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Transcript for South Australian Quarterly Performance Dashboard as at 30 September 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 September 2022 and 30 June 2022.

• The number of active participants with approved plans increased from 46,580 as at 30 June 2022 to 48,112 as at 30 September 2022.

• The number of children accessing early connections increased from 845 as at 30 June 2022 to 929 as at 30 September 2022.

• The number of children waiting for early connections decreased from 54 as at 30 June 2022 to 37 as at 30 September 2022.

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

• The percentage of plans activated within 90 days remained stable at 85%, from 30 June 2022 to 30 September 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 3 have been excluded.

• The number of participant plan reassessments completed decreased from 9,200 in the quarter ending 30 June 2022 to 7,363 in the quarter ending 30 September 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

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

At the beginning of quarter 1 2022-23 there were 46,580 active participants (excluding children accessing early connections). During 2022-23 quarter 1, there were 1,755 plan approvals and 223 participants exited the Scheme or moved to another state or territory. This resulted in 48,112 active participants as at 30 September 2022.

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

• 51,342 participants (excluding children accessing early connections) have had an approved plan since July 2013. 48,112 of these continue to be active.

• 32,560 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 1,755 participants have entered the Scheme and there are 929 children accessing early connections at the end of September 2022.

• 7,363 plans have had reassessments this quarter.

• 2,203 access decisions have been made in the quarter, of which 1,696 met access and are still active.

• 127 (7.3%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in South Australia to 2,922 (6.1%).

• 131 (7.5%) 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 3,482 (7.2%). The number of Culturally and Linguistically Diverse participants excludes First Nations 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 September 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 reassessment.

• The participant social and community engagement rate increased from 37% at baseline to 40% at the latest reassessment.

• The parent and carer employment rate increased from 46% at baseline to 49% at the latest reassessment.

• The participant perception of choice and control increased from 64% at the first reassessment to 73% at the latest reassessment.

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 increased from 81% in the quarter ending 30 June 2022 to 82% in the quarter ending 30 September 2022.

• The percentage for the 'Pre-planning' stage increased from 75% in the quarter ending 30 June 2022 to 78% in the quarter ending 30 September 2022.

• The percentage for the 'Planning' stage increased from 78% in the quarter ending 30 June 2022 to 83% in the quarter ending 30 September 2022.

• The percentage for the 'Plan reassessment' stage increased from 65% in the quarter ending 30 June 2022 to 68% in the quarter ending 30 September 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 30 June 2022 and 30 September 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 decreased from 100% as at 30 June 2022 to 95% as at 30 September 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 30 June 2022 to 30 September 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, increased from 98% as at 30 June 2022 to 100% as at 30 September 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 30 June 2022 to 30 September 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 95% as at 30 June 2022 to 98% as at 30 September 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 92% as at 30 June 2022 to 95% as at 30 September 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, decreased from 99% as at 30 June 2022 to 98% as at 30 September 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 30 June 2022 to 30 September 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date increased from 40% as at 30 June 2022 to 72% as at 30 September 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Plan Reassessments were made within 21 days decreased from 100% as at 30 June 2022 to 94% as at 30 September 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 67% as at 30 June 2022 to 69% as at 30 September 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 91% as at 30 June 2022 to 92% as at 30 September 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 decreased from 100% as at 30 June 2022 to 75% as at 30 September 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 decreased from 97% as at 30 June 2022 to 93% as at 30 September 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 96% as at 30 June 2022 to 97% as at 30 September 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 30 June 2022 to 30 September 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 30 September 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 September 2022 and at 30 June 2022.

• The total number of active providers (with at least one claim ever) increased from 2,686 as at 30 June 2022 to 2,811 as at 30 September 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 933 as at 30 June 2022 to 952 as at 30 September 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) increased from 74% as at 30 June 2022 to 75% as at 30 September 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 30 June 2022 to 30 September 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 17%, from 30 June 2022 to 30 September 2022.

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

• Total payments from 1 July 2022 were $694 million as at 30 September 2022.

• Total annualised plan budgets increased from $3,015 million as at 30 June 2022 to $3,320 million as at 30 September 2022.

• Plan inflation (current quarter percentage per annum) increased from 12.8% in the June 2022 quarter to 21.7% in the September 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan, between reassessments. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled reassessment, when reporting this metric, and this has underestimated the extent to which plans have increased. The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which was a 4.6% one-off increase Nationally.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 3.4% in the June 2022 quarter to 8.3% in the September 2022 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 9.4% in the June 2022 quarter to 13.4% in the September 2022 quarter.

• Socioeconomic equity remained stable at 111%, from the June 2022 quarter to the September 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 South Australian experience:

• Total annualised plan budgets at 30 September 2022 were $3,320m and payments from 1 July 2022 were $694m.

• The number of active providers at the end of September is 2,811, growing by 5% in the quarter.

• Utilisation was 75% from 1 January 2021 to 31 June 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 September 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.

• 9 out of 12 (75%) service districts are within 5 percentage points of the adjusted National benchmark.

• 1 out of 12 (8%) 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): 53% versus 73% benchmark.

• Eyre and Western: 62% versus 73% benchmark.

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

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

• 5 out of 12 (42%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 5 out of 12 (42%) 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.

• Limestone Coast: 85% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 35 active participants at 30 September 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 September 2022 was:

• 1,842 for Adelaide Hills.

• 2,323 for Barossa, Light and Lower North.

• 4,197 for Eastern Adelaide.

• 1,476 for Eyre and Western.

• 504 for Far North (South Australia).

• 1,375 for Fleurieu and Kangaroo Island.

• 1,587 for Limestone Coast.

• 1,978 for Murray and Mallee.

• 16,299 for Northern Adelaide.

• 10,369 for Southern Adelaide.

• 4,213 for Western Adelaide.

• 1,914 for Yorke and Mid North.

Another chart displays the average annualised plan budgets and average payments. There are 35 active participants at 30 September 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 September 2022 was:

• $58,100 for Adelaide Hills.

• $52,700 for Barossa, Light and Lower North.

• $79,100 for Eastern Adelaide.

• $72,100 for Eyre and Western.

• $74,900 for Far North (South Australia).

• $74,300 for Fleurieu and Kangaroo Island.

• $61,000 for Limestone Coast.

• $62,000 for Murray and Mallee.

• $67,000 for Northern Adelaide.

• $75,300 for Southern Adelaide.

• $72,000 for Western Adelaide.

• $59,900 for Yorke and Mid North.

• $69,000 for all of South Australia.

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

• $45,800 for Adelaide Hills.

• $38,100 for Barossa, Light and Lower North.

• $63,600 for Eastern Adelaide.

• $44,800 for Eyre and Western.

• $48,000 for Far North (South Australia).

• $53,700 for Fleurieu and Kangaroo Island.

• $46,700 for Limestone Coast.

• $45,700 for Murray and Mallee.

• $56,100 for Northern Adelaide.

• $61,100 for Southern Adelaide.

• $57,500 for Western Adelaide.

• $42,100 for Yorke and Mid North.

• $54,900 for all of South Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 35 active participants at 30 September 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 September 2022 for participants in Supported Independent Living was:

• $407,800 for Adelaide Hills.

• $457,500 for Barossa, Light and Lower North.

• $381,400 for Eastern Adelaide.

• $448,900 for Eyre and Western.

• $418,400 for Far North (South Australia).

• $408,600 for Fleurieu and Kangaroo Island.

• $348,200 for Limestone Coast.

• $373,000 for Murray and Mallee.

• $390,200 for Northern Adelaide.

• $346,000 for Southern Adelaide.

• $354,800 for Western Adelaide.

• $312,600 for Yorke and Mid North.

• $373,300 for all of South Australia.

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

• $392,300 for Adelaide Hills.

• $353,800 for Barossa, Light and Lower North.

• $392,100 for Eastern Adelaide.

• $374,400 for Eyre and Western.

• $417,700 for Far North (South Australia).

• $343,000 for Fleurieu and Kangaroo Island.

• $363,100 for Limestone Coast.

• $326,700 for Murray and Mallee.

• $421,600 for Northern Adelaide.

• $340,200 for Southern Adelaide.

• $377,900 for Western Adelaide.

• $320,500 for Yorke and Mid North.

• $379,100 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 35 active participants at 30 September 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 September 2022 for participants not in Supported Independent Living was:

• $45,200 for Adelaide Hills.

• $43,100 for Barossa, Light and Lower North.

• $58,600 for Eastern Adelaide.

• $60,800 for Eyre and Western.

• $58,400 for Far North (South Australia).

• $61,100 for Fleurieu and Kangaroo Island.

• $45,200 for Limestone Coast.

• $46,400 for Murray and Mallee.

• $47,600 for Northern Adelaide.

• $53,900 for Southern Adelaide.

• $58,200 for Western Adelaide.

• $50,600 for Yorke and Mid North.

• $51,400 for all of South Australia.

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

• $32,000 for Adelaide Hills.

• $30,600 for Barossa, Light and Lower North.

• $40,800 for Eastern Adelaide.

• $35,400 for Eyre and Western.

• $29,700 for Far North (South Australia).

• $42,700 for Fleurieu and Kangaroo Island.

• $28,900 for Limestone Coast.

• $30,800 for Murray and Mallee.

• $34,400 for Northern Adelaide.

• $38,700 for Southern Adelaide.

• $41,300 for Western Adelaide.

• $32,400 for Yorke and Mid North.

• $36,000 for all of South Australia.

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

• Northern Adelaide has the highest number of active participants at 16,299 participants, while Far North (South Australia) has the lowest number at 504 active participants.

• The average annualised plan budget at the end of September for active participants is $69,000 ($51,400 for participants not in Supported Independent Living and $373,300 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 September 2022 is $54,900 ($36,000 for participants not in Supported Independent Living and $379,100 for participants in Supported Independent Living).

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