Transcript for South Australia Quarterly Performance Dashboard as at 31 December 2019

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 South Australia participant pathway experience as at 31 December 2019 and 30 September 2019.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 29,415 as at 30 September 2019 to 31,132 as at 31 December 2019.

• The number of children in the E-C-E-I gateway receiving initial supports decreased from 123 as at 30 September 2019 to 98 as at 31 December 2019.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 894 as at 30 September 2019 to 845 as at 31 December 2019.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 97% as at 30 September 2019 to 101% as at 31 December 2019. The Bilateral estimate is as at 30 June 2019.

• The intake as a proportion of operational target for the year to date decreased from 103% as at 30 September 2019 to 91% as at 31 December 2019.

• The proportion of participants fully or partially self managing their plan (transition only) for the year to date remained stable at 22%, from 30 September 2019 to 31 December 2019.

• The proportion of plans activated within 90 days for the year to date remained stable at 85%, from 30 September 2019 to 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The participant plan reviews as a proportion of plan review target for the year to date remained stable at 95%, from 30 September 2019 to 31 December 2019.

• The number of participant plan reviews completed increased from 6,875 in the quarter ending 30 September 2019 to 7,503 in the quarter ending 31 December 2019.

• The number of access decisions in progress decreased from 793 as at 30 September 2019 to 457 as at 31 December 2019.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 26 in the quarter ending 30 September 2019 to 7 in the quarter ending 31 December 2019.

• The average number of days to complete an access decision for participants with ages 7 or above decreased from 25 in the quarter ending 30 September 2019 to 8 in the quarter ending 31 December 2019.

• 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 154 in the quarter ending 30 September 2019 to 77 in the quarter ending 31 December 2019.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above increased from 130 in the quarter ending 30 September 2019 to 131 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 29,415 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-20 quarter 2, there were 1,512 plan approvals and a positive net movement of 205 participants across jurisdictions and scheme exits. This resulted in 31,132 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 98 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 31,230.

The following key statistics summarise the South Australia performance as at 31 December 2019.

• 32,502 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in South Australia. 31,230 of these continue to be active.

• 16,017 of active participants are receiving supports for the first time.

• In the current quarter, 1,512 participants have entered the scheme and there are 98 children with initial supports in the E-C-E-I gateway at the end of December 2019.

• On a year to date basis, 3,642 participants have entered the scheme (with an initial approved plan) which is 91% of the operational target.

• 7,503 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 95% of the plan review operational target.

• 2,285 access decisions have been made in the quarter, 1,657 of which met access and are still active as at 31 December 2019.

• 122 (8.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in SA to 1,587 (5.1%).

• 177 (11.7%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in SA to 2,226 (7.2%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on South Australia provider and market metrics as at 31 December 2019 and at 30 September 2019.

• The total number of active providers (with at least one claim ever) increased from 1,556 as at 30 September 2019 to 1,586 as at 31 December 2019. 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 877 as at 30 September 2019 to 863 as at 31 December 2019. 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 68% as at 30 September 2019 to 67% as at 31 December 2019.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark increased from 8% as at 30 September 2019 to 17% as at 31 December 2019. 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 increased from 8% as at 30 September 2019 to 17% as at 31 December 2019.

• The proportion of payments paid within 5 days (portal) remained stable at 99.9%, from 30 September 2019 to 31 December 2019.

• The growth in annualised plan budget increased from 8.0% as at 30 September 2019 to 15.2% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the South Australia provider and market metrics as at 31 December 2019.

• The number of active providers at the end of December is 1,586, growing at 2% in the quarter.

• Utilisation has been 67% from 1 April 2019 to 30 September 2019, with 17% of regions in South Australia more than 10 percentage points below the adjusted national benchmark.

• In 17% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the South Australia distribution of regions by plan utilisation as at 31 December 2019. 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.

2 out of 12 (17%) regions are more than 10 percentage points below the adjusted national benchmark.

4 out of 12 (33%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

6 out of 12 (50%) regions are within 5 percentage points of the adjusted national benchmark.

The following regions are that are more than 5% below benchmark:

• Far North (South Australia): 45% versus 69% benchmark.

• Eyre and Western: 53% versus 65% benchmark.

• Limestone Coast: 61% versus 71% benchmark.

• Yorke and Mid North: 59% versus 66% benchmark.

• Murray and Mallee: 66% versus 71% benchmark.

• Barossa, Light and Lower North: 62% versus 67% benchmark.

A chart displays the South Australia distribution of regions by market concentration as at 31 December 2019.

2 out of 12 (17%) regions have between 85% and 90% of payments going to the 10 largest providers.

5 out of 12 (42%) regions have between 65% and 85% of payments going to the 10 largest providers.

5 out of 12 (42%) regions have between 45% and 65% of payments going to the 10 largest providers.

The following regions are closest to benchmark:

• Far North: 85% versus 85% benchmark.

• Fleurieu and Kangaroo Island: 85% versus 85% benchmark.

• Limestone Coast: 79% versus 85% benchmark.

• Eyre and Western: 78% versus 85% benchmark.

• Murray and Mallee: 78% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 December 2019.

A chart displays the average annualised committed supports and utilisation by region.

The following comments are made regarding the South Australia experience at region level as at 31 December 2019.

• Northern Adelaide has the highest number of active participants (10,494), while Far North (South Australia) has the lowest (354).

• Far North (South Australia) has the highest average annualised committed supports.

• Northern Adelaide and Eastern Adelaide both have the highest utilisation at 69%, whilst Far North (South Australia) has the lowest utilisation at 45%.

• Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.

Section 4 Participant Outcomes and Satisfaction - Quarterly results

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

For Outcomes measures as at 31 December 2019. 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 January 2017 and 31 December 2017 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 increased from 36% at Baseline to 43% at the second review.

• The percentage of participants in work increased from 31% at Baseline to 33% at the second review.

- The percentage of participants who choose who supports them increased from 52% at Baseline to 54% at the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good increased from 78% as at 30 September 2019 to 86% as at 31 December 2019.