# Transcript for National Quarterly Performance Dashboard as at 30 September 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 September 2020 and 30 June 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 391,999 as at 30 June 2020 to 412,543 as at 30 September 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 8,197 as at 30 June 2020 to 8,639 as at 30 September 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 1,614 as at 30 June 2020 to 1,080 as at 30 September 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 96% as at 30 June 2020 to 101% as at 30 September 2020. The Scheme to date Bilateral Estimates for Western Australia are as at 30 September 2020, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

• The proportion of participants fully or partially self-managing their plan remained stable at 31%, from 30 June 2020 to 30 September 2020.

• The proportion of plans activated within 90 days remained stable at 86%, from 30 June 2020 to 30 September 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 3 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 103,755 in the quarter ending 30 June 2020 to 87,229 in the quarter ending 30 September 2020. Plans less than 30 days in duration have been excluded.

• The proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days remained stable at 100%, from the quarter ending 30 June 2020 to the quarter ending 30 September 2020.

• The proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days increased from 67% in the quarter ending 30 June 2020 to 74% in the quarter ending 30 September 2020.

• The proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days increased from 85% in the quarter ending 30 June 2020 to 99% in the quarter ending 30 September 2020.

• The number of access decisions in progress increased from 8,578 as at 30 June 2020 to 9,177 as at 30 September 2020.

• The proportion of access decisions that were made or further information requested within 21 days of access request decreased from 100.0% in the quarter ending 30 June 2020 to 99.9% in the quarter ending 30 September 2020.

• The proportion of access decisions that were made within 14 days of final information being provided decreased from 99.8% in the quarter ending 30 June 2020 to 99.7% in the quarter ending 30 September 2020.

• The proportion of first plan approved after access decision has been made that were for participants aged 0 to 6, within 70 days increased from 89% in the quarter ending 30 June 2020 to 98% in the quarter ending 30 September 2020.

• The proportion of first plan approved after access decision has been made that were for participants aged 7 or above, within 90 days increased from 75% in the quarter ending 30 June 2020 to 92% in the quarter ending 30 September 2020.

• Children benefiting from the Scheme no longer needing supports (% p.a.) for the year to date decreased from 2.6% for the quarter ending 30 June 2020 to 2.4% for the quarter ending 30 September 2020. This is annualised rate of exits from the Scheme by participants aged 0 to 14, as well as the exits from the ECEI Gateway (that are not Access Met).

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

There were 391,999 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 21,994 plan approvals and a negative net movement of 1,450 Scheme exits. This resulted in 412,543 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 8,639 children in the E-C-E-I gateway receiving initial supports as at 30 September 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 September 2020 was 421,182.

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

• 435,404 participants have entered the Scheme (including E-C-E-I) since July 2013. 421,182 of these continue to be active.

• 193,977 active participants are receiving supports for the first time.

• In the current quarter, 21,994 participants have entered the Scheme and there are 8,639 children with initial supports in the E-C-E-I gateway at the end of September 2020.

• 87,229 plans have been reviewed this quarter.

• 28,648 access decisions have been made in the quarter, 22,247 of which met access and are still active as at 30 September 2020.

• 1,991 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 27,112 (6.6%).

• 2,312 (10.5%) 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 38,263 (9.3%).

## Section 2 Provider and Market Metrics

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

• The total number of active providers (with at least one claim ever) increased from 14,882 as at 30 June 2020 to 15,319 as at 30 September 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 9,251 as at 30 June 2020 to 9,150 as at 30 September 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 70% as at 30 June 2020 to 69% as at 30 September 2020.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 10%, from 30 June 2020 to 30 September 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers decreased from 13% as at 30 June 2020 to 10% as at 30 September 2020.

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

• The growth in annualised plan budget decreased from 16.6% as at 30 June 2020 to 8.1% as at 30 September 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 September 2020.

• The number of active providers at the end of September is 15,319, growing by 3% in the quarter.

• Utilisation was 69% from 1 January 2020 to 30 June 2020, with 10% of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

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

A chart displays the National distribution of service districts by plan utilisation as at 30 September 2020. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

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

9 out of 80 (11%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

61 out of 80 (76%) service districts are within 5 percentage points of the adjusted national benchmark.

2 out of 80 (3%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

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

Service districts more than 10% below benchmark:

• Northern Territory East Arnhem: 31% versus 65% benchmark.

• Northern Territory Darwin Remote: 34% versus 58% benchmark.

• Northern Territory Barkly: 54% versus 75% benchmark.

• South Australia Far North: 48% versus 66% benchmark.

• Western Australia Goldfields-Esperance: 44% versus 58% benchmark.

• South Australia Eyre and Western: 53% versus 66% benchmark.

• Western Australia Kimberley-Pilbara: 50% versus 61% benchmark.

• New South Wales Far West: 56% versus 66% benchmark.

A chart displays the National distribution of service districts by market concentration as at 30 September 2020.

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

3 out of 80 (4%) service districts have between 90% and 95% of payments going to the 10 largest providers.

5 out of 80 (6%) service districts have between 85% and 90% of payments going to the 10 largest providers.

17 out of 80 (21%) service districts have between 65% and 85% of payments going to the 10 largest providers.

35 out of 80 (44%) service districts have between 45% and 65% of payments going to the 10 largest providers.

20 out of 80 (25%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts more than 5% above benchmark:

• Northern Territory Barkly: 94% versus 85% benchmark.

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

• Western Australia Midwest-Gascoyne: 93% versus 85% benchmark.

## Section 3 Summaries by State/Territory

A chart displays the active participants by State/Territory as at 30 September 2020. There are 4 active participants at 30 September 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). There are 4 active participants at 30 September 2020 with missing State/Territory information. These participants are not shown in the chart. Given the small size of this group, average annualised committed supports and utilisation for O-T is not shown.

The following comments are made regarding the National experience at jurisdiction level as at 30 September 2020.

• New South Wales has the highest number of active participants (130,118).

• There are 34 active participants who reside in Other Territories (abbreviated as O-T) including Norfolk Island.

• 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 86% 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 52% compared with 65% 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 January 2020 to 30 June 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 Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020. These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

• The percentage - Participant employment rate - ages 15 and over increased from 22% at Baseline to 23% at the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 35% at Baseline to 46% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 45% at Baseline to 49% at the latest 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. Participant satisfaction results have been restated using data as at 30 September 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 82% in the quarter ending 30 June 2020 to 84% in the quarter ending 30 September 2020.

• The percentage for the 'Pre-planning' stage remained stable at 83%, in the quarters ending 30 June 2020 and 30 September 2020.

- The percentage for the 'Planning' stage remained stable at 85%, in the quarters ending 30 June 2020 and 30 September 2020.

- The percentage for the 'Plan review ' stage increased from 85% in the quarter ending 30 June 2020 to 86% in the quarter ending 30 September 2020.