Transcript for Northern 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 Northern 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 2,819 as at 31 December 2019 to 3,124 as at 31 March 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 38 as at 31 December 2019 to 60 as at 31 March 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 67 as at 31 December 2019 to 13 as at 31 March 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 51% as at 31 December 2019 to 53% as at 31 March 2020.

• The proportion of participants fully or partially self managing their plan for the year to date remained stable at 19%, from 31 December 2019 to 31 March 2020.

• The proportion of plans activated within 90 days for the year to date remained stable at 82%, from 31 December 2019 to 31 March 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 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 783 in the quarter ending 31 December 2019 to 682 in the quarter ending 31 March 2020.

• Open participant requested reviews (PRRs) (s48) decreased from 16 as at 31 December 2019 to 5 as at 31 March 2020.

• Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 3 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 38 as at 31 December 2019 to 20 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 78 as at 31 December 2019 to 49 as at 31 March 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 6 in the quarter ending 31 December 2019 to 3 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 7 in the quarter ending 31 December 2019 to 3 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 increased from 41 in the quarter ending 31 December 2019 to 66 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 91 in the quarter ending 31 December 2019 to 114 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 2,819 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 327 plan approvals and a negative net movement of 22 participants across jurisdictions and scheme exits. This resulted in 3,124 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 60 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 3,184.

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

• 3,277 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in the Northern Territory. 3,184 of these continue to be active.

• 1,201 active participants are receiving supports for the first time.

• In the current quarter, 327 participants have entered the scheme and there are 60 children with initial supports in the E-C-E-I gateway at the end of March 2020.

• 682 plans have been reviewed this quarter.

• 371 access decisions have been made in the quarter, 282 of which met access and are still active as at 31 March 2020.

• 158 (48.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in the Northern Territory to 1,556 (49.8%).

• 71 (21.7%) 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 Northern Territory to 820 (26.2%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Northern 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 420 as at 31 December 2019 to 504 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 increased from 217 as at 31 December 2019 to 256 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 60%, 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 50% as at 31 December 2019 to 67% 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 the top 10 providers supply more than 85% of the supports $ remained stable at 67%, from 31 December 2019 to 31 March 2020.

• The proportion of payments paid within 5 days (portal) increased from 99.3% as at 31 December 2019 to 99.5% as at 31 March 2020.

• The growth in annualised plan budget decreased from 22.3% as at 31 December 2019 to 13.2% as at 31 March 2020. This measure is based on plans reviewed in the current quarter.

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

• The number of active providers at the end of March is 504, growing by 20% in the quarter.

• Utilisation was 60% in the six months from 1 July 2019 to 31 December 2019, with 67% of regions in the Northern Territory more than 10 percentage points below the adjusted national benchmark.

• In 67% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the Northern Territory 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.

4 out of 6 (67%) regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 6 (33%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

No 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 below benchmark:

• East Arnhem: 29% versus 66% benchmark.

• Barkly: 46% versus 74% benchmark.

• Darwin Remote: 38% versus 61% benchmark.

• Katherine: 64% versus 75% benchmark.

• Central Australia: 66% versus 74% benchmark.

• Darwin Urban: 65% versus 72% benchmark.

A chart displays the Northern Territory 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.

4 out of 6 (67%) regions have between 90% and 95% of payments going to the 10 largest providers.

No regions have between 85% and 90% of payments going to the 10 largest providers.

2 out of 6 (33%) regions have between 65% and 85% of payments going to the 10 largest providers.

No 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 above benchmark:

• Barkly: 94% versus 85% benchmark.

• Central Australia: 92% versus 85% benchmark.

• East Arnhem: 92% versus 85% benchmark.

• Katherine: 91% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 March 2020. ('Other' include participants with regional information missing.)

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

The following comments are made regarding the Northern Territory experience at region level as at 31 March 2020.

• Darwin Urban has the highest number of active participants (1,808), while Barkly has the lowest (153).

• Central Australia has the highest average annualised committed supports.This is partly driven by a higher proportion of SIL participants compared with other Northern Territory regions.

• Central Australia has the highest utilisation at 66%, whilst East Arnhem has the lowest utilisation at29%.

• 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

A table displays the following key statistics on Northern 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 increased from 47% at Baseline to 51% at the second review.

- The percentage of participants in work increased from 8% at Baseline to 10% at the second review.

- The percentage of participants who choose who supports them increased from 22% at Baseline to 27% at the second review.

There is insufficient data to report on the participant satisfaction survey results for the Northern Territory.