Transcript for National 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 National participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 484,700 as at 30 September 2021 to 502,413 as at 31 December 2021.

• The number of children accessing early connections decreased from 13,600 as at 30 September 2021 to 12,246 as at 31 December 2021.

• The number of children waiting for early connections decreased from 431 as at 30 September 2021 to 290 as at 31 December 2021.

• Children benefitting from the Scheme no longer needing supports (% p.a.) increased from 5.5% in the quarter ending 30 September 2021 to 5.8% in the quarter ending 31 December 2021. This is an annualised exit rate for participants aged 0 to 14 with approved plans and those who received early connections.

• The percentage of participants fully or partially self-managing their plan decreased from 31% as at 30 September 2021 to 30% as at 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 September 2021 to 31 December 2021. 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 102,144 in the quarter ending 30 September 2021 to 107,022 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 484,700 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 20,414 plan approvals and 2,701 participants exited the Scheme or moved to another state or territory. This resulted in 502,413 active participants as at 31 December 2021.

The following key statistics summarise the National performance as at 31 December 2021.

• 526,656 participants (excluding children accessing early connections) have had an approved plan since July 2013. 502,413 of these continue to be active.

• 280,992 active participants are receiving supports for the first time.

• In the current quarter, 20,414 participants have entered the Scheme and there are 12,246 children accessing early connections at the end of December 2021.

• 107,022 plans have been reviewed this quarter.

• 27,940 access decisions have been made in the quarter, of which 21,042 met access and are still active.

• 1,850 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 35,773 (7.1%).

• 1,962 (9.6%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants nationally to 46,191 (9.2%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

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

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2021, 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 increased from 21% at baseline to 22% at the latest review.

• The participant social and community engagement rate increased from 36% at baseline to 44% at the latest review.

• The parent and carer employment rate increased from 46% at baseline to 50% at the latest review.

• The participant perception of choice and control increased from 66% at the first review to 76% 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 increased from 75% in the quarter ending 30 September 2021 to 77% in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage remained stable at 76%, in the quarters ending 30 September 2021 and 31 December 2021.

• The percentage for the 'Planning' stage decreased from 84% in the quarter ending 30 September 2021 to 83% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage remained stable at 70%, in the quarters ending 30 September 2021 and 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.

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 99%, 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 increased from 98% as at 30 September 2021 to 99% 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 increased from 85% as at 30 September 2021 to 89% 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 82% as at 30 September 2021 to 86% 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 88% as at 30 September 2021 to 90% 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 increased from 32% as at 30 September 2021 to 36% 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 84% 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 58% as at 30 September 2021 to 52% 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 decreased from 93% as at 30 September 2021 to 92% 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 decreased from 93% as at 30 September 2021 to 91% as at 31 December 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 90% as at 30 September 2021 to 85% 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 increased from 96% as at 30 September 2021 to 97% 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 increased from 98% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days increased from 94% as at 30 September 2021 to 100% as at 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 National 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 17,043 as at 30 September 2021 to 17,461 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 increased from 9,222 as at 30 September 2021 to 9,248 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 72% as at 30 September 2021 to 74% 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 increased from 6% as at 30 September 2021 to 10% as at 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 increased from 8% as at 30 September 2021 to 9% as at 31 December 2021.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 30 September 2021 to 31 December 2021.

• Total Payments from 1 July 2021 increased from $6,486 million as at 30 September 2021 to $13,193 million as at 31 December 2021.

• Total annualised plan budgets increased from $33,244 million as at 30 September 2021 to $34,391 million as at 31 December 2021.

• The growth in annualised plan budgets increased from 0.1% in the September 2021 quarter to 1.8% in the December 2021 quarter.

• Socioeconomic equity (%) decreased from 106% in the September 2021 quarter to 105% 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 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 $34,391m and payments from 1 July 2021 were $13,193m.

• The number of active providers at the end of December is 17,461, growing by 2% in the quarter.

• Utilisation was 74% from 1 April 2021 to 30 September 2021, with 10% (8 out of 80) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• In 9% (7 out of 80) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the National distribution of service districts by plan utilisation as at 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.

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

3 out of 80 (4%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

60 out of 80 (75%) service districts are within 5 percentage points of the adjusted national benchmark.

9 out of 80 (11%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

8 out of 80 (10%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts more than 10% below benchmark:

• Northern Territory East Arnhem: 38% versus 70% benchmark.

• South Australia Far North (South Australia): 56% versus 72% benchmark.

• Northern Territory Darwin Remote: 53% versus 66% benchmark.

• New South Wales Far West: 60% versus 73% benchmark.

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

• Western Australia Kimberley-Pilbara: 58% versus 69% benchmark.

• Western Australia Wheat Belt: 58% versus 68% benchmark.

• Northern Territory Barkly: 66% versus 77% benchmark.

A chart displays the National distribution of service districts by market concentration as at 31 December 2021.

21 out of 80 (26%) service districts have less than 45% of payments going to the 10 largest providers.

29 out of 80 (36%) service districts have between 45% and 65% of payments going to the 10 largest providers.

23 out of 80 (29%) service districts have between 65% and 85% of payments going to the 10 largest providers.

5 out of 80 (6%) service districts have between 85% and 90% of payments going to the 10 largest providers.

2 out of 80 (3%) 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 more than 90% of payments going to the 10 largest providers:

• Northern Territory East Arnhem: 90% versus 85% benchmark.

• Western Australia Midwest-Gascoyne: 90% versus 85% benchmark.

## Summaries by State/Territory

A chart displays the active participants by State/Territory at 31 December 2021. There are 14 active participants at 31 December 2021 with missing State/Territory information. These participants are not shown in the chart.

The number of active participants at 31 December 2021 was:

153,585 for New South Wales.

133,859 for Victoria.

102,458 for Queensland.

43,475 for Western Australia.

43,963 for South Australia.

11,459 for Tasmania.

8,967 for Australian Capital Territory.

4,587 for Northern Territory.

46 for Other Territories.

Another chart displays the average annualised plan budgets and average payments by State/Territory. Given the small size of the Other Territories and missing groups, average annualised plan budgets and average payments for these groups are not shown.

The average annualised plan budget at 31 December 2021 was:

$69,600 for New South Wales.

$64,200 for Victoria.

$70,800 for Queensland.

$69,400 for Western Australia.

$64,600 for South Australia.

$78,900 for Tasmania.

$62,700 for Australian Capital Territory.

$112,100 for Northern Territory.

$68,500 Nationally.

The average payments for the 12 months to 31 December 2021 was:

$56,900 for New South Wales.

$48,400 for Victoria.

$59,200 for Queensland.

$53,300 for Western Australia.

$53,200 for South Australia.

$64,700 for Tasmania.

$50,100 for Australian Capital Territory.

$95,000 for Northern Territory.

$54,900 Nationally.

Another chart displays the average annualised plan budgets and average payments by State/Territory for participants in Supported Independent Living. Given the small size of the Other Territories and missing groups, average annualised plan budgets and average payments for these groups are not shown.

The average annualised plan budget at 31 December 2021 for participants in Supported Independent Living was:

$343,300 for New South Wales.

$344,300 for Victoria.

$349,700 for Queensland.

$318,200 for Western Australia.

$336,700 for South Australia.

$375,900 for Tasmania.

$348,700 for Australian Capital Territory.

$534,800 for Northern Territory.

$346,100 Nationally.

The average payments for the 12 months to 31 December 2021 for participants in Supported Independent Living was:

$321,700 for New South Wales.

$294,300 for Victoria.

$351,500 for Queensland.

$280,300 for Western Australia.

$347,700 for South Australia.

$346,100 for Tasmania.

$323,900 for Australian Capital Territory.

$533,600 for Northern Territory.

$324,600 Nationally.

Another chart displays the average annualised plan budgets and average payments by State/Territory for participants not in Supported Independent Living. Given the small size of the Other Territories and missing groups, average annualised plan budgets and average payments for these groups are not shown.

The average annualised plan budget at 31 December 2021 for participants not in Supported Independent Living was:

$52,300 for New South Wales.

$52,900 for Victoria.

$56,400 for Queensland.

$55,300 for Western Australia.

$48,800 for South Australia.

$53,100 for Tasmania.

$47,000 for Australian Capital Territory.

$71,400 for Northern Territory.

$53,300 Nationally.

The average payments for the 12 months to 31 December 2021 for participants not in Supported Independent Living was:

$39,400 for New South Wales.

$37,800 for Victoria.

$43,300 for Queensland.

$39,500 for Western Australia.

$35,300 for South Australia.

$38,500 for Tasmania.

$34,500 for Australian Capital Territory.

$50,800 for Northern Territory.

$39,400 Nationally.

The following comments are made regarding the National experience at jurisdiction level as at 31 December 2021.

• New South Wales has the highest number of active participants at 153,585.

• The average annualised plan budget at the end of December for active participants is $68,500 ($53,300 for participants not in Supported Independent Living and $346,100 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $54,900 ($39,400 for participants not in Supported Independent Living and $324,600 for participants in Supported Independent Living).

• Northern Territory has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in Supported Independent Living compared to other States/Territories.