Transcript for New South Wales 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 New South Wales 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 135,402 as at 31 December 2020 to 140,221 as at 31 March 2021.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 3,178 as at 31 December 2020 to 3,983 as at 31 March 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 138 as at 31 December 2020 to 131 as at 31 March 2021.

• The proportion of participants fully or partially self managing their plan (transition only) remained stable at 29%, from 31 December 2020 to 31 March 2021.

• The proportion of plans activated within 90 days remained stable at 86%, 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 31,933 in the quarter ending 31 December 2020 to 30,615 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 increased from 2,697 as at 31 December 2020 to 2,744 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 decreased from 99% 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 remained stable at 80%, from 31 December 2020 to 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 95% as at 31 December 2020 and 86% 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, decreased from 99% as at 31 December 2020 to 98% 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 58% as at 31 December 2020 to 18% 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 decreased from 74% as at 31 December 2020 to 72% 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 92% as at 31 March 2021.

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

There were 135,402 active participants (excluding E-C-E-I) as at 31 December 2020. During 2020-21 quarter 3, there were 5,527 plan approvals and a negative net movement of 708 participants across jurisdictions and Scheme exits. This resulted in 140,221 active participants (excluding E-C-E-I) as at 31 March 2021. Additionally, there were 3,983 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 144,204.

The following key statistics summarise the New South Wales performance as at 31 March 2021.

• 150,460 participants have entered the Scheme (including E-C-E-I) since July 2013. 144,204 of these continue to be active.

• 74,281 active participants are receiving supports for the first time.

• In the current quarter, 5,527 participants have entered the Scheme and there are 3,983 children with initial supports in the E-C-E-I gateway at the end of March 2021.

• 30,615 plans have been reviewed this quarter.

• 7,449 access decisions have been made in the quarter, 5,327 of which met access and are still active as at 31 March 2021.

• 539 (9.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 10,657 (7.6%).

• 701 (12.7%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in NSW to 14,846 (10.6%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on New South Wales 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 7,749 as at 31 December 2020 to 8,007 as at 31 March 2021. Active providers refer to those who received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter decreased from 3,976 as at 31 December 2020 to 3,944 as at 31 March 2021. Active providers refer to those who received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) remained stable at 72%, from 31 December 2020 to 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 remained stable at 99.8%, from 31 December 2020 to 31 March 2021.

• The growth in annualised plan budgets decreased from 3.8% in the December 2020 quarter to 1.7% 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 New South Wales provider and market metrics as at 31 March 2021.

• The number of active providers at the end of March is 8,007, growing by 3% in the quarter.

• Utilisation was 72% from 1 July 2020 to 31 December 2020, with no service districts in New South Wales more than 10 percentage points below the adjusted national benchmark.

• None of the service districts has the top 10 providers providing more than 85% of payments.

A chart displays the New South Wales distribution of service districts by plan utilisation as at 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.

No service districts are more than 10 percentage points below the adjusted national benchmark.

2 out of 15 (13%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

12 out of 15 (80%) service districts are within 5 percentage points of the adjusted national benchmark.

1 out of 15 (7%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

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

Service districts below benchmark:

• Far West: 58% versus 66% benchmark.

• Western New South Wales: 64% versus 70% benchmark.

• Southern New South Wales: 67% versus 69% benchmark.

• Hunter New England: 71% versus 72% benchmark.

• Murrumbidgee: 68% versus 69% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 31 March 2021.

No service districts have more than 95% 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 between 85% and 90% of payments going to the 10 largest providers.

1 out of 15 (7%) service districts have between 65% and 85% of payments going to the 10 largest providers.

8 out of 15 (53%) service districts have between 45% and 65% of payments going to the 10 largest providers.

6 out of 15 (40%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Far West: 83% versus 85% benchmark.

• Mid North Coast: 62% versus 85% benchmark.

• Northern New South Wales: 57% versus 85% benchmark.

• Murrumbidgee: 56% versus 85% benchmark.

• North Sydney: 56% versus 85% benchmark.

• Southern New South Wales: 55% versus 85% benchmark.

## Section 3 Service District Summaries

A chart displays the active participants by service district as at 31 March 2021. 'Other' includes participants with service district information missing.

A chart displays the average annualised committed supports and utilisation by service district. Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

The following comments are made regarding the New South Wales experience at service district level as at 31 March 2021.

• Hunter New England has the highest number of active participants (24,157), while Far West has the lowest (612).

• North Sydney has the highest average annualised committed supports. This is partially driven by a high proportion of SIL participants compared with other New South Wales service districts.

• Western Sydney and South Western Sydney have the highest utilisation at 76%, whilst Far West has the lowest utilisation at 58%.

• 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.

## Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on New South Wales 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 increased from 24% at Baseline to 25% at the latest review.

• The Participant social and community engagement rate for ages 15 and over increased from 35% at Baseline to 47% at the latest review.

• The Parent and carer employment rate for all ages increased from 48% at Baseline to 51% 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.

• The percentage for the 'Access' stage increased from 79% in the quarter ending 31 December 2020 to 80% in the quarter ending 31 March 2021.

• The percentage for the 'Pre-planning' stage increased from 80% in the quarter ending 31 December 2020 to 84% in the quarter ending 31 March 2021.

• The percentage for the 'Planning' stage increased from 85% in the quarter ending 31 December 2020 to 87% in the quarter ending 31 March 2021.

• The percentage for the 'Plan review ' stage remained stable at 77%, in the quarters ending 31 December 2020 and 31 March 2021.