Transcript for National Quarterly Performance Dashboard as at 30 June 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 30 June 2020 and 31 March 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 364,879 as at 31 March 2020 to 391,999 as at 30 June 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 5,542 as at 31 March 2020 to 8,197 as at 30 June 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 5,851 as at 31 March 2020 to 1,614 as at 30 June 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 89% as at 31 March 2020 to 96% as at 30 June 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 remained stable at 31%, from 31 March 2020 to 30 June 2020.

• The proportion of plans activated within 90 days remained stable at 86%, from 31 March 2020 to 30 June 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 2 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 89,329 in the quarter ending 31 March 2020 to 103,755 in the quarter ending 30 June 2020.

• Open participant requested reviews (PRRs) increased from 755 as at 31 March 2020 to 2,201 as at 30 June 2020.

• Open reviews of reviewable decisions (RoRDs – Access) decreased from 391 as at 31 March 2020 to 216 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• Open reviews of reviewable decisions (RoRDs – Planning) decreased from 6,475 as at 31 March 2020 to 1,900 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• The number of access decisions in progress increased from 5,011 as at 31 March 2020 to 8,560 as at 30 June 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 increased from 3 in the quarter ending 31 March 2020 to 4 in the quarter ending 30 June 2020.

• The average number of days to complete an access decision for participants with ages 7 or above increased from 4 in the quarter ending 31 March 2020 to 8 in the quarter ending 30 June 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 60 in the quarter ending 31 March 2020 to 48 in the quarter ending 30 June 2020.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 102 in the quarter ending 31 March 2020 to 80 in the quarter ending 30 June 2020.

A chart displays the change in active participants between 31 March 2020 and 30 June 2020.

There were 364,879 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 28,860 plan approvals and a negative net movement of 1,740 scheme exits. This resulted in 391,999 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 8,197 children in the E-C-E-I gateway receiving initial supports as at 30 June 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2020 was 400,196.

The following key statistics summarise the National performance as at 30 June 2020.

• 412,968 participants have entered the scheme (including E-C-E-I) since July 2013. 400,196 of these continue to be active.

• 175,568 active participants are receiving supports for the first time.

• In the current quarter, 28,860 participants have entered the scheme and there are 8,197 children with initial supports in the E-C-E-I gateway at the end of June 2020.

• 103,755 plans have been reviewed this quarter.

• 26,943 access decisions have been made in the quarter, 21,432 of which met access and are still active as at 30 June 2020.

• 2,332 (8.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 25,077 (6.4%).

• 3,149 (10.9%) 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 36,066 (9.2%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on National provider and market metrics as at 30 June 2020 and at 31 March 2020.

• The total number of active providers (with at least one claim ever) increased from 14,534 as at 31 March 2020 to 14,882 as at 30 June 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 9,746 as at 31 March 2020 to 9,251 as at 30 June 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) increased from 68% as at 31 March 2020 to 70% as at 30 June 2020.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark decreased from 11% as at 31 March 2020 to 10% as at 30 June 2020. All regions are now included in these market monitoring metrics, including the regions which commenced phasing in from 1 July 2019 for the first time. 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 11% as at 31 March 2020 to 13% as at 30 June 2020. All regions are now included in these market monitoring metrics, including the regions which commenced phasing in from 1 July 2019 for the first time.

• The proportion of payments paid within 5 days (portal) decreased from 99.8% as at 31 March 2020 to 99.7% as at 30 June 2020.

• The growth in annualised plan budget increased from 12.8% as at 31 March 2020 to 16.6% as at 30 June 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 30 June 2020.

• The number of active providers at the end of June is 14,882, growing by 2% in the quarter.

• Utilisation was 70% from 1 October 2020 to 31 March 2020, with 10% of regions in Australia more than 10 percentage points below the adjusted national benchmark.

• In 13% 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 30 June 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. All regions are now included in these market monitoring metrics, including the regions which commenced phasing in from 1 July 2019 for the first time.

8 out of 80 (10%) regions are more than 10 percentage points below the adjusted national benchmark.

8 out of 80 (10%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

63 out of 80 (79%) regions are within 5 percentage points of the adjusted national benchmark.

1 out of 80 (1%) 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: 33% versus 66% benchmark.

• Northern Territory Barkly: 53% versus 75% benchmark.

• Northern Territory Darwin Remote: 40% versus 60% benchmark.

• South Australia Far North (South Australia): 48% versus 69% benchmark.

• South Australia Eyre and Western: 53% versus 67% benchmark.

• Western Australia Goldfields-Esperance: 44% versus 57% benchmark.

• Western Australia Midwest-Gascoyne: 40% versus 52% benchmark.

• South Australia Limestone Coast: 61% versus 73% benchmark.

A chart displays the National distribution of regions by market concentration as at 30 June 2020. All regions are now included in these market monitoring metrics, including the regions which commenced phasing in from 1 July 2019 for the first time.

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

6 out of 80 (8%) regions have between 90% and 95% of payments going to the 10 largest providers.

4 out of 80 (5%) regions have between 85% and 90% of payments going to the 10 largest providers.

19 out of 80 (24%) regions have between 65% and 85% of payments going to the 10 largest providers.

33 out of 80 (41%) regions have between 45% and 65% of payments going to the 10 largest providers.

18 out of 80 (23%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are more than 5% above benchmark:

• Western Australia Midwest-Gascoyne: 94% versus 85% benchmark.

• Western Australia Great Southern: 94% versus 85% benchmark.

• Northern Territory Barkly: 93% versus 85% benchmark.

• Northern Territory East Arnhem: 91% versus 85% benchmark.

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

• Northern Territory Central Australia: 91% versus 85% benchmark.

Section 3 Summaries by state/territory

A chart displays the active participants by state/territory as at 30 June 2020. (There are 12 active participants at 30 June 2020 with Missing state/territory information. These participants are not shown in the chart.)

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 30 June 2020.

• New South Wales has the highest number of active participants (124,625).

• 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 85% for SIL participants and 62% 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 54% compared with 65% for those on their second plan and 74% 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 October 2019 to 31 March 2020 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 30 June 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 July 2017 and 30 June 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 44% at the second review.

• The percentage of participants in work remained stable at 23%, from Baseline to the second review.

• The percentage of participants who choose who supports them increased from 49% at Baseline to 50% 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. For the quarter ending 31 March 2020, participant satisfaction results have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

• The percentage for the 'Access' stage increased from 70% in the quarter ending 31 March 2020 to 81% in the quarter ending 30 June 2020.

• The percentage for the 'Pre-planning' stage increased from 80% in the quarter ending 31 March 2020 to 83% in the quarter ending 30 June 2020.

• The percentage for the 'Planning' stage increased from 80% in the quarter ending 31 March 2020 to 84% in the quarter ending 30 June 2020.

• The percentage for the 'Plan review' stage increased from 82% in the quarter ending 31 March 2020 to 85% in the quarter ending 30 June 2020.