

# Transcript for South Australia 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 South Australia 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 31,132 as at 31 December 2019 to 33,127 as at 31 March 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 98 as at 31 December 2019 to 256 as at 31 March 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 845 as at 31 December 2019 to 529 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 101% as at 31 December 2019 to 109% 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 22% as at 31 December 2019 to 25% as at 31 March 2020.
- The proportion of plans activated within 90 days for the year to date remained stable at 85%, 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 increased from 7,503 in the quarter ending 31 December 2019 to 9,236 in the quarter ending 31 March 2020.
- Open participant requested reviews (PRRs) (s48) decreased from 193 as at 31 December 2019 to 60 as at 31 March 2020.
- Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 77 as at 31 December 2019 to 31 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 871 as at 31 December 2019 to 545 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 decreased from 457 as at 31 December 2019 to 346 as at 31 March 2020.

- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 7 in the quarter ending 31 December 2019 to 2 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 77 in the quarter ending 31 December 2019 to 76 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 increased from 131 in the quarter ending 31 December 2019 to 137 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 31,132 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 2,134 plan approvals and a negative net movement of 139 participants across jurisdictions and scheme exits. This resulted in 33,127 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 256 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 33,383.

The following key statistics summarise the South Australia performance as at 31 March 2020.

- 34,796 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in South Australia. 33,383 of these continue to be active.
- 17,809 of active participants are receiving supports for the first time.
- In the current quarter, 2,134 participants have entered the scheme and there are 256 children with initial supports in the E-C-E-I gateway at the end of March 2020.
- 9,236 plans have been reviewed this quarter.
- 2,061 access decisions have been made in the quarter, 1,581 of which met access and are still active as at 31 March 2020.
- 158 (7.4%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in South Australia to 1,770 (5.3%).
- 206 (9.7%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in South Australia to 2,427 (7.3%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on South Australia 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 1,665 as at 31 December 2019 to 1,716 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 863 as at 31 December 2019 to 851 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) remained stable at 67%, from 31 December 2019 to 31 March 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark increased from 17% as at 31 December 2019 to 25% as at 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 17%, from 31 December 2019 to 31 March 2020
- The proportion of payments paid within 5 days (portal) decreased from 99.9% as at 31 December 2019 to 99.8% as at 31 March 2020.
- The growth in annualised plan budget decreased from 15.2% as at 31 December 2019 to 12.6% as at 31 March 2020. 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 March 2020.

- The number of active providers at the end of March is 1,716, growing at 3% in the quarter.
- Utilisation has been 67% from 1 July 2019 to 31 December 2019, with 25% 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 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

3 out of 12 (25%) regions are more than 10 percentage points below the adjusted national benchmark.

3 out of 12 (25%) 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.

No regions are between 5 and 10 percentage points above the adjusted national benchmark.

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

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

- Far North (South Australia): 50% versus 69% benchmark.
- Eyre and Western: 52% versus 65% benchmark.
- Limestone Coast: 59% versus 72% benchmark.

- Murray and Mallee: 61% versus 70% benchmark.
- Yorke and Mid North: 57% versus 66% 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 March 2020

No regions have more than 95% of payments going to the 10 largest providers.

No regions have between 90% and 95% of payments going to the 10 largest providers.

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.

No regions have less than 45% of payments going to the 10 largest providers.

The following regions are closest to benchmark:

- Far North (South Australia): 89% versus 85% benchmark.
- Fleurieu and Kangaroo Island: 86% versus 85% benchmark.
- Eyre and Western: 80% versus 85% benchmark.
- Limestone Coast: 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 March 2020.

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 March 2020.

- Northern Adelaide has the highest number of active participants (11,105), while Far North (South Australia) has the lowest (395).
- Far North (South Australia) has the highest average annualised committed supports, followed by Eastern Adelaide.
- Eastern Adelaide, Northern Adelaide and Adelaide Hills have the highest utilisation at 69%. Far North (South Australia) has the lowest utilisation at 50%.
- 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.

## Section 4 Participant Outcomes and Satisfaction - Quarterly results

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

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 increased from 37% at Baseline to 42% at the second review.
- The percentage of participants in work decreased from 34% at Baseline to 32% at the second review.
- The percentage of participants who choose who supports them increased from 59% 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 increased from 67% in the quarter ending 31 December 2019 to 72% in the quarter ending 31 March 2020.
- The percentage for the 'Pre-planning' stage increased from 78% in the quarter ending 31 December 2019 to 79% in the quarter ending 31 March 2020.
- The percentage for the 'Planning' stage increased from 82% in the quarter ending 31 December 2019 to 85% in the quarter ending 31 March 2020.
- The percentage for the 'Plan review' stage decreased from 74% in the quarter ending 31 December 2019 to 73% in the quarter ending 31 March 2020.