

# Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 31 March 2020

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 Australian Capital Territory participant pathway experience as at 31 March 2020 and 31 December 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 7,260 as at 31 December 2019 to 7,492 as at 31 March 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 15 as at 31 December 2019 to 110 as at 31 March 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 164 as at 31 December 2019 to 30 as at 31 March 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 165% as at 31 December 2019 to 173% as at 31 March 2020. The Bilateral estimate is as at 30 June 2019.
- The proportion of participants fully or partially self managing their plan (transition only) for the year to date increased from 43% as at 31 December 2019 to 44% as at 31 March 2020.
- The proportion of plans activated within 90 days for the year to date remained stable at 79%, from 31 December 2019 to 31 March 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The number of participant plan reviews completed decreased from 1,916 in the quarter ending 31 December 2019 to 1,802 in the quarter ending 31 March 2020.
- Open participant requested reviews (PRRs) (s48) decreased from 21 as at 31 December 2019 to 14 as at 31 March 2020.
- Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 19 as at 31 December 2019 to 2 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.
- Open reviews of reviewable decisions (RoRDs - Planning) (s100) decreased from 164 as at 31 December 2019 to 129 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.
- The number of access decisions in progress increased from 53 as at 31 December 2019 to 58 as at 31 March 2020.

- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 5 in the quarter ending 31 December 2019 to 1 in the quarter ending 31 March 2020.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 8 in the quarter ending 31 December 2019 to 4 in the quarter ending 31 March 2020.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 decreased from 52 in the quarter ending 31 December 2019 to 27 in the quarter ending 31 March 2020.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 109 in the quarter ending 31 December 2019 to 84 in the quarter ending 31 March 2020.

A chart displays the change in active participants between 31 December 2019 and 31 March 2020.

There were 7,260 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 339 plan approvals and a negative net movement of 107 participants across jurisdictions and scheme exits. This resulted in 7,492 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 110 children in the E-C-E-I gateway receiving initial supports as at 31 March 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 March 2020 was 7,602.

The following key statistics summarise the Australian Capital Territory performance as at 31 March 2020.

- 8,499 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 7,602 of these continue to be active.
- 4,684 active participants are receiving supports for the first time.
- In the current quarter, 339 participants have entered the scheme and there are 110 confirmed E-C-E-I children at the end of March 2020.
- 1,802 plans have been reviewed this quarter.
- 308 access decisions have been made in the quarter, 225 of which met access and are still active as at 31 March 2020.
- 16 (4.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in the Australian Capital Territory to 310 (4.1%).
- 43 (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 the Australian Capital Territory to 814 (10.9%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 31 March 2020 and at 31 December 2019.

- The total number of active providers (with at least one claim ever) increased from 951 as at 31 December 2019 to 975 as at 31 March 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.
- The total number of active providers in last quarter decreased from 402 as at 31 December 2019 to 393 as at 31 March 2020. 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 74% as at 31 December 2019 to 72% as at 31 March 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 December 2019 to 31 March 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.
- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2019 to 31 March 2020.
- The proportion of payments paid within 5 days (portal) remained stable at 99.8%, from 31 December 2019 to 31 March 2020.
- The growth in annualised plan budget increased from 6.0% as at 31 December 2019 to 8.3% as at 31 March 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Australian Capital Territory provider and market metrics as at 31 March 2020.

- The number of active providers at the end of March is 975, growing by 3% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 December.
- Utilisation has been 72% from 1 July 2019 to 31 December 2019, compared with an adjusted national benchmark of 72%. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.
- Only utilisation of committed supports from 1 July 2019 to 31 December 2019 is shown, as experience in the most recent 3 months is still emerging.
- The top 10 providers provide 54% of supports by value, compared with the national benchmark of 85%.

### Section 3 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 March 2020. Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (which constitutes the Baseline). These results only include participants who

had their first plan approved between 1 April 2017 and 31 March 2018 and have had a second plan review to date. The following three indicators are outcomes measures.

- The percentage of participants involved in community / social activities decreased from 45% at Baseline to 44% at the second review.
- The percentage of participants in work increased from 30% at Baseline to 31% at the second review.
- The percentage of participants who choose who supports them decreased from 64% at Baseline to 60% at the second review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in the current versus previous quarter.

- The percentage for the 'Access' stage is not reportable in the quarter ending 31 December 2019 nor in the quarter ending 31 March 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.
- The percentage for the 'Pre-planning' stage decreased from 83% in the quarter ending 31 December 2019 to 71% in the quarter ending 31 March 2020.
- The percentage for the 'Planning' stage decreased from 69% in the quarter ending 31 December 2019 to 67% in the quarter ending 31 March 2020.
- The percentage for the 'Plan review' stage is not reportable in the quarter ending 31 December 2019 nor in the quarter ending 31 March 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.