Transcript for Australian Capital Territory Quarterly Performance Dashboard as at 30 September 2023

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 Australian Capital Territory participant experience as at 30 September 2023 and 30 June 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 10,328 as at 30 June 2023 to 10,595 as at 30 September 2023.

• The number of children accessing early connections increased from 175 as at 30 June 2023 to 188 as at 30 September 2023. In the September 2023 quarter, the early childhood approach applies to children younger than nine, following implementation of the ECEI reset age range change project. This change will occur over the next two years and ensures children and their families are supported by an early childhood partner during and after their transition to primary school. This is a change from the June 2023 quarter, where the early childhood approach applied to children younger than seven.

• The number of children waiting for early connections decreased from 1 as at 30 June 2023 to 0 as at 30 September 2023.

• The percentage of participants fully or partially self-managing their plan remained stable at 45%, from 30 June 2023 to 30 September 2023.

• The percentage of plans activated within 90 days remained stable at 82%, from 30 June 2023 to 30 September 2023. Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2022-23 Quarter 3 have been excluded.

• The number of completed participant plan reassessments in the quarter decreased from 997 in the quarter ending 30 June 2023 to 898 in the quarter ending 30 September 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 30 June 2023 and 30 September 2023.

At the beginning of Quarter 1 2023-24 there were 10,328 active participants (excluding children accessing early connections). During 2023-24 Quarter 1, there were 316 plan approvals and 49 participants who left the Scheme or moved to another State or Territory. This resulted in 10,595 active participants as at 30 September 2023.

The following key statistics summarise the Australian Capital Territory performance as at 30 September 2023:

• 12,159 participants (excluding children accessing early connections) have had an approved plan since July 2013. 10,595 of these continue to be active.

• 7,863 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 316 participants have entered the Scheme and there are 188 children accessing early connections at the end of September 2023.

• 898 plans have had reassessments this quarter.

• 432 access decisions have been made in the quarter, of which 306 met access and are still active.

• 16 (5.1%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 474 (4.5%).

• 25 (7.9%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Australian Capital Territory to 1,050 (9.9%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## 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 September 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded. The following four indicators are outcomes measures:

• The participant employment rate for those aged 15 - 64 years increased from 29% at baseline to 30% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 36% at baseline to 42% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 56% at baseline to 62% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years increased from 71% at the first reassessment to 78% 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 both the current and previous quarters.

• At the 'access' stage, this metric could not be measured for the quarters ending 30 June 2023 and 30 September 2023. The “n/a” means that results cannot be measured.

• At the 'pre-planning' stage, this metric could not be measured for the quarters ending 30 June 2023 and 30 September 2023. The “n/a” means that results cannot be measured.

• At the 'planning' stage, this decreased from 82% in the quarter ending 30 June 2023 to 73% in the quarter ending 30 September 2023.

• At the 'plan reassessment' stage, this increased from 50% in the quarter ending 30 June 2023 to 67% in the quarter ending 30 September 2023.

## Participant Service Guarantee

The following statistics measure performance against the Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2023 and 30 September 2023. 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 service type:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This remained stable at 100% from 30 June 2023 to 30 September 2023.

The following three metrics are concerned with Access:

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received. This decreased from 100% as at 30 June 2023 to 99% as at 30 September 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This was 100% as at 30 September 2023. This metric could not be measured for the quarter ending 30 June 2023. The “n/a” means that results cannot be measured.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This decreased from 100% as at 30 June 2023 to 93% as at 30 September 2023.

The following three metrics are concerned with Planning:

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days after an access decision has been made. This increased from 98% as at 30 June 2023 to 99% as at 30 September 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA that have received initial supports). This increased from 93% as at 30 June 2023 to 97% as at 30 September 2023. ECA stands for Early Childhood Approach. The “n/a” means that results cannot be measured.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made. This increased from 99% as at 30 June 2023 to 100% as at 30 September 2023. ECA stands for Early Childhood Approach. The “n/a” means that results cannot be measured.

The following metric is concerned with Implementation:

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

The following three metrics are concerned with Plan Reassessments:

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date. This decreased from 87% as at 30 June 2023 to 75% as at 30 September 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This decreased from 79% as at 30 June 2023 to 77% as at 30 September 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This increased from 66% as at 30 June 2023 to 68% as at 30 September 2023.

The following two metrics are concerned with Plan Amendments:

• Participant Service Guarantee number 14: Amend a plan within 28 days after the receipt of information that triggers the plan amendment process. This increased from 90% as at 30 June 2023 to 93% as at 30 September 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days after the receipt of information relating to a complex quote that triggers a plan amendment process. This metric could not be measured for the quarters ending 30 June 2023 and 30 September 2023. The “n/a” means that results cannot be measured.

The following two metrics are concerned with Reviewable Decisions:

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received. This decreased from 97% as at 30 June 2023 to 95% as at 30 September 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days after the Administrative Appeals Tribunal decision is made. This increased from 91% as at 30 June 2023 to 94% as at 30 September 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This metric could not be measured for the quarters ending 30 June 2023 and 30 September 2023. The “n/a” means that results cannot be measured.

The Participant Service Guarantee metrics are based on the recommendations of the 2019 Tune Review. 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. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

## Provider and market metrics

A table displays the following key statistics on Australian Capital Territory market supply and participant costs as at 30 September 2023 and as at 30 June 2023.

• The total number of active providers (with at least one claim ever) increased from 1,684 as at 30 June 2023 to 1,747 as at 30 September 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers in the last quarter increased from 473 as at 30 June 2023 to 480 as at 30 September 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a six month rolling average with a three month lag) increased from 76% as at 30 June 2023 to 77% as at 30 September 2023.

• 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 30 June 2023 to 30 September 2023. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) 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 70% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2023 to 30 September 2023.

• The proportion of payments paid within five days remained stable at 99.8% from 30 June 2023 to 30 September 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from 1 July 2022 to 30 June 2023 were $535 million and from 1 July 2023 to 30 September 2023 were $150 million.

• Total annualised plan budgets increased from $702 million as at 30 June 2023 to $745 million as at 30 September 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Total plan inflation (current quarter percentage per annum) increased from 10.2% in the June 2023 quarter to 12.5% in the September 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments. The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in July to maintain the purchasing power of remaining plans. There has been a one-off 2.4% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 5.3% in the June 2023 quarter to 4.8% in the September 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 4.9% in the June 2023 quarter to 7.7% in the September 2023 quarter.

• Socioeconomic equity decreased from 110% in the June 2023 quarter to 109% in the September 2023 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 four Index of Education and Occupation deciles divided by the average annualised plan budget of participants residing in the bottom four Index of Education and Occupation deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Australian Capital Territory experience:

• Total annualised plan budgets as at 30 September 2023 were $745 million and payments from 1 July 2023 were $150 million.

• The number of active providers at the end of September is 1,747, growing by 4% in the quarter.

• Utilisation has been 77% from 1 January 2023 to 30 June 2023, compared with an adjusted national benchmark of 79%.

• There were no providers receiving more than 70% of payments.

• The average annualised plan budget at the end of September for active participants is $70,300 ($419,600 for participants in Supported Independent Living (SIL) and $48,800 for participants not in SIL). Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 30 September 2023.

• The average payments for the 12 month ending 30 September 2023 are $55,600 ($378,500 for participants in Supported Independent Living (SIL) and $36,000 for participants not in SIL). Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month