%.

• The average annualised plan budget at the end of December for active participants is $62,500 ($348,500 for participants in Supported Independent Living and $46,600 for participants not in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $49,400 ($315,400 for participants in Supported Independent Living and $34,300 for participants not in Supported Independent Living).