

# Transcript for National 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 National 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 338,982 as at 31 December 2019 to 364,879 as at 31 March 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 2,678 as at 31 December 2019 to 5,542 as at 31 March 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 8,175 as at 31 December 2019 to 5,851 as at 31 March 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 83% as at 31 December 2019 to 89% as at 31 March 2020. The Bilateral estimate is as at 30 June 2019 for all states and territories except Western Australia and Northern Territory.
- The proportion of participants fully or partially self managing their plan for the year to date increased from 30% as at 31 December 2019 to 31% as at 31 March 2020.
- The proportion of plans activated within 90 days for the year to date remained stable at 86%, 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 76,447 in the quarter ending 31 December 2019 to 89,329 in the quarter ending 31 March 2020.
- Open participant requested reviews (PRRs) (s48) decreased from 2,000 as at 31 December 2019 to 755 as at 31 March 2020. Numbers of open PRRs and RoRDs for the previous quarter have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.
- Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 989 as at 31 December 2019 to 379 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act), previously known as an s100 review. Open RoRD Planning numbers relate to requests made after 15 April 2019. Numbers of open PRRs and RoRDs for the previous quarter have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.
- Open reviews of reviewable decisions (RoRDs - Planning) (s100) decreased from 9,275 as at 31 December 2019 to 6,158 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act), previously known as an s100 review. Open RoRD Planning numbers relate to requests made

after 15 April 2019. Numbers of open PRRs and RoRDs for the previous quarter have been restated using data as at 31 March 2020 due to retrospective changes in the underlying data.

- The number of access decisions in progress decreased from 6,187 as at 31 December 2019 to 5,011 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 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 63 in the quarter ending 31 December 2019 to 60 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 92 in the quarter ending 31 December 2019 to 102 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 338,982 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 27,462 plan approvals and a negative net movement of 1,565 scheme exits. This resulted in 364,879 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 5,542 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 370,421.

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

- 381,453 participants have entered the scheme (including E-C-E-I) since July 2013. 370,421 of these continue to be active.
- 154,139 active participants are receiving supports for the first time.
- In the current quarter, 27,462 participants have entered the scheme and there are 5,542 children with initial supports in the E-C-E-I gateway at the end of March 2020.
- 89,329 plans have been reviewed this quarter.
- 28,451 access decisions have been made in the quarter, 21,822 of which met access and are still active as at 31 March 2020.
- 2,123 (7.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 22,749 (6.2%).
- 3,106 (11.3%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants nationally to 33,059 (9.1%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on National 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 13,986 as at 31 December 2019 to 14,534 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 9,868 as at 31 December 2019 to 9,746 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) decreased from 69% as at 31 December 2019 to 68% as at 31 March 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 11%, from 31 December 2019 to 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. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.
- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers decreased from 12% as at 31 December 2019 to 11% as at 31 March 2020. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.
- The proportion of payments paid within 5 days (portal) increased from 99.7% as at 31 December 2019 to 99.8% as at 31 March 2020.
- The growth in annualised plan budget increased from 12.0% as at 31 December 2019 to 12.8% as at 31 March 2020. This measure is based on plans reviewed in the current quarter.

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

- The number of active providers at the end of March is 14,534, growing by 4% in the quarter.
- Utilisation was 68% from 1 July 2019 to 31 December 2019, with 11% of regions in Australia more than 10 percentage points below the adjusted national benchmark.
- In 11% of regions, the top 10 providers provide more than 85% of supports by value.

A chart displays the National 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. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

8 out of 76 (11%) regions are more than 10 percentage points below the adjusted national benchmark.

10 out of 76 (13%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

54 out of 76 (71%) regions are within 5 percentage points of the adjusted national benchmark.

4 out of 76 (5%) 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 more than 10% below benchmark:

- Northern Territory East Arnhem: 29% versus 66% benchmark.
- Northern Territory Barkly: 46% versus 74% benchmark.
- Northern Territory Darwin Remote: 38% versus 61% benchmark.
- South Australia Far North (South Australia): 50% versus 69% benchmark.
- South Australia Eyre and Western: 52% versus 65% benchmark.
- South Australia Limestone Coast: 59% versus 72% benchmark.
- Western Australia Goldfields-Esperance: 43% versus 54% benchmark.
- Northern Territory Katherine: 64% versus 75% benchmark.

A chart displays the National distribution of regions by market concentration as at 31 March 2020. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

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

6 out of 76 (8%) regions have between 90% and 95% of payments going to the 10 largest providers.

2 out of 76 (3%) regions have between 85% and 90% of payments going to the 10 largest providers.

20 out of 76 (26%) regions have between 65% and 85% of payments going to the 10 largest providers.

32 out of 76 (42%) regions have between 45% and 65% of payments going to the 10 largest providers.

16 out of 76 (21%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are more than 5% above benchmark:

- Northern Territory Barkly: 94% versus 85% benchmark.
- Western Australia Kimberley-Pilbara: 92% versus 85% benchmark.
- Northern Territory Central Australia: 92% versus 85% benchmark.
- Northern Territory East Arnhem: 92% versus 85% benchmark.
- Western Australia Goldfields-Esperance: 92% versus 85% benchmark.

- Northern Territory Katherine: 91% versus 85% benchmark.

### Section 3 Summaries by state/territory

A chart displays the active participants by state/territory as at 31 March 2020.

A chart displays the average annualised committed supports and utilisation by state/territory. Separate utilisation rates are shown for participants with and without Supported Independent Living (abbreviated as SIL).

The following comments are made regarding the National experience at jurisdiction level as at 31 March 2020.

- New South Wales has the highest number of active participants (119,264).
- There are 24 active participants who reside in Other Territories (abbreviated as O-T) including Norfolk Island. Given the small size of this group, average annualised committed supports and utilisation for O-T is not shown.
- Northern Territory has the highest average annualised committed supports. This is partially driven by a higher proportion of SIL participants compared with other states/territories.
- The utilisation of SIL participants is consistently higher than for non-SIL participants across every state/territory. On a national basis, utilisation was 83% for SIL participants and 61% for non-SIL participants.
- Duration in the Scheme is also a key driver of utilisation. Participants utilise a greater proportion of their subsequent plans when compared to their initial plan. Utilisation for participants on their first plan is 56% compared with 62% for those on their second plan and 73% for those on subsequent plans. (This excludes participants receiving in-kind supports as it is not possible to accurately separate in-kind payments and committed amounts between plans.)
- 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 National 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 35% at Baseline to 45% at the second review.
- The percentage of participants in work increased from 24% at Baseline to 25% at the second review.
- The percentage of participants who choose who supports them increased from 49% at Baseline to 51% 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 decreased from 75% in the quarter ending 31 December 2019 to 71% in the quarter ending 31 March 2020.
- The percentage for the 'Pre-planning' stage increased from 79% in the quarter ending 31 December 2019 to 81% in the quarter ending 31 March 2020.
- The percentage for the 'Planning' stage remained stable at 80%, in the quarters ending 31 December 2019 and 31 March 2020.
- The percentage for the 'Plan review ' stage increased from 79% in the quarter ending 31 December 2019 to 82% in the quarter ending 31 March 2020.