Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 30 June 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 Australian Capital Territory participant pathway experience as at 30 June 2021 and 31 March 2021.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 8,385 as at 31 March 2021 to 8,586 as at 30 June 2021.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 118 as at 31 March 2021 to 135 as at 30 June 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports remained unchanged at, from 31 March 2021 to 30 June 2021.

• The proportion of participants fully or partially self managing their plan remained stable at 45%, from 31 March 2021 to 30 June 2021.

• The proportion of plans activated within 90 days remained stable at 80%, from 31 March 2021 to 30 June 2021. Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 quarter 2 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 1,727 in the quarter ending 31 March 2021 to 1,305 in the quarter ending 30 June 2021. Plans less than 31 days in duration have been excluded. The number of plan reviews during the March 2021 quarter have been restated at 30 June 2021 due to retrospective changes in underlying data.

• The number of access decisions in progress increased from 106 as at 31 March 2021 to 108 as at 30 June 2021.

The following statistics concern Participant Service Guarantee (P-S-G) metrics and the proportion meeting target in the quarters ending 31 March 2021 and 30 June 2021. The results for the P-S-G have been restated at 30 June 2021 due to retrospective changes in underlying data.

• P-S-G number 2: The proportion of access decisions made or further information requested within 21 days of an access requests remained stable at 100%, from 31 March 2021 to 30 June 2021.

• P-S-G number 4: The proportion of access decisions made within 14 days of final information being provided remained stable at 98%, from the March 2021 quarter to the June 2021 quarter.

• 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 increased from 93% as at 31 March 2021 to 96% as at 30 June 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 5 for the June and March 2021 quarters uses 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, decreased from 91% as at 31 March 2021 to 84% as at 30 June 2021. The target timeframe for P-S-G 6 has been reduced from 70 to 56 days in early 2021. The result for the June and March 2021 quarters are based on the 56 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 100% as at 31 March 2021 to 98% as at 30 June 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 10% as at 31 March 2021 to 6% as at 30 June 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 June and March 2021 quarters uses 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 decreased from 100% as at 31 March 2021 to 88% as at 30 June 2021.

• P-S-G number 13: The proportion of Participant Requested Reviews (PPRs) that were completed within 42 days after the decision was made decreased from 62% as at 31 March 2021 to 55% as at 30 June 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 increased from 91% as at 31 March 2021 to 94% as at 30 June 2021.

A chart displays the change in active participants between 31 March 2021 and 30 June 2021.

There were 8,385 active participants (excluding E-C-E-I) as at 31 March 2021. During 2020-21 quarter 4, there were 249 plan approvals and a negative net movement of 48 participants across jurisdictions and Scheme exits. This resulted in 8,586 active participants (excluding E-C-E-I) as at 30 June 2021. Additionally, there were 135 children in the E-C-E-I gateway receiving initial supports as at 30 June 2021. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2021 was 8,721.

The following key statistics summarise the Australian Capital Territory performance as at 30 June 2021.

• 9,823 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Australian Capital Territory. 8,721 of these continue to be active.

• 5,784 active participants are receiving supports for the first time.

• In the current quarter, 249 participants have entered the Scheme and there are 135 confirmed E-C-E-I children at the end of June 2021.

• 1,305 plans have been reviewed this quarter.

• 373 access decisions have been made in the quarter, 286 of which met access and are still active as at 30 June 2021.

• 14 (5.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Australian Capital Territory to 376 (4.4%).

• 21 (8.4%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in Australian Capital Territory to 926 (10.8%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Australian Capital Territory provider and market metrics as at 30 June 2021 and at 31 March 2021.

• The total number of active providers (with at least one claim ever) increased from 1,180 as at 31 March 2021 to 1,231 as at 30 June 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter remained unchanged at 399, from 31 March 2021 to 30 June 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 73% as at 31 March 2021 to 74% as at 30 June 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 March 2021 to 30 June 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 March 2021 to 30 June 2021.

• The proportion of payments paid within 5 days (portal) decreased from 99.7% as at 31 March 2021 to 99.4% as at 30 June 2021.

• The growth in annualised plan budgets increased from -2.6% in the March 2021 quarter to -1.5% in the June 2021 quarter. The rate of growth for the March 2021 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the Australian Capital Territory provider and market metrics as at 30 June 2021.

• The number of active providers at the end of June is 1,231, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Australian Capital Territory since 31 March.

• Utilisation has been 74% from 1 October 2020 to 31 March 2021, compared with an adjusted national benchmark of 73%.

• Only utilisation of committed supports from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent 3 months is still emerging.

• The top 10 providers provide 55% of payments, 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 Participant and Scheme Outcome metrics from the Corporate Plan as at 30 June 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 remained stable at 30%, from Baseline to the latest review.

• The Participant social and community engagement rate for ages 15 and over increased from 38% at Baseline to 45% at the latest review.

• The Parent and carer employment rate for all ages increased from 55% at Baseline to 62% 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.

There is insufficient data to report on the participant satisfaction survey results relating to the Access and Pre-planning stage for 2020-21 quarter 3 and 2020-21 quarter 4.

• The percentage for the 'Planning' stage decreased from 80% in the quarter ending 31 March 2021 to 72% in the quarter ending 30 June 2021.

• The percentage for the 'Plan review' stage decreased from 74% in the quarter ending 31 March 2021 to 67% in the quarter ending 30 June 2021.