Transcript for South Australian Quarterly Performance Dashboard as at 30 June 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 South Australian participant experience as at 30 June 2022 and 31 March 2022.

• The number of active participants with approved plans increased from 45,309 as at 31 March 2022 to 46,580 as at 30 June 2022.

• The number of children accessing early connections increased from 695 as at 31 March 2022 to 845 as at 30 June 2022.

• The number of children waiting for early connections increased from 46 as at 31 March 2022 to 54 as at 30 June 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 23%, from 31 March 2022 to 30 June 2022.

• The percentage of plans activated within 90 days remained stable at 85%, from 31 March 2022 to 30 June 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 2 have been excluded.

• The number of participant plan reviews completed increased from 8,809 in the quarter ending 31 March 2022 to 9,200 in the quarter ending 30 June 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 March 2022 and 30 June 2022.

At the beginning of quarter 4 2021-22 there were 45,309 active participants (excluding children accessing early connections). During 2021-22 quarter 4, there were 1,474 plan approvals and 203 participants exited the Scheme or moved to another state or territory. This resulted in 46,580 active participants as at 30 June 2022.

The following key statistics summarise the South Australian performance as at 30 June 2022.

• 49,574 participants (excluding children accessing early connections) have had an approved plan since July 2013. 46,580 of these continue to be active.

• 31,006 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 1,474 participants have entered the Scheme and there are 845 children accessing early connections at the end of June 2022.

• 9,200 plans have been reviewed this quarter.

• 1,983 access decisions have been made in the quarter, of which 1,531 met access and are still active.

• 105 (7.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in South Australia to 2,815 (6.0%).

• 108 (7.4%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in South Australia to 3,359 (7.2%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

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

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 June 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 26%, from baseline to the latest review.

• The participant social and community engagement rate increased from 38% at baseline to 40% at the latest review.

• The parent and carer employment rate increased from 46% at baseline to 48% at the latest review.

• The participant perception of choice and control increased from 64% at the first review to 73% 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 decreased from 84% in the quarter ending 31 March 2022 to 81% in the quarter ending 30 June 2022.

• The percentage for the 'Pre-planning' stage decreased from 82% in the quarter ending 31 March 2022 to 75% in the quarter ending 30 June 2022.

• The percentage for the 'Planning' stage decreased from 84% in the quarter ending 31 March 2022 to 78% in the quarter ending 30 June 2022.

• The percentage for the 'Plan review ' stage decreased from 68% in the quarter ending 31 March 2022 to 65% in the quarter ending 30 June 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 March 2022 and 30 June 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 for explanation is received remained stable at 100%, from 31 March 2022 to 30 June 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 March 2022 to 30 June 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, decreased from 99% as at 31 March 2022 to 98% as at 30 June 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 99%, from 31 March 2022 to 30 June 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 85% as at 31 March 2022 to 95% as at 30 June 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 83% as at 31 March 2022 to 92% as at 30 June 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, increased from 98% as at 31 March 2022 to 99% as at 30 June 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 March 2022 to 30 June 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 12% as at 31 March 2022 to 37% as at 30 June 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 Plan Reviews were made within 21 days remained stable at 100%, from 31 March 2022 to 30 June 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Plan Reviews that were completed within 28 days after the decision to accept the request was made increased from 54% as at 31 March 2022 to 67% as at 30 June 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 decreased from 92% as at 31 March 2022 to 91% as at 30 June 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 increased from 90% as at 31 March 2022 to 100% as at 30 June 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The percentage of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 87% as at 31 March 2022 to 97% as at 30 June 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 decreased from 98% as at 31 March 2022 to 96% as at 30 June 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 March 2022 to 30 June 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days was 100% as at 30 June 2022. This metric cannot be measured for the quarter ending 31 March 2022.

• 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 South Australian market supply and participant costs as at 30 June 2022 and at 31 March 2022.

• The total number of active providers (with at least one claim ever) increased from 2,555 as at 31 March 2022 to 2,686 as at 30 June 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 893 as at 31 March 2022 to 933 as at 30 June 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 March 2022 to 74% as at 30 June 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 17%, from 31 March 2022 to 30 June 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 decreased from 25% as at 31 March 2022 to 17% as at 30 June 2022.

• The proportion of payments paid within 5 days through the portal decreased from 99.9% as at 31 March 2022 to 99.8% as at 30 June 2022.

• Total payments from 1 July 2021 increased from $1,729 million as at 31 March 2022 to $2,358 million as at 30 June 2022.

• Total annualised plan budgets increased from $2,905 million as at 31 March 2022 to $3,015 million as at 30 June 2022.

• Plan inflation (current quarter percentage per annum) increased from 6.1% in the March 2022 quarter to 12.8% in the June 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. A minor change in methodology was applied to the exclusion of zero dollar plans in the inflation calculation. This change has resulted in small one-off changes in some of the historical inflation rates.

• Inflation at plan review (current quarter percentage per annum) increased from -0.6% in the March 2022 quarter to 3.4% in the June 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) increased from 6.7% in the March 2022 quarter to 9.4% in the June 2022 quarter.

• Socioeconomic equity increased from 108% in the March 2022 quarter to 111% in the June 2022 quarter. Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). 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 IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the South Australian experience:

• Total annualised plan budgets at 30 June 2022 were $3,015m and payments from 1 July 2021 were $2,358m.

• The number of active providers at the end of June is 2,686, growing by 5% in the quarter.

• Utilisation was 74% from 1 October 2021 to 31 March 2022, with 17% (2 out of 12) of service districts in South Australia more than 10 percentage points below the adjusted National benchmark.

• In 17% (2 out of 12) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the South Australian distribution of service districts by plan utilisation as at 30 June 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.

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

• No service districts are between 5 and 10 percentage points above the adjusted National benchmark.

• 8 out of 12 (67%) service districts are within 5 percentage points of the adjusted National benchmark.

• 2 out of 12 (17%) service districts are between 5 and 10 percentage points below the adjusted National benchmark.

• 2 out of 12 (17%) service districts are more than 10 percentage points below the adjusted National benchmark.

Service districts more than 10% below plan utilisation benchmark:

• Far North (South Australia): 52% versus 73% benchmark.

• Eyre and Western: 60% versus 72% benchmark.

A chart displays the South Australian distribution of service districts by market concentration as at 30 June 2022.

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

• 6 out of 12 (50%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 4 out of 12 (33%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• 2 out of 12 (17%) service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

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

Service districts with 85% to 90% of payments going to the 10 largest providers:

• Far North (South Australia): 88% versus 85% benchmark.

• Eyre and Western: 87% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 33 active participants at 30 June 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

The number of active participants at 30 June 2022 was:

• 1,779 for Adelaide Hills.

• 2,239 for Barossa, Light and Lower North.

• 4,032 for Eastern Adelaide.

• 1,416 for Eyre and Western.

• 491 for Far North (South Australia).

• 1,301 for Fleurieu and Kangaroo Island.

• 1,537 for Limestone Coast.

• 1,923 for Murray and Mallee.

• 15,819 for Northern Adelaide.

• 10,098 for Southern Adelaide.

• 4,069 for Western Adelaide.

• 1,843 for Yorke and Mid North.

Another chart displays the average annualised plan budgets and average payments. There are 33 active participants at 30 June 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 June 2022 was:

• $56,400 for Adelaide Hills.

• $49,300 for Barossa, Light and Lower North.

• $72,500 for Eastern Adelaide.

• $69,100 for Eyre and Western.

• $72,100 for Far North (South Australia).

• $70,100 for Fleurieu and Kangaroo Island.

• $57,400 for Limestone Coast.

• $57,900 for Murray and Mallee.

• $62,600 for Northern Adelaide.

• $71,300 for Southern Adelaide.

• $67,000 for Western Adelaide.

• $56,600 for Yorke and Mid North.

• $64,700 for all of South Australia.

The average payments for the 12 months to 30 June 2022 was:

• $46,400 for Adelaide Hills.

• $37,300 for Barossa, Light and Lower North.

• $63,300 for Eastern Adelaide.

• $43,800 for Eyre and Western.

• $49,200 for Far North (South Australia).

• $52,600 for Fleurieu and Kangaroo Island.

• $46,200 for Limestone Coast.

• $45,100 for Murray and Mallee.

• $54,700 for Northern Adelaide.

• $59,600 for Southern Adelaide.

• $56,300 for Western Adelaide.

• $41,200 for Yorke and Mid North.

• $53,800 for all of South Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 33 active participants at 30 June 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 June 2022 for participants in Supported Independent Living was:

• $381,200 for Adelaide Hills.

• $388,400 for Barossa, Light and Lower North.

• $341,600 for Eastern Adelaide.

• $441,200 for Eyre and Western.

• $415,200 for Far North (South Australia).

• $371,100 for Fleurieu and Kangaroo Island.

• $325,300 for Limestone Coast.

• $343,400 for Murray and Mallee.

• $358,900 for Northern Adelaide.

• $318,700 for Southern Adelaide.

• $322,900 for Western Adelaide.

• $299,500 for Yorke and Mid North.

• $342,700 for all of South Australia.

The average payments for the 12 months to 30 June 2022 for participants in Supported Independent Living was:

• $408,700 for Adelaide Hills.

• $373,100 for Barossa, Light and Lower North.

• $388,600 for Eastern Adelaide.

• $372,900 for Eyre and Western.

• $427,500 for Far North (South Australia).

• $301,300 for Fleurieu and Kangaroo Island.

• $358,900 for Limestone Coast.

• $330,400 for Murray and Mallee.

• $418,100 for Northern Adelaide.

• $329,300 for Southern Adelaide.

• $373,700 for Western Adelaide.

• $316,800 for Yorke and Mid North.

• $373,800 for all of South Australia.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 33 active participants at 30 June 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 June 2022 for participants not in Supported Independent Living was:

• $43,900 for Adelaide Hills.

• $42,300 for Barossa, Light and Lower North.

• $54,300 for Eastern Adelaide.

• $58,600 for Eyre and Western.

• $54,400 for Far North (South Australia).

• $58,100 for Fleurieu and Kangaroo Island.

• $42,900 for Limestone Coast.

• $43,700 for Murray and Mallee.

• $45,200 for Northern Adelaide.

• $51,900 for Southern Adelaide.

• $54,700 for Western Adelaide.

• $47,600 for Yorke and Mid North.

• $48,900 for all of South Australia.

The average payments for the 12 months to 30 June 2022 for participants not in Supported Independent Living was:

• $31,900 for Adelaide Hills.

• $29,800 for Barossa, Light and Lower North.

• $40,500 for Eastern Adelaide.

• $34,800 for Eyre and Western.

• $29,600 for Far North (South Australia).

• $42,500 for Fleurieu and Kangaroo Island.

• $28,300 for Limestone Coast.

• $29,700 for Murray and Mallee.

• $33,400 for Northern Adelaide.

• $38,100 for Southern Adelaide.

• $40,100 for Western Adelaide.

• $31,700 for Yorke and Mid North.

• $35,300 for all of South Australia.

The following comments are made regarding the South Australian experience at service district level as at 30 June 2022.

• Northern Adelaide has the highest number of active participants at 15,819 participants, while Far North (South Australia) has the lowest number at 491 active participants.

• The average annualised plan budget at the end of June for active participants is $64,700 ($48,900 for participants not in Supported Independent Living and $342,700 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 June 2022 is $53,800 ($35,300 for participants not in Supported Independent Living and $373,800 for participants in Supported Independent Living).

• Eastern Adelaide has the highest average plan budget and payments across all participants.